Queen's University Belfast Tuition Fee payment plan system

The University has moved to a new payment solution provided by Flywire that is fully integrated with our student information system (Qsis).
This new system provides our students and families with an intuitive payment platform with a simple design. It allows self-service to make it even easier to manage your payments.
Benefits

- View your outstanding balance
- Choose between a monthly or termly payment plan option
- Make additional payments towards your plan
- Invite an Authorised User to view / contribute to your payment plan
- Pay your outstanding balance at any time
- Add / Change your Payment Card Details

Set up your Payment Plan

You will receive the email below from Student Finance inviting you to log into our Flywire Payment Plan system.

How to complete the set-up of your 2023-24 Tuition Fee payment plan

When you registered recently during Enrolment and Registration, you committed to paying your tuition fees by payment plan.

To complete the final step to sign up for a payment plan, please log in to your Qsis account at Qsis Sign-in and click the 'My Student Finance' icon on your student homepage. This will take to our Flywire system where you will be given a choice of payment plans or the option to pay your fees in full. Pease select an option and complete all steps.

You must complete this sign up by the **31 October 2023**.

If you do not sign up by this date you will be invoiced in full for your tuition fees which will be due for payment immediately.

If you need any help signing up to a payment plan, please refer to our step-by-step guide available at Payment Plans step-by-step guide.

If you require a statement of your account, you can follow the instructions above to access the Flywire system where you can go to the Account Activity tab and use the 'Print Term Statement' option.
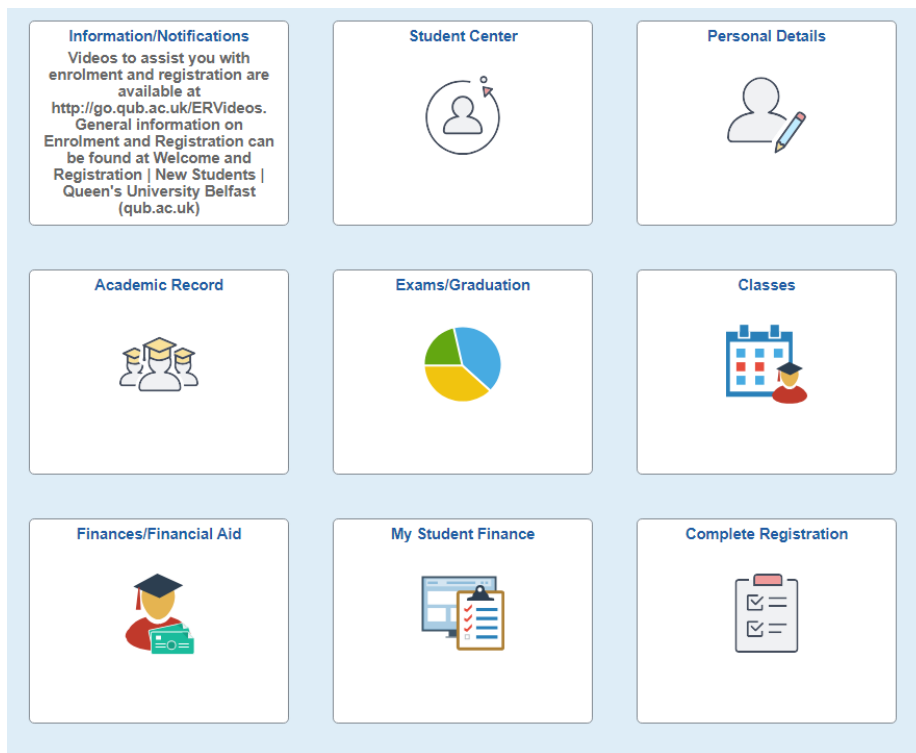
Kind Regards

Student Finance team

Student Finance Office
Queen's University Belfast
studentfinance@qub.ac.uk

When you click on the link in the email you will be taken to your student homepage in Qsis

Select the 'My Student Finance' icon and you will automatically be taken to your Account Summary screen in our Flywire Payment Plan system, like below, which shows your current outstanding balance.

If you wish to spread your payments across the academic year then select the 'Enroll in Plan' option and you will see a screen similar to below:

You can choose whether you want to enroll in the Monthly plan or the 3 Installment Plan. You also have the option to pay your fees in full.

Select the Monthly or Installment plan option and you will see a screen like below:

Select your payment method:

- International Payment   - choose this method to pay with international currencies by Bank Transfer, Debit/Credit Card and eWallet payment methods such as Alipay & PayPal.
- Add Credit/Debit Card   - please have your UK payment card details to hand.

If you are making an International Payment please continue reading on the next page. UK Credit/Debit Card instructions are on page 7.

Making an International payment

If you select International Payment you will see a screen similar to below:

You need to check the two agreement boxes at the bottom of the screen and click 'Activate and Pay'

On the next screen, select the country or region the payment is coming from, agree to the Flywire Terms of Use and Privacy Policy and click Next.

You will then be taken to a screen with a list of payment options specific to the country you are paying from.

Select your payment method and on the next screen provide the details of the person whose card/bank account will be used to pay.

On the next screen, enter your first and last name and click Next. Note, your student number will already be populated on this screen.

Finally, you will be taken to a screen that provides you with instructions on how to make your payment.

Please note that with International payments you need to remember to come back into the system on each of your payment dates to make the payment. **If you are paying by international bank transfer you should start the payment process at least 7 days before the payment date to ensure the payment arrives in time.**

Payment Plan Set Up Completed

Once you have set up the payment plan, follow the Home link at the top of the screen to return to the Account Summary tab which will be updated to show that you have committed to pay your fees in full. The Payment Plans tab has full details of your payment plan and the schedule of upcoming payment dates.

