



Payer Experience & Client Dashboard Onboarding

Delin Kong - Relationship Manager



Payment Portal Link

igbis.flywire.com

Accessible via web browsers and mobile devices



PHONE



ONLINE

Follow the Funds – PAYER VIEW

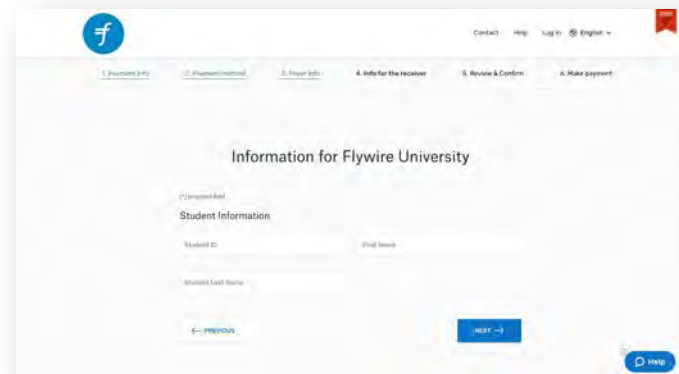
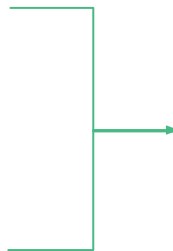
Entry Points

Invoices/Offer Letters (RECOMMENDED!)

Your Institution's Website (RECOMMENDED!)

School Portals (RECOMMENDED!)

Flywire's Website



Direct Payment Portal

Payment Experience – Step 1

1. Payment Info 2. Payment method 3. Payer Info 4. Info for the receiver 5. Review & Confirm 6. Make payment

Your payment

The payment will come from

Country or region *

Flywire University receives

\$ Amount *
0.00

Amount will be formatted in the destination currency, in this case United States Dollars, i.e. 10,000.00 for ten thousand USD.

NEXT →

Help

Contact Help Log in English

5. Review & Confirm

- 中文
- Español
- 한국어
- 日本語
- Français
- Português
- Bahasa Indonesia
- Cymraeg
- Tiếng Việt
- العربية

Payer chooses country

Payer enters amount they owe in MYR

Step 2

Select your preferred payment method

Best Price Guaranteed Subject to terms and conditions

Bank Transfer in South Korean Won (KRW)
₩7,497,000.00 Select

Important info

UnionPay Card in KRW
₩7,557,000.00 Select

Supports:

Important info

JCB Credit Card payments in KRW
₩7,692,000.00 Select

Visa Credit/Debit in KRW
₩7,708,000.00 Select

Supports:

Payer chooses preferred payment method.

Step 3

Payer information

Email First name

Middle name (Optional) Family name

Address 1 Address 2 (Optional)

City State / Province / Region (Optional)

Zip code / Postal Code (Optional) +86 Phone number

Receive text notifications on your payment status

Payment account holder's name as shown on Identification Number

I have read, understand, and agree to the Flywire Terms of Use and Privacy Policy

← PREVIOUS NEXT →

Payer information required— who is actually making the payment. If it's a parent, parent info needs to be entered.

Step 4

The screenshot displays the Flywire payment interface for 'Flywire University'. The navigation bar at the top includes the Flywire logo, 'Contact', 'Help', 'Log in', and 'English'. The progress bar shows six steps: 1. Payment Info, 2. Payment method, 3. Payer Info, 4. Info for the receiver (current step), 5. Review & Confirm, and 6. Make payment. The main content area is titled 'Information for Flywire University' and contains several sections: 'Contact Information' (highlighted with a green oval), 'Payment Information', and 'Student Information'. The 'Contact Information' section includes a dropdown menu for 'The person filling out this form is'. The 'Payment Information' section includes a dropdown for 'Payment type'. The 'Student Information' section includes fields for 'Student ID', 'First Name', 'Middle name', 'Last Name', 'Date of Birth', and 'Student Email Address'. A 'Back' button is on the left and a 'Next' button is on the right. A 'Help' button is in the bottom right corner.

Custom fields to track who is making payments

Step 5

The screenshot displays a web interface for reviewing payment information. At the top, there is a navigation bar with a logo and links for 'Contact', 'Help', 'Log in', and 'English'. Below this is a progress bar with six steps: '1. Payment details', '2. Payment method', '3. Review and confirm', '4. Send payment information', '5. Review & Confirm', and '6. Make payment'. The main heading is 'Review and confirm payment information'. The content is organized into three sections: 'Payment information', 'Payment method', and 'Payer information'. The 'Payment information' section shows a total amount of CN¥6,542.00 and \$1,000.00, with the destination set to 'China'. The 'Payment method' section indicates 'Domestic RMB transfer' through '国内银行人民币转账'. The 'Payer information' section lists details for Jacob Mascock, including his name, address (6420 Saddlehorse Dr, Flowery Branch, Georgia 30452), phone number (+86 847410220), and email (jacob.mascock@fywire.com). A 'Student Information' section at the bottom shows the student ID '123456' and the name 'Mascock'. The page is styled with a clean, modern layout and a light blue color scheme.

Section	Field	Value
Payment information	Total amount	CN¥6,542.00 / \$1,000.00
	Country to receive	China
Payment method	Payment method	国内银行人民币转账 - [Domestic RMB transfer]
Payer information	First name	Jacob
	Family name	Mascock
	Address 1	6420 Saddlehorse Dr
	Address 2	Flowery Branch
	City	Georgia
	State / Province / Region	30452
	Country	China
	Phone number	+86 847410220
	Nationality Identification	121
	Name as shown on passport (if any)	Jacob Mascock
Student Information	Student ID	123456
	First Name	Jacob

Review and confirm the information is correct.

