

FEES & PAYMENT GUIDE

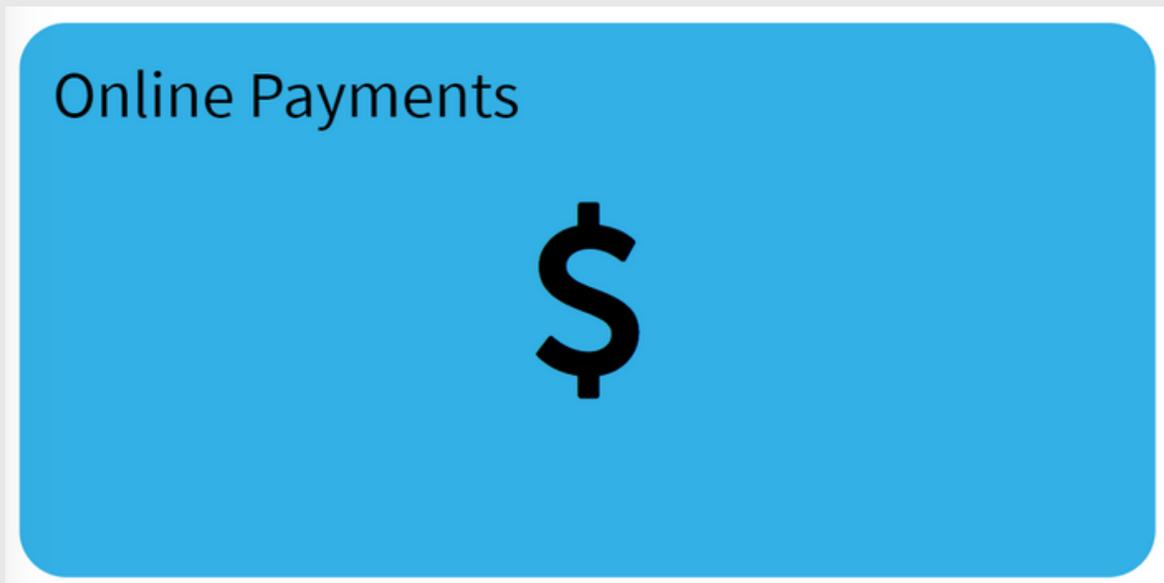
essential information for new students

Heriot-Watt University

Online Payments User

Guide

- 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

Header part of your tuition fee invoice

The image shows the header section of a tuition fee invoice. On the left is the Heriot-Watt University logo and text: "HERIOT WATT UNIVERSITY" and "UK | DUBAI | MALAYSIA". On the right is a box containing contact information for Heriot-Watt University Malaysia Sdn Bhd, including address, phone, fax, and email. Below the logo is a "Bill-to" section with a "Name" field (callout 2) and an "Address" field (callout 3). To the right of this is an "INVOICE" section with an "Invoice No." field (callout 4). In the top right corner, there is a box with the number "1" and the text "Page | 1 Of 6".

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.

Content part of your tuition fee invoice

Bill-to				INVOICE	
Name		Invoice Number			
Address					
Invoice Date	06-09-2023				
Customer Number	Student ID	5	Total Amount		
Reference			43,920.00		
Currency	MYR		6		
No.	Product Description	UOM	Quantity	Unit Price	Amount
1	Tuition Fees: H00XXXXXX <Name> <Programme> 202324	Programme	1.00	43,920.00	43,920.00
				Invoice Total	43,920.00
7					
Payment Schedule					
Instalment	Due Date	Original Amount			
1	11-09-2023	21,960.00	8		
2	15-01-2024	21,960.00	9		
Customer Number and Document number must be quoted on all correspondence					
Payment can be made as follows:					
Online through the HWUM Online Payment Portal at: my.hw.ac.uk/payments				10	
or by contacting our Student Service Centre (see above).					
Heriot-Watt University Malaysia Sdn Bhd 201101039043 (967165-K)					
Edinburgh Campus , Scottish Borders Campus , Orkney Campus , Dubai Campus , Malaysia Campus,					
Heriot-Watt University is a charity registered in Scotland, SC000278					

