



Azusa Pacific University's PayMyTuition Domestic and International Refunds

Refunds through PayMyTuition

Azusa Pacific University has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will send refunds to domestic students via ACH, and to international students via bank transfer.

With PayMyTuition, domestic students have the option of setting up their ACH refund profile through the PayMyTuition portal directly.

Processing Times

You will receive emails within 3 business days from the time your refund has been processed with the required next steps.

Need Assistance?

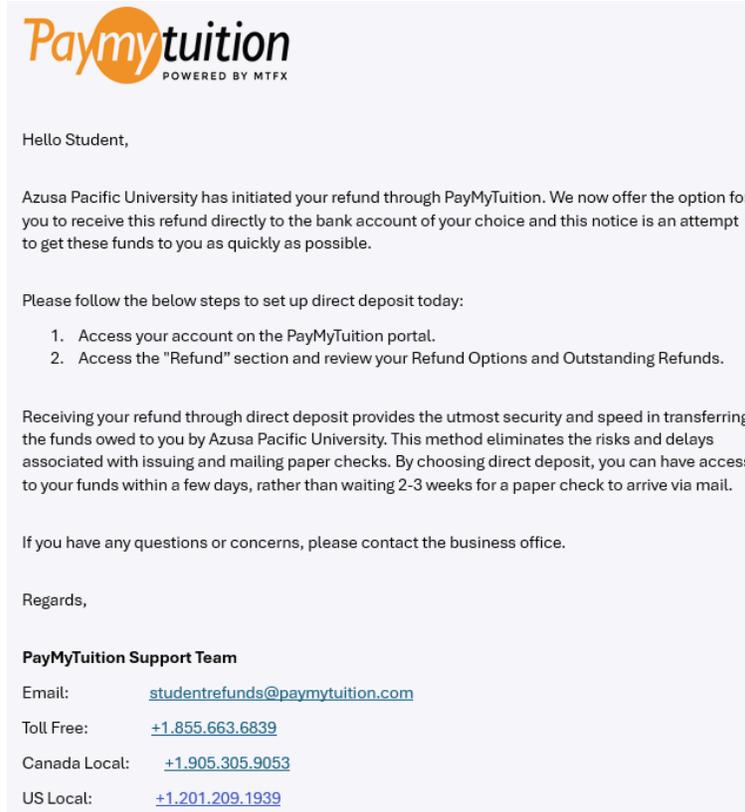
Connect with PayMyTuition directly by calling 1.855.663.6839 (toll-free) or through one of their [local country contact numbers](#).

You can also reach PayMyTuition Support at support@paymytuition.com or through their [support page](#).

No matter what time zone you are in, you will have a dedicated customer support team available to you through live chat, email, and phone to answer any of your questions and help you make with the refund process.

Refund Instructions

Once Azusa Pacific University has processed your refund, you will receive an email notification from PayMyTuition with instructions on the next steps.



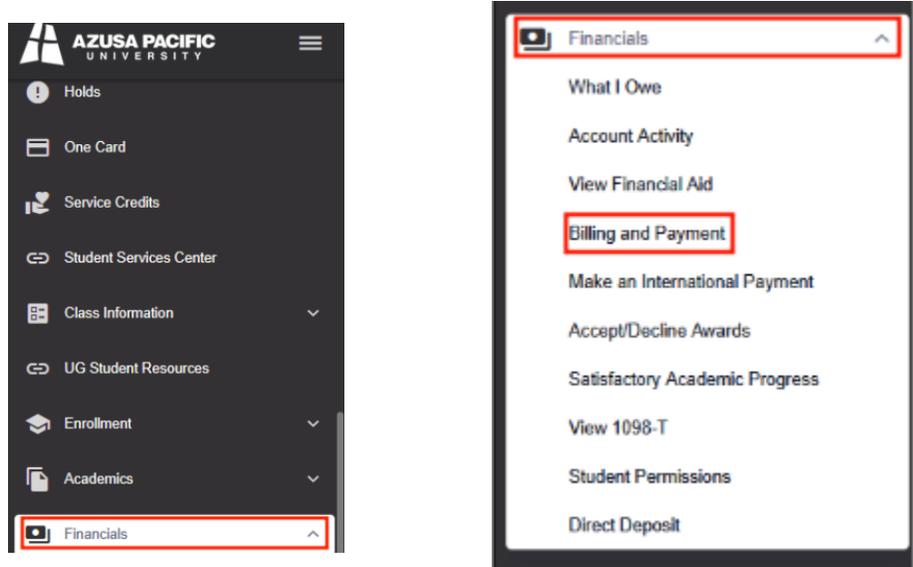
You will need to access the PayMyTuition Payment Center to create your refund profile.

