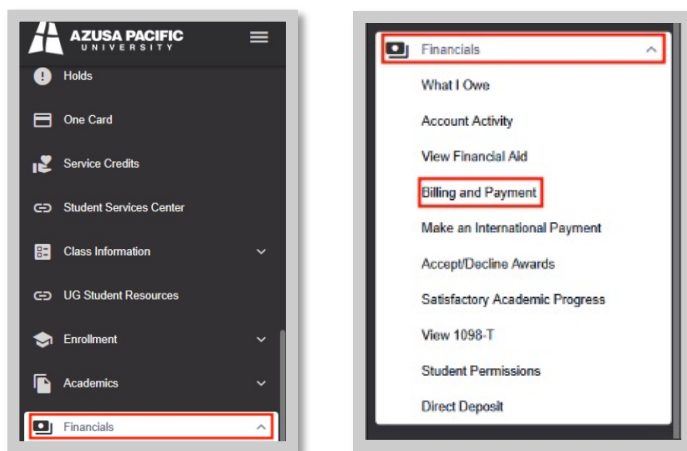
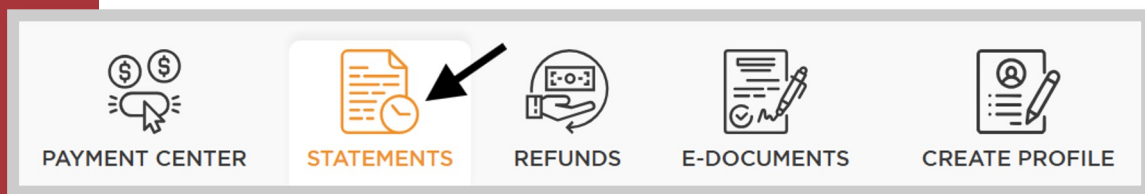


✓ Sign in at: home.apu.edu



✓ Select 'Financials' and then 'Billing and Payment' from the left-hand navigation menu.



✓ Select the **REFUNDS** tab.

DOMESTIC REFUNDS

How to Setup an ACH Refund Profile

✔ **Step 1:** Select **SETUP ACCOUNT**.



✔ **Step 2:** Complete the e-refund form with the required information and click **ADD** to create your ACH refund profile.

✔ Locating your Routing and Account Numbers

At the bottom of a check, you'll find three sets of numbers:

1. Routing number (usually first) – it's between two transit symbols.


2. Account number (usually second).

3. Check number (usually last) – this matches the number in the top right corner.


✔ Some banks may order these differently, so double-check carefully. If you have questions you can contact your bank directly.



Additional Refund Options


 **Credit Card Refund**

The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

 **International Refunds**

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.



Outstanding Refunds Completed Refunds

Refund ID	Date Initiated YYYY-MM-DD	Amount	Payment Method	Status	Action
50237895	17-04-2025	\$ 1,259.17		INITIATED	

10


- ✔ **Step 3:** Once your ACH refund profile is complete you will see any available refunds within the **Outstanding Refunds** section at the bottom of the **REFUNDS** page with a status of **Initiated**.

Outstanding Refunds **Completed Refunds**

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1097	27-02-2024	125.00		COMPLETED	

10

- ✔ **Step 4:** When the refund has been completed and funds have been sent to your bank, the refund will be available within the **Completed Refunds** tab with a status of **Completed**.
- ✔ You will receive a notification at every step of the refund process. Once the refund is complete you can download a refund receipt using the download icon within the **Action** column.

Outstanding Refunds		Completed Refunds			
Refund ID	Date initiated	Amount	Payment Method	Status	Action
1099	27-02-2024	126.00		REJECTED	

 PAYMENT CENTER
  STATEMENTS
  REFUNDS
  E-DOCUMENTS
  CREATE PROFILE

eRefunds
 eRefunds help fund you FASTER! Direct deposits are fast, secure and convenient: no more paper checks to deposit into your account.

ACH Refund Method

 gh
 xxxxxxxx6536

INVALID ACCOUNT




Rejected ACH Deposit

- ✓ If you provide invalid ACH instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.
- ✓ Your refund will remain in the **Outstanding Refunds** section, with a status of **Rejected** in the PayMyTuition portal.
- ✓ APU will determine the next steps for your refund.
- ✓ It is recommended that you access the **REFUND** portal to update your ACH Refund Profile for any future refunds.
- ✓ You can click the **Edit** or **Delete** icons in the **ACH Refund Method** section to make any changes to your ACH refund profile.



Hello Student,

PayMyTuition by MTFX has been authorized by Azusa Pacific University to initiate a refund of \$1,000.00 USD. To complete the refund process, please click the link included and complete your beneficiary instructions so we can affect payment.

[Click here to initiate your refund.](#)

We've made our new refund portal easy and convenient for students. If you have any questions or concerns, don't hesitate to contact our support team – we're here to help!

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com
Toll Free: [+1.855.663.6839](tel:+18556636839)
US Local: [+1.201.209.1939](tel:+12012091939)
Canada Local: [+1.905.305.9053](tel:+19053059053)

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

INTERNATIONAL REFUNDS

How to Access Your Refund

- ✓ Once APU has initiated your refund, you will receive a notification from PayMyTuition with a link to access your refund form.
- ✓ You can click on the link within the email to be redirected to your refund form.

