Electronic Refund

0:00   Enrolling in an Electronic Refund Tutorial

0:05   To set up a refund selection the student can use the Banner login link, or go to RBC.EDU and select "Info For" at the top of the page, click "Pay your Bill" which will direct the student to the Banner login screen.

0:22   The student should put in their R number (User ID) and PIN, then click the "Login" button.

0:29   On the Main Menu of Banner, the student should click the "Student Choice Refund" link to select their refund method. When this is selected, a new screen will open directing the student to the Enterprise system for Nelnet.

0:45   The student's balance will appear on the screen. If the student had a current balance they would have the option on the left side of the screen to make a payment or set up a payment plan.

0:59   If the student has a credit balance, on the right side of the screen the student should select the "Manage Refunds" button.

1:10   If the student has previously logged in to Nelnet, the system will send an authorization code to the cell phone or email assigned. If this is the student's first time logging into Nelnet the student will confirm their contact information.

1:30   Enter the authorization code that was sent by Nelnet onto the screen and select the "Submit" button.

1:38   Step 2 will appear and the student will have the choice of selecting either a bank account for ACH direct deposit or if the student has a reloadable debit card that choice may be selected.

1:50   If neither one of the options are selected by the student, the refund method will default to a paper check and Nelnet will send a check to the address we have on file in Banner, which may take up to 14 days.

2:06   To select "Bank Account (Direct Deposit)", enter the financial information and select the "Save" button.

2:22   Once the selection has been saved, the student will see the refund method selected at the top of the page.

2:36   The electronic refund selection process is complete.

2:40   If the student has questions on how to enroll in electronic refunds, please reach out to the Cashier's Office at cashieroffice@rbc.edu or call 804-862-6100 extension 8100.