Portal Login: Log in to the [APU Student Portal](#) using your APU NetID

The image shows a screenshot of the APU Student Portal login page. The page has a dark background with white text. At the top, it says 'Please enter your credentials:'. Below this are two input fields: 'APU NetID:*' and 'Password:*'. The 'APU NetID:*' field has a small error message below it that says 'Username is a required field.' The 'Password:*' field has a red eye icon to its right. Below the input fields is a checkbox labeled 'This is a public or shared computer'. At the bottom of the form is a red button labeled 'SIGN IN'. Below the form is a link that says '? Forgot your password?'. At the very bottom, there is a security notice: 'For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!'

Navigation: Once you are signed in, open the navigation panel on the left-hand side and click the 'Financials' button.

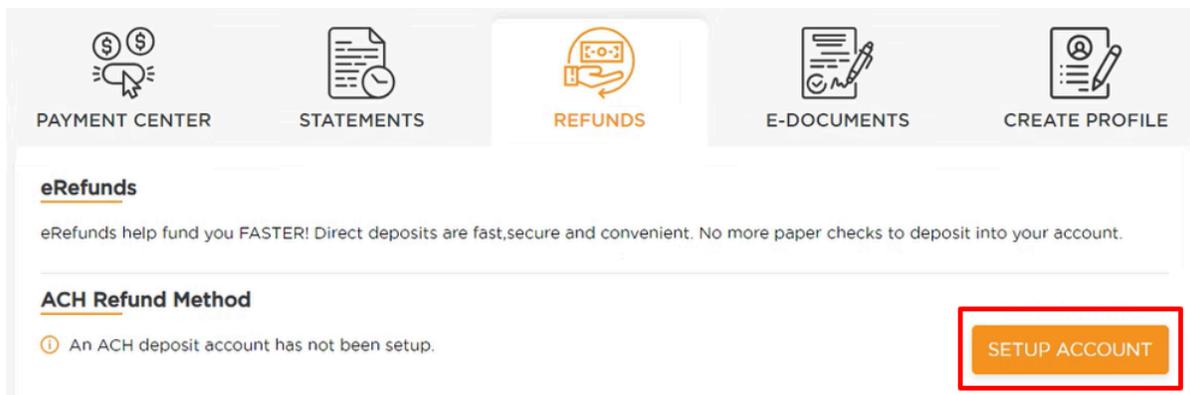
Redirect: Next, select 'Billing and Payment' to be redirected to the PayMyTuition portal.



Upon redirecting into the PayMyTuition portal, select the “Refunds” tab to access your refund portal.

How to Set Up an ACH Refund Profile with PayMyTuition

To set up your ACH Refund Profile with PayMyTuition, click on the “Refunds” tab within your PayMyTuition portal and click on “Setup Account”.



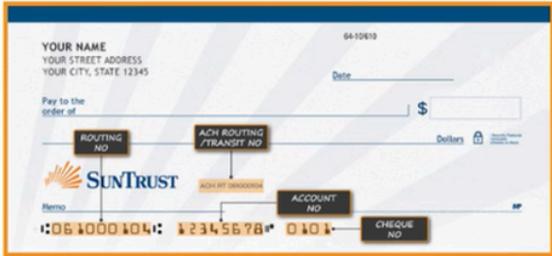
Complete the refund form with the required information and click **“Add”** to create your ACH Refund Profile:

Bank Details

Name on bank account

State Funding Account Zip Code

Bank Account Type



ACH routing number Account number

Account nickname

Once your ACH Refund Account is set up and Azusa Pacific University has initiated the process of your refund, you will see any available refunds within the **“Outstanding Refunds”** section, with a status of *Initiated*.

Outstanding Refunds | Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
998	07-02-2024	399.00		INITIATED	

When the refund has been completed by PayMyTuition you will be able to view it within the “**Completed Refunds**” tab with a status of *Completed*:

Outstanding Refunds **Completed Refunds**

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

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You will receive a notification once the refund is complete. You can download a refund receipt using the download icon within the “**Action**” column.

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.

Within the PayMyTuition portal, your refund will remain in the “**Outstanding Refunds**” section, with a status of *Rejected*.

Outstanding Refunds Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1099	27-02-2024	126.00		REJECTED	

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Azusa Pacific University will determine the next steps for your refund. ***It is recommended that you access your PayMyTuition portal to update your ACH Refund Profile for any future refunds.***


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



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INVALID ACCOUNT