CASE STUDY

How Brigham Young University Enhanced International Payment Processes with PayMyTuition

The Challenge

Brigham Young University (BYU), known for its global student body, faced challenges with its outdated international payment system. Students had limited payment options and often incurred high fees, adding financial strain. The manual wire transfer process required multiple departments to track and allocate payments, causing delays and frustration. "Excessive fees and payment posting delays frustrated students and our team," said Brian Blum, Director of Student Financial Services. Additionally, BYU's customized PeopleSoft system complicated third-party integrations, and refund processes were slow, requiring manual coordination across departments.

> "PayMyTuition's integration with PeopleSoft was a game-changer. Their team built custom solutions to address our specific needs, making the entire process seamless,"
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> **Lori Glenn**
> Assistant Director of Student Financial Services
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> **BYU**

BYU Overview

📅	**1875** Founded
🎓	**34,000+** Student Population
📍	**Provo, Utah** Location
⚙️	**PeopleSoft Campus Solutions** SIS Integration

Implementation Process

The implementation of PayMyTuition at BYU was notably efficient, taking just ~ 4 – 6 weeks from start to finish. BYU highlighted the expertise and responsiveness of the PayMyTuition team as critical to the project's success.

"Unlike other providers, who struggled to understand our unique requirements, PayMyTuition's team delivered a tailored solution on time and with exceptional attention to detail," said Brian Blum.

BYU also appreciated PayMyTuition's support during onboarding, including pre-prepared communication templates and a proactive approach to addressing questions.

The Solution

To address these issues, BYU implemented PayMyTuition's international payment solution, which provided seamless integration with their customized PeopleSoft system. The solution not only reduced payment processing times but also introduced a range of flexible payment options, making the experience smoother for both students and administrators.

Key Features of the Solution:

Multiple Payment Options: Students gained access to over 120 currencies and 80+ in-country payment methods, significantly reducing reliance on high-fee credit cards.

PeopleSoft Integration: Real-time API integration enabled automated payment posting and balance updates, tailored to BYU's unique requirement of allowing students to select specific charges to pay.

Automated Refunds: International refunds were streamlined, replacing manual wire-based processes with faster, automated solutions.

User-Friendly Interface: An intuitive payment platform made the system easier to navigate for students, reducing queries and errors.

> "With PayMyTuition, our students experience quicker payment posting and reduced fees. It's been a tremendous help for both them and our staff,"
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> **Lori Glenn**
> Assistant Director of Student Financial Services.
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> **BYU**

The Results

Since implementing PayMyTuition, BYU has experienced transformative improvements across its international payment processes:

Faster Payment Posting: Payment processing times reduced from 4-10 days to real-time posting, improving student satisfaction.

Improved Refund Efficiency: International refunds now take hours instead of days, thanks to automated processes that have reduced administrative workloads by 90%.

Enhanced Operational Efficiency: Automated workflows reduced manual data entry and allocation errors, saving hours of staff time each semester.

Increased Payment Flexibility: Students now benefit from a variety of payment methods, enabling them to choose the most cost-effective and convenient options.

Future Growth Potential

Looking ahead, BYU plans to expand its partnership with PayMyTuition as they explore transitioning to new SIS platforms like Workday or Oracle. The university also aims to further leverage PayMyTuition's capabilities, such as real-time analytics and enhanced reporting, to drive strategic decision-making.

Conclusion

Implementing PayMyTuition has revolutionized BYU's international payment processes, enhancing the experience for both students and administrators.

"PayMyTuition has been one of the best vendors we've worked with. Their proactive approach, technical expertise, and commitment to customer service set them apart," said Brian Blum.

To learn how PayMyTuition can transform your institution's payment processes, visit www.paymytuition.com.