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|----------------------|-----------|
| Date Modified | 6/17/2008 |
|----------------------|-----------|

Viewing Customer Accounts

Concept

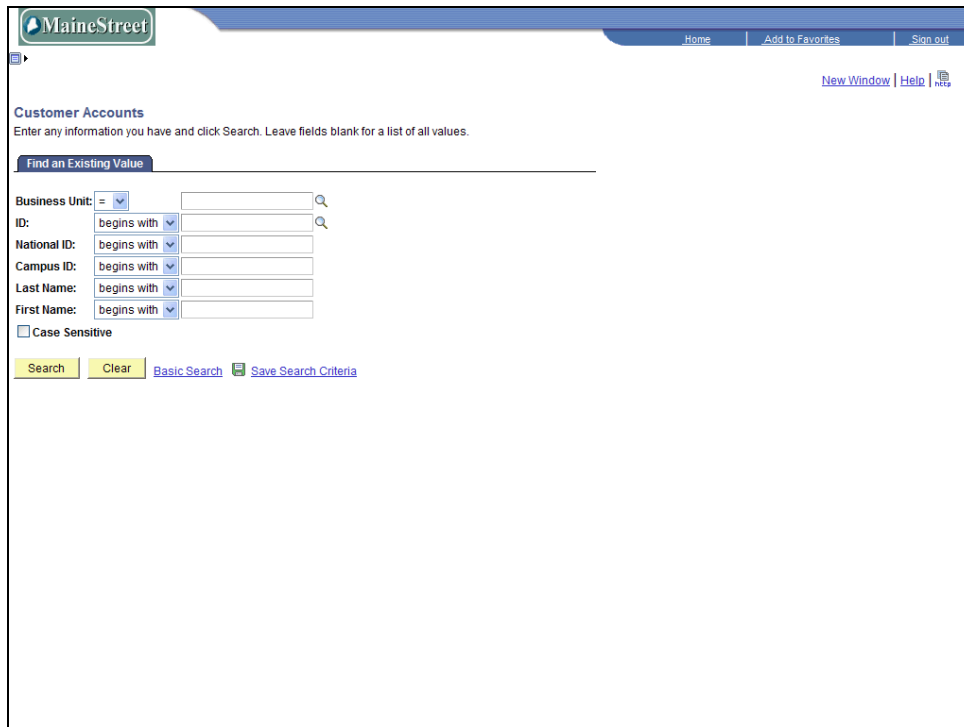
The Student Financials **Customer Accounts** page provides access to financial and scholastic data about a student. Charges, Payments, Anticipated Financial Aid, Payment Plan, and Account Details data are some examples of what can be viewed via the Customer Accounts page

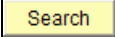
Navigation



| Step | Action |
|------|---|
| 1. | Click the Student Financials link. ▶ Student Financials |
| 2. | Click the View Customer Accounts link. View Customer Accounts |

Procedure



| Step | Action |
|------|---|
| 3. | Enter the appropriate Business Unit into the <i>Business Unit</i> field. |
| 4. | Enter lookup information about the student in the remaining fields. For this example, we'll enter the student's MaineStreet ID into the <i>ID</i> field. |
| 5. | Click the Search button.  |

Process Document

Viewing Customer Accounts



Customer Accounts

Business Unit: UMS05
 Student: Student_Joe ID: 0099999 [Academic Information](#)
 Total: 1,924.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance | Open Date | Status |
|--------------|------------------------|----------|------------|--------|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active |

Go to: [Detail Trans](#) [Item Summary](#) [Items by Term](#) [Items by Date](#) [Due Charges](#) [Payment Plans](#)

[Return to Search](#) [Notify](#)

| Step | Action |
|------|--|
| 6. | <p>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.</p> <p>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. Click on the Academic Information link to verify the student's academic information.</p> |



Process Document Viewing Customer Accounts

Customer Accounts
Academic Information

Bio/Demo Data

ID: 0099999 Name: Student, Joe
Campus ID: Gender: Male

| Citizenship | | National ID | |
|-------------|-------------|------------------------|-------------|
| Country | Description | NID Type | National ID |
| | | Social Security Number | 999999999 |

