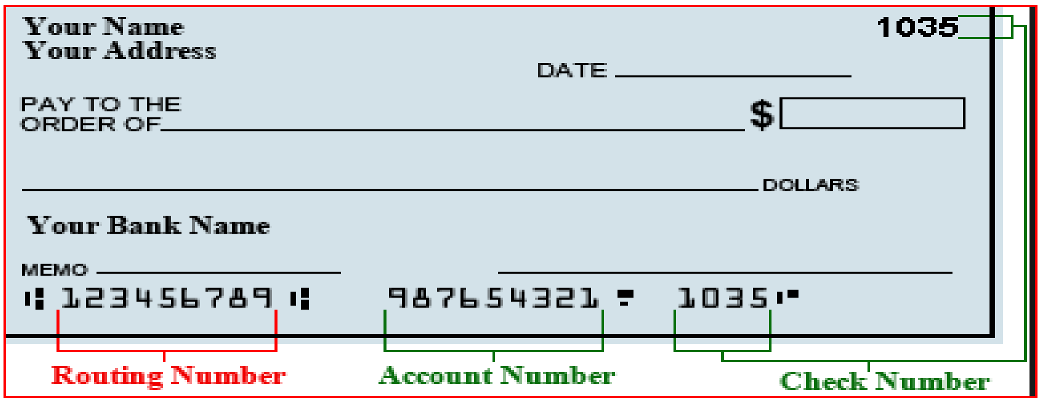
Student Refunds – Direct Deposit

The Business Office recommends that all students receiving refunds enroll for Direct Deposit. Direct Deposit allows students to receive refunds quicker than by check through automatic deposit of funds to the student's bank account.

How to Enroll in Direct Deposit through Self-Service

- Students will be able to enter and maintain banking information in Self-Service.
- Students must have banking information to enroll for Direct Deposit in Self-Service.

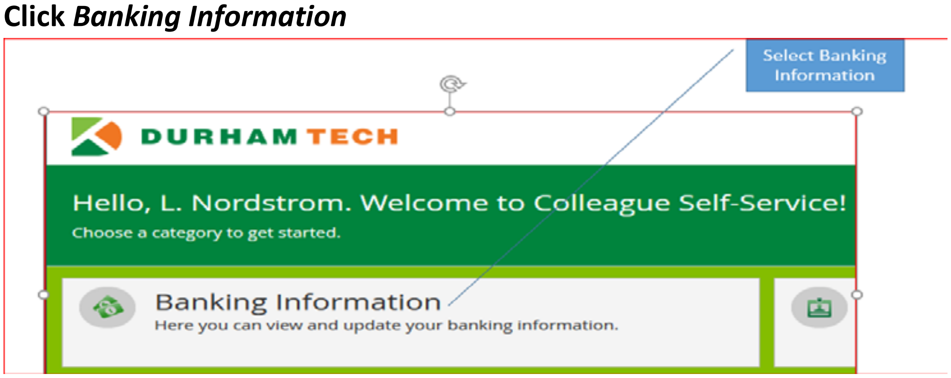


- Students who do not enter banking information in Self-Service will not be qualified for Direct Deposit.
- Students who enter invalid banking information in Self-Service will not receive Direct Deposit; a check will be issued. It will take approximately two weeks to process the check.

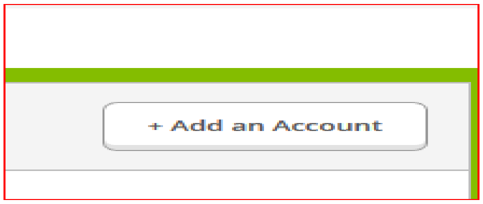
Direct Deposit Bank Account for Student (Non-Employee)

