



### **International Students**

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# Treasurer<sup>®</sup>s Office



The Treasurer's Office will assist you with any questions you might have regarding tuition charged to your student account or payments made to your account.

#### **Services We Provide:**

- Account and Billing Counseling
- eBill and Paper Billing
- Excess Aid Refunding
- Faculty/Staff Discount
- Graduate Assistant Waiver
- Out-of-State Tuition Waivers
- Online Payments / Payment Plan Options
- Flywire by peerTransfer

- Collections
- Perkins Loans
- Third Party Billing
- Foreign National Tax Compliance
- 1042-S Tax Forms
- 1098-T Tax Forms (Tuition Statement)
- Campus Card Center
   (Student Union Room 2205)

## **Contact Us**

#### **Treasurer's Office**

P.O Box 2640 State University, AR 72467 Phone: 972-2285 Fax: 972-3068

Website: <u>www.astate.edu/a/treasurers-office</u> Facebook: <u>Arkansas State University - Treasurer's Office</u>

#### **Student Account Services Hours**

Monday-Friday 8:00a.m. - 5:00p.m. Saturday-Sunday Closed Phone: 870-972-2285

#### **Cashier's Windows Hours**

Monday-Friday 8:00a.m. - 4:30p.m. Saturday-Sunday Closed Phone: 870-972-3847

#### **Campus Card Hours**

(Located between the ASU Bookstore and ATMs) Monday-Friday 8:00a.m. - 5:00p.m. Saturday-Sunday Closed Phone: 870-972-2900

## Find Us

The Treasurer's Office is located on the second floor of the Student Union in room 2146. This is approximately where the Red Wolf logo is placed on the map below. The bottom pictures are from the outside of our office and include the Cashier's Desk as well.





# International Tuition

#### **Tuition Details**

Your international tuition at A-State is based on a variety of factors including how many hours you are enrolled in and which college houses your selected major. In addition to tuition and fees, international students have additional costs that include health screenings and insurance.

To calculate your tuition, multiply the tuition per credit hour rate and the required hourly fees by the number of hours you are taking for a given semester. If you meet any of the required term fee or additional fees criteria, add them to your total number.

On page 10 and 11 you can see tables that show a description on Undergraduate Tuition and Fees for each semester at Arkansas State: http://www.astate.edu/info/costs/international/

#### \*Please note that these are ESTIMATED numbers and they can change. Always check the website for the most recent updates.



CONTACT STUDENT ACCOUNTS Phone: 870-972-2285 Fax: 870-972-3211

Room: 2146 Student Union

Postal Address: P.O. Box 1680 State University, AR 72467

#### CONTACT INTERNATIONAL ADMISSIONS international@astate.edu

Phone: 870-972-2329

Postal Address: International Admissions PO Box 2230 State University, AR 72467

Shipping Address: International Admission 102 North Caraway Rd Jonesboro, AR 72401

Find us on Facebook

#### INTERNATIONAL

University is a key that can open many doors throughout your career.
 returned to you many times over time.



Your international tuition at A-State is based on a variety of factors including how many students have additional costs that include health screenings and insurance.

Calculating Your Tuition To calculate your futiton, multiply the tuition per credit hour rate and the required hourly fees by the number of hours you are taking for a given semester. If you meet any of the required term fee or additional fees criteria, add them to your total number.

For a detailed list	of our tuition	and fee information.	review the tables below.	

ESL DETAILED TUITION & FEES	+
ESL ESTIMATED ANNUAL COST	+
UNDERGRADUATE DETAILED TUITION & FEES	+
UNDERGRADUATE ESTIMATED ANNUAL COSTS	+
GRADUATE DETAILED TUITION & FEES	+
GRADUATE ESTIMATED ANNUAL COSTS	+
A-STATE ONLINE PROGRAMS	+

Course Fees Please note that your tuition could vary based on fees associated with specific courses. These course fees can range from \$5.00 - \$255.00 per course.

#### TUITION PER CREDIT HOUR

International

International

\$400.00

#### COLLEGE SUPPORT ASSESSMENT FEE PER CREDIT HOUR

Additional cost per credit hour for non-general education courses.

	International
College of Business	\$22.00
College of Engineering	\$22.00
College of Nursing & Health Professions	\$22.00
College of Sciences & Mathematics	\$22.00

The fees listed above are only assessed if applicable.

#### **REQUIRED TERM FEES**

The student activity and yearbook fees are only charged in the Fall and Spring Terms.

	International
International Tuition Fee	\$350.00
Arkansas Assessment Fee	\$5.00
Student Activity Fee (3 or more hours)	\$20.00
Yearbook Fee (12 or more hours)	\$10.00

#### **REQUIRED HOURLY FEES PER CREDIT HOUR**

	Internation- al
Athletic Fee	\$19.00
Academic Excellence Fee	\$6.00
Facilities Fee	\$4.00
Technology Fee	\$10.00
Infrastructure Fee	\$4.00
Library Fee	\$6.00
Student Recreation Fee	\$7.00
Student Union Fee	\$10.00

#### ADDITIONAL FEES

	International
Application Fee	\$40.00
Clemency Fee	\$15.00
Graduation Fee	\$45.00
International Health Screening Fee	\$250.00
Replacement Diploma Fee	\$15.00

For more Tuition and Fee information, plus Tuition Costs for Graduates and for those taking online courses, visit the link below:

http://www.astate.edu/info/costs/international/

#### **Estimated Total Costs**

Listed below are the estimated costs for incoming undergraduate international students.

	Fall	Spring	Total	Summer
	4 courses, 12 hours	4 courses, 12 hours	Academic Year	3 courses, 9 hours
Tuition	\$4,800.00	\$4,800.00	\$9,600.00	\$3,600.00
Mandatory Fees	\$1,177.00	\$1,177.00	\$2,354.00	\$774.00
Room & Board - Dormitory	\$3,195.00	\$3,195.00	\$6,390.00	\$1,725.00
Health Insurance	\$570.00	\$570.00	\$1,140.00	-
TOTAL	\$9,742.00	\$9,742.00	\$19,484.00	\$6,099.00

#### **College Support Assessment Fee**

Below are the estimates for international students enrolling in the College of Business, Nursing and Health Professions, Engineering, or Sciences and Mathematics. Students in these colleges should add these costs to the numbers in the table above.