Career Term Data

| Term | Career Prim Prog | Residency Group | Units | Tot Units | Level | Institution | Acad Load |
|-----------|------------------|-----------------|--------|-----------|------------|-------------|--|
| 2008 Fall | UGRD EGR | In-State UG_RES | 13.000 | 13.000 | First Year | UMS05 | Full-Time Academic Plan Enrollment |

[Return](#)

| Step | Action |
|------|---|
| 7. | <p>On the Academic Information page, you can verify information about the student's Academic Career, Program, Residency Group, Units, Level and Academic Load for each Term and Institution. You can also click links to view information about the student's Academic Plan and Enrollment.</p> <p>Click the Return link to return to the Customer Accounts page.</p> |

Process Document

Viewing Customer Accounts



Customer Accounts

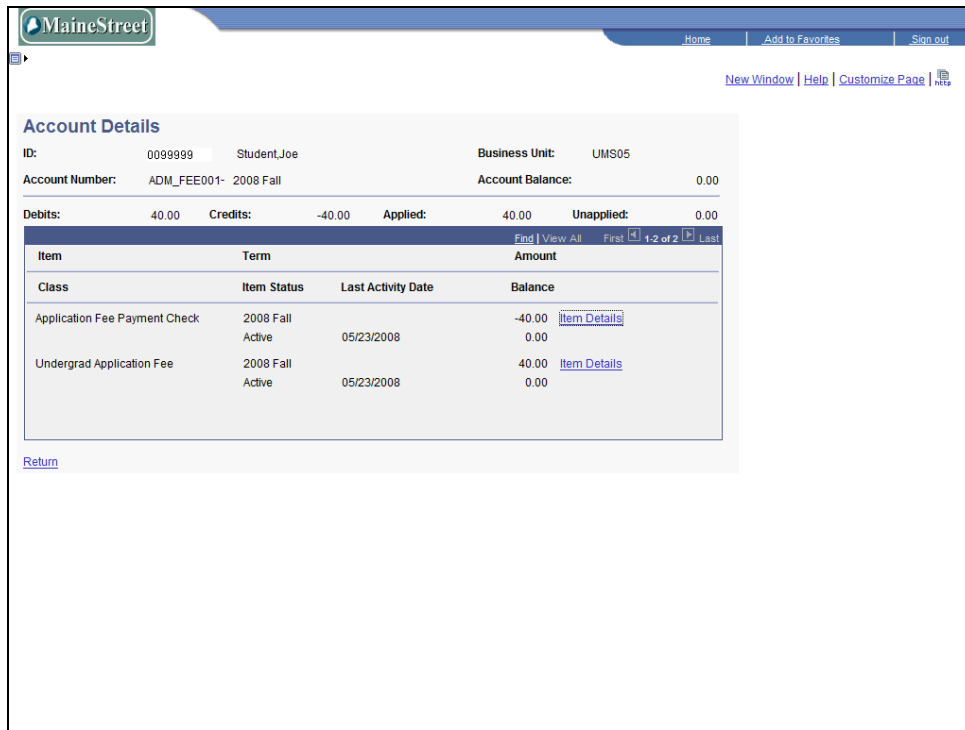
Business Unit: UMS05
 Student_Joe ID: 0099999 [Academic Information](#)
 Total: 1,924.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance | Open Date | Status |
|--------------|-------------------------|----------|------------|--------|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active |
| Enroll Fees | ENRFEEES001 - 2008 Fall | 490.00 | 05/23/2008 | Active |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active |

Go to: [Detail Trans](#) [Item Summary](#) [Items by Term](#) [Items by Date](#) [Due Charges](#) [Payment Plans](#)

