Welcome!

Your Administrative Dashboard is easy to use and full of great features that streamline the payment process.

This guide walks you through each section of your Dashboard and provides helpful tips for making the most of this tool.

**ICON KEY**

- ✉️ EMAIL FLYWIRE TO INQUIRE ABOUT A PAYMENT
- ✅ CLICK TO SHOW POSTED PAYMENT
- 🏁 FLAG A PAYMENT YOU WANT TO WATCH
- 📨 DOWNLOAD A REPORT OR WINDOW
- 🌐 PRINT
- ⚙️ DASHBOARD ADMINISTRATOR
- ✍️ EDIT DASHBOARD USER
THE DASHBOARD HAS 5 MAIN SECTIONS:

OVERVIEW
PAYMENTS
DISBURSEMENTS
RETURNS
USERS

![Flywire Dashboard](image)

<table>
<thead>
<tr>
<th>DELIVERED DATE</th>
<th>REFERENCE ID</th>
<th>N° PAYMENTS</th>
<th>AMOUNT RECEIVED</th>
<th>POSTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 17, 2015</td>
<td>FLY2015-11-17</td>
<td>1</td>
<td>8,900.00 USD</td>
<td>✔</td>
</tr>
<tr>
<td>Oct 30, 2015</td>
<td>FLY2015-10-30</td>
<td>2</td>
<td>4,845.00 USD</td>
<td>50.09%</td>
</tr>
</tbody>
</table>

**Recent Disbursements**

**Flagged Payments**

<table>
<thead>
<tr>
<th>INITIATED DATE</th>
<th>PAYMENT ID</th>
<th>STUDENT ID</th>
<th>LAST NAME</th>
<th>AMOUNT</th>
<th>STATUS</th>
<th>REFERENCE ID</th>
<th>POSTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 29, 2015</td>
<td>FLY732341690</td>
<td>686879</td>
<td>Ghandi</td>
<td>22,000.00 USD</td>
<td>Initiated</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY568403621</td>
<td>S44444</td>
<td>Theron</td>
<td>500.00 USD</td>
<td>Guaranteed</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Nov 17, 2015</td>
<td>FLY842030459</td>
<td>77789</td>
<td>Ferrando</td>
<td>678.00 USD</td>
<td>Initiated</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY993268797</td>
<td>T334455</td>
<td>Ji-Sung</td>
<td>100.00 USD</td>
<td>Guaranteed</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY956162716</td>
<td>123456</td>
<td>Boateng</td>
<td>2,500.00 USD</td>
<td>Delivered</td>
<td>FLY2015-10-30</td>
<td>-</td>
</tr>
</tbody>
</table>

**Ideas, Suggestions?**

or any thoughts on how we could improve? [SUBMIT]

Hi Schools, Do you have questions about using the dashboard or researching a payment? We are here to help! If you need any assistance, please contact us at 1-617-340-2254 or schoolsupport@flywire.com

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OVERVIEW TAB (DEFAULT SCREEN)
• Provides a general view of recent deposits you’ve received.
• Shows any flagged payments you’ve chosen to track.

RECENT DISBURSEMENTS SECTION
• Displays the most recent deposits with the total number of payments and amount received each day.
• Allows you to see each payment associated with that disbursement by clicking on the reference ID.
• Displays the percent of payments that have been posted to students’ accounts. This feature is optional.

FLAGGED PAYMENTS SECTION
• Shows payments you have flagged to monitor.
• All Dashboard Users can see payments that have been flagged.
PAYMENTS TAB

- Click any payment to see the detailed data.

FILTERING BY STATUS

- Initiated: Payment has been initiated by the student, but has not yet been received by Flywire
- Guaranteed: Flywire has received the payment and the funds are in process to be delivered to your institution
- Delivered: Flywire has delivered the funds to your institution's bank account
- Canceled: The payment was canceled due to inactivity or user request

STATUS TYPES

- Posted: Track payments that have been posted to the students' accounts by clicking on the Post icon. Anyone who logs in will see payments that have been posted.
- Flagged: Track payments you would like to watch. This will be used most for “Initiated” or “Guaranteed” status. All Dashboard Users can view flagged/posted payments.
- Email: Click the email icon to auto-populate your Relationship Manager’s address and the payment ID in the subject line. Use this feature to send inquiries about specific payments.
PAYMENTS TAB TOOLS

KEYWORD SEARCH
- Easily find a payment by typing your criteria into the search box.
- Try using the student ID or student's name to search.
- Your search criteria will search summary view and all payment details.

