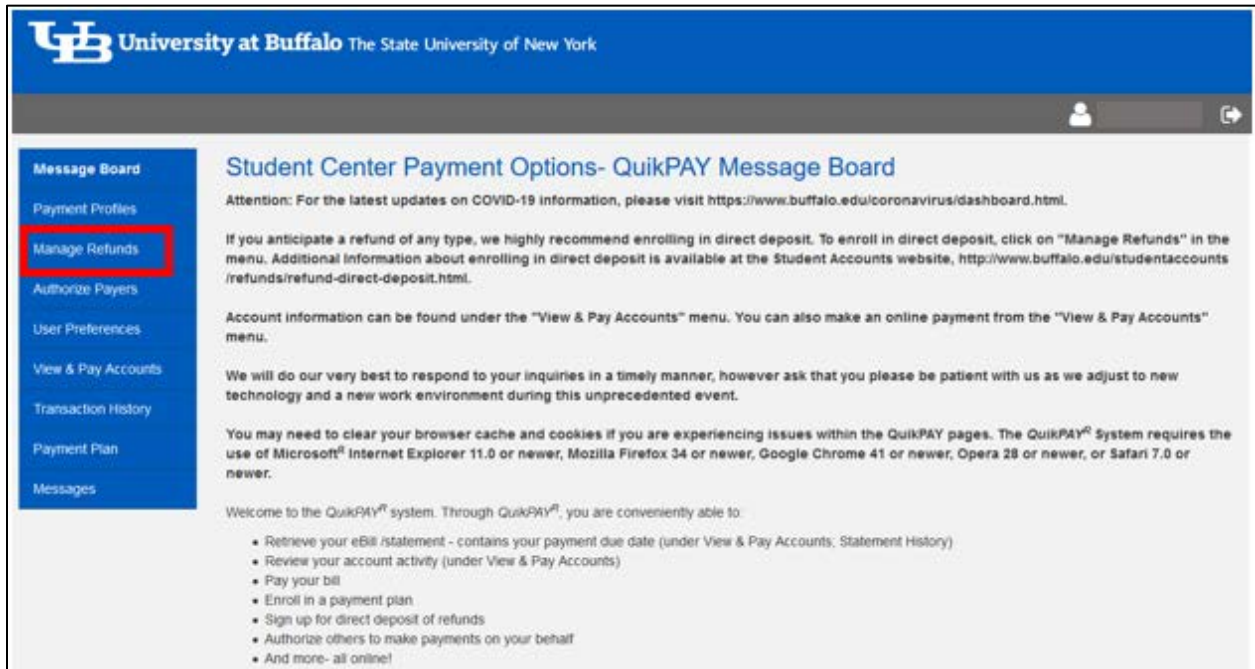
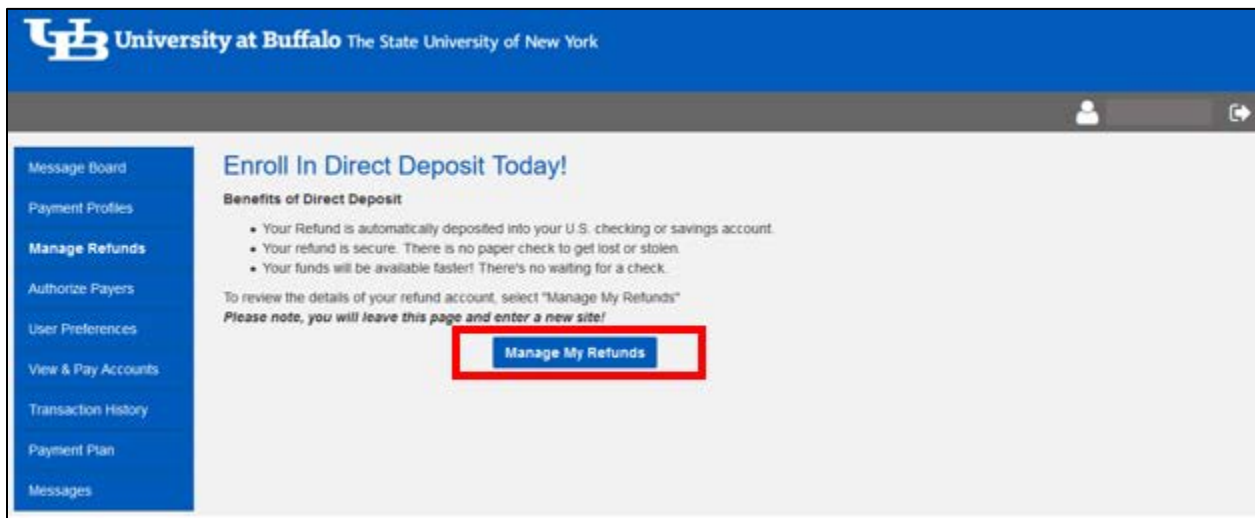


