This module outlines how to take cash, check or credit card payments for a transcript request and properly post them to the student's account.

Step 1
- Enter Student ID

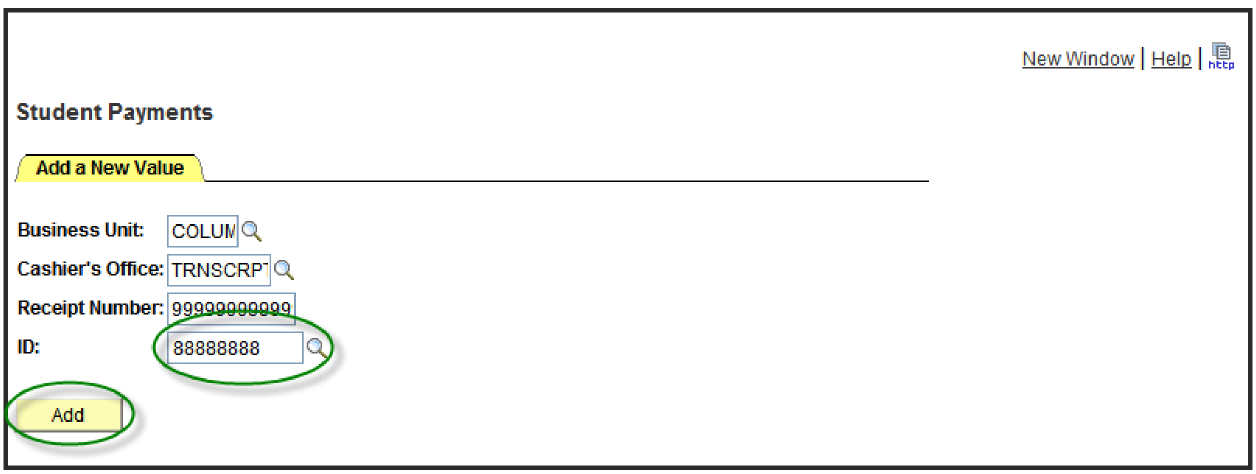
Step 2
- Complete Target Detail

Step 3
- Complete Tender Detail

Step 4
- Print Receipt

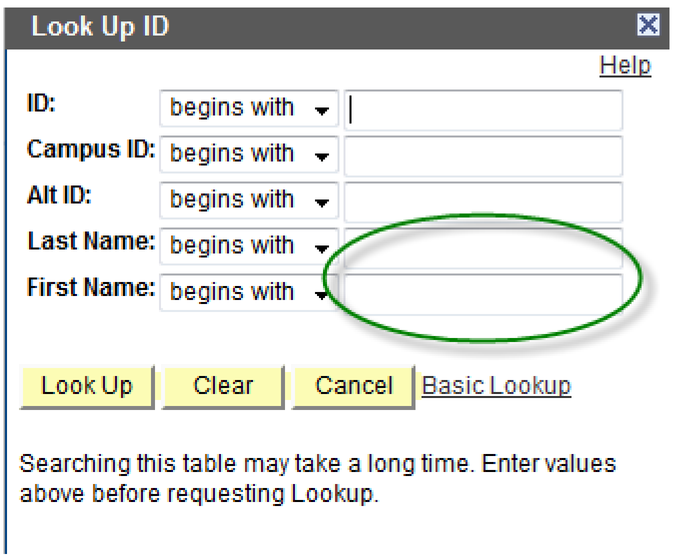
Note:
- MyZou does not accept a 'Student Charge' as method of payment.
- Transcript Charges do not show up on the student's account.
- To view a receipt for a transcript, go to Student Financials → Cashiering → Balance by Business Day → Review Receipts by Date.

Step 1a Student ID is Known	Navigate to: Student Financials → Cashiering → Post Student Payments Ask student for ID card – OR – ask student for ID# and enter it. Click **Add**.



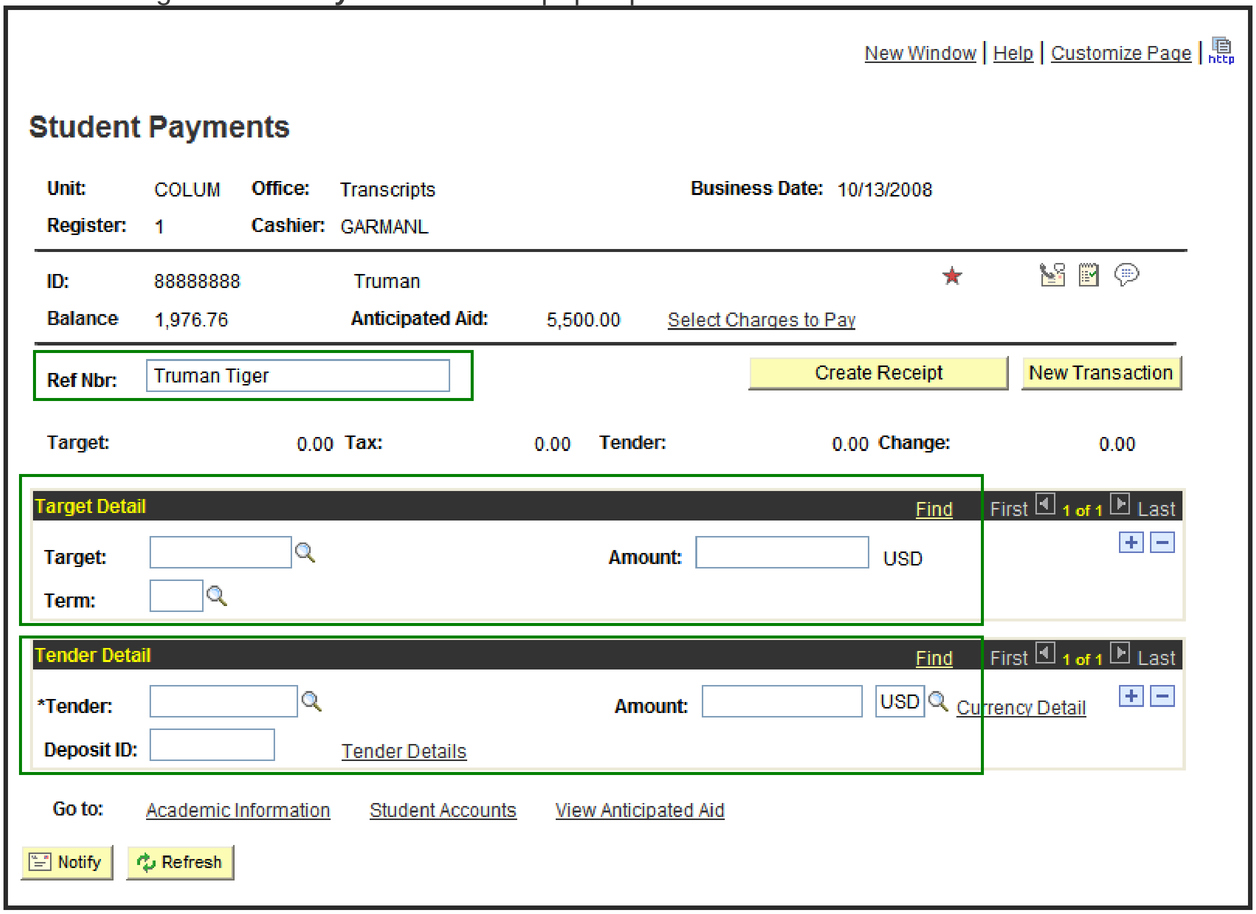
Note: Business Unit auto fills with COLUM. The **Receipt Number** always fills in with 9s until the payment is saved. Then a receipt number is assigned.

