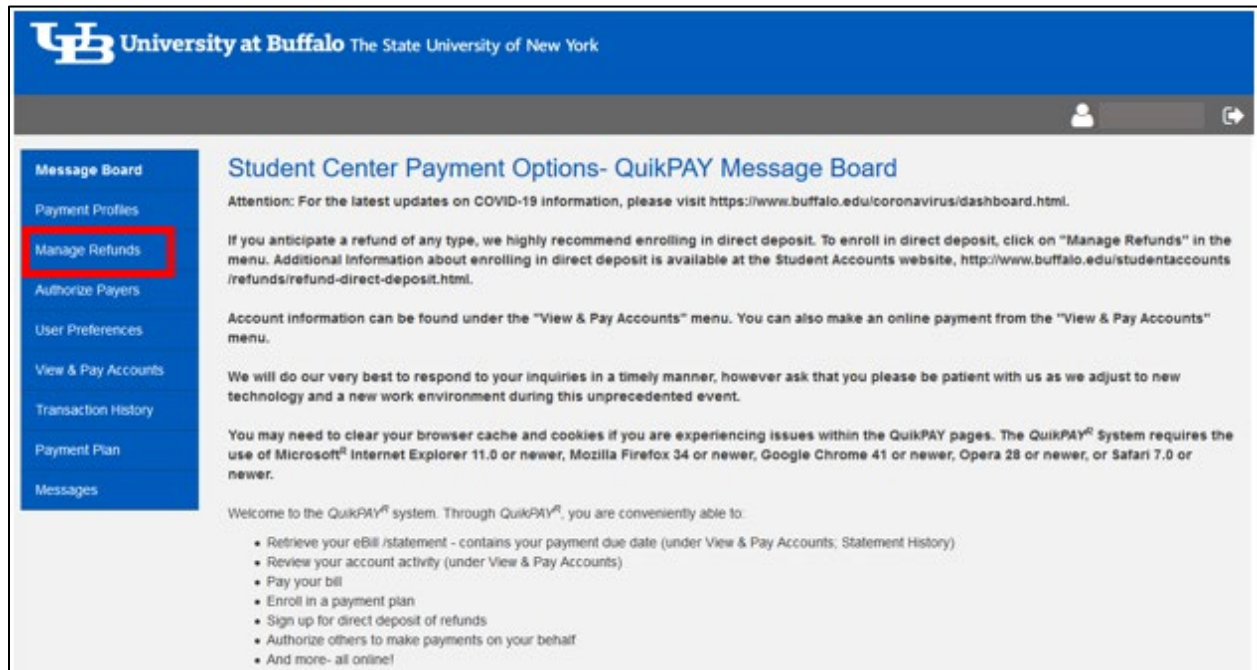
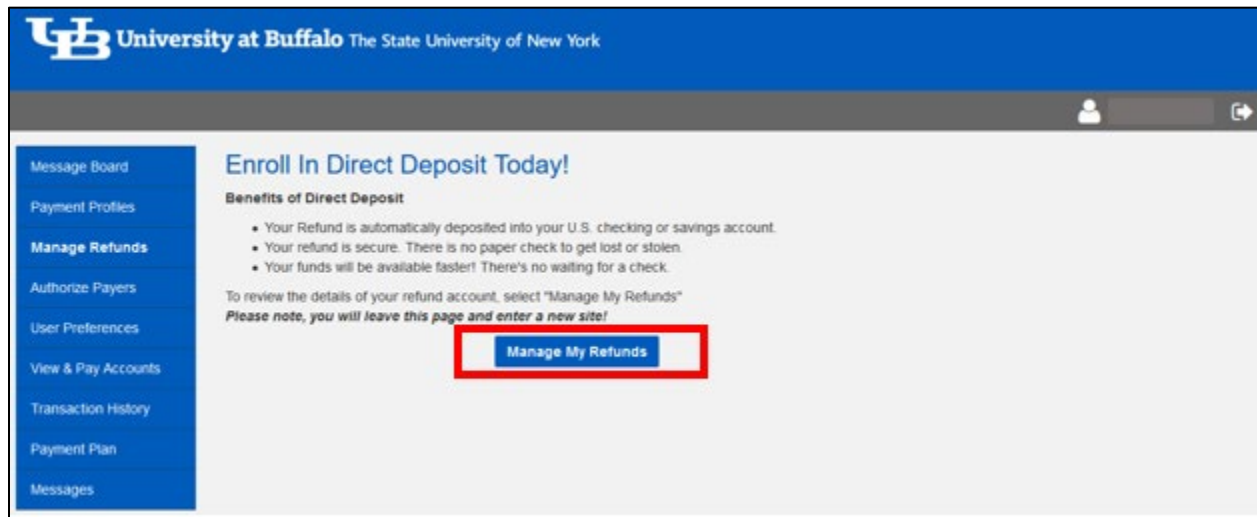


