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# **DOMESTIC REFUNDS**

How to Setup an ACH Refund Profile

Step 1: Select SETUP ACCOUNT.

Step 2: Complete the e-refund form with the required information and click **ADD** to create your ACH refund profile.

# **O** Locating your Routing and Account Numbers

At the bottom of a check, you'll find three sets of numbers:

- 1. Routing number (usually first) it's between two transit symbols.
- 2. Account number (usually second).

3. Check number (usually last) – this matches the number in the top right corner.

ROUTING ACCOUNT CHECK NUMBER NUMBER

Some banks may order these differently, so double-check carefully. If you have questions you can contact your bank directly.



Step 3: Once your ACH refund profile is complete you will see any available refunds within the Outstanding Refunds section at the bottom of the REFUNDS page with a status of Initiated.

- Outstanding Refunds Completed Befundy Payment Method Refund ID Date Initiated Amount Status Action 0 血 097 27-02-2024 125.00 COMPLETED \* \* 1. \* \* 10 +
- Step 4: When the refund has been completed and funds have been sent to your bank, the refund will be available within the Completed Refunds tab with a status of Completed.
- You will receive a notification at every step of the refund process. Once the refund is complete you can download a refund receipt using the download icon within the **Action** column.

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### **Rejected ACH Deposit**

- If you provide invalid ACH instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.
- Your refund will remain in the **Outstanding Refunds** section, with a status of **Rejected** in the PayMyTuition portal.
- Or APU will determine the next steps for your refund.
- It is recommended that you access the **REFUND** portal to update your ACH Refund Profile for any future refunds.
- You can click the **Edit** or **Delete** icons in **the ACH Refund Method** section to make any changes to your ACH refund profile.

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PayMyTuition	Support Team				
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## **INTERNATIONAL REFUNDS**

### How to Access Your Refund

- Once APU has initiated your refund, you will receive a notification from PayMyTuition with a link to access your refund form.
- You can click on the link within the email to be redirected to your refund form.

Alternatively, you can:

- 🕑 Sign in at: <u>home.apu.edu</u>
- Select 'Financials' and then 'Billing and Payment' from the left-hand navigation menu.
- Once in the PayMyTuition portal, select the **REFUNDS** tab.
- In the **Outstanding Refunds** section, locate your available

refund with a status of Initiated, and select the

**Instructions** icon in the **Action** column to access your refund form.



#### How to Complete your Refund Instructions

You must complete all 3 tabs of the Refund Form:

- Student Information (requests address information of the beneficiary)
- Beneficiary Information (requests recipient information and bank details)
- Identification Documentation (requests government-issued ID for compliance processes)

**1. Enter beneficiary details:** Complete the online refund beneficiary instruction form, including currency, ID (passport or driver's license), and banking details. You may choose to deposit the funds into someone else's account by selecting them as the recipient under the Beneficiary Information tab on the refund form.

**2. Complete verification:** Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. Checks will be performed in accordance with anti-money laundering and compliance laws.

**3. Payment confirmation:** PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password protected. This PDF can be accessed using the bank account number that you provided previously as the password.

**4. Refund processed:** Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.

fund ID	Date Initiated	Amount	Payment Method	Status	Action
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#### **Rejected Deposit**

- If you provide invalid bank transfer instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.
- Your refund will remain in the **Outstanding Refunds** section, with a status of **Rejected**.

### APU will determine the next steps for your refund.