

## Self Service – Student Financials – FAQ

Students may use self-service to view details of their financial account.

Note: Parts of images may be obscured for security reasons.

**Q. How can I see outstanding charges and amount owed?**

The screenshot shows the 'Finances' section of the CUNYfirst portal. Under 'My Account', the 'Account Inquiry' link is highlighted with a red box. Below it is a dropdown menu with 'other financial...' and a search icon. To the right, the 'Account Summary' section displays: 'You owe 3,169.85.' with a breakdown: 'Due Now 3,169.85' and 'Future Due 0.00'. A warning message states: '\*\* You have a past due balance of 3,169.85. \*\*'. At the bottom, it notes 'Currency used is US Dollar.'

From the **Student Center** page, in the **Finances** section to see the **Account Summary** details, click the **Account Inquiry** link.

The screenshot shows the 'CUNY STUDENT' portal. The 'Account Inquiry' tab is selected, with sub-tabs for 'summary', 'activity', 'charges due', 'payments', and 'pending aid'. The 'summary' sub-tab is active, displaying the 'Account Summary' section. It shows: 'You owe 3,169.85. For the breakdown, access [Charges Due](#)' with a breakdown: 'Due Now 3,169.85' and 'Future Due 0.00'. A warning message states: '\*\* You have a past due balance of 3,169.85. \*\*'. Below this is the 'What I Owe' table:

Term	Outstanding Charges & Deposits	Pending Payments	Pending Financial Aid	Total Due
2011 Fall Term	3,169.85			3,169.85
<b>Total</b>	<b>3,169.85</b>			<b>3,169.85</b>

On the **Account Inquiry** tab **summary** sub-tab, the **Account Summary** page displays with outstanding charges and deposits, as well as, pending financial aid. In the **What I Owe** section, the **Total Due** amount is shown.

**Q. What are “Payment R” and “Return R” items in Account Activity? and Charges? and How can I see all the transactions for a specific term?**

**Account Activity**

View by

From 01/01/2010 To 12/31/2010 2010 Fall Term go

Posted Date	Item	Term	Charge	Payment	Refund
12/30/2010	Tuition Pay Payment	2010 Fall Term		729.62	
11/11/2010	Payment R	2010 Fall Term		-729.62	
11/11/2010	Payment R	2010 Fall Term		729.62	
11/11/2010	Payment R	2010 Fall Term		729.61	
11/11/2010	Payment R	2010 Fall Term		-729.61	

‘Return R’ and ‘Payment R’ entries occurred during data conversion and will balance to zero. Further information about these items may be obtained from the Office of Bursar.

**Note:**

- Within the View by section of Account Activity, narrow the results using the From and To calendar icons to select a date range (month, year and then day). To look for transactions within a specific term, ensure the date range includes the transactions for the specific term. Then select the Go button.
- Charges and payments display in reverse chronological order in sets of ten. Select the View All link to see all rows or select the Show next row icon to view the next set of ten rows.

**Q. How can I see details about charges for a term?**

**Charges Due**

Following is a Running Totals summary by due date of the charges and deposits that you owe. Review either the Details by Due Date table or the Details by Charge table to see the specific charges.

Summary of Charges by Due Date			Find   View All	First	1 of 1	Last
Due Date	Due Amount	Running Total				
07/11/2011	3,169.85	<b>3,169.85</b>				
				First	1 of 1	Last

  

Details by Due Date					Find   View All	First	1-6 of 6	Last
Due Date	Charge	Term	Due Amount	Running Total				
07/11/2011	Student Senate Fee	2011 Fall Term	0.85	<b>0.85</b>				
07/11/2011	CUNY Technology Fee	2011 Fall Term	100.00	<b>199.85</b>				
07/11/2011	Undergrad Non-Resident Tuition	2011 Fall Term	2,970.00	<b>3,169.85</b>				
						First	1-6 of 6	Last

  

Details by Charge				Find   View All	First	1-8 of 8	Last
Charge	Due Date	Term	Amount				
Student Senate Fee	07/11/2011	2011 Fall Term	0.85				
CUNY Consolidated Fee	07/11/2011	2011 Fall Term	15.00				
Materials/Trans Fee - INTRO ORGN CHEM	07/11/2011	2011 Fall Term	30.00				

Under **Account Inquiry** tab, select the **charges due** sub-tab that displays four sections.

- **Summary of Charges by Due Date** section displays the amount due by date and total.
- **Details by Due Date** section displays charges by term.
- **Details by Charge** section displays the detailed charges, due date, term and amount.
- **Invoices Due** should be disregarded for Fall 2010 invoices. If there are questions regarding this section, please contact the Office of the Bursar.

**Note:** The amount to be paid is listed under the **Running Total** section of **Summary of Charges by Due Date**.

**Note:** Consult the College website to verify the bill due date and any date extensions.

**Q. How can I see details about all payments?**

**Payment History**

From  To

Posted Payments		
Date Paid	Payment Type	Paid Amount
05/03/2011	Cashier Office Payment	1,069.85
04/29/2011	Tuition Pay Plan Payment	627.21
03/25/2011	Tuition Pay Plan Payment	627.21
03/21/2011	Tuition Pay Plan Payment	627.21
03/17/2011	Tuition Pay Plan Payment	627.22

Under the **Account Inquiry** tab, select the **payments** sub-tab to view the **Payment History** page.

**Note:**

- **Payments are listed reverse chronological order.**
- **Narrow the results using the From and To calendar icons by selecting a date range (month, year and then day). Then select the Go button.**
- **Posted Payments appear in sets of five in reverse chronological order. Select the View All link to see all of the payments or select the Show Next Row icon to view the next set of five posted payments.**

**Q. How can I see detailed information about my financial aid awards?**

**Pending Financial Aid**

View By: All Terms

Pending Financial Aid		Find	<b>View All</b>	First	1-6 of 6	Last
Award	Term					Amount
Federal SEOG	2010 Fall Term					200.00
Federal Pell Grant	2010 Fall Term					2,775.00
CUSTA-City Univ Sup TAP Assist	2010 Fall Term					50.00
Federal Pell Grant	2011 Spring Term					2,775.00
CUSTA-City Univ Sup TAP Assist	2011 Spring Term					50.00
<b>Total Pending Financial Aid for this view</b>						<b>5,850.00</b>

First 1-6 of 6 Last

Under **Account Inquiry** tab **Pending aid** sub tab types of award, disbursement term and amount displays.

**Note:**

- *When disbursed, pending aid will appear as a payment.*
- *Further information about any Pending Financial Aid Award may be obtained from the Office of Financial Aid.*