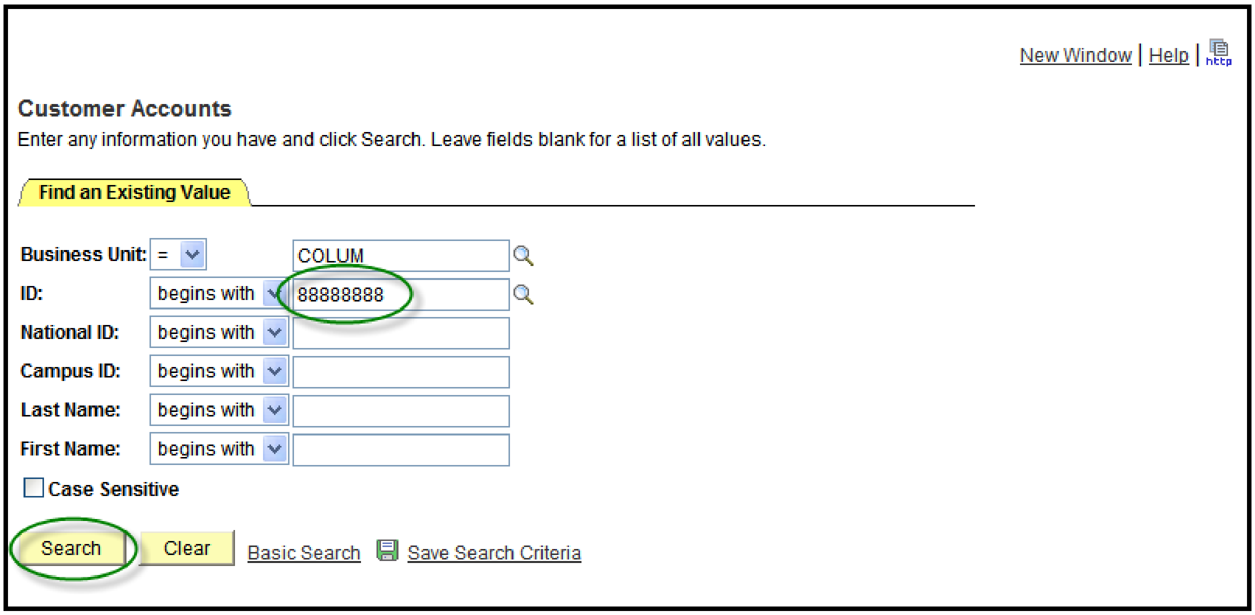
*This module gives an introduction to viewing student accounts and outlines how to check parking fees, as well as enrollment status, account flags and FERPA, charges, payments and financial aid on a student account.*

| | |
|---|---|
| **1** | • View Customer Accounts |
| **2** | • Account Flags & FERPA |
| **3** | • Academic Plan & Enrollment |
| **4** | • Charges |
| **5** | • Payments |
| **6** | • Financial Aid |

| | |
|---|---|
| **Navigation** | In myZou,<br>Student Financials → View Customer Accounts |

| | |
|---|---|
| **1**<br>**View Customer Accounts** | **Note:** you can click **View Customer Accounts** on the left of your screen anytime to return to the first screen and enter a new student ID. |

| | |
|---|---|
| **1<br>View Customer Accounts** | Enter Student ID in the **ID** field – or – SS# in the **National ID** field. Click **Search**.<br><br>If you don't know the Student ID or the SS#, you can search by **Last Name** and **First Name**. You can enter the entire name or a few letters. The search is easier the more information you enter. If multiple names come up, click the correct one. |



**1**
**View Customer Accounts**

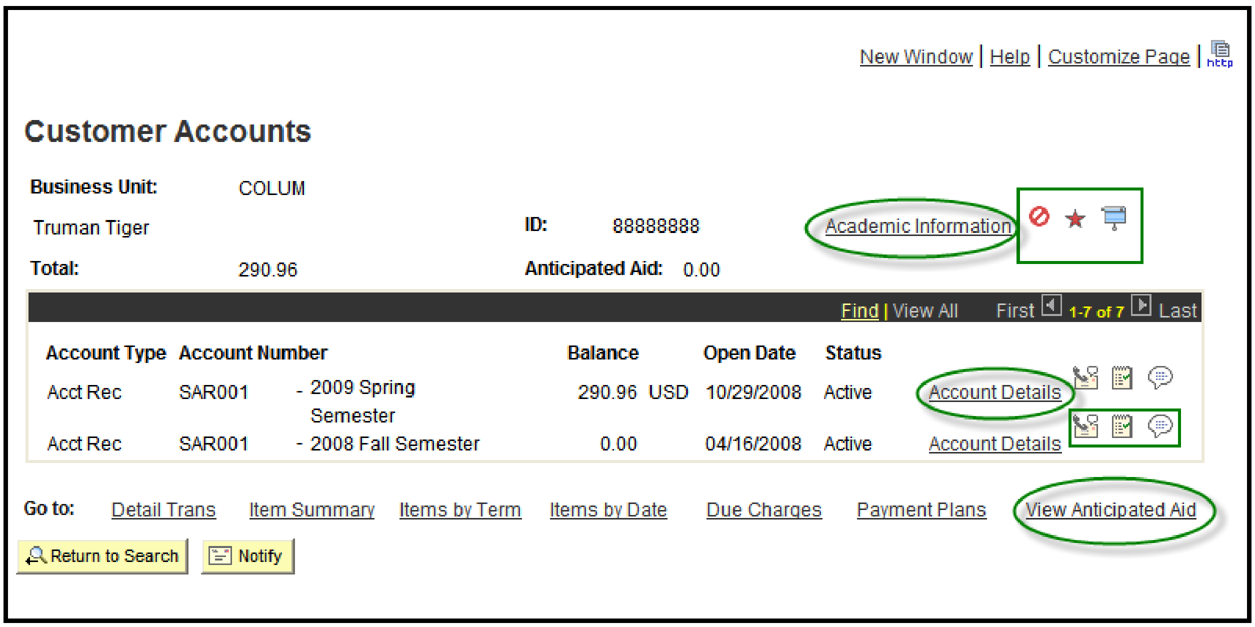
The **Customer Accounts** screen pops up.
From this screen, you can access detailed information regarding a student account – enrollment, charges, payments, etc.

This is also where you would see any applicable **Negative ()** & **Positive ( ) Service Indicators** and **FERPA ( ) Indicator** or any comments made regarding the account - , , .

Enrollment information is accessed through **Academic Information**.
Charges/credits information is accessed through **Account Details**.

**Note:** Information is sorted by term.

**Note:** *Attachment A* defines the fields on this screen.




**1**
**View Customer Accounts**

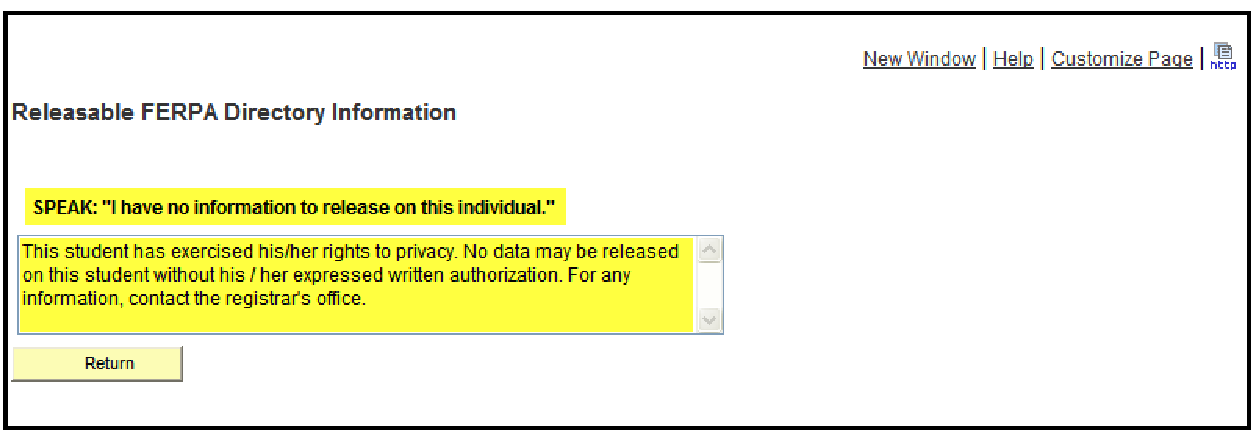
**View Anticipated Aid** at the bottom of the screen provides information about future financial aid.

Financial aid is typically granted on a yearly basis; however, the total amount awarded is divided and posted separately to the fall and spring semesters. Click **View Anticipated Aid** to see financial aid awarded but not yet posted to the student account. This screen shows the **Apply Date** – the date the aid is expected to post to the account.

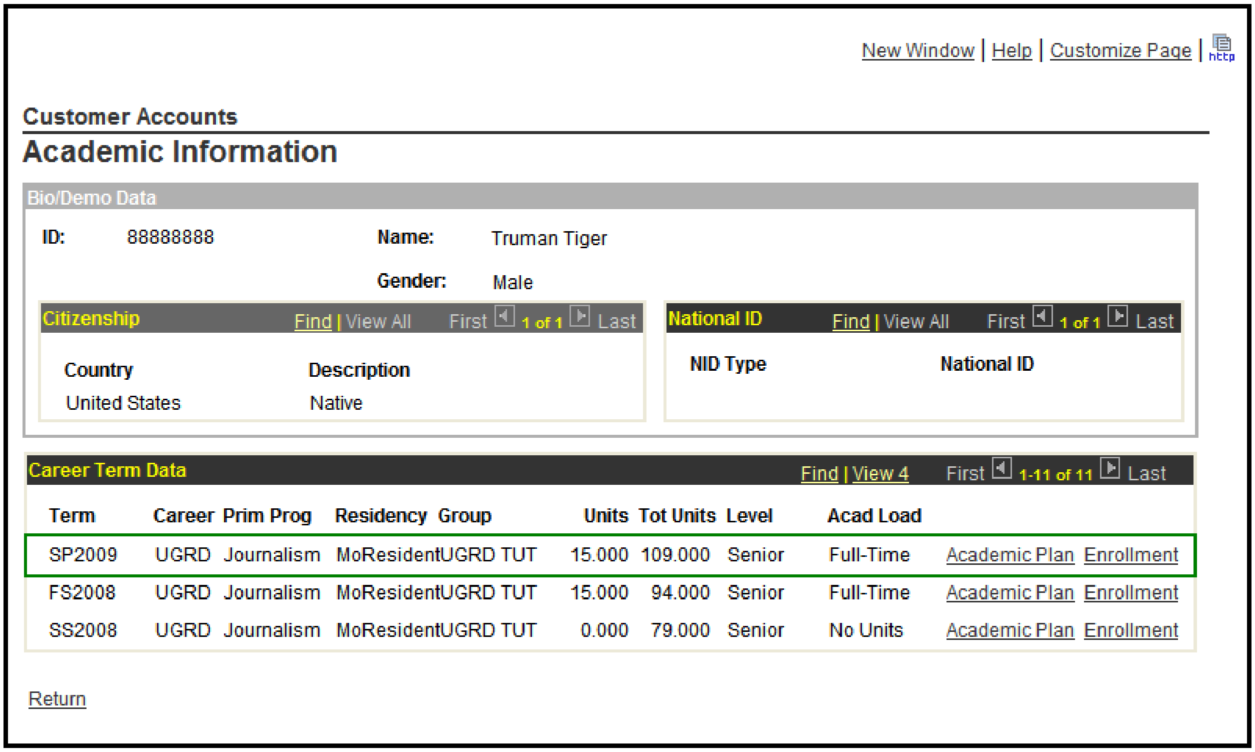
**Note:** The **View Anticipated Aid** link is not visible when no financial aid is pending.