Enrolling in Direct Deposit- Authorized Payers for Parent PLUS refunds


1. After logging into QuikPAY through the Authorized Payer website <https://quikpayasp.com/buffalo/studentaccounts/authorized.do>, click on Manage Refunds.



2. Click on the Manage My Refunds button. You will now leave this page and enter a new site.



3. Your profile information will be updated with the Authorized Payer information that is in QuikPAY. You may enter a secondary email address if you so choose. Click on the Next button to select to enroll in direct deposit on the next page.

 **University at Buffalo** The State University of New York

Customer Service

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Enroll in Refunds

LIVE HELP

Step 1 of 2: Profile Information

Welcome, Mom

Authorized Party (Payer) Information

First Name	Mom
Last Name	L
ID	105221
Email Address	tn@buffalo.edu

Mailing Address

The school has chosen to provide the address.

Secondary Email

Email Address	<input type="text"/>
---------------	----------------------

Next



4. To confirm your identity and/or receive refund notifications by text, check the corresponding boxes and enter your 10-digit phone number. Click Save.

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Home PREVIEW 2022 Sign Out

Manage Mobile Alerts

Mobile Enrollment

Confirm Your Identity By Text		<input checked="" type="checkbox"/>
Receive Refund Notification By Text		<input checked="" type="checkbox"/>

10 Digit US Phone Number*

I certify that I am the subscriber to the provided US cellular or other US wireless number. To stay informed and receive the best service, I authorize Nelnet Campus Commerce and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or pre-recorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

To opt out of text services and receive email notifications only, please select **Save only to proceed**.

Save **Cancel**

5. If you opted to confirm your identity by text, enter the authorization code sent to your mobile device and enter it into the authentication screen. Click Submit.

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Authentication

Confirming your identity enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

Please enter code sent via text.

Authorization Code

Submit **Cancel**

6. To opt out of text alerts, do not check the boxes or enter a phone number. Click Save.

University at Buffalo The State University of New York

Home PREVIEW 202 Sign Out Customer Service

Manage Mobile Alerts

Mobile Enrollment

Confirm Your Identity By Text ☐

Receive Refund Notification By Text ☐

10 Digit US Phone Number*

I certify that I am the subscriber to the provided US cellular or other US wireless number. To stay informed and receive the best service, I authorize Nelnet Campus Commerce and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or pre-recorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

[To opt out of text services and receive email notifications only, please select Save only to proceed.](#)

7. Affirm that you wish to continue without confirming your identity by text message.

Confirm Mobile Enrollment Changes

Consider entering your phone number and confirm your identity to receive your authentication code by text message to protect your refund.

Are you sure you want to save without checking "Confirm Your Identity By Text?"

8. Access the authorization code that was sent via email and enter it in the Authentication screen. Click Submit.


The screenshot shows the University at Buffalo website header with the logo and name. Below the header is a navigation bar with links for Home, PREVIEW 2021, and Sign Out. The main content area is titled "Authentication" and includes a message about confirming identity. A red box highlights the "Please enter code sent to @buffalo.edu. Authorization Code" input field. Below the input field are "Submit" and "Cancel" buttons.

