



Refund Request Tutorial



University of
New Hampshire

Direct Deposit Refund

1. Log into Webcat
 2. Under the Billing tab, select Request refund
- *Contact the IT Helpdesk for assistance with your log in, or if you have forgotten your password (603-862-2525)



The screenshot shows the University of New Hampshire Webcat website. At the top left is the UNH logo and the text "University of New Hampshire". To the right is a search bar with the placeholder text "Find a page...". Below this is a navigation menu with the following items: Home, Admissions, Personal Information, Registration, Student Records, Financial Aid, Billing, and Parent Portal. The "Billing" menu is expanded, showing a dropdown list with the following options: View your account/Pay Bill, Request Refund (highlighted in a dark grey bar), Make a deposit, and Check your Clearance status. Below the navigation menu is a banner with the text "Welcome to the University of New Hampshire WEBCAT" and a background image of autumn leaves.



Direct Deposit Refund

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

- Detailed listing of services included in [Mandatory Fees](#)
- **New to UNH?** Check out the [Financial Checklist for New Students](#).
- **Tuition Protection Plan:** Optional tuition insurance in the event of medical withdrawal
- To request a waiver of an applied late fee - [Late Fee Petition Form](#)
 - **Mailing your payment?** Select **Bill Statement** above, then **Print this bill (PDF)**.
 - **Searching for your 9-digit student ID number?** Select **Bill Statement** above. The ID is displayed near the top of the bill.

[Make Payment to UNH](#)

[Request Direct Deposit Refund to Student](#)



Summary:

Account Balance		Pending Items		Net Balance Due
0.00	+	0.00	=	0.00

Deposits

Total Deposits received (not yet on your account):

0.00



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4. Select “Access the Refund Request pages”



5. Set up/answer your security question

A screenshot of a security question form. The question is "Question: What is your maiden name?". Below the question is an "Answer:" label followed by a text input field. At the bottom of the form are two buttons: "Submit Answer" and "Reset".

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6. Enter/update your banking information.

YOUR NAME
678 Main Street
Anywhere, MI 12345

DATE _____ 123

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

⑆999888777 ⑆00123456789 ⑆123

Routing Number Account Number Check Number

The diagram shows a check form with three numbers highlighted at the bottom: a red routing number (999888777), a green account number (00123456789), and a blue check number (123). Lines connect these numbers to their respective labels below the check.

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.



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7. Enter the amount you would like refunded

Current Available Refund:	75.00
Amount to Refund:	<input type="text"/>
 Enter amount, up to available refund.	

8. Press “Continue”



Direct Deposit Schedule

Requested before 5pm	Funds should leave UNH	Should arrive at your bank
Thursday through Monday	Tuesday	Wednesday
Tuesday and Wednesday	Thursday	Friday
Note: The refund schedule may change during weeks which contain UNH closures or holidays.		



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

