

# Guidelines for Achieving Campus Efficiency

We are committed to helping institutions Achieve Campus Efficiency and recognize institutions with the ACE Award. This award honors their commitment to efficiency, security and student service. These institutions disburse greater than 90% of all refunds electronically and promote the refund disbursement program/process so that greater than 40% of all students, regardless of their financial aid eligibility, complete the refund selection process. Here are a few guidelines for creating an ACE worthy program:

## Take the lead with your students

### 1. Endorse and coach students to choose electronic delivery methods

- Offer an electronic-only program, whereby students choose to deposit their disbursements to an existing account at another institution or a BankMobile Vibe Checking Account
- Educate students about the risks involved with paper checks, including:
  - Their susceptibility to fraud and forgery
  - Fees associated with check cashing services
  - The delay caused in gaining access to funds

### 2. Identify and encourage students who have not yet made a refund choice

- Review and regularly follow up on the Inactive Profile Report available in BankMobileAdminSupport.com
- Remind all students included in the report of the importance of making their choice right away

## Contact us

e: ClientSuccess@bmtx.com

w: bankmobiledisbursements.com

## Commit to being hands on

### 1. Utilize social media to share important disbursement process updates and reminders with students

### 2. Act to ensure all demographic information is imported successfully and at optimal time

- Review the Import Rejection Report in BankMobileAdminSupport.com and resolve outstanding errors in advance of refund transmission
- Send demographic files to BMTX, Inc. between 14 and 30 days of a student's first refund file to increase student preference selection and reduce the number of UFO checks issued
  - Provides students ample time to make their choice
  - Ensures timing isn't such that refund selection is forgotten

### 3. Send wires to BMTX, Inc. no later than noon local time and inform Admin Support of any delays

- Guarantees students receive their funds as quickly as possible
- Assures you are best serving your student population

### 4. Routinely make educational materials available to students

- Download and print handouts, brochures, and posters from our online store (at no additional cost)
- Display and hand out these materials during Admissions, Orientation, and other campus milestones

### 5. Regularly build and maintain important refund delivery information on your institution's website

- For an all-inclusive sample webpage, please contact your institution's BMTX, Inc. Account Executive