[Return to Search](#) [Notify](#)

| Step | Action |
|------|---|
| 8. | <p>The bottom section of the Customer Accounts page provides a summary of the status of all account types (e.g. admission fees, tuition, excess payments...) for the student, including the <i>Account Type</i>, <i>Account Number</i>, <i>Balance</i>, <i>Status</i> and links to Account Details for each account.</p> <p><u>Note:</u> If necessary, click the View All link to make certain all transactions are displayed.</p> <p>The links at the bottom of the page let you access different views of the student's financial record.</p> <p>Click on the Account Details link to open the Account Details page.</p> <p>Account Details</p> |



The screenshot shows the 'Account Details' page in the MaineStreet system. At the top, there is a navigation bar with 'Home', 'Add to Favorites', and 'Sign out' links. Below this, there are links for 'New Window', 'Help', and 'Customize Page'. The main content area is titled 'Account Details' and contains the following information:

ID: 0099999 Student_Joe **Business Unit:** UMS05
Account Number: ADM_FEE001- 2008 Fall **Account Balance:** 0.00

Debits: 40.00 **Credits:** -40.00 **Applied:** 40.00 **Unapplied:** 0.00

| Item | Term | Amount |
|-------------------------------|-----------|--------|
| Application Fee Payment Check | 2008 Fall | -40.00 |
| | Active | 0.00 |
| Undergrad Application Fee | 2008 Fall | 40.00 |
| | Active | 0.00 |

Each item in the table has an 'Item Details' link next to its balance. A 'Return' link is located at the bottom left of the account details section.

| Step | Action |
|------|---|
| 9. | <p>The Account Details page displays summary details about each line item for an account type including when it was applied, when it was paid, and how it was paid.</p> <p>Click on the Item Details link for a payment to open the Line Details page and view additional details about the payment.</p> <p>Item Details</p> |

Process Document

Viewing Customer Accounts



MaineStreet

Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) |

Payment Line Details

ID: 0099999 Student: Joe Business Unit: UMS05
 Item Nbr: 000000000000007 Application Fee Payment Check Payment ID Nbr: 1

Item Amount: -40.00 Applied Amount: -40.00 Balance: 0.00
 Reference Nbr: Item Type: 000001000055

| Account Split for Payment | | | | Find | View All | First | 1 of 1 | Last |
|---------------------------|--------------|-----------|-------------|------|----------|-------|--------|------|
| Account Nbr | Account Term | Item Term | Item Amount | | | | | |
| ADM_FEE001 | 2008 Fall | 2008 Fall | -40.00 | | | | | |

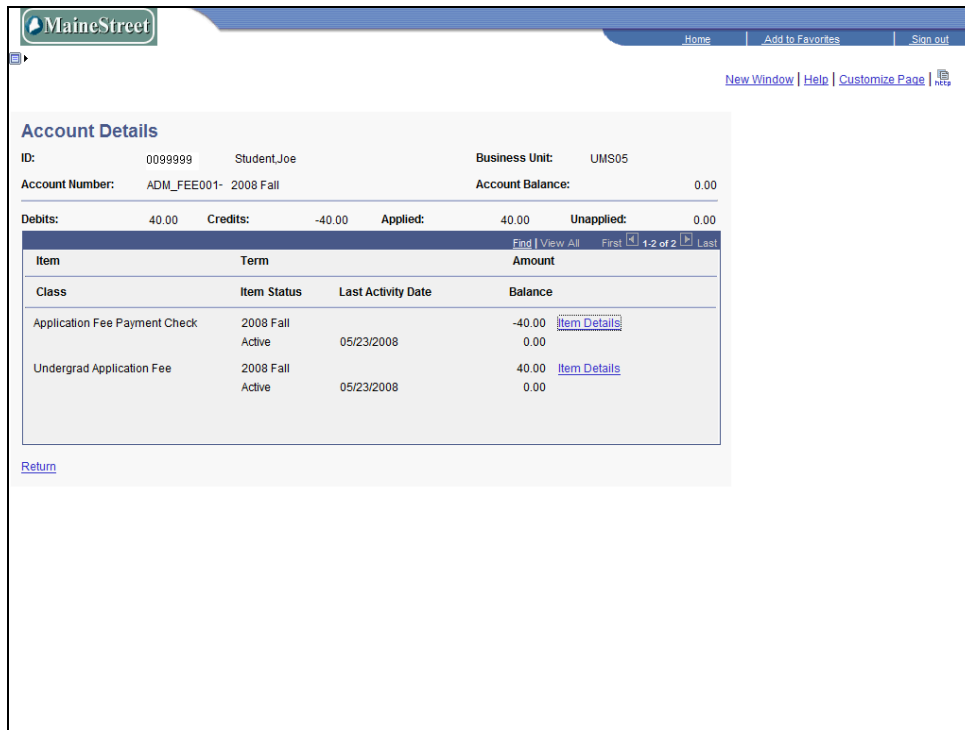
| Details | | | | | | | Find | View All | First | 1 of 1 | Last |
|---------|------------|------------|--------|-----|-----------|---------------|--------|----------|-------|--------|------|
| Nbr | Posted | Effective | Billed | Due | GL Posted | Reference Nbr | Amount | | | | |
| 1 | 05/23/2008 | 05/23/2008 | | | | | -40.00 | | | | |

