

Domestic Refund Procedures

Refunds Through PayMyTuition

UPEI has partnered with PayMyTuition for domestic refund processing. PayMyTuition will remit your refund to domestic bank accounts via Interac E-transfer.

Processing Times

Within 2 to 6 business days from the time your refund has been processed by UPEI to PayMyTuition, you will receive automated emails confirming your refund and required next steps.

Students With Canadian Bank Accounts – How to Access Your Refund

To initiate a refund you will complete the Refund Request Form found on your MyUPEI portal under "[UPEI Forms](#)". Once your request is reviewed by Student Accounts you will be notified that your refund has been approved.

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



Hello Student,

PayMyTuition has been authorized by The University of Prince Edward Island to complete your payment request, and we have begun to process request ID UPEI-D-123456 for \$1,000.00 CAD to be delivered to you by way of Interac e-transfer.

In the next 24-48 hours, you will receive an email from Interac stating you have received an e-transfer for this payment. Please follow the instructions within that email which will require you to enter a one-time passcode to access your funds so the payment may be deposited.

This unique passcode can be found within your Self-Service account.

If you have any questions or concerns, please reach out to our support team.

Regards,

PayMyTuition Support Team

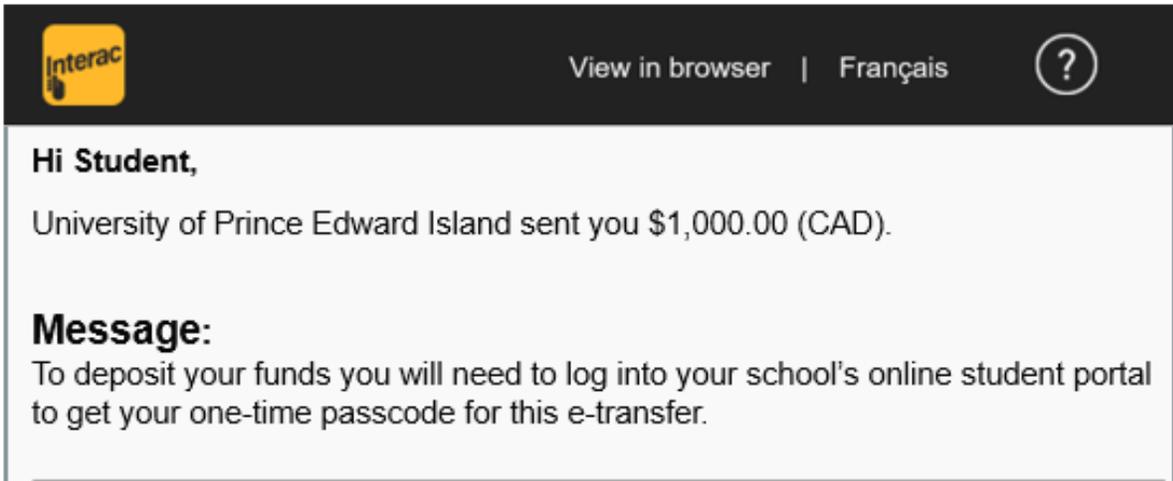
Email: studentrefunds@paymytuition.com

Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

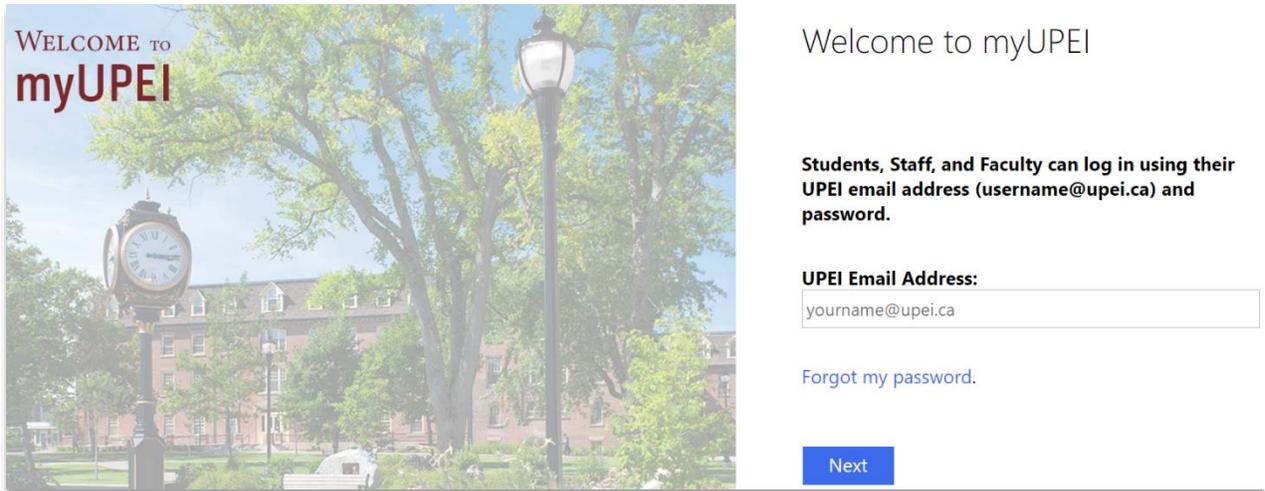
US Local: [+1.201.209.1939](tel:+12012091939)

You will then receive an Interac e-Transfer email instructing you to log into your [myUPEI portal](#) to retrieve your one-time passcode, which will allow you to securely access and collect your refund payment:

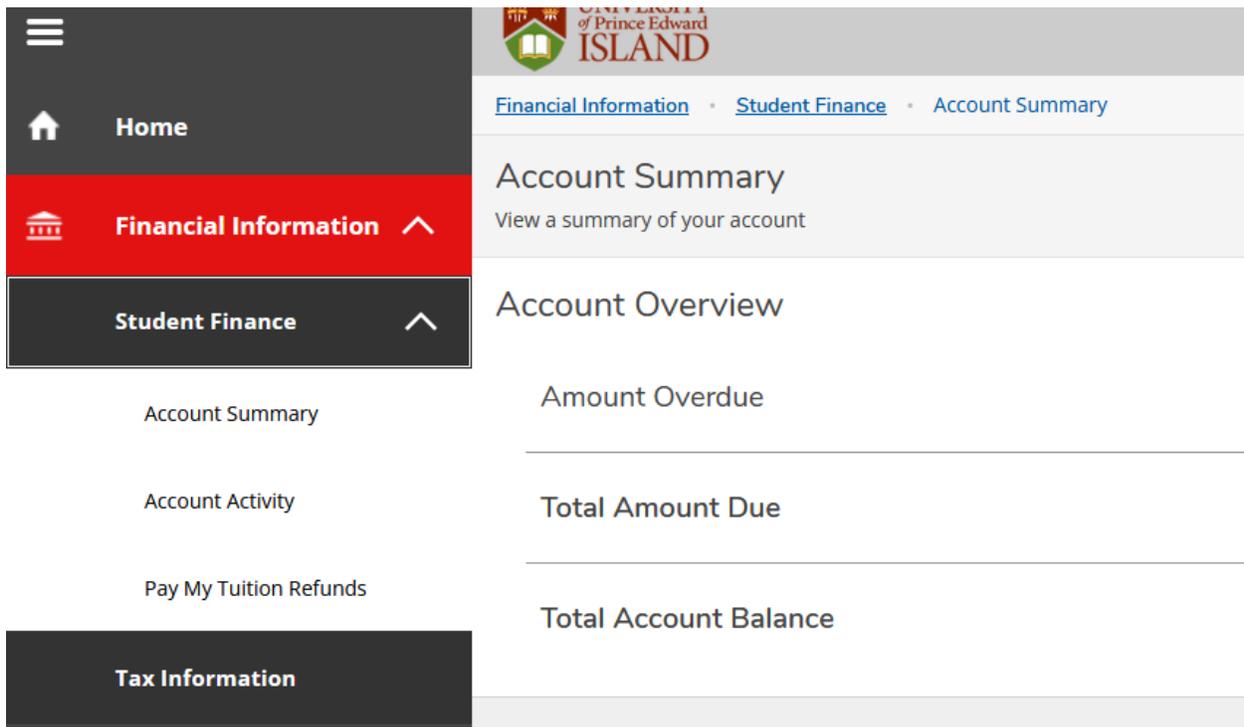


To Access Your PayMyTuition Account and One Time Pass Code:

