

Paying your tuition and student fees in TouchNet: TransferMate payment

About TouchNet

UBC uses TouchNet as a payment tool for tuition and student fees, as well as Student Direct Stream (SDS) tuition prepayments.

TouchNet is replacing other forms of ePayment, such as International Funds Transfer via Convera and Interac Online.

Receipts for payments made in TouchNet are only available in TouchNet, not in Workday.

Transfermate

TransferMate is a third-party service enabling international students without a Canadian bank account to pay tuition in their local currency via bank transfer or credit card.

With TransferMate, you have the flexibility to pay through bank transfer as well as country-specific methods, including:

- AliPay (China)
- China UnionPay (Asia Pacific)
- Trustly (EU)
- ICICI (India)
- PayNow (Singapore)

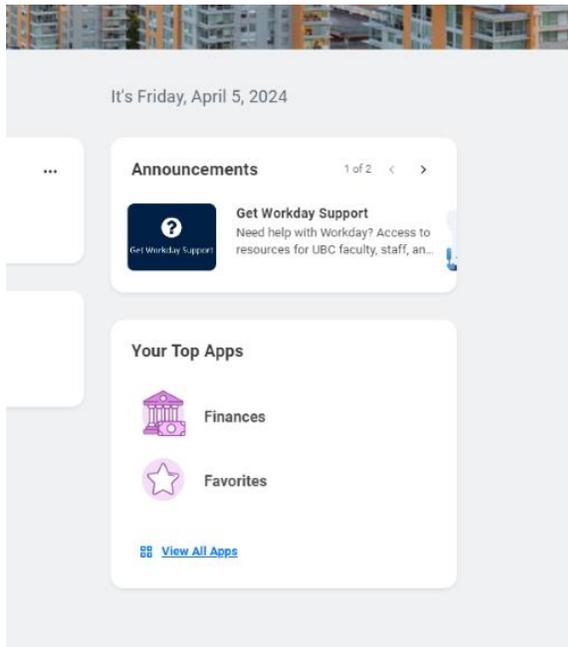
Price Matching in TransferMate

If a student can find a better rate from a similar provider within 2 hours of completing a transaction through TransferMate, they can email rateassurance@transfermate.com within 1 month to receive suitable compensation for the price difference, subject to [terms and conditions](#).

How to pay with TransferMate

First, go to your Finances App

1. Log into your Workday account at myworkday.ubc.ca.
2. On the right side of the page, in the "Your Top Apps" menu, click the "Finances" app.

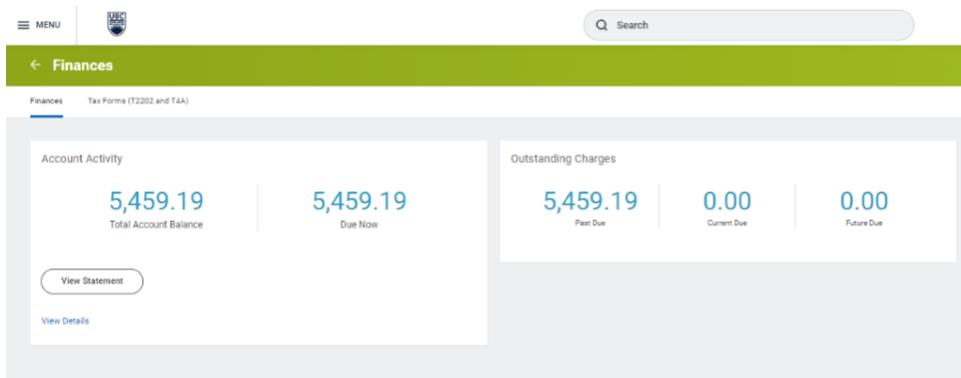


Review your current outstanding balance

In the Finances app, you will be taken to the "Finances" page by default.

On the left side of the page, under "Account Activity", your "Due Now" balance will be listed. This balance includes charges that are past due or due within the next 30 days.

You can make payments toward your "Due Now" balance, but not charges due in the future.