Final Steps

Follow bank transfer instructions

The screenshot shows the Flywire payment pending interface. At the top, it says "Payment pending" and "Please include the transaction of CNY6,542.00 with your name no later than May 31, 2022". Below this, it displays "You sent to Flywire CNY6,542.00" and "Flywire University receives \$1,000.00". A prominent message states: "Now, you need to make a bank transfer from your bank account to ours no later than **May 31, 2022**". A green circle highlights the "Payment instructions" section, which includes:

- Amount to pay: CNY6,542.00
- Reference / Payment ID: FWU91239300
- Remittance information (Reference): FWU91239300 - Flywire University
- Beneficiary bank: China Everbright Bank Shanghai Branch Zhabei sub-branch
- Beneficiary account number: 3656218600068261
- Beneficiary: Shanghai Oceanart Business Service Co., Ltd
- Contact telephone number: +86-400019131
- Contact email address: 44csupport@flywire.com

At the bottom, there is an "Important info" section with instructions to include the Transaction ID in the remittance information.

OR

The screenshot shows the Flywire payment pending interface for a card payment. At the top, it says "Payment pending" and "Follow the steps below to pay before March 29th 2018 or your payment will be cancelled automatically." Below this, it displays "Payment details" with "You're sending CNY31,833.00" and "They're receiving \$5,000.00". A green circle highlights the "Payment details" form, which includes:

- Card number *
- Cardholder's name *
- Expiry date * (Month and Year)
- Security code (Last 3 digits on the back of card)
- Contact details (Phone number and email address)

At the bottom, it says "POWERED BY flywire" and "Copyright © Flywire, 2009-2018 All rights reserved. Flywire is a trademark of Flywire Corporation."

Input card details



Payment Instructions & Authorization Letter

Now, you need to make a bank transfer from your bank account to ours no later than **May 31, 2022**

How can I complete my bank transfer?
You will need to complete your bank transfer (specify Flywire payments as vendor: Geowit, Shanghai Trade Square) to the existing account (see below) or open a new one.

Please visit the payment instructions below to transfer your funds to Flywire. Keep in mind that it will take 2-3 business days for us to receive your payment.

Payment instructions

Amount to pay: **CNY6,542.00**

Reference / Payment ID: **FWU961239300**

Remittance Information / Reference / 汇款附言 / 用途 / 用途: **FWU961239300 - Flywire University**

Beneficiary Bank | 收款人开户行: **China Everbright Bank Shanghai Branch ZhaBei sub-branch
中国光大银行上海南北支行**

Beneficiary Account Number | 收款人账号: **36560188000086355**

Beneficiary | 收款人名称: **Shanghai Geoswift Business Service Co., Ltd.
上海汇元通商务服务有限公司**

Contact Telephone Number | 收款人联系电话: **+86-4001011933**

Contact Email Address | 收款人电子邮箱: **edu.support@geoswift.com**

Status | 状态查询: **Initiated**

Share your payment details

Important info: Make sure to include your Transaction ID (FWU961239300) into the "Remittance Information/Reference" of the bank form.

Payment Instructions

You send: **6,542.00 CNY** - Your Institution will receive: **1,000.00 USD** - Rate: **6.54173**

Amount and Currency to send: **6,542.00 CNY** *Send this currency or payment will be rejected or converted.*

Remittance Information / Reference: **FWU961239300** *You must include this reference in your transfer.*

Remittance Information/Reference / 汇款附言 / 用途 / 用途: **FWU961239300 - Flywire University**

Beneficiary Bank | 收款人开户行: **China Everbright Bank Shanghai Branch ZhaBei sub-branch
中国光大银行上海南北支行**

Beneficiary Account Number | 收款人账号: **36560188000086355**

Beneficiary | 收款人名称: **Shanghai Geoswift Business Service Co., Ltd.
上海汇元通商务服务有限公司**

Contact Telephone Number | 收款人联系电话: **+86-4001011933**

Contact Email Address | 收款人电子邮箱: **edu.support@geoswift.com**

Status | 状态查询: **Initiated**

Please allow up to 72 hours for peerTransfer to update the progress of your payment on your dashboard. You will receive an email when that happens.

Flywire support
Do you need help with your payment?
<https://help.flywire.com>

flywire

To Whom It May Concern:

Flywire Payments Corporation, acting as an agent of Flywire University, serves as the institution's international payment processor. A custom payment solution (www.flywire.com/pay/fwu) has been created to facilitate international payments and streamline the reconciliation and workload process for the institution.

I hereby verify that Flywire Payments Corporation and its partners are authorized to accept payments on behalf of Flywire University. As such, the beneficiary of any funds will be Flywire Payments Corporation, Flywire Payments, Flywire Payments Corp, Flywire Payments Limited, peerTransfer Education Corporation, peerTransfer Education Corp, peerTransfer Education, peerTransfer Limited or:

Geoswift
Shanghai Trade Square
No. 188, Siping Road
Room 307
Shanghai, 200086, China

The payment will be processed by Flywire Payments Corporation (registered in Delaware, USA, business ID number: 4897170), (compliant with strict AML (Anti) Money Laundering, OFAC (Office of Foreign Assets Control) and KYC (Know Your Customer) regulations).

This authorization (sometimes referred to as "demand") letter has been provided to ensure that payor's funds are released to Flywire Payments Corporation and/or its partner in a timely manner so we may remit funds to the institution.


Thank you for your cooperation. Any questions should be directed towards Flywire: 1-617-207-7076.

Sincerely,
[Signature]
Max Atkinson
Chief Executive Officer
(Flywire's representative)

Paying For:			
Full name:	Moscinski	Jacob	
	Last/Surname/Family name	First/Given name	Middle name
Address:	6120 Saddlehorse Dr		
	Street Address	Apartment/Unit #	
	Flowers Branch	Georgia	30452
	City	State	Zip
	China		
	Country		
Phone:			
Payment Amount:	6,542.00 CNY	Payment ID:	FWU961239300
Settlement Amount:	1,000.00 USD	Term:	2022 - 2023



Payment Confirmation & Tracking



Hi Victoria,

Thanks for choosing Flywire for your payment!

