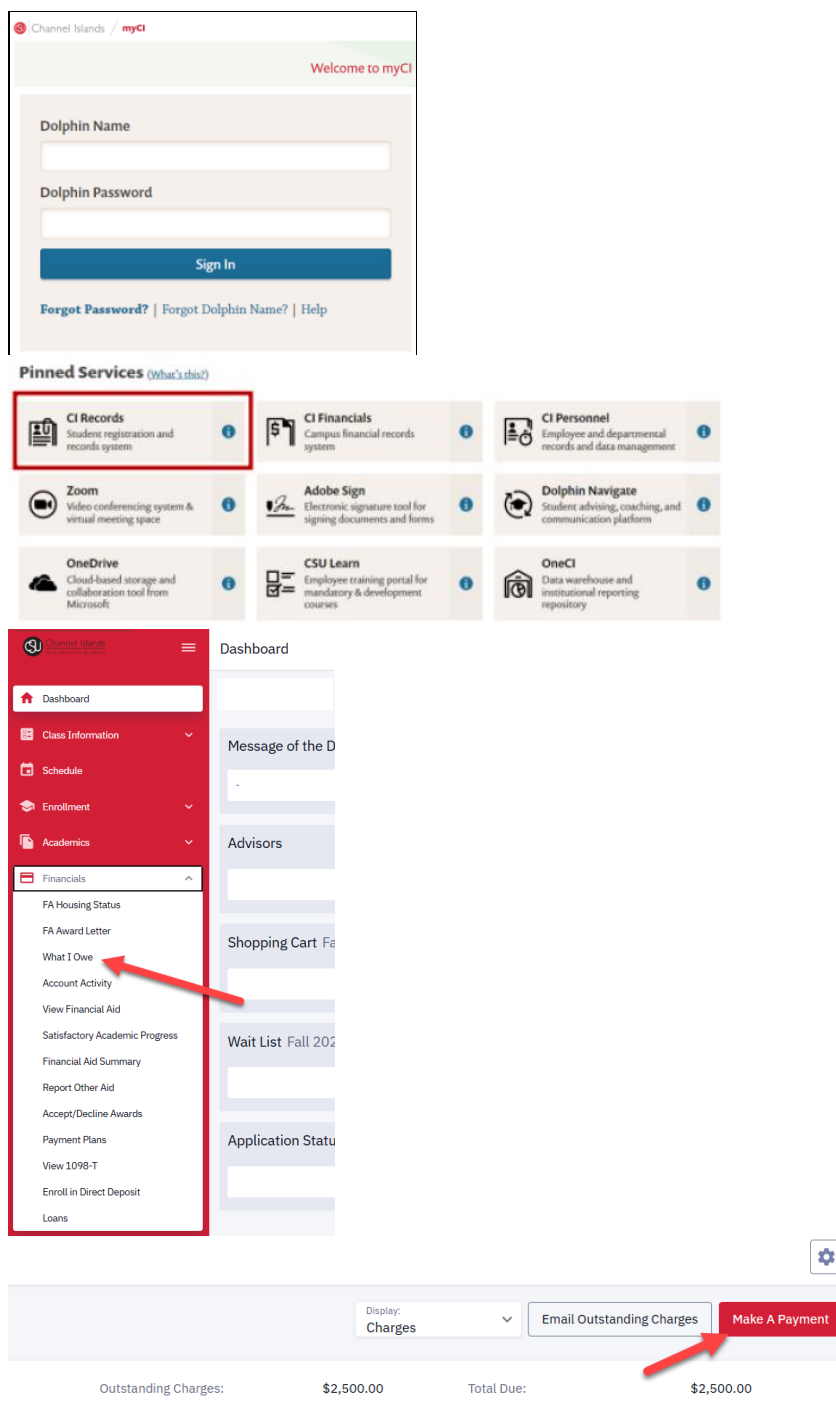


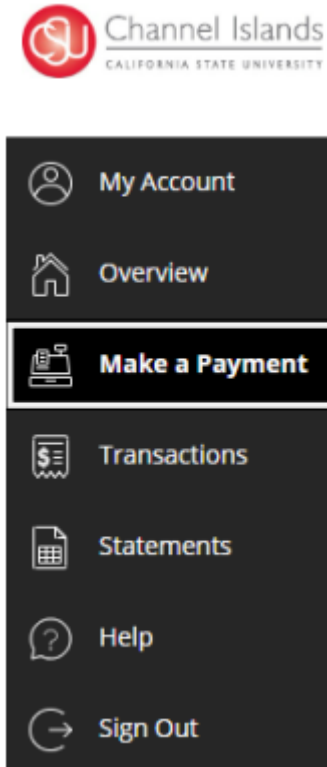
Online Payment Using International Wire Transfer

1. Login to myCI portal.
 - Dolphin Name and Password are case sensitive.
 - If you forgot your password, click on **'Forgot Password'**.
2. Locate and click on the **'CI Records'** tile. You will be routed to your Student Dashboard.
3. From the left-hand menu, go to the **'Financials'** and select **'What I Owe'**.
4. Select the **'Make a Payment'** button.

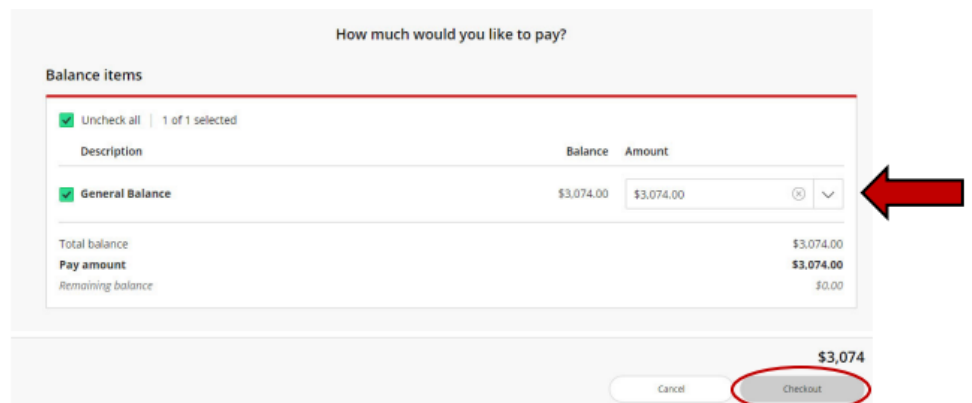


The image shows a two-part screenshot of the myCI portal. The top part is the login page with fields for 'Dolphin Name' and 'Dolphin Password', a 'Sign In' button, and links for 'Forgot Password?', 'Forgot Dolphin Name?', and 'Help'. Below the login page is a 'Pinned Services' section with tiles for 'CI Records', 'CI Financials', 'CI Personnel', 'Zoom', 'Adobe Sign', 'Dolphin Navigate', 'OneDrive', 'CSU Learn', and 'OneCI'. The 'CI Records' tile is highlighted with a red box. The bottom part of the image shows the 'Dashboard' page. On the left is a red sidebar menu with 'Financials' expanded, showing options like 'FA Housing Status', 'FA Award Letter', 'What I Owe' (highlighted with a red arrow), 'Account Activity', 'View Financial Aid', 'Satisfactory Academic Progress', 'Financial Aid Summary', 'Report Other Aid', 'Accept/Decline Awards', 'Payment Plans', 'View 1098-T', 'Enroll in Direct Deposit', and 'Loans'. The main content area shows sections for 'Message of the D', 'Advisors', 'Shopping Cart Fe', 'Wait List Fall 202', and 'Application Statu'. At the bottom, there is a summary bar with 'Outstanding Charges: \$2,500.00' and 'Total Due: \$2,500.00'. A red arrow points to the 'Make A Payment' button in the top right corner of this bar.

5. Select the **'Make a Payment'** link in the margin.



6. Select the **'General Balance'** option.
 - If necessary you may select the **'Amount'** box to modify the amount.



How much would you like to pay?