| | |
|---|---|
| **2<br>Account Flags & FERPA** | A Negative Service Indicator details negative status of the account. Some of these indicators are generated automatically, some are entered manually. C01 – C12 are the most common indicators affecting student accounts.<br><br>All Negative Service Indicators place a hold on the account until resolved, restricting service from transcript denial up to all registration and charge abilities.<br><br>The Cashiers' Office can temporarily remove a hold to buy books, register for class, etc. Students are typically given 1-2hrs, and the hold is put back on.<br><br>A Positive Service Indicator details positive status of the account. These indicators are entered manually.<br><br>**Note:** *Attachment B* identifies all the service indicators.<br><br>These additional comment fields require security access to add and view:<br>• - 'Communications' is not used much.<br>• - 'Checklists' is used by Financial Aid.<br>• - 'Comments' is used by different departments. |

| | |
|---|---|
| **2<br>Account Flags & FERPA** | FERPA is seen only if the student has exercised his/her rights to privacy.<br><br>Click to see FERPA privacy information. No data may be released on this student without his/her expressed written authorization. |



| | |
|---|---|
| **3 Academic Plan & Enrollment** | From the **Customer Accounts** screen, click **Academic Information** to view enrollment information. The **Academic Information** screen pops up.<br><br>This screen sorts by career and then term and identifies the credit hours/term, total credit hours, level and academic load.<br><br>To get information on the declared major/minor for the student, click **Academic Plan**. |



New Window | Help | Customize Page | http

Customer Accounts

Academic Information

Bio/Demo Data

ID: 88888888 Name: Truman Tiger

Gender: Male

Citizenship Find | View All First 1 of 1 Last

| Country | Description |
|---|---|
| United States | Native |

National ID Find | View All First 1 of 1 Last

| NID Type | National ID |
|---|---|

Career Term Data Find | View 4 First 1-11 of 11 Last

| Term | Career | Prim Prog | Residency | Group | Units | Tot Units | Level | Acad Load | | |
|---|---|---|---|---|---|---|---|---|---|---|
| SP2009 | UGRD | Journalism | MoResident | UGRD TUT | 15.000 | 109.000 | Senior | Full-Time | Academic Plan | Enrollment |
| FS2008 | UGRD | Journalism | MoResident | UGRD TUT | 15.000 | 94.000 | Senior | Full-Time | Academic Plan | Enrollment |
| SS2008 | UGRD | Journalism | MoResident | UGRD TUT | 0.000 | 79.000 | Senior | No Units | Academic Plan | Enrollment |

Return

| | |
|---|---|
| **3 Academic Plan & Enrollment** | To get information on registered courses for that term, click **Enrollment**. The **Enrollment Summary** screen pops up.<br><br>This screen provides detailed information on classes, type of class, class section, enrollment status, credit hours and add/drop date.<br><br>In this example, the summary shows both enrolled and dropped classes. |

New Window | Help | Customize Page |

Academic Information

## Enrollment Summary

ID: 88888888 Truman Tiger

Find | View 5 First 1-8 of 8 Last

| Class # | | Subject | Catalog<br>Component | Session<br>Census Date | Section | Status | Reason | Basis | Prog Units<br>Bill Units | Add Date<br>Drop Date |
|---|---|---|---|---|---|---|---|---|---|---|
| 71769<br>ETHNOGRAPHIC METHODS | Class Info | ANTHRO | 4830<br>Lecture | Regular<br>02/16/2009 | 01 | Enrolled | Enrolled | GRD | 3.00<br>3.00 | 12/10/2008 |
| 71775<br>UNDGRD RSCH IN ANTHRO | Class Info | ANTHRO | 4950<br>Ind Study | Regular<br>02/16/2009 | 06 | Enrolled | Enrolled | GRD | 3.00<br>3.00 | 01/16/2009 |
| 71950<br>INTRO TO VISUAL CULTURE | Class Info | AR_H_A | 2850<br>Lecture | Regular<br>02/16/2009 | 01 | Dropped | Drop Enrl<br>Student Drop | GRD | 3.00<br>3.00 | 10/28/2008<br>11/11/2008 |
| 73287<br>MIGRATION & IMMIGRATION | Class Info | GEOG | 4770<br>Lecture | Regular<br>02/16/2009 | 01 | Enrolled | Enrolled | GRD | 3.00<br>3.00 | 10/28/2008 |
| 73293<br>SENIOR SEMINAR IN GEOGR | Class Info | GEOG | 4990<br>RSD | Regular<br>02/16/2009 | 01 | Enrolled | Enrolled | GRD | 3.00<br>3.00 | 10/28/2008 |
| 74852<br>CANADIAN POLITC & GOVRNM | Class Info | POL_SC | 2600<br>Lecture | Regular<br>02/16/2009 | 01 | Enrolled | Enrolled | GRD | 3.00<br>3.00 | 12/10/2008 |
| 75444<br>SOCIOLOGY OF SPORT | Class Info | SOCIOL | 3430<br>Lecture | Regular<br>02/16/2009 | 01 | Dropped | Drop Enrl<br>Student Drop | GRD | 3.00<br>3.00 | 10/28/2008<br>01/18/2009 |
| 84220<br>CREAT WRIT: INTMD FICTIO | Class Info | ENGLSH | 2510<br>RSD | Regular<br>02/16/2009 | 03 | Dropped | Drop Enrl<br>Student Drop | GRD | 3.00<br>3.00 | 11/11/2008<br>01/10/2009 |

Return

| | |
|---|---|
| **1 View Customer Accounts** | Going back to the **Customer Accounts** screen, click **Account Details** to view charges and credits.<br><br>Click **View All**.<br>In this example…<br>Payments & credits to the student account are highlighted. This includes payments made to the account as well as financial aid.<br><br>Charges & refunds to the student account are boxed. In addition to charges, a financial aid refund was made to the account. |

New Window | Help | Customize Page |

## Account Details

**ID:** 88888888 Truman Tiger **Business Unit:** COLUM

**Account Number:** SAR001 - FS2008 **Account Balance:** 0.00

**Debits:** 8,005.50 **Credits:** -8,005.50 **Applied:** 8,005.50 **Unapplied:** 0.00

Find | View All First 1-13 of 13 Last

| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| Refund Excess Fin Aid | FS2008 | | 5,295.04 | Item Details |
| | Active | 09/29/2008 | 0.00 | |
| Fed Direct Unsubsidized Ln 2 | FS2008 | | -4,727.00 | Item Details |
| | Active | 09/22/2008 | 0.00 | |
| eCheck Payment | SS2008 | | -2,644.33 | Item Details |
| | Active | 07/14/2008 | 0.00 | |
| Student Parking Fee | FS2008 | | 120.00 | Item Details |
| | Active | 09/12/2008 | 0.00 | |
| Finance Charge | FS2008 | | 50.45 | Item Details |
| | Active | 08/26/2008 | 0.00 | |
| P A Y M E N T - Check | FS2008 | | -2,283.50 | Item Details Receipt Details |
| | Active | 08/26/2008 | 0.00 | |
| Late Payment Fee | FS2008 | | 10.00 | Item Details |
| | Active | 06/24/2008 | 0.00 | |
| Credit Card Payment | FS2008 | | -83.86 | Item Details |
| | Active | 08/11/2008 | 0.00 | |
| Recreation Center Ugr | FS2008 | | 133.11 | Item Details |
| | Active | 04/25/2008 | 0.00 | |

Return

| | |
|---|---|
| **4 Charges** | Charges are generated from a variety of sources: course fees, education fees, parking, health fees, etc. You may also see charges from the bookstore, library or concessions.<br><br>A 1% finance charge accrues on the unpaid billed balance each month.<br><br>A $10 late fee is assessed if no payment is made by the due date. Students are encouraged to make at least the minimum payment due each month. |

New Window | Help | Customize Page | http

## Account Details

| | | | | |
|---|---|---|---|---|
| **ID:** | 88888888 | Truman Tiger | **Business Unit:** | COLUM |
| **Account Number:** | SAR001 | - FS2008 | **Account Balance:** | 4.16 |

| **Debits:** | 8,087.48 | **Credits:** | -8,083.32 | **Applied:** | 8,083.32 | **Unapplied:** | 0.00 |
|---|---|---|---|---|---|---|---|

Find | View 3 First 1-17 of 17 Last

| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| Mizzourec Concessions | FS2008 | | 16.64 | Item Details |
| | Active | 11/07/2008 | 4.16 | |
| Information Technology Fee | FS2008 | | 183.00 | Item Details |
| | Active | 04/16/2008 | 0.00 | |
| Education Fee Ugr Res | FS2008 | | 3,684.00 | Item Details |
| | Active | 04/16/2008 | 0.00 | |
| Journalism Course Fee | FS2008 | | 120.90 | Item Details |
| NEWS | Active | 04/16/2008 | 0.00 | |
| Prepaid Health Fee Ugr | FS2008 | | 92.78 | Item Details |
| | Active | 04/16/2008 | 0.00 | |
| Recreation Center Ugr | FS2008 | | 133.11 | Item Details |
| | Active | 04/16/2008 | 0.00 | |
| Student Activity Ugr | FS2008 | | 122.88 | Item Details |
| | Active | 04/16/2008 | 0.00 | |
| Finance Charge | FS2008 | | 46.72 | Item Details |
| | Active | 07/24/2008 | 0.00 | |
| Late Payment Fee | FS2008 | | 10.00 | Item Details |
| | Active | 07/24/2008 | 0.00 | |

Return

**4**
**Charges**

Let's take a closer look at parking charges.

Students have flexibility in choosing how to pay for parking services on campus and there are several parking fees you might find on a student account:

- Student Parking Fee - Students can purchase a parking pass good for Fall/Spring semester. Summer semester is a separate pass.
- Fee machines/Metered Parking – Students use their Mizzou card to 'charge' the parking fee directly to their student account. This is used in parking garages.
- Cash Key – This is similar to a pre-loaded debit card. Students get a cash key from Parking & Transportation Services and load it upfront with an amount that then is used to pay single electronic meters on outdoor lots. There is a $20 deposit to use a cash key.
- Parking Charge – this is a parking ticket.

Below is an example of each of the charges.

