TABLE OF CONTENTS

1. How to read your invoice
2. Student Finances
3. Online payment guide
4. FAQ
1. Screenshot 1 showed you the sample invoice for a Tuition Fee.
2. The amount shown at the centre of the invoice represent the total tuition fee you need to pay for the year.
3. The invoice will always in full amount regardless of the scholarship you entitled for.

**Notes**
- You will receive a separate Credit Memo for your scholarship
- The invoice comprise of 2 pages for UG & PG and 3 pages for MFP.
### Screenshot 2

<table>
<thead>
<tr>
<th>Payments can be made:</th>
<th>CURRENT PAYMENT DUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online through the Student Portal, or at <a href="https://my.hwm.ac.my/payments/faces/Start.jsp">https://my.hwm.ac.my/payments/faces/Start.jsp</a> or by contacting our Student Service Centre (see above).</td>
<td>Total Net</td>
</tr>
<tr>
<td>Hertfordshire University Malaysia Sdn Bhd (967165-K)</td>
<td>3</td>
</tr>
<tr>
<td>Edinburgh Campus, Scottish Borders Campus, Orkney Campus, Dubai Campus, Malaysia Campus</td>
<td>GST</td>
</tr>
<tr>
<td>Hertfordshire University is a charity registered in Scotland, SC000278</td>
<td>Total Gross</td>
</tr>
<tr>
<td></td>
<td>Terms</td>
</tr>
<tr>
<td>HWM_U22_2021</td>
<td>11-Jan-2021</td>
</tr>
</tbody>
</table>

Screenshot 2 refer to the bottom right part of your invoice (1st page) which show you the due date and payable amount.

3. This is fees due for payment
4. This is the due date of the payment. (Eg. 11-Jan-2021)
5. Refer to instalment number 1.

### Screenshot 3

<table>
<thead>
<tr>
<th>Payments can be made:</th>
<th>CURRENT PAYMENT DUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online through the Student Portal, or at <a href="https://my.hwm.ac.my/payments/faces/Start.jsp">https://my.hwm.ac.my/payments/faces/Start.jsp</a> or by contacting our Student Service Centre (see above).</td>
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<tr>
<td></td>
<td>Terms</td>
</tr>
<tr>
<td>HWM_U22_2021</td>
<td>26-Apr-2021</td>
</tr>
</tbody>
</table>

Screenshot 3 refer to the bottom right part of your invoice (2nd page) which show you the next due date and payable amount.

6. This is fees due for payment
7. This is the due date of the payment. (Eg. 26-Apr-2021)
8. Refer to instalment number 2.
Screenshot 4 refer to the sample Credit Memo and scholarship amount that you entitled.

9. It will not state the name of scholarship you received in the Credit Memo.
10. This is an one-off credit for your Year 1 tuition fee but is divided equally according to your semesters.

- The table below shows the summary of invoice and credit memo presented in this guide.
- You can have your own summary by creating the table with your own invoice / scholarship amount.

<table>
<thead>
<tr>
<th>Type</th>
<th>Due Date</th>
<th>Invoice - Tuition Fee</th>
<th>Credit Memo - Scholarship</th>
<th>Fees Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1 Fee</td>
<td>11-Jan-21</td>
<td>22,500</td>
<td>-6,000</td>
<td>16,500</td>
</tr>
<tr>
<td>Semester 2 Fee</td>
<td>26-Apr-21</td>
<td>22,500</td>
<td>-6,000</td>
<td>16,500</td>
</tr>
<tr>
<td>Total Fees</td>
<td></td>
<td>45,000</td>
<td>-12,000</td>
<td>33,000</td>
</tr>
</tbody>
</table>
User Guide – Self-Service Finance Views or Students

Step 1:
Go to Student Self Service (SSS)
https://myhwu.hw.ac.uk/HWSAS8/twbkbwbis.P_WWW
Login

Step 2:
Click on the “Student and Faculty Self-service”.

Student and Faculty Self-service
Apply for Admission
RELEASE: 8.4.2
Step 3:
Key in your user ID and your password.

