



Student Account Suite (Bill + Payment)

How to read your bill

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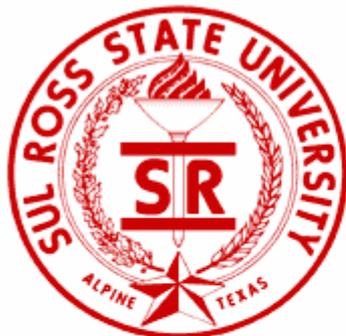
Introduction

This guide is intended to help you understand your bill and direct you to where you can find information. All incoming freshmen should receive their first bill and a copy of this guide in the mail. This will be the only time that paper copies of bills are mailed. All subsequent bills can be accessed electronically on the Bill+Payment website in Banner Self-Service under the “eBills” menu.

This bill shows the charges assessed and payments/credits posted to your account for the specific term identified at the top of the bill. It is possible that your total account does not match this bill if you owe money for or have a credit balance in one or more past or future terms. Please log into the Bill+Payment module in Banner Self-Service to see your complete account status.

Note: This guide references the SRSU Cashier’s website (<http://www.sulross.edu/> => [Students] => [Cashier's Office] -or- <http://www.sulross.edu/page/902/cashiers-office>) and the Student Account Suite (Bill+Payment) module in Banner Self-Service (see the *How to Access Your Account* guide on the Cashier’s website).

Header



Harry Lobo
123 Wolf Den
Forest, TX 79830

TERM: SUMMER I 2013			
STUDENT ID	STATEMENT DATE	DUE DATE(3)	AMOUNT DUE
A00038038	06/03/2013	06/03/2013	\$ 716.50

Accounting Services
Box C-500
Alpine, TX 79832
432.837.8050
cashiers@sulross.edu
<http://www.sulross.edu>

RGC Business Offices
Del Rio 432.703.4808
Eagle Pass 432.758.5005
Uvalde 432.279.3004
rgc_cashiers@sulross.edu
<http://www.sulross.edu/rgc>

Account summary

Summer I 2013 Account Summary

CHARGES		CREDITS/ESTIMATED AID(2)	
Registration Fees	708.50	DOE Direct Loan-Unsub Grad SU	1,000.00
Registration Tuition	1,008.00		
Term Charges:	\$ 1,716.50	Term Credits/Estimated Aid:	\$ 1,000.00
SUMMER I 2013 BALANCE(1):			\$ 716.50

IMPORTANT: Our records indicate that you may owe a balance for a previous Term(s). This may prevent you from registering in the current Term. Please review your 'Account Activity' for details.

Course schedule

Summer I 2013 Schedule

SUBJ	CRSE	COURSE TITLE	DAYS	START/STOP	BUILD	ROOM
ED	5316	Diversity in Public Education	TBA	TBA	TBA	TBA
ED	6317	Org/Sup of Reading Programs	TBA	TBA	TBA	TBA

Messages

(1) The balance listed is only for the Term indicated. Balances for past or future Terms are not shown here. (2) Your balance may include "estimated aid" which may not be paid if you drop classes or are determined to be ineligible. (3) The "Due Date" indicates when payment in full or enrollment in a valid "Payment Plan" is required. Please see "Payment Information" on the Cashier's website for due dates, past due collection policies and other terms and conditions. Also see "How to Read Your Bill" on the website (<http://www.sulross.edu/page/902/cashiers-office>). (4) For information on how to get your refund, if any, see the "How to Read Your Bill" document on the Cashier's website.

Header

Statement Date: The date the bill was generated. If you make changes (add or drop classes, make a payment) after this date, the changes will not be reflected on this bill. Please log into Banner Self-Service to view the up-to-date information.

Due Date: The Due Date for payment in full is normally the first day of class. Note that on occasions the Alpine and RGC campuses will have different start dates for classes. Please see the "Payment Information" section on the Cashier's website for your official due dates. Also, during the long semesters students may enroll in a Payment Plan. If enrolled, the official due dates for each installment will be shown on your "Payment Plans" screen in Bill+Payment (please see the *Payment Plans* guide on the Cashier's website for more information).

Amount Due: The Amount Due is the difference between your "Term Charges" and "Term Credits/Estimated Aid". However, If you have enrolled in a Payment Plan during a long semester, you may pay in installments per the terms and conditions of that Plan (please see the *Payment Plans* guide on the Cashier's website for more information).



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Account Summary

Your charges for the term are summarized in this section. You can see a listing of the individual line items on the "Account Activity" screen in Bill+Payment. You can also see a description of the mandatory charges on the Cashier's website under the "Tuition Information" section. Other fees such as Parking and P.O. Box charges are listed on the "Account Activity" screen.

This section summarizes your payments for the indicated Term. As with the Charges, a detailed listing of your payments and other credits can be found on the "Account Activity" screen in Bill+Payment. Note that this section may include "estimated aid". See FAQ #02 "What is Estimated Aid?"

