Technological University of The Shannon (TUS) has partnered with Flywire to offer a secure and streamlined way to make a payment from your home country. Founded by a former international student, Flywire's mission is to save money for international students and their families that would otherwise be lost on bank fees and unfavourable foreign exchange rates.

About Flywire

Connecting millions of students with thousands of education institutions, Flywire is a global payments enablement and software company trusted by organizations around the world to deliver their customers' most important and complex payments.

Students can find a payment link to the Flywire portal on their Conditional Offer Letter.

Why Flywire?

- Convenient, local payment options in 140+ currencies
- You benefit from our competitive, discounted exchange rates, which are typically unmatched by traditional banks. This can add up to thousands of dollars in savings per payment
- You can track the status of your payment with your tracking link
- We guide you through the entire payment process
- Unlike large financial institutions, we provide round-the-clock multilingual support across multiple channels, including phone, chat and email
- Quicker turnaround on offer letters, due to live tracking of payments available to institution and students.
- If a refund of fees is required, Flywire allows for a quicker turnaround in return of fees. Direct Bank Transfer can sometimes take up to 3 months to process.

Paying outside of the Flywire System:

- Please contact international@tus.ie for further details.

Please note, cash payments of any kind are not allowed. All payments made into the TUS bank account must be sent from a Bank account or a bank card. Cash payments will result in an ***immediate*** *refund, and offer letters will not be issued!*

If you have questions about Flywire and using the platform – please visit their website [here](#), which includes a wide array of FAQs, and a live chat option with dedicated round-the-clock multilingual support!

Please see some FAQ's below:

What kind of payment methods does Flywire offer?

Flywire currently accepts bank transfers, credit/debit card payments and other online payment methods.

Please note, the payment methods made available depend on the country you are paying from and the institution you are making a payment to.

If the credit/debit card option is available for your payment, the card brands we process from your country will be displayed when you create your payment request. Once you finish creating your payment request, you will be able to pay by card directly on our website. This is also true for other online payment methods.

If you select the bank transfer method, payment instructions that contain our account details will be provided to you at the end of the payment request process. You can then initiate the transfer at your bank in person or through your online banking platform (from any bank you choose).

Can a family member, friend, or third party pay on my behalf?

Definitely!

Simply include the personal information of the family member or friend who will be making your payment in the "Payer Information" section during the booking process. If you are paying through a third party, you can include the information of the person who instructs them to transfer the funds.

The sender or the payer is the person who holds the account where the money will be sent from. If a family member, friend, or third party is paying for you, the name you include in the request must be the one stated on their bank records or card.

A mismatch between the sender name provided to us and the account holder name stated in the bank records may cause delays in the processing of your payment.

If you are paying by loan from your bank in India, you can either provide the loan signer/borrower details or include your loan provider details on the sender information; both are equally acceptable.

My country is not listed. Can I still pay with Flywire?

Due to government regulations, Flywire is unable to accept payments from certain countries. If your country is not available as an option on the Flywire website, please reach out to your institution to us at TUS Global to discuss your payment options.

Whose information should I supply for "Payer Information"?

When making a payment request with Flywire, you need to enter the payer name and address. If you are paying through a third party, you can enter the name and address of the person who instructs them to transfer the funds. This information is mandatory for compliance purposes.

You will need to provide us with the street address that matches the payer's bank records. The address must be located in the country in which the sender is paying.

I don't know my Student ID. What should I do?

When making a payment request through Flywire, you may be prompted to enter your Student ID – please use your TUS Application Reference Number. This is the number on the top left hand corner of your COL.

What exchange rate will be applied to my payment?

Flywire and its locally licensed partners offer competitive exchange rates that are often lower than bank's rates.

It's important to compare your personal bank's rate to Flywire's rate, rather than to those found online. The exchange rates posted on many websites are "mid-market rates," which are not always available to the average consumer.

What is included in the amount I have to pay?

Regardless of your currency selection, we will always show you the total amount due before you finalise your payment request. Flywire will not impose any additional fees on top of this amount due.

If you transfer funds in your local currency, the amount due will include all foreign exchange fees and any additional fees charged by our payment partners (if applicable).

If you transfer funds in a non-local currency, we may charge a convenience fee which will be included in the total amount due, and the exact amount of the fee will be displayed under it. This convenience fee covers expenses Flywire incurs from processing non-local currencies.

How can I track my payment?

- Email - Flywire will send payment notifications to the payer's email when we receive your funds and when we deliver them to your institution
- Tracking link - The payment notifications emailed to the payer will contain a tracking link in which you can check your payment status at any time. The tracking link will remain valid for 90 days
- SMS - If you opt in to receive SMS notifications, Flywire will send you payment status updates when we receive your funds and when we deliver them to your institution
- Flywire Account - If you have a Flywire account, you can log in to access, track and manage your payment from the "My payments" section of your account
- Flywire Mobile App - If you have the Flywire Mobile App, you can use it to log in, access, track and manage your payment

Where can I find my payment receipt?

Your Flywire payment receipt will only be available for download once your payment has been delivered to your institution. You can access your receipt through any of the following options:

(1) Payment delivered confirmation email: Access the payment delivered confirmation email sent to the payer email address provided during the booking process. You can access your Flywire payment receipt directly from the email by clicking the "Download your receipt" button.

(2) Tracking link: Access the tracking link from any of the Flywire emails sent to the payer for the corresponding payment ID and then click the "Download payment receipt" button.

(3) Flywire account: Log in to your Flywire user account and click on "My payments" in the upper right-hand corner of the page. Click on the corresponding payment ID and then click the "Download payment receipt" button. These instructions are also valid when using the Flywire Mobile App.