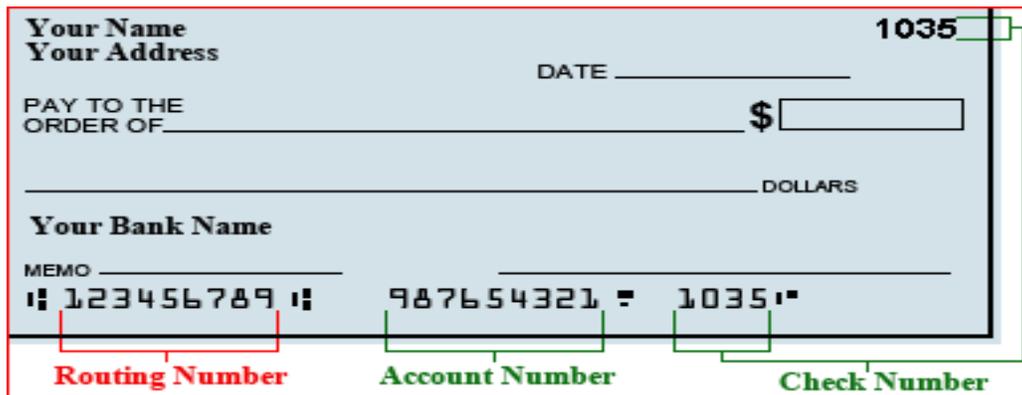


## Student Refunds – Direct Deposit

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.



The diagram shows a check form with the following fields and labels:

- Your Name** and **Your Address** (top left)
- DATE** (top right)
- 1035** (top right corner)
- PAY TO THE ORDER OF** (middle left)
- \$** (middle right)
- DOLLARS** (middle right)
- Your Bank Name** (bottom left)
- MEMO** (bottom left)
- 123456789** (bottom left, labeled **Routing Number**)
- 987654321** (bottom middle, labeled **Account Number**)
- 1035** (bottom right, labeled **Check Number**)

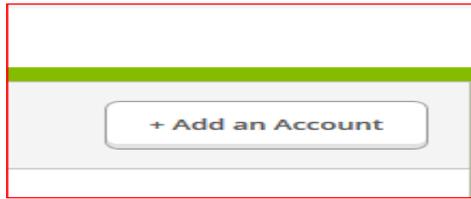
- Students who do not enter banking information in Self-Service will not be qualified for Direct Deposit.
- Students who enter invalid banking information in Self-Service will not receive Direct Deposit; a check will be issued. It will take approximately two weeks to process the check.

### 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*

A screenshot of a web form titled "Add a Bank Account". Under the "Bank Account Usage" section, there is a green toggle switch for "Refund, Reimbursement & Payment Deposit" which is currently turned "ON". Below this, an "Effective Date" field contains the text "4/11/2017". At the bottom right, there are "Cancel" and "Next" buttons.

#### 5. Enter Bank Account Detail

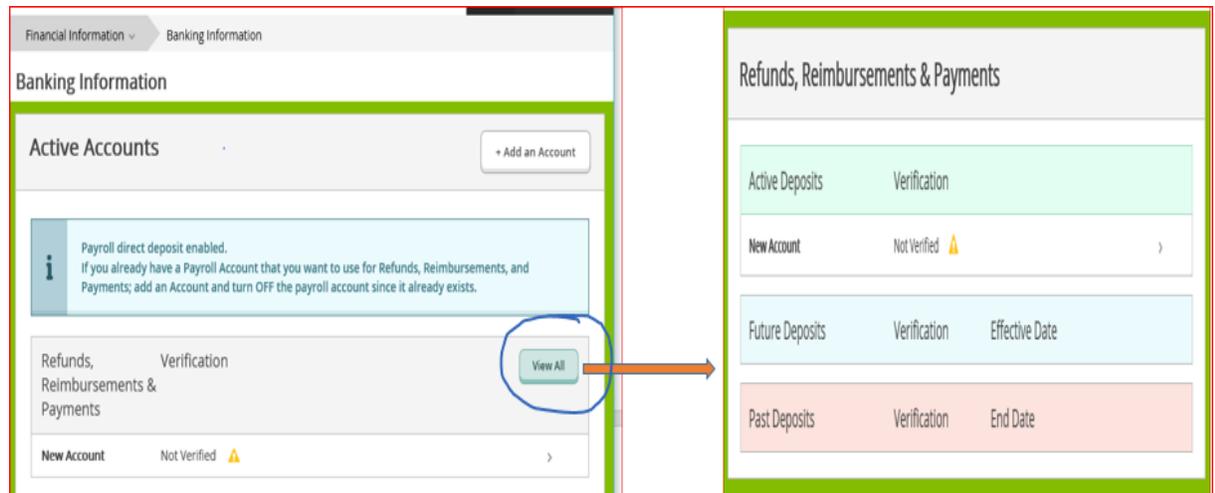
When you enter your new bank account details, you must agree to the terms and conditions before you can save your new banking information.