Balance items

☒ Uncheck all | 1 of 1 selected

Description	Balance	Amount
☒ General Balance	\$3,074.00	\$3,074.00

Total balance \$3,074.00

Pay amount **\$3,074.00**

Remaining balance \$0.00

\$3,074

Cancel Checkout

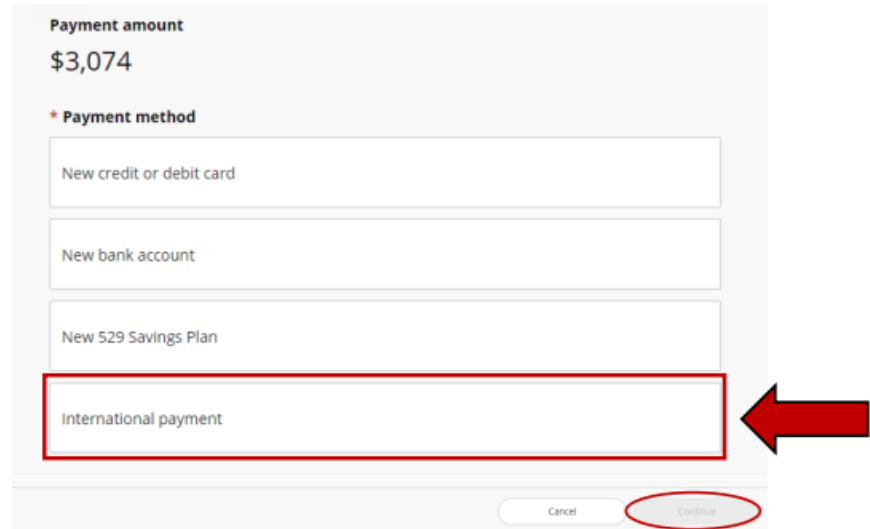
Student Business Services

Marin Hall – First Floor

Phone: (805) 437-8810

Email: sbs@csuci.edu

7. Select the '**International payment**' payment method.
 - Click on the '**Continue**' button to move to the next step.



Payment amount
\$3,074

* Payment method

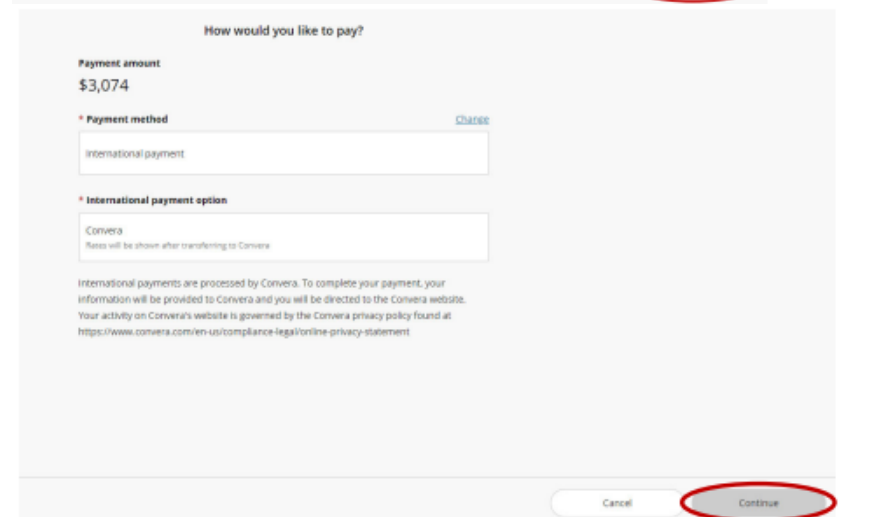
New credit or debit card

New bank account

New 529 Savings Plan

International payment

Cancel Continue



How would you like to pay?