9. Click on the Bank Account circle. If you need to return to your profile, click on Back to profile.

The screenshot shows the University at Buffalo website header. Below the header is a navigation bar with links for Home, User Acceptance Test 2021, and Sign Out. The main content area is titled "Enroll in Refunds" and includes a "Step 2 of 2: Select your refund method" section. A red circle highlights the "Bank Account (Direct Deposit)" radio button. Below the radio button is a "Back to profile" button. A "LIVE HELP" button is visible on the right side of the page.

10. Enter your bank account information including the Account Holder's Name, Bank Name, Checking or Savings Account, Routing Number and Account Number (need to enter twice). Once you've entered your bank account information, click Save.

Customer Service

 **University at Buffalo** The State University of New York


[Home](#) [User Acceptance Test 201](#) [Sign Out](#)

Enroll in Refunds

LIVE HELP

Step 2 of 2: Select your refund method

Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via mail in the form of a paper check, to the address on record in HUB.




Bank Account (Direct Deposit)


Funds should be received **1-2 business days** from processed date

Account Holder Name*

Bank Name*

Account Type *
☒ Checking ☐ Savings

Routing Number* 

Account Number* 

Account Number Confirm*

By clicking Save, I authorize Nelnet Campus Commerce to disburse my student account refund via the method I have selected. I acknowledge that I am responsible for repayment if I receive money that I am not entitled to.


I also acknowledge that I am responsible for updating my bank information if I have changed or closed my bank account.

Save

Cancel

[Back to profile](#)

11. You are now enrolled in Direct Deposit.

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Customer Service

[Home](#) [PREVIEW 202](#) [Sign Out](#)

Welcome, ID: 113986

Refund Method

Refund Method Selected

Bank Account: XXXXX4321

[Edit Refund Method](#)

[Remove Refund Method](#)

[Edit Profile](#)

Change History

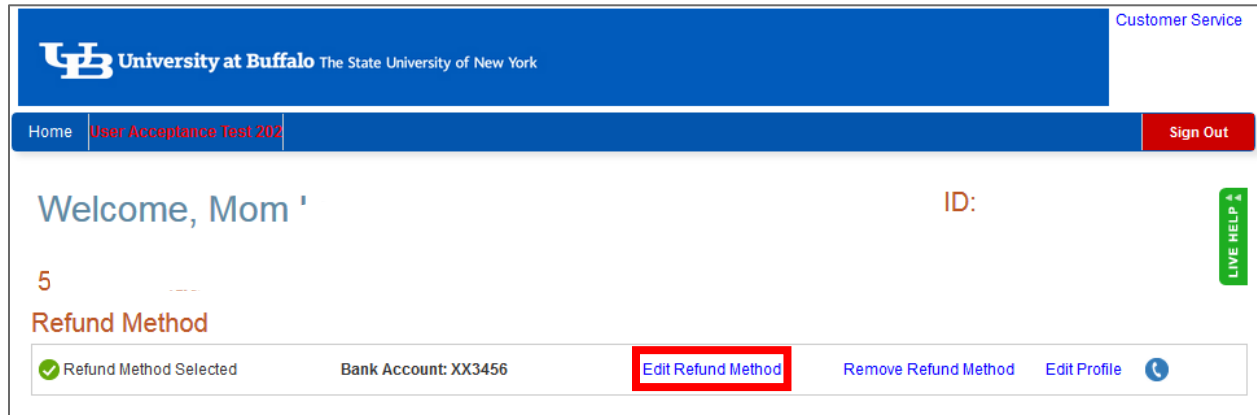
Notification History

Changed Date	Change Made	Changed By
3/14/2022 2:42:06 PM (CST)	Profile Update	113986
3/14/2022 2:39:01 PM (CST)	Profile Update	113986

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Edit Direct Deposit Account Information