Step 4:
At Main Menu page, click on the “Student Services”
Step 5: At the **Student Menu** page, click on the “Financial Account Summary”

Step 6: You are now in **Student Finance: Summary** page.
In this page, it will highlight any outstanding or overdue charges, as well as any credits/adjustments or payment that are still to be processed.
You can see further detail by:
 i) clicking on the amount, or
 ii) clicking on account history, or
 iii) clicking on the link at the bottom of the page
Step 7:

If you have an outstanding balance, click on the ‘Outstanding charges’ and this will lead you to this page. Change the Currency to “MYR – Malaysia Ringgit”.

Summary

Account Balance: 0.00
Outstanding Charges: 0.00
Overdue Charges: 0.00
Payments (to be processed): 0.00
Credits/Adjustments (to be processed): 0.00
Account Balance: 0.00

Summary

Account Balance: 5,991.11
Outstanding Charges: 48,795.15
Overdue Charges: 48,795.15
Payments (to be processed): -43,688.00
Credits/Adjustments (to be processed): 0.00
Account Balance: 5,991.11

Full Account History

For a full history of your charges, payments and credits/adjustments, please select the link below.

- Account History (GBP – United Kingdom Pounds)
- Account History (MYR – Malaysia Ringgit)

Contact Details

If you wish to discuss any aspect of your account, please contact the University using the details below:

Student Service Centre - Edinburgh Campus
MyStudentCentre@hw.ac.uk
+44 (0)131 257 3900

Student Service Centre - Malaysia Campus
MyStudentCentre@hw.ac.uk
+603 8049 3610
To see the transaction in detail, click on the invoice number, and the line description will appear and you can see the description for the invoice. Please note that outstanding does not necessary means it is due. Please always take note on the due date.
Step 8:

If you want to view the Overdue Invoices, click on ‘Overdue charges’ and it will lead you to this page.

Step 9:

If you want to view the Account History, click on ‘Account History’ and it will lead you to this page. Fill in the transaction dates that you wish to see the account history and click ‘Update’ button and the page will show all of the transactions and payment history within the period selected.
You can also view the receipts that were being applied to the respective Invoices. Please always remember to forward the proof of payment to MYStudentCentre@hw.ac.uk for issuance of receipts.

**Important note:** Students receive all of the invoices for the whole academic year after enrolment at the beginning of the academic year. These invoices are sent to the students’ HWUM email addresses. Please take note on the due date stipulated on each page of the invoices.
• Enter HWUM Online Payments page by selecting "Online Payments" tile in myHWU Apps; or

• Click at the link
  https://my.hw.ac.uk/payments/faces/Start.jsp

User Guide Page Index

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Step 4B - Advanced Payment  3
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Step 2 - Confirmation on parent/third party login access  8
Step 3 - Payment Process for parent/third party payer  8
(A) **Payer (Student)**

**Step 1 - Payer Selection Page**

- Select the “**Student**” criteria and tick to accept the T&C.
- Click on the “**Continue >>**” button to proceed to login page.
- Please click on the “**Help...**” button for more information and assistance.

**Step 2 – Student Login Page**

- Login using your HW Student ID, Username, and Password.
- Please click on the “**Help...**” button for more information and assistance.
- Click on the “**Continue >>**” button to proceed to student detail page.
Step 3 – Student Detail Page

• Click on “View and Pay Invoices >>” to proceed to invoices page

Step 4A – Outstanding invoices

• Overdue fees will be shown in the section “Outstanding Invoices”.
• Enter the amount you wish to pay and click on “Pay MYR Invoices >>”.
Step 4B – Advanced Payment

- To pay fees in advanced, please select and enter the amount under “Tuition Fee” and/or “Accommodation Fee” for Advanced Payment.
- Click on “Pay MYR Invoices>>” after that.

