



ELTE

FACULTY OF  
INFORMATICS

## Transferring funds to the joint account

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# Transferring funds to the joint account

Tuition fees and other possible fees related to your studies can be paid in the Neptune system. After enrollment, the student will automatically have access to the so-called joint account, which is a "virtual student bank account". Payments to the collective account can only be made via transfer through your bank account. You can top up your Neptun balance by transferring to ELTE's account, from which the system automatically deducts the amount in the second step - if there is adequate coverage - when a debt expires. You can keep any amount in your joint account during your studies. If you have funds accumulated in your Neptun account and you no longer need the amount left on your balance, you can initiate its return at any time by pressing a button. The funds you transferred to your joint account will arrive on your Neptune balance in 1-2 business days, so this option does not offer immediate payment!

[Transferring EUR for paying the Tuition fee](#)

[Transferring HUF for other fees via transferring funds to the joint account](#)

[Transferring HUF via SimplePay](#)

# What can I do if the transferred funds have not arrived to my joint account?

Please note that a domestic forint transfer arrives at the joint account in 1-2 business days, in the case of an international bank account the transfer may take up to 4-5 business days.

If the transferred fund has not arrived in your joint account, first check if your transfer data was correct (correct bank account, correct announcement (NK-your Neptun code). Without the correct announcement, the transferred funds will not arrive!

In case the funds have not arrived initiate a case via [Complaint about transferred yet unreceived payment](#), in the comment section add the description of your issue, then click on Save, do not forget to attach the screenshot of the proof of payment (bank statement) via (attach new picture option), **do not forget to Submit the case! Until the case is submitted, the administrators will not see your case therefore they will not be able to assist your problem.**

When the case is closed, you will receive a Neptun notification.



## Automatic payment (Auto-payment)

If you have sufficient funds in your Neptun account, and any of your liabilities are due, **this system will automatically fulfill those obligations, preventing them from becoming overdue.**



## Information about the invoice request

In case you have any questions about your issued invoice, or regarding invoice requests, please submit a case [here](#).



## Information about the Income Certificate

In case you need an Income Certificate and you would like to receive it in person, you do not need to submit a case just come to the Quaestura Office where you can get it right away.

If it is not possible for you to come to the Office in person, you may authorize someone to act on your behalf. In this case, please do not forget to fill in the authorisation sample provided [here](#).

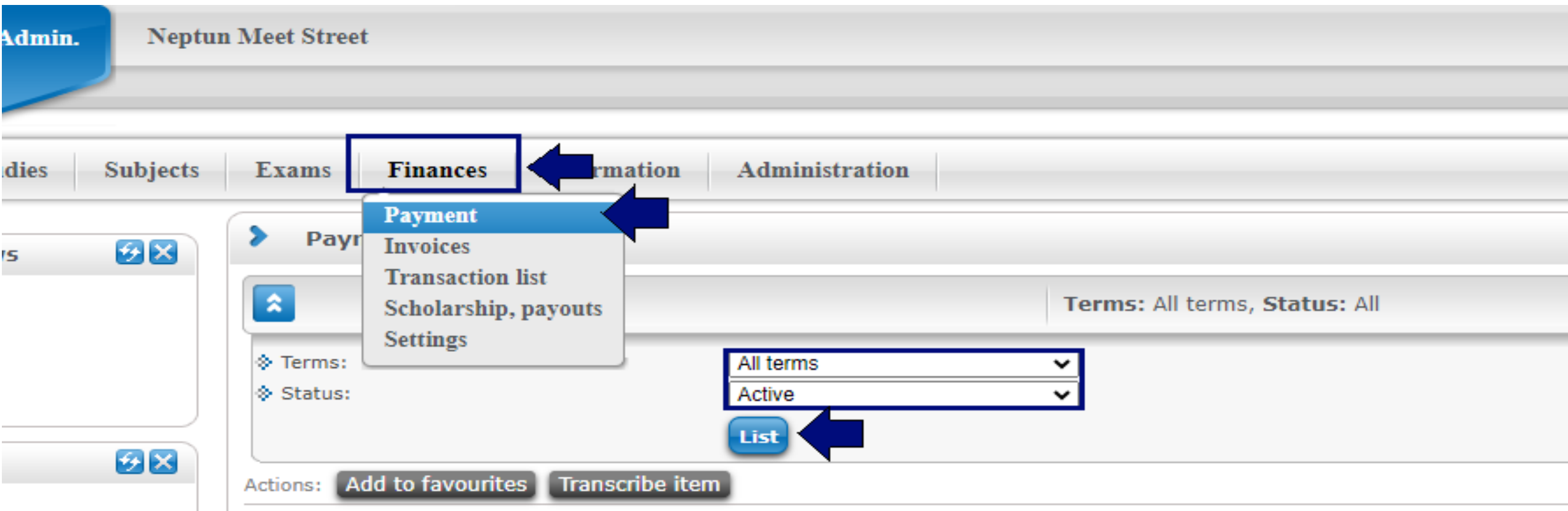
The Office can also send the Certificate by mail. This requires paying a service fee. Note, that it cannot be sent to a foreign address. You can ask for the delivery [here](#).

If you suspect that the Income Certificate, sent in a personal message in Neptun, contains false information (amount, personal data), report it [in the same case category](#).



# Where can I check my debts in Neptun?

- Neptun sends an automatic message whenever a new debt is incurred. After entering Neptun, you will receive a notification in a pop-up window if you have an overdue debt.
- You can check your current finances/debts here: Neptun, **Finances** / **Payment** menu. Use **All terms** and **Active** status filters to list your Active fees.



# What can I do if i would like to have the funds on my joint account to be refunded to my bank account?

- If you do not have Active debts in Neptun, the funds on the joint account can be refunded to the bank account registered as default in Neptun.
- You can initiate the refund via Finances/ Transaction list menu, choose the university's joint account then click on the **Transfer back** button.
- Choose the bank account where you request the funds to be refunded to.
- **You can add your bank account if needed via Finances > Settings > Bank accounts menu, Add bank account number menu.**
- Please note that by submitting the refund request you only initiate the procedure, the refund is not immediate, it may take **up to 10 business days** in the study term and the exam period, **up to 20 business days** during the summer holidays.
- The actual refund will be initiated by the Department of Student Finances.