RUNNING REPORTS
- Filter by payment status and/or a specific date or date range.
- Click to export the file with payment details based on the current date selection. Files can be downloaded via CSV, TXT, DAT.
- The file is formatted based on your institution's specifications during the setup process.

PRINTING REPORTS
- Click the print icon to print the payments that are visible in your current view.

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### Flywire University (USD) (flywireusd)

**Overview** **Payments** **Disbursements** **Returns** **Users**

#### Payments
FILTER BY: PAYMENT STATUS [All] [Initiated Date [YYYY-MM-DD]]

<table>
<thead>
<tr>
<th>INITIATED DATE</th>
<th>PAYMENT ID</th>
<th>STUDENT ID</th>
<th>LAST NAME</th>
<th>AMOUNT</th>
<th>STATUS</th>
<th>REFERENCE</th>
<th>POSTED</th>
<th>FLAGGED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 17, 2015</td>
<td>FLY571376203</td>
<td>99976</td>
<td>Barton</td>
<td>21,309.00 USD</td>
<td>Guaranteed</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov 17, 2015</td>
<td>FLY357576780</td>
<td>64530</td>
<td>Rudaj</td>
<td>8,900.00 USD</td>
<td>Delivered</td>
<td>FLY2015-11-17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov 17, 2015</td>
<td>FLY842050459</td>
<td>77789</td>
<td>Ferrando</td>
<td>678.00 USD</td>
<td>Initiated</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>FLY732341690</td>
<td>686879</td>
<td>Ghandi</td>
<td>22,000.00 USD</td>
<td>Initiated</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY566403621</td>
<td>SA44444</td>
<td>Theron</td>
<td>500.00 USD</td>
<td>Guaranteed</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY993268797</td>
<td>TT334456</td>
<td>Ji-Sung</td>
<td>100.00 USD</td>
<td>Guaranteed</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY126483686</td>
<td>M24352</td>
<td>Chan</td>
<td>10,000.00 USD</td>
<td>Initiated</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY112504136</td>
<td>12345678</td>
<td>Crossby</td>
<td>2,345.00 USD</td>
<td>Delivered</td>
<td>FLY2015-10-30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 29, 2015</td>
<td>FLY956162716</td>
<td>123456</td>
<td>Boeteng</td>
<td>2,500.00 USD</td>
<td>Delivered</td>
<td>FLY2015-10-30</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL 9 PAYMENTS** **68,332.00 USD**
DISBURSEMENTS TAB

This page allows you to view each deposit Flywire has sent to your bank.

- **Delivered**: Flywire has sent the funds to your account.
- **Reference ID**: Unique identifier Flywire attaches to the deposit.
- **Number of Payments**: Number of individual payments included in the disbursement.
- **Amount Received**: Total funds deposited into your bank account.
- **Posted**: Percentage of payments that have been posted to student accounts by Dashboard user(s).

![Disbursements Table](image)
DISBURSEMENTS TAB - EXPANDED DETAIL VIEW

- Click on the incoming disbursement to display the individual payments that make up the wire.
- Click on an individual payment to expand it and view that payment’s details.
- The download button allows you to pull the payment data into an external file and download.
To initiate a refund:

1. Locate the payment in your portal and click the payment ID (ex. FLY########).
2. Click the “Returns” tab within that payment’s detail box and select the option to return the full amount or a partial amount.
3. Select the reason for returning the funds.
4. Click “Start the Return Process”, then from the following confirmation screen, follow the instructions provided to send funds to Flywire via ACH, EFT, or wire.
5. Please process a wire to peerTransfer (Flywire’s Legal Name) with the bank instructions given on the screen.
6. You will be notified once the return is complete and your Dashboard will reflect the refund.
7. The payer will receive the funds in their originating bank account and currency. The amount refunded will use the foreign exchange rate available on the day our Refunds team processes the funds back to the payer.

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**FLY357576780  64530  Rudaj    8,900.00 USD      Finished**

Your return of $8,900.00 for this payment was completed on December 5, 2015.
**USERS TAB**

- A Dashboard “Admin” from each school should be set up. This person will control the adding, removing, and permissions settings of other Dashboard “Users”.

- The “Admin” can use the edit icon to edit the permissions for “Users”.

