

## HIGHLIGHTS

### CHALLENGES



- The College of New Caledonia had to manually refund payment requests and over-payments to international students with limited or incorrect information and non-standard formats and requirements.
- The complexity of issuing these refunds caused delays that could last several weeks. In some cases, it was impossible to gather the necessary data to even authorize the refund.
- Payments were received from various banks and financial institutions which created no standard or systemic process to identify and gather information.
- All refunds had to be researched and information gathered manually, adding much time to the refund and issue process.
- There were occasions when it was not possible to identify the funding source, requiring the student or original payer to contact the College before the refund process could begin.
- Multiple College departments were required to participate in the traditional refund process, which is costly and time intensive.

### SOLUTIONS



- Seamless integration between Colleague and **PayMyTuition** systems enabled the College to quickly implement this new solution. On the first day, CNC was able to process over 750,000 dollars in refunds.
- Streamlined, automated processing allowing CNC to send a single batch payment file instead of sending payments individually. Previously, each student refund required manual entries and an individual wire transaction through CNC's bank.

# PARTNERING WITH THE COLLEGE OF NEW CALEDONIA FOR PROCESSING CROSS BORDER TUITION REFUNDS IN MINUTES

## SIMPLIFYING INTERNATIONAL REFUNDS WHILE ENHANCING THE USER EXPERIENCE

Refunds may sound like a simple and turnkey transaction, but when it comes to providing a refund to an international student, the process becomes complex, costly and time intensive. The College of New Caledonia (CNC) had found it extremely difficult and time consuming to issue refunds to its international students, which represent 20 percent of its annual enrollment.

When an international student requests a tuition refund the educational institution undergoes high processing fees, heavy paper pushing and data acquisition, and manual backend accounting updates and entries. This process can last a tedious one to three weeks to refund international tuition payments back to the student.

The College of New Caledonia encounters refund requests throughout the year requiring them to spend extraordinary amounts of time and effort to process. CNC sought an innovative and cost-effective alternative for refund processing and found its solution through the next-generation technology platform of **PayMyTuition**.

College  
of New  
Caledonia  

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**CNC**

## HIGHLIGHTS

- ▶ No customization was required in Colleague – use of APIs into baseline processes assured seamless transactional and reconciliation processes.

## OUTCOMES

- ▶ The College was able to reduce its time and expense to process international refunds. Staff time needed to research, and process transactions has fallen dramatically, enabling team members to handle other job duties.
- ▶ CNC now sends a single EFT payment instead of multiple wires through its bank, saving more than 95 percent of its original processing costs.
- ▶ Use of the newly automated process allowed CNC to come into compliance with governmental regulations regarding fraud and anti-money laundering policies.

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**CNC**

## THE PAYMYTUITION DIFFERENCE

International students who overpaid their tuition, overpaid deposits, or dropped out of school after paying their bills, often used refund payment solutions that were hard to trace and did not simply involve “reversing the transaction.”

With multiple banks and financial institutions involved with wiring funds, often with missing or insufficient information to identify the student or payer, the College had to spend tedious amounts of time trying to re-establish a trail to identify students, payers and funding sources before being able to electronically refund requests. When possible, each refund must be set up, processed, and paid for separately through CNC’s bank. Review, analysis, and preparation of refunds was strictly a manual process that could take weeks to complete.

In some cases, CNC had to wait for the student or payer to contact its finance or international programs offices to question why they had not received their refund before the College was able to initiate it. Language and cultural barriers also could create some delays with the College having to explain specific details about the complex refund process that was traditionally used.

## PARTNERING WITH PAYMYTUITION'S INNOVATIVE TECHNOLOGY

When CNC identified a business partner to provide it with a new innovative alternative to process international tuition payments, leadership asked whether the vendor could also develop a solution to its refund dilemma.

CNC’s payment partner, **PayMyTuition**, was already integrated within the College’s student information system allowing for fast set up and enablement of their innovative payment refund module.

**PayMyTuition’s** student refund payment solution processes payments using real time APIs that support seamless integration into CNC’s student information system with little to no customization required or utilization of CNC staff resources.

“ WITH OUR ORIGINAL PROCESS, WE HOPEFULLY HAD GOOD INFORMATION ON WHO AND WHERE THE REFUNDS SHOULD BE SENT. NOW, THE STUDENT RECEIVES A REQUEST TO COMPLETE THEIR PAYMENT INSTRUCTIONS ONLINE AND REFUNDS ARE SETTLED TO THEIR DESIGNATED ACCOUNT IN 24 HOURS.”

Sue Ovington  
Director, Student Accounts  
The College of New Caledonia  
(CNC)

## THE COLLEGE OF NEW CALEDONIA

The College of New Caledonia has served the needs of students in British Columbia's Central Interior region since 1962. Offering a full range of career, technical, vocational and University credit programs on six (6) campuses, CNC's enrollment is approximately 8,450 students, with 1,667 international students coming from 39 countries.

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