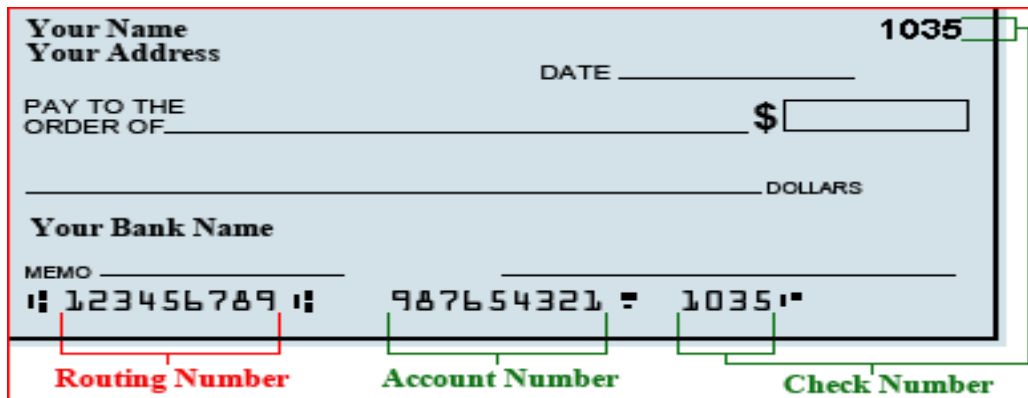


## Student Refunds – Direct Deposit

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 bank information to enroll for Direct Deposit in Self-Service.



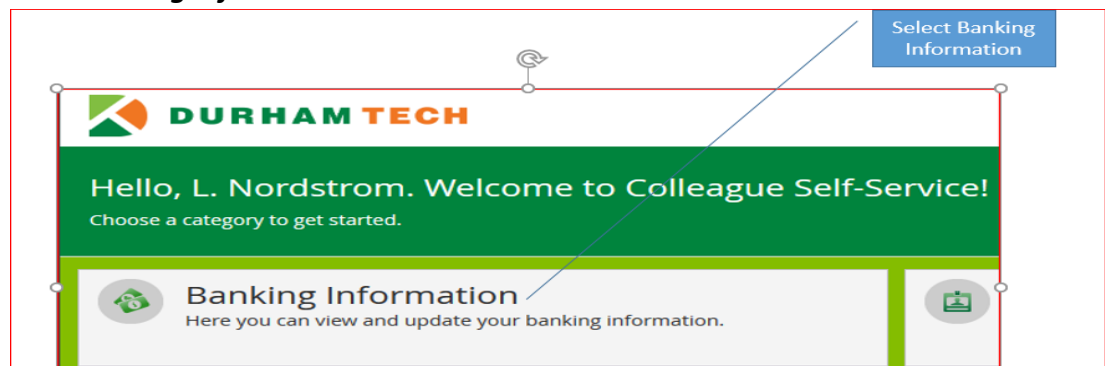
The image shows a check with several fields highlighted by brackets and labels below it. The fields are: 'Your Name' and 'Your Address' (top left), 'DATE' (top center), '1035' (top right), 'PAY TO THE ORDER OF' (middle left), '\$' (middle right), 'DOLLARS' (bottom right), 'Your Bank Name' (bottom left), 'MEMO' (bottom left), and the MICR line '123456789 987654321 1035'. Below the MICR line, three brackets point to the following labels: 'Routing Number' (under 123456789), 'Account Number' (under 987654321), and 'Check Number' (under 1035).

- 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.