1. **Log in to [Self-Service]()**

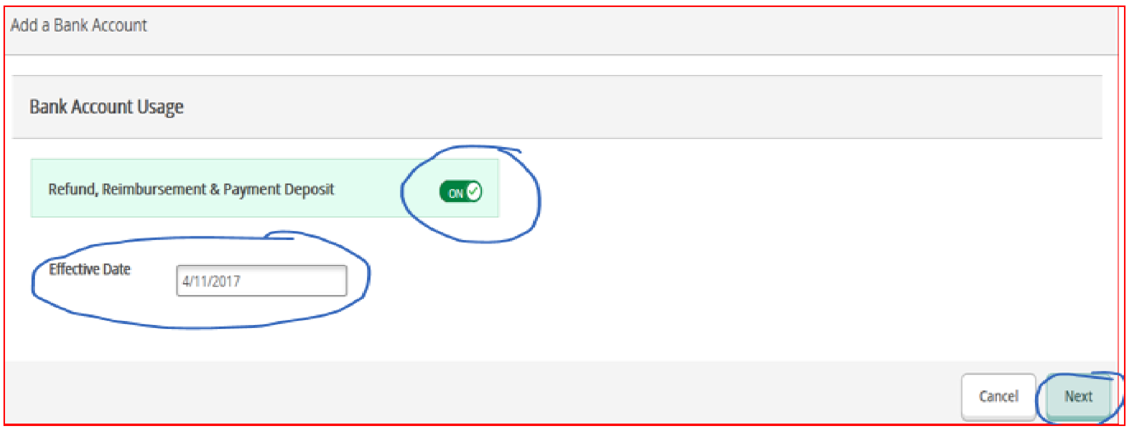
2. **Click *Banking Information***



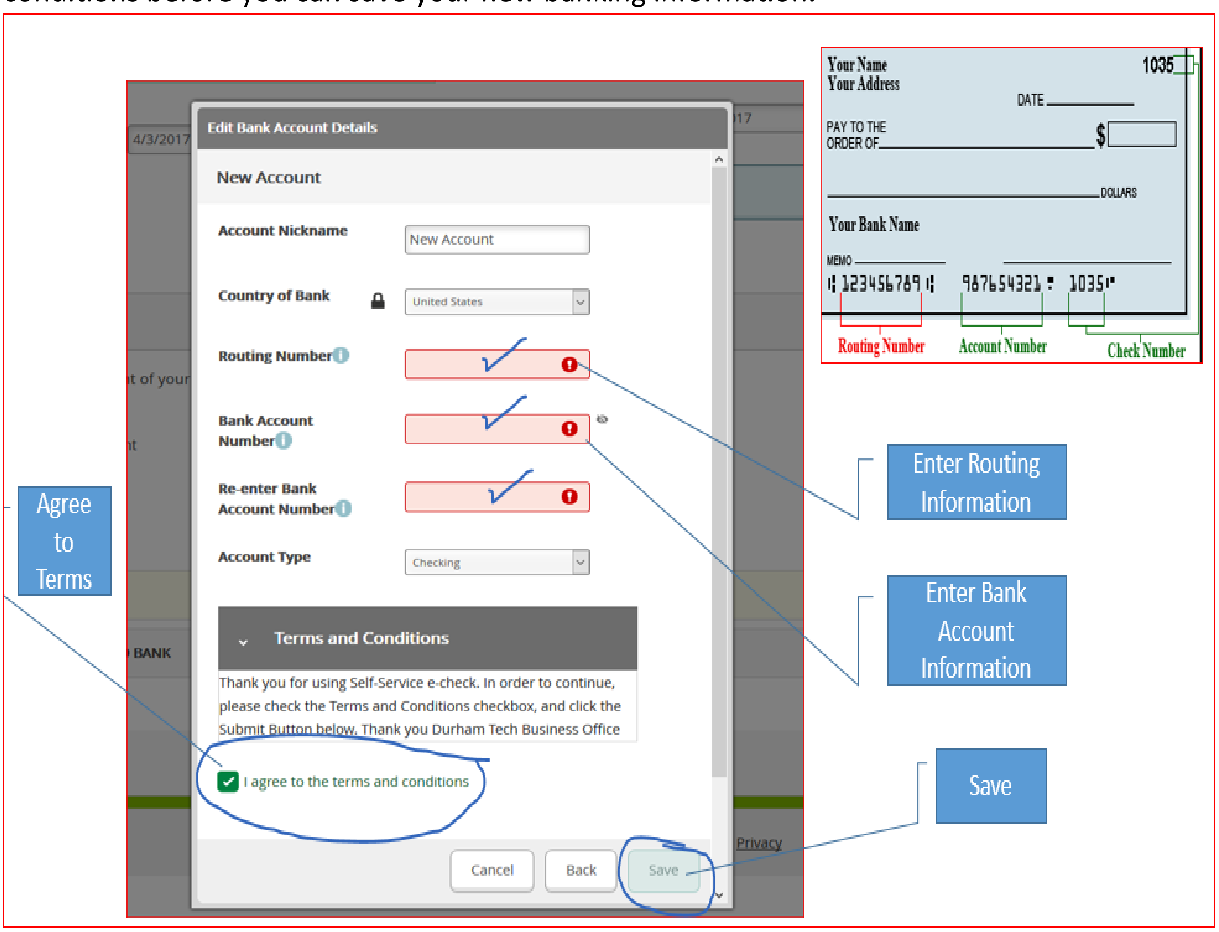
3. **Add account**
   For a new bank account, click *Add an Account*.