Step 1b Student ID is Unknown	Click **ID** for **Look Up ID** to search by name. Fill in **Last Name** and/or **First Name**. Click **Lookup**. A selection of students who meet the criteria will appear. Click on any item in the correct line to auto fill the **ID** field. Click **Add**.



Step 1c Student ID Does Not Exist	If there is no ID for the student, use ID # **14095991.** On the **Student Payments** screen, enter the student's name in the **Ref Nbr** field – 'last name, first name'.

The following **Student Payments** screen pops up.



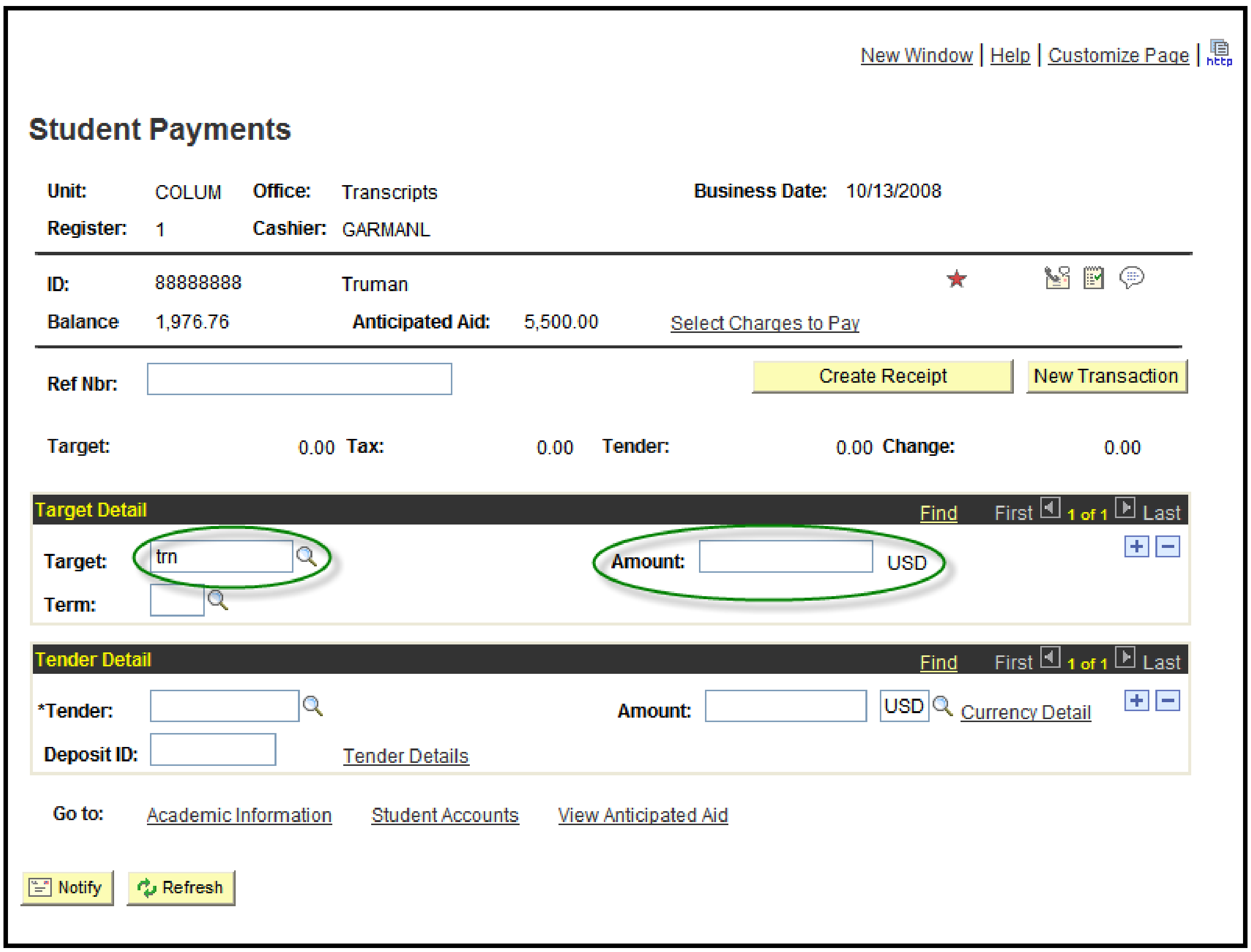
Note: Attachment A defines all the Fields on the Student Payments screen.

Note: The top portion of the page is automatically filled in with cashier and student information.

Student payment transactions are a 2 step process completed on this screen:

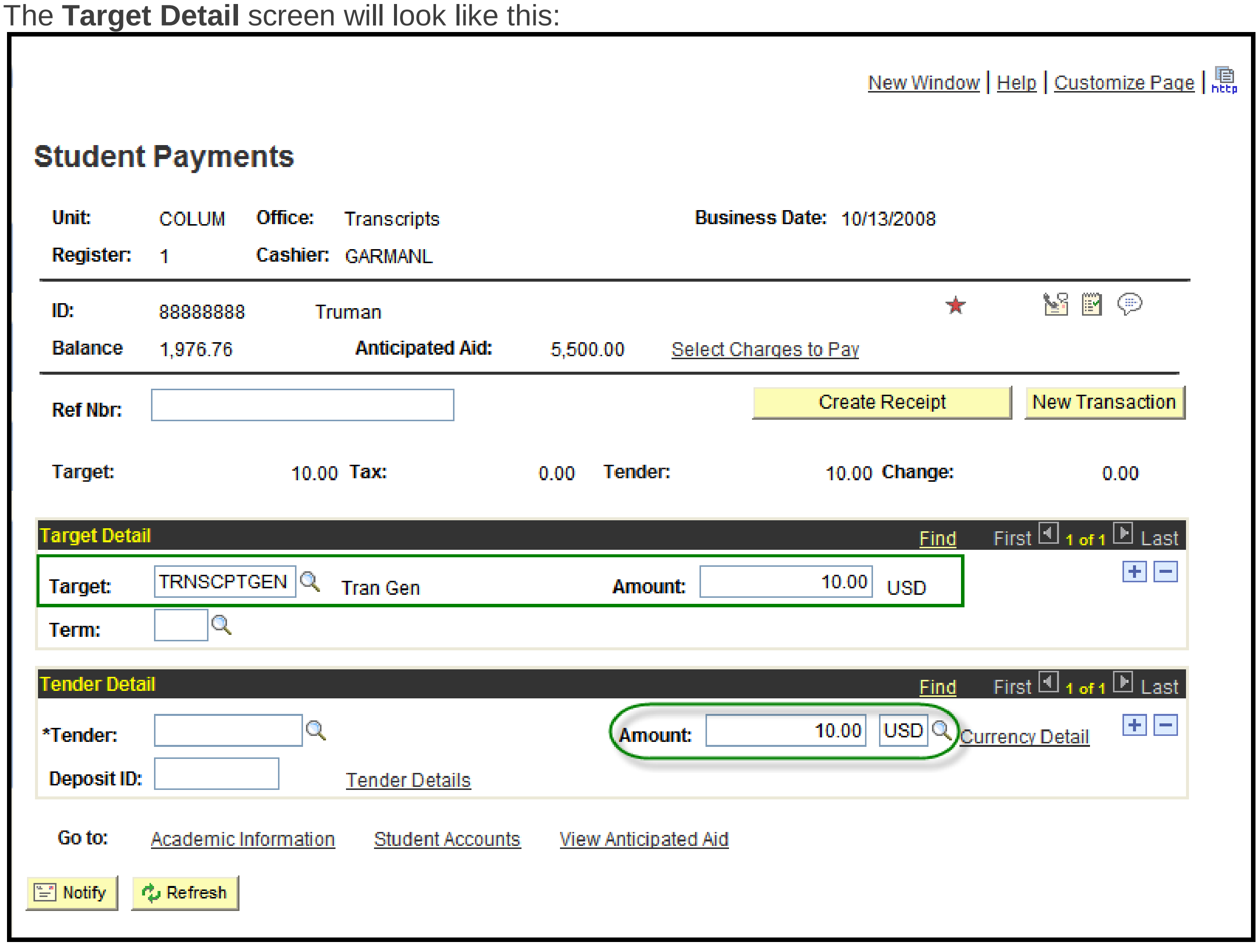
1. **Target Detail** records the item being paid for.
2. **Tender Detail** records how the item is being paid for – cash, check or credit card.

