Through experience, we know that making international payments can be a long, costly and complicated process. That’s why we are working with Western Union Business Solutions to provide you with a quick and simple solution which helps avoid delays and expensive bank charges.

**Key Benefits**

1. Understand your costs – know exactly how much you are paying in your home currency, this will then be secured for 72 hours.
2. Peace of mind – have confidence that your fees will be received on time, usually within 2 working days.
3. Flexible payment methods – you can pay using online banking, over the phone or via a local bank.

There are no additional charges from Diablo Valley College or Western Union Business Solutions, though you may be charged a transaction fee by your bank.

By using this service you avoid or significantly reduce the costs of making/receiving international payments.

**How does the service work?**

The WU® GlobalPay for Students platform works in the following way:

- Input your student details.
- Enter the amount due in U.S. Dollars.
- Choose your home country and desired currency. This will automatically convert your fee amount to your currency choice.

- You will instantly be quoted an amount to pay. This amount will be valid for 72 hours.
- Accept the conditions of use and confirm that you want to proceed.
- You will then receive a pop up and be emailed simple wire instructions in PDF format detailing where your fees need to be sent in your home country. These instructions will contain an important reference number that you must use when making your payment. This reference number enables us to quickly associate your payment with your Diablo Valley College student account, which speeds up the payment process.
- You then make your payment (using your reference number) through your bank. You may do so using online banking, telephone banking or in person. The payment instructions emailed to you may be forwarded to a family member if they are making the payment on your behalf. This reference allows Diablo Valley College to identify your fees quickly and consequently speeds up your registration and acceptance process.

Once payment has been received, Diablo Valley College will be advised and the payment will be applied to your student account.
Q1. What are the benefits of using the WU® GlobalPay for Students platform?

A1. When you choose to pay through GlobalPay for Students you will receive an exchange rate that is valid for 72 hours, which you can accept before you send your funds. You will always know the amount you’re going to pay in local currency at the time you send your payment and have confidence that the right amount will arrive to Diablo Valley College.

Q2. Do I need to provide bank details for Diablo Valley College?

A2. No. All you need to provide is your Diablo Valley College student information and the amount due to Diablo Valley College in U.S. Dollars. When you confirm your payment quote, you will be sent a reference number to use when transferring funds from your bank to Western Union Business Solutions, which collects your payment on our behalf. Western Union Business Solutions holds our bank details and uses your reference number to allocate your payment to your Diablo Valley College student account.

Q3. Can I make a transfer via my own bank?

A3. To get the benefits of this service it is important that you send your payment amount to Western Union Business Solutions using the reference number that is provided to you. You can use your own bank to make this transfer to Western Union Business Solutions. Please note, cash deposits will not be accepted. Make sure that your bank sends the reference number you have been given. This ensures your tuition and fee payment is easily identifiable and your payment will not be delayed.

Q4. Which fees can I pay using this service?

A4. This service can be used to make payment for all balances on your student account.

Q5. I can find my home country but it doesn’t let me use my home currency. Why?

A5. Unfortunately, due to international and domestic banking regulations, some currencies are unable to be traded on the open market or are otherwise unavailable. In the instances where your country appears as an option but the currency is unavailable, you can select an alternative currency, including U.S. Dollar, to ensure your payment will be posted to your student account quickly.

Contact details

If you have any questions regarding the service, we have arranged for Western Union Business Solutions to provide a dedicated customer service team that can aid you with any additional information on the service and its benefits and/or walk you through the process. For any of the above or any other related queries please contact:

Western Union Business Solutions
Toll Free: 1.877.218.8829
studentinquiries@westernunion.com
business.westernunion.com/education