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## Account Details

**ID:** 88888888 Kadife **Business Unit:** COLUM

**Account Number:** SAR001 - FS2008 **Account Balance:** 308.27

**Debits:** 4,495.42 **Credits:** -4,187.15 **Applied:** 4,187.15 **Unapplied:** 0.00

Find | View 3 First 1-17 of 17 Last

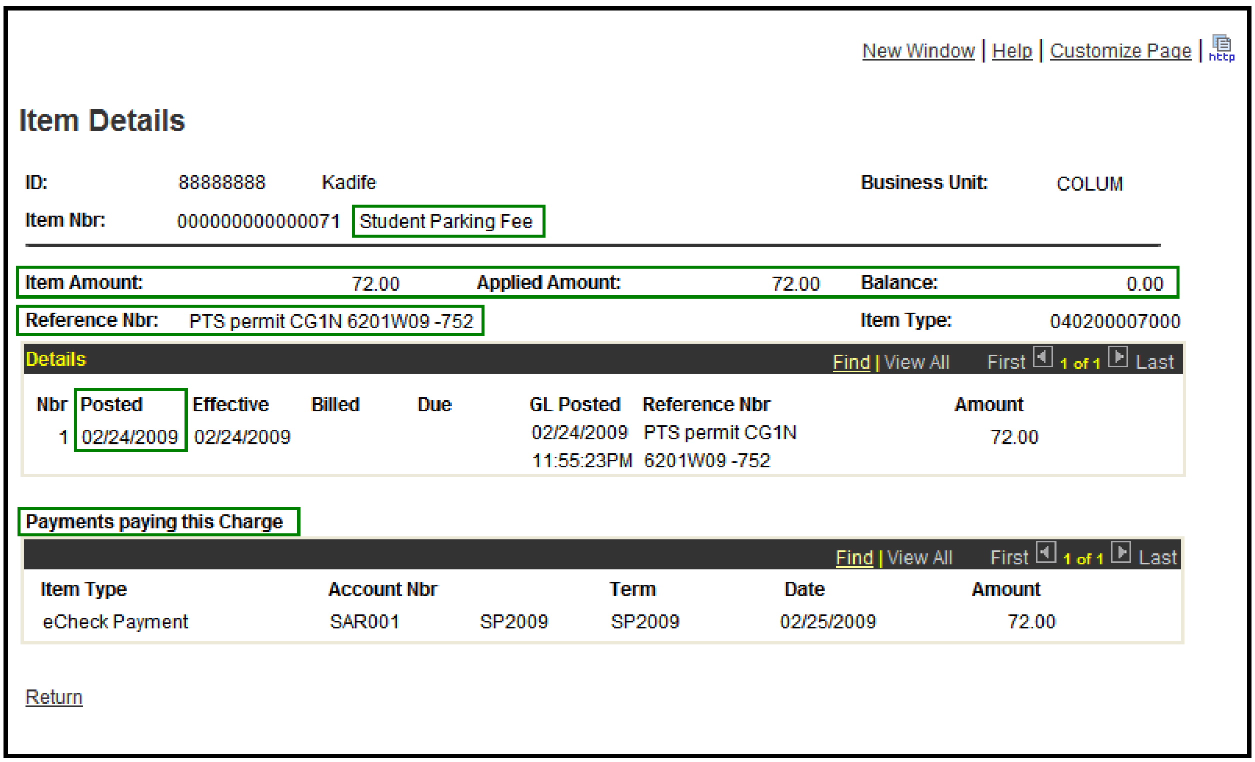
| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| Student Parking Fee | SP2009 | | 72.00 | Item Details |
| | Active | 02/24/2009 | 0.00 | |
| Hitt N. Metered Parking | SP2009 | | 58.15 | Item Details |
| | Active | 02/25/2009 | 58.15 | |
| Cash Key | SP2009 | | 50.00 | Item Details |
| | Active | 02/24/2009 | 50.00 | |
| Parking Charge | FS2008 | | 50.00 | Item Details |
| | Active | 11/25/2008 | 25.00 | |

Return

| | |
|---|---|
| **4**<br>**Charges** | **Note:** Should a student want to cancel the 2 semester student parking fee, a credit will be issued. The credit must be entered in the semester the pass was originally charged. In most cases, this will be Fall Semester.<br><br>**Note:** For fee machines/metered parking, charges are automatically posted to the student account. No manual group posting takes place.<br><br>**Note:** For cash key, you will find the $20 deposit plus the amount the student chooses to add to the account. These charges are loaded using a weekly upload billing for charges (Friday Program). There is no record of individual usage.<br><br>**Note:** For any parking charge (ticket), a report identifies any license number with 3 parking charges against it. It is only at this point that research is done to determine the student's identity. Once that happens, the student account will be posted with any unpaid charges. Typically, once an identified driver has been determined on a license plate, it takes about 10 days for that charge to appear on an account. Please don't confuse a billing date as the date a ticket took place. Both dates will appear on the billing statement. This may cause confusion for the student when the date of the charge does not match the date of the parking ticket. |

| | |
|---|---|
| **4**<br>**Charges** | **Note:** Students may want to pay a parking ticket – making sure their payment goes directly against the parking ticket fee on their account. For example, parents may pay the student's bill, but the student is responsible for paying a parking ticket.<br><br>While this can be done at Office of Cashiers, it is discouraged. MyZou uses a complex hierarchy system to determine which charges get paid first. And this can re-calculate as other payments or credits are applied to the account. As a result, in many situations, it is not possible to link a payment to a specific parking ticket.<br><br>If the student wants to pay $25, he just makes the payment on his account. It comes out the same in the end – there's a $25 parking ticket and a $25 payment.<br><br>There are a few exceptions. For example, a student can specify that a payment go towards a future study abroad program. But these are class fees, not individual charges and, thus, it is easier to link the payment to the charge. |

| | |
|---|---|
| **4 Charges** | Click **Item Details** across from the Student Parking Fee and the **Item Details** screen pops up.<br><br>1. **Item Amount** shows the total Student Parking Fee of $72.00. A payment of $72.00 brought the balance to $0.<br>2. **Reference Nbr** shows permit #. This field is visible on the student's account.<br>3. **Details** shows the fee was posted to the student account on 2/24/2009.<br>4. **Payments paying this Charge** shows an eCheck posted $72.00 against this charge on 2/25/2009.<br><br>**Note:** Remember to check **View All** in both **Details** and **Payments paying this Charge** to see if there are additional postings against the account. |



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Item Details

ID: 88888888 Kadife | Business Unit: COLUM

Item Nbr: 000000000000071 Student Parking Fee

Item Amount: 72.00 | Applied Amount: 72.00 | Balance: 0.00

Reference Nbr: PTS permit CG1N 6201W09 -752 | Item Type: 040200007000

Details — Find | View All First 1 of 1 Last

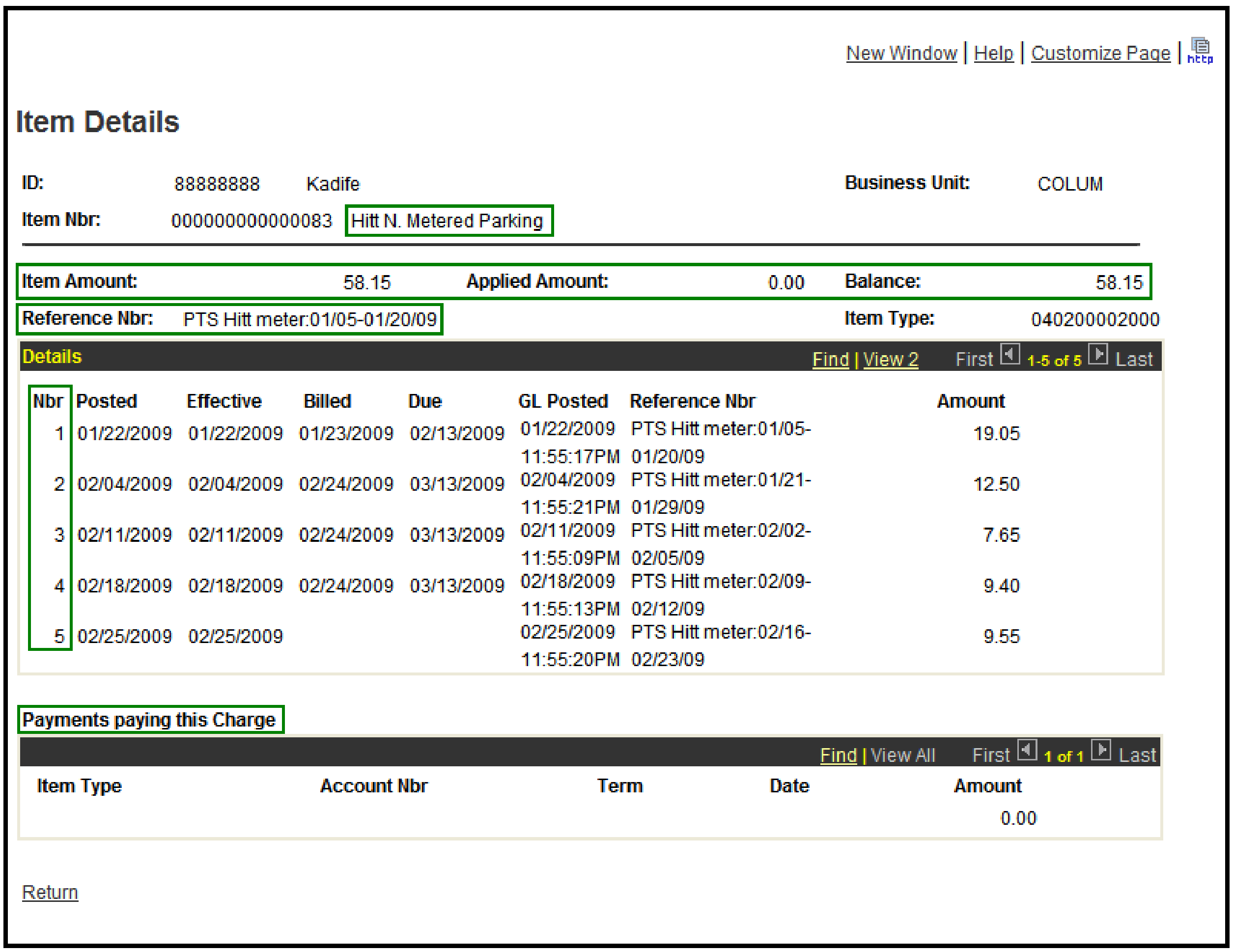
| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 02/24/2009 | 02/24/2009 | | | 02/24/2009 11:55:23PM | PTS permit CG1N 6201W09 -752 | 72.00 |

Payments paying this Charge — Find | View All First 1 of 1 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| eCheck Payment | SAR001 | SP2009 | SP2009 | 02/25/2009 | 72.00 |

Return

| | |
|---|---|
| **4 Charges** | Click **Item Details** across from the Hitt N. Metered Parking charge and the **Item Details** screen pops up.<br><br>1. **Item Amount** shows the total Hitt N. Metered Parking charge of \$58.15. No payment has been applied against this charge, and the balance is \$58.15.<br>2. **Reference Nbr** shows details about the meter fees. This field is visible on the student's account.<br>3. **Details** shows 5 separate charges to date.<br>4. **Payments paying this Charge** shows that no payment has been posted.<br><br>**Note:** Remember to check **View All** in both **Details** and **Payments paying this Charge** to see if there are additional postings against the account. |