Step 2 Complete Target Detail	In the target field, type **trn** and click **Target** for **Look Up Target** and choose the correct Target Key. **Note:** By typing **trn**, you are narrowing the choice of target detail keys to just those used by the Transcript Office. Click any item in the correct line to auto fill the **Target** field. Enter **Amount** for that Target Key Hit **Enter**.



Note: Typically, the **Term** field is left blank. It will default to the current term unless one is specified.

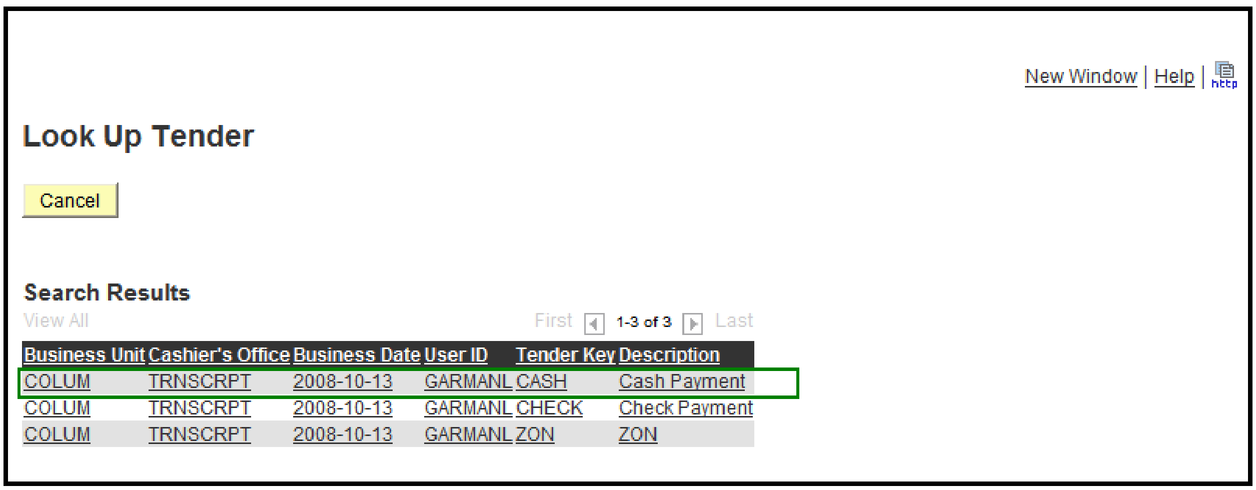
The **Target Detail** screen will look like this:



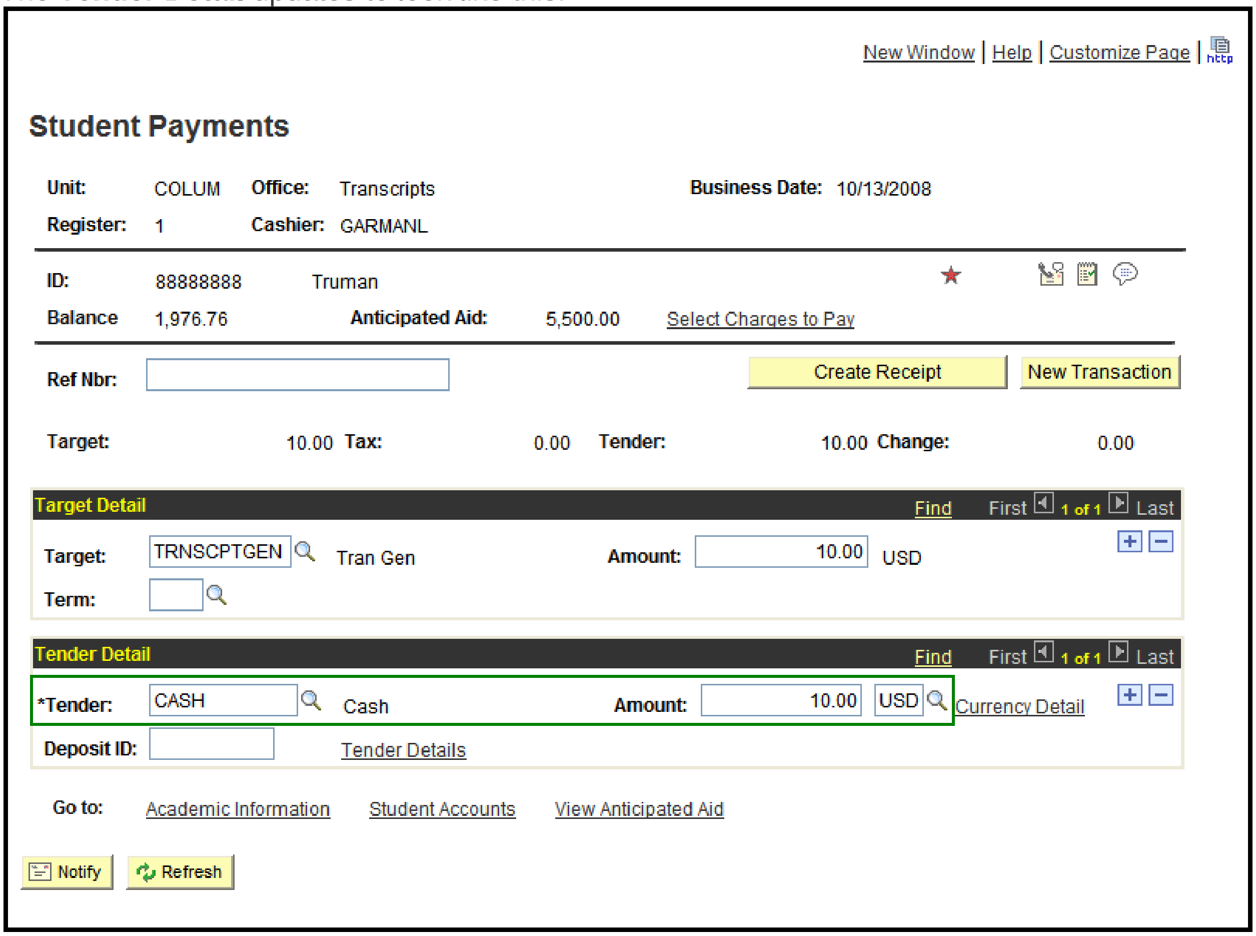
Note: Tender Detail amount auto fills from Target Detail amount.

