Web Check Refund Policy and Procedure

Web Check Refund

- Web Check/ ACH refunds must be issued after **10 business days**

- The department must contact the FAU Cashier's Office and verify that the check in question is not a "bad check"

- Then request refund through TouchNet Support ticket:

  https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceCatalog?CategoryID=5765