	Fall	Spring	Total	Summer
	4 courses, 12 hours	4 courses, 12 hours	Academic Year	3 courses, 9 hours
Business	\$264.00	\$264.00	\$528.00	\$198.00
Engineering	\$264.00	\$264.00	\$528.00	\$198.00
Nursing & Health Professions	\$264.00	\$264.00	\$528.00	\$198.00
Sciences & Mathematics	\$264.00	\$264.00	\$528.00	\$198.00

The University reserves the right to change the cost of tuition and fees at any time if such action is deemed necessary.

#### Additional Notes:

- Room and board price based on double occupancy and a seven-day meal plan.
- Other housing/meal options are available.
- A \$250 Health Screening fee will be charged for all new international students.
- The above estimated budgets are calculated based on minimum number of hours needed to be full-time and do not include transportation, personal expenses, books and supplies.



## **Paying Your Account Balance**

#### **Payment Options**

Payment is due the 5th day that classes are held. You can check the <u>Arkansas State Calendar</u> for the date of the first day of classes. Any unpaid charges may be subject to collection agency costs, attorney fees, credit bureau reporting, or state income tax attachment (ACT 372 of 1986 as amended).

To pay your account balance, please choose one of the following six options.

#### 1. Self Service

Check or credit card payments may be made online by accessing myBill via Self Service in the myCampus portal.

#### 2. Installment Plans

Students have the option to pay their account balance in installment plans. You may set up an online installment plan by accessing myBill via Self Service in the <u>myCampus portal</u>. A \$40.00 fee is required with installment plans and payment arrangements.

#### 3. Flywire

Arkansas State University partnered with flywire to handle all international wire transfers. For more information on this, refer to page 14 and 15.

#### 4. Cashier's Window

Payments may be submitted in cash, check, or credit card at the Cashier's Window on the 2nd floor of the Student Union. American Express, Discover, MasterCard, and Visa are accepted.

#### 5. Mail

Check payments may be mailed to: Treasurer's Office, PO Box 2640, State University, AR 72467.

#### 6. Employee Payroll Deduction

Full-time employees may payroll deduct their tuition and fees by submitting a Payroll Deduction form.

Late fees of \$40 will be assessed for outstanding or past due balances monthly.





ARKANSAS STA UNIVERSIT http://www.ast sasbillpaymer	Final State University of the state University of the state University of the state University of the state o	ER'S OFFICE AU BAC BAC BAC BAC BAC BAC BAC BAC	ad You Statement 10/21/2015	Due Date 10/21/2015	<b>Amount Due</b> \$489.50
		Account	statement		
201560 22	DATE 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 07/22/2015 08/02/2015 08/02/2015 08/02/2015 08/09/2015 09/09/2015 09/09/2015 09/09/2015 09/09/2015 09/09/2015	* PREVIOUS BILL - CURRENT ( Athletic Fee Facilities Fee Honors College Fee Information Technology Fee Information Technology Fee Infrastructure Fee Library Fee Student Recreation Fee Student Recreation Fee Student Recreation Fee Academic Excellence Fee Acade	PTION LED BALANCE * CHARGES -	CHARGES \$ 0.00 \$ 285.00 \$ 60.00 \$ 50.00 \$ 50.00 \$ 150.00 \$ 90.00 \$ 105.00 \$ 90.00 \$ 105.00 \$ 20.00 \$ 10.00 \$ 20.00 \$ 10.00 \$ 3,000.00 \$ 3,000.00 \$ 3,000.00 \$ 2,180.00 \$ 25.00	CREDITS \$ 3,000.00 \$ 500.00 \$ 1,250.00 \$ 2,835.50 \$ 2,750.00
201460	10/27/2014	- FUTURE D Residence Hall Deposit * FUTURE DEPO	EPOSITS - SIT BALANCE *	7	\$ 100.00 \$ 100.00
Dast	)110	Previous Balance	Current Balance	Total An	nount Due
	0	\$0.00	\$489.50		39.50
				8	



## **Important Deadlines**

Late fees will be assessed for outstanding or past due balances monthly.

Students are responsible for dropping/withdrawing from all classes they are not attending. When courses are dropped, the following refund policy determines the amount credited to the account.

- Fall and Spring Term (Full Term courses)
  - $\Rightarrow$  First 5 days of courses: 100% refund
  - $\Rightarrow$  Next 5 days of courses: 75% refund
- Summer I and Summer II
  - $\Rightarrow$  First 2 days of courses: 100% refund
  - $\Rightarrow$  Next 2 days of courses: 75% refund
- Interim Courses
  - $\Rightarrow$  1st day of courses: 100% refund

#### **Payment Plans**

Students have the option to pay their account in installments with a required \$40 fee. Always check our website for current installment dates.

Log into myCampus. Click on the following links:

- SSB Self-Service
- Student
- Student Records
- myBill
- Payment Plans tab
- Enroll Now

Note: The following DEPOSITS CANNOT be made online.

- International Deposit
- · TASMAC
- · Doctorial Cohort (Business)
- FNP (Family Nurse Practitioner)
- Nursing Anesthesia

### Sponsorships

Students who are sponsored by an embassy must submit a Financial Guarantees and Authorizations by the 10th day of class to Kimberly Winters in <u>International Student</u> <u>Services</u>!

**Note:** Students from Saudi Arabia that are enrolled in web (online) courses will be required to submit an <u>additional financial guarantee</u>.

Submit Forms To: Kimberly Winters

Telephone: (870) 972-2329

E-Mail: kwinters@astate.edu

## International Wires

Arkansas State University has teamed up with **flywire by peerTransfer** to offer an innovative and streamlined way to make international wires for tuition payments. It's fast, simple and cost effective from any country anytime.

• **Saves Money** - using flywire will save you hundreds of dollars on each tuition payment vs. traditional bank wires

• **Simple** - no more back-and-forth with the school and the bank trying to get all the information you need to make a wire payment

• **Quick** - no more waiting and wondering if your payment has posted to your account. Flywire will keep you and A-State informed along the way.

#### How It Works:

Flywire accepts payments from any country - typically in your home currency. We work to secure you wholesale foreign exchange rates, which are significantly lower than rates offered by traditional banks.

Visit <u>astate.peertransfer.com</u>, enter your tuition amount, and immediately see how much money you will save. Once you initiate payment on <u>flywire.com</u>, you will receive detailed instructions on how to transfer funds to A-State. Flywire will keep you informed at every step in the process, including when funds reach your student account.

