



UNIVERSITY *of*
NEW ORLEANS

PeopleSoft – Student Financials

**Customer Account Inquiry
Training**

TRAINERS

<p>Rhonda Regan CC-101Q 504-280-5645</p>	<p>Susan Baragona CC-101Q 504-280-1263</p>
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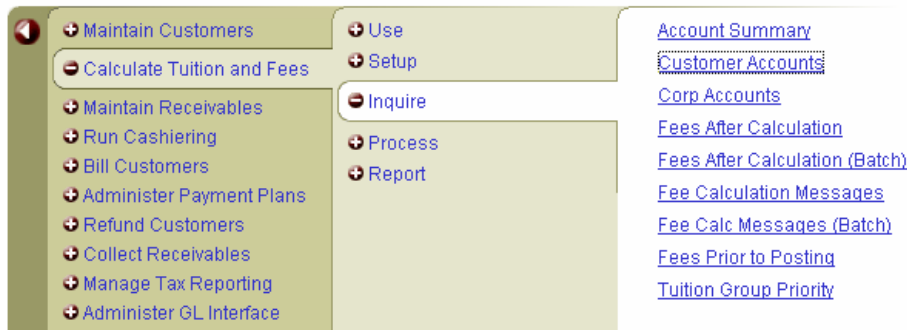
Objective:

The “Customer Accounts” page provides access to financial and scholastic data for a particular 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:

Home > Manage Student Financials > Calculate Tuition and Fees > Inquire > Customer Accounts

[Home](#) > [Manage Student Financials](#) > [Calculate Tuition and Fees](#) > **Inquire**



The screenshot shows a navigation menu with a left sidebar and a main content area. The sidebar contains the following items:

- Maintain Customers
- Calculate Tuition and Fees
- Maintain Receivables
- Run Cashiering
- Bill Customers
- Administer Payment Plans
- Refund Customers
- Collect Receivables
- Manage Tax Reporting
- Administer GL Interface

The main content area is divided into two columns. The left column contains:

- Use
- Setup
- Inquire
- Process
- Report

The right column contains a list of links:

- [Account Summary](#)
- [Customer Accounts](#)
- [Corp Accounts](#)
- [Fees After Calculation](#)
- [Fees After Calculation \(Batch\)](#)
- [Fee Calculation Messages](#)
- [Fee Calc Messages \(Batch\)](#)
- [Fees Prior to Posting](#)
- [Tuition Group Priority](#)

Business Unit = UNOLA

1. Enter the student **ID** or click the lookup button to search for the ID.
Alternatively, use the **Carry ID** button from the Search Match pages to import the ID
2. Click **Search**.

[Home](#) > [Manage Student Financials](#) > [Calculate Tuition and Fees](#) > [Inquire](#) > [Customer Accounts](#)

Customer Accounts

Find an Existing Value

Business Unit:

ID:

National ID:

Campus ID:

Last Name:

First Name:

Case Sensitive

[Basic Search](#)

The main Customer Accounts page will appear with several hyperlink options.

[Home](#) > [Manage Student Financials](#) > [Calculate Tuition and Fees](#) > [Inquire](#) > [Customer Accounts](#)

Customer Accounts

Business Unit: UNOLA
Jennings, Jason Mark ID: 2193521 [Academic Information](#) *

Total: 1,933.20 Anticipated Aid: 5,050.00

Account Type	Account Number	Balance	Open Date	Status	
Child Care	CHDCARE001-	0.00 USD	10/18/2004	Active	Account Details
Fines	FINES001 - 2005 Spring	10.00	10/14/2004	Active	Account Details
Other Fees	OTHERS001 - 2005 Spring	35.00	10/14/2004	Active	Account Details
Pay Plan	PAYPLAN003 - 2005 Spring	0.00	10/19/2004	Active	Account Details
Registrtrn	REGISTR001 - 2005 Spring	100.00	10/14/2004	Active	Account Details
Pay Plan	PAYPLAN002 - 2004 Fall	0.00	10/14/2004	Active	Account Details
Registrtrn	REGISTR001 - 2004 Fall	287.20	05/15/2004	Active	Account Details

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

Academic Info – see page 5

Account Details – see page 7

Anticipated Aid – see page 6

Positive Service Indicator: Indicates that a student doesn't have any negative activities against them, i.e. past due balances.

