

Website Landing Page  
Domestic & International  
Refunds  
Missouri Valley College

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## Processing Times

Refunds due to Withdrawal: Typically take between 4 to 6 weeks to process from the time you withdraw from a class or submit your refund request for processing.

Refunds due to excess Financial Aid: Within 7 to 10 business days from the time your aid is disbursed by the Financial Aid Office.

You will receive automated emails from PayMyTuition confirming your refund and the required next steps.

## Refunds through PayMyTuition

Missouri Valley College has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will remit the refund to domestic students via credit card or ACH, and to international students via credit card or bank transfer.

With PayMyTuition, all students have the option of setting up their ACH or bank transfer refund instructions through the PayMyTuition portal directly.

Any refunds processed back to your credit card will only be completed to the credit card on record if your refund has been requested and processed **90 days** following the completion of your payment. If your refund is eligible for return to your credit card, you will receive the following notification from PayMyTuition once your refund is in progress:



Hello Student,

PayMyTuition has been authorized by Missouri Valley College to initiate a payment of \$200.00, to be refunded to your credit card on record.

You should see the funds deposited within 1-3 business days.

We kindly request you to verify the receipt by checking your credit card account.

Regards,

**PayMyTuition Support Team**

Email: [studentrefunds@paymytuition.com](mailto:studentrefunds@paymytuition.com)

Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)

## How to Access Your Refund / Refund Instructions – Domestic Students

- Once the process for your refund has been initiated by Missouri Valley College, you will receive an email notification from PayMyTuition with instructions on the next steps:



Hello Student,

Missouri Valley College has initiated your refund through PayMyTuition. We now offer the option for you to receive this refund directly to the bank account of your choice and this notice is an attempt to get these funds to you as quickly as possible.

Please follow the below steps to set up direct deposit today:

1. Access your account on the PayMyTuition portal.
2. Access the "My Profile" section and navigate to the "Active Refund Method" tab.
3. Select the "Setup Account" button and provide the required routing and account details for the account where you would like to receive your refund.

Receiving your refund through direct deposit provides the utmost security and speed in transferring the funds owed to you by Missouri Valley College. This method eliminates the risks and delays associated with issuing and mailing paper checks. By choosing direct deposit, you can have access to your funds within a few days, rather than waiting 2-3 weeks for a paper check to arrive via mail.

If you have any questions or concerns, please contact the business office.

Regards,

**PayMyTuition Support Team**

Email: [studentrefunds@paymytuition.com](mailto:studentrefunds@paymytuition.com)

Toll Free: [+1.855.663.6839](tel:+1.855.663.6839)

Canada Local: [+1.905.305.9053](tel:+1.905.305.9053)

US Local: [+1.201.209.1939](tel:+1.201.209.1939)

- Proceed to log into [Colleague Self Service](#):

# MyMoval



MVC Intranet >



Colleague Self Service >



Brightspace Login >



Valley Email >



Password Reset Portal >



One-Time Payment >



Student Books >



Valley Drive >



Board Intranet >



Student Web Services >

- Select the **“Financial Information”** section from the navigation panel, and click on **“PayMyTuition (Payment Plans + International Payments)”** to be redirected to your dedicated PayMyTuition portal:

MISSOURI VALLEY COLLEGE

burkep Sign out

Hello, Welcome to Colleague Self-Service!  
Choose a category to get started.

- Student Finance: Here you can view your latest statement and make a payment online.
- Financial Aid: Here you can access financial aid data, forms, etc.
- Tax Information: Here you can change your consent for e-delivery of tax information.
- Banking Information: Here you can view and update your banking information.
- Student Planning: Here you can search for courses, plan your terms, and schedule & register your course sections.
- Course Catalog: Here you can view and search the course catalog.
- Grades: Here you can view your grades by term.
- Graduation Overview: Here you can view and submit a graduation application.

- Once you are redirected, select the **“Refunds”** tab to access your refund portal:

PAYMENT CENTER STATEMENTS **REFUNDS** E-DOCUMENTS CREATE PROFILE

## How to Setup an ACH Refund Profile with PayMyTuition

- To set up your ACH Refund Profile with PayMyTuition, click on the **“Refunds”** tab within your PayMyTuition portal and click on **“Setup Account”**:

The screenshot shows the top navigation bar with five tabs: PAYMENT CENTER, STATEMENTS, REFUNDS (highlighted in orange), E-DOCUMENTS, and CREATE PROFILE. Below the navigation bar is the eRefunds section, which includes a sub-header 'eRefunds', a brief description, and a section titled 'ACH Refund Method'. In this section, a message states 'An ACH deposit account has not been setup.' To the right of this message is a red-bordered button labeled 'SETUP ACCOUNT'.

