

Student Account – Late Fee/Finance Charge Credit Request

Student's Name	
Student ID Number	
Student's Email Address	
Is student currently enrolled at Mizzou?	
Posted Date of Late Fee or Finance Charge	
Amount of Fee/Charge	
Please give a detailed explanation for this request.	

If you are making this request as an authorized user, please fill out the following information:

Authorized User's Name (First & Last)	
Authorized User's Email Address	

Please submit the above form to mucashiers.zendesk.com using the following directions:

- Step 1: Click the "Sign-In" button at the top right-hand corner of any help center page.
 - Please note that if you have already signed in, this button will not appear. Instead, you can click "Submit a request" at the top right-hand corner of any help center page and skip down to step 4 in these instructions.
- Step 2: Upon clicking "Sign-In," you will be prompted with two choices to sign into the help center.
 - If you are a University of Missouri student, University of Missouri faculty member, or University of Missouri staff member, click the "Continue with UM SSO Login" button to sign in via the University Single Sign-On (SSO).
 - For all other users, please sign in using your email address and password.
- *Is it your first time signing in? Click the "Sign up" button next to the "New to MU Cashiers?" message on the bottom left-hand side.*

Please note that to submit a request to the Cashiers Office, a verified email is required. Clicking "Submit a request" without signing in will direct you to the request submission screen, where you will be prompted to enter your email. If you have not previously verified your email address or set up an account, you will receive an email after submitting the request to verify your email and complete the account setup.

Your request will NOT be submitted until you verify your email account.

- Step 3: Once you are signed in, click "Submit a request" at the top right-hand side of the screen.
- Step 4: Once you have filled out all the required information, click "Submit" at the bottom.
- Step 5: After submitting your request, you will receive an email confirmation.
 - If you have not received this confirmation email, your request has NOT been submitted.

Late fee and finance charge credit requests will be considered weekly by a review committee. When a decision has been made on your request, the student and/or the authorized user will receive our decision via email.

Requests will only be reviewed if submitted by a student or their authorized user.