



THE UNIVERSITY
of EDINBURGH



Adding your Bank details to Convera

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Introduction

As a student who will be receiving US Loans. The University works alongside a third party to help us administer payments to your UK bank account. We utilise the skill set of Convera (previously known as WUBS or Western Union Business Solutions). The University has now moved to their upgraded platform.

We are aware that a large number of students will have added their bank details to the old platform. The University, are unable due to data protection to move your details to the new platform. Therefore, we have compiled this information document to assist you in adding your details.

Step 1 – Invitation to add your bank details

The University will invite you to add your bank details – PLEASE NOTE the email will be sent from the CONVERA system.

You will receive 2 emails from noreply@convera.com

- 1) a temporary account
- 2) a temporary password, to logon to provide banking details.



PLEASE NOTE, BOTH EMAILS WILL EXPIRE AFTER 10 DAYS



The logon and password emails are only effective for one log on session. Also, it will expire in 10 days.

Example of emails you will receive

Example of E-Mail 1



Dear Name Surname,

You have received this email because you are a US student studying at the Sally Direct Loans and are due payment of your US student loan.

The Sally Direct Loans has partnered with Convera to collect your United Kingdom bank account information, so that you may promptly receive the balance of your student loan to you in British Pound (GBP).

Please carefully follow the instructions below to ensure that your student loan is processed in a timely manner.

Instructions:

1. Please access the GlobalPay platform using the following temporary login details:
 - Click the link to go to GlobalPay: <https://demo.financialinstitutions.globalpay.convera.com>
 - Enter the User ID: Surn393y12
 - Enter the password that has been sent to you in a separate email.
2. Once you are logged in, please specify and save your banking details so that the balance of your student loan can be paid directly to your United Kingdom bank account in GBP.

Please note: To maintain application security, your login access is only valid for a one-time use and is set to automatically expire on 29/05/2023 15:41:36 UTC.

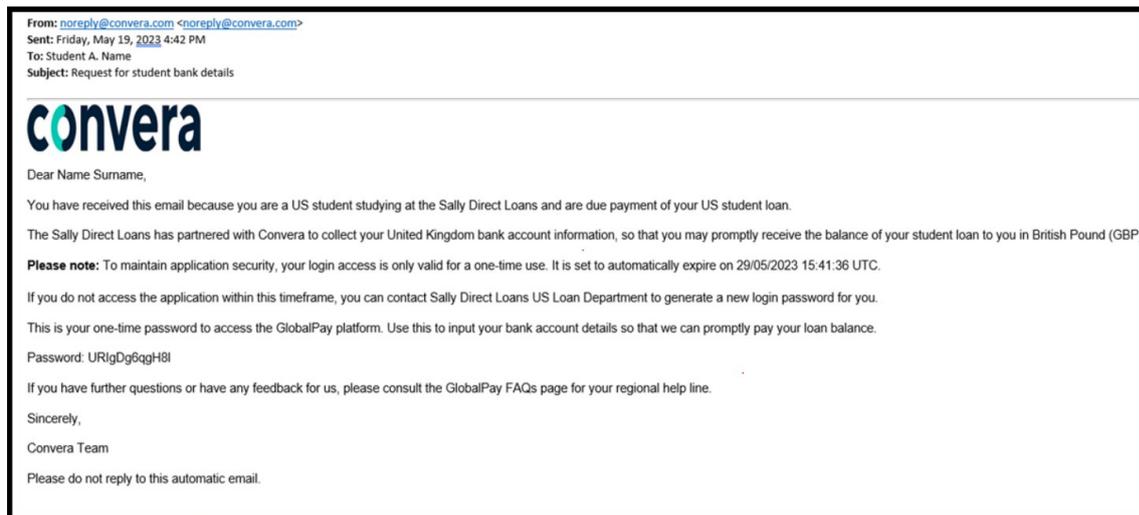
If you do not access the application within this timeframe, you can contact Sally Direct Loans US Loan department to generate a new set of login details for you.

If you have further questions or have any feedback for us, please consult the GlobalPay FAQs page for your regional help line.

Sincerely,
Convera Team

Please do not reply to this automatic email.