Payments are posted to your student account much quicker than they would be if you were using a regular bank to pay. And you can be assured that you will never have a short-payment due to unexpected transfer fees or bank charges.

Check for a step-by-step manual in the appendix! This manual and other helpful instructions can be found on the Treasurer's Office website! See link below.

http://www.astate.edu/a/treasurers-office/flywire

Note: peerTransfer has changed their name to flywire.

**flywire** 

#### How to Use Flywire

#### 1. Get Started

1.Go to peertransfer.com/mypayment. From the dropdown menu, select your institution, then enter your payment amount and country of origin.

#### 2. Select Payment Method

Review the payment options provided, and select your preferred method. Options may include bank transfer, debit/credit card in your home currency, electronic payment, or other local options.

#### 3. Enter Your Details

Create your account, then enter some basic information to initiate your payment. We will include this information with your payment for easy identification by your institution.

#### 4. Make Your Payment

Follow the instructions provided to send funds to peerTransfer via your selected method.

**BANK TRANSFERS:** Follow the instructions provided to send your funds. Depending on your bank, payment may be made online, in person, or over the phone.

**DEBIT/CREDIT CARD:** Enter your card details online to complete your payment in your home currency. Note: Additional local payment options may be available depending on your country of origin.

#### 5. Track and Confirm

Track your payment by logging into your peerTransfer account at any time. Receive text and email status updates each step of the way, including a confirmation when your payment has been delivered.

Wire Process Questions? Contact peerTransfer:

Telephone: (617) 207-7076

U.S. Toll-Free: (800) 346-9252

E-Mail: support@peertransfer.com For easier reading, visit http://www.astate.edu/a/treasurers-office/peertransfer/

Benefits How To Pay - English

Benefits How To Pay - Chinese

Benefits How To Pay - Japanese

Benefits How To Pay - Vietnamese

Benefits How To Pay - Korean

Benefits How To Pay - Spanish





Do you need step-by-step instruction's on how to find documents in myCampus or make changes to your address? The How To's will show you in detail what you need to do.

#### How do I update or add a billing address?

Student Account refunds and important information are mailed to the billing address on file. Please ensure that a correct billing address has been established so that all documents are received.

- Log into myCampus.
- SSB Self -Service
- Personal Information
- Update Addresses and Phones
- To update an existing billing address, click on the blue "Current" link.
- To create a new billing address, click on "Type of Address" at the bottom of the page, select Billing and click Submit.
- Enter address and click submit.

To remove a "bad address" hold, please e-mail <u>sasbillpayment@astate.edu</u> after completion. Request that your hold be lifted and include your name and ID number.

#### How do I view my bill online?

Students may view their bill and print with the official ASU letterhead.

- Log into myCampus.
- SSB Self-Service
- Student
- Student Records
- myBill
- eBills tab
- View Bill

#### How do I enroll in an online installment plan?

Students have the option to pay their account in installments with a required \$40.00 fee. **Be sure to start this process early in the semester.** 

- Log into myCampus.
- SSB Self-Service
- Student
- Student Records
- myBill
- Payment Plans tab
- Enroll Now

#### I want to appeal my tuition charges. What do I do next?

The Appeal process is for students charged ASU tuition and mandatory fees for a course that they did not attend or dropped after the refund period due to extenuating circumstances. For your appeal to be reviewed by the Appeals Committee, please contact the Treasurer's Office at 870-972-2285 or by email at sasbillpayment@astate.edu.

#### I have other questions. Who should I contact?

Registration, Residency Status, VA	Registrar	870-972-2031
International Student Questions	International Student Services	870-972-2329
Housing and Meal Plans	Residence Life	870-972-2042
Loans, Scholarship, Pell Grants	Financial Aid	870-972-2310
Parking Decals, Parking Tickets	Parking Services	870-972-2945
Library Fines	Library	870-972-3077



## **Campus Card Center**

Here at Arkansas State, your Campus ID Card will be used for many different things, such as resident hall access, granting access to the cafeteria, and using Flex dollars in the food court, Campus store, Starbucks, Café Einstein's and Simply to Go. You will also have the option to add Express Dollars to your card.

The Campus Card Center is located on the Second Floor of the Student Union in room 2205. This is in the hallway between the ATMs and the Arkansas State Bookstore.

#### **Express Dollars**

Express Dollars are your solution to campus currency. To open an Express Dollars account, simply deposit at least \$10 in your account.

The deposit can be made at the Cashier's Window in the Student Union, by phone at **870-972-3847** or through E-Accounts (myCampus). Additional money may be deposited into your account at any time during the year. The funds in the account carry over each semester.

#### **EXPRESS DOLLARS PARTICIPATING MERCHANTS**

#### **On Campus**

- Coke Vending Machines
- Concessions
- Bookstore
- IT Store
- Library Copy Reader
- Parking Garage Pay Stations
- Red Wolf Center
- Sodexho Dining Service Areas
- Ticket Office

#### **Off Campus**

- Domino's Pizza
- McAllister's Deli
- Pizza Hut
- Textbook Brokers
- Tropical Smoothie
- University Market Valero
- Wild Hog Bar B Que
- Zaxby's
- Subway (Johnson Ave)
- Qdoba
- Uncle Maddie's Pizza

www.astate.edu/a/treasurers-office/card-center/express-dollars/express-dollars-refund.dot

NOTE: Flex Is for Food Services areas whereas Express Dollars can be used everywhere.

### **Manage Your Card Account**

To access your account, you will first need to login to myCampus, and then click on the eAccounts Icon. If it is the first time logging on to eAccounts, you will need to register. It will ask you to type a "7" and then your student ID. Make sure you remember the 7! After clicking the Register button, you will see a confirmation that you are registered. Every time you login after the first time, you will see a screen with several different tabs as listed below.

#### Accounts Tab

Under the Accounts Tab, the following features are available:

- Account Summary- The balance of AState Express Dollars, Book Money, Flex Dollars and Meal Plans can be seen on the left side of the screen
- Account Transactions
- Board Transactions
- Account Statements

By clicking on the name of the account, a new window will appear showing the most recent transactions.

#### **Account Transactions**

To obtain a report of transactions on your card, click on the Account Transactions link and a window will appear. Enter the appropriate information for your search and click on the Search button. The results will be shown in a new window.

#### **Account Statements**

Monthly statements for the past 24 months can be obtained through the Account Statements tab.

#### **Card Services**

Under the Card Services tab, you can deactivate and activate a card if it is lost or stolen. **Deactivate Card**: Choose the card that you would like to deactivate and click on the Deactivate Card button. An email will be sent to you upon deactivating a card.