Here are the next steps:


If you did not initiate your transfer with your bank: Please click below for instructions on how to complete your payment of USD \$100 to Flywire University before 19 June 2020.


If you already initiated your transfer with your bank: You're all set. It typically takes 2-3 business days to receive your bank transfer payment. You'll hear from us again when the payment is complete or you can track your payment status anytime.

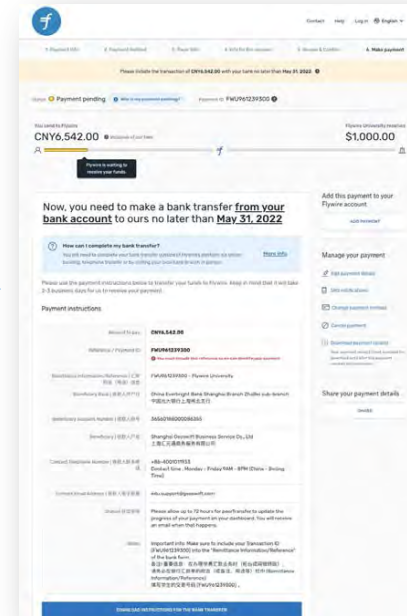
[VIEW INSTRUCTIONS](#)

Your unique payment reference is FLY123456789.

Thank you!

 **Did you know?** Millions of people world-wide trust Flywire to facilitate their most important payments. [Learn more here.](#)

 **Need anything else?**
We're here for you. [Visit our Help & Support Center](#)



The dashboard shows a payment pending status for USD 1,000.00, with a balance of CNY 5,542.00. It includes a section for 'Now, you need to make a bank transfer from your bank account to ours no later than May 31, 2022' and a 'Payment instructions' table.

Account Type	Account Name
Beneficiary (Flywire)	FLY123456789
Beneficiary (Flywire)	FLY123456789 - Flywire University
Beneficiary (Bank)	Shanghai Pudong Bank Branch (Shanghai Pudong Branch)
Beneficiary (Bank)	Shanghai Pudong Bank Branch (Shanghai Pudong Branch)
Beneficiary (Bank)	Shanghai Pudong Bank Branch (Shanghai Pudong Branch)
Beneficiary (Bank)	Shanghai Pudong Bank Branch (Shanghai Pudong Branch)
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Beneficiary (Bank)	Shanghai Pudong Bank Branch (Shanghai Pudong Branch)

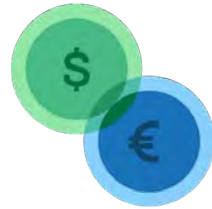
Flywire Payment Statuses

What do the payment statuses mean?



INITIATED

Payer has entered payment details and created a payment ID
(exchange rate locked in)



GUARANTEED

Flywire has received the funds and is performing the foreign exchange

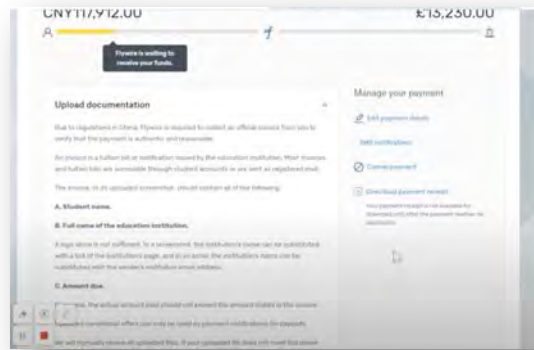


DELIVERED

Funds have been delivered to your institution's bank account

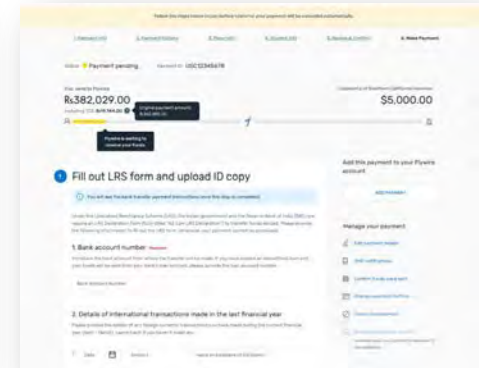
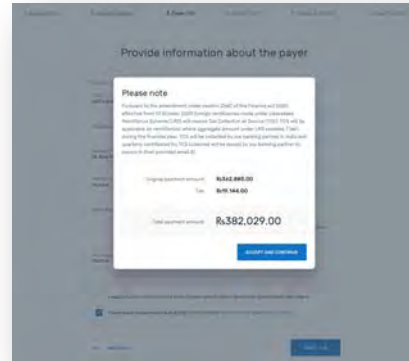
Regional Documentation

SAFE Documentation



For payers from China, Flywire collects and manages document approval process, *saving your staff time!*

Tax Collected at Source & LRS Declaration Form



For payers from India, Flywire fully digitizes the Tax Collection at Source (TCS) process and guides payers to complete required LRS forms

Did you know? Flywire is the only provider to digitize the TCS process!