1. Click on Edit Refund Method.



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Customer Service

Home User Acceptance Test 202 Sign Out

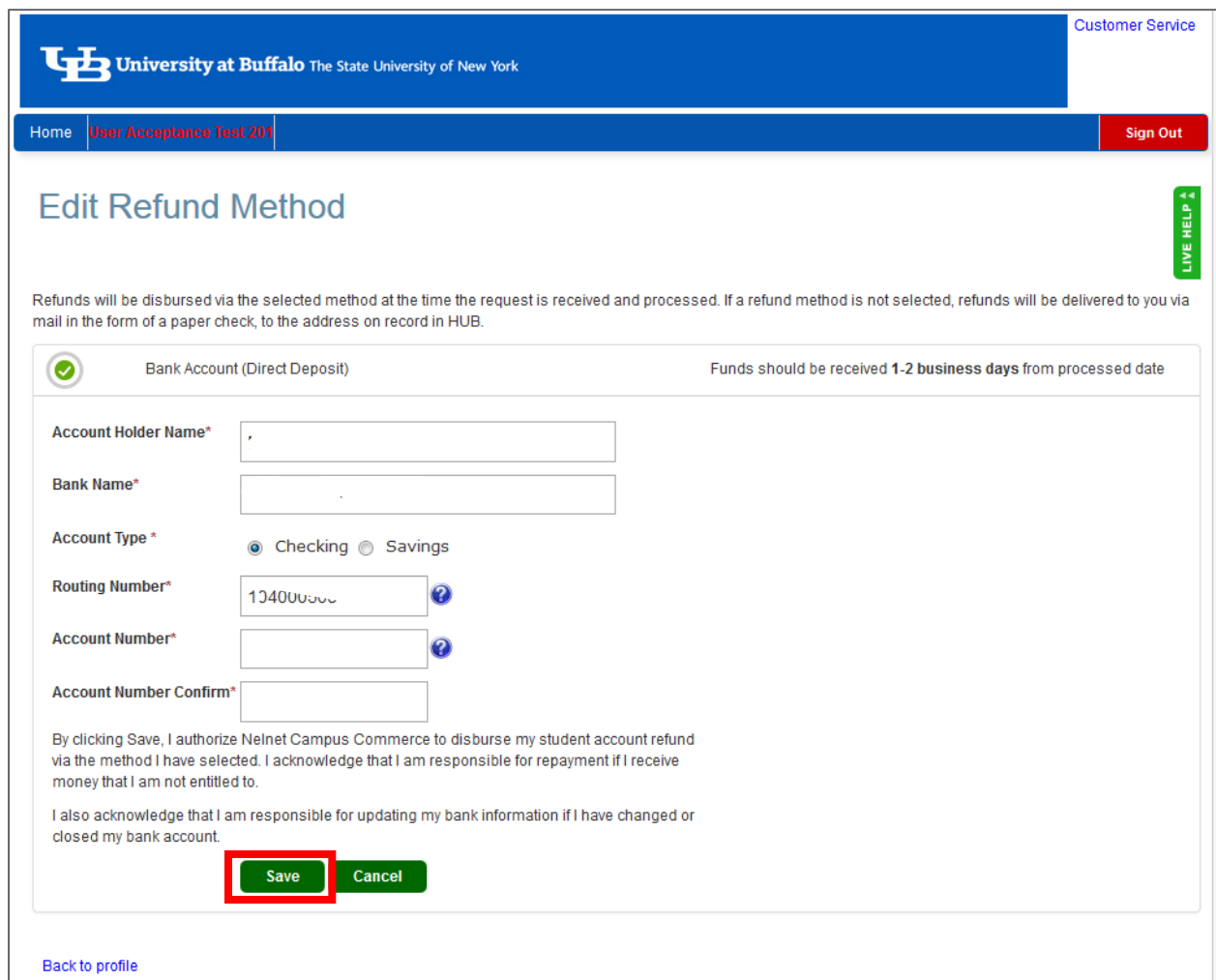
Welcome, Mom ' ID:

5

Refund Method

✓ Refund Method Selected Bank Account: XX3456 **Edit Refund Method** Remove Refund Method Edit Profile

2. Enter your updated information and click Save.



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Customer Service

Home User Acceptance Test 201 Sign Out

Edit Refund Method

Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via mail in the form of a paper check, to the address on record in HUB.

✓ Bank Account (Direct Deposit) Funds should be received **1-2 business days** from processed date

Account Holder Name*

Bank Name*

Account Type* ☒ Checking ☐ Savings

Routing Number* ?

Account Number* ?