**Reactivate Card**: Choose the card that you would like to reactivate and click on the Activate Card button. An email will be sent to you upon reactivating a card.

#### Profile

Under the Profile tab, the following features are available.

- Personal Information: Any personal information can be updated within this area.
- Alert Preferences: Edit your email alert preferences for your account within this area.
- Transaction System Registration: Once registered, you will not need to make any changes to this area.
- Saved Payment Methods: When making deposits to your Astate Express Dollars, you can save the payment method so to not be required to reenter the information for future payments. These methods can be reviewed and deleted within this area.

If you have any questions, feel free to contact the Campus Card Center at 870-972-2900 or email us at onecard@astate.edu.

### Top Things You Need to Know About your A-State OneCard



- 1. You must have your OneCard to gain access to your resident hall, laundry facilities, and the Acansa Dining Hall as well as other on-campus meal options.
- 2. In order to borrow or view certain materials from the Dean B. Ellis Library, you will need to have your OneCard.
- 3. Your card allows you free entry into home athletic events.
- 4. You will need your OneCard to enter certain student activities.
- 5. You must present a state or government issued photo to receive your OneCard.
- 6. Do not poke a hole in your OneCard as this damages its functionality and will have to be replaced.
- 7. Your first OneCard is free, replacement thereafter is \$20. You will need to pay at the Cashiers window and bring the receipt to the Campus Card Center to get a new one.
- 8. Do not share your card number on social media. If you upload a photo of your card for any reason, be sure the number is not exposed.



### **On-Campus Employment**

You decided to work on campus. No matter if you are a student worker or a Graduate Assistant, you have to go through several steps before you come to our office.

#### **Follow these steps:**

- 1. Make sure you are eligible to work.
- 2. Find a job and get a job offer letter from your supervisor.
- 3. Contact International Student Services (ISS) to receive a letter that states your legal status to work. (see page 25)
- 4. Apply for your Social Security Card (see page 25)
- 5. Start HR paperwork.
- 6. Contact Treasurer's Office International Tax Compliance Office to get started.

We can start the tax compliance process but you need your Social <u>Security number before</u> you can meet with us.

⇒ Go to our website and fill out the form (see picture below) to get started. We will send you a link to our GLACIER Tax System. Read the email carefully, it has all the information you need. You enter all your information and email us when you are done (contact information in the GLACIER email). We will set up a meeting to go over your immigration documents and determine your tax residency. We will also determine if you are eligible to receive a tax treaty benefit.

ARKANSAS STATE UNIVERSITY	Giving Library Athletics News Calendar myCampus A-Z Index DMISSIONS ACADEMICS CAMPUS LIFE RESEAR TTS CURRENT STUDENTS PARENTS FACULTY & STAFF ALUM FOODEICAN MATIONNAL TAXY COMMUNICATION	Search A-State Q CH × ABOUT A-STATE × NI COMMUNITY	
HOME TREASURER'S OFFICE	ALL Foreign Students, Faculty, Staff, Researchers, and Visitors to the	FORMS	
FOREIGN NATIONAL TAX	Arkansas State University Campus are required to provide information on their status and make an appointment with the Treasurer's Office - Foreign National	IRS Pub 519 - U.S. Tax Guide for	
COMPLIANCE	Tax Compliance to determine their U.S. tax status and to complete required forms necessary to authorize payments, such as payroll,	Aliens IRS Pub 515 - Withholding of Tax	
Filing an Income Tax Return	scholarships/fellowship, honoraria or travel reimbursements.	on NRA and Foreign Entities	
Tax Season 2015 Info	Failure to provide requested information may result in withholding of additional taxes, delay in payment of wages and compensation, or rejection of payment	Explanation of 1098-T Statement	
Tax Treaties	requests.	for International Students	
FAQs		LINKS	
CONTACT TAX COMPLIANCE OFFICE Fran Lincoln - flips of Content and U	IF you already received an email from GLACIER to enter your information you don't have to complete the form below!!! If you have not received an email from GLACIER please submit your contact information below to get started with the Tax Compliance process. I will set you	Windstar (Tax Filing - FNTR) IRS - Internal Revenue Servive IRS - Tax Map	GLACIER
Phone: 870-680-8255	up in the GLACIER system and you will receive an automatic email. Follow the instructions.	IRS - International Taxpayers IRS - International Index	Nonresident Alien Tax Compliance System
Room: 2153 Student Union	If you have trouble with the form below please just send me an email with the same information.		Click on the Image Above to Enter GLACIER
Postal Address: PO Box 2640 State University, AR 72467	Last Name:		01 Additi Takati
The Treasurer's Office - Tax Compliance is located in the Treasurer's Office beside the	Campus ID:		
Cashier Windows.			
	• Email:		
	Comments:		
	Submit		

#### http://www.astate.edu/a/treasurers-office/foreign-tax-compliance/

#### The information below is listed on the International Student Services' <u>website</u>.

As a foreign student, you are will need to apply for an SSN when you have a job or job offer.

You may apply for an SSN by submitting a completed and signed Form SS-5 in person at a local SSA office. SSA will not take your application until you have been in the United States at least 10 days, in order to allow time for your immigration information and employment eligibility to be entered in to immigration service database.

#### **On-Campus Work**

- Students are NOT eligible to work on-campus in their first semester unless the director, department chair, or advisor writes a letter stating why they are in need of employment in their first semester.
- Students are only eligible to work in designated "student worker positions" (not federal work study positions) up to <u>20 hours per week</u> while school is in session, and 28 hours per week during official school breaks which includes the summer terms. Students are only eligible to work in the summer for 28 hours per week if they have been at A-State for one academic year and are not enrolled in class.
- ESL students cannot work on or off-campus.
- Students can find on-campus employment either through Career Services or walking to individual departments to ask. There is no specific site that has all open jobs.
- The Office of International Student Services does not keep listings of open on-campus positions. Any open positions that are submitted to the Office of International Student Services will be sent to students through their A-State email.