Example E-Mail 2



Step 2 – Log into portal

With your two emails, log into the portal using the user ID and password provided in the two emails you would receive in step 1

Please add or amend your personal information by clicking on the EDIT buttons below.

[Edit Beneficiary](#) [PRINT](#)

Progress: 1. Beneficiary Details, 2. Beneficiary Address, 3. Bank Account Details, 4. Payment Options, 5. Submit & Review

Beneficiary Details

Beneficiary Name	Beneficiary Type	Bank Country	Currency	Familiar Name	Payer ID	
Name Surname		United Kingdom	British Pound	Name Surname	222222	EDIT

Beneficiary Address

Address	
New York, United States	EDIT

Bank Account Details

IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code	
	British Pound		United Kingdom			EDIT

Payment Options

Payment Purpose	
	EDIT

[ADD CORRESPONDENT BANK](#) [CONFIRM](#)

- You will see your own identification and bank account information. Click EDIT at the end of a row to add or change this information.

IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code	
	British Pound		United Kingdom			EDIT

- To provide a bank, please either search the bank details or enter these details manually, then SELECT your bank

Bank Account Details

Show 10 per Page

	Bank Name	SWIFT Code	Routing Code	Address	
⌵	SANTANDER UK PLC	ABBYGB2LXXX	090217	BRIDLE ROAD	<input type="button" value="SELECT"/>

- Then, you must add your bank account number to the information.

Bank Account Details

Account Number * 

Bank Name * SANTANDER UK PLC

Street Address BRIDLE ROAD

City LIVERPOOL

County MERSEYSIDE

Post Code L69 3TH

SWIFT Code ABBYGB2LXXX

Sort Code 090217

- Then, click to EDIT Payment Purpose and select Loan Disbursement and SAVE.

Payment Options

Payment Purpose 

Payment Purpose

Loan Disbursement

- When you have finished entering the information correctly, and clicked CONFIRM, a message will display indicating success.

Beneficiary Details		Beneficiary Address		Bank Account Details		Payment Options		Submit & Review							
Beneficiary Details															
Beneficiary Name	Beneficiary Type	Bank Country	Currency	Familiar Name	Payer ID										
Name Surname		United Kingdom	British Pound	Name Surname	222222	<input type="button" value="EDIT"/>									
Beneficiary Address															
Address															
New York, United States															
<input type="button" value="EDIT"/>															
Bank Account Details															
IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code										
.....	British Pound	SANTANDER UK PLC	BRIDLE ROAD, LIVERPOOL, MERSEYSIDE, L30 4GB, United Kingdom	ABBYGB2LXXX	090321	<input type="button" value="EDIT"/>									
Payment Options															
Payment Purpose															
Loan Disbursement															
<input type="button" value="EDIT"/>															
								<input type="button" value="ADD CORRESPONDENT BANK"/>		<input type="button" value="CONFIRM"/>					
Edit Beneficiary															
<table border="1"> <thead> <tr> <th>Beneficiary Status</th> <th>Description</th> <th></th> </tr> </thead> <tbody> <tr> <td> Success</td> <td>Your information has now been submitted to your Institution for payment processing.</td> <td><input type="button" value="X"/></td> </tr> </tbody> </table>										Beneficiary Status	Description		Success	Your information has now been submitted to your Institution for payment processing.	<input type="button" value="X"/>
Beneficiary Status	Description														
Success	Your information has now been submitted to your Institution for payment processing.	<input type="button" value="X"/>													

FAQs –

- I am unable to log onto the system, what should I do?
 - If you have received both emails and it has now passed the 10 days timeframe please contact studentfunding@ed.ac.uk
 - If you have not received an email this is because
 - Your Loan has not yet been originated
 - You should expect to receive an email within 7 days following your loan being originated studentfunding@ed.ac.uk

- Why do I need to provide my details again?
 - The University has moved to a new platform and due to data protection we are unable to move your bank details across.

- **Why can't I enter my USD bank details?**

The new Convera system only allows UK bank account details to be entered. We strongly recommend that you open a traditional UK bank account. If using some of the popular digital bank accounts, please note, there may be issues with your disbursement. A number of high street banks allow you to open an account while still in an overseas country. If you intend to submit details for a US bank account, please note, the process for payment is yet to be confirmed.