Alternatively, you can:

- ✓ **Sign in at:** home.apu.edu
- ✓ **Select 'Financials' and then 'Billing and Payment' from the left-hand navigation menu.**
- ✓ Once in the PayMyTuition portal, select the **REFUNDS** tab.
- ✓ In the **Outstanding Refunds** section, locate your available refund with a status of **Initiated**, and select the **Instructions** icon in the **Action** column to access your refund form.

How to Complete your Refund Instructions

You must complete all 3 tabs of the Refund Form:

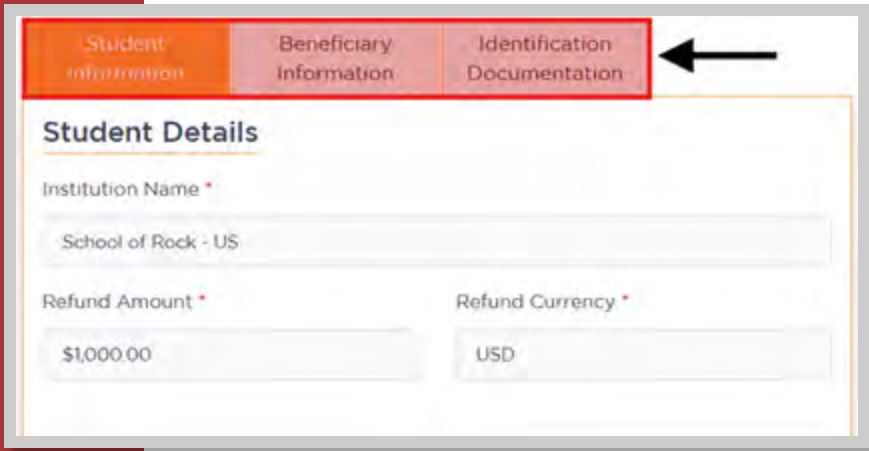
- ✓ Student Information (requests address information of the beneficiary)
- ✓ Beneficiary Information (requests recipient information and bank details)
- ✓ Identification Documentation (requests government-issued ID for compliance processes)

1. Enter beneficiary details: Complete the online refund beneficiary instruction form, including currency, ID (passport or driver's license), and banking details. You may choose to deposit the funds into someone else's account by selecting them as the recipient under the Beneficiary Information tab on the refund form.

2. Complete verification: Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. Checks will be performed in accordance with anti-money laundering and compliance laws.

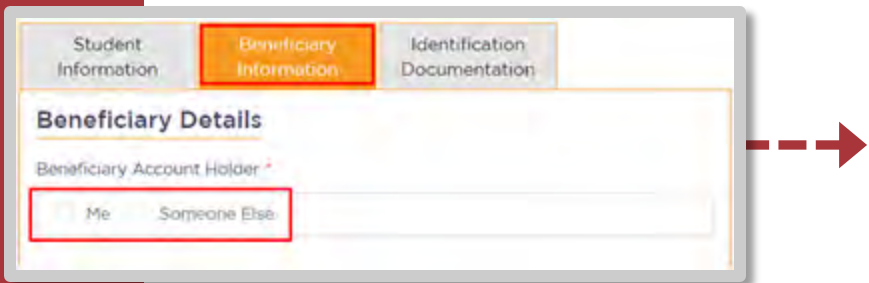
3. Payment confirmation: PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password protected. This PDF can be accessed using the bank account number that you provided previously as the password.

4. Refund processed: Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.



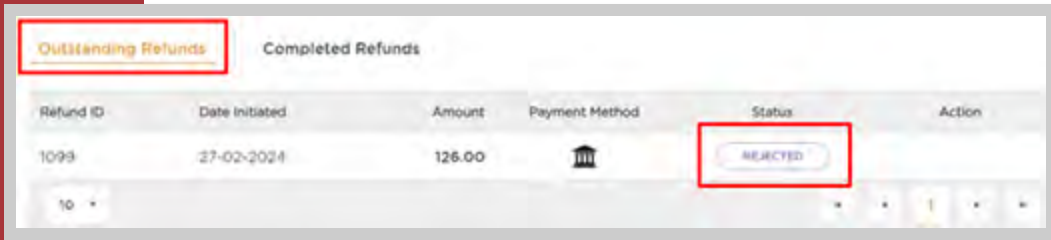
The screenshot shows the 'Student Information' tab selected, indicated by a red border and a black arrow pointing to it. The form contains the following fields:

- Student Details**
- Institution Name ***: A text input field containing 'School of Rock - US'.
- Refund Amount ***: A text input field containing '\$1,000.00'.
- Refund Currency ***: A text input field containing 'USD'.




The screenshot shows the 'Beneficiary Information' tab selected, indicated by a red border and a dashed red arrow pointing to it. The form contains the following fields:

- Beneficiary Details**
- Beneficiary Account Holder ***: A text input field with two radio button options: 'Me' and 'Someone Else'.



A screenshot of the PayMyTuition interface. At the top, there are two tabs: 'Outstanding Refunds' (highlighted with a red box) and 'Completed Refunds'. Below the tabs is a table with the following columns: 'Refund ID', 'Date Initiated', 'Amount', 'Payment Method', 'Status', and 'Action'. The table contains one row with the following data: '1093', '27-02-2024', '126.00', a bank icon, and 'REJECTED' (highlighted with a red box). A red dashed arrow points from the 'REJECTED' status to the text on the right.

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1093	27-02-2024	126.00		REJECTED	

Rejected Deposit

- ✓ If you provide invalid bank transfer instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.
- ✓ Your refund will remain in the **Outstanding Refunds** section, with a status of **Rejected**.

APU will determine the next steps for your refund.