4. **Turn on *Bank Account Usage***
    a. Turn on *Refund, Reimbursement & Payment Deposit*
    b. Enter Today's Date
    c. Click *Next*



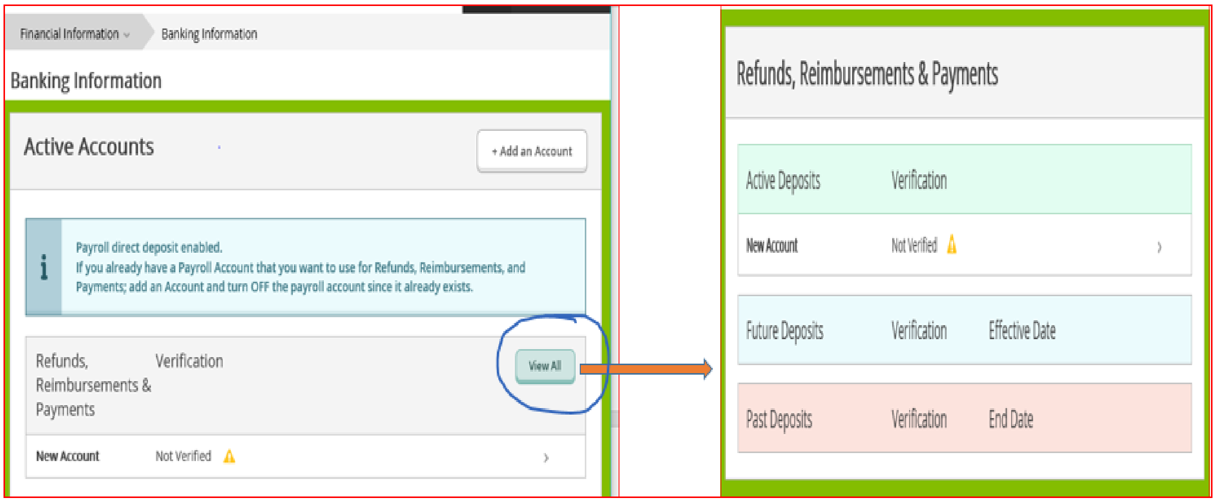
5. **Enter Bank Account Detail**
    When you enter your new bank account details, you must agree to the terms and conditions before you can save your new banking information.



6. **Account Verification and View Active Accounts**

U.S. bank accounts, direct deposits and refunds/reimbursements/payments (that is, e-checks) are paid only to accounts that are verified. The accounts payable office verifies your refund/reimbursement/payment deposit accounts.

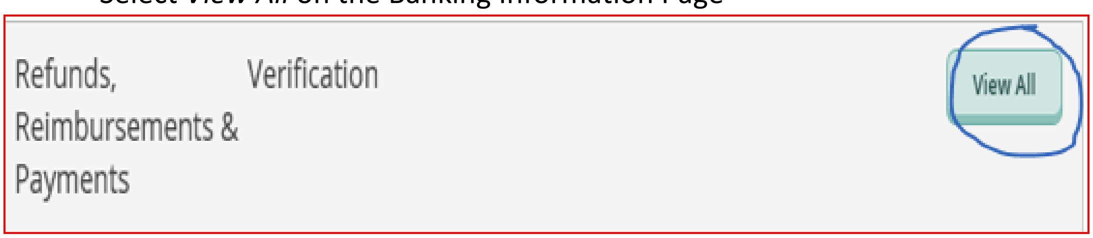
- If you add a new bank account with an effective date in the future, you can subsequently view the new bank account information by selecting *View All* on the Banking Information page.