See page 8

See page

See page 10



The **Academic Information** link leads to a display of information including the student's class schedule, by term.

[Customer Accounts](#)

Academic Information

Bio/Demo Data

ID: 2193521 **Name:** Jennings, Jason Mark
Gender: Male

Citizenship View All First ◀ 1 of 1 ▶ Last **National ID** View All First ◀ 1 of 1 ▶ Last

Country United States	Citizenship Status Not Indicated	NID Type Social Security Number	National ID 111223333
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Career Term Data View All First ◀ 1-4 of 4 ▶ Last

Term	Career	Prim Prog	Residency Group	Units	Tot Units	Level	Acad Load	
2004 Fall	UGRD	Lib Arts U	In State	UGResCont	15.000	39.000	Freshman Full-Time	Academic Plan Enrollment
2004 Sum	UGRD	Lib Arts U	In State	UGResCont	0.000	24.000	Freshman No Units	Academic Plan Enrollment
2004 Spr	UGRD	Lib Arts U	In State	UGResCont	12.000	24.000	Freshman Full-Time	Academic Plan Enrollment

[Academic Information](#)

Academic Plan

ID: 2193521 **Career:** UGRD

Acad Plan **Declare Date** **Req Term** **Completion Term**

Academic Sub-Plan **Requirement Term** **Declare Date**

[Academic Information](#)

Enrollment Summary

[Return](#)

Enrollment Summary View All First ◀ 1-5 of 7 ▶ Last

Class #	Subject	Catalog	Session	Section	Status	Reason	Basis	Units	Add Date	Drop Date
10498	DRCM	2550	Regular	501	Dropped	Drop Enrl	Graded	3.00	05/11/2004	
	Intro Television Techniques			Lec/Lab	Student Dropped Course			3.00	05/12/2004	
11860	GER	1001	Regular	002	Enrolled	Enrolled	Graded	3.00	05/11/2004	
	Basic German I			Lecture				3.00		

[Enrollment Summary](#)

Class Meeting / Instructor

Class Nbr	Subject	Catalog	Session	Sect
11860	GER	1001	Regular	002

Pat Nbr **Building/Room** **Start Time** **End Time** **M** **T** **W** **T** **F** **S** **S**

1	Lib Arts 204	10:00AM	10:50AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Instructor Name Kostner, Pia Ursula

[Return](#)

After returning to the original **Customer Accounts** page, click the **View Anticipated Aid** link.

Customer Accounts

Business Unit: UNOLA

Jennings, Jason Mark

ID: 2193521

[Academic Information](#) *

Total: 1,879.20

Anticipated Aid: 5,050.00

Account Type	Account Number	Balance	Open Date	Status	
Registrtrn	REGISTR001 - 2004 Fall	287.20 USD	05/15/2004	Active	Account Details
Tuition	TUITION001 - 2004 Fall	1,592.00	05/15/2004	Active	Account Details
Other Fees	OTHERS001 - 2004 Spring	0.00	02/02/2004	Active	Account Details
Parking	PARKING001 - 2004 Spring	0.00	01/20/2004	Active	Account Details
Registrtrn	REGISTR001 - 2004 Spring	0.00	11/19/2003	Active	Account Details
Tuition	TUITION001 - 2004 Spring	0.00	11/19/2003	Active	Account Details
Parking	PARKING001 - 2003 Fall	0.00	07/15/2003	Active	Account Details

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

[Return to Search](#)

View Anticipated Aid detail:
Provides payment disbursement information.