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## Item Details

**ID:** 88888888 Kadife **Business Unit:** COLUM

**Item Nbr:** 000000000000083 Hitt N. Metered Parking

**Item Amount:** 58.15 **Applied Amount:** 0.00 **Balance:** 58.15

**Reference Nbr:** PTS Hitt meter:01/05-01/20/09 **Item Type:** 040200002000

**Details** Find | View 2 First 1-5 of 5 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 01/22/2009 | 01/22/2009 | 01/23/2009 | 02/13/2009 | 01/22/2009 11:55:17PM | PTS Hitt meter:01/05-01/20/09 | 19.05 |
| 2 | 02/04/2009 | 02/04/2009 | 02/24/2009 | 03/13/2009 | 02/04/2009 11:55:21PM | PTS Hitt meter:01/21-01/29/09 | 12.50 |
| 3 | 02/11/2009 | 02/11/2009 | 02/24/2009 | 03/13/2009 | 02/11/2009 11:55:09PM | PTS Hitt meter:02/02-02/05/09 | 7.65 |
| 4 | 02/18/2009 | 02/18/2009 | 02/24/2009 | 03/13/2009 | 02/18/2009 11:55:13PM | PTS Hitt meter:02/09-02/12/09 | 9.40 |
| 5 | 02/25/2009 | 02/25/2009 | | | 02/25/2009 11:55:20PM | PTS Hitt meter:02/16-02/23/09 | 9.55 |

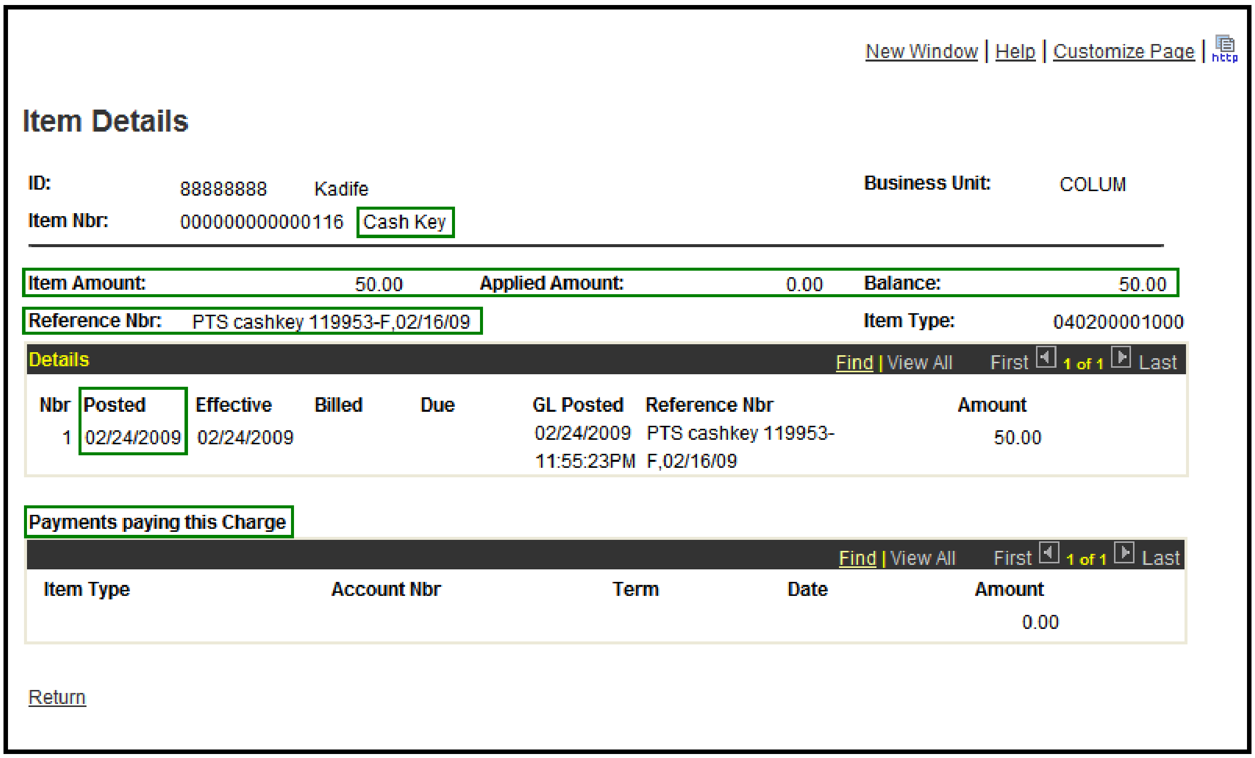
**Payments paying this Charge**

Find | View All First 1 of 1 Last

| Item Type | Account Nbr | Term | Date | Amount |
|---|---|---|---|---|
| | | | | 0.00 |

Return

| | |
|---|---|
| **4 Charges** | Click **Item Details** across from the Cash Key charge and the **Item Details** screen pops up.<br><br>1. **Item Amount** shows the total Cash Key charge of $50.00. No payment has been made and the balance is $50.00.<br>2. **Reference Nbr** shows cash key reference number and date. This field is visible on the student's account.<br>3. **Details** shows the fee was posted to the student account on 2/24/2009.<br>4. **Payments paying this Charge** shows no payment has been made to date.<br><br>**Note:** Remember to check **View All** in both **Details** and **Payments paying this Charge** to see if there are additional postings against the account. |



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**Item Details**

ID: 88888888 Kadife    Business Unit: COLUM
Item Nbr: 000000000000116 Cash Key

Item Amount: 50.00    Applied Amount: 0.00    Balance: 50.00
Reference Nbr: PTS cashkey 119953-F,02/16/09    Item Type: 040200001000

Details    Find | View All    First 1 of 1 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 02/24/2009 | 02/24/2009 | | | 02/24/2009 11:55:23PM | PTS cashkey 119953-F,02/16/09 | 50.00 |

Payments paying this Charge    Find | View All    First 1 of 1 Last

| Item Type | Account Nbr | Term | Date | Amount |
|---|---|---|---|---|
| | | | | 0.00 |

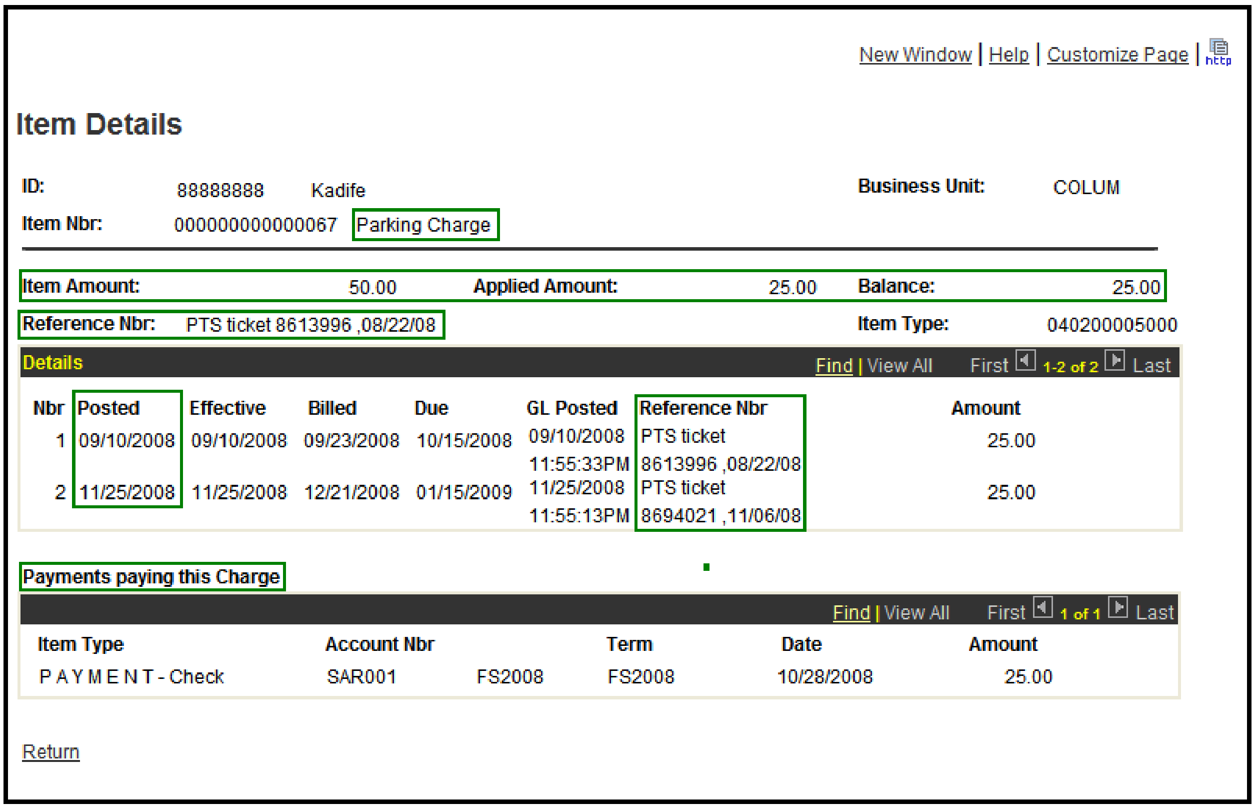
Return

**4 Charges**

Click **Item Details** across from the Parking Charge and the **Item Details** screen pops up.

1. **Item Amount** shows the total Parking Charge of $50.00.  $25.00 has been paid against this charge, and the balance is $25.00.
2. **Reference Nbr** shows details about the parking tickets.  This field is visible on the student's account.
3. **Details** shows 2 tickets to date.
4. **Payments paying this Charge** shows that a check payment of $25.00 has been posted.

**Note:** Remember to check **View All** in both **Details** and **Payments paying this Charge** to see if there are additional postings against the account.