A screenshot of a mobile application form titled "Edit Bank Account Details". The form is for a "New Account" and includes fields for "Account Nickname", "Country of Bank", "Routing Number", "Bank Account Number", "Re-enter Bank Account Number", and "Account Type". Below these fields is a "Terms and Conditions" section with a checkbox labeled "I agree to the terms and conditions" which is checked. At the bottom, there are "Cancel", "Back", and "Save" buttons. To the right of the form is a check stub image with callouts: "Enter Routing Information" pointing to the routing number field, "Enter Bank Account Information" pointing to the account number field, and "Save" pointing to the "Save" button. The check stub also shows "Your Name", "Your Address", "DATE", "PAY TO THE ORDER OF", "MEMO", "Your Bank Name", and "Check Number".

## 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.

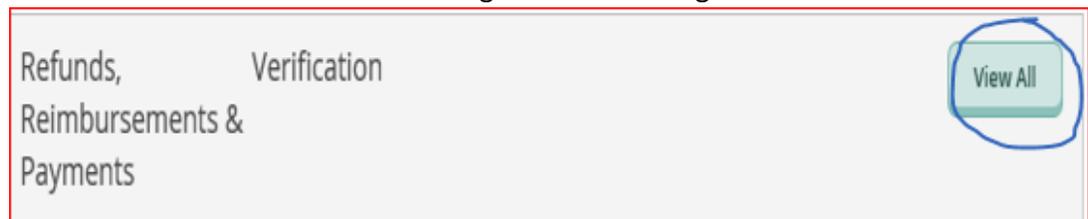
- If you add a new bank account with an effective date in the future, you can subsequently view the new bank account information by selecting *View All* on the Banking Information page.



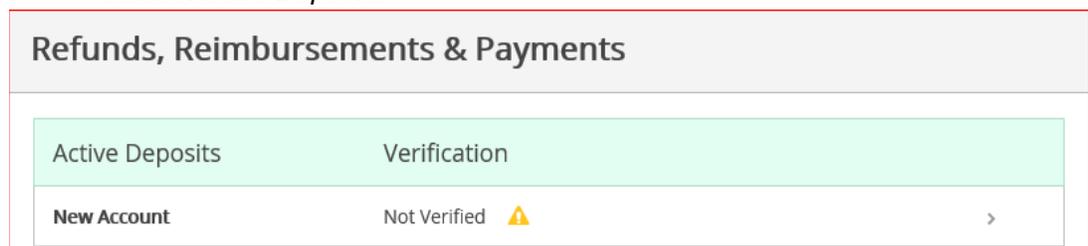
## 7. How do I edit bank account details?

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.

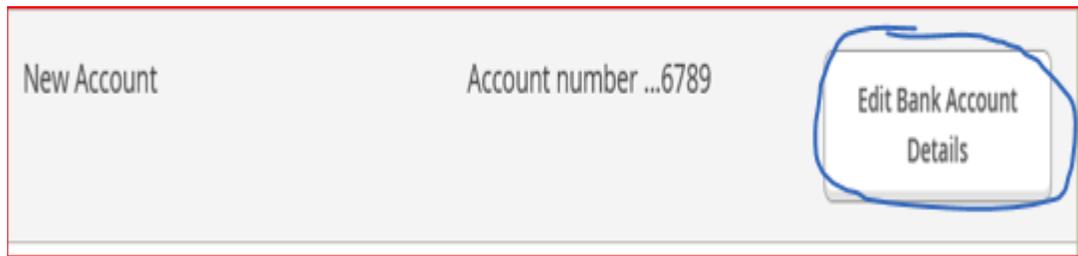
- Select *View All* on the Banking Information Page