5 - It shows your student ID

6 - It shows the total amount of fees for whole academic year

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

8 - It shows the due date for the instalment*

9 - It shows the amount to pay for the instalment*

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

*Instalment referring to the each of semester due date

Content part of your scholarship credit memo

Bill-to		CREDIT MEMO			
Name	11	Credit Memo Number	13		
Address	12				
Credit Memo Date	08-09-2023				
Customer Number	Student ID				
Reference	14	Total Amount	(12,000.00)		
Currency	MYR				
			16		
No.	Product Description	UOM	Quantity	Unit Price	Amount
1	Tuition Fees: H00XXXXXX <Name> <Programme> 202324	15 Programme	(1.00)	12,000.00	(12,000.00)
				Credit Memo Total	(12,000.00)
Customer Number and Document number must be quoted on all correspondence					
Heriot-Watt University Malaysia Sdn Bhd 201101039043 (967165-K) Edinburgh Campus . Scottish Borders Campus . Orkney Campus . Dubai Campus . Malaysia Campus. Heriot-Watt University is a charity registered in Scotland, SC000278					
Special Instructions: To help us save trees, contact our billing department to set e-mail as your preferred delivery method.					

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 semester

For Payer (Student)

Step 1 - Payer Selection Page

The screenshot shows the Heriot-Watt University Online Payments Service Payer Selection Page. The header features the university's name and logo. The main heading is "Welcome to Heriot-Watt University's Online Payments Service". Below this, there is a instruction: "Please sign in using the option to match your circumstances. If unsure please select the Help button below." The "Please Select:" section has three radio button options: "Student – already studying at a Scottish or Malaysian campus" (which is selected), "Parent/Third Party payer – paying on behalf of student above", and "Applicant – with offer to study at a Scottish campus". A checkbox labeled "I accept the terms and conditions" is checked, with a note: "Please tick the box to confirm that you have read and accept the University's Terms and Conditions". At the bottom, there are two green buttons: "Continue >>" and "Help...".

- 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.

Heriot-Watt University
Online Payments

HERIOT WATT UNIVERSITY

Student

Login

* Indicates required field

* HWU Person ID

* Username

* Password

Please click here to continue.

Please click here to return to the previous screen.

Please click here for help.

Step 3 - Student Detail Page

- Click on "**View and Pay Invoices >>**" to proceed to invoices page

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Online Payments

HERIOT WATT UNIVERSITY

Name	Person ID	Dept	Programme/Course
TESTING SAMPLE INTERNATIONAL	H00285044	Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

Pay Invoices Now

Click this button to proceed to view and pay invoices

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.

Heriot-Watt University
Online Payments

HERIOT WATT UNIVERSITY

Invoices

Name	Person ID	Dept	Programme/Course

Outstanding Invoices

One-Off Payment Pay by Instalment with Maybank Card ?

Payment Before Enrolment

Description	Invoice Date	Amount to Pay?	Select to Pay
Tuition Fee	14/08/2020	MYR 5000.00	<input checked="" type="radio"/>
Accommodation Fee	14/08/2020	MYR 0.00	<input type="radio"/>

Pay MYR Invoices >>

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 >>**".

The screenshot shows the Heriot-Watt University Online Payments interface. At the top, there is a header with the university's name and logo. Below this, the 'Invoices' section is displayed. It includes a search bar with fields for Name, Person ID, Dept, and Programme/Course. Underneath, there is a section for 'Outstanding Invoices' with two radio buttons: 'One-Off Payment' and 'Pay by Instalment with Maybank Card'. The 'Pay by Instalment with Maybank Card' option is selected. Below this, there is a table titled 'Payment Before Enrolment' with the following data:

Description	Invoice Date	Amount to Pay?	Select to Pay
Tuition Fee	14/08/2020	MYR 18000.00	<input checked="" type="radio"/>
Accommodation Fee	14/08/2020	MYR 2000.00	<input type="radio"/>

At the bottom of the table, there is a button labeled 'Pay MYR Invoices >>'. Below the table, there are three green boxes with links: 'Click here to Unselect All.' with an 'Unselect All' button, 'Please click here to return to the previous screen.' with a '<< Back' button, and 'Please click here for help.' with a 'Help...' button.

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

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Online Payments

HERIOT WATT UNIVERSITY

Confirm Payment

Name	Person ID	Dept	Programme/Course
<input type="text"/>		<input type="text"/>	

You are about to pay the following invoices:

Invoices to be Paid

Description	Invoice Date	Due Date	Original Amount	Outstanding Amount	Amount To Pay
Tuition Fee	14/08/2020				MYR5,000.00

You have chosen to pay as a one-off payment

To proceed click Continue. [Continue >>](#)

To pay by Instalment with Maybank Credit Card

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Online Payments

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Confirm Payment

Name	Person ID	Dept	Programme/Course
<input type="text"/>		<input type="text"/>	

You are about to pay the following invoices:

Invoices to be Paid

Description	Invoice Date	Due Date	Original Amount	Outstanding Amount	Amount To Pay
Tuition Fee	14/08/2020				MYR18,000.00
Accommodation Fee	14/08/2020				MYR2,000.00
Administration Fee	14/08/2020				MYR200.00

You have chosen to pay by Instalment with Maybank Card

To proceed click Continue. [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

The screenshot shows the 'Confirm Payment' page on the Heriot-Watt University Online Payments portal. At the top left, it says 'Heriot-Watt University Online Payments' and at the top right is the university's logo. Below the header, there is a 'Confirm Payment' section with a table for user details. The table has four columns: 'Name', 'Person ID', 'Dept', and 'Programme/Course'. The 'Name' and 'Person ID' cells are highlighted in yellow. Below the table, the text 'How do you want to pay?' is displayed in yellow. There are two payment method tiles: 'By Card' (featuring VISA and MasterCard logos) and 'By Bank Transfer' (featuring a 'BANK TRANSFER' logo with a circular arrow icon). Both tiles have their respective labels highlighted in yellow.

Name	Person ID	Dept	Programme/Course

How do you want to pay?

By Card

By Bank Transfer

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>.

Note:

The student will need to give access to the parent/third party payer.
****Refer to Student Detail Page at Section A [Page 9]**

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.

Manage Authorised Parent/Third Party Accounts

Use this section below to create and remove additional email login accounts which can view and pay your invoices. By doing this you are providing your consent for your financial records to be reviewed by that email owner.

Current Authorised Parent/Third Party Accounts

Email Address	Password	Tuition	Accommodation	Other

[Show/Hide Passwords](#)

Add new Parent/Third Party Account

* Email Address

* Password

Tuition

Accommodation

Other

[Add](#)

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.

The screenshot shows a web interface titled "Manage Authorised Parent/Third Party Accounts". It includes a sub-section "Current Authorised Parent/Third Party Accounts" with a table of existing accounts and a form to "Add new Parent/Third Party Account".

Email Address	Password	Tuition	Accommodation	Other	
@hw.ac.uk	*****	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

Add new Parent/Third Party Account

* Email Address
* Password
Tuition
Accommodation
Other

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**.

Sample:

Tuition Fees	The full time fee for the academic year 2023/24 is MYR 43920
Scholarship	MYR 8000 High Achiever's Scholarship for the first year tuition fee
Fee Waiver	MYR 500 Registration Fee Waiver
Offer Status	Unconditional
Additional Information	
1. The waiver will be deducted in the second semester of your first year of study.	

Tuition fee guide:

Programme	Total tuition fee per year	Year	Tuition fee per annum			Tuition fee due date
			Semester	No. of subject	Tuition fee calculation guide	
MFP	Refer to the offer letter	1	Sem 1	4	1. Tuition fee per sem = Total tuition fee per year /3. 2. The waiver will be deducted in the second semester of your first year of study. 3. The amount of High Achiever's Scholarship (HAS) is to be divided equally for 3 semesters.	The due date of tuition fee for each semester is the first day of each semester. Please refer to the academic calendar to check the commencement date of each semester.
			Sem 2			
			Sem 3			
UG	Refer to the offer letter	1	Sem 1	4	1. Tuition fee per sem = Total tuition fee per year/2. 2. The waiver will be deducted in the second semester of your first year of study. 3. The amount of High Achiever's Scholarship (HAS) is to be divided equally for 2 semesters.	
			Sem 2			
PG (Part Time)	Refer to the offer letter	1	Sem 1 Sem 2	4 4	1. Tuition fee per sem = Total tuition fee per year/2.	
PG (Full Time)	Refer to the offer letter	1	Sem 1	4	1. Tuition fee per subject = Total tuition fee per year /9 subjects. 2. Tuition fee per semester = Tuition fee per subject X no. of subjects to be taken per semester.	
			Sem 2	4		
			Sem 3	1		
PG (Full Time) Petroleum Engineering	Refer to the offer letter	1	Sem 1	4	1. Tuition fee per subject = Total tuition fee per year /10 subjects. 2. Tuition fee per semester = Tuition fee per subject X no. of subjects to be taken per semester.	
			Sem 2	4		
			Sem 3	2		

F.A.Q.

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?

Our enrolment system is based on the UK campus. Hence, Malaysia is considered as an overseas campus.

F.A.Q.

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.

9. 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>.

10. Are there any ATM machines available at the campus?

There are no ATM machine available at the campus.