Charges this Payment paid

| Charges this Payment paid | | | | | | Find | View All | First | 1 of 1 | Last | |
|---------------------------|-------------|-----------|-----------|------------|-------|------|----------|-------|--------|------|--|
| Item Type | Account Nbr | Term | Date | Amount | | | | | | | |
| Undergrad Application Fee | ADM_FEE001 | 2008 Fall | 2008 Fall | 05/23/2008 | 40.00 | | | | | | |

[Return](#)

| Step | Action |
|------|--|
| 10. | <p>The 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.</p> <p>This page will display the payments that “pay” for a charge transaction.</p> <p>Click the Return link to return to the Account Details page.</p> <p>Return</p> |



Account Details

ID: 0099999 Student_Joe Business Unit: UMS05
 Account Number: ADM_FEE001- 2008 Fall Account Balance: 0.00

Debits: 40.00 Credits: -40.00 Applied: 40.00 Unapplied: 0.00

| Item | Term | Item Status | Last Activity Date | Amount |
|-------------------------------|-----------|-------------|--------------------|--------|
| Application Fee Payment Check | 2008 Fall | Active | 05/23/2008 | -40.00 |
| | | | | 0.00 |
| Undergrad Application Fee | 2008 Fall | Active | 05/23/2008 | 40.00 |
| | | | | 0.00 |

[Return](#)

| Step | Action |
|------|--|
| 11. | Click the Return link to return to the Customer Accounts page. |

Process Document

Viewing Customer Accounts



MaineStreet

Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) |

Customer Accounts

Business Unit: UMS05
 Student: Joe ID: 0099999 [Academic Information](#)

Total: 1,924.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|---------------------------------|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details |

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) [Notify](#)

| Step | Action |
|------|--|
| 12. | Click the Detail Trans link to open the Detail Trans page. Detail Trans |



The screenshot shows the 'Detail Trans' page in the MaineStreet system. It displays account information for 'Student, Joe' and a table of transactions. The table has columns for Item Description, Line Seq Nbr, Term, Account Nbr, Account Term, Item Type, and Item Amt. The transactions include Undergrad Application Fee, Application Fee Payment Check, Communication Fee, Student Activity Fee, Recreation Center Fee, Unified Fee, and Tuition Undergrad Resident.

| Item Description | Line Seq Nbr | Term | Account Nbr | Account Term | Item Type | Item Amt |
|------------------|--------------|-----------|-------------|--------------|-------------------------------|----------|
| 0000000000000001 | 1 | 2008 Fall | ADM_FEE001 | 2008 Fall | Undergrad Application Fee | 40.00 |
| 0000000000000007 | 1 | 2008 Fall | ADM_FEE001 | 2008 Fall | Application Fee Payment Check | -40.00 |
| 0000000000000002 | 1 | 2008 Fall | ENRFEE001 | 2008 Fall | Communication Fee | 15.00 |
| 0000000000000003 | 1 | 2008 Fall | ENRFEE001 | 2008 Fall | Student Activity Fee | 45.00 |
| 0000000000000004 | 1 | 2008 Fall | ENRFEE001 | 2008 Fall | Recreation Center Fee | 102.00 |
| 0000000000000005 | 1 | 2008 Fall | ENRFEE001 | 2008 Fall | Unified Fee | 328.00 |
| 0000000000000006 | 1 | 2008 Fall | TUITION001 | 2008 Fall | Tuition Undergrad Resident | 1,434.00 |