## Enrolling in Direct Deposit- Authorized Payers for Parent PLUS refunds

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.

Customer Service

University at Buffalo The State University of New York

Home Sign Out

## Enroll in Refunds

Step 1 of 2: Profile Information

Welcome

### Authorized Party (Payer) Information

First Name  
Last Name  
ID  
Email Address

### Mailing Address

The school has chosen to provide the address.

### Secondary Email

Email Address

Next

LIVE HELP

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

Customer Service

UB University at Buffalo The State University of New York

Home Sign Out

## Enroll in Refunds

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

[Back to profile](#)

LIVE HELP

- 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

UB University at Buffalo The State University of New York

Home Sign Out

## Enroll in Refunds

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.

[Back to profile](#)

LIVE HELP

6. You are now enrolled in Direct Deposit.

UB University at Buffalo The State University of New York Customer Service

Home Sign Out

Welcome ID:   LIVE HELP

### Refund Method

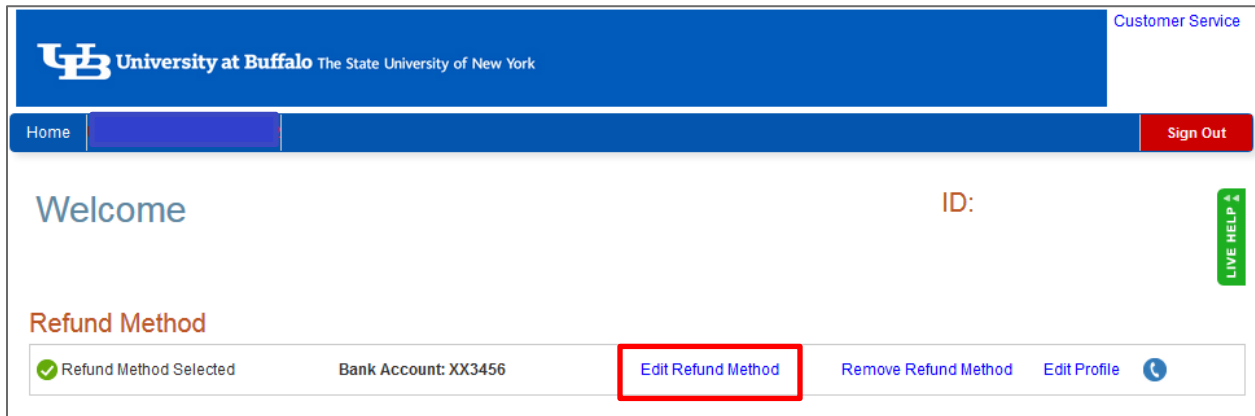
✓ Refund Method Selected    **Bank Account: XX3456**    [Edit Refund Method](#)    [Remove Refund Method](#)    [Edit Profile](#) 📞

**Change History**

Changed Date	Change Made	Changed By
<a href="#">10/31/2019 2:51:47 PM (CST)</a>	Profile Update	
<a href="#">10/31/2019 2:50:50 PM (CST)</a>	Profile Update	
<a href="#">10/31/2019 2:50:50 PM (CST)</a>	Profile Update	