Key Takeaways

Payment Experience



Convenient and local payment options offered worldwide



Around-the-clock multilingual support via email, phone or live chat



Real-time payment tracking every step of the way

Client Dashboard

Reconciling International Payments Seamlessly

¥ \$ ₪ £ € R ₹ ¥ \$ ₪ £ € ₿

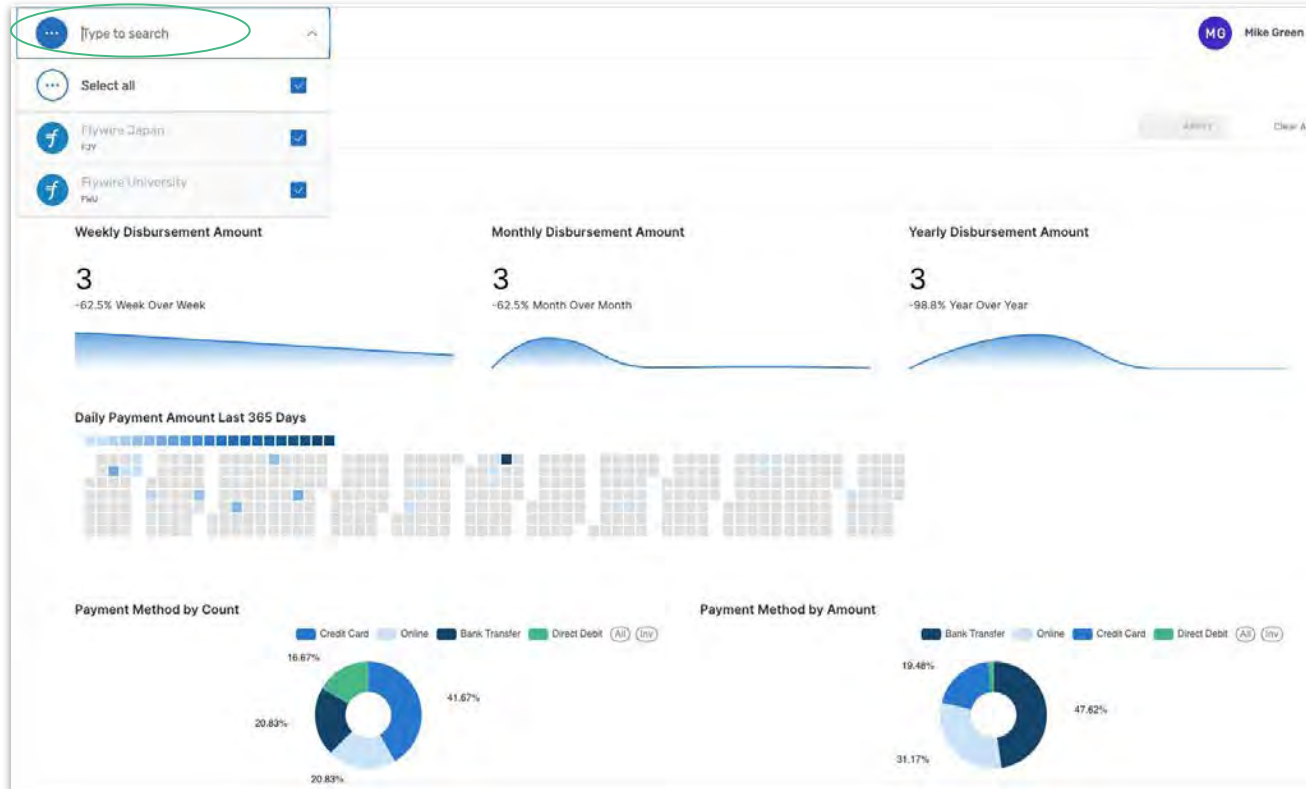
Client Dashboard Login

Login to the client dashboard via
<https://dashboard.flywire.com/login>



The screenshot shows the login interface for the Flywire Client Dashboard. At the top, the Flywire logo is displayed in blue, with the word "flywire" in a stylized font and "DASHBOARD" in a smaller, sans-serif font below it. Below the logo, there are two input fields. The first is labeled "EMAIL" and contains the text "john@demo.com". The second is labeled "PASSWORD" and contains the text "Enter your password". To the right of the password field is a link labeled "Forgot?". Below these fields is a blue button with the text "Log In".

Performance Summary




Incoming Payments

Flywire University JM Jacob Moscinski

Incoming payments

PAYMENTS DISBURSEMENTS

Search Select... Any date More filters 

Search Payments by: Name, Student ID, Payment ID

Print and export options available

INITIATED DATE	PAYMENT ID	NAME Reference	DISBURSEMENT ID	STATUS	AMOUNT
05/30/2022	FWU938656098	Dean Thomas 987632541	FWU2022-05-30-1653927652	DELIVERED	\$ 2,000.00
05/30/2022	FWU791760061		FWU2022-05-30-1653919195	DELIVERED	\$ 1,304.00
05/27/2022	FWU351025001	Oliver Wood 456789123	-	GUARANTEED	\$ 2,300.00
05/27/2022	FWU446719537	Flywire Portal	FWU2022-05-27-1653682773	DELIVERED	\$ 1,000.00
05/27/2022	FWU233431470		-	CANCELLED	\$ 1,000.00
05/27/2022	FWU390008298	Oliver Wood 789456123	-	GUARANTEED	\$ 2,500.00
05/26/2022	FWU961239300	Jacob Moscinski 123456	-	INITIATED	\$ 1,000.00
05/26/2022	FWU988516129	Dean Thomas 456789123	-	CANCELLED	\$ 5,000.00



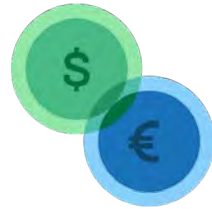
Flywire Payment Statuses

What do the payment statuses mean?



INITIATED

Payer has entered payment details and created a payment ID
(exchange rate locked in)



GUARANTEED

Flywire has received the funds and is performing the foreign exchange



DELIVERED

Funds have been delivered to your institution's bank account

Payment Details

The screenshot shows the 'Payment details' page for an incoming payment. The page is titled 'Incoming payments' and 'Payment details'. The user is identified as Jacob Moscinski. The payment is for Flywire University (FWU) and is a bank transfer of \$2,000.00 from 1,901.00 €. The disbursement ID is FWU2022-05-30-1653927652, which is underlined in red. The sender is Dean Thomas. The payment status is 'Completed'.