Summer I 2013 Account Summary

CHARGES		CREDITS/ESTIMATED Aid(2)	
Registration Fees	708.50	DOE Direct Loan-Unsub Grad SU	1,000.00
Registration Tuition	1,008.00		
Term Charges:	\$ 1,716.50	Term Credits/Estimated Aid:	\$ 1,000.00
SUMMER I 2013 BALANCE(1):			\$ 716.50

IMPORTANT: Our records indicate that you may owe a balance for a previous Term(s). This may prevent you from registering in the current Term. Please review your 'Account Activity' for details.

If you see this note on your bill, please log into Banner Self-Service to check your balances for previous terms. It is important that you verify the previous balance in Bill+Payment and make payment arrangements for any amount owed. If the Bill+Payment website does not indicate any amounts owed, see FAQ #03 "Why is the amount on my bill different from Bill+Payment."

The balance for the term is listed below the summary of charges and credits and is the difference between the "Term Charges" and "Term Credits/Estimated Aid". If you have a credit balance, see FAQ #01 "How do I get my refund."

Frequently Asked Questions (FAQ)

1. How do I get my refund?

If the Bill+Payment screen or your eBill shows a credit balance, first confirm that the amount does not include any “estimated aid” (see FAQ #02). Refunds cannot be issued for estimated amounts.

Next, confirm that you do not owe money for a previous academic Term. If you still owe a previous balance, you may not be eligible for a refund in the current Term. Please contact a Customer Service Specialist (432-837-8050) for assistance. Also, see FAQ #03 to verify your overall balance.

Finally, review the “Account Activity” screen to confirm that all of your charges have been posted for the Term. For example, if the Cashier has received notice that you are going to be living on-campus, but your room and board charges have not yet been posted to your account, the refund will be held until all the charges are posted.

If you are eligible for a refund, the fastest way to receive payment is via a direct deposit to your bank account (see the *How to Set Up Your Account for Direct Deposit of Refunds* guide on the Cashier’s website). Otherwise, you will receive a paper check approximately 5-10 days after the Cashier verifies the amount of your refund. SRSU holds paper checks at the start of each Term to allow students a chance to claim them in person. Please see the “Financial Aid Refunds” topic on the Cashier’s website for dates and pick-up locations. If you do not pick-up your check on the dates specified, it will be mailed to you.

Note that if you drop or withdraw after classes have begun, the amount of the credit you will receive is determined by the “Refund Policy” found on the Cashier’s website.

2. What is Estimated Aid?

This is financial aid and/or other forms of credits/payments to which you might be entitled. In most cases, your eligibility has been confirmed but the due date for distribution to your account has not yet been reached. In addition, this amount may change if you drop classes or SRSU receives outside information that your eligibility is being questioned, such as from the U.S. Dept. of Education or another party responsible for paying your tuition/fees. Thus, although this estimated aid is reflected in your account balance, you cannot receive a refund for a credit balance until the aid is officially disbursed to your student account.

Example of estimated aid as seen on the “Account Activity” screen (if no aid is pending for the Term selected, this section will not be visible):

TBP Student Accounts Activity for Summer 1 2013

[Return to Student Details](#)

View Transactions by Term: Summer 1 2013 [-\$127.00] [View](#)

Estimated Financial Aid

Description	Code	Amount(\$)
- I. E. Grant	AIEG	900.00
- Direct Sum Unsub Grad Ln	DSUNGL	842.00
Total Estimated Aid:		\$1,742.00

Current Activity

Description	Code	Date	Amount (\$)
Distance Learning Exemption	W024	03-JUN-2013	-29.00

3. Why is the amount on my eBill different from Bill+Payment screens?

The eBill is a snapshot of the individual Term identified on the bill. The Bill+Payment system will show your entire account for all Terms. On occasion, the individual Term balances can be different from Bill+Payment if a payment in one Term was used to pay a charge in another Term. For example, assume the student below still owes \$322.58 for the Spring 2013 Term. A payment is posted, but it is incorrectly assigned to the Fall 2012 Term. Before the payment is applied to the charges, the “Term Balances” in Bill+Payment would look the same as the eBills (Spring 2013 shows an amount due and Fall 2012 shows a credit). However, once the payment is applied to the charges, the Bill+Payment screen will change and both Terms will show a zero balance. The eBill is simply looking at the gross charges and gross payments assigned to each Term. It does not recognize that the payment in Fall 2012 was applied to the Spring 2013 charges. If you request copies of your eBill for these two Terms, one will show an amount due and the other will show the credit balance, even though the Bill+Payment screens show a zero balance in both Terms.

Term balances are shown in the lower right of the “My Account” screen:

BILL AMOUNT:	\$3,126.00
Term Balances	
Fall 2013	\$3,126.00
Summer 1 2013	\$500.00
Spring 2013	\$322.58
Fall 2012	-\$322.58

Term balance details can be seen by selecting the desired term on the “Account Activity” screen.

View transactions by term:	Spring 2013: 322.58	▼	Go
Spring 2013 Account Activity			
To sort, click on the desired column header			