FEES & PAYMENT GUIDE

essential information for new students

Malaysia campus  www.hw.ac.uk
• Enter HWUM Online Payments page by selecting "Online Payments" tile in myHWU Apps; or

• Click the link https://my.hw.ac.uk/payments/faces/Start.jsp
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How to Read Your Tuition Fee Invoice

1 - It shows the total pages for your invoice which also represent number of instalment.

2 - It shows your name

3 - It shows your address

4 - It shows your invoice no. which is also a reference for Finance / SSC.

Note:

- You will receive a separate transactions (Credit Memo) for your scholarship.
5 - It shows your student ID
6 - It shows the amount to pay for the instalment
7 - It shows the due date for the instalment
8 - It shows the detail of your student ID, Name, Programme, and Academic Year
9 - It shows the total amount of fees for whole academic year
10 - You can click on the link in your PDF invoice to go to HWUM Online Payment Page directly

Note:
- Sometime you may receive multiple tuition fee invoices and credit memos
- When you add them up together, you will get the total tuition fees payable
11 - It shows your name

12 - It shows your address

13 - It shows your credit memo no. which is also a reference for Finance / SSC.

14 - It shows your student ID

15 - It shows the detail of your student ID, Name, Programme, and Academic Year

16 - It shows the total amount of the credit memo which will be divided by the

Note:

- Sometime you may receive multiple scholarship credit memos
- The table below shows the summary of fees presented in this guide:
For 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.

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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

To pay by Instalment with Maybank Credit Card
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
For 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](https://my.hw.ac.uk/payments/faces/Start.jsp).

**Note:**

The student **will** need to give access to the parent/third party payer.

**Refer to Student Detail Page at Section A [Page 9]**

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**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.

Students 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.

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 the parent/third party is logged in, refer to page 8 of Section A Payer (Student) and go through steps 3-6 to make the payment.
f.a.q.

1. How much is my tuition fee?
   You may find the tuition fee amount on your offer letter.

2. When can I get my invoice for the tuition fees?
   The tuition fee invoice will be sent to you after you have completed your online enrolment.

3. Why is my tuition fee on the enrolment page incorrect?
   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 is my fee status stated as ‘Overseas’?
   Our enrolment system is based on the UK campus. Hence, Malaysia is considered as an overseas campus.
5 When is my tuition fee due?

The tuition fee will be due on the **first day** of class of each semester.

Example: The first day of class of the semester is on 10/01/2021. Therefore, the due date is on 10/01/2021.

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**, but you can also opt to pay your fee by **semester**.

7 How can I make the payment?

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

Mode of payments:

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

8 How do I get an official receipt for my payment?

**Payment made via Online Payment System**: Students will receive a payment confirmation email from Razer. Upon request by sending the Razer’s email to SSC (Student-Services-Malaysia@hw.ac.uk), an official receipt will be sent to the student’s HW email within 48 hours.
Can I pay my tuition fees by instalment?

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

Features:
- 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

Students can apply for the instalment plan at the 'University Online Payment System' which is available at myHWU Apps or at: https://my.hw.ac.uk/payments/faces/Start.jsp.

Are there any ATM machines available at the campus?

There are no ATM machines available at the campus.
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