- Complete the refund form with the required information and click **“Add”** to create your ACH Refund Profile:

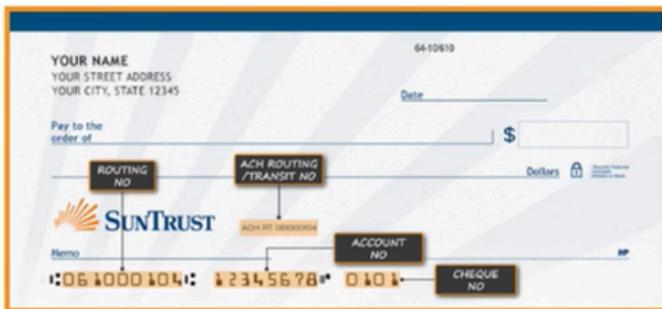
### Bank Details

Name on bank account

State

Funding Account Zip Code

Bank Account Type



ACH routing number

Account number

Account nickname

- Once your ACH Refund Account is setup and Missouri Valley College has initiated the process of your refund, you will see any available refunds within the “**Outstanding Refunds**” section, with a status of *Initiated*:

Outstanding Refunds    Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
998	07-02-2024	399.00		INITIATED	

- When the refund has been completed by PayMyTuition to your selected destination bank, the refund will be available within the “**Completed Refunds**” tab with a status of *Completed*:

Outstanding Refunds    **Completed Refunds**

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1097	27-02-2024	125.00		COMPLETED	

10    < < 1 > >

- You will receive a notification once the refund is complete. You can download a refund receipt using the download icon within the “**Action**” column.

## Rejected ACH Deposit

If you provide invalid ACH instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.

- Within the PayMyTuition portal, your refund will remain in the “**Outstanding Refunds**” section, with a status of *Rejected*:

Outstanding Refunds    Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1099	27-02-2024	126.00		REJECTED	

10    < < 1 > >

- Missouri Valley College will determine the next steps for your refund. *It is recommended that you access your PayMyTuition portal to update your ACH Refund Profile for any future remittances:*

PAYMENT CENTER    STATEMENTS    **REFUNDS**    E-DOCUMENTS    CREATE PROFILE

**eRefunds**  
eRefunds help fund you FASTER! Direct deposits are fast,secure and convenient. No more paper checks to deposit into your account.

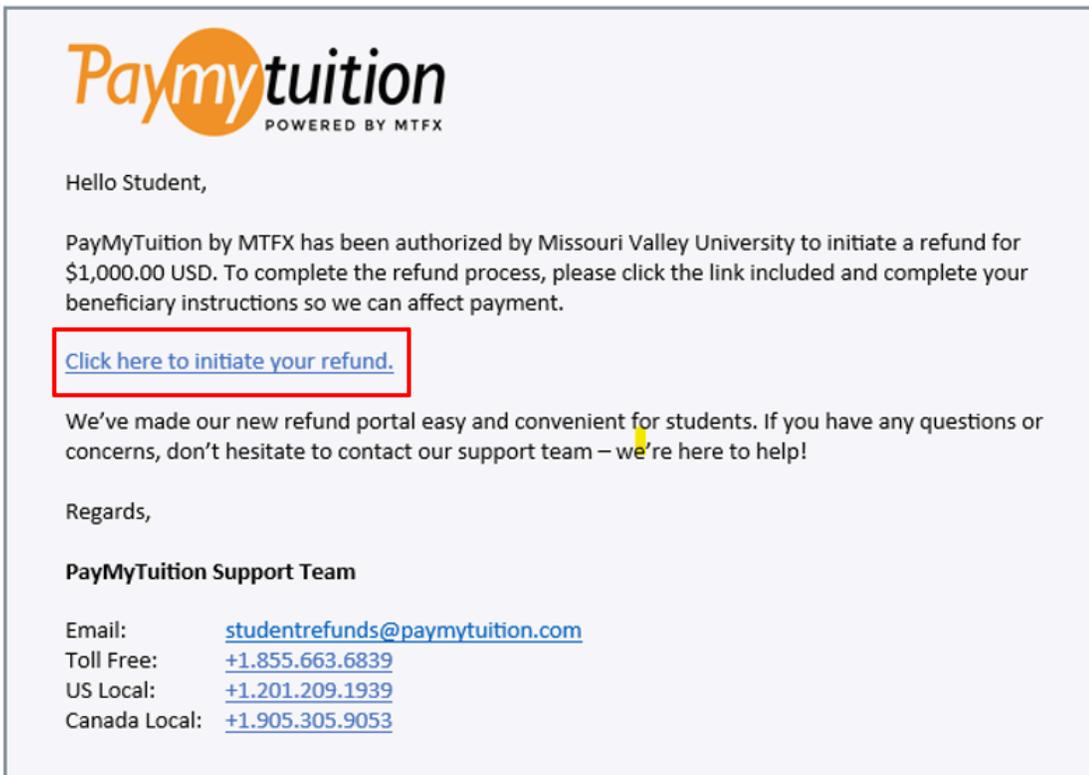
**ACH Refund Method**

 gh    INVALID ACCOUNT     

## How to Access Your Refund / Refund Instructions – International Students

Once Missouri Valley College has initiated the process of your refund, you will receive a notification from PayMyTuition with a link to access your refund form.

