



Payer Guide

How to make
international
payments with Flywire



Step 1: Access the portal to start a payment

- Access your school's payment portal here: <https://igbis.flywire.com>
- Choose your payment originating country from the dropdown menu (**your bank account or card issuing country**)
- Enter the payment amount due in your official school bill or invoice.
- Click Next to continue.



Your payment

The payment will come from

IGB International School receives

RM	Amount *
	0.00

Amount will be formatted in the destination currency, in this case Malaysian Ringgits, i.e. 10,000.00 for ten thousand MYR.

Next →



Step 2: Select your payment method








Based on your country selection, Flywire will automatically display **your local currency rate with the appropriate payment options, such as local or international bank transfer.**

- Traditional bank transfer (also known as a wire) is the most cost-effective method. Please note that to complete the payment you will need to make arrangements with your bank (in person, online, or over the phone) and send your funds to Flywire in your chosen currency.
- Best Price Guaranteed (Only applicable to bank transfers) - Flywire aims to provide the best price for international payments. If you find a better rate at your bank within two hours of booking a local currency bank transfer payment with Flywire, we will match it. Follow the instructions provided at this link here: <https://www.flywire.com/legal/best-price-guarantee>
- If you select your home country, but you don't see your home currency, don't worry — you can always pay in the currency of your institution or select a different currency by clicking the "I want to pay in another currency" link at the bottom of the page. Although the process and benefits will remain the same, your bank will handle the foreign exchange before sending the funds to Flywire.

Flywire will then convert your currency and pay your institution.

Select your preferred payment method

 **Best Price Guaranteed** Subject to terms and conditions 

	Bank Transfer in Japanese Yen (JPY) ¥35,970	<input type="button" value="Select"/>	
	Unionpay Credit card in JPY ¥36,007	<input type="button" value="Select"/>	
	Diners/Discover card in JPY ¥36,675	<input type="button" value="Select"/>	
Supports: 		JCB Credit Card in JPY ¥36,675	<input type="button" value="Select"/>
Supports: 		Visa/ Mastercard in JPY ¥36,675	<input type="button" value="Select"/>

Step 3: Enter the payer's information

- Enter the payer's personal details and contact information.
- Click Next to continue.

Payer information

i Please provide the details of the person whose card/bank account will be used to pay.

(*) required field

Email *

First name *

Middle name

Family name *

Address 1 *

Address 2

City *

State / Province / Region

Zip code / Postal Code

+ 81 ▼

Phone number *

Receive text notifications on your payment status

I would like to receive emails from Flywire about future discounts, promotions and offers

I have read, understand, and agree to the Flywire [Terms of Use](#) and [Privacy Policy](#)

← Previous

Next →

Step 4: Enter the student's information

- Enter all details as requested by the institution.
- Click Next to continue.

Information for IGB International School

(*) required field

Student Information

Step 5: Review and Confirm

- Review the payer and student's information for accuracy. Use the "Previous" button if you would like to edit your information.
- Click Next to continue.

Review and confirm payment information

Payment information	You will send ¥35,984	
	IGB International School will receive RM1,000.00	
	Country or region Japan	
Payment method	You selected Bank Transfer in Japanese Yen (JPY)	
Payer information	First name	Middle name
	test	test
	Family name	Address 1
	test	test
	Address 2	City
	-	test
	State / Province / Region	Zip code / Postal Code
-	test	
Country	Phone number	
Japan	+81 12345678	
	Email	
	test@test.com	
Student Information	Student ID	First Name
	12345678	test
	Last Name	Invoice Number
	test	123456
	Student Email Address	
	test@test.com	

i We will use **test@test.com** and **+81 12345678** as contact details for notifications and any payment-related issues.
[Edit details](#)

[← Previous](#)

[Next →](#)

Final step for [bank transfer payment method](#): Review your payment instructions and make your payment through your bank.

At this point, you've initiated the payment and locked in an exchange rate with Flywire. You will need to **complete the payment by making a bank transfer to Flywire**.

For payers choosing the bank transfer method with **MYR, CNY, INR, NPR or VND** currencies,




- You must first upload the required documentation onto the payment portal, as shown below.

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

Please initiate the transaction of **¥14,826.00** with your bank no later than **April 8, 2024**. ⓘ

Status ● Payment pending ⓘ [Why is my payment pending?](#) Payment ID | **95768** ⓘ

You send to Flywire
¥14,826.00 ⓘ inclusive of our fees **15,600.00**


⊗   

Flywire is waiting to receive your funds.

ⓘ You will see the bank transfer payment instructions once this step is completed.

Next: Upload required documentation

Due to regulations in China, Flywire's payment partner is required to collect **an official tuition bill or invoice** from you to verify your payment. Your uploaded files will be validated by our payment partner in China once you make a payment. If your uploaded files do not meet the criteria, you may be asked to provide new or additional documents or your payment will be returned.