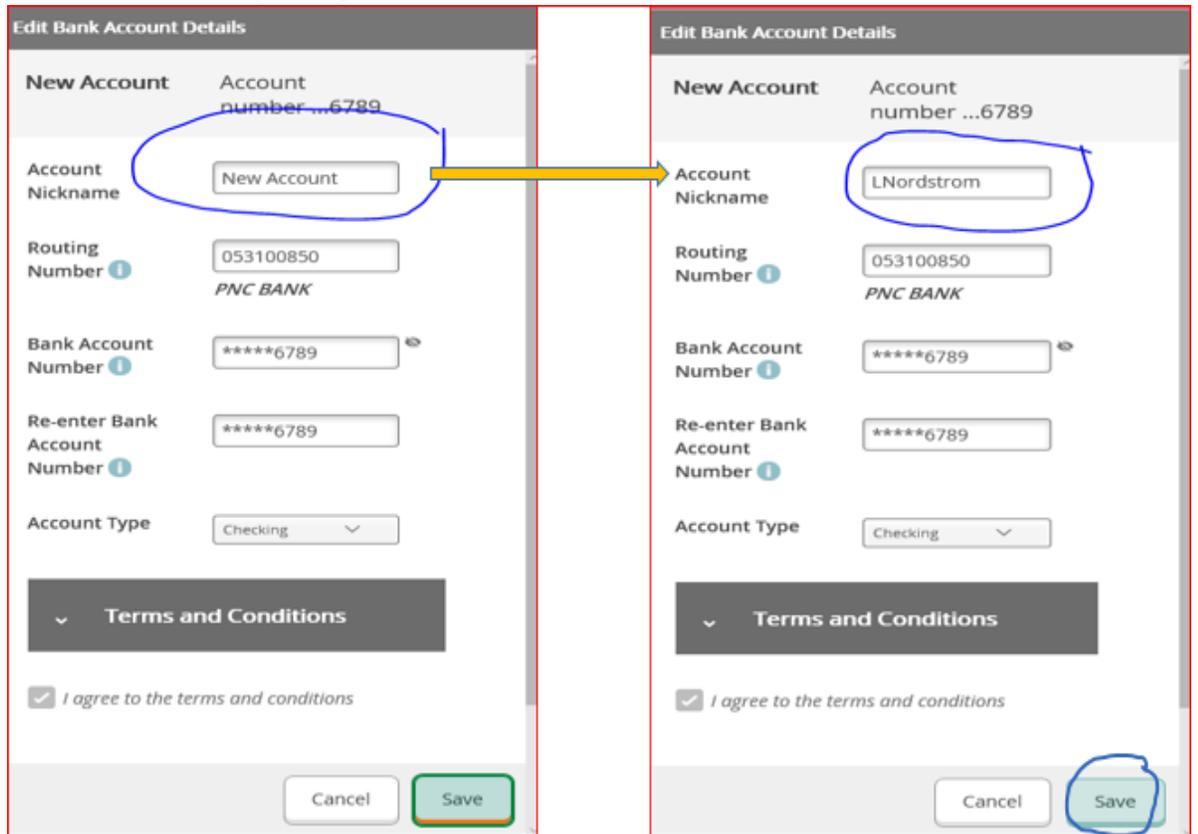
- Select *Active Deposits*



- Click *Edit Bank Account Details*



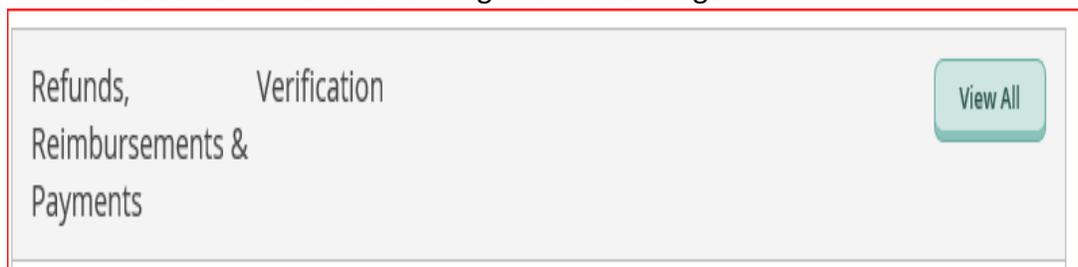
- Edit *Account Details* and *Save*  
You can only change the account nickname information.