PDF Receipt → Download receipt

Status Timestamps

Date the funds were delivered to your bank account

STATUS	DATE	TIME	DESCRIPTION
Initiated	05/30/2022	11:20	
Verified			
Disbursement	05/30/2022	11:20	
Completed	05/30/2022	11:20	

SENDER: Dean Thomas
EMAIL: test_payment@flywire.com
TELEPHONE: +39 123456789
ADDRESS: 123 Street.
CITY: Milan
ZIP: -
STATE: -
STUDENT ID: 987632541
FIRST NAME: Dean
STUDENT LAST NAME: Thomas

Disbursements



Flywire University (GBP)
GBP



Nichole Godley

Performance summary

Incoming payments

Refunds

Users

Activity log

Incoming payments

PAYMENTS

DISBURSEMENTS

CHARGEBACK DISPUTES

INSTALLMENT PLANS

DELIVERED

Search by Disbursement ID

All dates before: 07/01/2021



DELIVERED ↕	DISBURSEMENT ID	# OF PAYMENTS	# OF REFUNDS	AMOUNT ↕
06/23/2021	GBP2021-06-23	2	5	£ 22,200.00
01/22/2020	GBP2020-01-22	3	0	£ 13,260.00
09/25/2019	GBP2019-09-25	7	0	£ 94,000.00
08/30/2019	GBP2019-08-30	7	0	£ 68,080.00
08/29/2019	GBP2019-08-29	11	0	£ 106,800.00



Disbursement Details



DASHBOARD



Flywire University (GBP)

GBP



Nichole Godley



Performance summary



Incoming payments



Refunds



Users



Activity log

Disbursements > Disbursement details



PAYMENT FOR

Flywire University (GBP) GBP

DISBURSEMENT ID

GBP2020-01-22

DELIVERED DATE

01/22/2020

PAYMENTS

£ 13,260.00

REFUNDS

£ 0.00

AMOUNT

£ 13,260.00

Print and export options available

PAYMENTS

REFUNDS

INITIATED DATE	PAYMENT ID	NAME Reference	STATUS	AMOUNT
01/21/2020	GBP379195341	Alice Manises 9787987	DELIVERED	£ 5,200.00
01/21/2020	GBP300794254	Mary Smith 89798789	DELIVERED	£ 4,500.00
01/21/2020	GBP132497510	Adam Smith 2131313	DELIVERED	£ 3,560.00



Users

Performance summary

Incoming payments

Refunds

Users

Activity log

Users

Add new

Search [] TYPE: All users STATUS: All users LAST LOGIN: Any date

SORT: Alphabetically A - Z

Lucy Harris lucy.harris@flywire.com Last login: 12/12/2022 9:56	Mike Green michael.green@flywire.co... Last login: 01/25/2023 11:43	Nichole Godley nichole.godley@flywire.co... Last login: 01/31/2023 9:31	Sam Bath sam.bath@flywire.com Last login: 11/01/2022 17:50
Sharon Clark sharon.clark@flywire.com Last login: 01/27/2023 8:03			

You can see what roles people have been given

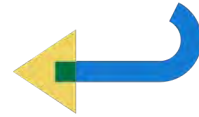
- This user has user management rights
- Contact person for Refunds
- Contact person for Chargebacks

Key Takeaways

Dashboard experience



Visibility into your students' payment activity



Simple and compliant refunding process



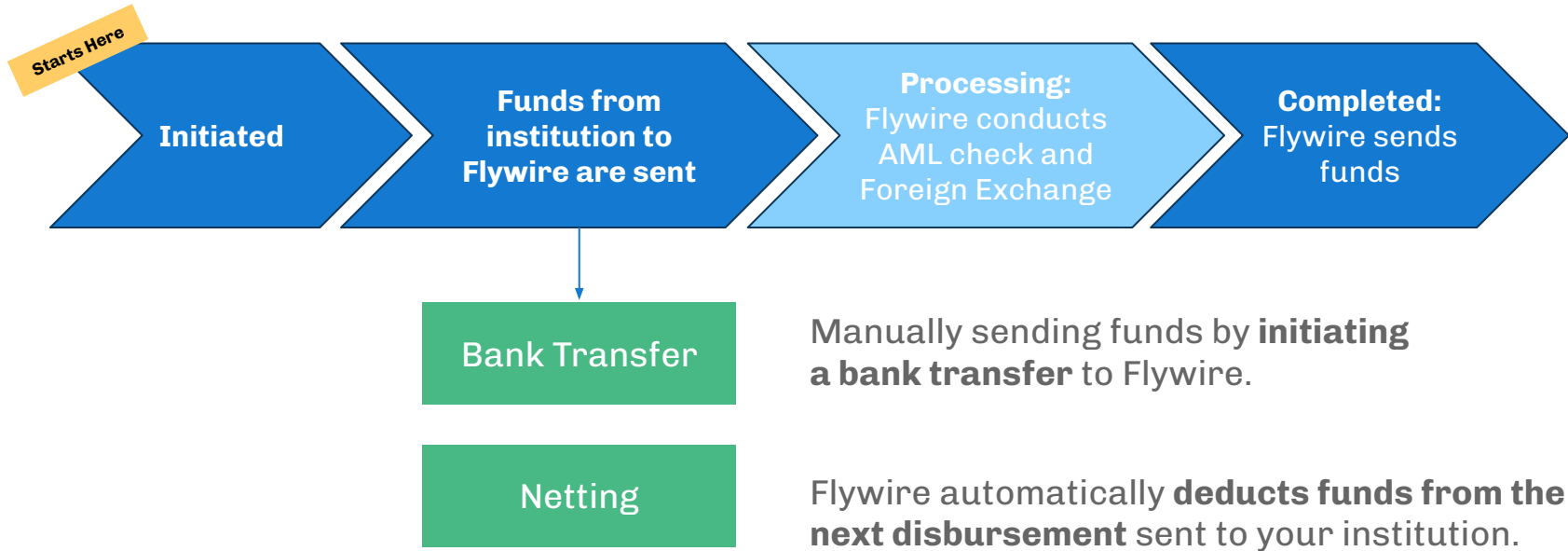
Flywire Support is an extension of your campus!