Payment amount
\$3,074

* Payment method [Change](#)

International payment

* International payment option

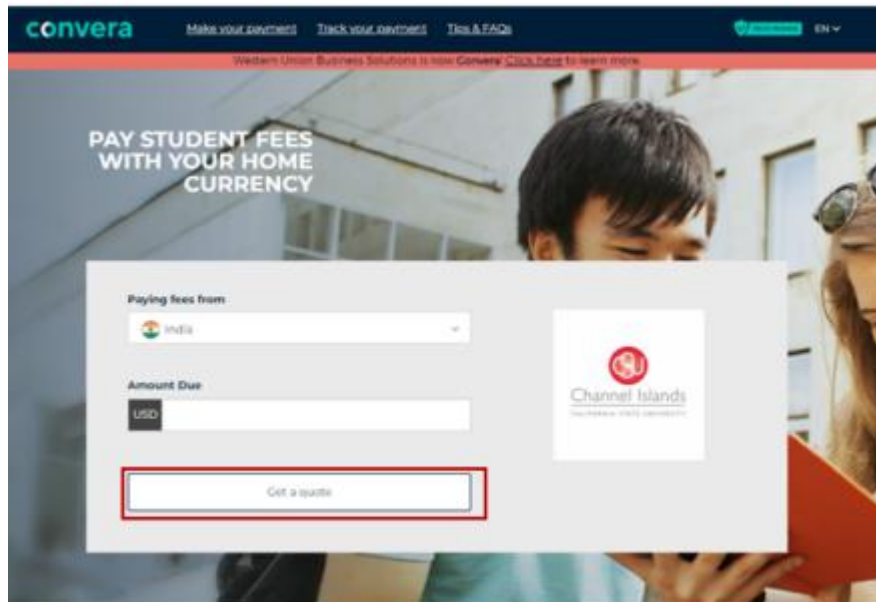
Convera
Rates will be shown after transferring to Convera

International payments are processed by Convera. To complete your payment, your information will be provided to Convera and you will be directed to the Convera website. Your activity on Convera's website is governed by the Convera privacy policy found at <https://www.convera.com/en-us/compliance-legal/online-privacy-statement>

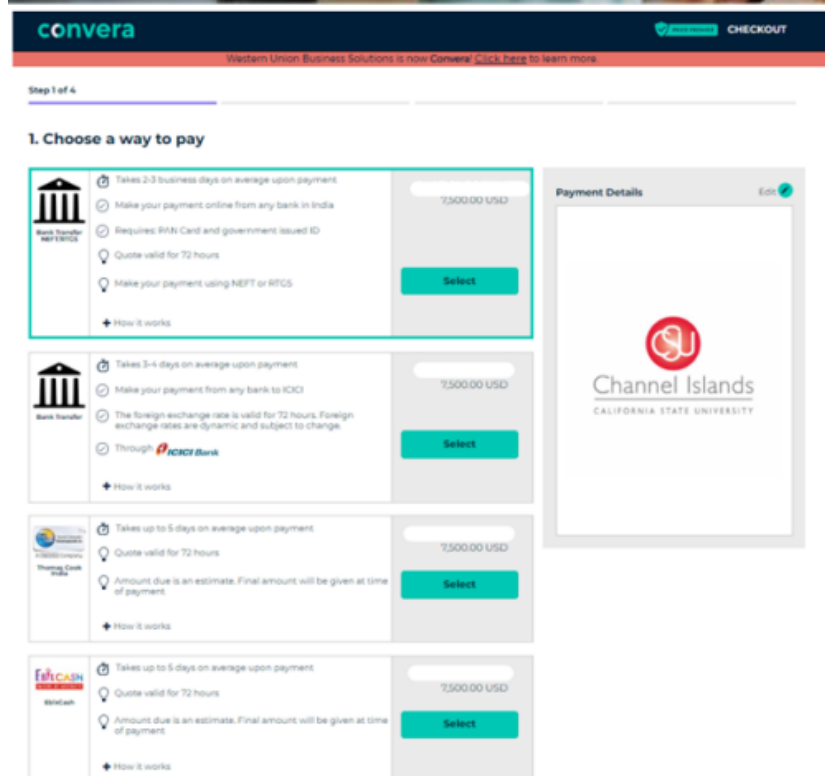
Cancel Continue

8. International Payments are processed by **Convera**.
 - You will be redirected to the **Convera** website.

9. Select the Country of Origin under '**Paying fee from**' from the drop down menu.
10. Click on the '**Get Quote**' button to continue.



