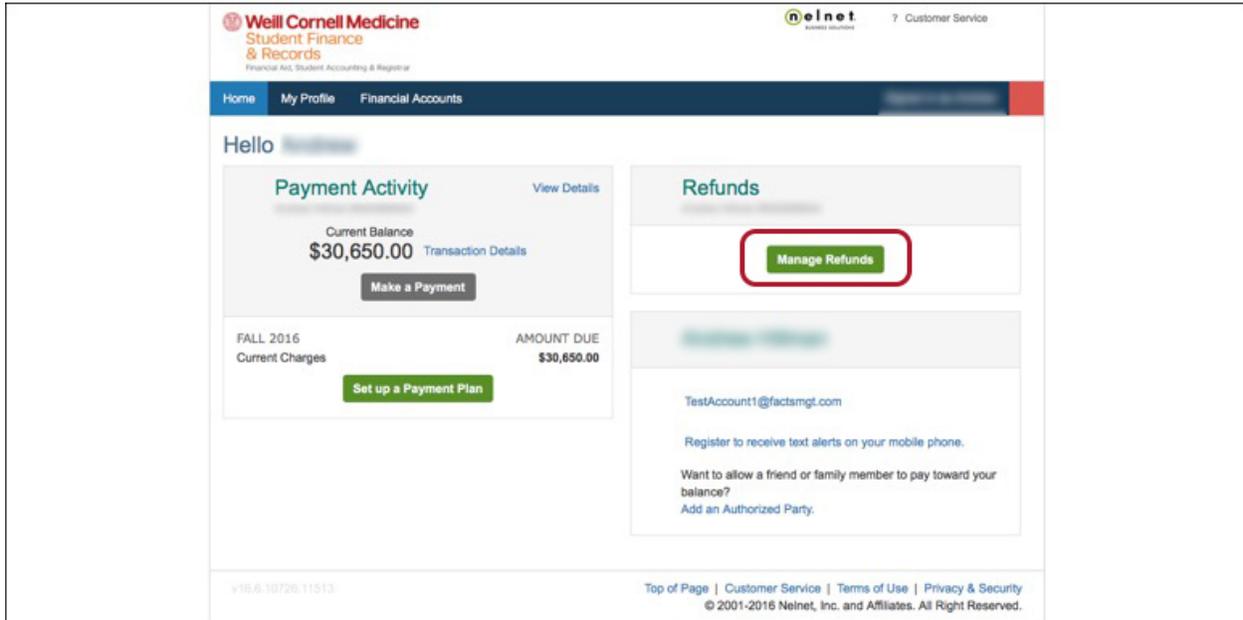


Student Billing Portal in the Student Information System

Manage Refunds

1. On the Billing home page, click the **Manage Refunds** button.



The screenshot displays the Weill Cornell Medicine Student Billing Portal. The page header includes the Weill Cornell Medicine logo and the text "Student Finance & Records". The navigation bar shows "Home", "My Profile", and "Financial Accounts". The main content area is divided into two columns. The left column, titled "Payment Activity", shows a "Current Balance" of \$30,650.00 and a "Transaction Details" link. Below this, it lists "FALL 2016 Current Charges" with an "AMOUNT DUE" of \$30,650.00. The right column, titled "Refunds", features a green "Manage Refunds" button highlighted with a red rectangular box. Below the "Refunds" section, there is a "TestAccount1@factsmgt.com" email address and links for "Register to receive text alerts on your mobile phone." and "Add an Authorized Party." The footer contains the version number "v16.6.10726.11513" and copyright information: "© 2001-2016 Nelnet, Inc. and Affiliates. All Right Reserved."

2. Select the method you would like to receive your refund, which includes Bank Account (Direct Deposit), Reloadable Debit Card, or a Paper Check. Then click **Save**.

[Customer Service](#)


Financial Aid, Student Accounting & Registrar

[Home](#) | [User Account](#) | [Fall 2017](#) | [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 first class mail in the form of a paper check, to the address on record with your institution.

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* [?](#)

By clicking Save, I authorize Nelnet Business Solutions 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.

