Thank you for your patience! We will begin shortly.
Student Accounts Webinar
Part 3
PART 1: ACCOUNT & TRITONPAY
- August 10th 5 - 5:45 PM
- August 17th 5 - 5:45 PM
- August 24th 5 - 5:45 PM

PART 2: PAYMENT PLAN & ALTERNATIVE PAYMENT METHODS
- August 11th 5 - 5:45 PM
- August 18th 5 - 5:45 PM
- August 25th 5 - 5:45 PM

PART 3: ACCOUNT PROCESSES
- August 12th 5 - 5:45 PM
- August 19th 5 - 5:45 PM
- August 26th 5 - 5:45 PM
Meet the Teams

Student Account Services
University Billing Services
Central Cashier's Office
Loan Administration
Campus Cards
Agenda

ACCOUNT PROCESSES

- Refunds
- Holds
- Campus Cards

Followed by a live Q&A at the end of the presentation!
Refunds occur when students make an overpayment, receive excess financial aid or scholarships, or get a stipend.

Types of Refunds:

- Cash or Check Overpayment
- E-Check Overpayment
- Credit Card
- Housing
- Financial Aid and Scholarships

sfs.ucsd.edu/student-accounts/refunds.html
REFUNDS

Find out if there's a refund available on your student account.

On the TritonPay Alert Banner, you will be able to see a "credit balance" alert.

My Account Summary

You have a credit balance of $2,371.43

Once the refund has been sent out, you will be able to see it on your account history as one of the following:

"Fin Aid Rfn or Direct Dpst"  "Rfnd of Cash or Check Over pymt"  "Refnd of Hous Dep & Other Pymts"

<table>
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<th>Transaction Date</th>
<th>Statement Date</th>
<th>Category</th>
<th>Description</th>
<th>Term</th>
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<th>Payments/Credits</th>
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<td>01/03/2019</td>
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</table>
Students can request a refund through the student portal.

[link to student portal]

**HOW TO GET YOUR REFUND**

- Submit a Ticket: Get help with billing & payment, refunds, grad financial support, 1098T and campus card.
- Hold Removal Request: Request to remove SFS holds.
- **Student Refund Request Form**: Request a refund for the credit balance available on Tritonlink.

**TPA Request Form**: Out of school student Time Payment agreement request.
HOW TO GET YOUR REFUND

There are different ways you can receive your refunds!

Direct Deposit
Students can enroll in direct deposit on Tritonlink under Financial Tools.
2-3 business days

Paper Check
If you are not enrolled in direct deposit, refunds will be issued to the current mailing address on file.
1-2 weeks

sfs.ucsd.edu/student-accounts/direct-deposit.html

*Parents cannot request refunds; the student must contact us to receive the refund.
ACCOUNT HOLDS

How to review and resolve holds on your account

sfs.ucsd.edu/student-accounts/holds.html
ACCOUNT HOLDS

SFS-Managed Holds

BURF
Past due balance

TRIP
Past due TRIP

ECHECK
3+ invalid payments

WO
180+ days late

LCOD
Loan exit counseling

LCOL
Past due loans

For other holds, please contact the corresponding department.
Protect Your Login Credentials
Never share your online credentials with anyone nor provide financial information.

Use official payment methods.
Only use payment methods approved by UCSD. Never send/wire any money.

Avoid solicitations
Do not respond to 3rd party solicitations for payment of tuition fees.

Beware of WeHousing
Students who use the 3rd party company, WeHousing, to find housing, pay deposits, or pay rent receive eviction notices because WeHousing never sent the payments to the owners.

Don't Become a Victim!
If you receive a suspicious call:

1. Hang Up
Tell the caller that you refuse to cooperate with their threats.

2. Contact UC San Diego Police
Report the incident to campus calling (858) 534-HELP (4357) and submit a report.

3. Notify ISPO
Inform your international student advisor to identify campus resources for you.
Dining Dollars

If you live on-campus, your ID card will be loaded with dining dollars which you can use at the dining halls and college markets.

Triton Cash

You have the option to load "Triton Cash" onto your card via Triton Card Account Service Online to use at Price Center and any approved restaurants/markets.

Charging to Student Account

You can use your ID card at the Bookstore, Sunshine Market, and campus printers to make purchases and charge to your student account.
Contact Us!

Students and parents contact SFS through different channels

Students: [support.ucsd.edu/students](support.ucsd.edu/students)

Parents: email SFS@ucsd.edu
Students can contact other departments relevant to their student account activity.

**Financial Aid & Scholarships Office**
- finaid@ucsd.edu
- 858-534-4480
- fas.ucsd.edu

**Student Health Services (SHS)**
- ship3@ucsd.edu
- 858-534-2124
- studenthealth.ucsd.edu

**Office of the Registrar**
- registrar@ucsd.edu
- 858-534-3150
- students.ucsd.edu/sponsor/registrar

**Undergraduate Housing & Dining**
- housinginfo@ucsd.edu
- 858-534-4010
- hdh.ucsd.edu
Thank you for joining Part 3 of 3! Please review our full webinar series schedule for future presentations.

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Questions?
Visit our website and follow us on social media for more information!

sfs.ucsd.edu

@ucsdqsfs