New Window | Help | Customize Page |

Item Details

ID: 88888888 Kadife — Business Unit: COLUM

Item Nbr: 000000000000067 Parking Charge

Item Amount: 50.00 — Applied Amount: 25.00 — Balance: 25.00

Reference Nbr: PTS ticket 8613996 ,08/22/08 — Item Type: 040200005000

Details — Find | View All — First 1-2 of 2 Last

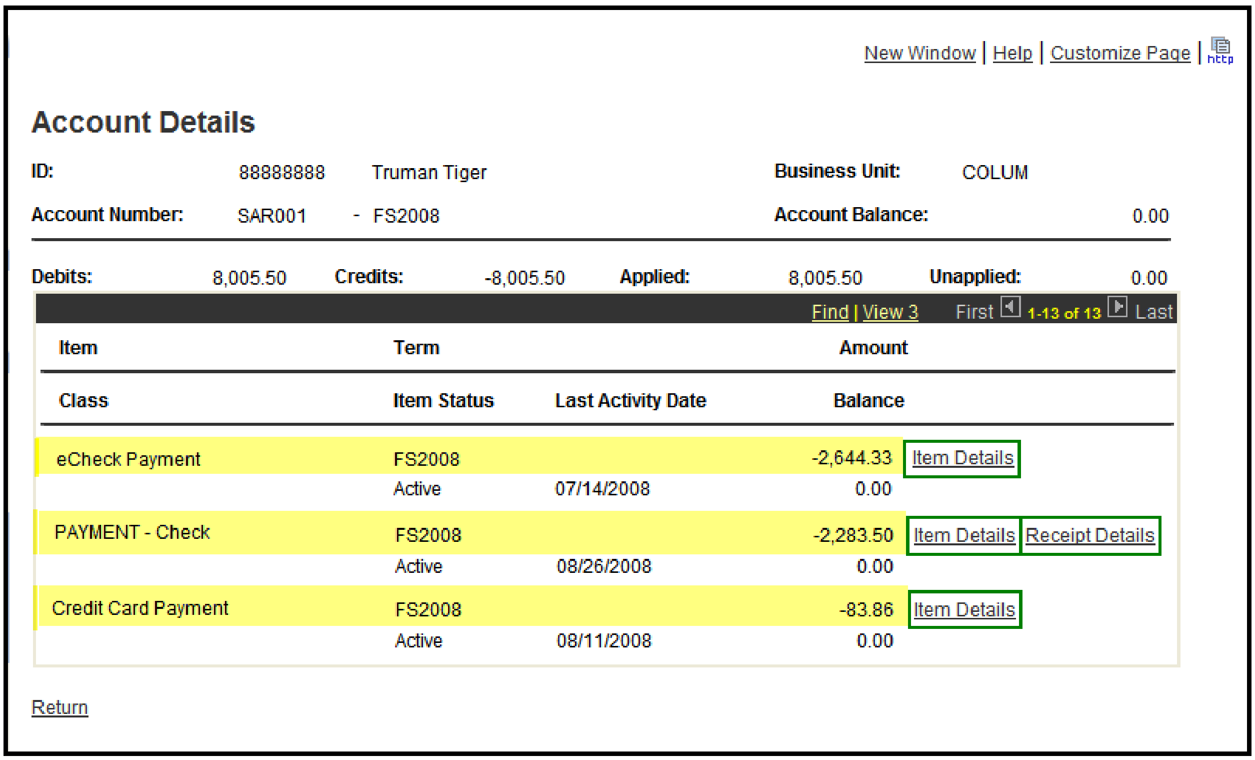
| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 09/10/2008 | 09/10/2008 | 09/23/2008 | 10/15/2008 | 09/10/2008 11:55:33PM | PTS ticket 8613996 ,08/22/08 | 25.00 |
| 2 | 11/25/2008 | 11/25/2008 | 12/21/2008 | 01/15/2009 | 11/25/2008 11:55:13PM | PTS ticket 8694021 ,11/06/08 | 25.00 |

Payments paying this Charge — Find | View All — First 1 of 1 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| P A Y M E N T - Check | SAR001 | FS2008 | FS2008 | 10/28/2008 | 25.00 |

Return

| | |
|---|---|
| **5 Payments** | There are four common payment methods on a student account:<br>1. eCheck<br>2. Check<br>3. Credit Card<br>4. Third Party<br>The first three are shown below. Third Party payments are addressed separately.<br><br>**Note:** You may see CASH payments, but it is not common. |



New Window | Help | Customize Page

## Account Details

| | | | | |
|---|---|---|---|---|
| ID: | 88888888 | Truman Tiger | Business Unit: | COLUM |
| Account Number: | SAR001 | - FS2008 | Account Balance: | 0.00 |

Debits: 8,005.50 Credits: -8,005.50 Applied: 8,005.50 Unapplied: 0.00

Find | View 3 First 1-13 of 13 Last

| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| eCheck Payment | FS2008 | | -2,644.33 | Item Details |
| | Active | 07/14/2008 | 0.00 | |
| PAYMENT - Check | FS2008 | | -2,283.50 | Item Details Receipt Details |
| | Active | 08/26/2008 | 0.00 | |
| Credit Card Payment | FS2008 | | -83.86 | Item Details |
| | Active | 08/11/2008 | 0.00 | |

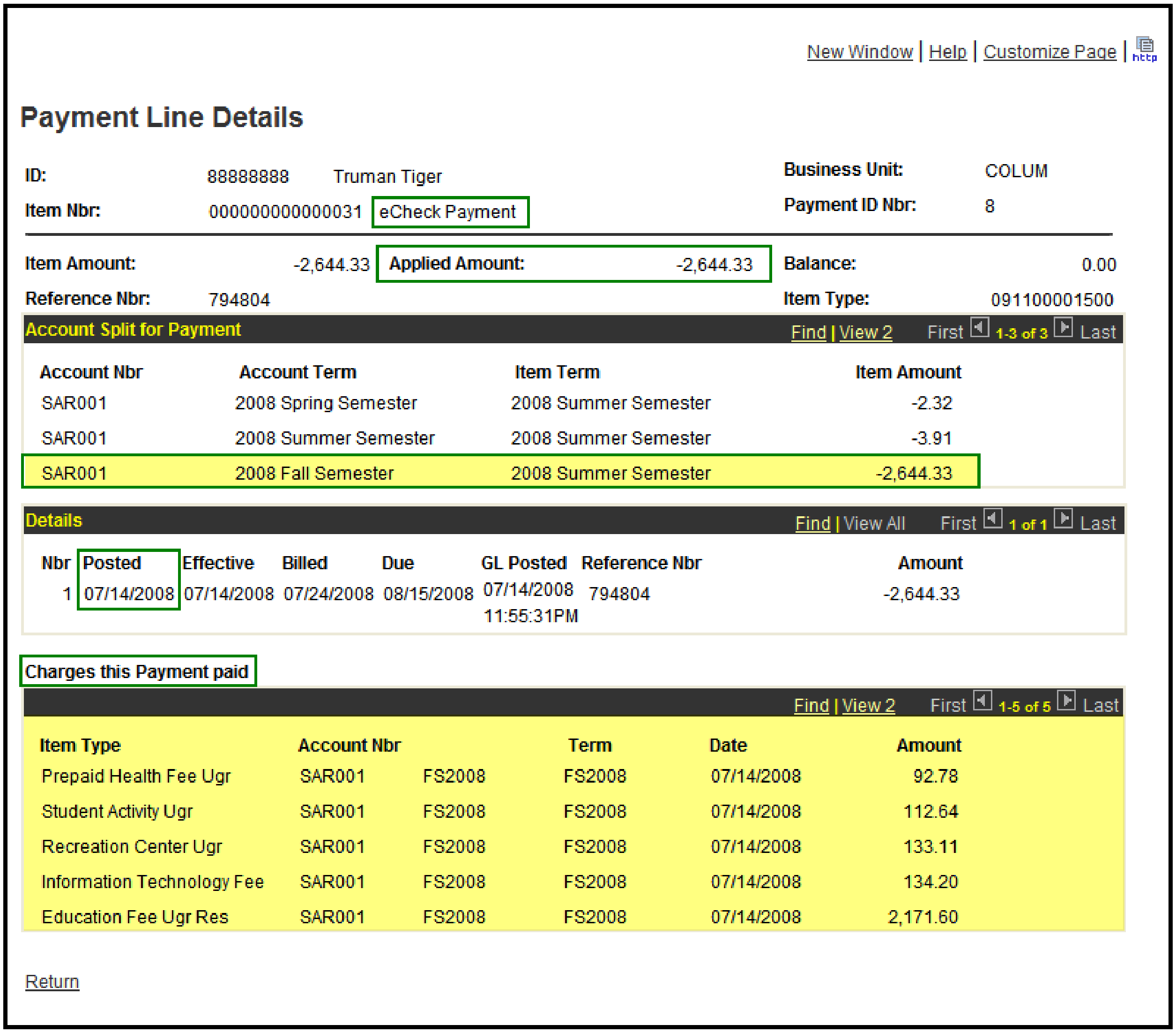
Return

**5**
**Payments – eCheck**

From the **Account Details** screen, click **Item Details** across from eCheck Payment and the **Payment Line Details** screen pops up.

From this screen, you can see:

1. A payment of $2644.33 was applied to Fall Semester 2008.
2. **Account Split for Payment** shows the total eCheck $2650.56 paid charges ($2.32 + $3.91 + $2644.33) in 3 semesters.
3. The date the check posted.
4. The charges the payment paid for Fall Semester 2008.



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**Payment Line Details**

| | | | |
|---|---|---|---|
| ID: | 88888888 Truman Tiger | Business Unit: | COLUM |
| Item Nbr: | 000000000000031 eCheck Payment | Payment ID Nbr: | 8 |
| Item Amount: | -2,644.33 | Applied Amount: | -2,644.33 |
| Balance: | 0.00 | | |
| Reference Nbr: | 794804 | Item Type: | 091100001500 |

**Account Split for Payment** — Find | View 2 — First 1-3 of 3 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| SAR001 | 2008 Spring Semester | 2008 Summer Semester | -2.32 |
| SAR001 | 2008 Summer Semester | 2008 Summer Semester | -3.91 |
| SAR001 | 2008 Fall Semester | 2008 Summer Semester | -2,644.33 |

**Details** — Find | View All — First 1 of 1 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 07/14/2008 | 07/14/2008 | 07/24/2008 | 08/15/2008 | 07/14/2008 11:55:31PM | 794804 | -2,644.33 |

**Charges this Payment paid**

Find | View 2 — First 1-5 of 5 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| Prepaid Health Fee Ugr | SAR001 | FS2008 | FS2008 | 07/14/2008 | 92.78 |
| Student Activity Ugr | SAR001 | FS2008 | FS2008 | 07/14/2008 | 112.64 |
| Recreation Center Ugr | SAR001 | FS2008 | FS2008 | 07/14/2008 | 133.11 |
| Information Technology Fee | SAR001 | FS2008 | FS2008 | 07/14/2008 | 134.20 |
| Education Fee Ugr Res | SAR001 | FS2008 | FS2008 | 07/14/2008 | 2,171.60 |

Return

| | |
|---|---|
| **5 Payments – Check** | From the **Account Details** screen, click **Item Details** across from PAYMENT - Check and the **Payment Line Details** screen pops up.<br><br>From this screen, you can see:<br>1. A payment of $2283.50 was applied to Fall Semester 2008.<br>2. **Account Split for Payment** shows the total check $3140.00 paid charges ($17.00 + $839.50 + $2283.50) in 3 semesters.<br>3. The date the check posted.<br>4. The charges the payment paid for Fall Semester 2008. |

New Window | Help | Customize Page |

## Payment Line Details

| | | | |
|---|---|---|---|
| **ID:** | 88888888 Truman Tiger | **Business Unit:** | COLUM |
| **Item Nbr:** | 000000000000053 PAYMENT-Check | **Payment ID Nbr:** | 12 |
| **Item Amount:** | -2,283.50 | **Applied Amount:** | -2,283.50 |
| **Balance:** | 0.00 | | |
| **Reference Nbr:** | | **Item Type:** | 091600001510 |