Refunds Process

Basics of refunds flow from Institution to Payer

¥ \$ ≠ £ € R ₹ ¥ \$ ≠ £ € ₪

Refund Processes



**Payers are subject to 1% charge by Flywire for refunds. Refunded amount may vary due to fluctuations in foreign exchange rates.*

Refund User Permissions

View

The user will have read-only access to refunds and bundles

Submit Refund Orders for Approval

The user can initiate a refund “order” to request for an approval from an internal staff member. A refund is not formally initiated in Flywire until the refund order has been approved by another user with approval rights

Approve & Submit Without Approval

The user can create a refund without needing approval, and approve other user’s refund orders (admin refund access)

Receive Approval Request Notifications

The user will receive an email notification when a refund order is submitted

Receive Approval Notifications

The user will receive an email notification when a refund order has been approved

Refunds

The screenshot shows the Flywire Refunds dashboard for Flywire University (FWU). The interface includes a sidebar with navigation options like Performance summary, Incoming payments, Refunds, and Users. The main content area is titled 'Refunds' and features a 'New refund' button. A search bar is highlighted with a blue oval and labeled 'Search Refunds by: Name, Student ID, Refund ID'. Below the search bar, there are filters for 'REFUND STATUS' (Set to 'Select...') and 'INITIATED DATE' (Set to 'Any date'). A table lists refund records with columns for 'INITIATED DATE', 'REFUND ID', 'BUNDLE ID', 'NAME Reference', 'PAYMENT ID', 'STATUS', and 'AMOUNT'. Several fields are circled in blue: the 'REFUND ID' 'RFWU2E94F067' is labeled 'Unique Refund ID', the 'BUNDLE ID' 'BUDREFE9AD56' is labeled 'Bundle ID', and the 'STATUS' column is labeled 'Refunds Pending Approval'. A green arrow points from the 'STATUS' label to the 'INITIATED' status of the first row. In the top right corner, there are icons for print and export, with a green arrow pointing to them and the text 'Print or export options available'. At the bottom, there are pagination controls showing 'Showing 6 of 6 results' and a page number '1'.

Refunds Pending Approval

**Search Refunds by:
Name, Student ID, Refund ID**

Unique Refund ID

Bundle ID

Print or export options available

INITIATED DATE	REFUND ID	BUNDLE ID	NAME Reference	PAYMENT ID	STATUS	AMOUNT
07/19/2022	RFWUF1039C82	BUDREFE9AD56	Hermione Granger 98765433	FWU986664004	INITIATED	\$ 2,500.00
07/19/2022	RFWU8606F45C	BUDREFE9AD56	John Smith 192837465	FWU114151221	INITIATED	\$ 500.00
07/18/2022	RFWU2F94B3FC	-	Flywire Portal	FWU446719537	INITIATED	\$ 200.00
06/15/2022	RFWU2E94F067	-		FWU791760061	INITIATED	\$ 100.00
06/14/2022	RFWUF14DE039	-		FWU791760061	CANCELLED	\$ 50.00
06/01/2022	RFWUB9A837EF	-	Dean Thomas 987632541	FWU938656098	INITIATED	\$ 800.00

Initiating Refunds

Flywire University
New refund order

Select and configure refund amounts below:

DELIVERED DATE: Any date

3 payments selected

Selected	Date	Order ID	Customer Name	Original Amount	Currency	Refund Amount
<input checked="" type="checkbox"/>	07/19/2022	FWU119464646	Juan Garcia	\$ 2,500.00	USD	4,000.00
<input checked="" type="checkbox"/>	07/19/2022	FWU234003448	Mohammed Amari	\$ 5,000.00	USD	2,500.00
<input checked="" type="checkbox"/>	07/19/2022	FWU571565663	Pierre Dupont	\$ 8,000.00	USD	500.00
<input type="checkbox"/>	06/27/2022	FWU114151221	John Smith	\$ 5,000.00		0
<input type="checkbox"/>	06/27/2022	FWU986664004	Hermione Granger	\$ 2,500.00		0
<input type="checkbox"/>	05/30/2022	FWU938666098	Dean Thomas	\$ 2,000.00		0
<input type="checkbox"/>	05/30/2022	FWU791760061		\$ 1,304.00		0
<input type="checkbox"/>	05/27/2022	FWU446719537	Flywire Portal	\$ 1,000.00		0

View selected | Deselect all

Results per page: 20 50 100 | Showing 8 of 8 results

3 payments selected | Total refund amount: \$ 7,000.00

Submit for approval | 1 | Create refund | Cancel

There is an existing refund that has not been processed

Refund amount cannot exceed original payment amount

Enter the refund amount (partial or full payment amount)

Create or submit for approval

Select one or more payments



Refund Bundles

Flywire University
FWU

Refunds New refund

REFUNDS **BUNDLES** PENDING APPROVAL (1)

BUNDLE STATUS: Select... INITIATED DATE: Any date

INITIATED DATE	BUNDLE ID	# OF REFUNDS	STATUS	TOTAL AMOUNT
07/19/2022	BUDREFE9AD56	2	INITIATED	\$ 3,000.00

Showing 1 of 1 results

20 50 100



Importing Refund Bundles

Flywire University
PWU

Refunds

REFUNDS BUNDLES PENDING APPROVAL (0)