Note: Click on [+] and repeat Step 2 if transaction has multiple **Target Keys**.
Click on [−] to delete a **Target Detail** entry made in error.

Step 3a Complete Tender Detail	Click **Tender** for **Look Up Tender** and choose the correct Tender Key. Click any item in the correct line to auto fill the **Tender** field. Verify the **Tender Detail** amount is correct for the Tender Key chosen.
	Note: If you clicked the Check Tender Key, the **Check Information** screen pops up. See Step 3b to complete this screen.
	Note: If you clicked the ZON Target Key, the **Credit Card Information** screen pops up. See Step 3c to complete this screen.



The **Tender Detail** updates to look like this:


New Window | Help | Customize Page |

Student Payments

Unit: COLUM **Office:** Transcripts **Business Date:** 10/13/2008
Register: 1 **Cashier:** GARMANL

ID: 88888888 Truman
Balance 1,976.76 **Anticipated Aid:** 5,500.00 Select Charges to Pay

Ref Nbr: Create Receipt New Transaction

Target: 10.00 **Tax:** 0.00 **Tender:** 10.00 **Change:** 0.00

Target Detail Find First 1 of 1 Last
Target: TRNSCPTGEN Tran Gen **Amount:** 10.00 USD
Term:

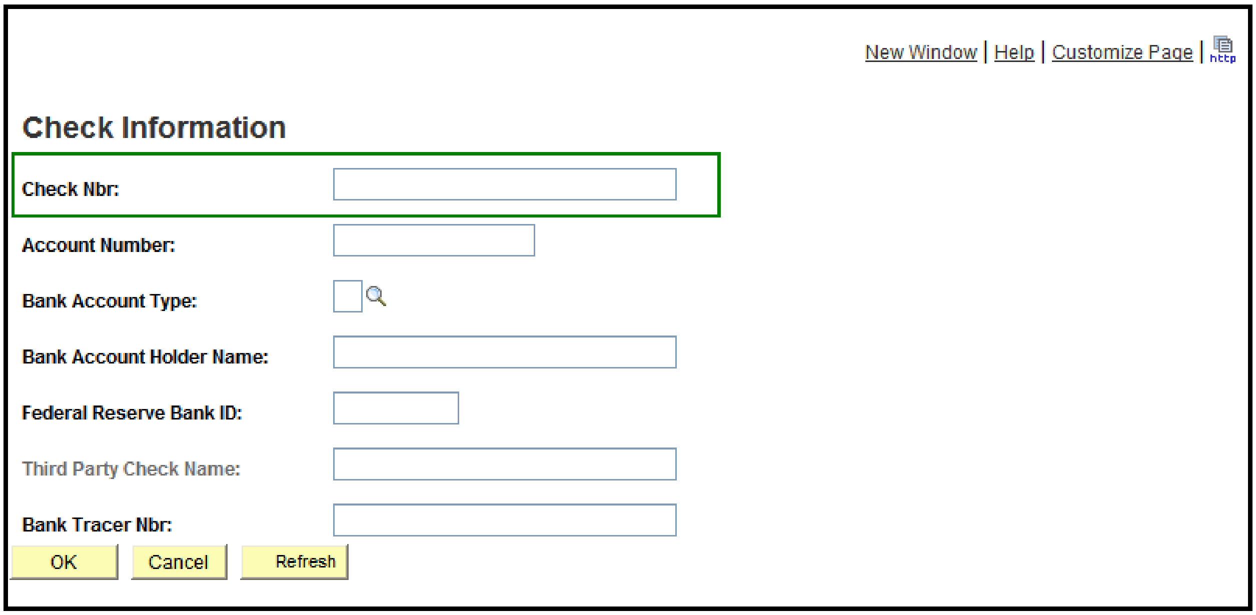
Tender Detail Find First 1 of 1 Last
***Tender:** CASH Cash **Amount:** 10.00 USD Currency Detail
Deposit ID: Tender Details

Go to: Academic Information Student Accounts View Anticipated Aid

Notify Refresh

Note: Click if payments require multiple Tender Keys.
Click to delete a **Tender Detail** entry made in error.

Step 3b Check Information	**Note:** If you clicked Check, the **Check Information** screen pops up. Enter **Check Nbr**. Click **OK**.