Anticipated Aid Details

Item Type	Career	Date	Apply Dt	Expire Dt	Net Award
Pell Grant (Actual)	UGRD	06/04/2004 11:47:01AM	01/20/2005	01/20/2006	2,025.00

The **View Anticipated Aid** hyperlink will only appear after the student accepts the award, and it has not been distributed for payment. Once the Financial Aid has been used to pay accounts with balances, it will be reflected in the individual's **Account Details** hyperlink.

On the **Customer Accounts** page, click the **Account Details** link next to each of the listed accounts:

Account Details

Account Number: TUITION001 - 2004 Spr

The TUITION001 – 2004 Spring Account Details is further broken down into Item fees.

Debits: 2,720.00 Credits: -2,720.00 Applied: 2,720.00 Unapplied: 0.00

Item	Term	Amount
Student Refund	2004 Spr	1,178.00
	Active	02/05/2004
Student Cash/Check Payment	2004 Spr	-5.00
	Active	02/02/2004
Subsidized Stafford Loan 1	2004 Spr	-935.00
	Active	02/02/2004

[Return](#)

Payment Line Details

Subsidized Stafford Loan 1

Item Type: 901000000303

Item Details (provides Payment Line Item detail)

Ref Nbr: Payment ID Nbr: 128000

Account Nbr	Account Term	Item Term	Item Amount
TUITION001	2004 Spring	2004 Spring	-935.00
OTHERS001	2004 Spring	2004 Spring	-5.00

Nbr	Posted	Effective	Billed	Due	GL Posted	Status	Amount
1	01/26/2004	01/26/2004	02/16/2004	03/01/2004	01/26/2004 9:30:08PM	Active	-970.00
2	02/02/2004	01/26/2004	02/16/2004	01/26/2004	02/02/2004 9:28:49PM		35.00R

Item Type	Account Nbr	Term	Date	Amount
				0.00

This 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 (which is system assigned during the posting process). The posted, effective, billed, due, and GL posted dates are also displayed on this page. Also, this page will display the payments that “pay” for a charge transaction.



The following links are found at the bottom of the Customer Accounts Page:

[Item Summary](#): Lists account details by different item type.

Item Summary

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

View All First 1-10 of 74 Last

Item Description	Item Due Date					
Item Type	Term	Acct Nbr	Acct Term	Item Amt	Balance	
Academic Enhancement Fee	2004 Fall	REGISTR001	2004 Fall	120.00	120.00	
Academic Enhancement Fee	2004 Spring	REGISTR001	2004 Spring	120.00	0.00	
Academic Enhancement Fee	2003 Fall	REGISTR001	2003 Fall	120.00	0.00	
Auxiliary Plant Development	2004 Spring	TUITION001	2004 Spring	4.60	0.00	
Auxiliary Plant Development	2004 Fall	TUITION001	2004 Fall	4.60	4.60	
Auxiliary Plant Development	2003 Fall	TUITION001	2003 Fall	4.60	0.00	
Campus Beautification Fee	2004 Fall	TUITION001	2004 Fall	2.00	2.00	
Campus Beautification Fee	2003 Fall	TUITION001	2003 Fall	2.00	0.00	
Campus Beautification Fee	2004 Spring	TUITION001	2004 Spring	2.00	0.00	
Capital Improvement Fund	2004 Spring	TUITION001	2004 Spring	75.00	0.00	

[Return](#)

[Detail Trans](#): Lists account details by transaction on the Item Detail tab.

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

View All First 1-89 of 89 Last

Item Description	Item Detail							
Item Nbr	Line Seq Nbr	Due Date	Billing Date	Actual Bill Dt	Effective Dt	Postd DtTm	Action	Reason
000000001244114	1	02/02/2004		02/16/2004	02/02/2004	02/02/2004 2:07:37PM	QCK	
000000001244115	1	01/26/2004		02/16/2004	01/26/2004	02/02/2004 2:07:37PM	PAY	
000000001297846	1	03/17/2004		03/29/2004	03/17/2004	03/17/2004 10:40:01AM	QCK	
000000001297847	1	03/01/2004		03/29/2004	03/17/2004	03/17/2004 10:40:39AM	CSH	
000000000306969	1	07/15/2003		07/28/2003	07/15/2003	07/15/2003 8:48:50AM	QCK	
000000000306973	1	08/19/2003		07/28/2003	07/15/2003	07/15/2003 8:53:44AM	CSH	
000000000306973	2	10/01/2003		09/17/2003	07/15/2003	09/03/2003 1:01:19AM	PMT	



Due Charges: Lists account details by due date. This page shows the total amount due and the final due date of each installment.