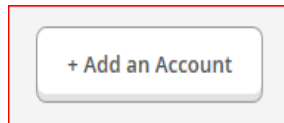
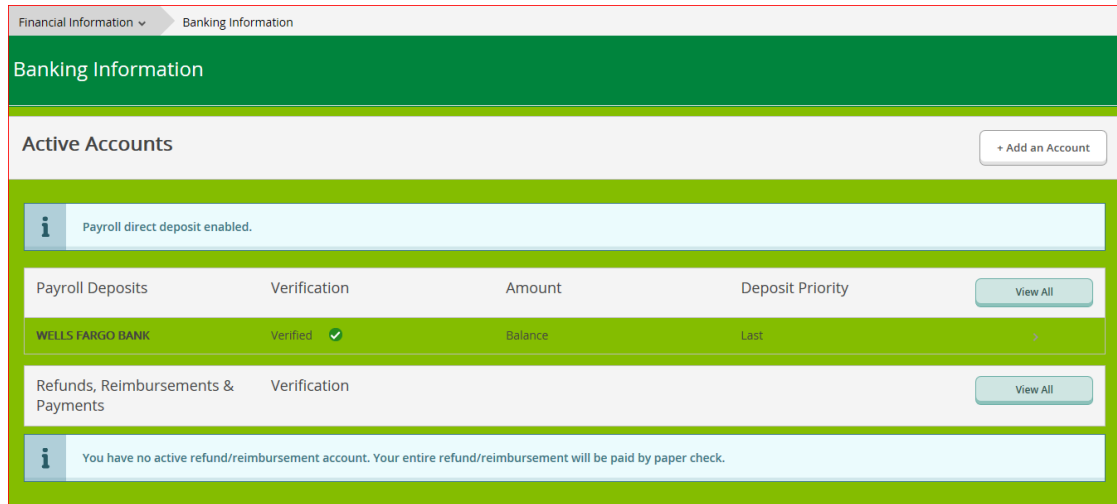
**NOTE:** During account set up, please look at the images along with the verbiage.

### Direct Deposit Bank Account for Employees

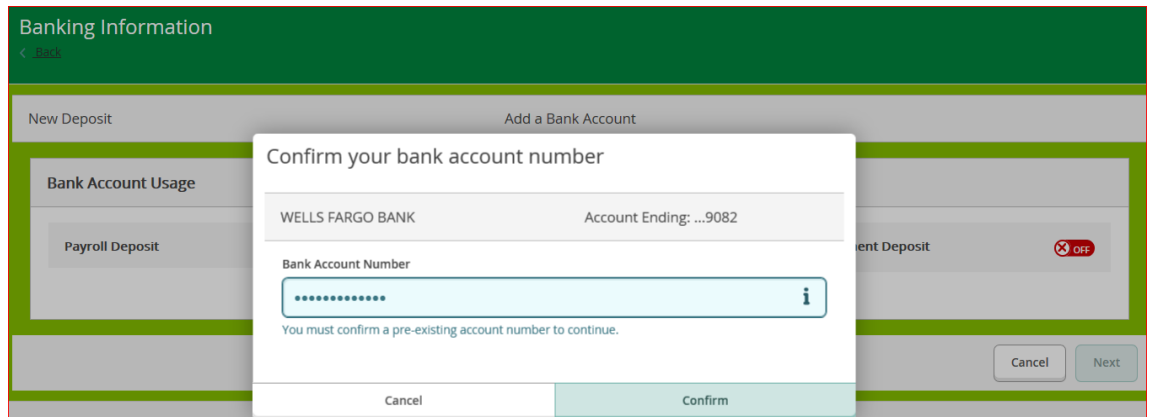
1. Log in to [Self-Service](#)
2. Click *Banking Information*



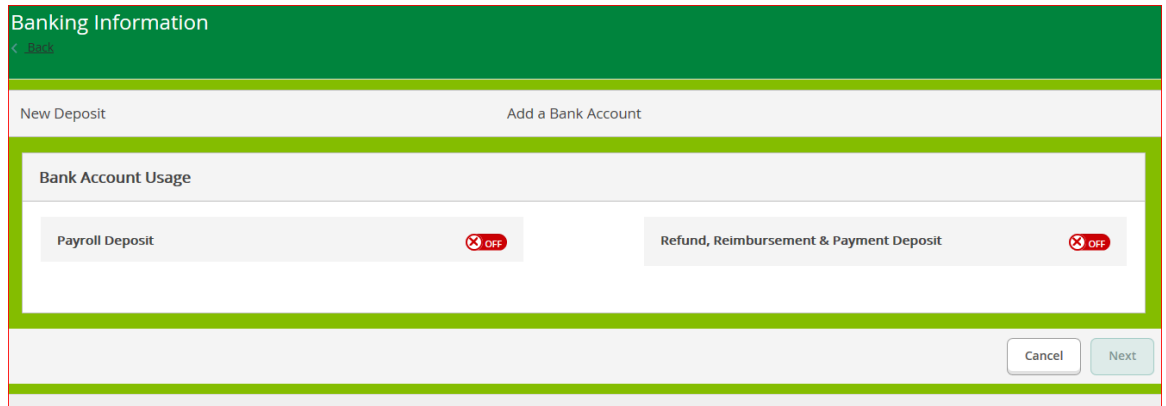
**3. Add account**  
**Click *Add an Account*.**