![Dashboard Admin](image)

<table>
<thead>
<tr>
<th>EMAIL</th>
<th>NAME</th>
<th>CREATED AT</th>
<th>LAST LOGIN</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jan@university.edu">jan@university.edu</a></td>
<td>Janet Hall</td>
<td>2013-02-22 15:29</td>
<td>2014-04-10 21:11</td>
</tr>
<tr>
<td><a href="mailto:rodney@university.edu">rodney@university.edu</a></td>
<td>Rodney Daughtrey</td>
<td>2013-02-22 15:30</td>
<td>2014-07-03 15:04</td>
</tr>
<tr>
<td><a href="mailto:patricia@university.edu">patricia@university.edu</a></td>
<td>Patricia Wheaton</td>
<td>2013-02-22 15:30</td>
<td>2013-02-25 14:33</td>
</tr>
<tr>
<td><a href="mailto:bren@university.edu">bren@university.edu</a></td>
<td>Bren Townsend</td>
<td>2013-05-23 14:32</td>
<td>-</td>
</tr>
<tr>
<td><a href="mailto:tristan@university.edu">tristan@university.edu</a></td>
<td>Tristan Ryan</td>
<td>2013-10-16 17:20</td>
<td>2014-07-03 14:52</td>
</tr>
</tbody>
</table>

**TOTAL 5**
MY ACCOUNT SECTION

Use the “My Account” page to update your account information and change your password.

![My Account Form]

**Personal Info**
- **First name**: Jane
- **Last name**: Doe
- **Email**: jane@flywire.com

**Password Change**
- **New Password**:  
- **Repeat new password**:  
  6 characters or more, confirm password for security reasons, required if you are changing your password

[Update Button]
FAQ SECTION

- Find answers to common questions about the Dashboard, payments, and general Flywire information in the FAQ section.
- Use the Live Help bar on the bottom of the screen to chat in real time with a Flywire representative.
- Always feel free to contact your Relationship Manager directly with questions.

Frequently Asked Questions

Dashboard Questions
What does each status mean?
How do I find a payment on the dashboard?
How can I run a report on specific payments in the dashboard?

Payment Questions
Why is a payment taking so long?
Why was a payment cancelled?
What countries does Flywire accept payments from?
A payer said Flywire will not work from his/her country, why?
Why can’t I find a payment on the dashboard?
Can a student from Venezuela use Flywire?
A payer already made a payment through Flywire; can he/she use the same bank instructions from the previous transaction?
A payer found a better rate, could this happen?
How do you book a payment?
Can a student getting a loan from an Indian bank or financial institution use Flywire?

General Questions
Why should international payers use Flywire?
Flywire doesn’t support a payer’s currency, why should a payer still use Flywire?
Is Flywire safe?
Does Flywire have customer support?
RESOURCES SECTION

- Flywire provides PDF and print copies of marketing collateral to you at no cost. Use the “Resources” page to browse, download, and order materials. Please note that some materials are PDF only.
- Materials to educate both school staff and students are available.
- Use the “Order” button to fill out a web form and have free printed copies delivered to your institution.
- Use the Live Help feature at the bottom of the page to chat in with a Flywire representative if you have questions.

Marketing Materials & Resources Library
Order free print copies and download PDFs of Flywire materials

Marketing Collateral For Your Students

Benefits/How to Pay Flyer
A sheet explaining the benefits of paying through Flywire. Payment instructions are included on the back.
Order
Translated Versions: Arabic, Spanish, Chinese, Korean, French, Japanese, German, Portuguese, Russian, Vietnamese, Indonesian, Thailand.

How To Pay Business Card
Business card sized handout detailing Flywire payment instructions.
Order

Best Price Guarantee
Flyer detailing Flywire’s Best Price Guarantee program.
Version for Payers
Version for Institutions

Stand Insert
8" x 10" Flywire sign with desk stand to display in the ISO and Business Offices. Sign will be customized with your institution’s name and dedicated payment URL.
Order

Payer Guide
Step-by-step instruction document that walks students through the payment process.

Resources & Training Materials for Your Institution

Secure Payments with Flywire
One-page overview for client institutions that focuses on the security of Flywire as well as performance, banking infrastructure, and compliance.

Widget User Guide
Instructions for embedding Flywire’s payment widget on your institution’s website.
CONTACT FLYWIRE

- Your Relationship Manager’s contact information will be displayed at the bottom of every page in the Dashboard.
- Our Live Help feature is also available to you on every page of the Dashboard, allowing you to chat in real time with a Flywire representative.

Hi School, I'm Shelley Mancini, your Relationship Manager. Please contact me at 850-961-1760 or shelley.mancini@flywire.com to discuss how to promote Flywire. If you have questions about using the dashboard, researching a payment or requesting marketing materials, please email clientsuccess@flywire.com or call 617-340-2254.