View Customer Accounts

The Student Financials Customer Accounts page provides access to financial and scholastic data about a student. Charges, Payments, Anticipated Financial Aid, Payment Plan, and Account Details data are some examples of what can be viewed via the Customer Accounts page.
Navigation

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click the <strong>Student Financials</strong> link.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>View Customer Accounts</strong> link.</td>
</tr>
</tbody>
</table>
### Step 3
Enter the appropriate Business Unit into the **Business Unit** field.

### Step 4
Enter lookup information about the student in the remaining fields.

For this example, we'll enter the student's MaineStreet ID into the **ID** field.

### Step 5
Click the **Search** button.
6. The **Customer Accounts** page displays all transactions for a student from all sources (e.g. Tuition Calculation, Student Post, Group Post, External File Load, Cashiering, etc.). The various links on the page allow you to see different views of the account information.

The top section of the page identifies the student to whom the record belongs, the **MaineStreet ID**, **Total** of charges, **Anticipated Aid** amount and a link to the student's **Academic Information**.

The bottom section provides a summary of the status of all account items for the student, including the **Account Type**, **Account Number**, **Balance**, **Status** and links to **Account Details** for each account.

**Note**: If necessary, click the **View All** link to make certain all transactions are displayed.

The links at the bottom of the page let you access different views of the students financial record.

Click on the **Account Details** link to open the **Account Details** page.
Step | Action
---|---
7. | The **Account Details** page displays details about the fee including when it was applied, when it was paid, and how it was paid. Click on the **Item Details** link for a payment to open the **Payment Line Details** page and view additional details about the payment.

[Item Details]
Step 8. The **Payment Line Details** page displays the detail for each individual item on the student account. The **Item Type** number and description are displayed along with the **Item Number**. The posted, **Effective**, **Billed**, **Due**, and **GL Posted** dates are also displayed on this page.

This page will display the payments that “pay” for a charge transaction.

Click the **Return** link to return to the **Account Details** page.
Step 9. Click the Return link to return to the Customer Accounts page.
Step 10. Click the **Detail Trans** link to open the **Detail Trans** page.
11. The **Detail Trans** page lists debits and credits that have been applied to the student’s account that can be sorted by **Item Type** etc.

Click the **Return** link.

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<tbody>
<tr>
<td>11.</td>
<td>The <strong>Detail Trans</strong> page lists debits and credits that have been applied to the student’s account that can be sorted by <strong>Item Type</strong> etc. Click the <strong>Return</strong> link.</td>
</tr>
</tbody>
</table>

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**Note:** The screenshot shows the Detail Trans page with transactions listed, but the text focuses on a different step related to the process.
Step 12. Click the Item Summary link.
13. The **Item Summary** page displays account information by **Item Type** per **Term**, the **Item Amount** and the Item **Balance** (i.e. amount owing) for that particular item.

Click the **Return** link.
14. Click the **Items by Term** link.
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<tr>
<td>15.</td>
<td>The <strong>Item by Term</strong> page displays for each term the total payments, total charges and the net balance for the term. Click on <strong>View All</strong> to view additional terms if necessary. Click the <strong>Return</strong> link.</td>
</tr>
</tbody>
</table>
16. Click the **Items by Date** link.
### Step 17

The **Items by Date** page displays the **Item Type** by either **Posted Date** (i.e. date posted), **Effective Date**, **Bill Date** or **Due Date**. It allows you to define a date range (from and to).

Click the **Return** link.

![Items By Date](image-url)
Step 18. Click the **Due Charges** link.
19. The **Due Charges** page displays any amounts due according to due date. Click the **Return** link.
Step 20. Click the **Payment Plans** link.
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<tr>
<td>21.</td>
<td>The <strong>Payment Plan</strong> page displays any payment plans the student might have. Click the <strong>Return</strong> link.</td>
</tr>
<tr>
<td>22.</td>
<td><strong>End of Procedure.</strong></td>
</tr>
</tbody>
</table>