## Edit Direct Deposit Account Information

1. Click on Edit Refund Method.



Customer Service

University at Buffalo The State University of New York

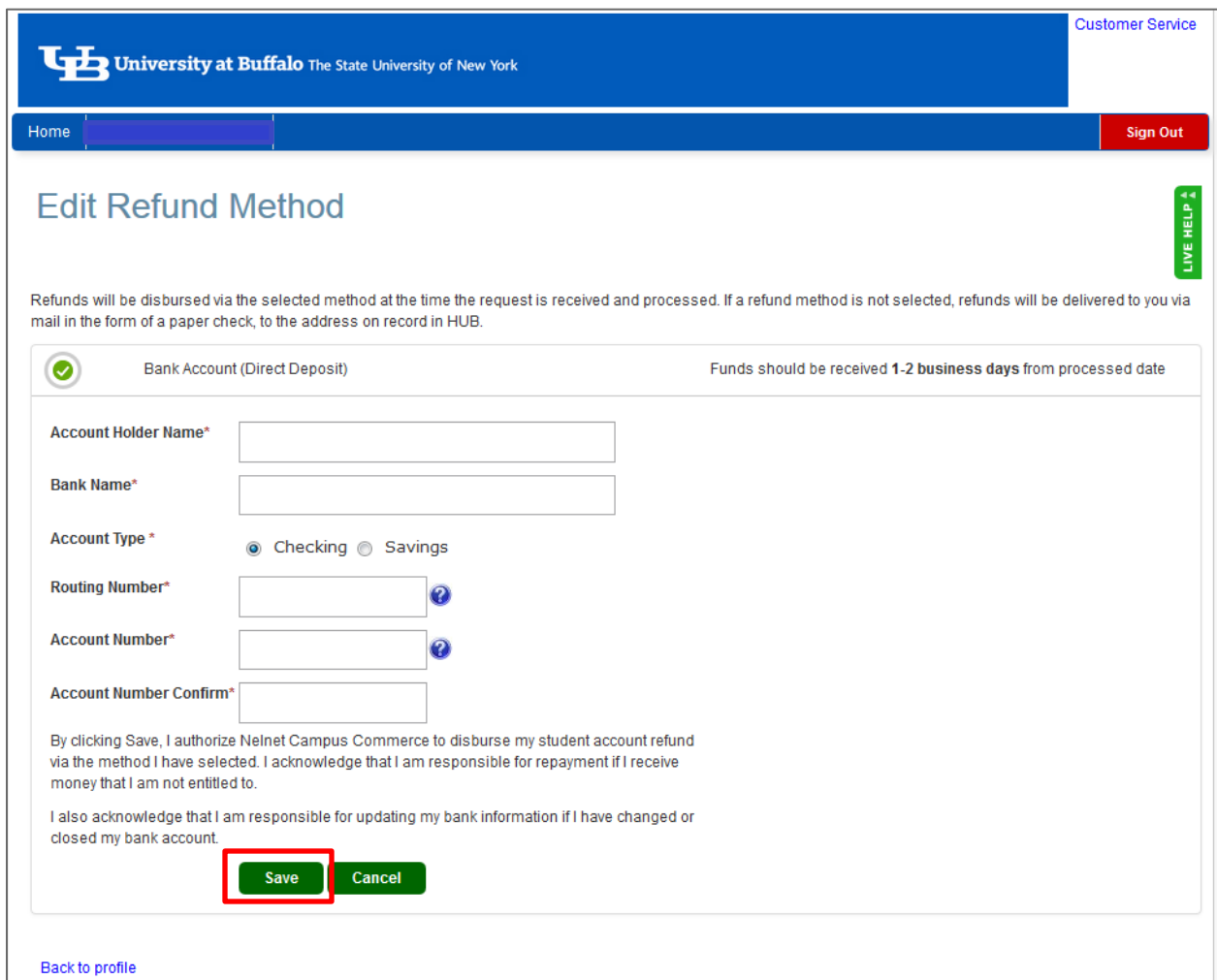
Home Sign Out

Welcome ID: LIVE HELP

**Refund Method**

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

2. Enter your updated information and click Save.



Customer Service

University at Buffalo The State University of New York

Home Sign Out

**Edit Refund Method** LIVE HELP

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.