11. Select your preferred currency payment method under "**Choose a way to pay**".
 - Many 529 Savings Plans can be used to make payments on the website, but not all 529 vendors and/or plans are currently supported.



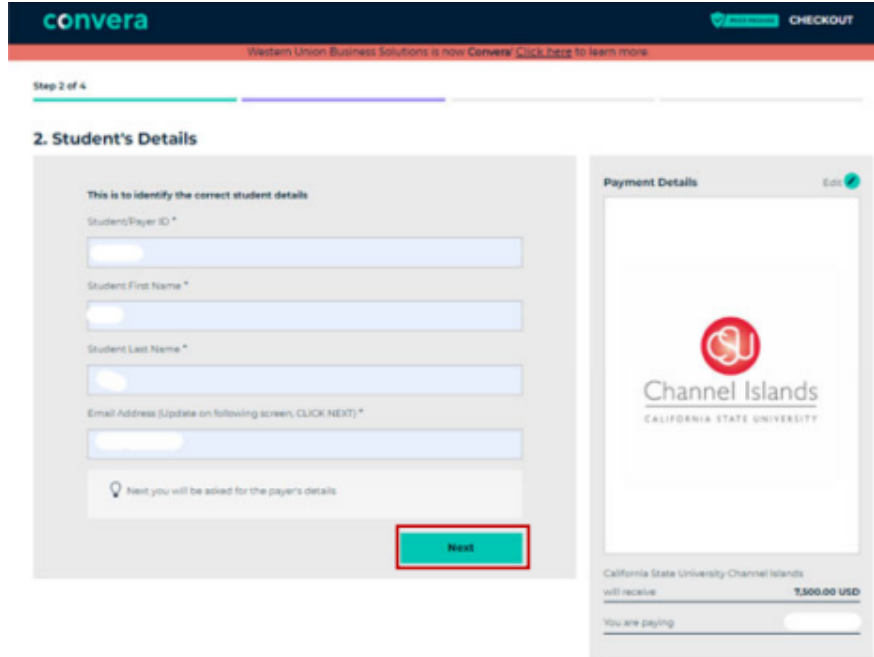
Student Business Services

Marin Hall – First Floor

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Email: sbs@csuci.edu

12. Complete the Student/Payer Details section (Student/Payer ID = Dolphin ID #)



convera Western Union Business Solutions is now Convera. [Click here to learn more.](#) CHECKOUT

Step 2 of 4

2. Student's Details

This is to identify the correct student details

Student/Payer ID *

Student First Name *

Student Last Name *

Email Address (Update on following screen, CLICK NEXT) *

Next you will be asked for the payer's details.