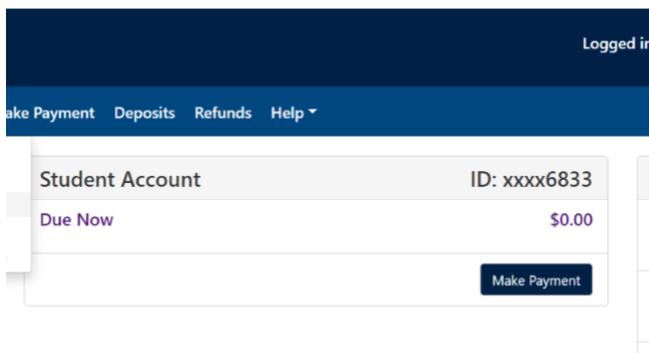


Next, go to TouchNet Payment Centre

In the “Tuition and Fees” menu to the right, click the “Make a Payment: TouchNet Payment Centre” link. You will be redirected to the TouchNet homepage, which is a separate app from Workday.

Make a payment

1. Once on the TouchNet homepage, you will see your current outstanding balance listed as “Due Now” in the Student Account box. Click the dark blue “Make Payment” button.



2. On the “Account Payment” page, enter the amount you want to pay in the field under “Amount Due”. You have the option to make a full or partial payment.
3. Click the blue “Continue” button to the lower right.

Account Payment

Amount: 23-03-09

Amount Due
Enter amount to include in the payment total.

UBC-V | \$2,608.61 \$ 50

(UBC-V)	\$50.00
Payment Total	\$50.00

[Continue](#)

4. For the “Method” field, if you’ve previously designated your pre-authorized debit bank account as your default payment method, it will be automatically chosen. However, you can click the light blue “Cancel” button and select “TransferMate INTL” from the “Method” dropdown list.
5. Click the dark blue “Continue” button to the lower right.

Make Payment Deposits Refunds Help

Account Payment

Amount: \$65,000.00

Method:*

* Indicates required information

[Back](#) [Cancel](#) [Continue](#)

*A non-refundable PayPath®, Service fee of 2.5% per Credit Card, 1.5% per Debit Card or \$3.00 whichever is greater, will be added to each payment.

CAD Pre-Authorised Debit - Payments can be made from a personal chequing or savings account.
TransferMate - TransferMate supports international payments for tuition including bank transfers and alternative payment methods.

TransferMate

6. In the dropdown list, select the country you are paying from.

7. Click the blue "Review Rate" button for the rates and payment methods available for the country you have selected.

Account Payment

* Indicates required information

Amount: \$65,000.00

Method:* TransferMate INTL

What country are you paying from?

Country* United Kingdom

Review Rate >

Back Cancel

*A non-refundable PayPath ®. Service fee of 2.5% per Credit Card, 1.5% per Debit Card or \$3.00 whichever is greater, will be added to each payment.

8. On the next page, select a payment option.
9. Click the blue "Enter Details" button to proceed.

Account Payment

* Indicates required information

Amount: \$65,000.00

Method:* TransferMate INTL

Review Rates

Bank Transfer	Trustly
Total Amount Due GBP £38,713.49	Total Amount Due GBP £39,189.17
Taxes and Fees GBP £0.00	Taxes and Fees GBP £0.00
Original Amount CAD CA\$65,000.00	Original Amount CAD CA\$65,000.00

< Previous

Enter Details >

Back Cancel

10. On the next page, enter your payer details.
11. Check the "By clicking this box, I agree to the TransferMate Student Term of Use" box to agree to the TransferMate Terms and Conditions. You must check this box to complete your payment.
12. Click the blue "Continue to Confirmation" button.

Amount
Method
Confirmation

* Indicates required information

Amount: \$65,000.00

Method: TransferMate INTL

Student Details

Who Is Making the Payment * Student

First Name * Joe

Last Name * Student

Date Of Birth * 2022 January 1

Country * United Kingdom

City * Sutton

Street Address * 61 High St.

Postal Code * SM1 1DT

Phone Number * United Kingdom +44 020 8770 7337

Email * joe.student@gmail.com.dummy

By checking this box, I agree to the [TransferMate Student Terms of Use](#)

< Previous
Continue to Confirmation

Back
Cancel

13. On the next page, review your payment details.

- If your details are correct, click the dark blue “Initiate Payment” to proceed with your payment.
- If your details are incorrect, click the blue “Back” button to edit your details.

