

Refund Request Tutorial

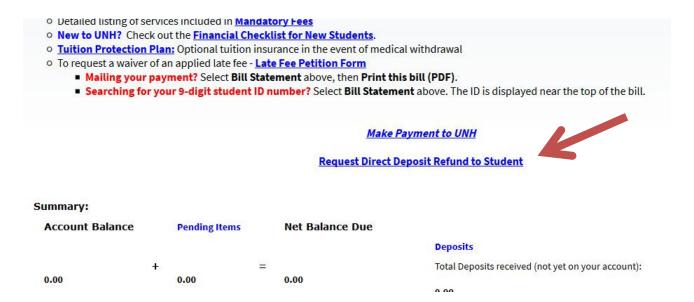


- 1. Log into Webcat
- 2. Under the Billing tab, select Request refund





3. Select "Request Direct Deposit Refund to Student" in the center of the screen





4. Select "Access the Refund Request pages"

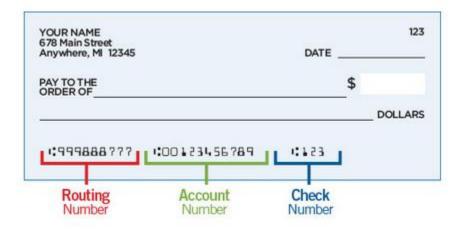
Access the Refund Request pa	ages
Cancel	

5. Set up/answer your security question

Question:	What is your maiden name?
Answer:	
Submit A	nswer Reset



6. Enter/update your banking information.



Be sure to double check the routing and account numbers. Incorrect account numbers can delay your refund. Note: Bank account numbers are NOT the number on your credit/debit card.



7. Enter the amount you would like refunded

Current Available Refund:	75.00	
Amount to Refund:		
Enter amount, up to available refund		

8. Press "Continue"



Direct Deposit Schedule

 Refunds requested before Tuesday @ 7pm will be in your bank account by Friday

 Refunds requested before Friday @ 7pm will be in your bank account by the following Wednesday



Some Common Errors

- Credit on account must not be "pending"
- Recent check or e-check payments must clear the bank before refunding (10-14 days)
- Credit Card payments must be refunded back to the card they came from



Some Common Errors

- VA payments must be screened by our office
- Study Abroad students cannot request their own refunds
- Please call our office at 862-2230 or email student.accounts@unh.edu if you need assistance