| Step | Action |
|------|---|
| 13. | <p>The Detail Trans page lists debits and credits that have been applied to the student's account that can be sorted by <i>Item Type</i> etc.</p> <p>Click the Return link.</p> <p>Return</p> |

Process Document

Viewing Customer Accounts












Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) | 

Customer Accounts

Business Unit: UMS05
Student, Joe ID: '0099999 [Academic Information](#)
Total: 1,924.00 **Anticipated Aid:** 0.00

| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|--|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details    |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details    |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details    |

Find | View All | First | 1-3 of 3 | Last

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) 

| Step | Action |
|------|---|
| 14. | Click the Item Summary link. Item Summary |



Item Summary

Business Unit: UMS05
 ID: 0099999 Student_Joe

| Item Type | Term | Account Number | Account Term | Item Amt | Balance |
|-------------------------------|-----------|----------------|--------------|----------|----------|
| Undergrad Application Fee | 2008 Fall | ADM_FEE001 | 2008 Fall | 40.00 | 0.00 |
| Communication Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 15.00 | 15.00 |
| Recreation Center Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 102.00 | 102.00 |
| Student Activity Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 45.00 | 45.00 |
| Tuition Undergrad Resident | 2008 Fall | TUITION001 | 2008 Fall | 1,434.00 | 1,434.00 |
| Unified Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 328.00 | 328.00 |
| Application Fee Payment Check | 2008 Fall | | | -40.00 | 0.00 |

[Return](#)

| Step | Action |
|------|---|
| 15. | <p>The Item Summary page displays account information by <i>Item Type</i> per <i>Term</i>, the <i>Item Amount</i> and the Item <i>Balance</i> (i.e. amount owing) for that particular item.</p> <p>Click the Return link.</p> <p>Return</p> |

Process Document

Viewing Customer Accounts



MaineStreet

Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) |

Customer Accounts

Business Unit: UMS05
 Student: Joe ID: 0099999 [Academic Information](#)
 Total: 1,924.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|---------------------------------|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details |

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) [Notify](#)

| Step | Action |
|------|---|
| 16. | Click the Items by Term link. Items by Term |



Items By Term

Business Unit: UMS05
 ID: 0099999 Student, Joe

| Term | Total Credits | Total Debits | Antic Aid | Total | Total Incl Antic Aid |
|-----------|---------------|--------------|-----------|----------|----------------------|
| 2008 Fall | -40.00 | 1,964.00 | 0.00 | 1,924.00 | 1,924.000 |

| Item Type | Date Posted | Item Effective Date | Line Total | Item Balance |
|-------------------------------|-------------|---------------------|------------|--------------|
| Application Fee Payment Check | 05/23/2008 | 05/23/2008 | -40.00 | 0.00 |
| Communication Fee | 05/23/2008 | 05/23/2008 | 15.00 | 15.00 |
| Recreation Center Fee | 05/23/2008 | 05/23/2008 | 102.00 | 102.00 |
| Student Activity Fee | 05/23/2008 | 05/23/2008 | 45.00 | 45.00 |
| Tuition Undergrad Resident | 05/23/2008 | 05/23/2008 | 1,434.00 | 1,434.00 |
| Undergrad Application Fee | 05/23/2008 | 05/23/2008 | 40.00 | 0.00 |
| Unified Fee | 05/23/2008 | 05/23/2008 | 328.00 | 328.00 |

[Return](#)

| Step | Action |
|------|--|
| 17. | <p>The Item by Term page displays for each term the total payments, total charges and the net balance for the term. Click on View All to view additional terms if necessary.</p> <p>Click the Return link.</p> <p>Return</p> |

