<table>
<thead>
<tr>
<th>Semester</th>
<th>Disbursement Date</th>
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<td>Fall 2021</td>
<td>Begins August 13, 2021</td>
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1. **Enroll in Direct Deposit eRefunds (Students Only)**
   ERefund allows for the transfer of funds electronically from one U.S. bank account to another so you no longer have to wait for your check to come in the mail.
   URL: [https://myuh.hawaii.edu/task/all/direct-deposit](https://myuh.hawaii.edu/task/all/direct-deposit)

2. **When is Financial Aid Disbursed?**
   *** Please review your MyUH Services to check your disbursement status.

   Disbursement begins August 13, 2021. If your courses start later than August 23, 2021 (such as extension or classes on an irregular schedule), your disbursement may be delayed until you have started enrollment in all of your classes (12 credits or more as an undergraduate student or 8 credits or more as a graduate student) at University of Hawai‘i at Mānoa Campus Only. If you are enrolled in less than the number of credits listed above, please complete the Online Enrollment form or your disbursement may be delayed. The Online Enrollment form is located at [https://www.hawaii.edu/fas/forms/Miscellaneous Forms/Documents](https://www.hawaii.edu/fas/forms/Miscellaneous Forms/Documents).

3. **Disbursement Requirements**
   *** Please review your MyUH Services to check your outstanding requirements status.

   - **Satisfy all outstanding requirements (Check your MyUH Services)**

     a. If you are borrowing a student loan (Subsidized, Unsubsidized, and/or Grad PLUS Loan(s), you must accept your terms and conditions, accept all your loans on your portal, and complete the loan requirements. To complete the loan requirements, please go to [https://studentaid.gov](https://studentaid.gov).

     b. If you are a dependent student and your parent is borrowing a Parent PLUS Loan, your parent must complete all required loan requirements. To complete the loan requirements, please go to [https://studentaid.gov](https://studentaid.gov).

   - Your financial aid offer is based on full-time enrollment (12 credits or more as an undergraduate student or 8 credits or more as a graduate student) at University of Hawai‘i at Mānoa Campus Only, unless you have informed Financial Aid Services via the Online Enrollment form that you
will be less than full-time. If you are not full-time, your financial aid offer may need to be revised based on your enrollment.

4. Processing Time
In general, your refund will be available approximately 10 to 14 business days after your financial aid funds have been disbursed into your account.

5. Financial Aid Refund/Negative Balance
***Please review your MyUH Services to check your disbursement status.

- **Refund** - The University of Hawai‘i Cashier’s Office will process your refund if the amount of financial aid disbursed exceeds your eligible charges on your account.

- **Negative Balance** - If you see a negative balance on your student account, that means you have a credit balance, and a refund will be issued to you. You will know that your refund has been generated when the negative credit balance goes to a zero balance and you see a transaction posted on your student account that reads, "Refund ACH Direct Deposit", "Refund" and/or "Refund Check Parent Loan".

6. How Refunds are Processed
In general, the remaining credit balance will be refunded to you in one of three ways:

a. **Refund ACH Direct Deposit** - If you have signed up for Direct Deposit eRefund (electronic refund) your funds will be deposited directly into your bank account. Direct Deposit eRefunds are a quick, secure, and convenient way to get your credit balance refunds.

   OR

b. **Refund** - A paper check mailed to your current mailing address that is displayed on your MyUH Services.

   OR

c. **Refund Check Parent Loan** - In certain situations, if your balance is being paid by the Parent PLUS loan, your refund check may be sent directly to your parent.
7. Questions on Your Refund
   If you have any questions on your refund or your tuition account you may contact the Cashier’s Office at:

   Cashier’s Office
   (808) 956-7554
   billpayment-[email](lists.hawaii.edu)

8. What Can I Use the Refund for?
   Refunds may be used to pay any other educational related expenses.

   Note: if subsequent charges are made to your account, you are responsible for paying them.

9. Balance Not Covered by Financial Aid
   If there is a balance after financial aid has been disbursed, you may pay your balance:

   Online - MyUH Services at https://myuh.hawaii.edu/

   OR

   Mail - Please make checks payable to: University of Hawaii at Manoa

   Mail payment to:

   University of Hawaiʻi at Mānoa
   Cashiers Office
   2600 Campus Road, QLC 105
   Honolulu, HI 96822

10. Outside Scholarships
   - **Timeframe** - When Financial Aid Services receives the scholarship check it takes approximately 15-30 days to process the scholarship check.
      a. Financial aid must record the funds received (approximately one week to process)
      b. Cashiers enters funds received to the student’s tuition account (approximately 1 week to process)
      c. Refund process (approximately 1 week to process)
• **Paper Check payable to UH Manoa** - If you will be receiving a scholarship check from an outside donor (e.g. Hawai‘i Community Foundation/Harriet Bouslog/Unity House) and the scholarship is made payable to the University of Hawai‘i at Mānoa only, your scholarship will be applied towards your University of Hawai‘i at Mānoa Tuition, Fees and Student Housing charges and all residual amounts will be refunded to you.

• **Paper Check payable to student and UH Manoa** - If your scholarship check is a co-payable check made out to you and the University of Hawai‘i at Mānoa, you must endorse the scholarship at the Cashier's Office and apply it towards your University of Hawai‘i at Mānoa Tuition, Fees and Student Housing charges and all residual amounts will be refunded to you.

• **Enrollment** - External scholarship(s) will be based on full-time status (undergraduate students 12 credits, graduate students 8 credits, Medical students 12 credits, and Law students 12 credits) enrolled at the University of Hawai‘i at **Mānoa Campus Only** unless specifically stated in writing by the scholarship(s) donor.

11. **Star Scholarships**
   If the Star Scholarship is entered by the Department after August 1, the processing time will be 4 – 6 weeks. We highly encourage departments to submit the STAR Scholarship before August 1.

   If the STAR Scholarship is entered by the Department before August 1, the STAR Scholarship will be disbursed beginning August 13, 2021.

12. **A few reasons why your financial aid may not be disbursed.**
   • You are not enrolled 12 credits or more as an Undergraduate student or 8 credits or more as a Graduate student at University of Hawai‘i at **Mānoa Campus Only**.
     
     a. Go to [www.hawaii.edu/fas/forms/](http://www.hawaii.edu/fas/forms/), Miscellaneous Forms/Documents. To complete an online enrollment form (if you will be less than full time)

   • Did not accept your Terms and Conditions and/or accept your Financial Aid Offer. You may accept your Terms and Conditions and your Financial Aid Offer on your MyUH Services.
• Did not complete outstanding requirements
  a. Go to your MyUH Services to review your outstanding requirements.

• Disbursement did not occur. Disbursement is Sunday –Thursday evenings and cannot occur any sooner than 10 days before the start of your classes.

• Please review your MyUH Services. (Many times financial aid has already been disbursed when an inquiry has been submitted regarding disbursement).

• Course is not towards your degree.

13. Return of Funds
If your loan has been disbursed within 30 days from the date of the loan disbursement, you may go to the Online Change Request Form to cancel/decrease your loan amount. However, if any portion of the loan was used to pay tuition, book charges, housing, or meal plan you will have an outstanding balance. It will be your responsibility to pay your outstanding balance in a timely manner to avoid holds on your account.

If your loan has been disbursed more than 30 days from the date of the loan disbursement, or if you wish to return a partial amount of the loan. Contact your servicer for repayment options. To view your servicer’s contact information, please visit https://studentaid.gov/