



How to Setup New Panther Partner Authorized User eRefund Account

This tutorial covers how a Panther Partner can setup a personal eRefund account

Your student must first [set you up as a Panther Partner Authorized User](#), before you can set up an eRefund account. Prior to logging in, please have your birthdate, last 4-digits of your social security number, and your bank routing & account number readily available.

1. [Log-in to your ePay account](#) using your temporary password provided to you in your Access Provided email from ePay.



Chapman University ePay

Login for Panther Partner Authorized Users who have been granted access to ePay.

Email:

Password:

[Forgot Password](#)

[Login](#)

For assistance with ePay access, please contact epay@chapman.edu.

2. New Users will be prompted to go to the **Profile Setup** to enter their full name and create a new password.



Panther Partner Authorized User Profile Setup

* Indicates required fields

* Full name

Pete

Panther

Password must be a minimum 7 characters and must contain at least one number or special character.

* Enter your new password

* Confirm your new password

[Cancel](#)

[Continue](#)



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- Once your profile is complete, **select Security Settings** tab to proceed with **Two step verification (required)**. Please **enter your phone number** and provider and **select Send Code**. A **passcode will be sent to your cell phone**; enter it under Verify Password and **Select Verify Button**

The screenshot shows the 'My Profile' page with the 'Security Settings' tab selected. Under 'Two-Step Verification Enrollment', the 'Primary Method' is 'Text message to existing or new mobile number'. The 'New mobile number' field contains '555-555-5555' and the provider is 'T-Mobile'. The 'Verify passcode' field contains '12345'. There are buttons for 'Send Code', 'Cancel', 'Resend Code', and 'Verify'. A yellow message box at the bottom of the form says 'A message with your passcode has been sent, please verify.'

- Select the Payment Profile** tab and **enter your banking information** under **New Payment method**. Please be advised that debit and credit cards are not accepted at Chapman University for payment or refund purposes.

The screenshot shows the 'Payment Profile' tab selected. Below the tabs, there is a yellow message box: 'A saved payment method securely stores the account information for a credit card or bank account. To get started, select the Add New Payment Method option on this page.' Below this is the 'Add New Payment Method' section, which includes a 'Method' dropdown menu currently set to 'Electronic Check (checking/savings)' and a 'Select' button.



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5. Have your preferred United States (no foreign banks) bank routing number, account number, and billing address ready.

The image shows a check form with the following fields: "Your Name", "Your Address", "Date", "PAY TO THE ORDER OF", "\$", "DOLLARS", "Your Bank", "For", "ABA/Routing Number" (012345678), "Account Number" (1001001234), and "Check Number" (0123). Three yellow arrows point to the ABA/Routing Number, Account Number, and Check Number fields respectively.

6. **Confirm your date of birth and the last 4 digits of your social security number.** When done, **select “Set up a new account”** to proceed to banking information.

The image shows a "Direct Deposit" setup page. It includes a note: "Typically received in 1-2 business days. Funds will be transferred to the personal checking or saving account of your choice." Below this is a "Refund Method" section with a note: "Your date of birth and the last four digits of your social security number are required for verification purposes with your loan application." A message states: "A Direct Deposit account for refunds has not been set up." The "Verification Information" section contains two fields: "* Date of birth:" with a date picker set to 1/17/81, and "* Last 4 digits of SSN:" with a text input set to 1234. Arrows point to these fields. At the bottom right, there are two buttons: "Set up a new account" and "Select Account". An arrow points to the "Set up a new account" button.



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7. Enter your **Checking or Savings account information, billing information,** and select the **Refund option box.** A refund is only available once the 2-step verification process has been completed. **Click Continue**

Account Information

* Indicates required fields

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

*Account type: Savings

*Routing number: 322079557

Bank account number: xxx456

Billing Information

*Name on account: Mary Chapman

*Billing address: 1 university drive

Billing address line two: Bhathal Student Services

*City: Orange

*State: California (CA)

*Postal Code: 92866

*Save payment method as: (example My Checking) Credit Union

Refund Options

Only one account can be designated to receive refunds.