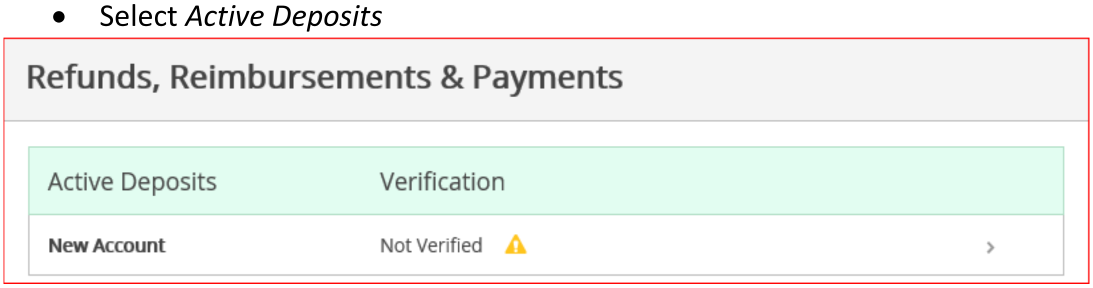
7. **How do I edit bank account details?**

After a bank account is considered verified, you can only change the account nickname information. You cannot change other information, such as the bank account number. If your account information has changed, you must add a new account and then delete the old account. You cannot delete the old account before adding a new account.

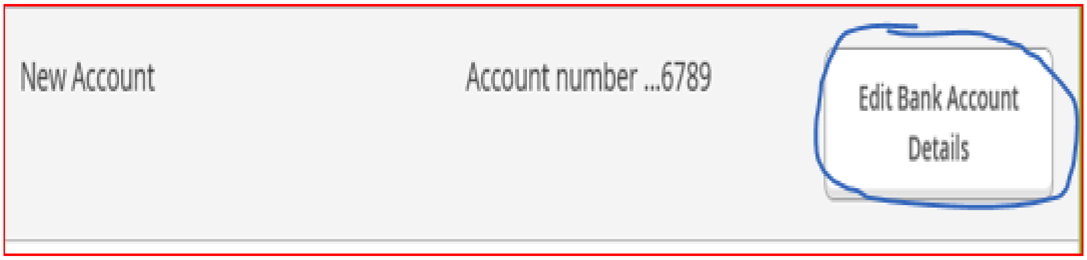
- Select *View All* on the Banking Information Page