Process Document

Viewing Customer Accounts



MaineStreet

Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) |

Customer Accounts

Business Unit: UMS05
 Student: Joe ID: 0099999 [Academic Information](#)

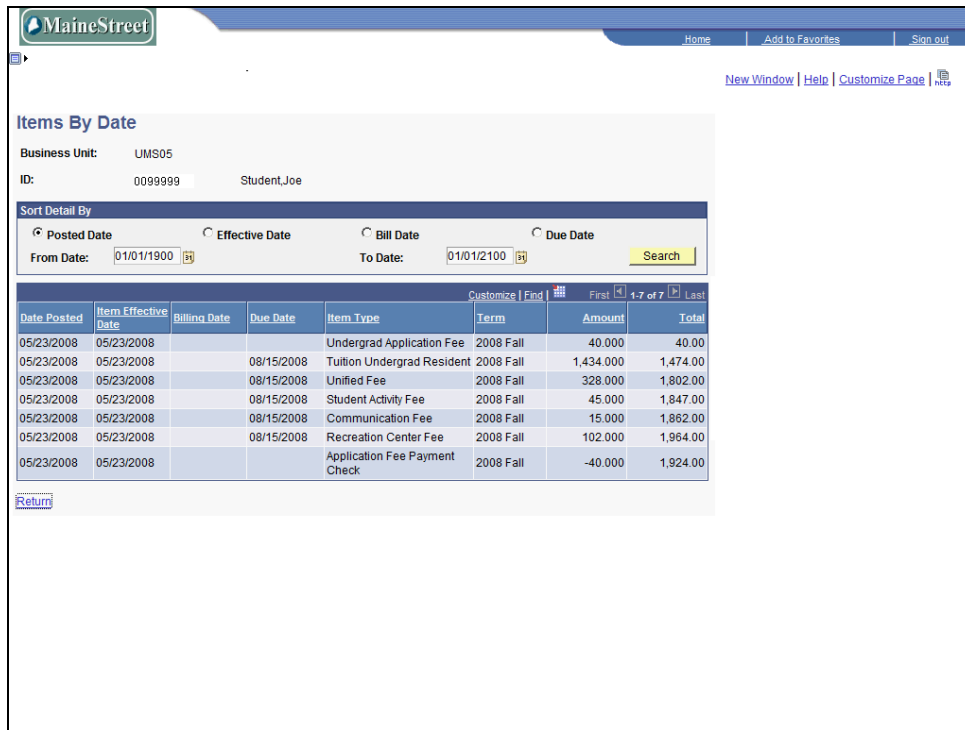
Total: 1,924.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|---------------------------------|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details |

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) [Notify](#)

| Step | Action |
|------|---|
| 18. | Click the Items by Date link. Items by Date |



Items By Date

Business Unit: UMS05
 ID: 0099999 Student, Joe

Sort Detail By
 Posted Date
 Effective Date
 Bill Date
 Due Date

From Date: 01/01/1900 To Date: 01/01/2100 [Search](#)

| Date Posted | Item Effective Date | Billing Date | Due Date | Item Type | Term | Amount | Total |
|-------------|---------------------|--------------|------------|-------------------------------|-----------|-----------|----------|
| 05/23/2008 | 05/23/2008 | | | Undergrad Application Fee | 2008 Fall | 40.000 | 40.00 |
| 05/23/2008 | 05/23/2008 | | 08/15/2008 | Tuition Undergrad Resident | 2008 Fall | 1,434.000 | 1,474.00 |
| 05/23/2008 | 05/23/2008 | | 08/15/2008 | Unified Fee | 2008 Fall | 328.000 | 1,802.00 |
| 05/23/2008 | 05/23/2008 | | 08/15/2008 | Student Activity Fee | 2008 Fall | 45.000 | 1,847.00 |
| 05/23/2008 | 05/23/2008 | | 08/15/2008 | Communication Fee | 2008 Fall | 15.000 | 1,862.00 |
| 05/23/2008 | 05/23/2008 | | 08/15/2008 | Recreation Center Fee | 2008 Fall | 102.000 | 1,964.00 |
| 05/23/2008 | 05/23/2008 | | | Application Fee Payment Check | 2008 Fall | -40.000 | 1,924.00 |