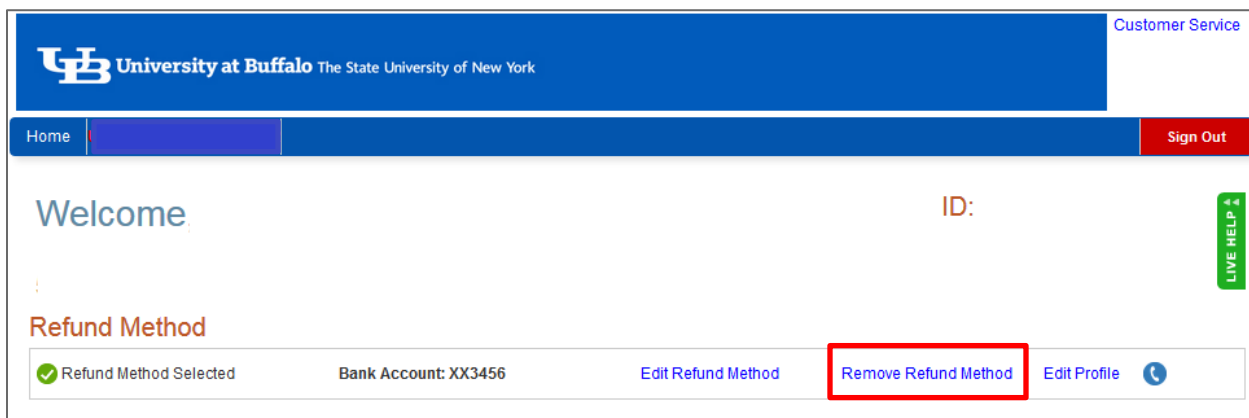
I also acknowledge that I am responsible for updating my bank information if I have changed or closed my bank account.

**Save** Cancel

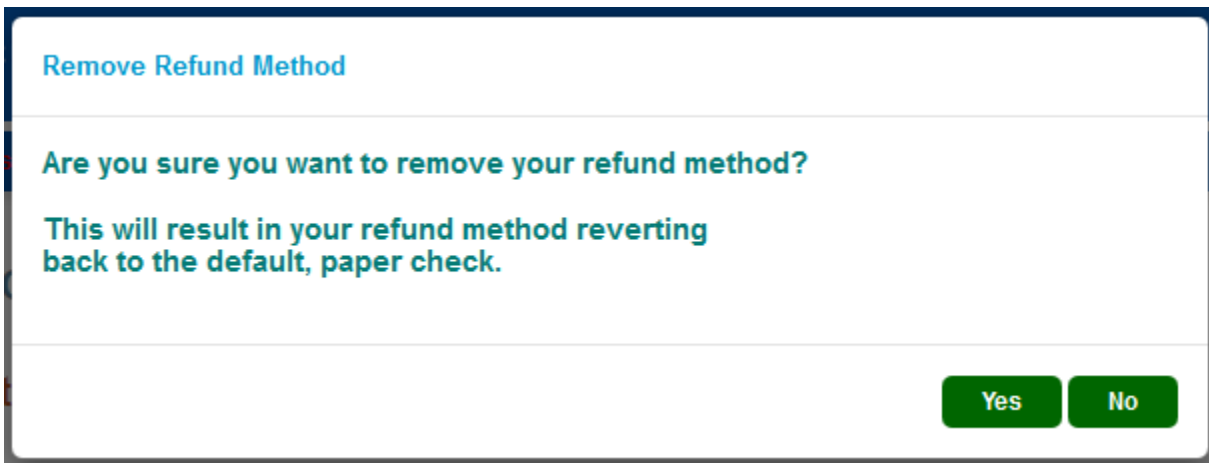
[Back to profile](#)