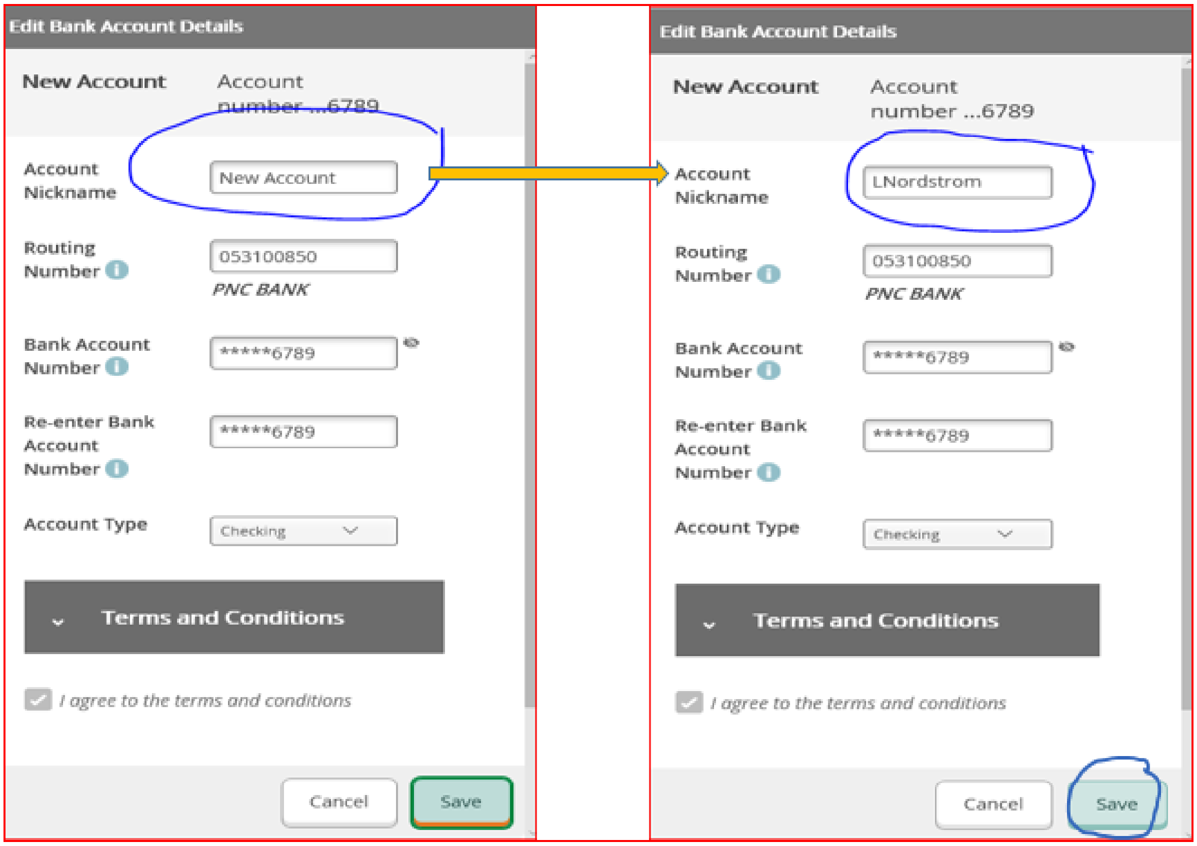
- Select *Active Deposits*



- Click *Edit Bank Account Details*



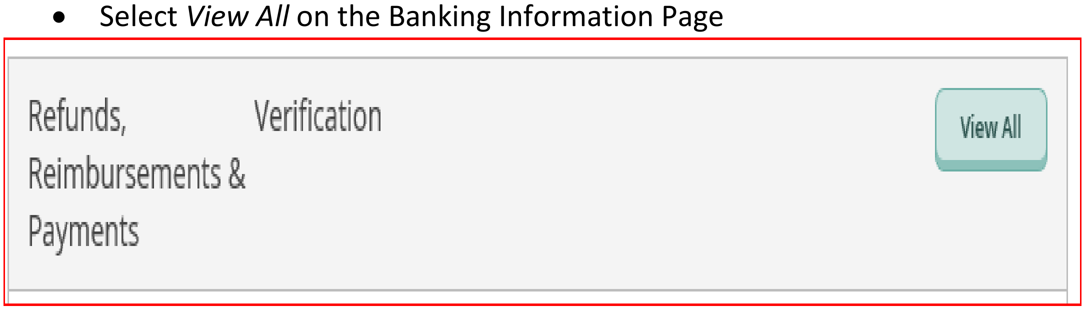
- Edit *Account Details* and *Save*
  You can only change the account nickname information.