[Return](#)


| Step | Action |
|------|--|
| 19. | <p>The Items by Date page displays the <i>Item Type</i> by either <i>Posted Date</i> (i.e. date posted), <i>Effective Date</i>, <i>Bill Date</i> or <i>Due Date</i>. It allows you to define a date range (from and to).</p> <p>Click the Return link.</p> <p>Return</p> |

Process Document

Viewing Customer Accounts







Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) | 

Customer Accounts

Business Unit: UMS05
Student: Joe **ID:** 0099999 [Academic Information](#)
Total: 1,924.00 **Anticipated Aid:** 0.00

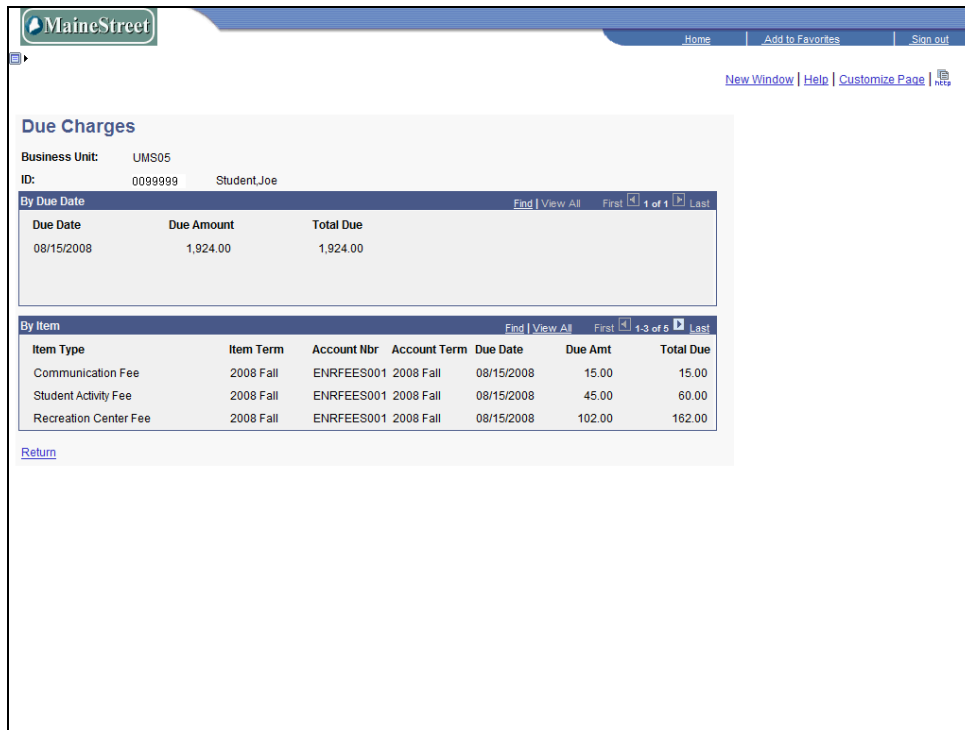
| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|---|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details    |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details    |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details    |

Find | View All | First | 1-3 of 3 | Last

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) | [Notify](#)

| Step | Action |
|------|---|
| 20. | Click the Due Charges link. Due Charges |



Due Charges

Business Unit: UMS05
 ID: 0099999 Student_Joe

| By Due Date | Due Date | Due Amount | Total Due |
|-------------|------------|------------|-----------|
| | 08/15/2008 | 1,924.00 | 1,924.00 |

| By Item | Item Type | Item Term | Account Nbr | Account Term | Due Date | Due Amt | Total Due |
|---------|-----------------------|-----------|-------------|--------------|------------|---------|-----------|
| | Communication Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 08/15/2008 | 15.00 | 15.00 |
| | Student Activity Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 08/15/2008 | 45.00 | 60.00 |
| | Recreation Center Fee | 2008 Fall | ENRFEE001 | 2008 Fall | 08/15/2008 | 102.00 | 162.00 |