**4. You will need to enter your bank account number to confirm pre-existing account number to continue. If this is your first time adding an account, then you do not have a pre-existing account, you will not see this prompt.**

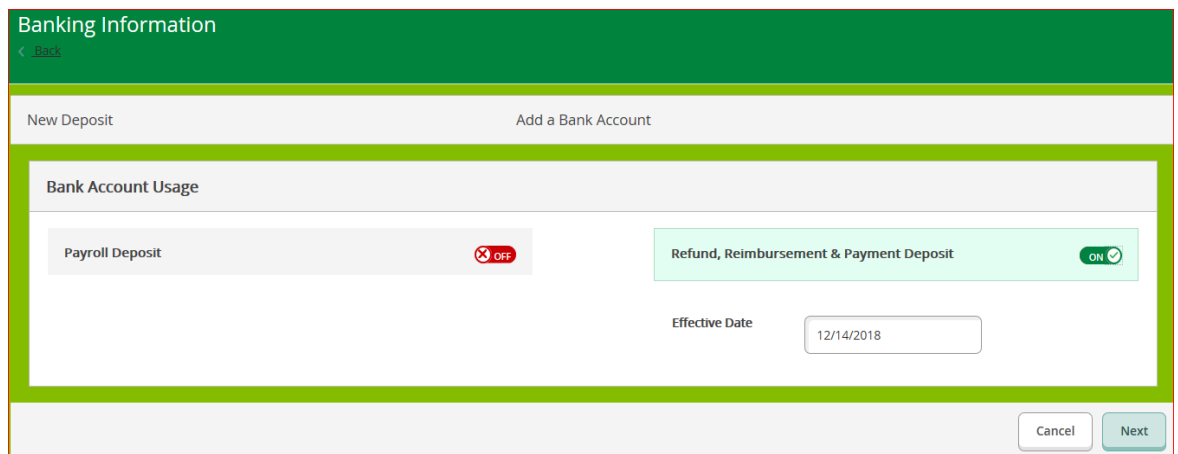


## 5. Turn on Bank Account Usage for Refund, Reimbursement & Payment Deposit



The screenshot shows the 'Banking Information' screen with a green header and a white body. At the top left is a '< Back' link. Below the header, there are two tabs: 'New Deposit' and 'Add a Bank Account'. The main content area is titled 'Bank Account Usage' and contains two toggle switches. The first is 'Payroll Deposit' with a red 'OFF' indicator. The second is 'Refund, Reimbursement & Payment Deposit' with a red 'OFF' indicator. At the bottom right, there are 'Cancel' and 'Next' buttons.

- Turn on Refund, Reimbursement & Payment Deposit.
- Keep Payroll Deposit off (only student workers will see Payroll Deposit).
- Enter Effective Date (or keep the system-generated date). This is the date you want your account active.



The screenshot shows the 'Banking Information' screen with a green header and a white body. At the top left is a '< Back' link. Below the header, there are two tabs: 'New Deposit' and 'Add a Bank Account'. The main content area is titled 'Bank Account Usage' and contains two toggle switches. The first is 'Payroll Deposit' with a red 'OFF' indicator. The second is 'Refund, Reimbursement & Payment Deposit' with a green 'ON' indicator. Below the second toggle, there is an 'Effective Date' label and a text input field containing '12/14/2018'. At the bottom right, there are 'Cancel' and 'Next' buttons.

- Click Next

## 6. Enter Bank Account Detail

When you enter your new bank account details, you must agree to the terms and conditions.

