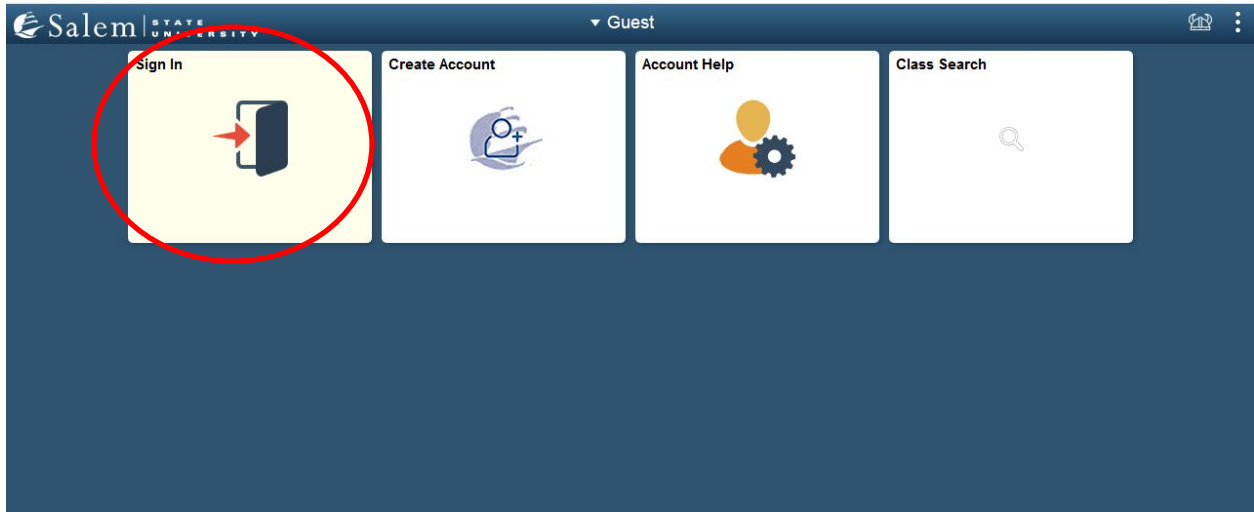


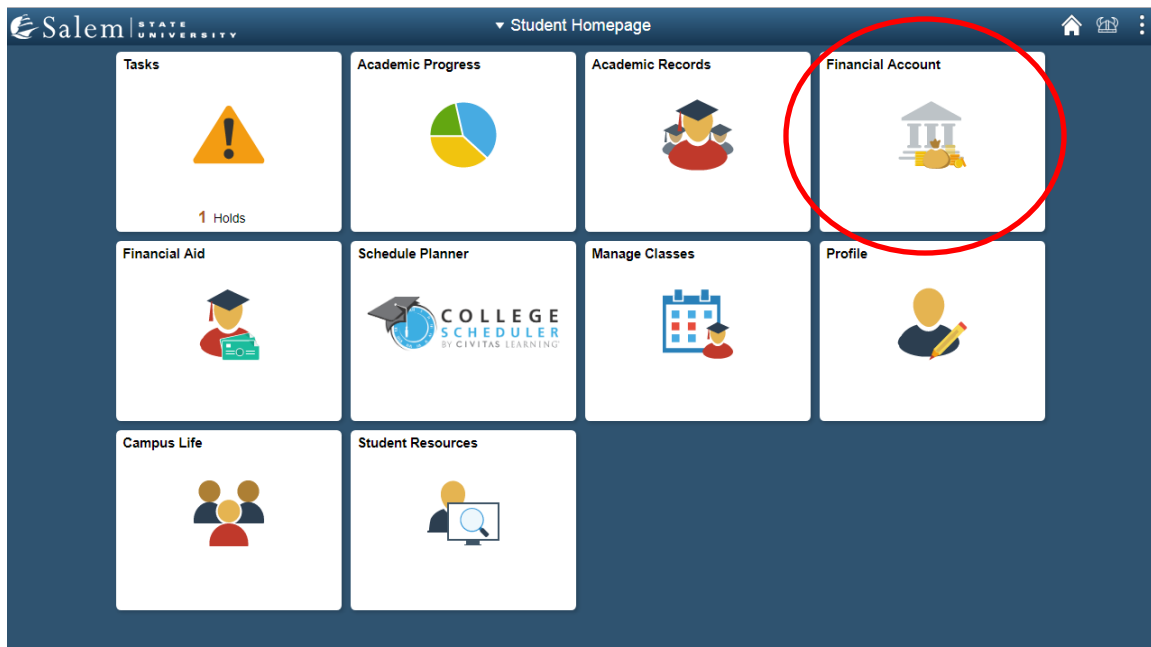
# How to: Pay With TransferMate

Please follow the steps below or click here (<https://vimeo.com/723508067/6bd449677e>) for a video on how to make a payment.