Account Number Confirm*

By clicking Save, I authorize Nelnet Campus Commerce to disburse my student account refund via the method I have selected. I acknowledge that I am responsible for repayment if I receive money that I am not entitled to.

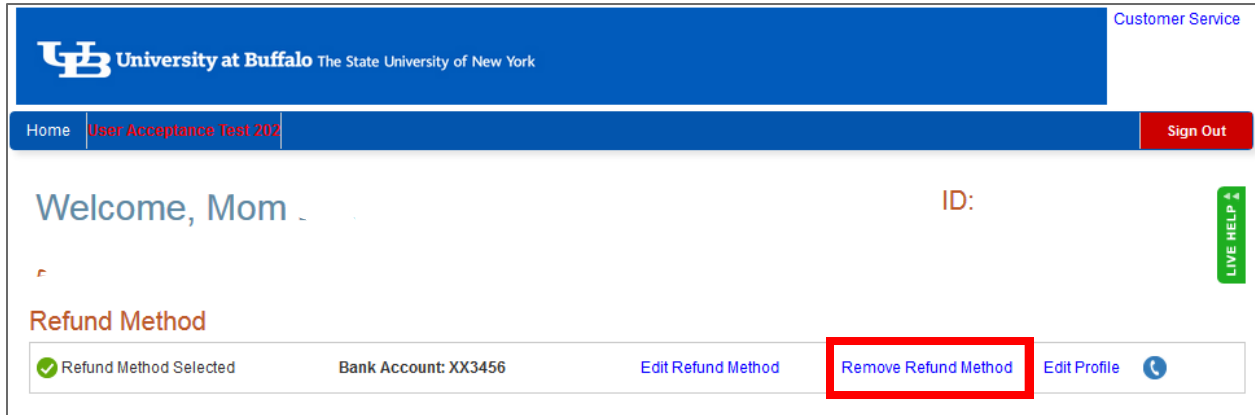
I also acknowledge that I am responsible for updating my bank information if I have changed or closed my bank account.

Save Cancel

[Back to profile](#)

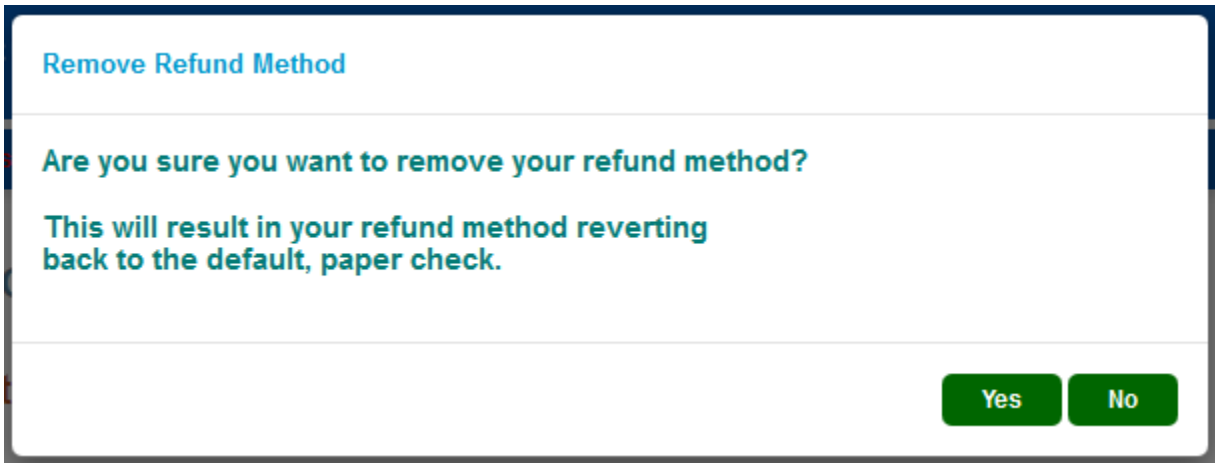
Remove Direct Deposit Information

1. Click on Remove Refund Method to remove your direct deposit information.



The screenshot shows the University at Buffalo portal. The header includes the university logo and name, a 'Customer Service' link, and navigation links for 'Home', 'User Acceptance Test 202', and 'Sign Out'. The main content area displays a welcome message for 'Mom', an ID field, and a 'Refund Method' section. The 'Refund Method' section shows a green checkmark indicating the method is selected, the bank account 'XX3456', and three buttons: 'Edit Refund Method', 'Remove Refund Method' (highlighted with a red box), and 'Edit Profile'. A 'LIVE HELP' button is also visible on the right.