[Return](#)

| Step | Action |
|------|---|
| 21. | <p>The Due Charges page displays any amounts due according to due date.</p> <p>Click the Return link.</p> <p>Return</p> |

Process Document Viewing Customer Accounts





Home | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Customize Page](#) | 

Customer Accounts

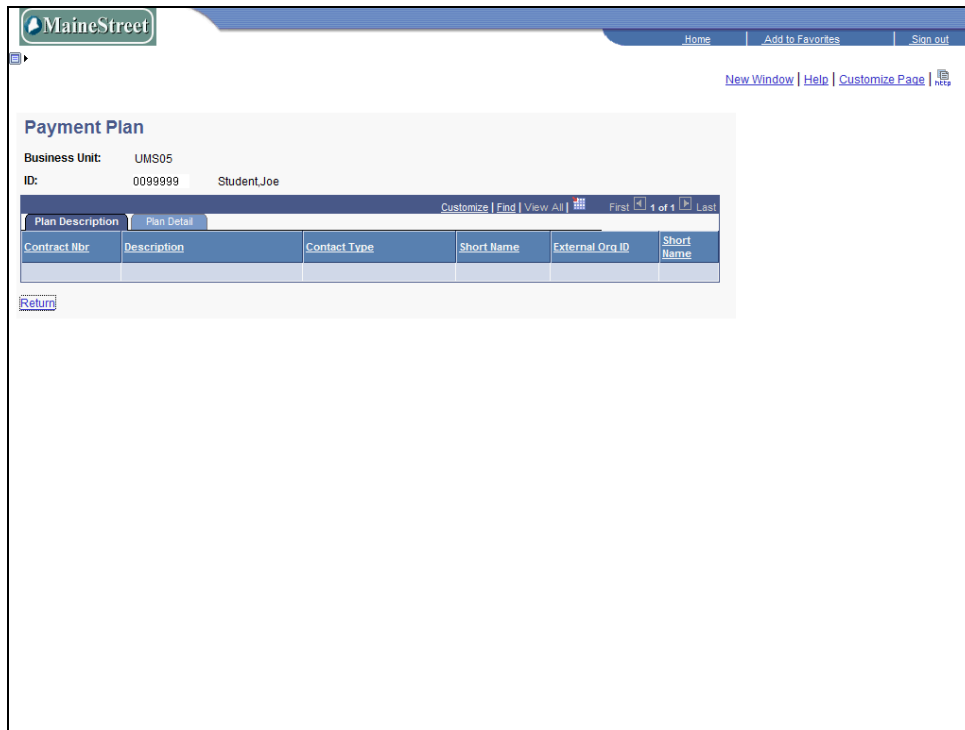
Business Unit: UMS05
Student: Joe **ID:** 0099999 [Academic Information](#)
Total: 1,924.00 **Anticipated Aid:** 0.00

| Account Type | Account Number | Balance | Open Date | Status | |
|--------------|------------------------|----------|------------|--------|---|
| Admissions | ADM_FEE001 - 2008 Fall | 0.00 USD | 05/23/2008 | Active | Account Details    |
| EnrollFees | ENRFEE001 - 2008 Fall | 490.00 | 05/23/2008 | Active | Account Details    |
| Tuition | TUITION001 - 2008 Fall | 1,434.00 | 05/23/2008 | Active | Account Details    |

Go to: [Detail Trans](#) | [Item Summary](#) | [Items by Term](#) | [Items by Date](#) | [Due Charges](#) | [Payment Plans](#)

[Return to Search](#) | [Notify](#)

| Step | Action |
|------|--|
| 22. | Click the Payment Plans link. Payment Plan |



| Step | Action |
|------|--|
| 23. | <p>The Payment Plan page displays any payment plans the student might have.</p> <p>Click the Return link.</p> <p>Return</p> |
| 24. | End of Procedure. |