







Viewing Customer Accounts

1.	<p>Click the Student Financials link.</p> 
2.	<p>Click the View Customer Accounts link.</p> 
3.	<p>Enter the appropriate Business Unit into the Business Unit field.</p>
4.	<p>Enter lookup information about the student in the remaining fields.</p> <p>For this example, we'll enter the student's MaineStreet ID into the ID field.</p>
5.	<p>Click the Search button.</p> 
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 and a link to the student's Academic Information.</p> <p>Click the Academic Information link.</p> 
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.</p> <p>Click the Return link to return to the Customer Accounts page.</p> 
8.	<p>The bottom section of the Customer Accounts page provides a summary of the status of all account types (admission fees, tuition, excess payments ...) for the student, including the Account Type, Account Number, Balance, Status 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 students financial record.</p> <p>Click on the Account Details link to open the Account Details page.</p> 



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 an item to open the Line Details page and view additional details about the line item.</p> <p>Item Details</p>
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>
11.	<p>Click the Return link to return to the Customer Accounts page.</p> <p>Return</p>
12.	<p>Click the Detail Trans link to open the Detail Trans page.</p> <p>Detail Trans</p>
13.	<p>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.</p> <p>Click the Return link.</p> <p>Return</p>
14.	<p>Click the Item Summary link.</p> <p>Item Summary</p>
15.	<p>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.</p> <p>Click the Return link.</p> <p>Return</p>
16.	<p>Click the Items by Term link.</p> <p>Items by Term</p>
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>
18.	<p>Click the Items by Date link.</p> <p>Items by Date</p>
19.	<p>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).</p> <p>Click the Return link.</p> <p>Return</p>



20.	Click the Due Charges link. Due Charges
21.	The Due Charges page displays any amounts due according to due date. Click the Return link. Return
22.	Click the Payment Plans link to view payment plans created in MaineStreet. Payment Plans
23.	The Payment Plan page displays any payment plans the student might have. Click the Return link. Return
24.	End of Procedure.

