

Customer

Experience

In the customer checkout experience, the customer begins in the Transact Payments SAO or eMarket site and is then directed to the Convera site to complete the payment. The following example uses the SAO site.

SAO Site Experience

1. The customer selects to make a payment and indicates the balance to pay.

	۲	Overview	<u>â</u>
8	My Account		
6	Overview	Ferris Bueller FB Shermer Train	ваlалсе \$7,400
S	Auto Pay		
Ø	Payment Plans	Summary	View statements
Ø	Promise to Pay	2018FALL: 4 Monthly Installments	\$8,000.00
æ	Make a Payme	Minimum due	\$8,000.00
		2022SPRING: LP UD Plan Adjust	\$150.00
5	Transactions	() \$150 is past due	
	Statements	Total	\$8,150.00
	Tax Forms	*	Make a payment

Figure 5 Selecting a Balance to Pay

- 2. In the Select Method of Payment screen, the customer selects international payment and clicks Convera.
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	*	Payment amount \$150	^	
My Account		Payment date: Pay now Schedule this payment		
Overview		* Payment method	Change	
		International payment		
S Auto Pay				
Payment Plans		* What country are you paying from?		
🕎 Promise to Pay		Afghanistan	•	
📇 Make a Paym		* International payment option	Change	
S Transactions		Convera Rates will be shown after transferring to Convera		
Statements		International payments are processed by Convera. To complete your payment, your		
Tax Forms		information will be provided to Convera and you will be directed to the Convera web Your activity on Convera's website is governed by the Convera privacy policy found a	isite. It	
	https://www.convera.com/en-us/compliance-legal/online-privacy-statement			
(?) Help	☐ Secure encrypted payment		encel	
⊖ Sign Out	•			

Figure 6 Selecting to Pay with Convera

- 3. After clicking Continue, the customer is directed to the Convera site to complete the payment, as shown in the next section.
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Convera Customer Experience

To complete the payment in Convera:

1. Select the Country and enter the amount to be paid.

convera	Make your payment	<u>Track your payment</u>	<u>Tips & FAQs</u>	2	PRICE PROMISE	EN 🗸
PAY S WITH	Western Union F TUDENT FE YOUR HON CURREN	ES ME CY	y Converal <u>Click he</u>	re to learn more.		
Payir	ng fees from					
Tuitic	on	298.9	• T I	RANSACT		2
	Get a q	uote				

Figure 7 Selecting Country and Amount in Convera

2. Select the Payment Method.



con	Vera Western Union Business Solu	tions is now Convera ! Click here	to learn more.	CHECKOUT
Step 1 of 4				
1. Choose	Takes 3-4 days on average upon payment Make your payment from any bank Includes 0 USD bank fee	150.00 USD 150.00 USD	Payment Details	Edit 🖉
	Quote valid for 72 hours How it works Takes 3-4 days on average upon payment	Select 133.66 EUR	TRANSA	∖CT
Bank Transfer	Make your payment from any bank Oncludes 0 EUR bank fee Quote valid for 72 hours	Select		

Figure 8 Selecting Payment Method in Convera

3. Verify the student's and payment Details.

This is to identify the correct student details	Payment Details	Edit 🗹
ID # *		
FERRIS353B		
First Name *	TDANGAC	СТ
Ferris	IKANSAC	-S-
Student Last Name *		
Bueller		
Street Address *		
4160 Country Club Drive	Transact will receive	150.00 USI
City *	You are paying	150.00 USI
Long Beach		
State/Province *		
CA		

Figure 9 Student's Details

- 4. Click Next.
- 5. Select Student or Someone ese for the person making the payment.
 - a) If selecting Student, skip to step 6.
 - b) If selecting Someone else:



- i) Choose what your relationship is to the student.
- ii) Enter the payer's personal details.
- iii) Enter the payer's billing address.
- iv) Enter the payer's Bank Details.

We require this information to process your payme	ent
Who will be making this payment?	
Student	0
Someone else	۲
What is your relationship to the student?	
Family	0
Agent	0
Organization	0
Sponsor	0
Payer's personal details	
Payer name	
Enter payer name	
Payer's email address *	
I his is to send confirmation of this payment	

Figure 10 Relationship Option

- 6. Agree to the Terms of Use, choose whether to receive emails from Convera, and then click Proceed to payment.
- 7. Review the instructions on how to send money to Convera.
 - Note: At this point, the customer will stay on the Convera screen and not be passed back to the Transact Payments system. This will give customers as much time as they need to read the wire instructions and print the screen if they wish.

		TRANSAC
ake Payment		
 Please print payment instructions and contact your bank or financial institution (online, phone or in-person). 	Payment Details	
Please initiate your payment as soon as possible.		
Ensure funds are received by (10:24 am 13/11/2022) so we can credit funds to your institution on time and in full.	TRANS	SACT
To ensure that your institution receives your funds, the Reference Number EUS1234578391 must be included in your payment.	Your reference	EI 16127/67970
Note: Payments made to our bank account can only be received by bank transfer. Cheque	Transact	EU3123437639
or cash deposits will not be accepted and will not be returned to the sender. Funds	will receive	150.00 USI
(UK) Limited conducts business under the trading party Convers. This back account is		

Figure 11 Reviewing Instructions to Send Money in Convera