Due Charges

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

By Due Date View All First 1 of 1 Last

Due Date	Due Amount	Total Due
08/16/2004	1,879.20	1,879.20

By Item View All First 1-3 of 18 Last

Item Type	Item Term	Account Nbr	Account Term	Due Date	Due Amt	Total Due
Driftwood	2004 Fall	TUITION001	2004 Fall	08/16/2004	1.00	1.00
University Svcs-Reallocation	2004 Fall	TUITION001	2004 Fall	08/16/2004	1.00	2.00
Campus Beautification Fee	2004 Fall	TUITION001	2004 Fall	08/16/2004	2.00	4.00

[Return](#)

Items by Date: This page is more like an account history page. You can sort it through by posted date, effective date, bill date or due date.

Items By Date

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

Sort Detail By

Posted Date
 Effective Date
 Bill Date
 Due Date

From Date:
 To Date:

Date Posted	Item Eff Dt	Billing Date	Due Date	Item Type	Term	Amount	Total
07/24/2004	07/24/2004		08/16/2004	Operational Fee	2004 Fall	69.000	69.00
07/24/2004	07/24/2004		08/16/2004	Fuel Recovery Charge	2004 Fall	13.200	82.20
05/15/2004	05/15/2004		08/16/2004	Registration Fee	2004 Fall	10.000	92.20
05/15/2004	05/15/2004		08/16/2004	Rec Fitness Center	2004 Fall	50.000	142.20
05/15/2004	05/15/2004		08/16/2004	Academic Enhancement Fee	2004 Fall	120.000	262.20
05/15/2004	05/15/2004		08/16/2004	Student Health Service Fee	2004 Fall	31.040	293.24

[Items by Term](#): Lists account details by term.

Items By Term

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

View All First 1 of 4 Last					
Term	Total Credits	Total Debits	Antic Aid	Total	Total Incl Antic Aid
2003 Fall	-3,055.00	3,055.00	0.00	0.00	0.000

View All First 1-36 of 36 Last					
Item Type	Date Posted	Item Effective Date	Line Total	Item Balance	
Academic Enhancement Fee	07/19/2003	07/19/2003	120.00	0.00	
Academic Enhancement Fee	07/23/2003	07/23/2003	-120.00	-120.00	
Academic Enhancement Fee	07/25/2003	07/25/2003	120.00	0.00	
Amount Deferred	08/13/2003	08/13/2003	0.00	0.00	
Auxiliary Plant Development	07/18/2003	07/18/2003	4.60	0.00	
Campus Beautification Fee	07/18/2003	07/18/2003	2.00	0.00	
Capital Improvement Fund	07/18/2003	07/18/2003	75.00	0.00	

[Payment Plans](#): This page shows detail information about the payment plan, i.e. total amount on plan, term of the plan, number of payments, billing cycle, etc.