NOTE: Do not use the following:

- Credit Card Account
- Debit Card Account
- Prepaid Card Account
- Gift Card Account

The form is titled "Reimbursement Account" and includes the following fields:

- Account Nickname: Reimbursement Account
- Country of Bank: United States
- Routing Number \* (Callout: Enter Routing Information)
- Bank Account Number \* (Callout: Enter Bank Account Information)
- Re-enter Bank Account Number \*
- Account Type: Checking
- Terms and Conditions: A long paragraph of legal text regarding direct deposit authorization.
- Agree to Terms:  I agree to the terms and conditions (Callout: Agree to Terms)
- Buttons: Back, Submit (Callout: Submit)

The inset check image shows the following information:

- Your Name: \_\_\_\_\_
- Your Address: \_\_\_\_\_
- DATE: \_\_\_\_\_
- PAY TO THE ORDER OF: \_\_\_\_\_ \$ \_\_\_\_\_
- DOLLARS
- Your Bank Name: \_\_\_\_\_
- MEMO: \_\_\_\_\_
- Routing Number: 123456789 (Callout: Routing Number)
- Account Number: 987654321 (Callout: Account Number)
- Check Number: 1035 (Callout: Check Number)

## 7. Account Verification and View Active Accounts

Refunds/Reimbursements/Payments (E-checks) are paid to accounts that are systems verified. The Business Office is responsible for systems verification; however, it is your responsibility to ensure the bank account entered is correct.

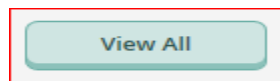
**Account not verified in the system.**

Banking Information				
Active Accounts				+ Add an Account
<div style="background-color: #e0f2f1; padding: 5px; border: 1px solid #ccc;"> <span style="font-size: 24px; font-weight: bold; color: #00796b;">i</span> Payroll direct deposit enabled.         </div>				
Payroll Deposits	Verification	Amount	Deposit Priority	View All
WELLS FARGO BANK	Verified <span style="color: green;">✔</span>	Balance	Last	>
Refunds, Reimbursements & Payments	Verification	View All		
Reimbursement Account	Not Verified <span style="color: orange;">⚠</span>	>		

**Account verified in the system.**

The screenshot shows the 'Banking Information' section of a system. It features a green header with the text 'Banking Information'. Below the header is a white bar with 'Active Accounts' on the left and a '+ Add an Account' button on the right. A light blue information banner states 'Payroll direct deposit enabled.' with an information icon. Below this are two tables. The first table, 'Payroll Deposits', has columns for 'Verification', 'Amount', and 'Deposit Priority', with a 'View All' button. It lists 'WELLS FARGO BANK' as 'Verified' with a green checkmark, showing a 'Balance' and 'Last' deposit. The second table, 'Refunds, Reimbursements & Verification Payments', also has a 'View All' button and lists a 'Reimbursement Account' as 'Verified' with a green checkmark.

**Click View All to see information**



This screenshot shows the 'Refunds, Reimbursements & Payments' section of the banking information page. It has a green header with 'Banking Information' and a '< Back' link. The section title 'Refunds, Reimbursements & Payments' is in a white bar. Below are three tables. The first table, 'Active Deposits', has columns for 'Verification' and a 'View All' button; it lists 'Reimbursement Account' as 'Verified' with a green checkmark. The second table, 'Future Deposits', has columns for 'Verification' and 'Effective Date'. The third table, 'Past Deposits', has columns for 'Verification' and 'End Date'.

**8. 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)

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

a. For example:

- o I cannot log in (review the [Getting Started](#) document first)

Contact Durham Tech Information Technology Services:

919-536-7200, ext. 6111

[helpdesk@durhamtech.edu](mailto:helpdesk@durhamtech.edu)

**10. Whom do I contact for Direct Deposit or non-IT related issues?**

a. For example:

- I cannot add an account
- I cannot delete an account
- I cannot view my account

Contact Durham Tech Business Office:

919-536-7201, ext. 1005

[AccountsReceivable@durhamtech.edu](mailto:AccountsReceivable@durhamtech.edu)