

EMAIL BATCH

CCM Email 1 (First & Second Notice): ALL STUDENTS

Thursday, June 16th, 2022



Dear Student,

Great news! This summer, Flywire will become Texas A&M University's new servicer for Direct Deposit and electronic Refunds (eRefunds.)

Flywire has operated our new bill payment system for more than a year now, and we are confident this move will make your refund experience better on every front.

WHAT ACTION MUST YOU TAKE?

Your Direct Deposit information WILL NOT automatically transfer from Heartland ECSI to Flywire. Therefore, you **MUST** set up Direct Deposit today to avoid delays in receiving your refunds.

Steps to Set up Direct Deposit with Flywire:

1. Log in to howdy.tamu.edu using your NetID and password
2. Select **Payment/Refund** to be directed to the bill payment suite
3. Go to the **eRefunds tab**, select **Enroll for eRefunds**
4. **Fill out** all required banking information and **agree to the Terms and Conditions**
5. Click on **Submit**
6. Review and Confirm

SET UP EREFUNDS TODAY

BENEFITS OF eREFUNDS WITH FLYWIRE

- **Efficient Bundling Options** - Access to add, review or make changes to your direct deposit using your NetID and password in the same bill payment suite where you submit online payments.
- **eRefunds Tab** - This new feature, which displays in your bill payment dashboard, enables you to sign up for eRefunds and stay updated on all refund transactions.

- **Powered by Flywire** - With Flywire streamlining the refund process, faster delivery, and accessibility to your refunds.

WHEN WILL FLYWIRE BEGIN TO ISSUE eREFUNDS?

While we do not have an exact date, we know the targeted window for Flywire to begin issuing eRefunds is the first week of July. As soon as we have an official go-live date, we will communicate it to you via text or email.

Please, take these actions today to avoid future delays with your refunds.

Your Team at **Student Business Services**

CCM Howdy Checklist: UNDERGRAD FRESHMAN

Friday, June 17th, 2022



Howdy!

This summer, Flywire will replace Heartland ECSI as Texas A&M University's new servicer for direct deposit and electronic Refunds (eRefunds.) Therefore, ALL students must set up direct deposit with Flywire.

Students who are enrolled for Summer 2022 must sign up for direct deposit with both Heartland ECSI and Flywire.

HOW TO SET UP DIRECT DEPOSIT WITH FLYWIRE?

1. Log in to **howdy.tamu.edu** using your NetID and password
2. Select **Payment/Refund** to be directed to the bill payment suite
3. Go to the **eRefunds tab**, select **Enroll for eRefunds**
4. Fill out all required banking information and **agree to the Terms and Conditions**
5. Click on **Submit**
6. **Review** and **Confirm**

Here are a few more things you must know about setting up Direct Deposit with Flywire:

- You will no longer need to create a different account with a third party to set up Direct Deposit.
- You will track your eRefund AND payment information from one place: the bill payment suite.
- You will receive your financial aid credit balance will be delivered timely and accurately.

IF YOU DON'T SIGN UP

- Student Business Services will place a T9 hold on your student account.
- You will wait to receive your federal financial aid refunds as a check in the mail, with all the risks incurred.
- Any credit balance generated from non-federal financial aid that is not refunded will be sent to the state as unclaimed property.

Please, don't wait!

SIGN UP TODAY

AGGIE ANSWERS

AGGIE ANSWER #2055: [How do I set up Direct Deposit with Flywire to get my refund?](#)

Steps to Set up Direct Deposit with Flywire

1. Log in to [Howdy](#) using your NetID and password
2. Select Payment/Refund to be directed to the bill payment suite
3. Go to the eRefunds tab, select Enroll for eRefunds
4. Fill out all required banking information and agree to the Terms and Conditions
5. Click on Submit
6. Review and Confirm

AGGIE ANSWER #2146: [Do Incoming Students need to register for classes BEFORE they can set up Direct Deposit with Flywire?](#)

No. Incoming students don't have to wait to register for classes before setting up eRefunds with Flywire. They can set up **Direct Deposit** with Flywire as soon as they are admitted and have activated their NetID and password. However, it takes overnight to send a TAMU student account to Flywire. So, if the student activates their NetID and password today, TAMU will send it to Flywire this evening, and they can set up **Direct Deposit** with Flywire the next day.

AGGIE ANSWER #2147: [What else do I need to know about Direct Deposit with Flywire?](#)

WHAT ACTION MUST YOU TAKE?

- Continuing Students - Your Direct Deposit information WILL NOT automatically transfer from Heartland ECSI to Flywire.