Once the University has received your payment, you can see the payment on your account by logging back into the system – follow the 'My Student Finance' link from your homepage on Qsis as shown above on page 2.

Making UK Credit/Debit card payments

When you choose to pay by a UK credit/debit card you will be prompted to store your card details which you must agree to before you can click Continue.

This means that payment can automatically be taken on each of your payment dates and you do not need to remember to go back into the system to make payment.

You will then be taken to a screen to enter the cardholder details and the next screen allows you to review the payment plan details and asks you to accept the payment plan terms and conditions.

Once payment is successful you will be presented with a payment receipt on screen. Please note that this receipt will also be emailed to your Queen's email address.

Payment Plan Set Up Completed

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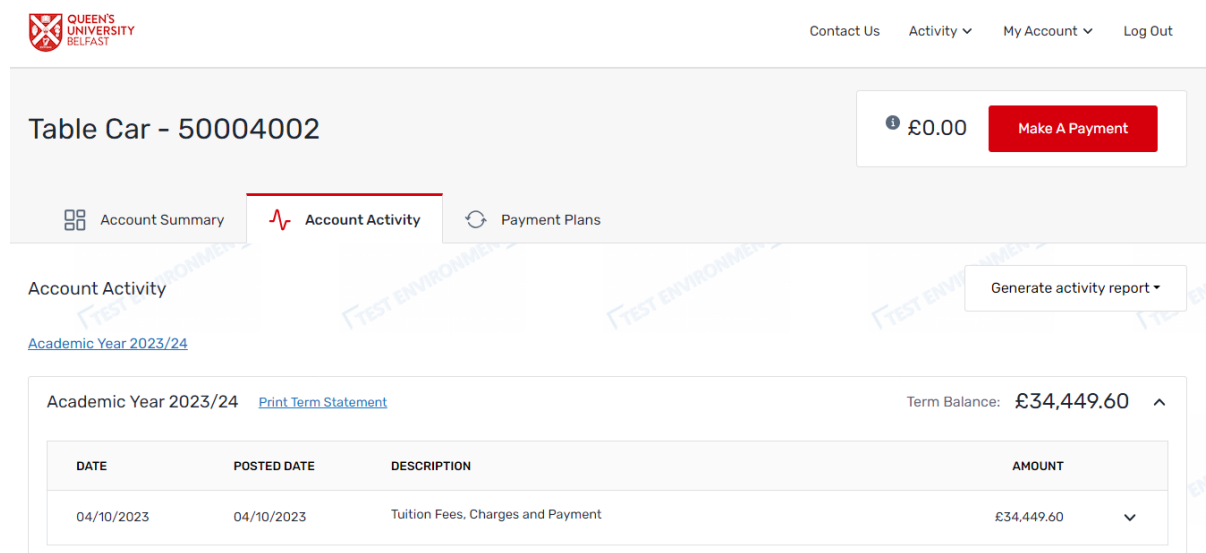**Other points to note about the Flywire payment plan system**

Accessing the system

You can access the Flywire payment plan system at any time by following the 'My Student Finance' link on your Qsis student homepage.

Making payments

Please note you can go into the system and make payments towards your plan or pay your balance in full at any time.

Account Statements

Clicking on the Account Activity tab will show you full details of any postings to your student account including tuition fees, any charges to be paid such as field trips and any payments you have made to your account.

There is the option to 'Print Term Statement' which prints out a statement of the activity on your account to date. You can also print details of transactions for a date range by clicking on the 'Generate activity report' option.

QUEEN'S UNIVERSITY BELFAST

Student Finance Office Reception, Level 1
Student Guidance Centre, 1 Elmwood Avenue
Belfast, Northern Ireland BT9 6AZ
help@studentfinance.qub.ac.uk | 028 9097 2855
https://www.qub.ac.uk/

Student ID: 50004002	**Statement for:** Academic Year 2023/24
Name: Table Car	**Date:** 05/10/2023

Statement Balance: £34,449.60

Activity Date	Term	Description	Amount
04/10/2023	Academic Year 2023/24	Fees - MED INT PT	£34,449.60
		Statement Balance	**£34,449.60**

The balance on your statement reflects the current position on your account. This will be subject to change if modules are subsequently added or dropped, in line with the terms of the University's Student Finance Framework.

Text notifications

You can enter your mobile phone number to receive text messages, in addition to emails, whenever there is activity on your account. Under the 'My Account' link at the top of the screen select Notifications, enter your mobile number and turn on mobile notifications.

How to add an Authorised User (Parent, grandparent, or anyone who may be paying your fees)
Through Flywire CRS, you can grant one or more authorised users' access to your financial information, including the ability to view charges on your account, pay or contribute towards your bill, or enrol in a payment plan on your behalf. An authorised user can be a parent/guardian, family member, employer, or any other person you wish to have access to your account.
Note, if a third party such as an employer uses this option the system will provide a receipt for the payment. However, if an invoice is required, they cannot use this option. Please contact studentfinance@qub.ac.uk as you will need to be cancelled from the payment plan and your details passed to our Sponsors team so that your employer can be invoiced for your fees.
To add an authorised user simply log in to your Flywire CRS account and follow the steps below:

- Click Actions in the upper right corner and choose Manage Authorised Users.
- Click Add Authorised User to add a new user. Fill in the necessary information, including basic contact information and your relationship to the authorised user then click Create.
- The authorised user will receive an email with instructions on how to log in to the system to verify their authorised user account. Please ensure the email address you enter is correct, or your authorized user will not receive important email messages from our office.
- You can view the authorised user's activity and/or delete authorised users by revoking access to their account via the Manage Authorised Users action.

Questions?
If you have any questions or problems using the system, please email studentfinance@qub.ac.uk.