**Account Split for Payment** — Find | View 2 First 1-3 of 3 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| EXC001 | 2007 Fall Semester | 2008 Fall Semester | -17.00 |
| SAR001 | 2008 Summer Semester | 2008 Fall Semester | -839.50 |
| SAR001 | 2008 Fall Semester | 2008 Fall Semester | -2,283.50 |

**Details** — Find | View All First 1 of 1 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 08/26/2008 | 08/26/2008 | 08/26/2008 | 09/15/2008 | | | -2,283.50 |

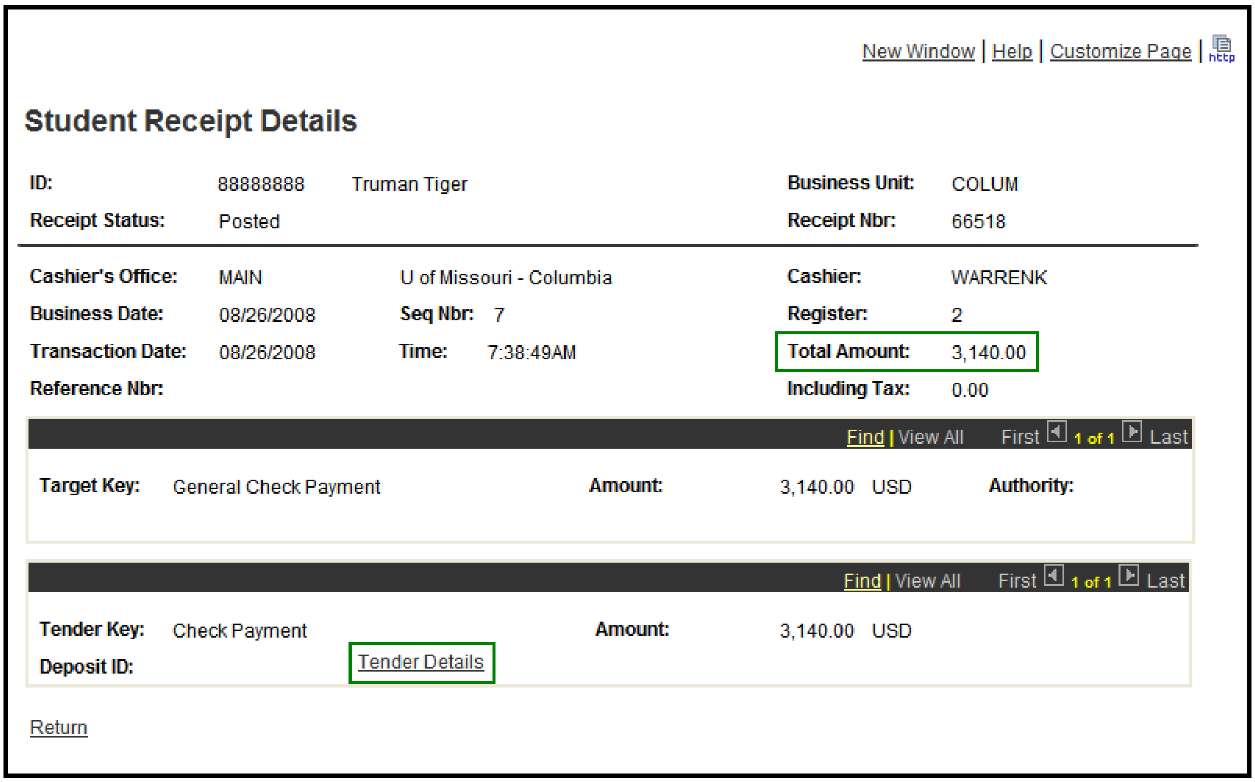
**Charges this Payment paid**

Find | View 2 First 1-7 of 7 Last

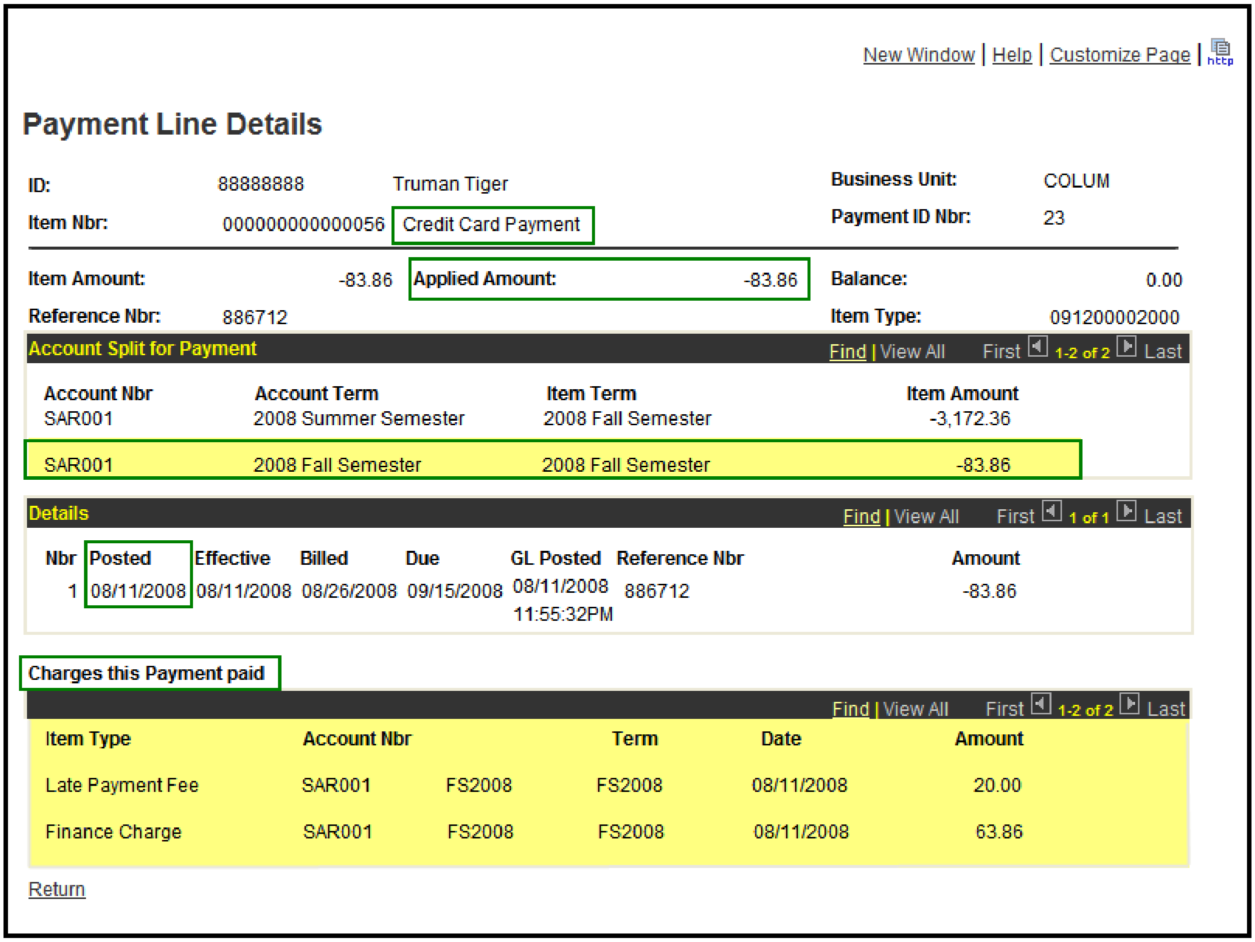
| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| Student Activity Ugr | SAR001 | FS2008 | FS2008 | 09/10/2008 | 87.04 |
| Information Technology Fee | SAR001 | FS2008 | FS2008 | 09/10/2008 | 103.70 |
| Education Fee Ugr Res | SAR001 | FS2008 | FS2008 | 09/10/2008 | 1,806.42 |
| Prepaid Health Fee Ugr | SAR001 | FS2008 | FS2008 | 09/04/2008 | 92.78 |
| Recreation Center Ugr | SAR001 | FS2008 | FS2008 | 09/04/2008 | 133.11 |
| Late Payment Fee | SAR001 | FS2008 | FS2008 | 09/04/2008 | 10.00 |
| Finance Charge | SAR001 | FS2008 | FS2008 | 09/04/2008 | 50.45 |

Return

| | |
|---|---|
| **5 Payments – Check** | From the **Account Details** screen, click **Receipt Details** across from PAYMENT - Check and the **Student Receipt Details** screen pops up.<br><br>From this screen, you can see:<br>1. The total check amount - $3140.00<br>2. Click **Tender Details** to see the check number. |



| | |
|---|---|
| **5 Payments – Credit Card** | From the **Account Details** screen, click **Item Details** across from Credit Card Payment and the **Payment Line Details** screen pops up.<br><br>From this screen, you can see:<br>1. A payment of $83.86 was applied to Fall Semester 2008.<br>2. **Account Split for Payment** shows the total credit card payment of $3256.22 paid charges ($3172.36 + 83.86) in 2 semesters.<br>3. The date the credit card payment posted.<br>4. The charges the payment paid for Fall Semester 2008. |



New Window | Help | Customize Page |

Payment Line Details

| | | | | |
|---|---|---|---|---|
| ID: | 88888888 | Truman Tiger | Business Unit: | COLUM |
| Item Nbr: | 000000000000056 | Credit Card Payment | Payment ID Nbr: | 23 |
| Item Amount: | -83.86 | Applied Amount: -83.86 | Balance: | 0.00 |
| Reference Nbr: | 886712 | | Item Type: | 091200002000 |

Account Split for Payment — Find | View All First 1-2 of 2 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| SAR001 | 2008 Summer Semester | 2008 Fall Semester | -3,172.36 |
| SAR001 | 2008 Fall Semester | 2008 Fall Semester | -83.86 |

Details — Find | View All First 1 of 1 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 08/11/2008 | 08/11/2008 | 08/26/2008 | 09/15/2008 | 08/11/2008 11:55:32PM | 886712 | -83.86 |

Charges this Payment paid — Find | View All First 1-2 of 2 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| Late Payment Fee | SAR001 | FS2008 | FS2008 | 08/11/2008 | 20.00 |
| Finance Charge | SAR001 | FS2008 | FS2008 | 08/11/2008 | 63.86 |

Return

| | |
|---|---|
| **5 Payments – Third Party** | Some payments are made by **Third Parties**.<br>They are easily identified under **Account Details** because the item starts 'Bill …'.<br><br>The student provides a letter to the Cashiers' Office from the third party outlining the authorized payment. The Cashiers' Office posts the credit to the student account (as seen below) and then bills the third party for payment. |

New Window | Help | Customize Page | http

## Account Details

**ID:** 88888888 Truman Tiger **Business Unit:** COLUM

**Account Number:** SAR001 - FS2008 **Account Balance:** 0.00

**Debits:** 6,130.57 **Credits:** -6,130.57 **Applied:** 6,130.57 **Unapplied:** 0.00

Find | View All First 1-3 of 17 Last

| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| Credit Card Payment | FS2008 | | -144.00 | Item Details |
| | Active | 10/29/2008 | 0.00 | |
| Bill Air Force Rotc | FS2008 | | -5,486.57 | Item Details |
| | Active | 09/24/2008 | 0.00 | |
| College Of Ed Cert Course Fee | FS2008 | | 0.00 | Item Details |
| ELEMENTS OF HEALTH EDUC | Active | 09/24/2008 | 0.00 | |