Payment Plan

Business Unit: UNOLA

ID: 2193521 Jennings,Jason Mark

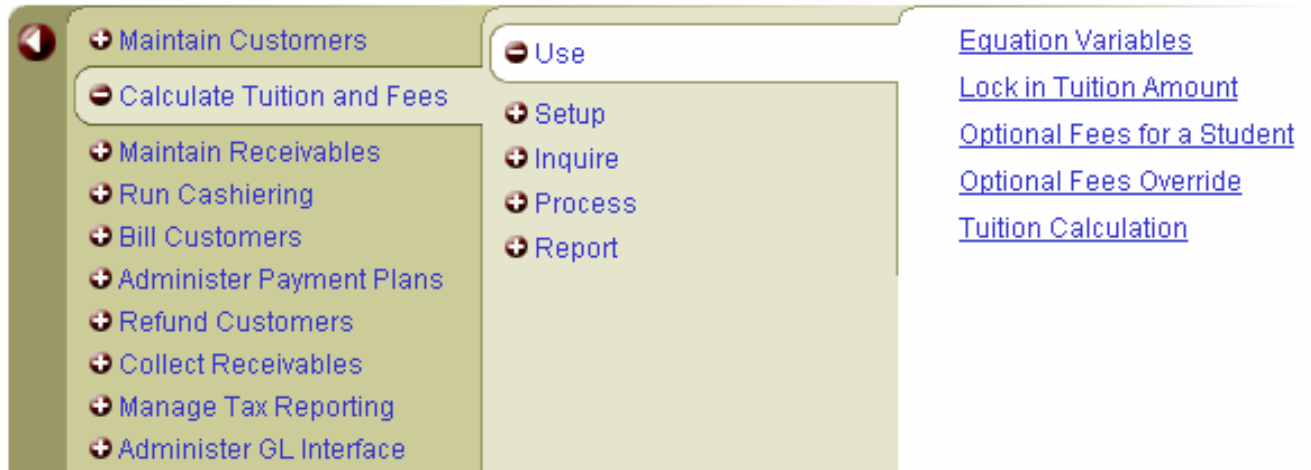
View All First 1 of 1 Last					
Plan Description		Plan Detail			
Contract Nbr	Description	Contract Type	Plan Type	External Org ID	Status
(0770)FALL-2003-#2 (MAIL)	(0770)FALL-2003-#2 (MAIL)	Payment Plan	Calculated		Active

[Return](#)

TUITION CALCULATION:

Navigate: **Home > Manage Student Financials > Calculate Tuition and Fees > Use > Tuition Calculation**

[Home](#) > [Manage Student Financials](#) > [Calculate Tuition and Fees](#) > **Use**



The screenshot shows a navigation menu with a left sidebar and a main content area. The sidebar contains a list of menu items: Maintain Customers, Calculate Tuition and Fees (selected), Maintain Receivables, Run Cashiering, Bill Customers, Administer Payment Plans, Refund Customers, Collect Receivables, Manage Tax Reporting, and Administer GL Interface. The main content area shows a sub-menu with the following items: Use (selected), Setup, Inquire, Process, and Report. To the right of the main content area, there is a list of links: Equation Variables, Lock in Tuition Amount, Optional Fees for a Student, Optional Fees Override, and Tuition Calculation.

Enter the student's **ID** and then click **Search** to continue.

Tuition Calculation**Find an Existing Value**

ID:

Campus ID:

National ID:

Last Name:


First Name:

Case Sensitive

[Basic Search](#)

The **Tuition Calc Required** checkbox should be selected. Click the **Calculate Tuition and Fees** button to calculate the totals.

Tuition Calculation

Jason Jennings ID: 2193521 

[Academic Information](#) [Display Student's Accounts](#)

View All First 1 of 1 Last

Academic Career: Undergraduate

View All First 1 of 4 Last


Academic Institution: University of New Orleans	Business Unit: University of New Orleans
Term: 2004 Fall Semester	Billing Career: Undergraduate
Primary Program: Liberal Arts Undergraduate	Campus: Main Campus
Override Billing Units: <input type="checkbox"/>	Projected Bill Units: <input type="checkbox"/>
Override Init Enrl Fee: <input type="checkbox"/>	Override Init Add Fee: <input type="checkbox"/>
Tuition Residency: 0.000	Tuition Group: Undergrad Resident Continuing
Override Tuition Group: <input type="text"/>	Tuition Calc Date Time: 07/24/2004 5:07PM
Tuition Calc Required: <input type="checkbox"/>	Display Tuition and Fees Display Errors / Warnings

Calculate Tuition and Fees

[Save](#) [Return to Search](#) [Refresh](#)

The **Tuition Group** and **Tuition Calc Date Time** will be filled in on the screen. Click the **Display Student's Accounts** link to review the calculated tuition and fees.