## 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*

Future Deposits	Verification	Effective Date	
New Account	Not Verified ⚠	5/10/2017	>

- Click *Delete*

New Account Account number ...6789 [Edit Bank Account Details](#)

**Bank Account Usage**

Refund, Reimbursement & Payment Deposit  ON

Verification Not Verified ⚠

Effective Date

[Cancel](#) [Delete](#) [Save](#)

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

- Select *Refund/Reimbursement/Payment Account*

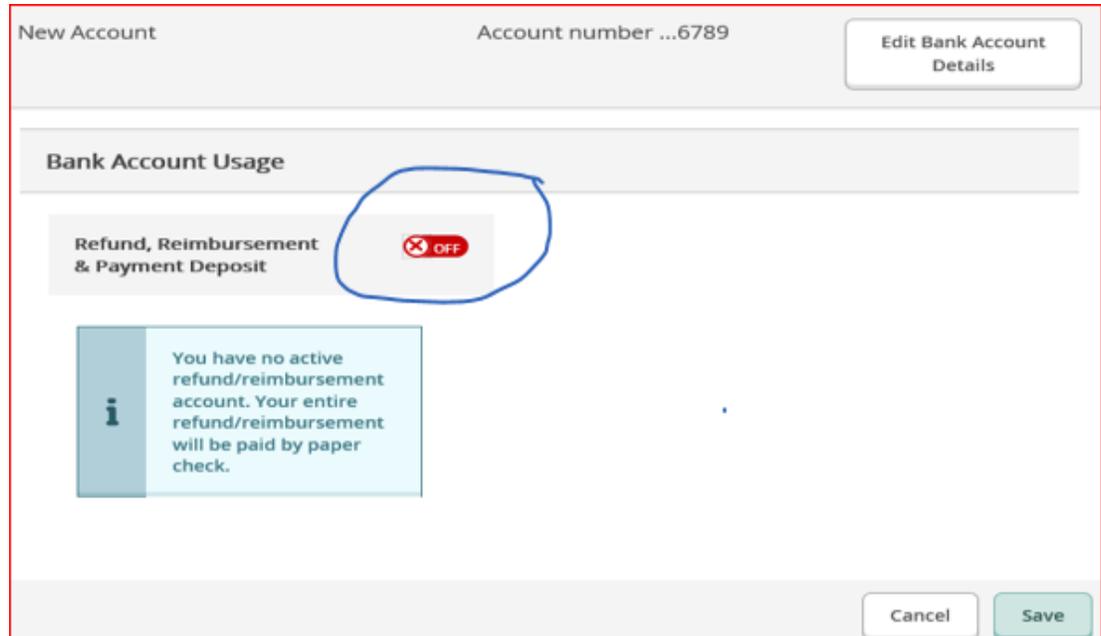
**Banking Information**

**Active Accounts** [+ Add an Account](#)

**i** Payroll direct deposit enabled.  
If you already have a Payroll Account that you want to use for Refunds, Reimbursements, and Payments; add an Account and turn OFF the payroll account since it already exists.

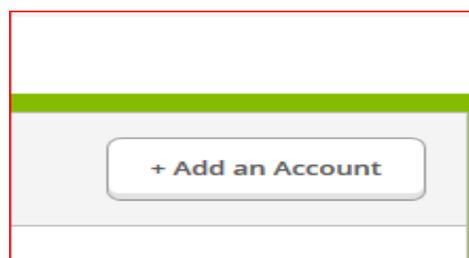
Refunds, Reimbursements & Payments Verification [View All](#)

- 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](mailto:financialaid@durhamtech.edu)

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

- For example:
  - I cannot log in ([reset your password](#))
  - 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](mailto: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](mailto:AccountsReceivable@durhamtech.edu)