#### **Social Security Cards**

A student will require specific documents to take with them to the Social Security Administration in order to apply for a Social Security Card. Students cannot apply for a Social Security card until they have been in the US for 10 days. The student must follow this list in order:

- Must receive an original letter from the employer (department chair or director). The student will first need to give the original letter to the Office of International Student Services. The ISS staff will need this letter to complete step two. The letter must state what type of work you will do, your job title, how many hours a week you will work and be on official school letterhead, be signed, and dated
- 2. The ISS will issue you a letter that states your legal status and ability to work.
- You will need to bring the most current I-20 (the one for active status) to the Social Security Administration. The I-20 you first entered the US on is not the most current I-20 as that I-20 is for initial status.
- 4. You will need to bring to the Social Security Administration your passport, US visa, and I-94 Arrival/ Departure card.
- 5. The address of the Social Security Administration is: 1809 LaTourette Dr., Jonesboro, Arkansas 72404. The Jonesboro Jet Bus service does pick-up and drop-off at this location. You may find more information with the links to the right.

#### **Graduate Assistantship**

If you finished all steps on page 24 you can complete the information for your Graduate Assistantship waiver.

Students with a graduate assistantship need to fill out a graduate assistantship waiver form. Once the student has accepted the assistantship, paperwork can take a couple of weeks to flow though departments and graduate school and then the adjustments can be made.

The waiver form can be found online and can be turned into the Treasurer's Office or emailed to kparker@astate.edu.

To Download the form follow these steps:

- go to Treasurer's Office
- Student Account Information
- Forms
- Click on Graduate Assistant form

If you have any questions you can reach Kim Parker at the email above or call 870-972-3785.

Payroll Deduction / Treasurer's Office - PO Box 264	40 - State University, AR 72467
870-972-2285 Fax: 870-972-30	968 E-mail: sasbillpayment@astate.edu
Name: (Last)	(First)
ID Number:	Department
Address: (Local)	
(Permanent)	
Phone Number: (Local)	(Work) (Permanent)
Fall	Waive Tuition
Spring	Payroll Deduction Plan
1st Summer	Amount Due \$\$
2nd Summer	Deduct Overmonths ()paychecks
Any unpaid charges win retinain us according to the terms of this agr with the debt. If enrollment is wo university policies. Previously paid installments will in determined that extenualing circu Any financial aid, scholarships or studen's outstanding charges. T student against this debt at any ti account will be applied against th 1983 as amended).	ement. The deltor agrees to bear all collection costs and attorney's fees associates ided, the remaining unpaid fees will be adjusted in accordance with applicable of be refunded as a result of the student's withdrawal from the university unless it is unstances warrant such action. signeds received after the signing of this agreement shall be applied against the five university also reserves the right to apply any wages or other sums owed to the e amount due, i.e. payrolt, financial aid, attachment of state income tax (Act 372 of es the right caccelerate the terms of this agreement and demand payment of the ent noy, if bankruptcy proceedings are instituted against the signee/student or if the stude hy rates of conduct.
c. Anisata outre of insolver obligation in the event of insolver wolates Arkansas State Universit F. I agree to pay any charges incur G. By signing. I hereby request the j be applied toward the prior balan I hereby acknowledge responsibility fully explained to me and I understan to pay these charges in full by the ter	The second secon
<ul> <li>obligation in the event of insolver violates Arkanas State Universit F. I agree to pay any charges incur- be beginned toward the prior balan (high explained to me and i understan to pay these charges in full by the ter Signature/For Benefit of Above N</li> </ul>	Tere aimer spanning time agrigment in accordinative with the provisions of this agricement. The according the stage of the stage of the stage of the scharges for the current fein so with Arkanase Satlet University. To the amount listed above by signing below. The basis for these charges has been and will be held listed for this date according to the terms of this agreement. I agree miss specified in this agreement.

### **Tax Season Information**

Tax Season starts in January and ends on April 15th. If you worked on campus you will receive a form called W-2.

The **W-2 is sent out by Human Resources/ Payroll** every year (online or by paper) by January 31st. The W-2 shows a summary of your total income and taxes withheld for the previous year.

to Treasury a Senvice Bross income d by other age noiding credit ng agent's RB ng agent's RB	Information at     3 Chap. 3:     3a Exemptic     3b Tax rate     ints	AMENDED	And its separate instruction 4 Chap. 4: 4a Exemption code 4b Tax rate ode 12e Ch. 4 status code	es is at www.is.gov/form104 PRO-RATA BA: 5 Withholding allowance 6 Net income 7 Federal tax withhold 9 Tax paid by withholdin 11 Amount repaid to re 14a Primary Withholdin 14b Primary Withholdin	Agent's EIN	Check if tax not de presuent to escrew	Popp B Recipient
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			15f Country code	15g Foreign tax identi	ification number,	if any	
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		,,		15 City or town, state of	or province, country, ZI	P or foreign post	al code
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's name		12e Deti	niest's counter coste	16 Recipient's account	number	17 Becinient	s date of birth
5 marrie		138 Ploci	pient s country code	To recipient a account		in recipent	a case or bear
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13g City or town, state or province, country, ZIP or foreign postal code					hheld 22 Payer's s	tate tax no. 2	3 Name of state
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a Employee's social security n	OMB No. 1545	Safe, accurate, FASTI Use	Visit the IPS website a
Employer identification number (EIN)		1 Wages, tips, other compensation	2 Federal income tax withheld
Employer's name, address, and ZIP code		3 Social security wages	4 Social security tax withheld
		5 Medicare wages and tips	6 Medicare tax withheld
		7 Social security tips	8 Allocated tips
Control number		9	10 Dependent care benefits
Employee's first name and initial Last name	Surt.	11 Nonqualified plans           13 Biology Bioment Thiroparty           14 Other	12a See instructions for box 12
Sale Employer's state ID number 16 State wages, to	ps, etc. 17 State incom	tax 18 Local wages, tips, etc.	19 Local income tax 29 Locality na
W-2 Wage and Tax	201.5	Department o	f the Treasury-Internal Revenue Serv

If you received a treaty benefit you will also receive a form called **1042-S from the Treasurer's Office**. That form will be available online by January 31st each year. The 1042-S will show the treaty amount you received.

Besides treaty benefits, you can also receive a 1042-S for the following:

- wages exempt under tax treaty
- non-qualified scholarship (housing, meals, clothing)
- prize/ award

If you get both forms, W-2 and a 1042-S, you will need **<u>both</u>** forms to file your tax return.

#### If you selected to receive the W-2 online:

- Log into <u>myCampus</u>
- Click on Self-Service Banner and select the following menu links:
- Employee
- Tax Forms
- W-2 Wage and Tax Statements
- Select Tax Year 2014
- You will need your PIN to print the form

**\*\*\*Note:** If you graduate in May, August or December and you worked the same year, you will not be able to get your W-2 online the next January. Update your address in MyCampus before you leave.