Tuition Calculation

Jason Jennings ID: 2193521 

[Academic Information](#) [Display Student's Accounts](#)

View All First 1 of 1 Last

Academic Career: Undergraduate

View All First 1 of 4 Last

Academic Institution: University of New Orleans	Business Unit: University of New Orleans
Term: 2004 Fall Semester	Billing Career: Undergraduate
Primary Program: Liberal Arts Undergraduate	Campus: Main Campus
Override Billing Units: <input type="checkbox"/>	Projected Bill Units: <input type="checkbox"/>
Override Init Enrl Fee: <input type="checkbox"/>	Override Init Add Fee: <input type="checkbox"/>
Tuition Residency: 0.000	Tuition Group: Undergrad Resident Continuing
Override Tuition Group: <input type="text"/>	Tuition Calc Date Time: 07/24/2004 5:07PM
Tuition Calc Required: <input checked="" type="checkbox"/>	Display Tuition and Fees Display Errors / Warnings

Calculate Tuition and Fees

[Save](#) [Return to Search](#) [Refresh](#)

The **Display Student's Accounts** link will display all accounts with balances and when they were created. Each account will have an **Account Details** link to review the fees associated with the accounts.

Tuition Calculation

Jason Jennings

ID: 2193521

[Academic Information](#)

[Display Student's Accounts](#)

View All First 1 of 1 Last

Academic Career: Undergraduate

View All First 1 of 4 Last

Academic Institution: University of New Orleans Business Unit: University of New Orleans

Term: Undergraduate

Primary Campus: Main Campus

Account Number	Pay Plan	Term	Amount	Balance	Status	Created	Account Details
4	PAYPLAN001	2003 Fall	0.00 USD	0.00	Active	08/13/2003	Account Details
5	REGISTR001	2004 Fall	287.20 USD	287.20	Active	05/15/2004	Account Details
6	REGISTR001	2004 Spring	0.00 USD	0.00	Active	11/19/2003	Account Details
7	REGISTR001	2003 Fall	0.00 USD	0.00	Active	07/18/2003	Account Details
8	TUITION001	2004 Fall	1,592.00 USD	1,592.00	Active	05/15/2004	Account Details
9	TUITION001	2004 Spring	0.00 USD	0.00	Active	11/19/2003	Account Details
10	TUITION001	2003 Fall	0.00 USD	0.00	Active	07/18/2003	Account Details

Save Return

Registration Account Summary

Account Nbr: REGISTR001 - 2004 Fall Balance: 287.20 USD

Debits: 287.20 Credits: 0.00 Applied: 0.00 Unapplied: 0.00

Item Type	Term	Item Number	Amount	Balance
1 Registration Fee	2004 Fall	000000001508045	10.00	10.00 USD
2 Technology Fee	2004 Fall	000000001508050	75.00	75.00 USD
3 Academic Enhancement Fee	2004 Fall	000000001508053	120.00	120.00 USD
4 Fuel Recovery Charge	2004 Fall	000000001793464	13.20	13.20 USD
5 Operational Fee	2004 Fall	000000001793465	69.00	69.00 USD

Return

Tuition Account Summary

Account Nbr: TUITION001 - 2003 Fall Balance: 0.00 USD

Debits: 2,765.00 Credits: -2,765.00 Applied: 2,765.00 Unapplied: 0.00

Item Type	Term	Item Number	Amount	Balance
1 Driftwood	2003 Fall	000000000380870	1.00	0.00 USD
2 University Svcs-Reallocation	2003 Fall	000000000380871	1.00	0.00 USD
3 Campus Beautification Fee	2003 Fall	000000000380872	2.00	0.00 USD
4 Auxiliary Plant Development	2003 Fall	000000000380873	4.60	0.00 USD
5 Child Care Center	2003 Fall	000000000380874	6.00	0.00 USD
6 Student Services Fee	2003 Fall	000000000380875	8.00	0.00 USD