Refund

Process purpose and use cases

This process is used by students and applicants to request a refund of tuition fees or other financial payments.

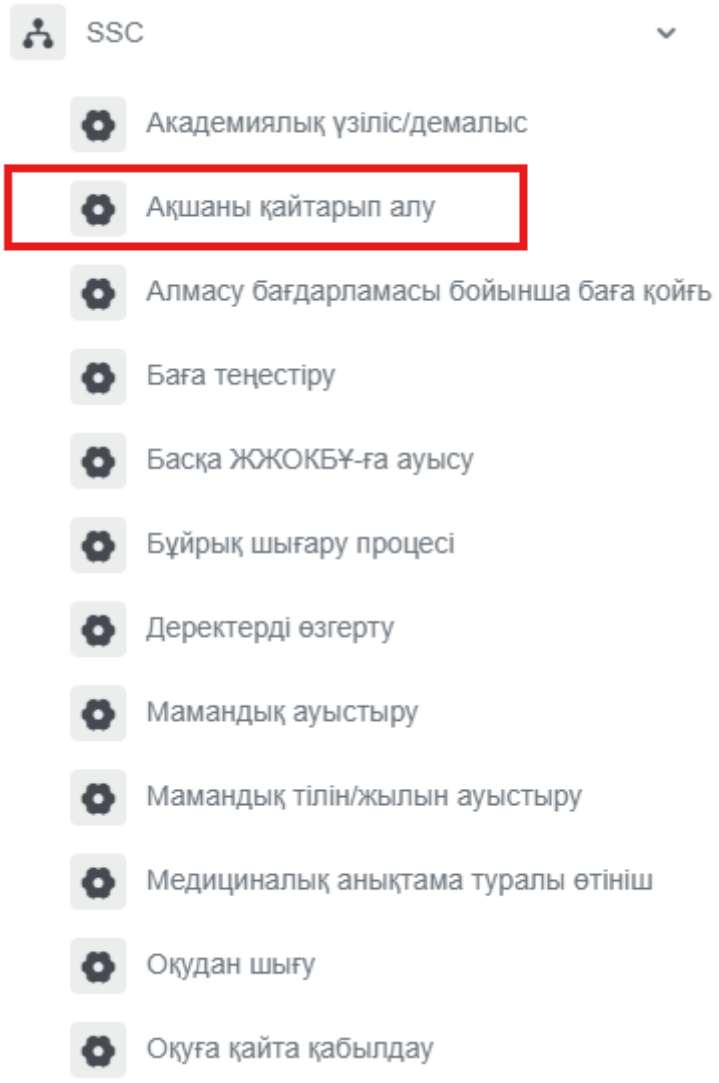
Use cases:

- If there is an overpaid or mistakenly paid tuition fee
- If a refund is needed due to withdrawal from studies or transfer to another higher education institution
- If a refund is processed for other financial reasons

How can I initiate the Refund process in the DMS system?

1. Go to dms.sdu.edu.kz, navigate to the "**Start Process**" section, and proceed to **SSC** → **Ақшаны қайтарып алу / Refund** process**.**

Note: SSC processes can only be initiated by SSC employees.



2. 1) When you click the button in the **Student ID/Студент ID** column, enter the **student's ID** number or **name** in the opened window. After selecting the required student, the remaining fields will be filled in automatically.
2) Fill in the **application type / өтініш түрі, duration / мерзімі**, and **reason / себебі** according to the student's request.
3) When you click the "**Add / Қосу**" button, you can attach the necessary file in the opened window according to the categories on the left.

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*3. Once the required information is provided, click the "**Submit / Жіберу**" button.*

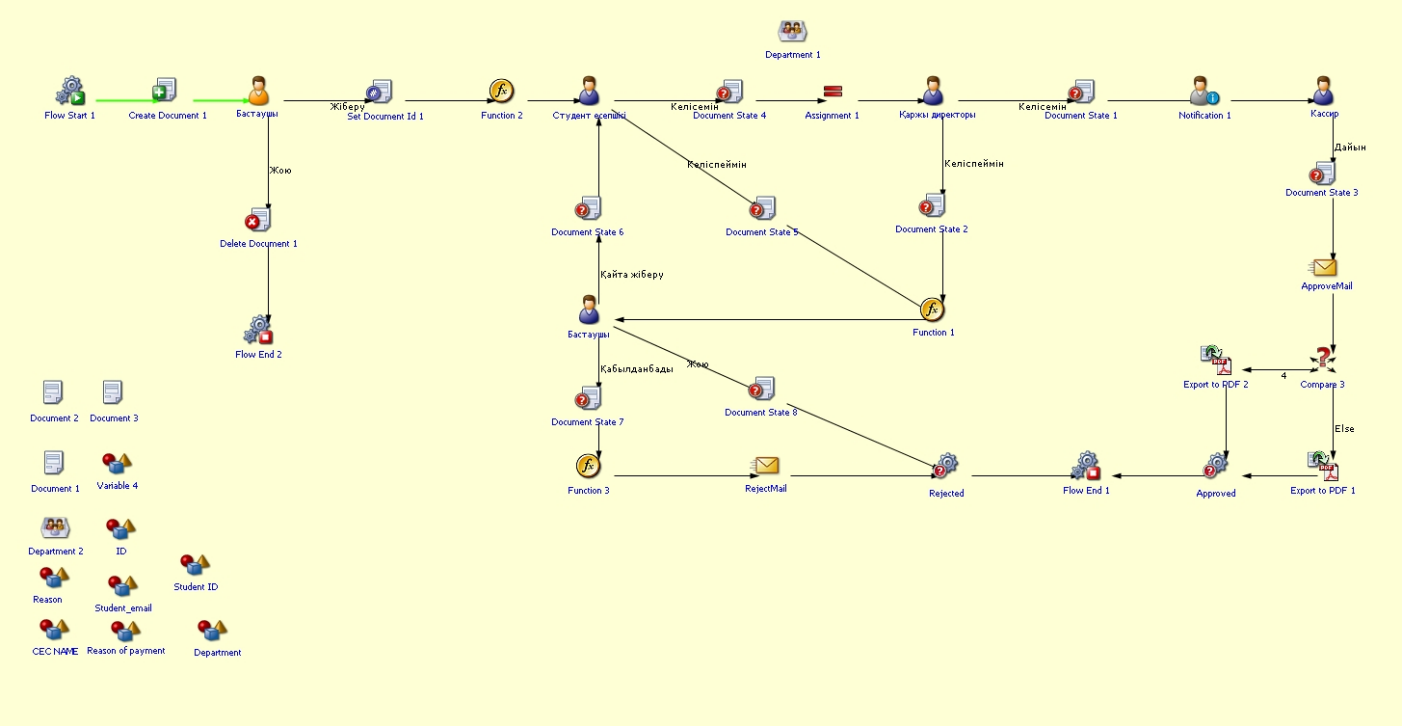
Send Delete

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Process guidelines

You can view the process workflow in the section below.



For all inquiries, you can submit a request through helpdesk.sdu.edu.kz → "Submit a ticket" → "BPM" or contact us via email at dms@sdu.edu.kz!

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