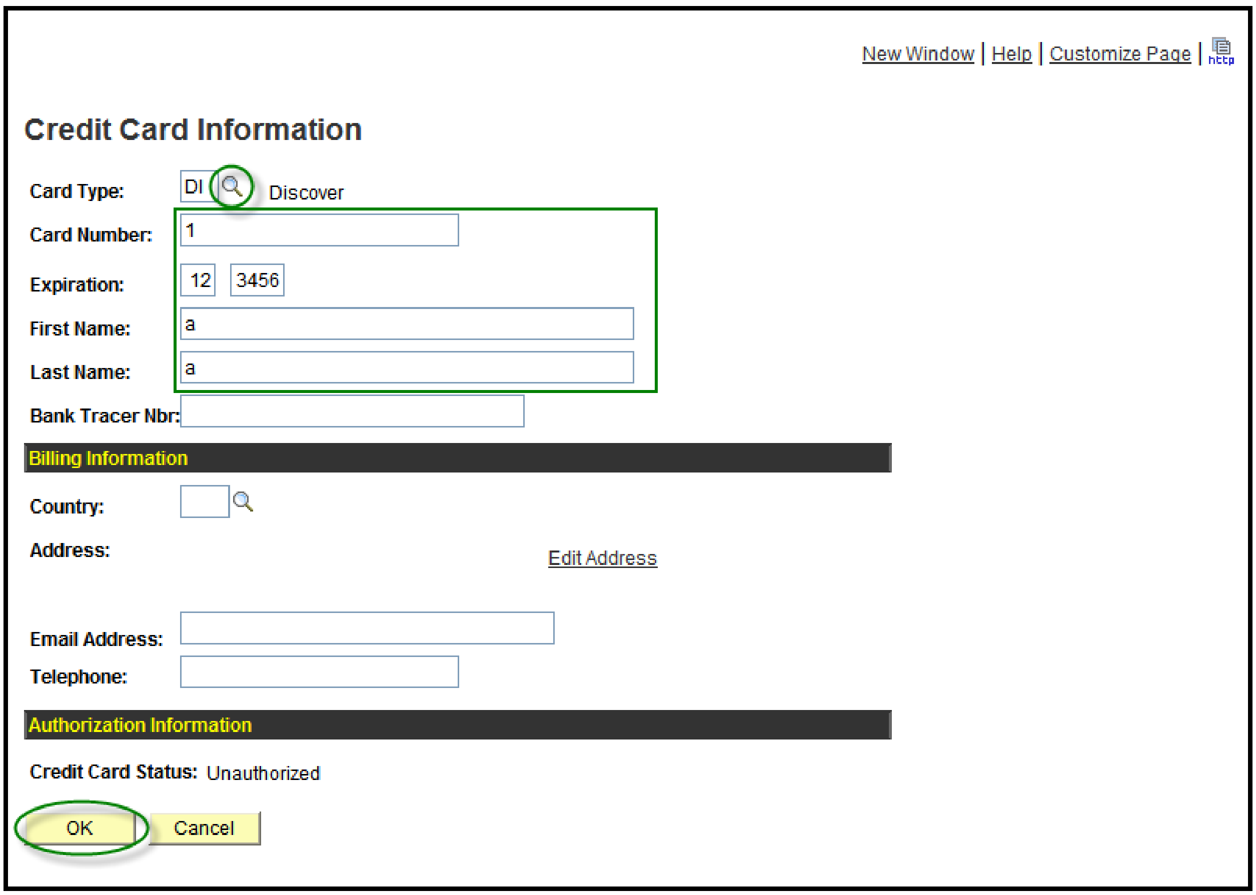


Step 3c Credit Card Information

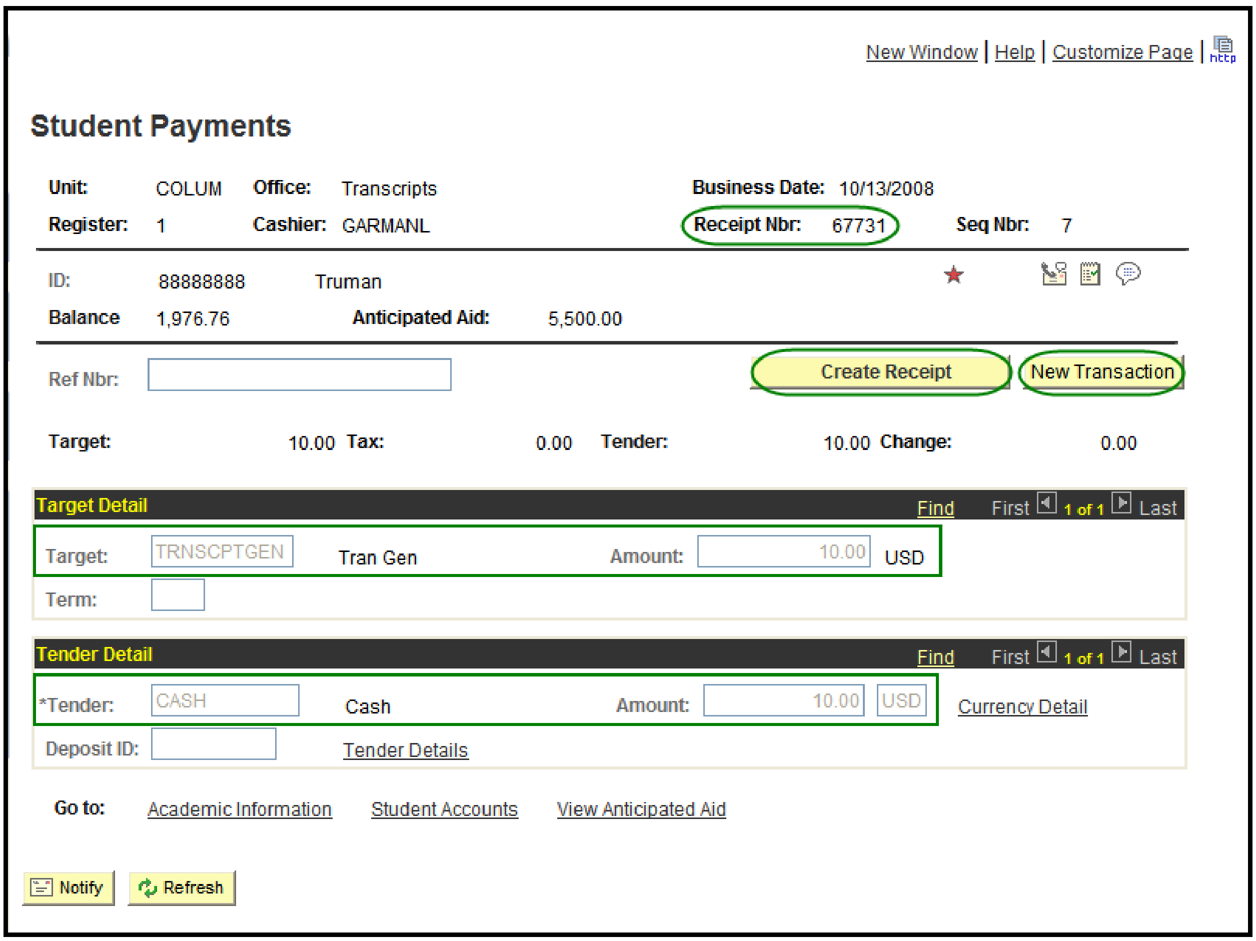
Note: If you clicked ZON, the **Credit Card Information** screen pops up.

Note: Since this is not a secure screen, actual credit card information is not entered.

Click **Card Type** and choose the actual card type.
Card Number, Expiration, First Name and **Last Name** are filled in per below.
Click **OK**.



Step 4	Verify the screen is correct. Click **Create Receipt** to save receipt. **Note:** The **Create Receipt** then changes to **Print Receipt**. Click **Print Receipt** to print receipt for payor. Click **New Transaction** to enter a new transaction.



Note: After clicking **Create Receipt**, the R**eceipt Nbr** fills in on the top portion of the screen.

<u>Important!</u> You are responsible for all activity occurring under your login ID. For security purposes – to prevent another user access to the site – it is important to sign out when you are finished with your myZou session.

LET'S PLAY AROUND

Example #1
A student wants to get 1 copy of his transcript. He will pay with a $20.00 bill.

Example #2
A student wants to get 1 copy of his transcript faxed. He pays $15.00 by check #1007.

Example #3
A student requests a copy of his transcript and is paying by credit card.
Credit card information:

MC 8888-8888-8888-8888
Expiration: 11/2009
Name on Card: Truman Tiger

COMMON AND NOT-SO-COMMON PROBLEMS YOU MAY SEE

"I want to pay with traveler's checks."

"How do I enter 5 transcripts for 1 student?"