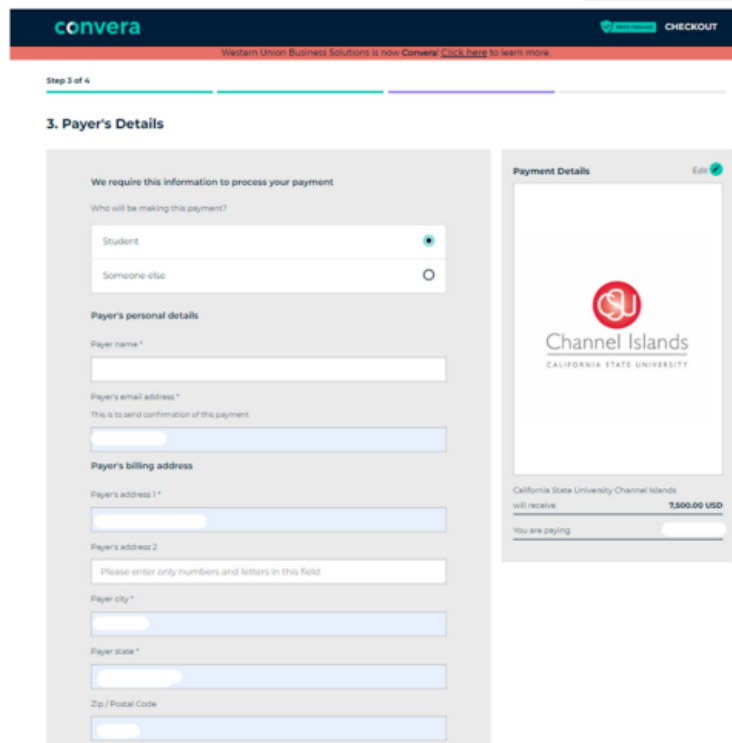
Next

Payment Details Edit

Channel Islands
CALIFORNIA STATE UNIVERSITY

California State University Channel Islands
will receive **1,500.00 USD**
You are paying

13. Complete all sections under 'Payer Details'.



convera Western Union Business Solutions is now Convera. [Click here to learn more.](#) CHECKOUT

Step 3 of 4

3. Payer's Details

We require this information to process your payment

Who will be making this payment?

Student ☒

Someone else ☐

Payer's personal details

Payer name *

Payer's email address *

This is to send confirmation of this payment

Payer's billing address

Payer's address 1 *

Payer's address 2

Please enter only numbers and letters in this field

Payer city *

Payer state *

Zip / Postal Code

Payment Details Edit

Channel Islands
CALIFORNIA STATE UNIVERSITY

California State University Channel Islands
will receive **1,500.00 USD**
You are paying