Step 4C – 6 Months Instalment with Maybank Credit Card

- This is a 6-months instalment option.
- The instalment is only applicable to credit card issued by Maybank in Malaysia.
- The minimum amount to sign up with this instalment option is MYR 15,000.
- Administration fee of MYR 200 will be charged for each successful instalment.
- Please click on the “Help...” or “?” button for more information and assistance.
- Enter the amount you wish to pay and click on “Pay MYR Invoices >>”.
Step 5 – Payment Amount Confirmation

- At this "Confirm Payment Screen", please check and confirm the amount to be paid.
- Click on the “Continue >>” button to proceed to payment method selection.
To pay by One-Off Payment

Confirm Payment

<table>
<thead>
<tr>
<th>Name</th>
<th>Person ID</th>
<th>Dept</th>
<th>Programme/Course</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You are about to pay the following invoices:

Invoices to be Paid

<table>
<thead>
<tr>
<th>Description</th>
<th>Invoice Date</th>
<th>Due Date</th>
<th>Original Amount</th>
<th>Outstanding Amount</th>
<th>Amount To Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fee</td>
<td>14/06/2023</td>
<td></td>
<td></td>
<td></td>
<td>MYR15,000.00</td>
</tr>
</tbody>
</table>

You have chosen to pay as a one-off payment.

To proceed click Continue.

To pay by Instalment with Maybank Credit Card

Confirm Payment

<table>
<thead>
<tr>
<th>Name</th>
<th>Person ID</th>
<th>Dept</th>
<th>Programme/Course</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

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<th>Description</th>
<th>Invoice Date</th>
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<th>Original Amount</th>
<th>Outstanding Amount</th>
<th>Amount To Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fee</td>
<td>14/06/2023</td>
<td></td>
<td></td>
<td></td>
<td>MYR15,000.00</td>
</tr>
<tr>
<td>Accommodation Fee</td>
<td>14/06/2023</td>
<td></td>
<td></td>
<td></td>
<td>MYR3,000.00</td>
</tr>
<tr>
<td>Administration Fee</td>
<td>14/06/2023</td>
<td></td>
<td></td>
<td></td>
<td>MYR100.00</td>
</tr>
</tbody>
</table>

You have chosen to pay in instalment with Maybank Credit Card.

To proceed click Continue.
Step 6 – Payment Method Selection

- You can select to pay “By Card” or “By Bank Transfer”.
- The 6 months instalment with Maybank credit card is defaulted to “By Card”.
- Clicking on either tile will direct you to a secured payment platform provided by our partner, Razer Merchant Services (Formerly known as MOLPAY).
- You will be required to fill in payment detail to complete the online payment.
- A payment notification will be sent to your desired e-mail address if the payment is successful.
(B) Third party payer

- Third party payer can enter HWUM Online Payments page by clicking the link https://my.hw.ac.uk/payments/faces/Start.jsp

**Important** - Student will need to give access to the parent/third party payer.

**Refer to Student Detail Page at Section A**

**Step 1 - Create login access for parent/third party payer**

- To add a parent or third party payer - enter the parent's/third party’s email address and create a password that meets University guidelines.
- You must also select what type of transactions you want that payer to see which include tuition, accommodation or other fees. Once you have entered this, select the "Add" button.
- Please click on the "Help..." button for more information and assistance.
### Step 2- Confirmation on parent/third party login access

- The login access will appear under the Current Authorised Parent/Third Party Accounts
- The system will then send access details to the parent's/third party's e-mail address.
- Student can log in and change the access at any time for the parent/third party, as well as being able to reset the password by selecting the "**Remove**" button.

#### Manage Authorised Parent/Third Party Accounts

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Password</th>
<th>Tuition</th>
<th>Accommodation</th>
<th>Other</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:test123@hw.ac.uk">test123@hw.ac.uk</a></td>
<td>--------</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Add new Parent/Third Party Account

- Email Address
- Password
- Tuition
- Accommodation
- Other

- Add

### Step 3- Payment Process for Parent/Third Party Payer

- Parent/third party will be able to log into the online payment system through the parent/third party option, using the HWU Person ID, authorised e-mail address, and password.
- After parent/third party being able to log in, refer to page 3 of Section A Payer (Student) and go through step 3-6 to make payment.
1. **How much is my tuition fee?**
   You may find the tuition fee amount on your offer letter; or After you received invoice for tuition fee and credit memo for scholarship (if any), you can find the fees breakdown and due dates in Financial Account Summary section in student portal.

2. **When I can get my invoice for tuition fee?**
   The tuition fee invoice will be sent to you after you have completed your online enrolment. You will get the invoice 1 week before class start.