Congratulations!
You have completed "Taking a Cash, Check or Credit Card Payment"

ATTACHMENT A

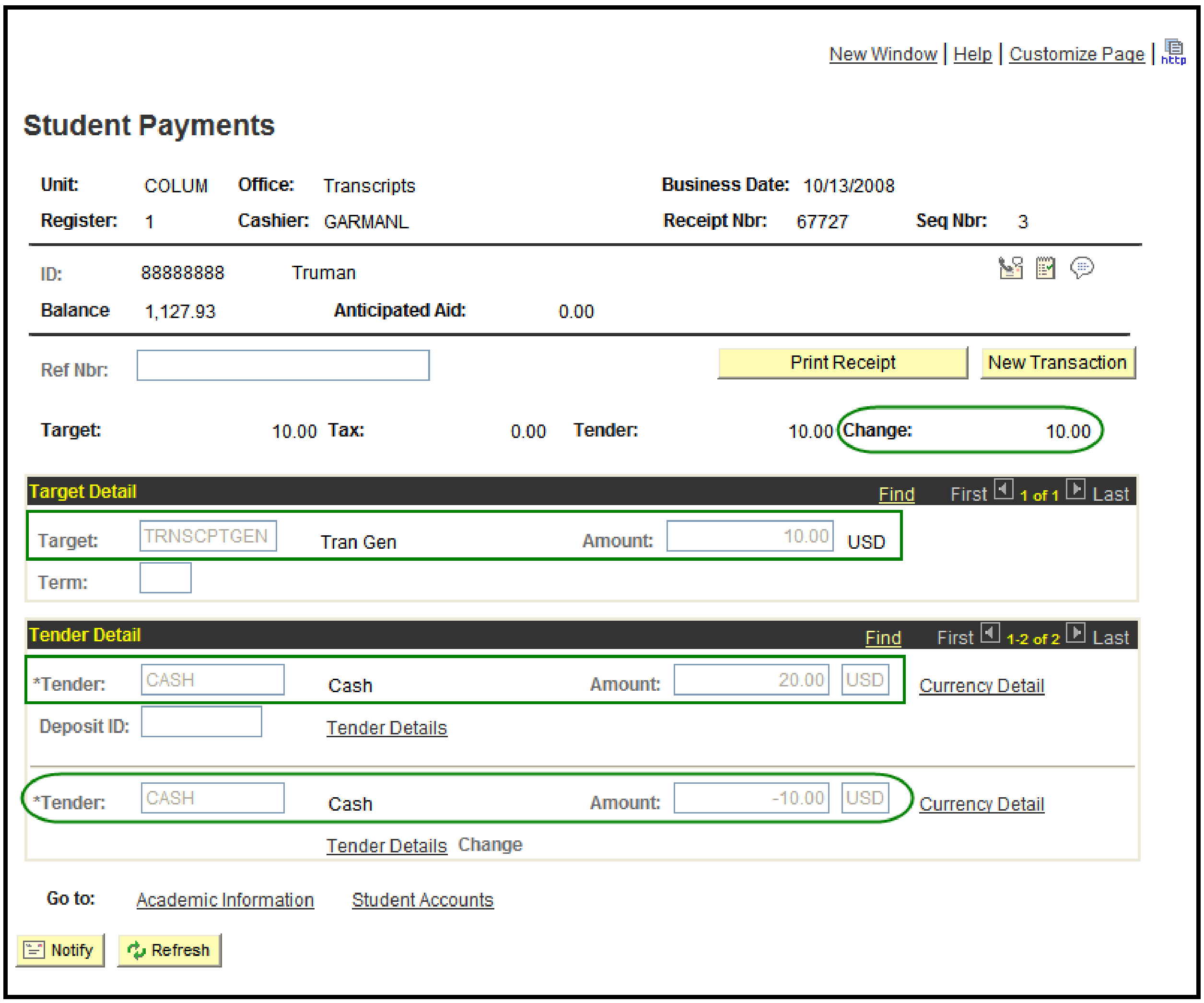
Student Payments Screen

⊘	Negative Service Indicator: details negative status of the account. Some of these indicators are generated automatically, some are entered manually. *Attachment C provides details.*
★	Positive Service Indicator: details positive status of the account. These indicators are entered manually. *Attachment C provides details.*
Balance	The total balance due as of today.
Anticipated Aid	Financial aid expected, but not yet paid to student's account. It can be for the current term or a future term.
Select Charges to Pay	Per payor request, attaches a payment to specific charges on the account.
Ref Nbr	Like the memo field on a check, a short comment can be added here (ex. parking ticket #85760). This field also shows up a) under Student Accounts → Account Details → Item Details and b) on the Student Bill.
Create Receipt	'Saves' the receipt. NOTE: after this is clicked, all fields 'gray out' and no changes can be made. This field changes to Print Receipt.
New Transaction	Takes you back to the first screen in Student Payments.
Target	The total $$ amount entered under Target Detail.
Tax	No tax is involved with payments on student accounts.
Tender	The total $$ amount entered under Tender Detail.
Change	Any change due the payor.
Target Detail:	
Target	Method of payment.
Amount	Amount paid for each target key.
Term	Defaults to current term. Note – DEPOSIT Target Keys must have the correct term identified.
Target Detail + / −	To add / delete target details from student's account prior to saving the transaction.
Tender Detail:	
Tender	How the payment is made.
Amount	Amount paid by each method of payment.
Currency Detail	Always USD (U.S. Dollars)
Deposit ID	This field is not used by Cashiers Front Desk.
Tender Details	Check number is recorded on this page.
Tender Detail + / −	To add / delete tender details from student's account prior to saving the transaction.
Academic Information	Gives a snapshot of enrollment data / credit hours by term. *See Attachment D.*
Student Accounts	Gives a snapshot of charges / payments by term. *See Attachment E.*
View Anticipated Aid	Gives a snapshot of anticipated aid – aid not yet posted to student's account. It can be for the current term or a future term. *See Attachment F.*

ATTACHMENT B

Let's Play Around
Example #1

A student wants to get 1 copy of his transcript. He will pay with a $20.00 bill.


New Window | Help | Customize Page | http

Student Payments

Unit: COLUM Office: Transcripts Business Date: 10/13/2008
Register: 1 Cashier: GARMANL Receipt Nbr: 67727 Seq Nbr: 3

ID: 88888888 Truman
Balance 1,127.93 Anticipated Aid: 0.00

Ref Nbr: Print Receipt New Transaction

Target: 10.00 Tax: 0.00 Tender: 10.00 Change: 10.00

Target Detail Find First 1 of 1 Last
Target: TRNSCPTGEN Tran Gen Amount: 10.00 USD
Term:

Tender Detail Find First 1-2 of 2 Last
*Tender: CASH Cash Amount: 20.00 USD Currency Detail
Deposit ID: Tender Details
*Tender: CASH Cash Amount: -10.00 USD Currency Detail
Tender Details Change