- Incoming Students - If you are a new student, feel free to disregard any communication you may have already received about setting up direct deposit with Heartland ECSI.
- Summer 2022 Students - If you are enrolled for summer 2022, you must set up direct deposit with BOTH Heartland ECSI and Flywire.

WHAT WILL HAPPEN TO MY PRIOR HEARTLAND ACCOUNT INFORMATION?

Once Flywire officially begins to issue refunds in July, your Heartland ECSI direct deposit account and information will be securely wiped and closed.

BENEFITS OF SETTING UP DIRECT DEPOSIT WITH FLYWIRE

- Efficient Bundling Options -You will no longer need to create a different account with a third party to set up direct deposit. You will use your NetID and password to log in to the same bill payment suite where you submit your online payments.
- eRefunds Tab - This new feature, which will display in your dashboard, will enable you to sign up for eRefunds and stay updated about past and upcoming refunds.
- Powered by Flywire - With Flywire streamlining the refund process, you will receive your financial aid credit balance timely and accurately.

WHEN WILL FLYWIRE BEGIN TO ISSUE eREFUNDS?

While we do not have an exact date, we know the targeted window is the first week of July. As soon as we have a go-live date, we will communicate it to you via text or email.

Refunds will not generate for students who have not provided their bank account information for direct deposit. Any credit balances will remain on your student account until either the information is provided, or additional charges are assessed on your student account to which the credit can be applied. Failure to provide the bank account information before a credit appears on your student account will delay receipt of your funds.

TEXT MESSAGES

TEXT 1: ALL STUDENTS (First Notice)

TBD

“Howdy, Ags! Flywire is TAMU’s new refund servicer. Log in to Howdy and set up your Direct Deposit today to avoid delays with your refunds. Text STOP to opt out.”

TEXT 2: ALL STUDENTS (First Notice)

TBD

"Howdy! ALL students must set up direct deposit with Flywire to avoid any refund delays. Visit our [Refunds page](#) for details & sign up today. Text STOP to opt out"

TEXT 2: ALL STUDENTS (Second Notice)

TBD

"Howdy! Aggies who set up direct deposit with Flywire are now receiving their eRefunds. Don't get left out. Go to Howdy and sign up today! Text STOP to opt out."

TEXT 2: ALL STUDENTS (Second Notice)

TBD

"Howdy! Aggies who did not set up direct deposit with Flywire are now experiencing refunds delays. Visit our [Refunds page](#) & sign up today. Text STOP to opt out."

SOCIAL MEDIA POSTS

TAMU DEPARTMENTS SM PAGES: [SFAID](#), [MARK COMM](#), [AGGIE MOMS](#), [TEXAS A&M TODAY](#).

July 27th or July 28th

Facebook



Howdy, Ags! Texas A&M switched from Heartland to Flywire as the University's refund servicer. Therefore, ALL students (new & returning) must sign up for Direct Deposit with Flywire to receive their refunds. Visit the [Student Business Services Refunds Page](#) to learn how to set up eRefunds with Flywire.

Twitter

Howdy, Ags! Texas A&M switched from Heartland to Flywire as the University's refund servicer. It means ALL students (new & returning) must sign up for Direct Deposit with Flywire to receive their refunds. Follow the steps on the [Student Business Services Refunds Page](#) to sign up.

Instagram



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August 12th

Facebook



Howdy, Ags! Have you set up Direct Deposit with Flywire yet? You should! Financial aid will disburse this weekend and many students are expecting big refunds! Don't leave your refunds behind. Log in to your secure Howdy portal and sign up for Direct Deposit today!

Twitter

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Instagram



Howdy, Ags! Financial aid will disburse this weekend and many students are expecting big refunds! But it won't happen for you unless you set up for Direct Deposit with Flywire. Visit the [Student Business Services Refunds Page](#) for instructions and sign up today!

TBD



Facebook



New Refund Servicer Alert, Ags!  Flywire will become Texas A&M University's new servicer for Direct Deposit and eRefunds. Set up your account immediately in Howdy to prevent holds. Visit our [eRefunds page](#) for more info.

Twitter

 New Refund Alert for Ags  ! Flywire Direct Deposit system is the real deal! Go set it up from your Howdy portal and receive your refunds in no time! Visit our [eRefunds page](#) for details.

Instagram



 New Refund Servicer Alert, Ags  ! Flywire will become Texas A&M University's new servicer for Direct Deposit and eRefunds. Set up your account immediately in Howdy to prevent holds. Visit our [eRefunds page](#) for more info.

LinkedIn

 New Refund Servicer Alert, Ags  ! Flywire will become Texas A&M University's new servicer for Direct Deposit and eRefunds. Set up your account immediately in Howdy to prevent holds. Visit our [eRefunds page](#) for more info.