If you want your W-2 on paper keep you W-2 address updated in myCampus.

Arkansas State University provides access to a **tax filing software** at no cost to international students. The software will become available by the <u>middle of February</u>. The Treasurer's Office will send out an email to let you know when it is available. You have to be in our GLACIER tax system in order to use.

### **Filing An Income Tax Return**

#### **Tax Software**

Arkansas State University provides access to <u>a tax filing software</u> for use by our international community at no cost to the individual. It is a web-based tax program similar to popular tax preparation programs, but designed specifically for non-immigrant tax filers who are still nonresident aliens (NRA). The software is accessible through the internet and will become available at the <u>end of February</u>. The Treasurer's Office will provide you access if you are a non-resident alien and work on campus.

When you work on campus you have to file a Federal Tax Return and a Arkansas Tax Return.



#### Federal Income Tax Return (Form 1040NR or 1040NR-EZ)

All foreign individuals are required to file a U.S. income tax return. See **IRS Publication 519, U.S. Tax Guide for Aliens**, for detailed information.

A nonresident alien must file a form **1040NR** (U.S. Nonresident Alien Income Tax Return) or **1040NR-EZ** (U.S. Nonresident Alien Income Tax Return for Certain Nonresident Aliens with no dependents).

If a Nonresident Alien had earned income during the tax year, the deadline for filing is April 15th of the following year. If no U.S. income was earned during the tax year, a nonresident alien in F, J, M or Q status is required to file a Form 8843 by June 15th of the following year.

All nonresident aliens whose total wages, scholarships, and fellowships are less than \$4,000.00 are not required to file a 1040NR or a 1040NR-EZ tax form (see 1040NR Instructions (2015) pg 5 - Exceptions). However, if your combined income is more than \$4,000.00 or you claimed Tax Treaty Benefits (tax exemption) then you are required to file a 1040NR or 1040NR-EZ. Failure to do so can severely jeopardize any future applications for immigration benefits such as employment based visa status or a Green card.

All individuals are responsible for determining their correct taxable status, ensuring that they have sufficient tax withheld, filing their tax return correctly and on time, and reporting any changes in their tax or immigration status while at Arkansas State University.

#### Arkansas Tax Return (Tax Software CAN'T do state returns)

To prepare your Arkansas Tax Return choose one of the following forms:

- 1. **AR1000F Full Year Resident Individual Income Tax Return :** If you have lived in Arkansas more than six months.
- 2. **AR1000NR Part Year or Nonresident Individual Income Tax Return :** If you have lived in Arkansas less than six months, or f you live outside of Arkansas but receive Income from Arkansas.
- 3. **AR1000S Full Year Resident Short Form Income Tax Return :** Use only if you lived in Arkansas for 12 months; see instructions if you qualify to use the short form.

**\*\*\*Note:** Arkansas uses the term resident and nonresident with a different meaning than immigration or the IRS.

You will need to attach form <u>W-2</u> Copy for state tax and/or <u>1042-S</u> copy D to your Arkansas Tax Return. You will mail them to the state tax department. You can find the address for in the instructions of the form.

You can find all State forms and instruction on this website:

http://www.dfa.arkansas.gov/offices/incomeTax/individual/Pages/forms.aspx

The title of each form is listed in the top left corner and you google that and it will take you to the form online and also to the form instructions.



### **Tax Complicance FAQs**

#### I am a Foreign National Student. Am I Exempt From Taxes?

No, international students are not exempt from U.S. taxes. A tax treaty between the U.S. and an international student's country of tax residency may reduce the U.S. taxes owed. The visa type determines what taxes you must pay. Social Security tax and Medicare tax are employment taxes, also know as FICA, and are withheld only wage payments.

Students who hold F-1 or J-1 classifications are exempt from FICA tax withholding for the first five calendar years they are in the U.S. Professors and researchers who hold J-1 classification are exempt from FICA tax withholding for the first two calendar years they are in the U.S.

Individuals in a H-1B, O-1, J-2 and H-2 must pay FICA.

A tax treaty is an agreement entered between the U.S. and a foreign country that is intended to reduce or eliminate double taxation. These treaty exemptions are usually only valid for a limited time period and/or for a specific dollar amount. Compensation earned beyond either limit are subject to federal income tax. The U.S. currently maintains income tax treaties with over 60 countries.

#### I Would Like to Use the Tax Treaty Benefit for my Country. What Do I Need to Do?

If you work on campus you will have to go through the Tax Compliance process. During that process your tax residency will be determined and if you are eligible for a treaty benefit.

You can find more information about <u>tax treaties</u> on the IRS website or <u>IRS Publication 901 - U.S.</u> <u>Tax Treaties</u>.

Please see page 24.

#### What is a W-2?

Form W-2 is for taxable wages of U.S. citizens, resident aliens, and nonresident aliens. All employees who receive taxable wages from Arkansas State University will receive a W-2 form. The Payroll department issues them at the end of January of the following year.

#### How Do I Consent to Receive my W-2 Online?

If you received wages as an employee of the University, you should receive a W-2 form.

If you want to receive your W-2 electronically you have to give your consent:

- Log into MyCampus
- Click on Self-Service Banner and select the following menu links:
- Employee
- Tax Forms
- Electronic W-2 Consent
- Select Box and Submit

If you consent to receive your W-2 online you will <u>not</u> receive a paper form in the mail.

If you have any questions regarding the W-2 form please contact the Payroll department.

#### Since I Already Had Taxes Withheld from my Paycheck, Do I Need to File a Tax Return?

Yes. The U.S. tax system is a "pay as you go" plan. Therefore, taxes are withheld from your pay checks as you earn them (based on withholding documents you give to the employer). You file a federal income tax return after the end of the calendar year to reconcile your withholdings with your actual tax liability.

#### What is a Tax Return and Why Do I Need to Complete One Before by April 15th?

The phrase "tax return" does not mean that you are filing documents to get your tax withholding money returned. Filing a tax return is the act of returning a report form to the U.S. Government (IRS) that notes the amount of U.S. source income you received during the previous calendar year (i.e. 1/1/2015-12/31/2015), what taxes were withheld in this income, and what amount you should had tax withholding deductions on.

When completing and filing the tax return(s) you may find out that you paid too much tax on your 2015 income. In general, for tax purposes this is called <u>"tax refund"</u> and may be refunded to you.

