



University
of Manitoba

University of Manitoba Refunds

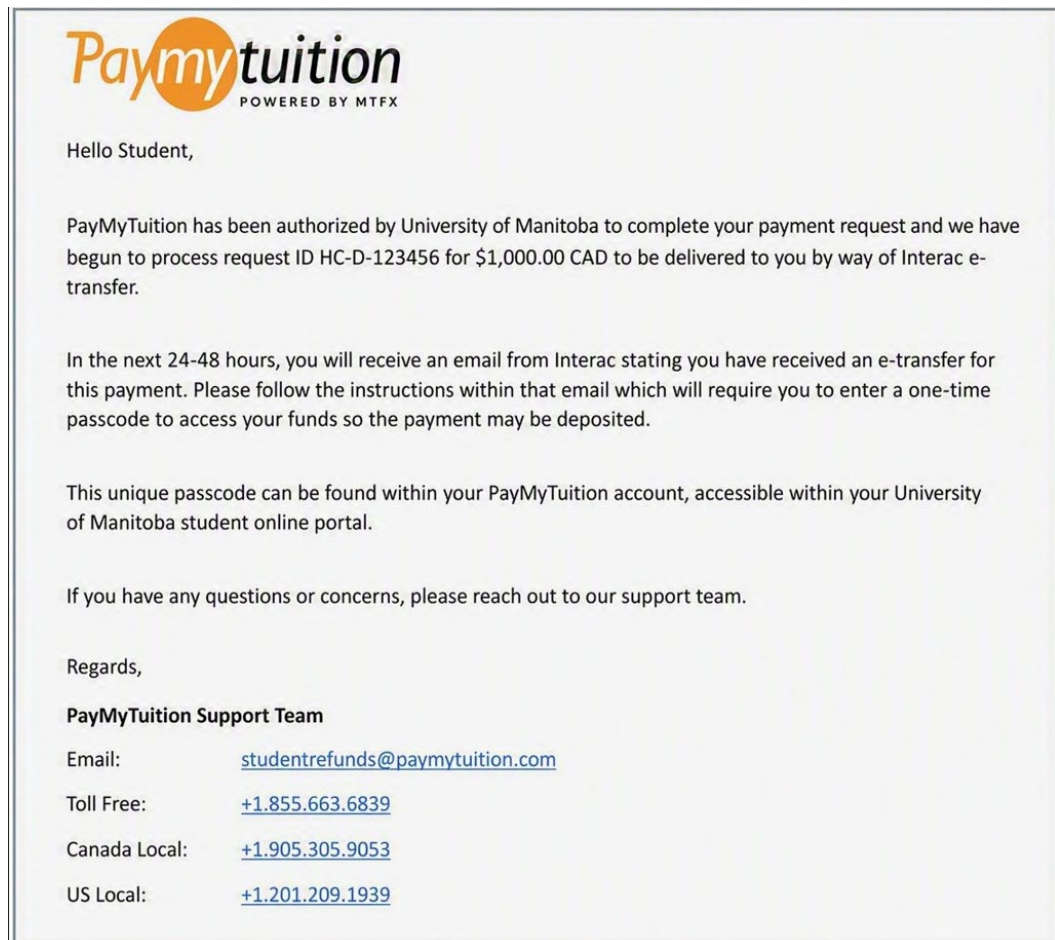


Refunds through PayMyTuition

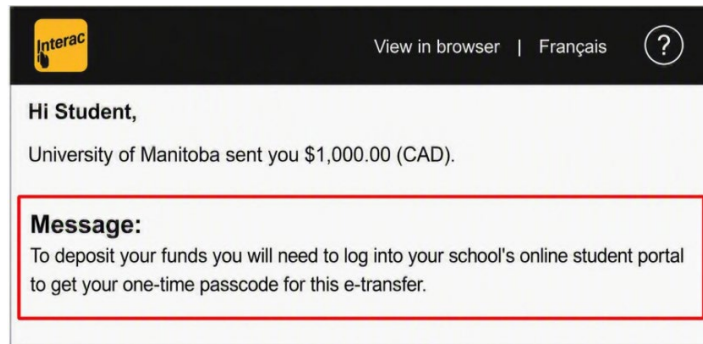
University of Manitoba has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will remit the refund to domestic students via Interac e-Transfer, and to international students who made the original payment via PayMyTuition.