- 1) Proceed to log in to the [myUPEI portal](#):



- 2) Select the **“Financial Information”** section from the navigation panel, and click on **“PayMyTuition”**:



3) click on the “PayMyTuition Refunds” banner to be redirected to the PayMyTuition portal:



4) Once you are redirected to the PayMyTuition portal, select the “Refunds” tab to access your refund portal:



5) 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:

Refund Options

Interac Refund

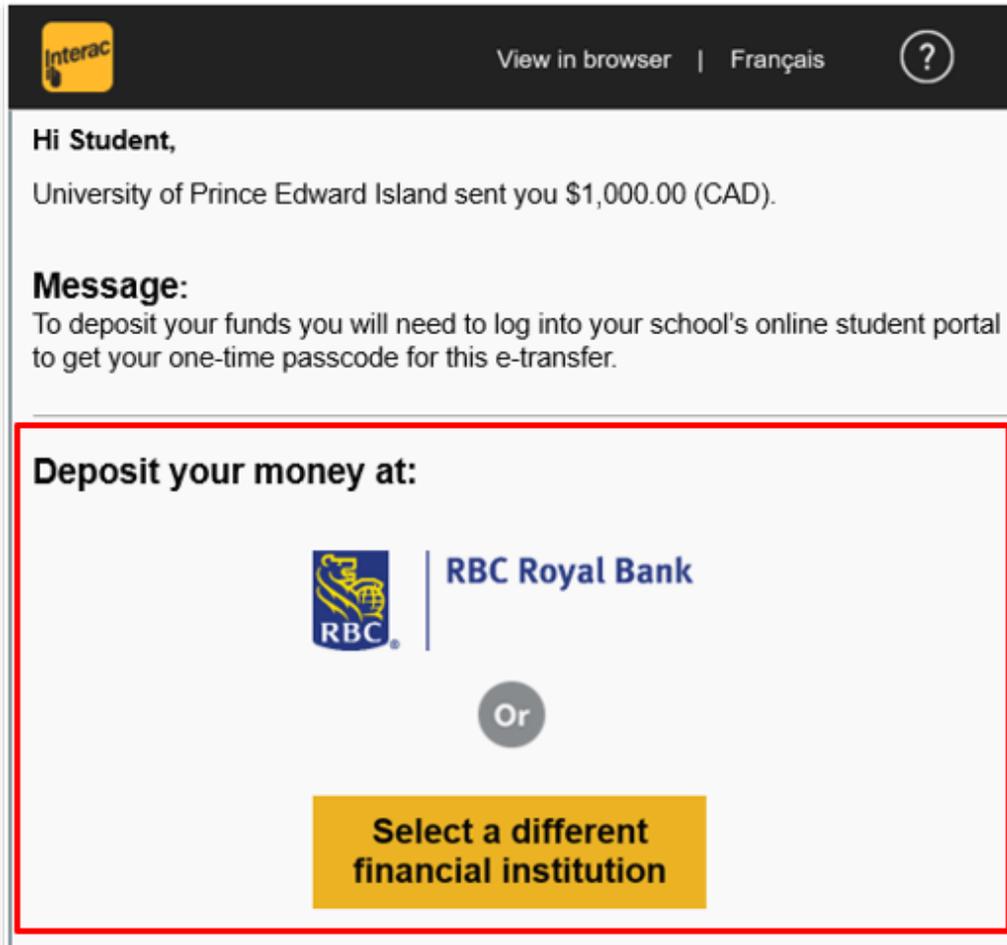
To receive your Interac refund, a transfer notification email will be sent to you from Interac. Click on the 'Passcode' icon below to obtain your passcode and follow the instructions from the notification email to accept your funds.

Outstanding Refunds Completed Refunds

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

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- 6) 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 signing 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.