1. Log into Navigator.

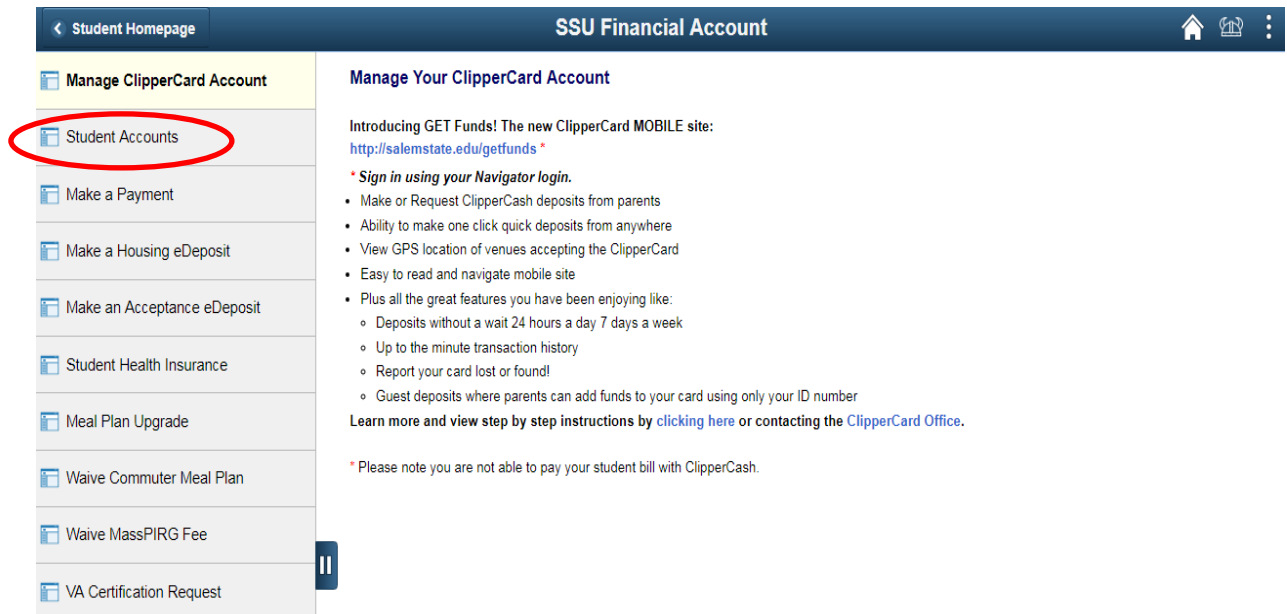


2. Once at the Student Homepage, click on "Financial Account".

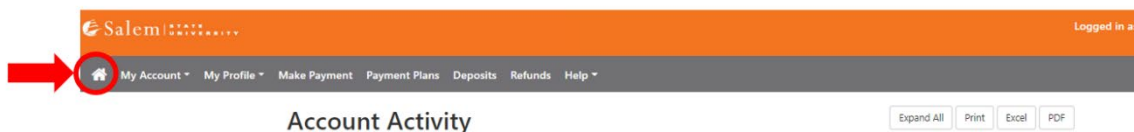


3. On the menu bar, click on “Student Accounts”. Then follow the “Click Here” link to access TouchNet.

**Note:** Please make sure that pop-up windows are enabled.



4. Once in TouchNet, select the Home button on the gray toolbar to bring you to the mail home page. The Home button looks like a small white house to the left of the My Account button.



## 5. Select the green “Make Payment” button.

The screenshot shows the Salem University website interface. At the top, there is an orange header with the Salem logo and a 'Logout' link. Below this is a dark grey navigation bar with links: Home, My Account, Make Payment, Payment Plans, Deposits, Refunds, and Help. The main content area is divided into three columns. The left column contains an 'Announcement' section with links for 'HEALTH INSURANCE', 'REFUND TIMELINES', and 'DIRECT DEPOSIT REFUNDS'. The middle column features a 'Student Account' section with a table showing the account balance (\$6,763.00), estimated financial aid (\$6,763.00), and balance including estimated aid (\$0.00). Below the table are buttons for 'View Activity', 'Enroll in Payment Plan', and 'Make Payment'. The 'Make Payment' button is highlighted with a red circle and a red arrow. The right column contains a 'My Profile Setup' section with links for 'Authorized Users', 'Personal Profile', 'Payment Profile', 'Security Settings', 'Consents and Agreements', and 'Electronic Refunds'.

