Student Dashboard User Experience

How to make a bank transfer to peerTransfer University

1. **Payer Information**
   - *First/Given name on bank account*
   - *Middle name*
   - Create a peerTransfer login and fill out your payment details.

2. **Transfer from Bank**
   - Make a traditional wire transfer from your bank (online, phone or in person).

3. **Follow Bank Transfer Instructions**
   - Track the progress of your payment via the payment dashboard.
   - Questions: Feel free to chat with a customer support representative or email us at support@peertransfer.com
Payment Experience Updates

Welcome to peerTransfer’s International Student Payment Solution
peerTransfer University has partnered with peerTransfer to offer an innovative way to streamline international education payments.

1. Why pay through peerTransfer?
   - Eliminate hidden bank fees – ensure peerTransfer University receives the correct amount.
   - Save on exchange rates – in most cases you can make a payment in your home currency. peerTransfer will process the currency exchange - offering you wholesale exchange rates, unmatched by traditional banks.
   - Peace of mind - 24x7 multilingual customer support when you need it most. Know where your payment is in the bank transfer process.

2. How to make a bank transfer to peerTransfer University

   1. **Payer Information**
      - First / Given name on bank account
      - Middle name
      - Last name
      - Account number

   2. Make a traditional wire transfer from your bank (online, phone or in person)

   3. **Questions:** Feel free to chat with a customer support representative or email us at support@peertransfer.com

   4. **Follow the Bank Transfer Instructions**

1. Why pay through peerTransfer – lists the benefits for students
2. Visuals for improved payment process instructions
3. Continued customer support – available 24x7 via Skype, email and phone
Account Creation

1. Account Information –
   • Student/Parent will create an account or sign into an existing account

2. Continue with Payment
   • User agrees to peerTransfer terms/conditions and to initiate transfer by a certain date

Click “Continue with Payment” to continue
Standard Payment Information

Payment information -
• Fill in required payment details
• Once the necessary information is entered, user will click “Continue with Payment”
• User will then receive payment delivery instructions on how to send payment to peerTransfer

Click “Continue with Payment” to continue
Next Steps

1. Status bar – student can track progress

2. Payment details – information for booked transfer

3. Bank Instructions – how to send your payment to peerTransfer by visiting your bank (online, phone, or in person).

4. Date bank transfer initiated – fill out when transfer was initiated for tracking and reporting purposes

Click submit to continue
User Dashboard

1. Navigation -
   1. Payments:
      - Completed
      - Pending
      - Cancelled
   2. Complete profile information
   3. Access 24x7 customer support

2. Additional information – this will help peerTransfer process the payment faster
This status will notify the user that peerTransfer has received funds and will deliver it to the school

1. Status bar shows where the user is in the process

2. Payment message – indicates peerTransfer has received the payment
This status will notify the user that peerTransfer has received funds and will deliver it to the school.

1. Status bar shows payment is complete
2. Payment message – indicates when the school received the payment
Profile

- Allows you to update your dashboard user account information and change your password
Support

- You can send a message to peerTransfer if you have questions
- Click for Live Help: An online chat tool displays at the bottom of each page for live support