Go to: Academic Information Student Accounts

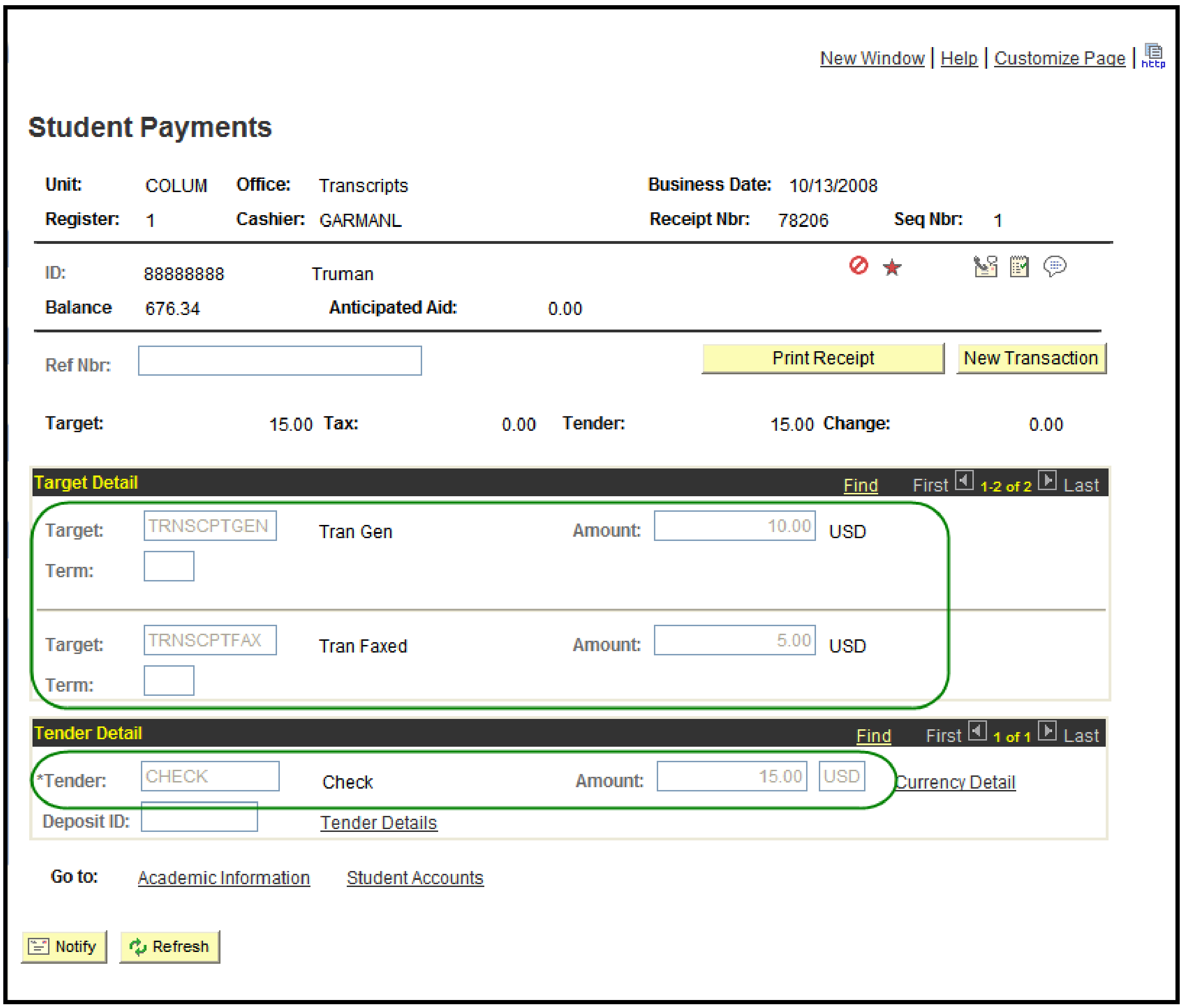
Notify Refresh

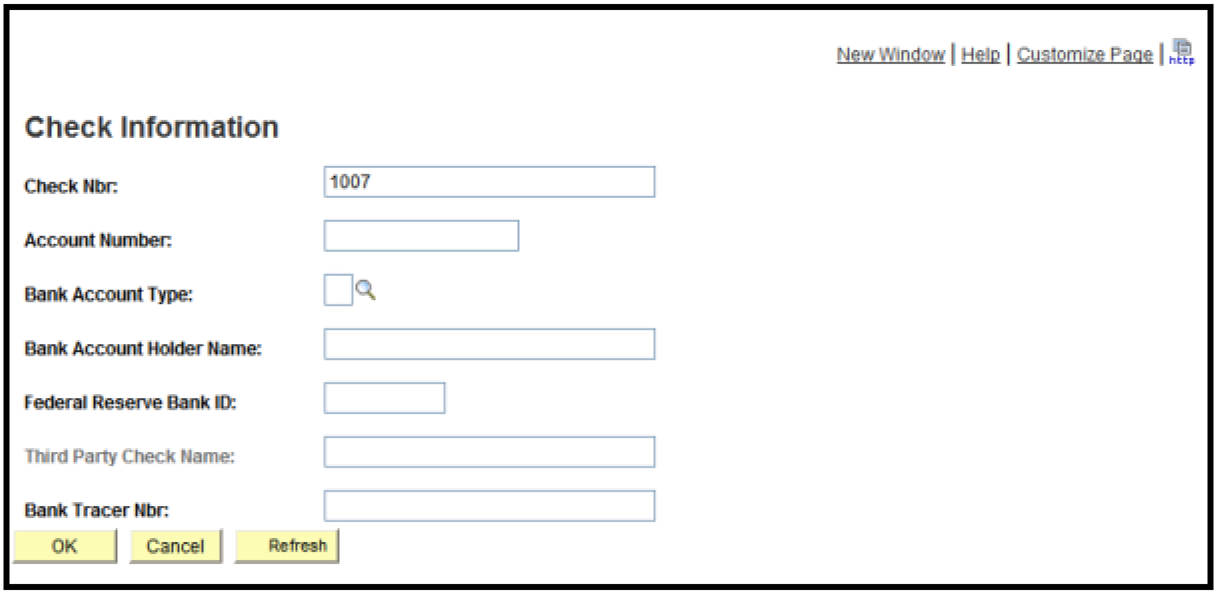
Note: Because $20.00 was given for a $10.00 fee, a second **Tender** transaction is generated to document that change was given. It is also designated in the upper portion of the screen.

ATTACHMENT B

Let's Play Around
Example #2

A student wants to get 1 copy of his transcript faxed. He pays $15.00 by check #1007.




New Window | Help | Customize Page

Check Information

Check Nbr: 1007

Account Number:

Bank Account Type:

Bank Account Holder Name:

Federal Reserve Bank ID:

Third Party Check Name:

Bank Tracer Nbr:

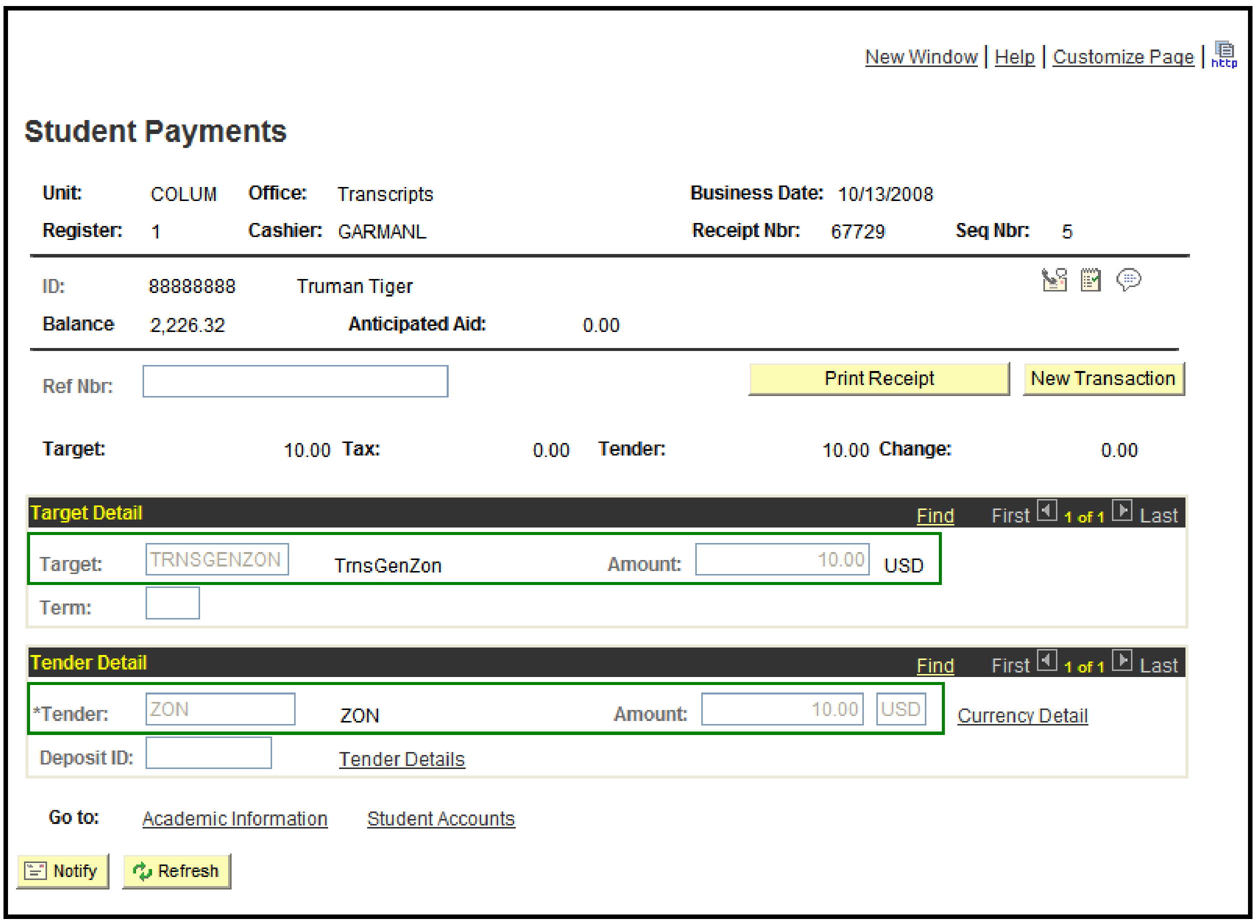
OK Cancel Refresh

ATTACHMENT G

Let's Play Around
Example #3

A student requests a copy of his transcript and is paying by credit card.
Credit card information:

MC 8888-8888-8888-8888
Expiration: 11/2009
Name on Card: Truman Tiger


New Window | Help | Customize Page |

Student Payments

Unit: COLUM Office: Transcripts Business Date: 10/13/2008
Register: 1 Cashier: GARMANL Receipt Nbr: 67729 Seq Nbr: 5

ID: 88888888 Truman Tiger
Balance 2,226.32 Anticipated Aid: 0.00

Ref Nbr: Print Receipt New Transaction

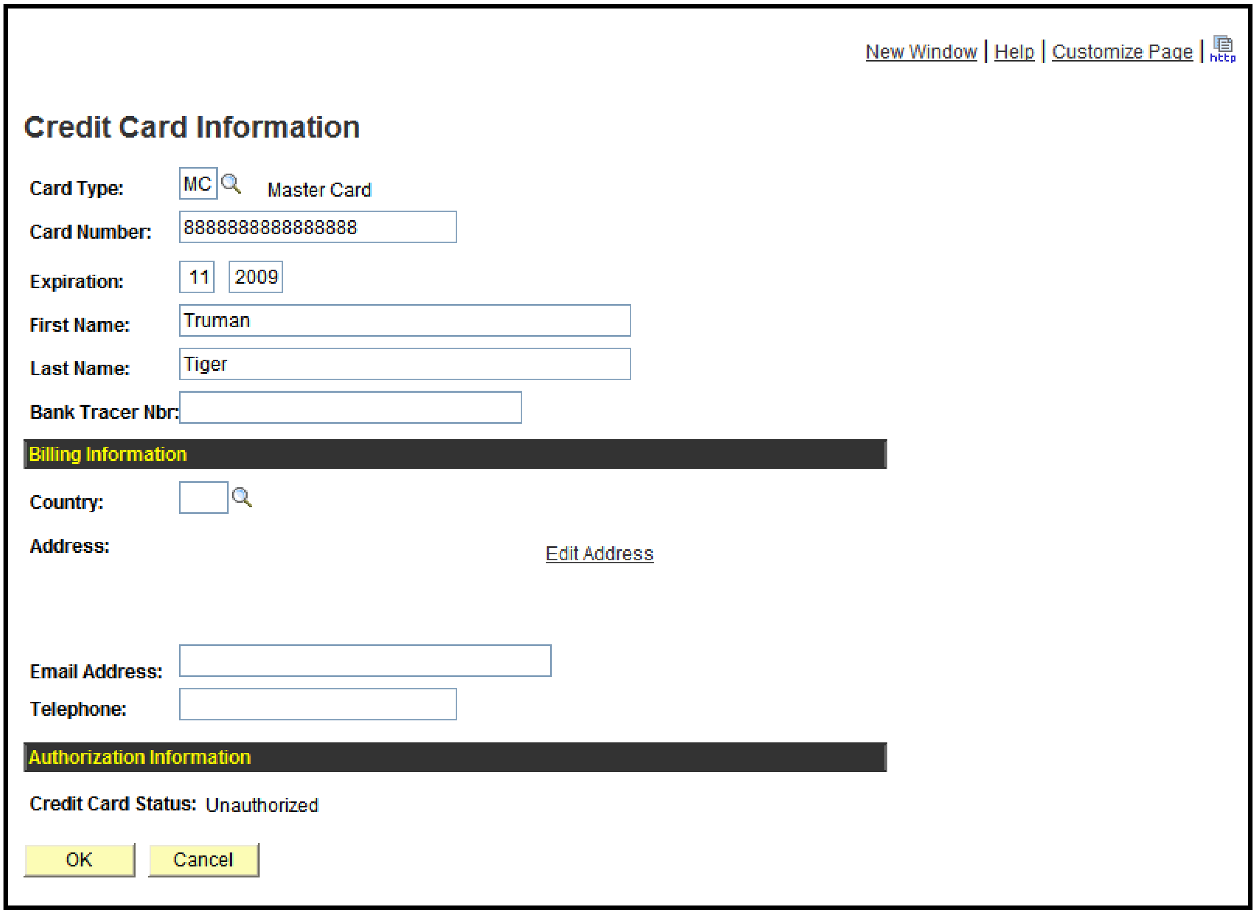
Target: 10.00 Tax: 0.00 Tender: 10.00 Change: 0.00

Target Detail Find First 1 of 1 Last
Target: TRNSGENZON TrnsGenZon Amount: 10.00 USD
Term:

Tender Detail Find First 1 of 1 Last
*Tender: ZON ZON Amount: 10.00 USD Currency Detail
Deposit ID: Tender Details

Go to: Academic Information Student Accounts

Notify Refresh



New Window | Help | Customize Page |

Credit Card Information

Card Type: MC Master Card

Card Number: 8888888888888888

Expiration: 11 2009

First Name: Truman

Last Name: Tiger

Bank Tracer Nbr:

Billing Information

Country:

Address: Edit Address

Email Address:

Telephone:

Authorization Information

Credit Card Status: Unauthorized

OK Cancel