Account Payment

\$ Amount
Method
Confirmation

Payment Information

Payment Date 2023-11-23

Item Description	Term	Account	Amount
SDS Deposit UBC-V 2024-25 W1	2024-25 Winter Term 1 (UBC-V)	Student Account	\$65,000.00
Total Payment Amount			\$65,000.00

Paid To

University of British Columbia
Brock Hall
East Mall
Vancouver, BC V6T 1Z1

Confirmation Email

joe.student@gmail.com.dummy

Selected Payment Method

Account: TransferMate INTL

Change Payment Method

By selecting the Initiate Payment button, you are agreeing to the [Terms Of Use](#).

Back
Cancel
Initiate Payment

14. The instructions for completing your payment will appear in a pop-up window.

UBC Graduate and Postdoctoral Studies

- Read the instructions carefully and print or screen capture them for reference. You will also receive an email with instructions to complete your payment.
- Follow the instructions to make your payment.
- Click the blue “Close” button when you’re done.

Thank you for initiating your payment.

Please note the **PAYMENT HAS NOT BEEN COMPLETED**. Additional instructions are below and will be emailed to you as well. Pending payments will be displayed on your home page. We will send you a confirmation e-mail once the payment processing is completed.

Please follow the instructions below and complete your payment.

Please be aware for each payment / instalment you must create a new payment registration. You now need to arrange a bank transfer to the TransferMate Bank Account as detailed below. You can either do this by using your online banking app or by visiting your bank in person and arranging the bank transfer.

TransferMate must receive your payment in their account within 48 hours. You will need to allow 1 working day for the funds to reach their account. When transferring the funds ensure that you enter your name and date of birth or below reference number, so your payment can be allocated. (IMPORTANT!) Cash lodgements, Drafts, Cheques or any payments from company/corporate/business accounts will not be accepted and they will be rejected by the bank).

TO FULFILL THE FX CONTRACT YOU HAVE ENTERED WITH TRANSFORMATE PLEASE SEND GBP (United Kingdom Pounds). SENDING ANY OTHER CURRENCY WILL INCUR EXTRA COSTS DUE TO FOREIGN EXCHANGE FEES WHICH YOU WILL BE ASKED TO COVER. PLEASE MAKE SURE YOUR BANK IS INSTRUCTED TO TRANSFER THE CORRECT CURRENCY AS PER THESE PAYMENT INSTRUCTIONS.

Note: Funds will not be automatically withdrawn from your bank account. You need to strictly follow the above steps to complete the process successfully.

TransferMate will never contact you via email or Skype to change the account details.

If you have a payment query, please contact our 24 hour live chat on the following link:
<https://transfermateeducation.com/en/contactus.aspx>

Transfer Currency	GBP
Transfer Amount	GBP 38714.4
Bank Name	Barclays
Bank Address	Barclays, Level 11, 1 Churchill Place, Canary Wharf, London, E14 5HP
Bank Branch Code	200000
Bank Account Name	INTERPAY UK LTD CLIENT FUND ACC
Account Number	23466663
Sort Code	200000
IBAN	GB88BARC20000023466663
SWIFT / BIC Code	BARCGB22
Transfer Reference	79139127
Company / Payee Address	Interpay UK LTD, 3rd Floor Glass Office, Concourse Building 3, Queens Road, Belfast, BT3 9DT, Northern Ireland

This information will also be emailed to you and contain all the information you need to finalize the payment.
 Contact edu@transfermate.com for payment-related questions.

If you choose to make your payment later

Any payment made through TouchNet will appear on your TouchNet homepage under “Pending Alternative Payments” until you’ve completed the payment to TransferMate.

Follow the provided instructions from the previous step to complete your payment.

If payments are not made within the time limit indicated in the instructions, the payment will be canceled in TouchNet. No transactions will appear in Workday until payment is complete.

Pending Alternative Payments			
The payments listed below will not post to your account until funds are received			
Payment Description	Payer	Date	Amount
TransferMate INTL		2023-11-23	\$65,000.00

Confirm your payment

After completing your payment to TransferMate, keep any receipts as proof of payments.

Once your payment has been received, it will be updated in your "Account Activity" on the Finances page within [Workday](#).

Additional resources

- [Viewing your account activity: Tuition amounts and payments](#)
- [Setting up your pre-authorized debit account in TouchNet](#)
- [Paying your tuition and student fees in TouchNet: Credit card and Signature Debit card payment](#)
- [Paying your tuition and fees in TouchNet: Pre-authorized debit](#)
- [Setting up your direct deposit in Workday](#)