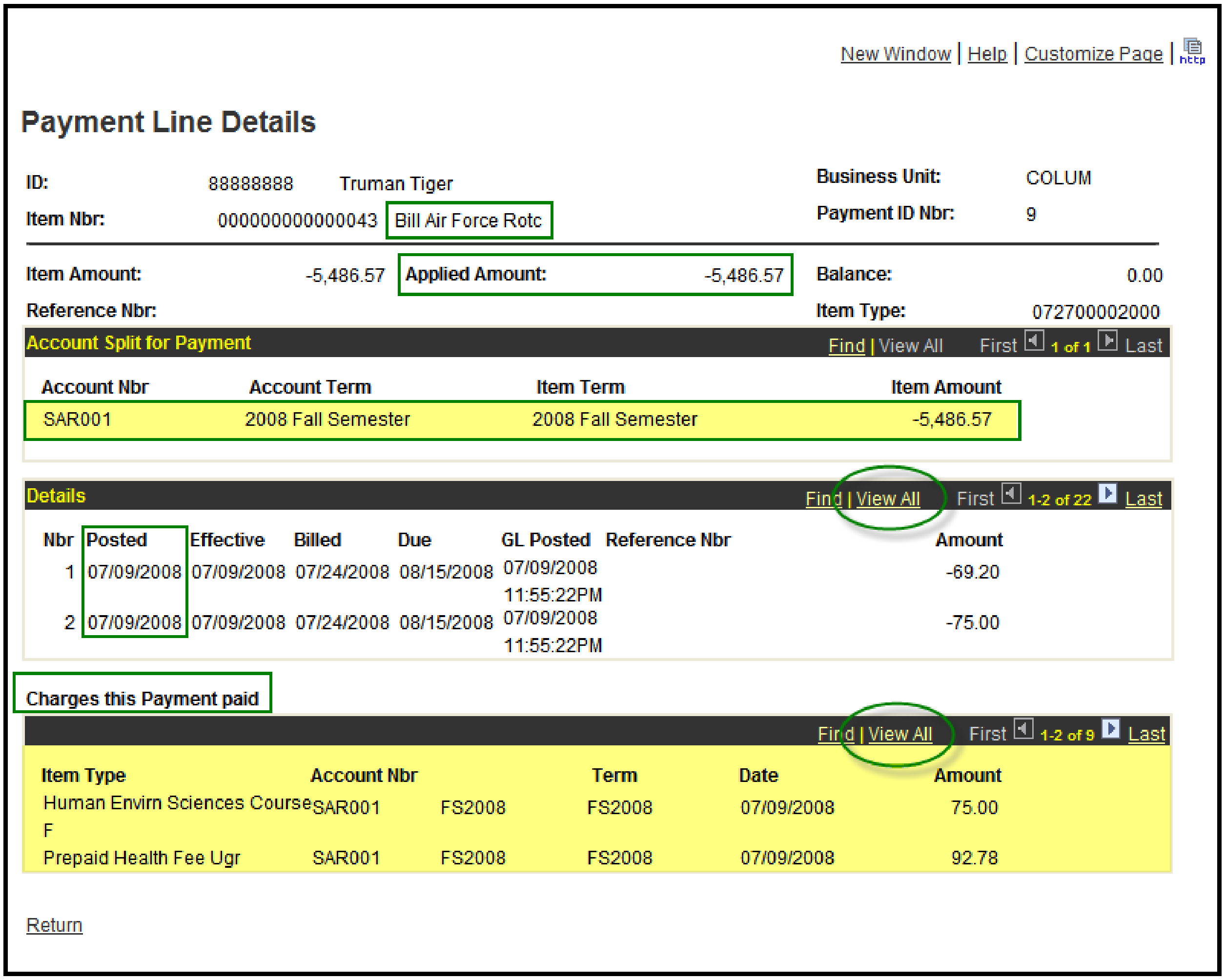
Return

**5**
**Payments – Third Party**

From the **Account Details** screen, click **Item Details** across from Bill Air Force Rotc and the **Payment Line Details** screen pops up.

From this screen, you can see:

1. A payment of $5485.57 was applied to Fall Semester 2008.
2. **Account Split for Payment** shows the total Third Party payment of $5485.57.
3. Click **Details View All** to see payment details.
4. Click **Charges This Payment Paid View All** to see charges paid for Fall Semester 2008.



New Window | Help | Customize Page |

**Payment Line Details**

ID: 88888888 Truman Tiger
Item Nbr: 000000000000043 Bill Air Force Rotc
Business Unit: COLUM
Payment ID Nbr: 9

Item Amount: -5,486.57
Applied Amount: -5,486.57
Balance: 0.00
Reference Nbr:
Item Type: 072700002000

Account Split for Payment — Find | View All — First 1 of 1 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| SAR001 | 2008 Fall Semester | 2008 Fall Semester | -5,486.57 |

Details — Find | View All — First 1-2 of 22 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 07/09/2008 | 07/09/2008 | 07/24/2008 | 08/15/2008 | 07/09/2008 11:55:22PM | | -69.20 |
| 2 | 07/09/2008 | 07/09/2008 | 07/24/2008 | 08/15/2008 | 07/09/2008 11:55:22PM | | -75.00 |

Charges this Payment paid — Find | View All — First 1-2 of 9 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| Human Envirn Sciences Course F | SAR001 | FS2008 | FS2008 | 07/09/2008 | 75.00 |
| Prepaid Health Fee Ugr | SAR001 | FS2008 | FS2008 | 07/09/2008 | 92.78 |

Return

| **6 Financial Aid** | Below is a sample of the different types of financial aid transactions that might show up on a student account.<br><br>The highlighted transactions are refunds to the student. The others are financial aid credited to the student account. |
|---|---|

New Window | Help | Customize Page |

## Account Details

**ID:** 88888888 Truman Tiger **Business Unit:** COLUM

**Account Number:** SAR001 - FS2008 **Account Balance:** 4.16

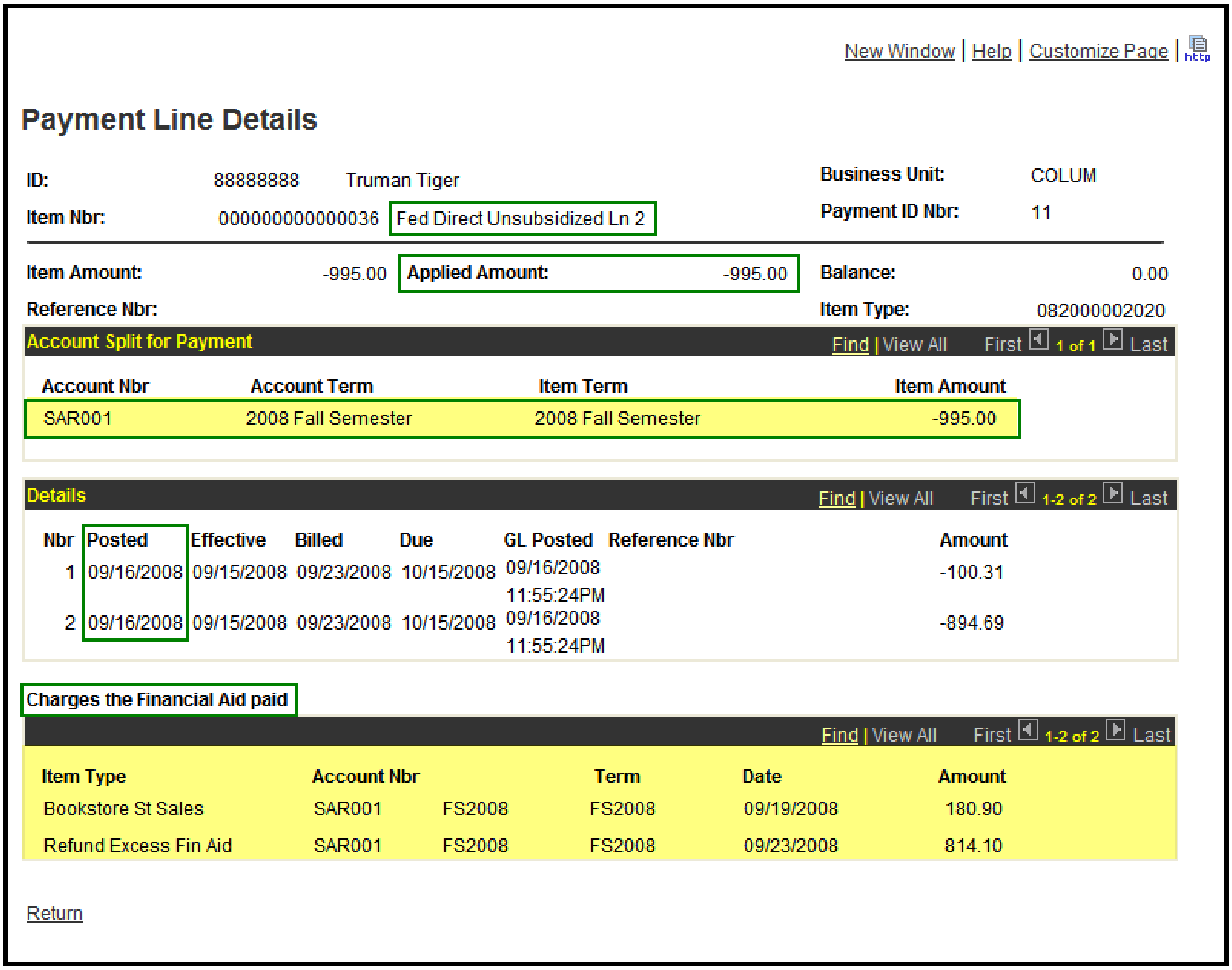
**Debits:** 8,087.48 **Credits:** -8,083.32 **Applied:** 8,083.32 **Unapplied:** 0.00

Find | View 3 First 1-17 of 17 Last

| Item / Class | Term / Item Status | Last Activity Date | Amount / Balance | |
|---|---|---|---|---|
| Refund Excess Fin Aid | FS2008 | | 995.00 | Item Details |
| | Active | 09/23/2008 | 0.00 | |
| Fed Direct Unsubsidized Ln 2 | FS2008 | | -995.00 | Item Details |
| | Active | 09/16/2008 | 0.00 | |
| Refund Excess Fin Aid | FS2008 | | 2,639.17 | Item Details |
| | Active | 08/18/2008 | 0.00 | |
| Fed Direct Unsubsidized Ln 1 | FS2008 | | -2,483.84 | Item Details |
| | Active | 08/15/2008 | 0.00 | |
| Federal Direct Subsidized Ln 1 | FS2008 | | -2,737.00 | Item Details |
| | Active | 08/15/2008 | 0.00 | |
| MU Grant - Undergraduate | FS2008 | | -1,150.00 | Item Details |
| | Active | 08/15/2008 | 0.00 | |
| Wilbur E Garrett Scholarship | FS2008 | | -175.00 | Item Details |
| | Active | 08/15/2008 | 0.00 | |
| FY08 Tuition Settlement Schlsh | FS2008 | | -530.00 | Item Details |
| | Active | 06/07/2008 | 0.00 | |