8. How do I delete an Account?

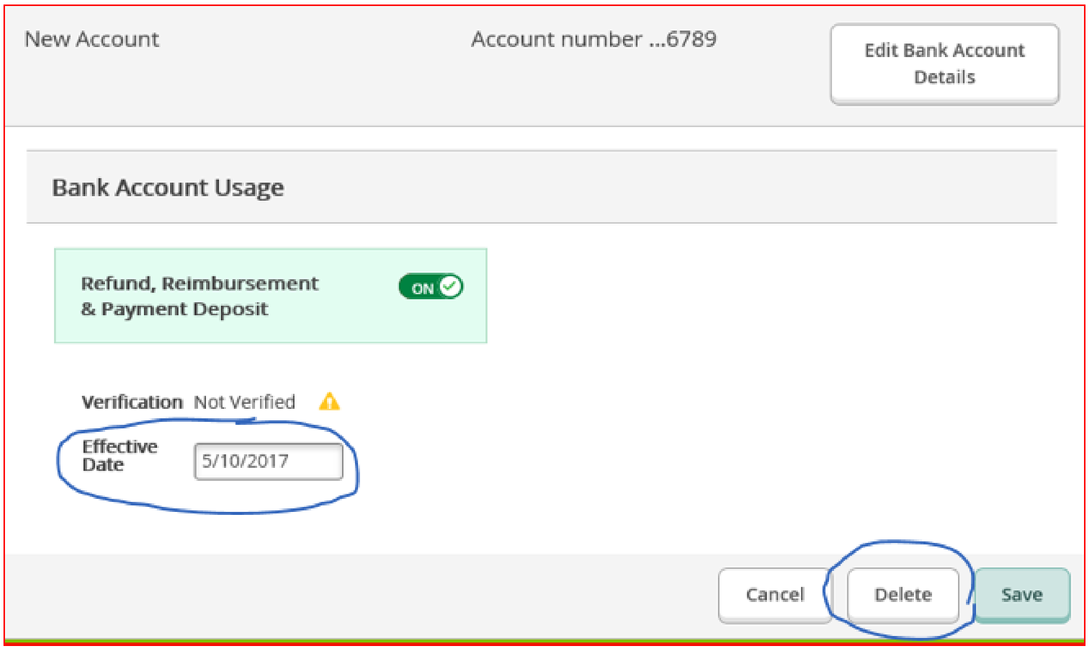
You can only delete a bank account if its effective date is in the future.