 **Tuition bill or invoice** Required

Most invoices and tuition bills are accessible through student accounts or are sent to your registered email. [View examples](#)

▾

Add this payment to your Flywire account

Manage your payment

-  [Edit payment details](#)
-  [SMS notifications +86](#)
-  [Change payment method](#)
-  [Cancel payment](#)

- Payment instructions will be generated after the documentation has been uploaded.
- Follow the rest of the instructions provided to complete the bank transfer.

For payers choosing bank transfer method with **all other currencies**,

- Your payment instructions will be generated immediately after Step 5.

Status ● Payment pending

[Why is my payment pending?](#)

Payment ID 617744823 [?](#)

You send to Flywire

Rp15.170.000,00

University receives

RM4,000.00



Flywire is waiting to receive your funds.

Have you made the transfer? [Upload a proof of payment](#) (Optional)

Add this payment to your Flywire account

[Add payment](#)

Now, you need to make a bank transfer **from your bank account** to ours no later than **September 30, 2024**

[Log in](#) or [Sign up](#) to manage your payment:



How can I complete my bank transfer?

You will need to complete your bank transfer outside of Flywire's platform via online banking, telephone transfer or by visiting your local bank branch in person.

[More info](#)

NEW

[Upload a proof of payment](#)

[Edit payment details](#)

- The **three ways** to complete your bank transfer with the payment instructions provided are:



How to complete your bank transfer

Use the payment instructions provided to do the transfer in any of the following methods:



ONLINE BANKING/ MOBILE BANKING

If you have online banking or a mobile app from your bank, you can easily log in to your account and make the transfer yourself.



IN-PERSON VISIT TO BANK BRANCH

By paying a personal visit to your local bank branch, you can provide your bank the required account details found in your payment instructions in order to make the transfer.



TELEPHONE TRANSFER

You may also call your bank and authorize them to initiate the transaction on your behalf.

- When completing the bank transfer, please use the **banking information** provided in your payment instructions and input them at your bank, banking app or banking website accurately.
- **Different countries and banks will require different banking information** to complete a bank transfer, and the necessary banking information will be provided **according to the currency and country** that you chose to pay with. An example of a set of banking information provided in our payment instructions are as follows:

Amount to pay

Reference / Payment ID

Remittance Information / Reference

Beneficiary/Recipient

Beneficiary/Recipient Address

Beneficiary/Recipient Bank

Beneficiary/Recipient Bank Address

Beneficiary/Recipient Account Number

ABA/Routing Number

Beneficiary/Recipient Bank SWIFT/BIC Code

Detail of charges (F:71A)

Account Type


Final step for credit/debit card or online wallet payment methods: Enter your card details

At this point, you've initiated the payment and locked in an exchange rate with Flywire. You will need to complete the payment by **inputting your card details**.

- Enter your card number, name, expiry date, and security code.
- Enter your information within 15 minutes to avoid your session timing out.
- Click Make Payment to continue.

You send to Flywire Payments receives


¥6,137.00 inclusive of our fees RM3,900.00

 f

Flywire is waiting to receive your funds.

Payment details

+ 86 Phone number Your issuer will send a one-time password via SMS. This phone number must be registered to your card.

Card number 

PAY

Add this payment to your Flywire account

[ADD PAYMENT](#)

Manage your payment


[Edit payment details](#)

[SMS notifications](#)


Status ● Payment received Payment ID: 894 ?

You send to Flywire 16,000.00

¥15,023.00 inclusive of our fees

 f

Flywire has your funds.



We have received your payment

Add this payment to your Flywire account

[ADD PAYMENT](#)

Manage your payment

[View payment details](#)

[SMS notifications](#)

What do the Flywire payment statuses mean?

Each successful Flywire payment will go through three different statuses. They are as follows:



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

- For a bank transfer payment, it usually takes 2-3 business days for your payment to be updated from 'Initiated' to 'Guaranteed'.
- For card and online wallet payments, it usually takes 1-2 business days for your payment to be updated from 'Initiated' to 'Guaranteed'.
- For all payments, it approximately takes 2-3 business days for the payment to be updated from 'Guaranteed' to 'Delivered'
- You will receive a notification when the payment has been delivered to your institution's bank account.
- You may download a payment receipt from the Flywire payment portal once your payment has been delivered to your institution's bank account.

Track your payment

Payment tracking is available in the following methods:

- Through the **payment tracking link** included in the automated email sent to your email address after initiating the payment (after Step 5).
- If you've created an account with Flywire, log in to check the status of your payment at flywire.com
- Email notifications when there are updates to the status of your payment.
- SMS notifications when there are updates to the status of your payment. (Optional opt-in during Step 3)

Need help?

Support Email: support@flywire.com

Support Hub (Call, Chat, Email):
help.flywire.com

Call :

Australia +61 2 8311 4772

Hong Kong SAR +852 3001 1165

Indonesia +62 21 29223064

Japan +81 5 0180 74338

Malaysia +60 18 008 10611

New Zealand +64 8 004 47163

Singapore +65 3138 6191

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US (Toll free) +1 800 346 9252

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Mainland China (Toll free) +86 400 006
7175

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8028 5301

India (Toll free & domestic only) 000 800
4430 048

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