Return

| | |
|---|---|
| **6 Financial Aid & Refunds** | From the **Account Details** screen, click **Item Details** across from Fed Direct Unsubsidized Ln 2 and the **Payment Line Details** screen pops up.<br><br>From this screen, you can see:<br>1. A loan of $995.00 was applied to Fall Semester 2008.<br>2. The date the financial aid was posted.<br>3. The charges the financial aid payment paid for Fall Semester 2008. |



New Window | Help | Customize Page |

## Payment Line Details

| | | | | |
|---|---|---|---|---|
| ID: | 88888888 | Truman Tiger | Business Unit: | COLUM |
| Item Nbr: | 000000000000036 | Fed Direct Unsubsidized Ln 2 | Payment ID Nbr: | 11 |
| Item Amount: | -995.00 | Applied Amount: -995.00 | Balance: | 0.00 |
| Reference Nbr: | | | Item Type: | 082000002020 |

Account Split for Payment — Find | View All — First 1 of 1 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| SAR001 | 2008 Fall Semester | 2008 Fall Semester | -995.00 |

Details — Find | View All — First 1-2 of 2 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 09/16/2008 | 09/15/2008 | 09/23/2008 | 10/15/2008 | 09/16/2008 11:55:24PM | | -100.31 |
| 2 | 09/16/2008 | 09/15/2008 | 09/23/2008 | 10/15/2008 | 09/16/2008 11:55:24PM | | -894.69 |

Charges the Financial Aid paid

Find | View All — First 1-2 of 2 Last

| Item Type | Account Nbr | | Term | Date | Amount |
|---|---|---|---|---|---|
| Bookstore St Sales | SAR001 | FS2008 | FS2008 | 09/19/2008 | 180.90 |
| Refund Excess Fin Aid | SAR001 | FS2008 | FS2008 | 09/23/2008 | 814.10 |

Return

| | |
|---|---|
| **6**<br>**Financial Aid** | Click **Item Details** across from Refund Excess Fin Aid and the **Refund Details** screen pops up.<br><br>This screen shows:<br>1. If the refund was mailed, click **Refund Address** to see the mailing address.<br>2. The date the refund posted.<br>3. Under **Refund Details**, **Format** shows the method of refund. In this case, it was Direct Deposit. If it says Check, it was a paper check. |

New Window | Help | Customize Page |

## Refund Details

| | | | |
|---|---|---|---|
| **ID:** | 88888888 Truman Tiger | **Business Unit:** | COLUM |
| **Item Nbr:** | 000000000000075 | **Refund Nbr:** | 147552 |

| | | | | | |
|---|---|---|---|---|---|
| **Reference Nbr:** | | **Refund:** | A/P | **Item Type:** | 099000009029 |
| **Refund Status:** | AP Interface Created | | Refund Address | | |

**Check / Voucher Info**

| Voucher ID | Gross Refund | Other Deductions | Net Pay |
|---|---|---|---|
| 00147552 | 995.00 | 0.00 | 995.00 |

**Account Split for Refund** Find \| View All First 1 of 1 Last

| Account Nbr | Account Term | Item Term | Item Amount |
|---|---|---|---|
| SAR001 | 2008 Fall Semester | 2008 Fall Semester | 995.00 |

**Line Details** Find \| View All First 1 of 1 Last

| Nbr | Posted | Effective | Billed | Due | GL Posted | Status | Amount |
|---|---|---|---|---|---|---|---|
| 1 | 09/23/2008 | 09/23/2008 | 09/23/2008 | 10/15/2008 | | Active | 995.00 |

**Refund Details** Find \| View All First 1 of 1 Last

| Nbr | Description | Account Nbr | Account Term | Item Term | Format | Line Amt |
|---|---|---|---|---|---|---|
| 1 | Fed Direct Unsubsidized Ln 2 | SAR001 | 2008 Fall Semester | 2008 Fall Semester | Dir. Dep. | 995.00 |

Return

| | |
|---|---|
| **6**<br>**Financial Aid** | **Note:** A credit balance on a student account automatically triggers a refund unless the student requests the credit remain on the account.<br><br>Direct Deposit refunds typically post to the student bank account 3-5 days after the refund is processed. A mailed refund typically takes 1-2 weeks. Students are encouraged to sign up for Direct Deposit in myZou.<br><br>**Note:** Most financial aid refunds go directly to the student. The one exception is the Parent Federal Direct Loan, also known as the Parent Plus Program. When this loan is on the account, any financial aid refunds go to the parent first, up to that loan amount. However, the parent can sign papers to say any refund goes to the student. |

Congratulations! You have completed "Viewing Customer Accounts"

ATTACHMENT A

Customer Accounts Screen

Defines the fields on the Customer Accounts Screen.

| | |
|---|---|
| **Academic Information** | Gives a snapshot of enrollment data / credit hours by term. |
| ⊘ | Negative Service Indicator: details negative status of the account. Some of these indicators are generated automatically, some are entered manually. Anyone with access to Student Accounts can view these indicators; security access is needed to apply an indicator. |
| ★ | Positive Service Indicator: details positive status of the account. These indicators are entered manually. Anyone with access to Student Accounts can view these indicators; security access is needed to apply an indicator. |
| | Denotes a field used to post Communications. This is not used much. |
| | Denotes a field used to post Checklists. This is used by Financial Aid. |
| | Denotes a field used to post Comments. This is used by different departments. Security access is needed to create and view comments. |
| **Total** | 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. |
| **Account Type** | All are Accounts Receivable. |
| **Account Number** | Charges and credits are grouped into categories to enable accounting flexibility. |
| **Balance** | Amount due against a specific account number. |
| **Open Date** | First date of an entry against a specific account number. |
| **Account Details** | Lists charges and payments by term. |
| | |
| ***GO TO fields at the bottom of the screen give alternate views of account detail information:*** | |
| • **Detail Trans** | Lists each transaction including description and amount sorted by account number and then term. |
| • **Item Summary** | Lists each transaction sorted by item type. |
| • **Items by Term** | Lists each transaction sorted by term. |
| • **Items by Date** | Lists each transaction sorted by date posted. |
| • **Due Charges** | Lists transactions with an unpaid amount sorted by due date. |
| • **Payment Plans** | Provides information on Third party / sponsor credits. |
| • **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. This link is not visible when no financial aid is pending. |

ATTACHMENT B

Positive & Negative Indicators

Positive & Negative Indicators are designated by and . Anyone having access to **Student Accounts** can view an indicator; security access is needed to apply an indicator.

| | | |
|---|---|---|
| **123** | Test Service Indicator | |
| **C01** | Do Not Put in Collections | |
| **C02** | Past Due | T |
| **C03** | 60 Days Past Due | T |
| **C04** | 90 Days Past Due | T |
| **C05** | Past Due Cashiers CA | T,R |
| **C10** | Past Due WO | T,R |
| **C11** | Past Due - Stop Registration | T,R |
| **C12** | Cashiers - Stop Registration | T,R |
| **C20** | No Student Bill | |
| **C21** | No Interest | |
| **C22** | No Late Fee | |
| **C23** | Agreement | |
| **C24** | Paper Bill Request | |
| **C26** | Paper Bill - No Nelnet | |
| **C30** | Manual Do Not Refund | |
| **C31** | Edit Program Do Not Refund | |
| **C32** | Override Refund Edit Program | |
| **C40** | Do Not Cancel | |
| **C44** | No Checks | T |
| **C45** | ResLIfe Cntrct Paid by Fin Aid | |
| **C46** | Other Hold | T |
| **C47** | Fin Hold B | T |
| **C48** | Bankruptcy Discharged | |

| | | |
|---|---|---|
| **C50** | MU Direct | T |
| **C51** | MU Direct | R |
| **C55** | No Electronic Payments Allowed | |
| **C80** | Active Duty | |
| **C81** | Fin Hold BI | T |
| **C82** | Fin Hold BF | T |
| **C83** | Past Due CA I - Stop Regis | T,R |
| **C84** | Past Due CA F - Stop Regis | T,R |
| **C85** | Past Due CA I MD - Stop Regis | T,R |
| **C86** | Past Due CA F MD - Stop Regis | T,R |
| **C87** | Past Due L | T |
| **C88** | Past Due ED - Stop Regis | T,R |
| **C89** | Past Due WO I - Stop Regis | T,R |
| **C90** | Past Due WO F - Stop Regis | T,R |
| **C91** | Missing Loan Documents | T |
| **C92** | Past Due L I 90 - Stop Regis | T,R |
| **C93** | Past Due L F 90 - Stop Regis | T,R |
| **ELE** | English Language Exam Reqd | R |
| **ENA** | No Response to e-Consent | |
| **ENC** | Did Not Agree to e-Consent | |
| **FIG** | FIGS Registration Hold | R |
| **FLN** | Convicted Felon | |
| **IMM** | Immunization Hold | R |
| **INT** | Intl Center Check-In Required | R |

*T – Hold on Transcripts*
*R – Student cannot register for courses*

ATTACHMENT B

Positive & Negative Indicators

| | | | | | |
|---|---|---|---|---|---|
| **MIL** | Military Deployment | | **R57** | School of Veterinary Medicine | R |
| **NCN** | Not cancel for finance reasons | | **R60** | Graduate School | R |
| **NCV** | Acad Record Not Converted | T | **R68** | University Registrar | R |
| **R01** | Arts and Science | R | **R69** | University Registrar | R |
| **R02** | Arts and Science - Probation | | **R70** | University Registrar | T |
| **R03** | Arts and Science - PSI | | **R80** | Provost | R |
| **R04** | Registration Hold | R | **R81** | Student Affairs | R |
| **R05** | College of Business | R | **R82** | Admissions | R |
| **R06** | College of Business - PSI | | **R83** | MU Direct | R |
| **R07** | Ag, Food & Nat Resources | R | **R84** | Center for Dist and Ind Study | R |
| **R14** | College of Education | R | **R85** | UMKC Pharmacy | R |
| **R15** | College of Education Probation | | **RSW** | Summer Welcome | R |
| **R17** | College of Engineering | R | **SHL** | Student Health | R |
| **R18** | College of Engineering | | **TRD** | Trio Designated | |
| **R21** | School of Natural Resources | R | **TRE** | Trio Eligible | |
| **R23** | Health Professions | R | **TRP** | Possibly Trio Elig Refer to LC | |
| **R24** | Human Environmental Science | R | **U01** | Deceased | R |
| **R27** | School of Journalism | R | **U02** | Dismissed Student | R |
| **R31** | School of Law | R | **U03** | Expelled Student | R |
| **R37** | School of Medicine | R | **U04** | Suspended Student | R |
| **R3P** | Third Party Permission | | **U05** | Financial Indicator | R |
| **R47** | School of Nursing | R | **U06** | Loan Indicator | R |
| **R56** | Social Work | R | **WOF** | Student Account Write Off | T,R |

*T – Hold on Transcripts*
*R – Student cannot register for courses*