## Remove Direct Deposit Information

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

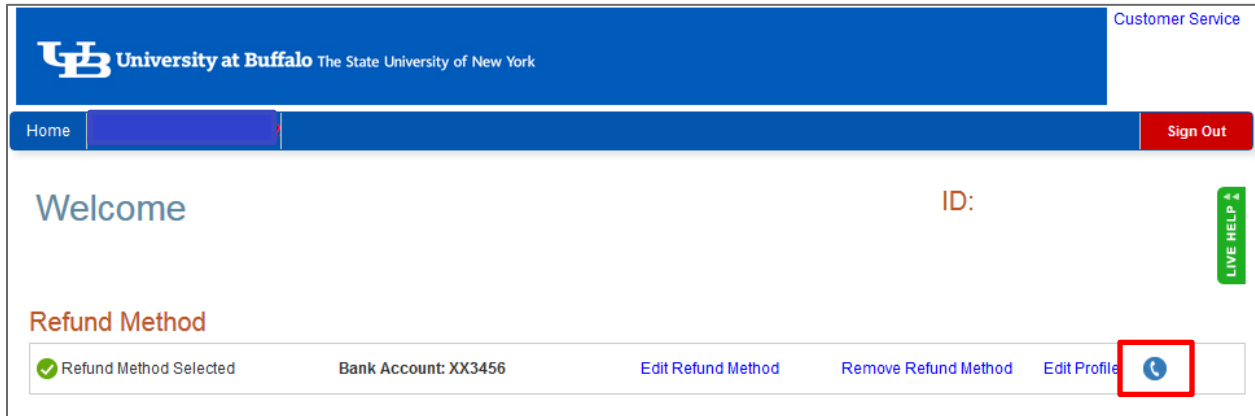


2. Click Yes or No. If Yes, your direct deposit information will be removed. If No, your direct deposit information will remain as is.



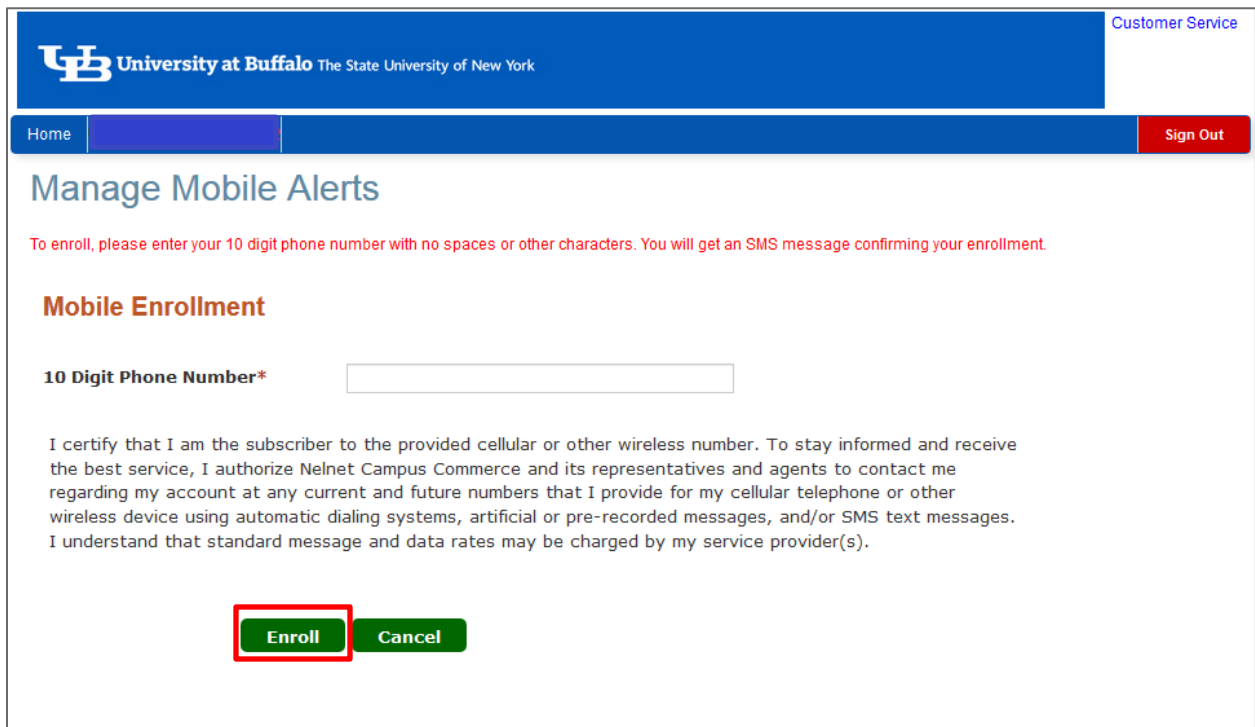
## Mobile Alerts for Direct Deposit Refunds