Domestic Students How to Access Your Refund

Once the process for your refund has been initiated by University of Manitoba, students will receive an email notification from PayMyTuition with instructions on the next steps:



You will then receive an Interac e-Transfer email instructing you to log into your PayMyTuition Portal to retrieve your one-time passcode, which will allow you to securely access and collect your refund payment:



To Access your PayMyTuition account and One-Time Passcode:

Access **PayMyTuition** portal, select the “**Refunds**” tab to access your refund portal:



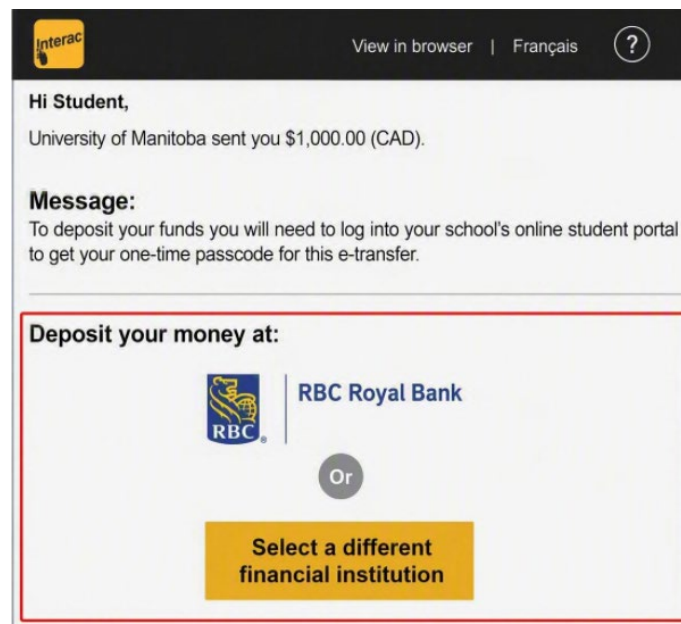
Review the “**Outstanding Refunds**” section for any active refunds, and click on the one-time passcode icon in the “**Action**” column to view your passcode:

A screenshot of the 'REFUNDS' section in the PayMyTuition portal. At the top, there's a navigation bar with 'PAYMENT CENTER', 'STATEMENTS', 'REFUNDS' (highlighted), 'E-DOCUMENTS', and 'CREATE PROFILE'. Below this is the 'Refund Options' section, which includes an 'Interac Refund' notice. Further down, there are two tabs: 'Outstanding Refunds' (highlighted with a red box) and 'Completed Refunds'. Under 'Outstanding Refunds', there is a table with the following data:

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
S0332415	25-04-2024	555.00		INITIATED	

Below the table, there is a pagination bar showing '10' items per page and a page number '1' highlighted. The 'Action' column header and the one-time passcode icon in the first row are highlighted with red rectangular boxes.

Return to the Interac notification and select to deposit your funds at your desired financial institution:



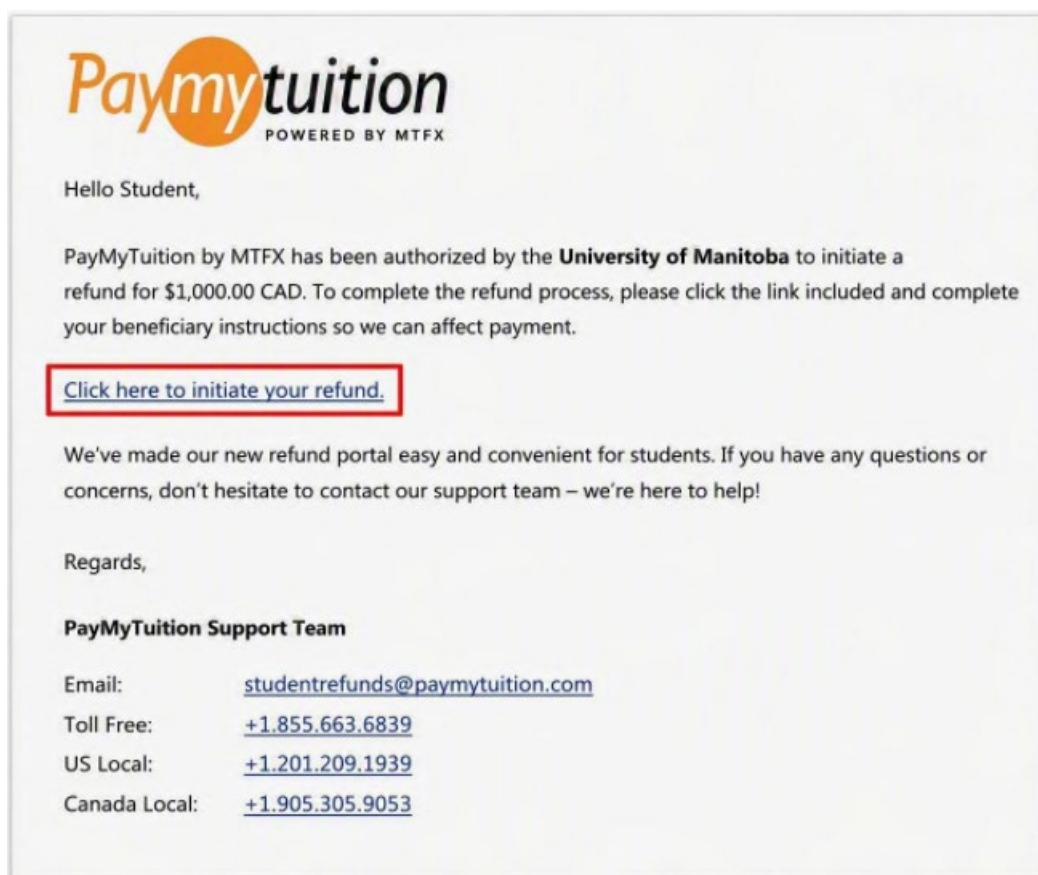
*If your email address is registered for auto-deposit through your bank, you won't require a one-time passcode to finalize the deposit. Instead, when you select to deposit your funds, you'll sign into your financial institution and the refund will auto-deposit upon sign in.

Important: Please complete the e-Transfer process within 30 days, after which it will expire. If you do not retrieve your passcode and collect your funds prior to the expiration date, your refund will be automatically cancelled, and the funds will be returned to your student account. You will be required to submit a new refund request should you want the funds returned to you.

International Students How to Access Your Refund

Once the University of Manitoba has initiated the process of 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, your refund will be available by logging into your PayMyTuition Portal.



To Access your PayMyTuition account and Bank Transfer Instructions Form:

select the “**Refunds**” tab to access your refund portal:



Within the “**Outstanding Refunds**” section, locate your available refund with a status of *Initiated*, and select the “**Instructions**” icon within the “**Action**” column to access your refund form:

 **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	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

Completing your Bank Transfer Refund Instructions

Enter beneficiary details:

Complete the online refund beneficiary instruction form, which requires currency, identification documentation (either passport or driver's license), banking and beneficiary information.

You may choose to deposit the funds into someone else's bank account. When you are directed to the PayMyTuition refund form, you will have the option within the Beneficiary Information tab to select someone else as the recipient and input their bank information:

Student Information

Beneficiary Information

Identification Documentation

Beneficiary Details

Beneficiary Account Holder *

☐ Me ☐ Someone Else

Complete verification:

Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.

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 as your beneficiary bank as the password.

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 into your account.

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 with the refund process.