2. Click Yes or No. If Yes, your direct deposit information will be removed. If No, your direct deposit information will remain as is.



The screenshot shows a confirmation dialog titled 'Remove Refund Method'. The text inside asks, 'Are you sure you want to remove your refund method?' and states, 'This will result in your refund method reverting back to the default, paper check.' At the bottom right, there are two green buttons labeled 'Yes' and 'No'.

Change History Tab

1. Click on the Change History tab to view any changes made to your refund account, such as enrollment in direct deposit, removal of direct deposit and bank account information changes.



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Customer Service

Home **PREVIEW 202** Sign Out

Welcome, Christy ID: 118709

Refund Method


 Refund Method Selected Bank Account: XXXXXX3212 [Edit Refund Method](#) [Remove Refund Method](#) [Edit Profile](#) 

Change History Notification History

Changed Date	Change Made	Changed By
3/15/2022 12:48:02 PM (CST)	Profile Update	118709
3/15/2022 9:55:44 AM (CST)	Profile Update	118709
3/15/2022 9:54:48 AM (CST)	Profile Update	118709

Notification History Tab

1. Click on the Notification History tab to view any email communications that have been sent to you.



 **University at Buffalo** The State University of New York

Customer Service

Home **PREVIEW 202** Sign Out

Welcome, Christy ID: 118709

Refund Method

 Refund Method Selected Bank Account: XXXXXX3212 [Edit Refund Method](#) [Remove Refund Method](#) [Edit Profile](#) 

Change History **Notification History**

Date Sent	Type	Sender	Recipient	Subject
3/15/2022 12:45:34 PM (CST)	Email	UBeBill@buffalo.edu	@buffalo.edu	Refunds Authentication Code
3/15/2022 10:01:15 AM (CST)	Email	UBeBill@buffalo.edu	@buffalo.edu	Refunds Authentication Code
3/15/2022 9:56:59 AM (CST)	Email	UBeBill@buffalo.edu	@buffalo.edu	You will no longer receive text messages from Refunds.
3/15/2022 9:55:45 AM (CST)	Email	UBeBill@buffalo.edu	@buffalo.edu	Refunds Authentication Code

Refund History Tab

1. If you have had a refund processed, click on the Refund History tab to view detailed information about your refund. Click on the question mark icon for an explanation of the status of the refund.

The screenshot shows the University at Buffalo portal interface. At the top, there is a blue header with the university logo and name. Below this is a navigation bar with 'Home' and 'Sign Out' links. The main content area is titled 'Welcome' and includes a 'Refund Method' section with a status indicator and a 'Bank Account: XX3456'. Below this, there are three tabs: 'Refund History' (highlighted with a red box), 'Change History', and 'Notification History'. The 'Refund History' tab displays a table with the following data:

Submitted Date	Amount	Status	Payment Method	Requests
11/4/2019	\$12.50	Success		
11/1/2019	\$5.83	Success		

In the 'Status' column, there are question mark icons in the first two rows, with the first one highlighted by a red box. On the right side of the page, there is a 'Customer Service' link and a 'LIVE HELP' button.

Need Assistance?

Nelnet's customer service information can be found at the Customer Service link at the top of the screen. There is also a Live Help feature available Monday through Friday, 9:00 a.m. to 6:00 p.m. EST.

This screenshot shows the same University at Buffalo portal interface, but with different elements highlighted. The 'Customer Service' link in the top right corner is highlighted with a red box. In the bottom right corner, the 'LIVE HELP' button is also highlighted with a red box. The rest of the page content remains the same as in the previous screenshot.

Need Additional Assistance?

Contact the Student Accounts office by phone at 716-645-1800 or online through our [Contact Us](#) page.

Last Updated: March 15, 2022