1. If you would like to receive mobile alerts about your direct deposit refund, click on the phone icon.



The screenshot shows the top navigation bar with the University at Buffalo logo and "The State University of New York" text. A "Customer Service" link is in the top right. Below the navigation bar is a "Home" link and a "Sign Out" button. The main content area starts with a "Welcome" message and an "ID:" label. A "LIVE HELP" button is on the right. The "Refund Method" section shows a green checkmark, "Refund Method Selected", and "Bank Account: XX3456". There are links for "Edit Refund Method", "Remove Refund Method", and "Edit Profile". A phone icon is highlighted with a red box.

2. Enter your Phone Number and click Enroll.



The screenshot shows the "Manage Mobile Alerts" section. It includes a red instruction: "To enroll, please enter your 10 digit phone number with no spaces or other characters. You will get an SMS message confirming your enrollment." Below this is the "Mobile Enrollment" heading and a "10 Digit Phone Number\*" input field. A certification statement follows: "I certify that I am the subscriber to the provided cellular or other 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)." At the bottom, there are two buttons: "Enroll" and "Cancel". The "Enroll" button is highlighted with a red box.

## 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.

The screenshot shows the University at Buffalo portal interface. At the top, there is a blue header with the university logo and name, and a "Customer Service" link. Below the header is a navigation bar with "Home" and "Sign Out" buttons. The main content area starts with a "Welcome" message and an "ID:" field. A "Refund Method" section shows a green checkmark for "Refund Method Selected" and a "Bank Account: XX3456". Below this are links for "Edit Refund Method", "Remove Refund Method", and "Edit Profile". Two tabs are visible: "Change History" (highlighted with a red box) and "Notification History". The "Change History" tab displays a table with three columns: "Changed Date", "Change Made", and "Changed By".

Changed Date	Change Made	Changed By
11/6/2019 10:29:26 AM (CST)	Profile Update	
11/6/2019 10:20:36 AM (CST)	Profile Update	
11/6/2019 10:20:36 AM (CST)	Profile Update	

## Notification History Tab

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

The screenshot shows the University at Buffalo portal interface, similar to the previous one. The "Notification History" tab is now selected and highlighted with a red box. Below the tabs is a table with five columns: "Date Sent", "Type", "Sender", "Recipient", and "Subject".

Date Sent	Type	Sender	Recipient	Subject
11/6/2019 10:30:20 AM (CST)	Email	UBeBill@buffalo.edu		Enroll/Change Refund Method



## 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.

Customer Service

UB University at Buffalo The State University of New York

Home Sign Out

Welcome ID: LIVE HELP

Refund Method

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

Refund History Change History Notification History

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

### 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.

Customer Service

UB University at Buffalo The State University of New York

Home Sign Out

Welcome ID: LIVE HELP

Refund Method

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

### Still Need Assistance?

Contact the Student Accounts office at 716-645-1800, or email [UBstudentaccounts@buffalo.edu](mailto:UBstudentaccounts@buffalo.edu).