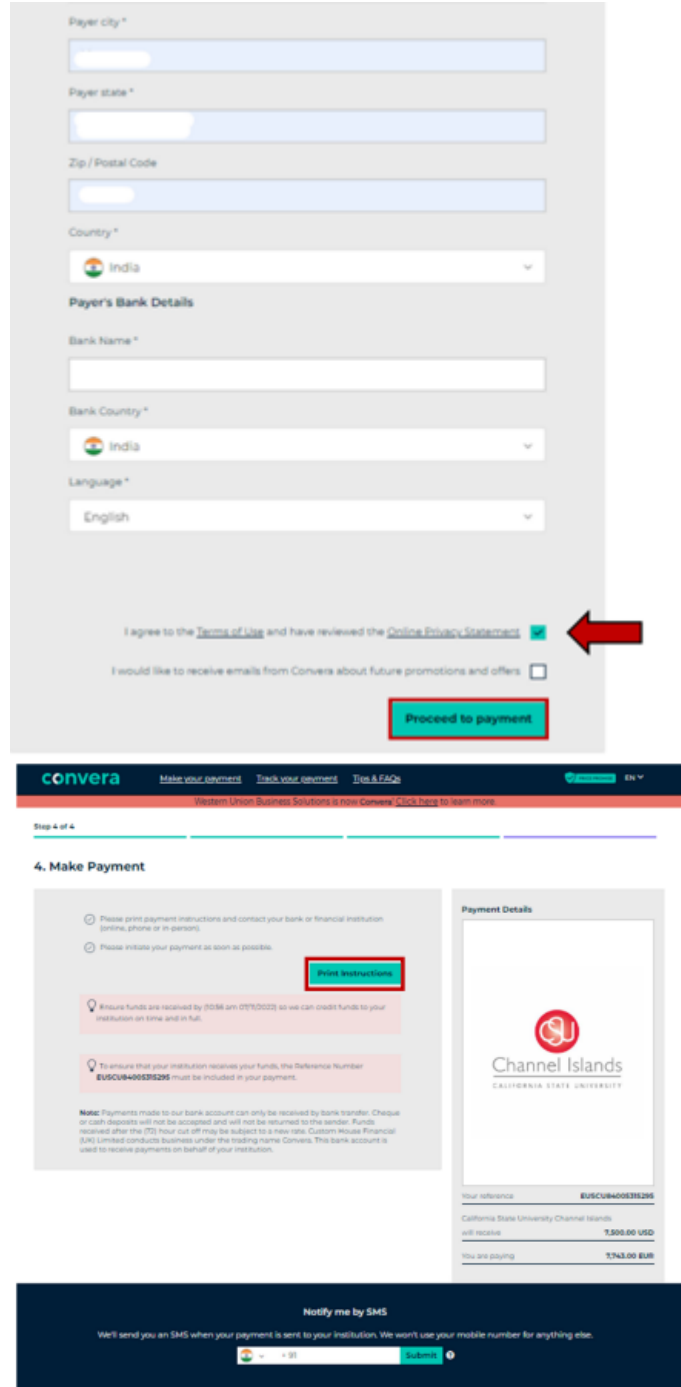
Student Business Services

Marin Hall – First Floor

Phone: (805) 437-8810

Email: sbs@csuci.edu

14. Agree to the terms and conditions.
15. Click on **'Proceed to Payment'** button to continue.
16. View and **'Print Instructions'**.



The screenshot shows the Convera payment interface. At the top, there are input fields for Payer city, Payer state, Zip / Postal Code, and Country (set to India). Below these are fields for Payer's Bank Details: Bank Name, Bank Country (set to India), and Language (set to English). A red arrow points to the 'Proceed to payment' button, which is highlighted with a red box. Below the button, there is a checkbox for 'I agree to the Terms of Use and have reviewed the Online Privacy Statement' and another checkbox for 'I would like to receive emails from Convera about future promotions and offers.' The bottom section of the interface shows the '4. Make Payment' step, with a 'Print Instructions' button highlighted in a red box. To the right, there is a 'Payment Details' section showing the Channel Islands logo and the payment amount of 7,500.00 USD. At the bottom, there is a 'Notify me by SMS' section with a 'Submit' button.

17. Using the printed instructions, complete the payment at your bank or through your bank's online services. Your payment will **not** be completed until the bank has been instructed to transfer the funds based on instructions provided on the receipt page.

- Payment will **not** be posted to the student account until funds have been received by CI.
- The instructions sheet is only valid for 72 hours, even if US funds are being sent.
- Initiate a new wire payment if 72-hour window has expired.
- **Do not** use the same set of instructions more than once.

18.

19. To receive notification from Convera about the status of your payment, you may submit a mobile number. Payment notifications will begin when Convera receives payment from your bank.

20.

How to complete your payment

convera

This quote can only be used for one (1) payment and is valid until:

1 Generate a Quote

You have completed step one by generating a quote and you are on the way to sending your payment.

2

Log into your online bank account

Use the below details to set up your payment online.

OR Go to your local bank branch

Take this page into your bank and they'll do the rest. **Important: you cannot pay by cash or cheque.**



Bank Instructions

Please use all account details below and process a cross-border payment.

Payment reference must be included or your payment will not be processed.	Beneficiary
Payment reference	Name
	Address
Make sure the currency you have quoted is the currency you're going to send.	Beneficiary Bank
Currency	Name
Amount to be paid	Address
Note: Convera may use bank accounts held under the names of other legal entities, such as "Custom House Financial (UK) Limited," or "Western Union Business Solutions."	Account/BAN
	SWIFT

3

Track your payment

Please allow 5-7 business days for the money to reach your institution.

students.convera.com/#/tracking

4

Email us at: StudentSupport@convera.com

Please include payment reference number and proof of payment for prompt response and resolution.

Money transfer and foreign exchange services in the US are provided by Western Union Business Solutions (US) LLC (NMLS ID: 907033, MS-MT license # 170941) (referred to as "WUBS" or "Western Union Business Solutions"). For a complete listing of US state licensing, visit <https://business.westernunion.com/us/compliance-legal/compliance>. For additional information about Western Union Business Solutions USA, LLC visit <https://business.westernunion.com/us/compliance-legal/compliance>. WUBS is now a Convera company, a global leader in providing foreign exchange products and services and payment solutions. WUBS is not affiliated with The Western Union Company and plans to change its name to Convera USA, LLC later in 2022. The Western Union Company or its affiliates own all rights in the Western Union name.

Notify me by SMS

We'll send you an SMS when your payment is sent to your institution. We won't use your mobile number for anything else.

Payment Status



Waiting for payment



Convera processing...



Payment sent