When completing and filing the tax return(s) you may find out that you did not pay enough taxes on your 2015 income. In general, for tax purposes this is called <u>"tax liability"</u> and you will owe money to the IRS. You will pay interest on any tax not paid by April 15.

Per the IRS, Nonresident Alien (NRA) international students cannot electronically file (E-FILE) their tax returns online using any online service, including the IRS Free File service. Nonresident returns cannot be faxed in. <u>They must complete and mail paper forms 1040NR, 1040NR\_EZ, and 8843 to the IRS</u>.

IRS forms 1040, 1040A, 1040EZ cannot be filed by NRS's. Failure to file a tax return, or filing it incorrectly can and may result in severe penalties, fines, and interest on unpaid taxes, along with jeopardize future permanent residency application approvals.

No special mailing is needed. Just put the tax return in an appropriate size envelope and add the required first-class postage. Federal and state tax returns must be postmarked by the due dates or failure to file penalties may be assessed.

#### Where Do I Find my W-2 Online?

To view and print your W-2 select the following menu links:

- Log into MyCampus
- Click on Self-Service Banner and select the following menu links
- Employee
- Tax Forms
- W-2 Wage and Tax Statement
- Select the Tax Year
- Click Printable W-2
- Enter PIN

If you don't agree to receive your W-2 online you will receive the W-2 form in the mail around January 31st.

#### How Do I Get Help Preparing My Tax Return?

Arkansas State's Treasurer's Office has many resources available to help you. One of those resources is the tax software provided by the Treasurer's Office for free. This online tool provides easy -to-use federal tax preparation software along with an extensive (and easily searchable) online library that will help you file your taxes and understand the often confusing rules surrounding taxes for foreign nationals.

With the tax software you can:

- Prepare Either Your 1040NR or 1040NR-EZ
- Access Previous Tax Returns (If you have used the software before)
- Determine Your Tax Residency Status (resident/nonresident or dual status)
- Find Out About Tax Treaty Benefits
- Get Answers to Frequently Asked Questions and Understand the Various Tax Laws, Regulations and Forms

Your tax filing requirements will often be different from the requirements of U.S citizens due to tax treaties, immigration rules, and other exemptions. These complexities make it important to understand how you are taxed so that you can properly complete a return during tax season (which is made much easier with the online preparation software). The software will not e-file your tax return, you have to print all appropriate forms and mail it to the IRS.

The software only allows you to file your Federal Tax Return. You are responsible to file the Arkansas Tax Return. For information on what forms to use to file the Arkansas Tax Return please visit the following websites:

Arkansas State Treasure's Office: Filing Taxes

Arkansas Department of Finance and Administration

The Tax Compliance Office will not assist you will completing your tax return.

#### Where Can I Get Answers to my Tax Questions?

You can get answers to your tax questions from the International Revenue Service (IRS). The IRS has established an Interactive Tax Assistant Tool on their website to answer tax questions quickly. You can find that link below. They also have a FAQ page for International Individual Tax Payers and you can find that page link below as well.

You may also call the IRS at (267) 941-1000 with international questions. However, the IRS does not answer questions about income taxes.

If you have tax issues, you will have to contact a tax professional. If you contact a tax accountant or tax lawyer only for information or advice, you should not expect for them to provide it to you for free. Many tax professionals may not even provide fee-based advice related to your return without preparing the return.

www.irs.gov/uac/Interactive-Tax-Assistant-(ITA)-1

www.irs.gov/Individuals/International-Taxpayers/Frequently-Asked-Questions-About-International-Individual-Tax-Matters

# **1098–T Information**

Arkansas State University issues 1098T's for eligible students on January 31st for the previous tax year. Typically if you have a Social Security number on file you will receive a tax form. As a non-resident alien you are not eligible to claim a 1098T on your tax return.

Please check the www.irs.gov website for more information.

https://www.irs.gov/uac/Am-I-Eligible-to-Claim-an-Education-Credit%3F

#### What is the purpose of a 1098-T form?

The 1098-T form is used by eligible educational institutions to report information about their students to the Internal Revenue Service (IRS) as required by the Taxpayer Relief Act of 1997. This form is intended to assist students in the preparation of federal income tax returns. An accountant, tax preparer, or the <u>Internal Revenue Service</u> can best advise students in the utilization of this form when preparing tax documents.

#### ARKANSAS STATE UNIVERSITY DOES NOT PROVIDE INCOME TAX ADVICE.



### FLYWIRE PAYER GUIDE

THE STUDENT'S GUIDE TO INTERNATIONAL PAYMENTS WITH FLYWIRE



#### **STEP 1: GET STARTED**

- Visit www.flywire.com.
- Use the search box to select your school & click the blue Get Started button.



### **STEP 2: ENTER PAYMENT AMOUNT**

• Enter the exact payment amount you owe and your home country.

	DAY INSTITUTION	🚯 English 🗸 How It Works Help Lo
<b>U</b> SAMPLE UNIVERSITY	Sample University 500 University Ave. Los Angeles, CA 91012, US http://www.sampleuniversity.edu	Want more info?
Payment	WE WILL BEAT YOUR BANKS PRICE GUARANTEED Tell me more	<ul> <li>Why pay through Flywire?</li> <li>Eliminate hidden bank fees - ensure your institution receives the correct amount.</li> </ul>
\$25,000.00		<ul> <li>Save on exchange rates - in most cases you can make a payment in your home currency. Flywire will process the currency exchange - offering you wholesale exchange rates, unmatched by traditional banks.</li> </ul>
* What country are you paying f	rom?	<ul> <li>Peace of mind - 24 hour mulitlingual customer support when you need it most. Know where your payment is in the bank transfer process.</li> </ul>

#### **STEP 3: SELECT PAYMENT TYPE**

Based on your country selection Flywire will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.

- 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.
- Debit/credit card will allow you to make an online payment in your home currency. Contrary to a traditional international credit card payment, with Flywire we are handling the foreign exchange so you will know the exact amount that will be deducted from your account before making your payment. Please note that credit card payments are not available in every country.
- Flywire will then convert your currency and pay your institution.
- If you have an account in a different currency that you would prefer to use, select that country in the "what country are you paying from" field instead.
- If you select your home country, but you don't see your home currency, not to worry you
  can always pay in the currency of your institution or select a different currency. The process
  and benefits will remain the same, however, your bank will handle the foreign exchange
  before sending the funds to Flywire.