New refund

Import refunds via .csv

Drag and drop to upload or **Choose file**

Download template

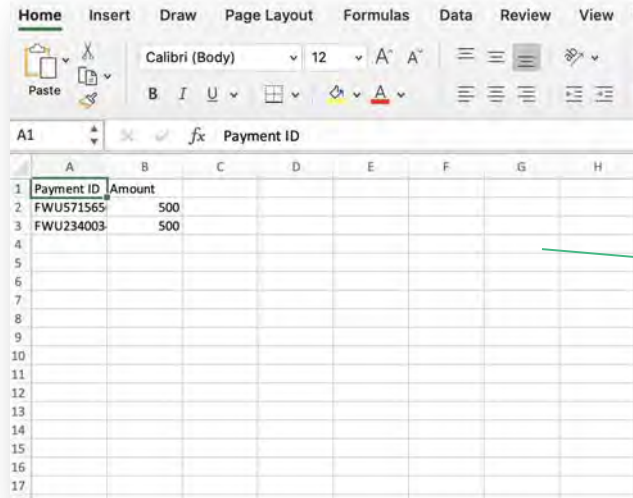
Cancel

Upload file with refunds

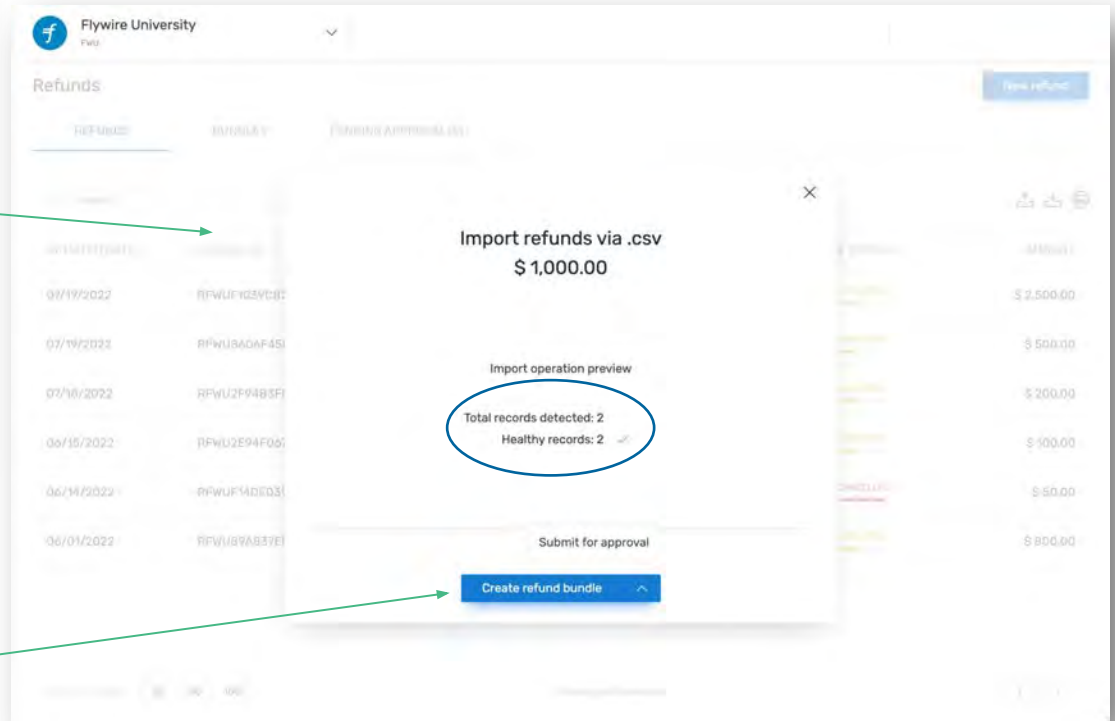
Download .csv template

DATE	REFUND ID	STATUS	AMOUNT
07/19/2022	RPWUF1039C85		\$ 2,500.00
07/19/2022	RPWU8606F45		\$ 600.00
07/18/2022	RPWU2F94B3F		\$ 200.00
06/15/2022	RPWU2E94F06		\$ 100.00
06/14/2022	RPWUF14DE03		\$ 50.00
06/01/2022	RPWU89A837E		\$ 800.00

Initiating Refund Bundles



Payment ID	Amount
FWU571565	500
FWU234003	500



Flywire University

Refunds

Import refunds via .csv
\$1,000.00

Import operation preview

Total records detected: 2
Healthy records: 2 ✓

Submit for approval

Create refund bundle

REFUND ID	BUSINESS UNIT	STATUS	AMOUNT
07/14/2022	RFWU1G3V03E		\$2,500.00
07/19/2022	RFWU1G3V03E		\$500.00
07/19/2022	RFWUS40AF4S		\$200.00
07/18/2022	RFWU2F9485F		\$400.00
05/15/2022	RFWU2E94F0S		\$50.00
06/14/2022	RFWU1AD3E03		\$50.00
06/01/2022	RFWU89A837E		\$300.00

Once the .csv file has been uploaded, you may create or submit for approval

Bundle Details

The screenshot shows the 'Bundle details' page for Flywire University. Key elements include:

- Bundle Information:** Bundle ID: BUDREFE9AD56, Total Amount: \$ 3,000.00, Created by: Tania Suarez Mendoza, Date: 19/07/2022.
- Remittance Information:** A red circle highlights the text 'REMITTANCE INFORMATION / REFERENCE: BUDREFE9AD56'.
- Refunds:** A red circle highlights the 'REFUNDS (2)' section header.
- Annotations:** A green arrow points to a timestamp '19/07/2022 15:11:11' in the top right corner, with the text 'Bundle Status Timestamps' next to it.
- Bank Details:** Beneficiary: Flywire Payments Corporation, Bank: Bank, Account Number: 12345678. Beneficiary Address: 141 Tremont Street, 10th Floor, Boston, MA 02111. Beneficiary Bank Address: Wall Street, New York. ABA/Routing Number: 00000000.
- Refund Table:** A table with columns: REFUND ID, NAME (with email), STATUS, and AMOUNT.

REFUND ID	NAME <small>(with email)</small>	STATUS	AMOUNT
RWFUF1039CB2	Hermione Granger <small>(hermione.g@hogwarts.edu)</small>	PAID	\$ 2,500.00
RWFUB606F45C	John Smith <small>(john.s@hogwarts.edu)</small>	PAID	\$ 500.00



Deleting Individual Refunds

Refund order details ×

i The refund order is pending review and approval.