Check here if you would like refunds to be deposited into this account.

Print Agreement Cancel Continue

8. Review the ACH Payment Agreement and **Click Continue**

ACH Payment Agreement

I hereby authorize **Chapman University** to initiate debit or credit entries to my Depository according to the terms below, and for my Depository to debit or credit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a **\$25.00** return fee will be added to my student account.

Name: Penny Panther

Address: One Campus Dr
Orange CA 92866

Depository: COMMERCE BANK
ACH DEPT.
KANSAS CITY, MO 641416248

Routing Number: 101000019

Account Number: xxx654

This agreement is dated 07/28/2020 14:19:35 PM PDT.

For fraud detection purposes, your internet address has been logged: 172.112.235.174 at 07/28/2020 14:19:35 PM PDT

Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both Federal and State laws of the United States. Violators will be prosecuted to the fullest extent of the law.

To revoke this authorization agreement you must contact: epay@chapman.edu

Print and retain a copy of this agreement.

Please check the box below to agree to the terms and continue.

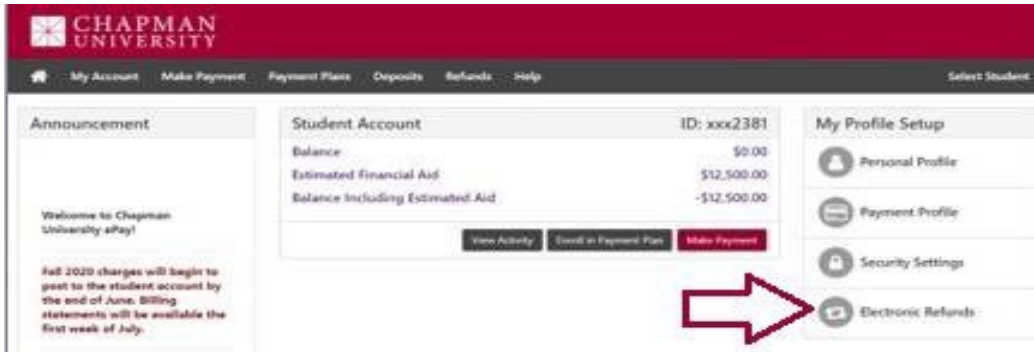
Print Agreement Cancel Continue



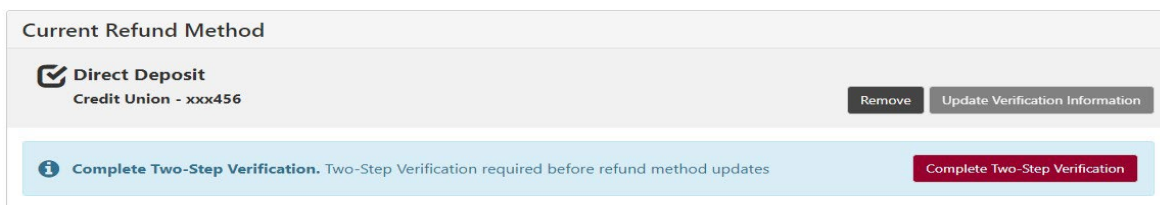
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- Return to the homepage, click **Electronic Refunds** in the right-hand column to review your bank account information.



- Need to make changes to your information? Complete the two-step verification once again and then make changes



- You will receive a confirmation email verifying your account has been set up.



Hello,

This is a courtesy notice from Chapman University to let you know that your refund account has been created.

If you did not authorize the setup of this refund account, please contact Student Business Services about your account immediately at ePay@chapman.edu.

New Payment Method Details

Payment Method: BofA
Account Number: xxx000

If you need assistance in managing account issues, Chapman University is happy to answer your questions.

For questions and inquiries regarding a payment, please contact the Chapman University Cashier's office at ePay@chapman.edu or call us at 714-997-6838.

If you have questions about your student account balance, billing statements or payment plans, Student Business Services is happy to help you at ocbusn@chapman.edu or 714-997-6617.

We truly appreciate your commitment to higher education and Chapman University. Your involvement is very important to us. Thank you for your engagement and being a part of the Chapman Family.