3. **Why my tuition fee at enrolment page is not correct?**
   The tuition fee at enrolment page is not the final tuition fee. You may refer to your offer letter for the correct fee.

4. **Why the fee status of my online enrolment is overseas?**
   Our enrolment system is based in UK campus. Hence, Malaysia is considered as an oversea student.

5. **When is my tuition fee due?**
   The tuition fee will be due on the first day of class of each semester.
   Example: First day of class of the semester is on 11/01/2021
   Due date to pay the tuition of the semester is on 11/01/2021
6. **Do I need to pay my tuition fee by semester or for the full year?**

Your tuition fee will be charged by academic year; you can opt to pay your fee by semester. Refer to student portal for the fees breakdown and due dates in Financial Account Summary section.

7. **How do I make payment?**

Mode of payment

(https://www.hw.ac.uk/malaysia/study/fees/ tuition.htm)

a) Online debit/credit card and direct bank transfer can be paid through the Heriot-Watt [Online Payment System](https://my.hw.ac.uk/payments/faces/Start.jsp).

b) Debit/credit card machine available at the Student Service Centre (SSC) counter.

c) Bank transfer

d) Maybank credit card Instalment.

e) Draft / cheque / postal order – see bank details below.

*Cheque drop box is available at Student Service Centre counter.*

f) Cash is only acceptable at the Student Service Centre counter. MYR only.

*Payment counter is only available from 9am to 4pm during business days.*
(Applicable to International Students)

Payable to: HERIOT-WATT UNIVERSITY
MALAYSIA SDN BHD
Account no: 5140-1102-2817
Bank name: Malayan Banking Berhad (Maybank)
Bank address: 1st Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur, Malaysia
SWIFT code: MBBEMYKL
Your reference: Student’s HW Personal ID and name

8. **Is there any charges if I pay using credit card?**
There will be no charges for payment using credit card.

9. **Where do I send my proof of payment?**
You can send the proof of payment to Student Service Centre (SSC) via email at MYStudentCentre@hw.ac.uk. Students are encouraged to use Heriot-Watt Online Payment Systems, no proof of payment is required when using this payment mode.
10. How do I get an official receipt for my payment?

- **Payment made via Online Payment System**: Student will receive payment confirmation email from Razer. Upon request by sending the Razer’s email to SSC, official receipt will be sent to student’s HW email within 48 hours.

- **Card payment at SSC counter**: Official receipt will be issued immediately.

- **Bank transfer**: Student to send the payment confirmation to SSC via email. Official receipt will be sent to student’s HW email within 48 hours.

- **Draft / cheque / postal order payment at SSC counter**: Official receipt will be issued immediately.

- **Cash payment at the SSC counter**: Official receipt will be issued immediately.

11. Can I pay my tuition fee by instalment?

You may pay your tuition fee by instalment. We have 6 Months Instalment payment option with Maybank Credit Card. The instalment is only applicable to credit card issued by Maybank in Malaysia.

**Feature:**

- Interest free (0% interest rate)
- 6 months Instalment period to the card holder
- Minimum charged of RM15,000 (for Tuition Fees and/or Accommodation Fees)
- The University shall charge RM200 administration fees for each Instalment plan signed
Continue from Q11

Students can apply the instalment payment at University Online Payment System which is available at myHWU Apps or [https://my.hw.ac.uk/payments/faces/Start.jsp](https://my.hw.ac.uk/payments/faces/Start.jsp).

12. What do I write on the cheque if I want to pay my fee by cheque/bank draft?  
Cheque/bank draft payable to ‘HERIOT-WATT UNIVERSITY MALAYSIA SDN BHD’.  
Please write your HW Personal ID, name, and contact number behind the cheque.  
*Avoid spelling error, abbreviation/short forms, font alteration*

14. Is there any ATM machine available at the campus?  
There is no ATM machine available at the campus.
Editors:
- Farah Kayla - Foundation in Business
- Loo Ker Hui (Amy) - Foundation in Business
- Lee Ying Tong - BSc (Hons) Actuarial Science
- Jace Ang Khai Shuan - Foundation in Business
- Jessica Phoebe Tannery - Foundation in Business
- Ellyn Jocelin Susanto - MA (Hons) Accounting and Business Finance

Last updated: 14 Dec 2020