- Select *View All* on the Banking Information Page



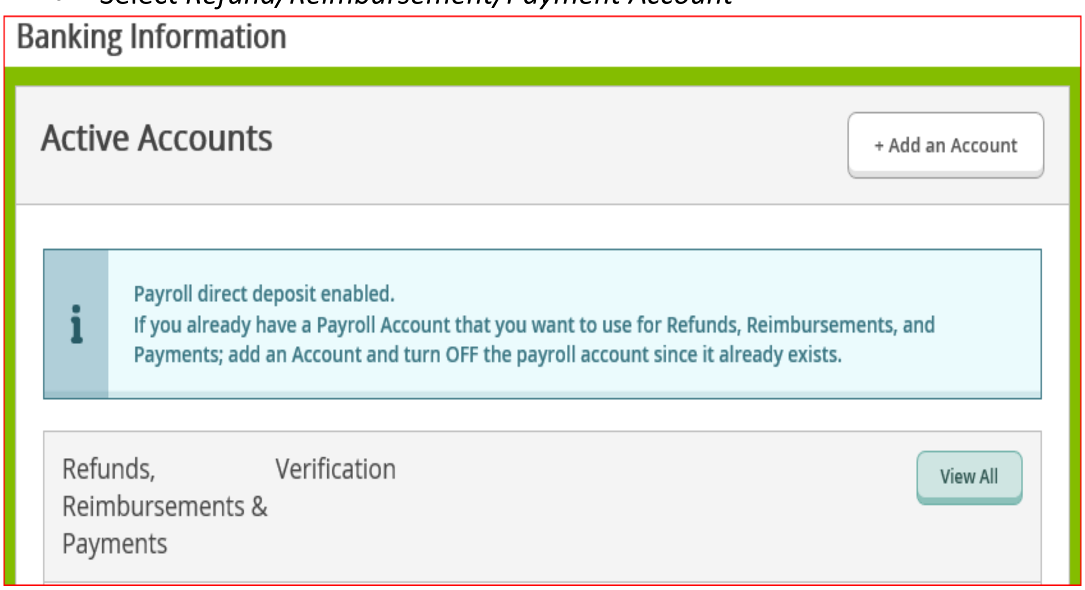
- Select *Future Deposits Account*

- Click *Delete*

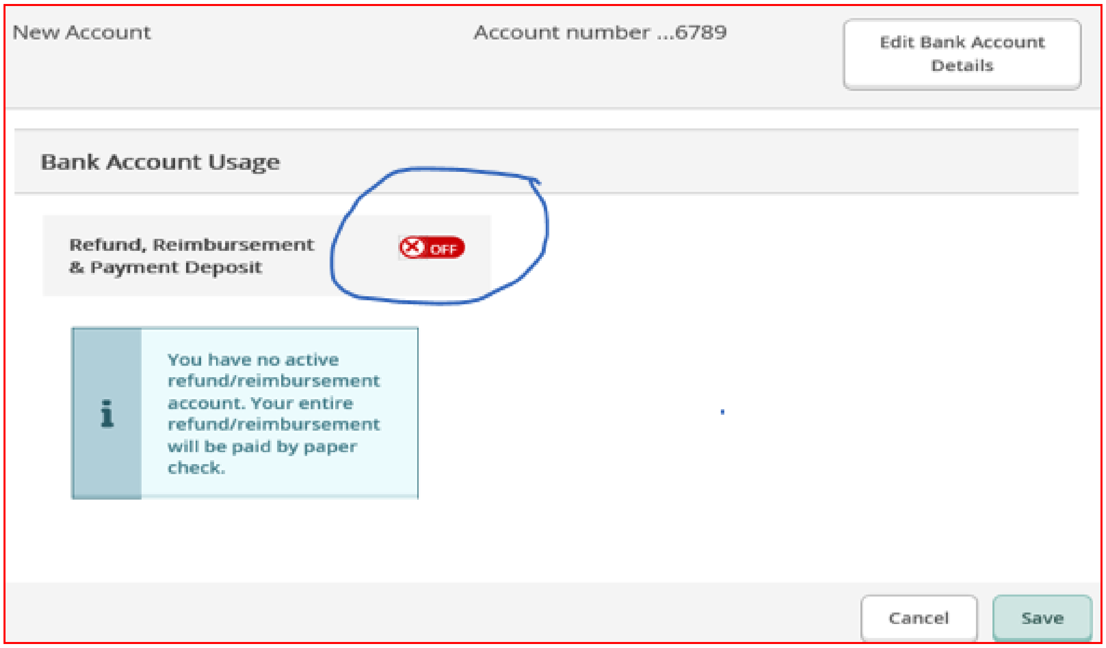


9. How do I inactivate or end a Refund/Reimbursement/Payment Account?

- Select *Refund/Reimbursement/Payment Account*

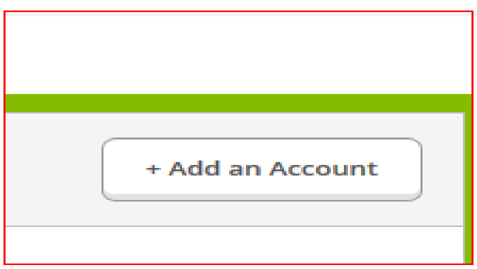


- Under Bank Account Usage, turn off the on/off switch for *Refund/Reimbursement/Payment Deposit*.
    - This change takes effect immediately.
    - If you are ending an active account and payment processing has been completed, your change will take effect with the next payment run.



10. If Refund/Reimbursement/Payment Account was deleted, how do I reactivate?

- To reactivate a deleted refund/reimbursement/payment account
    - You cannot reactivate an account that has been deleted
    - You MUST add the account again



11. Whom do I contact if I did not receive a Direct Deposit refund?

Students should contact Financial Aid:
919-536-7200, ext. 1512
financialaid@durhamtech.edu

12. Whom do I contact if I have an IT related issue with Self-Service?

a. For example:
    - I cannot log in (review the Getting Started document first)
    - I cannot add an account
    - I cannot delete an account

- I cannot view my account

Students should contact Durham Tech Information Technology Services:
919-536-7200, ext. 6111
helpdesk@durhamtech.edu

13. Whom do I contact for Direct Deposit or non-IT related issues?
Students should contact the Durham Tech Business Office:
919-536-7200, ext. 1005
AccountsReceivable@durhamtech.edu