

## REFUNDS

Refunds of credit balances resulting from financial aid, registration withdrawals/drops or other reimbursements may be requested as follows:

- In person: Account Services cashier windows, Garner Hall
- Mail: Contact Account Services by phone at 662-325-2071 or by email at [cashiers@controller.msstate.edu](mailto:cashiers@controller.msstate.edu)
- Direct Deposit: Utilize the BULL-E-BUCK\$ electronic account management program via the onCampus portal.

Credit balances resulting from overpayments by check or e-check will not be available until 14 calendar days after posting to the student's account.

Credit balances resulting from overpayments by credit card will be refunded to the credit card account on which the payment was made.

## onCampus Portal Information

### Web Instructions to Access Your Account:

From the MSU main Web page, select onCampus; secure user access using your personal NetID and password; click on the Banner tab and enjoy the following services:

1. Change your billing address and/or E-mail address.
2. View your current or prior billing statement.
3. View your account detail history.
4. Make a payment by credit card or e-check.
5. Authorize another user to help manage or make payment to your account.
6. Access a remittance stub to make payment via U.S. mail
7. View your pending financial aid or scholarships
8. Use the BULL-E-BUCK\$ program to direct deposit your refund or make a transfer to your MoneyMate account.

For assistance with Tuition and Fees, Housing, Scholarships, Financial Aid and other student related services, the following contacts should be beneficial:

MSU Information	325-2323
Account Services	325-2071
Admissions and Scholarships	325-2224
Student Financial Aid	325-2450
Registrar's Office	325-2022
Housing and Residence Life	325-3555
MoneyMate/MSU ID Card	325-3387
Sponsored Student Programs	325-8017
Telecommunications	325-2212

**For more information about enrollment related charges, student accounts, payment options and services, and the Bull-e-Buck\$ EFT refunding programs:**

- **log on to [www.controller.msstate.edu/sas/](http://www.controller.msstate.edu/sas/) or**
- **obtain a copy of the Parent or Student Handbook offered through the Dean of Students Office, 112 Lee Hall.**