ORDER ID: 234737 TOTAL REFUND AMOUNT: C\$ 74,500.00

→ Sent for approval
07/09/2024 14:04
by David Golesworthy

□ First approval pending

Second approval

Approved

PAYMENTS ↓

ID	NAME Reference	REFUND AMOUNT	
FWC866388601	Dola Ayo 87341	C\$ 14,000.00	⋮
FWC236461970	Darth Vader 3318	Delete payment	

Delete individual payment from an order

Approving Refunds

The screenshot displays the Flywire University Refunds interface. The main view shows a table with one pending approval entry. A modal window titled "Refund order details" is open, showing information for a refund order with ID 42868E7761E1 and a total amount of \$500.00. The modal includes a table of payments and a "Choose action" dropdown menu with options to "Approve refund order" and "Delete refund order". A green arrow points from the text "Approve or delete refund request" to the "Approve refund order" option in the dropdown menu.

Flywire University

Refunds

REFUNDS BUNDLES **PENDING APPROVAL (1)**

CREATED DATE	ORDER ID	REQUESTED BY	# OF PAYMENTS
07/20/2022	42868E7761E1	Tania Suarez Mendoza	1

Refund order details

ORDER ID: 42868E7761E1 TOTAL REFUND AMOUNT: \$ 500.00

REQUESTED BY: Tania Suarez Mendoza CREATED DATE: 07/20/2022

PAYMENTS

ID	NAME Reference	REFUND AMOUNT
FWU119464646	Juan Garcia 5678998765	\$ 500.00

Approve or delete refund request

Approve refund order
Delete refund order

Choose action Cancel

Step 2: Sending the Funds - Bank Transfer

The screenshot shows the Flywire University interface. On the left, a 'Refunds' table lists several transactions. A 'Refund details' modal is open, showing information for a refund to 'Hermione Granger' for \$2,500.00. The modal includes fields for REFUND TO, REFUND ID (RFWUF1039C82), BUNDLE ID (BUDREFE9AD56), and PAYMENT ID (FWU986664D04). It also contains instructions and a 'Download instructions as pdf' link, which is circled in blue. A green arrow points from a text box at the bottom left to this link.

Download instructions as PDF (if needed)

REFUND TO	REFUND ID	BUNDLE ID	PAYMENT ID
Hermione Granger / 98765433	RFWUF1039C82	BUDREFE9AD56	FWU986664D04

AMOUNT
\$ 2,500.00

REMITTANCE INFORMATION / REFERENCE: BUDREFE9AD56

BENEFICIARY
Flywire Payments Corporation

BENEFICIARY ADDRESS
141 Tremont Street, 10th Floor, Boston, MA 02111

Cancel refund

This is a detailed view of the 'Refund details' modal. It shows the 'GENERAL' tab with instructions and remittance information. A 'DOWNLOAD INSTRUCTIONS' link is circled in blue. Below the instructions, there is a list of transactions with dates and amounts, including '07/19/2022' for \$2,500.00. A 'Cancel refund' button is at the bottom right.

Be sure to include the refund or bundle ID below in the remittance/reference section of your electronic transfer to avoid delays in processing the refund. When we receive the funds, we will process the funds back to the originating bank account.

REMITTANCE INFORMATION / REFERENCE: BUDREFE9AD56

BENEFICIARY
Flywire Payments Corporation

BENEFICIARY ADDRESS
141 Tremont Street, 10th Floor, Boston, MA 02111

BENEFICIARY BANK
Bank

BENEFICIARY BANK ADDRESS
Wall Street, New York, New York United States

BENEFICIARY ACCOUNT NUMBER
12345678

SWIFT / ROUTING NUMBER
00000000

DOWNLOAD INSTRUCTIONS

07/19/2022 \$2,500.00

07/19/2022 \$2,500.00

Cancel refund



Step 2: Sending the Funds - Netting

Once the bundle is approved, Flywire will deduct the funds from the first disbursement available

Disbursements Tab

The screenshot displays the 'Disbursements Tab' interface. At the top, it shows the user 'Flywire University Belgium' and 'Silvia Puchol'. The main section is titled 'Disbursement details' and shows a payment for 'Flywire University Belgium' with a disbursement ID of 'FUB2020-06-25', delivered on '07.07.2020', for a total of '10.000,00 €', with an amount of '8.000,00 €'.

Below this, there are two tabs: 'PAYMENTS' and 'REFUNDS'. The 'REFUNDS' tab is highlighted with a blue circle and a green arrow pointing to it.

The 'REFUNDS' section contains a table with the following data:

INITIATED DATE	REFUND ID	BUNDLE ID	NAME Referencia	PAYMENT ID	STATUS	AMOUNT
30.04.2020	RFUB0354FF5E	BUDRC2CC5D3F	1111	FUB744219172	COMPLETED	1.000,00 €
30.04.2020	RFUB7AF44DBE	BUDRC2CC5D3F	5555	FUB566961597	COMPLETED	1.000,00 €

At the bottom right, it states 'Total refunds 2.000,00 €'.

Best Practices for Refunds

Internal Processes

- Order of operations: Create refund in Dashboard first, then wire funds to Flywire
- Release funds quickly to avoid delays
- Follow instructions closely - double-check amounts and Flywire's account information, and include Refund/Bundle ID

Dashboard Processes

- Always process refunds through the Flywire Dashboard for payments made via Flywire
- Create refund bundles when possible
- Assign appropriate user role(s) to your team

Your Flywire Team



Relationship Manager - Delin Kong

Questions, feedback, strategic discussions, staff trainings, how to promote Flywire etc.

Email: delin.kong@flywire.com

Mobile/WhatsApp: +65 8920 2613

Client Experience Team (24/5)

Immediate support for payments, refunds, or dashboard-related questions

Email: clientexperience@flywire.com

Phone: +65 3163 4100 (then dial 2)

Other: Live Chat and Client Resource Hub access via Dashboard

Payer Experience Team (24/7)

24/7, global, multilingual payer support for students, families and agents

Email: support@flywire.com

Phone: +60 18 008 10611 (for Malaysia) or additional local numbers at our [Flywire Support Numbers](#) page

Other: Live Chat or alternative chat platforms, and payer FAQs available at help.flywire.com