Reloadable Debit Card

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

Paper Check

Funds should be received **3-14 business days** from processed date

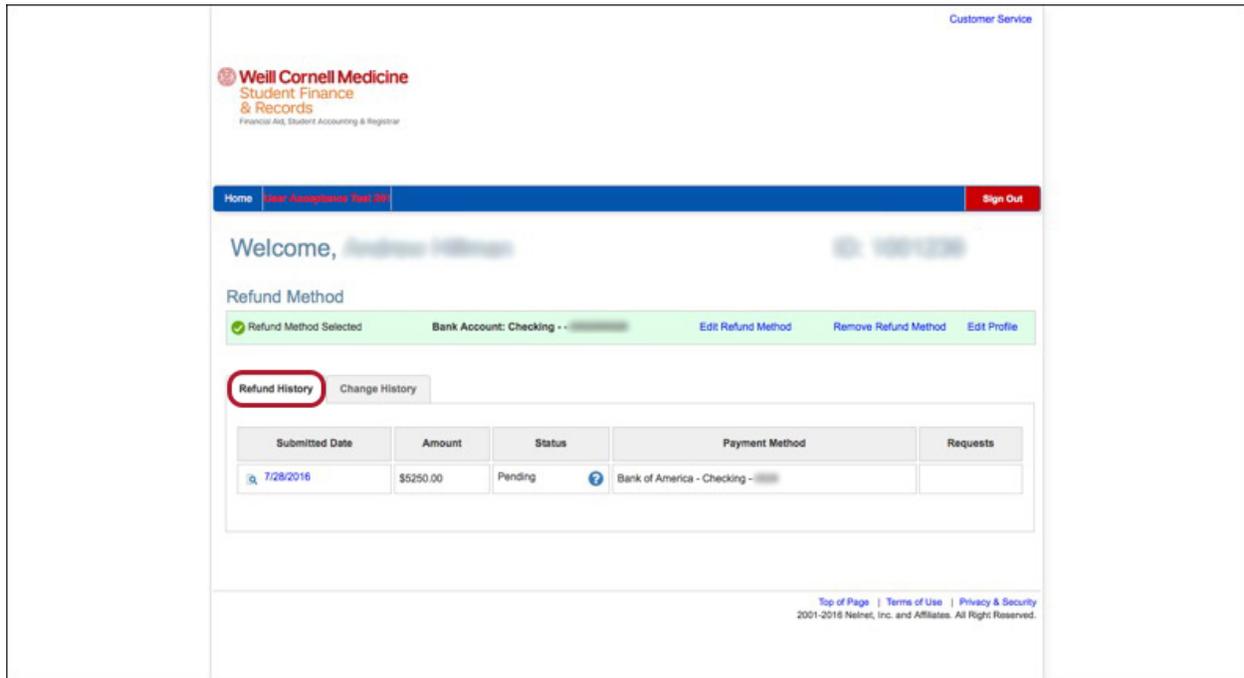
[Don't have a reloadable debit card?](#)

[Looking for a checking and debit alternative?](#)



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- Review your refund on the Home page. You can click on the **Refund History** tab and click the date to get the details of that specific refund.

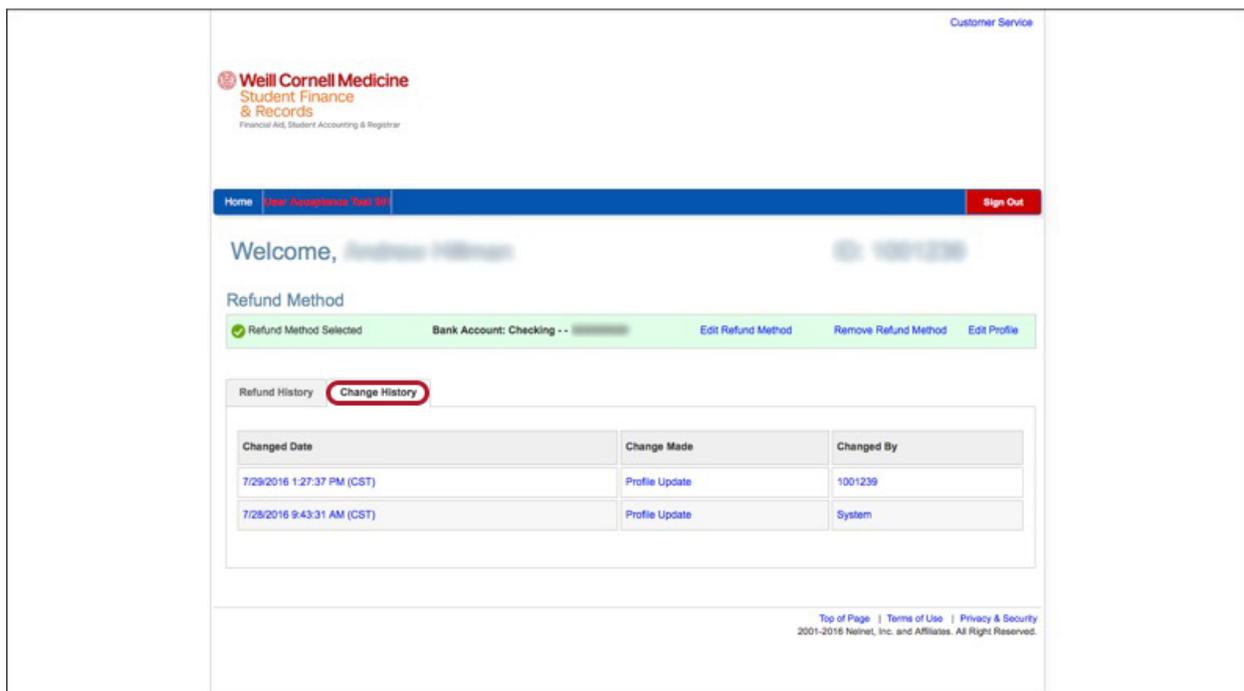


The screenshot shows the user interface of the Student Finance & Records portal. At the top, there is a navigation bar with 'Home', 'View Assignments That I'm', and 'Sign Out'. Below this, a welcome message is displayed. The main content area is titled 'Refund Method' and shows a green status bar indicating 'Refund Method Selected' with a 'Bank Account: Checking - [redacted]'. There are links for 'Edit Refund Method', 'Remove Refund Method', and 'Edit Profile'. Below this, there are two tabs: 'Refund History' (which is selected and circled in red) and 'Change History'. The 'Refund History' tab contains a table with the following data:

Submitted Date	Amount	Status	Payment Method	Requests
7/28/2016	\$5250.00	Pending	Bank of America - Checking - [redacted]	

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- Click the **Change History** tab to see a list of every change you have made in your account.

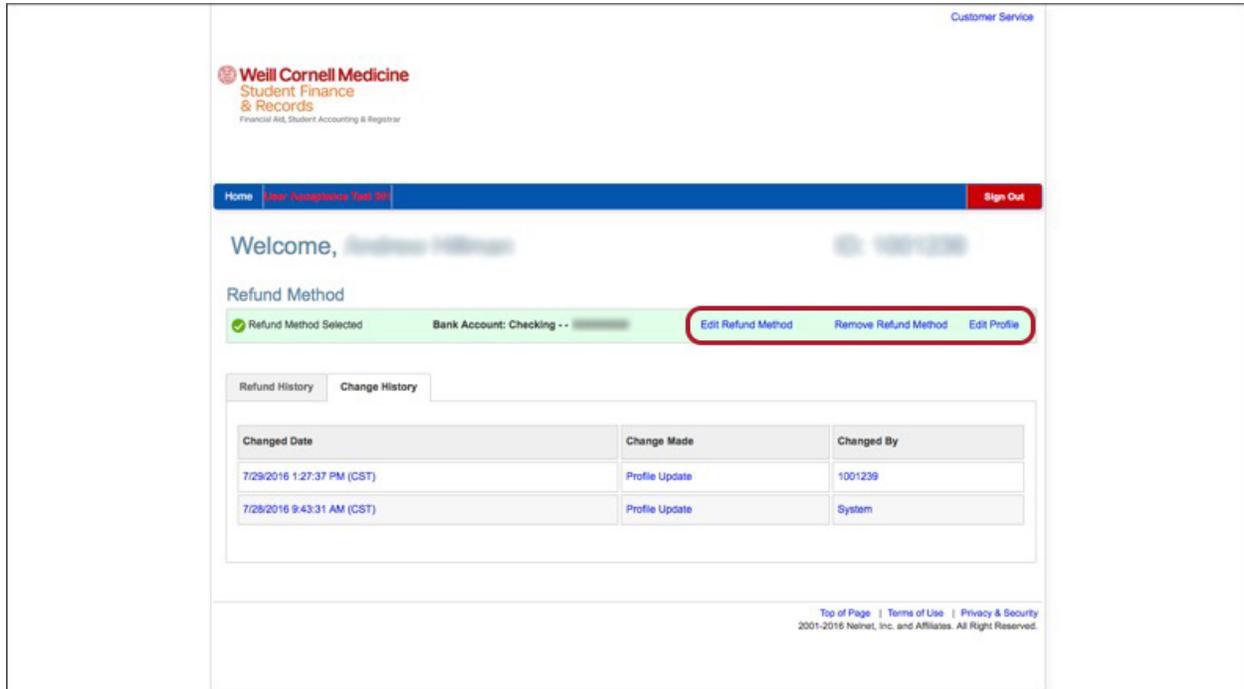


The screenshot shows the same portal interface as the previous one, but with the 'Change History' tab selected and circled in red. The 'Refund History' tab is now inactive. The 'Change History' tab contains a table with the following data:

Changed Date	Change Made	Changed By
7/29/2016 1:27:37 PM (CST)	Profile Update	1001239
7/28/2016 9:43:31 AM (CST)	Profile Update	System

The footer remains the same as in the previous screenshot.

- 5. The links circled below also allow you to edit and remove refund methods, as well as edit your refund profile information, which includes your name, address, and additional contact information.



The screenshot displays the Weill Cornell Medicine Student Finance & Records portal. At the top, there is a navigation bar with 'Home', 'Your Account', and 'Sign Out' links. Below this, a welcome message is shown for a user named 'Andrew Hillman' with the ID '1001239'. The main section is titled 'Refund Method' and shows a green status bar indicating 'Refund Method Selected' and 'Bank Account: Checking - -'. Three links are visible: 'Edit Refund Method', 'Remove Refund Method', and 'Edit Profile'. The 'Edit Refund Method' and 'Edit Profile' links are circled in red. Below this, there is a 'Refund History' section with a 'Change History' tab. A table shows the history of changes:

Changed Date	Change Made	Changed By
7/29/2016 1:27:37 PM (CST)	Profile Update	1001239
7/29/2016 9:43:31 AM (CST)	Profile Update	System

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