Self Service – Student Financials – FAQ

Students may use self-service to view details of their financial account.

Note: Parts of images may be obscured for security reasons.

Q. How can I see outstanding charges and amount owed?

From the Student Center page, in the Finances section to see the Account Summary details, click the Account Inquiry link.

On the Account Inquiry tab summary sub-tab, the Account Summary page displays with outstanding charges and deposits, as well as, pending financial aid. In the What I Owe section, the Total Due amount is shown.
Q. What are “Payment R” and “Return R” items in Account Activity? and How can I see all the transactions for a specific term?

Return R and Payment R entries occurred during data conversion and will balance to zero. Further information about these items may be obtained from the Office of Bursar.

Note:
- Within the View by section of Account Activity, narrow the results using the From and To calendar icons to select a date range (month, year and then day). To look for transactions within a specific term, ensure the date range includes the transactions for the specific term. Then select the Go button.
- Charges and payments display in reverse chronological order in sets of ten. Select the View All link to see all rows or select the Show next row icon to view the next set of ten rows.
Q. How can I see details about charges for a term?

Under **Account Inquiry** tab, select the **charges due** sub-tab that displays four sections.

- **Summary of Charges by Due Date** section displays the amount due by date and total.
- **Details by Due Date** section displays charges by term.
- **Details by Charge** section displays the detailed charges, due date, term and amount.
- **Invoices Due** should be disregarded for Fall 2010 invoices. If there are questions regarding this section, please contact the Office of the Bursar.

**Note:** The amount to be paid is listed under the **Running Total section of Summary of Charges by Due Date**.

**Note:** Consult the College website to verify the bill due date and any date extensions.
Q. How can I see details about all payments?

Under the Account Inquiry tab, select the payments sub-tab to view the Payment History page.

Note:
- Payments are listed reverse chronological order.
- Narrow the results using the From and To calendar icons by selecting a date range (month, year and then day). Then select the Go button.
- Posted Payments appear in sets of five in reverse chronological order. Select the View All link to see all of the payments or select the Show Next Row icon to view the next set of five posted payments.
Q. How can I see detailed information about my financial aid awards?

Under **Account Inquiry** tab **Pending aid** sub tab types of award, disbursement term and amount displays.

**Note:**
- *When disbursed, pending aid will appear as a payment.*
- *Further information about any Pending Financial Aid Award may be obtained from the Office of Financial Aid.*

<table>
<thead>
<tr>
<th>Award</th>
<th>Term</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal SEOG</td>
<td>2010 Fall Term</td>
<td>200.00</td>
</tr>
<tr>
<td>Federal Pell Grant</td>
<td>2010 Fall Term</td>
<td>2,775.00</td>
</tr>
<tr>
<td>CUSTA-City Univ Sup TAP Assist</td>
<td>2010 Fall Term</td>
<td>50.00</td>
</tr>
<tr>
<td>Federal Pell Grant</td>
<td>2011 Spring Term</td>
<td>2,775.00</td>
</tr>
<tr>
<td>CUSTA-City Univ Sup TAP Assist</td>
<td>2011 Spring Term</td>
<td>50.00</td>
</tr>
<tr>
<td><strong>Total Pending Financial Aid for this view</strong></td>
<td></td>
<td><strong>5,850.00</strong></td>
</tr>
</tbody>
</table>

Last Updated: 3/27/2013