

Changes or Errors in your Direct Deposit Information

If you have recently changed your bank account and not updated your direct deposit information on MyUniverse, your refund deposit could be delayed. If you know that your banking information is not current please update your information as soon as possible.

Step 1-

Review your direct deposit information on the MyUniverse website. The Finances tab will have a link in it named Direct Deposit Sign-Up. Click on this link and update your banking information. University staff recommends reviewing this information on a regular basis ensuring your most current information is available for University disbursements.

Step 2-

If your information is not correct at the time the deposit is initiated the University will receive a notification from the banking institution that was provided, stating that your payment was not received and has been returned to the University. This notification may take 3 – 5 business days from the time the payment was issued.

Step 3-

Once the University has received notification that the deposit has been returned, University staff will attempt to contact you to inform you of the return and request that you update your banking information on the MyUniverse site. Once you have corrected the banking information in MyUniverse please send a note to payables@uni.edu to inform staff of your corrections. If we do not receive this notification a reissue of the payment cannot occur until we have verification of the changes.

Step 4-

University staff will reissue the payment to your new direct deposit account and you will receive a new email verifying the payment. This payment can only be reissued if all above steps are taken.