Un ver: 5,00	ited States Dollars, the amount you want Sample sity to receive	<ul> <li>Eliminate hidden bank fees - ensure your institution receives the correct amount.</li> <li>Save on exchange rates - in most cases you can make a payment in your home currency. Flywire will process the currency exchange - offering you wholesale exchange rates, unmatched by traditional banks.</li> </ul>
hat	country are you paying from?	<ul> <li>Peace of mind - 24 hour mulitlingual customer support when you need it most. Know where your payment is in the bank transfer process.</li> </ul>
bain		fort
/me	nt Options Domestic Bank Transfer in Euros (EUR)	Cost 24,207.00 EUR
yme O	Int Options Domestic Bank Transfer in Euros (EUR) MasterCard: International Debit/Credit Supports	Cost 24,207.00 EUR 24,854.00 EUR

#### **STEP 4: LOGIN/CREATE ACCOUNT & FILL IN PERSONAL DETAILS**

- Enter your name, email, and password to create an account (this will allow you to track your payment each step of the way). In addition, your payment details will be saved and pre-fill for your next payment.
- Follow the prompts to fill in your personal details and contact information.
- Click the Continue with Payment button.

peerTransfer Account			
<ul> <li>Create a new account</li> </ul>			
$\bigcirc$ Sign into an existing account			
* First / Given Name	Payer Information		
	* First name of Payer	8	
	If you're a company/organization paying for a stude		
* Last name / Surname / Family name	place of first name.	Student Informa	tion
	Middle name	* Student ID	
* Email			
Linen	* Last name	* First Name	
		Char Name	
* Password	If you're a company/organization paying for a stude place of last name.	Given Name	
	* Address 1	Middle Name	
* Password Confirmation	Post Office Boxes are not permitted	* Last Name	
	Address 2	Surname / Family name	
By clicking "CONTINUE WITH PAYMENT" you a		* Date of Birth	
Use and Privacy Policy.	* City		
CONTINUE WITH PAYMENT		MM/DD/YYYY	
	State / Province / Region	* Student Email Address	
			Contact Information
		* Program of Study	* The person filling out this form is
	ZIP / Postal Code	Select options	Select options ~
	·	* Expected year of program	
	* Country	Select options	Payment Information
			* Payment Type
	* How can we reach you via phone if there	e are questions with your 🔞	Education Payment
	payment?		Installment Payment
			International Foreign Deposit
			Dorm Deposit
			Other
			_
			If more than one selection, please provide details of how funds should be distributed
			For example: Dorm Deposit \$100 Housing Deposit \$200 Education Payment \$1200

#### **STEP 5: CONFIRM PAYMENT DETAILS**

- Please review and confirm the information for your payment.
- If you are paying via bank transfer, you will receive a deadline by which you should go to your bank and complete the payment. This payment due date will be listed on the payment details page at the bottom. (If you need more time, our Customer Support Department can allow for an extension at the time of booking. If you miss your deadline, you can also request more time in your dashboard. This deadline is not associated with your educational institution deadline).
- Click the Continue with Payment button.

Confirm Your Payment Information Please, take a second to review your information						
Payment						
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Contact Informat	ion					
The person filling out this form	is <b>Student</b>					
Payment Informa	ation					
Payment Type	Education Payment	If more than one selection, please provide details of how funds should be distributed				
Student Informat	ion					
Student Informat	lon					
Student ID	533256785	First Name	John			
Middle Name	т	Last Name	Student			
Date of Birth	09/04/1998	Student Email Address	jtstudent@gmail.com			
Program of Study	Undergraduate program	Expected year of program completion	2018			
Paver Informatio	n					
First same of Bayer	laba	Middle name	-			
First name of Payer	John	Address 1	l Colle del Groboder Esteve 14			
Address 2	Baio Izquierda	City	Valencia			
State / Province / Region	-	ZIP / Postal Code	46004			
Country	Spain	How can we reach you via phone if there are questions with your payment?	+34 961 14 04 19			
I will initiate my payment of 24,20     CONTINUE WITH PAYMENT 0	1.00 EUR no later than Dec 02.					

#### **STEP 6 (FOR BANK TRANSFERS): REVIEW PAYMENT INSTRUCTIONS**

- For a bank transfer (wire) you will be directed to your payment dashboard where you will receive payment delivery instructions. You can review the payment details and return as necessary to check the status of your payment.
- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you do not want to receive text updates click the "no thank you" link.
- For a bank transfer we recommend that your print the instructions to bring with you to

the bank when you make your payment. This will make the process clearer for you and the bank. Please make sure to include your Flywire payment ID in the details of your bank transfer.

• IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.

Created on November 30, 2015 December 2, 2015 a your bank	View all details
Created on November 30, 2015 December 2, 2015 a your bank	View all details
Created on November 30, 2015 December 2, 2015 Nyour bank	View all details
December 2, 2015 a your bank	
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other curr	ency will incur extra cost due to foreign exchange fee
CITIESMX	NA
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#### **STEP 6 (FOR CREDIT CARDS): REVIEW PAYMENT INSTRUCTIONS**

- For debit/credit card payments you will be taken to a web form to fill in your credit card information and complete your payment. Please note that funds will not be displayed on your student account immediately as your payment still needs to be processed and delivered to your institution.
- Please be sure to check your credit card limits to verify it can accommodate your payment size. In some cases you will need to call your bank to confirm your payment can be processed.
- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you would prefer not to receive text updates, click 'no thank you' at the prompt.
- IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.

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### **STEP 7: TRACK PAYMENT STATUS ONLINE**

- Your dashboard will be updated each step of the process, and you will receive a final email confirmation when payment has been delivered to your institution.
- Keep in mind that your school may take 2-3 business days to post your payment to your account once they have received it.
- If you have not sent your payment within 2 days, you will receive a notification from Flywire asking if you need more time, want to cancel, or have already sent your payment.
- Should you have any questions along the way, contact Flywire 24x7 via email, live chat, or phone.









#### **NEED HELP?**

#### **Customer Support Phone Numbers :**

USA Toll free +1 800 346 9252 USA Local number +1 617 207 7076 Spain +34 96 065 3947 Canada +1 647 930 9424 Australia +61 (2) 800 69 729 United Kingdom +44 (20) 32 394 729 Hong Kong +852 81 703 729 South Korea +82 (70) 78 479 729

#### Email: support@flywire.com Online: flywire.com/help