- You can click on the link within the email to be redirected to your refund form:



- Alternatively, your refund will be available by logging into [Colleague Self Service](#):

MyMoval

### MyMoval



MVC Intranet >



Colleague Self Service >



Brightspace Login >



Valley Email >



Password Reset Portal >



One-Time Payment >



Student Books >



Valley Drive >

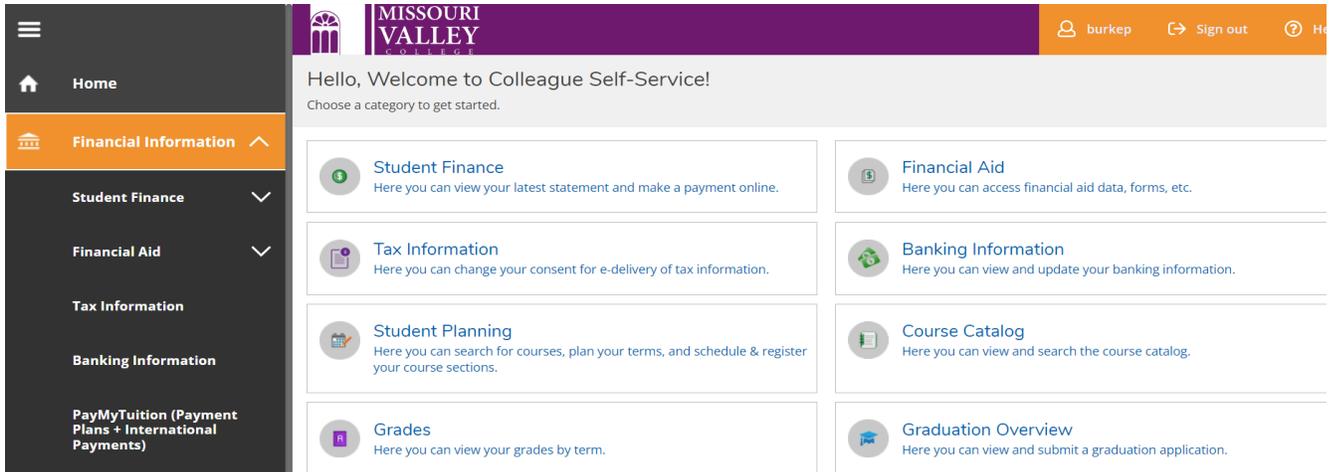


Board Intranet >



Student Web Services >

- Select the “Financial Information” section from the navigation panel, and click on “PayMyTuition (Payment Plans + International Payments)” to be redirected to your dedicated PayMyTuition portal:



- Once you are redirected, select the “Refunds” tab to access your refund portal:



- Within the “Outstanding Refunds” section, locate your available refund with a status of *Initiated*, and select the “Instructions” icon within the “Action” column to access your refund form:

Credit Card Refund

The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

International Refunds

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

## Completing your Refund Instructions

1. **Enter beneficiary details:** Complete the online refund beneficiary instruction form, which requires currency, identification documentation (either passport or driver's license), banking and beneficiary information.

You may choose to deposit the funds into someone else's bank account. When you are directed to the PayMyTuition refund form, you will have the option within the Beneficiary Information tab to select someone else as the recipient and input their bank information:

Student Information   **Beneficiary Information**   Identification Documentation

### Beneficiary Details

Beneficiary Account Holder \*

Me    Someone Else

2. **Complete verification:** Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.
3. **Payment confirmation:** PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password protected. This PDF can be accessed using the bank account number that you provided in Step 2 a. as the password.
4. **Refund processed:** Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.

## Rejected Refunds

If you provide invalid bank transfer instructions, you will be notified by PayMyTuition that your refund has been rejected due to a failed deposit attempt.

Your refund will remain in the Outstanding Refunds section, with a status of Rejected:

**Outstanding Refunds**   Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
1099	27-02-2024	126.00		REJECTED	

10   1

Missouri Valley College will determine the next steps for your refund. 660-831-4106 or 4107 or email [businessoffice@moval.edu](mailto:businessoffice@moval.edu)

## **Need Assistance?**

Connect with PayMyTuition directly by calling 1.855.663.6839 (toll-free) or through one of their [local country contact numbers](#).

You can also reach PayMyTuition Support at [support@paymytuition.com](mailto:support@paymytuition.com) or through their [support page](#).

No matter what time zone you are in, you will have a dedicated customer support team available to you through live chat, email, and phone to answer any of your questions and help you make with the refund process.