Student Account		ID: xxx
Balance		\$6,763.00
Estimated Financial Aid		\$6,763.00
Balance Including Estimated Aid		\$0.00

Buttons: View Activity, Enroll in Payment Plan, **Make Payment**

## 6. On the Account Payment page, Select “Current Account Balance” (to pay the balance due) or ‘Statement Account Amount’ (to pay the amount on the most recent statement). NOTE: you can edit the amount once you select an option.

The screenshot shows the 'Account Payment' page. At the top, there is an orange header with the Salem logo and a 'Logout' link. Below this is a dark grey navigation bar with links: Home, My Account, Make Payment, Payment Plans, Deposits, Refunds, and Help. The main content area is titled 'Account Payment' and features a progress bar with four steps: Amount, Method, Confirmation, and Receipt. Below the progress bar is a 'Payment Date' field set to 11/22/21. The 'Select Payment Option' section is highlighted with a red box and contains two radio button options: 'Current Account Balance' (\$14,858.25) and 'Current Statement Amount' (\$14,858.25). Below this is a 'Personal Note' section with a text input field. At the bottom, there is a 'Payment Total' of \$0.00 and a green 'Continue' button.

**Account Payment**

Progress: Amount — Method — Confirmation — Receipt

Payment Date: 11/22/21

**Select Payment Option**

☐ **Current Account Balance**  
\$14,858.25

☐ **Current Statement Amount**  
\$14,858.25

**Personal Note**  
Enter a brief payment note

Payment Total: \$0.00

**Continue**

If you wish to pay an amount different than what you selected, you may enter that amount in the Student Account box and then click “Continue”.

Select Payment Option

☒ Current Account Balance  
\$14,858.25

☐ Current Statement Amount  
\$14,858.25

Current Account Balance

Enter payment amount into the student's account

Student Account | \$14,858.25

Personal Note

Enter a brief payment note

Payment Total \$0.00

Continue

- After clicking “Continue” on the Account Payment page, select the TransferMate INTL option in the Method dropdown box. Then click “Continue”.

My Account My Profile Make Payment Payment Plans Deposits Refunds Help

## Account Payment

Amount: \$10.00

Method:

Select Method

Credit Card

Credit Card via PayPath

Other Payment Methods

TransferMate INTL

Electronic Check (checking/savings)

\*Credit card payments are... non-refundable service fee will be added to your payment.

Back Cancel Continue

\* Indicates required information


**Electronic Check** - Payments can be made from a personal checking or savings account.


**TransferMate** - TransferMate supports international payments for tuition including bank transfers and alternative payment methods.


**TransferMate**

- After clicking “Continue”, another box will appear and ask what country you are paying from. Click the “Review Rates” button to see what options you have.

## Account Payment

Amount

Method

Confirmation


---

\* Indicates required information

Amount: \$10.00

Method:\* 


TransferMate INTL

What country are you paying from? 

Country 

Select...

Review Rate >




9. After clicking the “Review Rate” box, your exchange rate will be displayed. Select the “Enter Details” option to enter all required information to start the transaction.

Amount: \$10.00

Method:\* 

TransferMate INTL

### Review Rates

 Bank Transfer

Total Amount Due

EUR €10.07


Taxes and Fees

EUR €0.00

Original Amount

USD \$10.00

< Previous

Enter Details >

10. After clicking the “Enter Details” box, you will want to fill in all required fields. The first question is about who is making the payment, the rest of the required information on this page is regarding the student.

The screenshot shows a form titled "Student Details". At the top, "Amount:" is \$10.00 and "Method:\*" is "TransferMate INTL". The "Who Is Making the Payment" dropdown menu is open, showing options: "Student" (selected), "Please Select ...", "Parent of Student", "Relative of Student", and "Other". Below the dropdown are input fields for "First Name" and "Last Name". Red boxes highlight the dropdown menu and the "Who Is Making the Payment" label, with red lines connecting them.

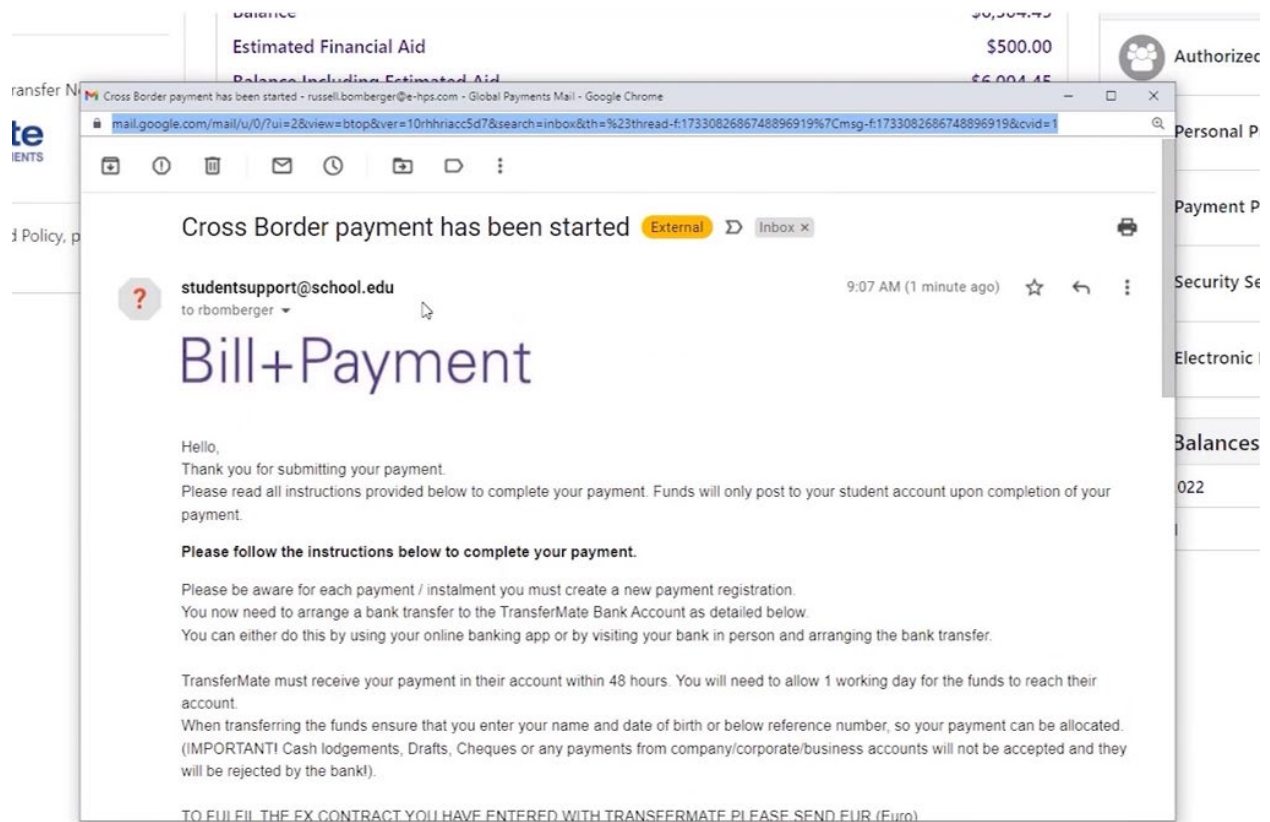
Please Note: If the student is the payer, select the “Continue to Confirmation” in the green box as the bottom.

< Previous      Continue to Confirmation >

If someone besides the student is making the payment, you will need to complete payer information as well by clicking on “Payer Details” in the green box.

< Previous      Payer Details >

11. If you are paying by bank transfer, you will be emailed the banking instructions. A pop up will also appear as seen below. Make your payment to the instructed bank account. Please check your junk/spam folder if you have not received your confirmation email.



12. Your payment will then go into a pending status, which you can see on your student account. It will automatically post, after you have initiated the wire transfer.

Pending Alternative Payments			
The payments listed below will not post to your account until funds are received			
Payment Description	Payer	Date	Amount
crossborder	Tim Jeppsen	5/17/22	\$1,000.00

13. Below is a link to all TransferMate's local contact supports around the world, including access to their LIVE CHAT - <https://transfermateeducation.com/en/contactus.aspx>. If you

have payment related questions, please reach out to TransferMate by phone at +1 312 924 3737, email at [edu@transfermate.com](mailto:edu@transfermate.com) or Skype: international.student.payments

For any other questions regarding your student account please email [NavCenter@salemstate.edu](mailto:NavCenter@salemstate.edu) or call 975-542-8000.