This module outlines how to take cash, check or credit card payments for a transcript request and properly post them to the student’s account.

Note:
- MyZou does not accept a ‘Student Charge’ as method of payment.
- Transcript Charges do not show up on the student’s account.
- To view a receipt for a transcript, go to Student Financials → Cashiering → Balance by Business Day → Review Receipts by Date.

Step 1
- Enter Student ID

Step 2
- Complete Target Detail

Step 3
- Complete Tender Detail

Step 4
- Print Receipt

Step 1a
- Student ID is Known

Navigate to: Student Financials → Cashiering → Post Student Payments
Ask student for ID card – OR – ask student for ID# and enter it. Click Add.

Note: Business Unit auto fills with COLUM. The Receipt Number always fills in with 9s until the payment is saved. Then a receipt number is assigned.
Click ID \(\text{🔍}\) for **Look Up ID** to search by SSN or name.

Enter the SSN in the **National ID field** – *OR* –
Fill in **Last Name** and/or **First Name**.
Click **Lookup**.

A selection of students who meet the criteria will appear.
Click on any item in the correct line to auto fill the **ID field**.
Click **Add**.

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If there is no ID for the student, use ID # **14095991**.

On the **Student Payments** screen, enter the student’s name in the **Ref Nbr** field – ‘last name, first name’. 
The following **Student Payments** screen pops up.

![Student Payments screen](image)

**Note:** Attachment A defines all the Fields on the Student Payments screen.

**Note:** The top portion of the page is automatically filled in with cashier and student information.

Student payment transactions are a 2 step process completed on this screen:

1. **Target Detail** records the item being paid for.
2. **Tender Detail** records how the item is being paid for – cash, check or credit card.
Step 2
Complete Target Detail

In the target field, type `trn` and click **Target** for **Look Up Target** and choose the correct Target Key.

**Note:** By typing `trn`, you are narrowing the choice of target detail keys to just those used by the Transcript Office.

Click any item in the correct line to auto fill the **Target** field. Enter **Amount** for that Target Key, Hit **Enter**.

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**Student Payments**

<table>
<thead>
<tr>
<th>Unit: COLUM</th>
<th>Office: Transcripts</th>
<th>Business Date: 10/13/2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register: 1</td>
<td>Cashier: GARNANL</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ID: 88888888</th>
<th>Truman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance: 1,976.76</td>
<td>Anticipated Aid: 5,500.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ref Nbr:</th>
<th>Create Receipt</th>
<th>New Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target:</td>
<td>0.00 Tax: 0.00</td>
<td>Tender: 0.00</td>
</tr>
<tr>
<td>Amount:</td>
<td>USD</td>
<td>Change: 0.00</td>
</tr>
</tbody>
</table>

**Target Detail**

- **Target:** `trn`
- **Amount:** `USD`

**Tender Detail**

- **Tender:** `USD`
- **Deposit ID:** `Tender Details`

**Go to:**
- Academic Information
- Student Accounts
- View Anticipated Aid

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**Note:** Typically, the **Term** field is left blank. It will default to the current term unless one is specified.
Look Up Target

- Business Unit: COLUM
- Target Key: begins with
- Description: begins with

Search Results

<table>
<thead>
<tr>
<th>Target Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TNSCTTX</td>
<td>Transcript Taxed</td>
</tr>
<tr>
<td>TNSCTGEN</td>
<td>Transcript Generated</td>
</tr>
<tr>
<td>TNSCTXON</td>
<td>Transcript Taxed Zon</td>
</tr>
<tr>
<td>TNSGENZON</td>
<td>Transcript Generated Zon</td>
</tr>
</tbody>
</table>

The Target Detail screen will look like this:

Student Payments

- Unit: COLUM
- Office: Transcripts
- Register: 1
- Cashier: GARMANL
- Business Date: 10/13/2008

<table>
<thead>
<tr>
<th>ID:</th>
<th>888888888</th>
</tr>
</thead>
<tbody>
<tr>
<td>Truman</td>
<td>1,976.76</td>
</tr>
<tr>
<td>Balance</td>
<td>5,500.00</td>
</tr>
</tbody>
</table>

Ref Nbr: [Input]

Target: 10.00 Tax: 0.00 Tender: 10.00 Change: 0.00

Target Detail

- Target: TNSCTGEN
- Tran Gen
- Amount: 10.00 USD

Tender Detail

- Tender: [Input]
- Deposit ID: [Input]
- Amount: 10.00 USD

Go to: Academic Information, Student Accounts, View Anticipated Aid

Notify, Refresh
Note: Tender Detail amount auto fills from Target Detail amount.

Note: Click on + and repeat Step 2 if transaction has multiple Target Keys.
Click on - to delete a Target Detail entry made in error.

Click Tender < for Look Up Tender and choose the correct Tender Key. Click any item in the correct line to auto fill the Tender field. Verify the Tender Detail amount is correct for the Tender Key chosen.

Note: If you clicked the Check Tender Key, the Check Information screen pops up. See Step 3b to complete this screen.

Note: If you clicked the ZON Target Key, the Credit Card Information screen pops up. See Step 3c to complete this screen.
The Tender Detail updates to look like this:

Note: Click \( + \) if payments require multiple Tender Keys.

Click \( - \) to delete a Tender Detail entry made in error.
Step 3b Check Information

Note: If you clicked Check, the Check Information screen pops up.
Enter Check Nbr.
Click OK.

Check Information

Check Nbr: [Field]
Account Number: [Field]
Bank Account Type: [Field]
Bank Account Holder Name: [Field]
Federal Reserve Bank ID: [Field]
Third Party Check Name: [Field]
Bank Tracer Nbr: [Field]

OK  Cancel  Refresh
**Step 3c Credit Card Information**

**Note:** If you clicked ZON, the **Credit Card Information** screen pops up.

**Note:** Since this is not a secure screen, actual credit card information is not entered.

Click **Card Type** and choose the actual card type. **Card Number, Expiration, First Name** and **Last Name** are filled in per below. Click **OK**.

---

**Credit Card Information**

<table>
<thead>
<tr>
<th>Card Type:</th>
<th>Discover</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Number:</td>
<td>1</td>
</tr>
<tr>
<td>Expiration:</td>
<td>12 3456</td>
</tr>
<tr>
<td>First Name:</td>
<td>a</td>
</tr>
<tr>
<td>Last Name:</td>
<td>a</td>
</tr>
<tr>
<td>Bank Tracer Nbr:</td>
<td></td>
</tr>
</tbody>
</table>

**Billing Information**

| Country: | |
| Address: | [Edit Address] |
| Email Address: | |
| Telephone: | |

**Authorization Information**

<table>
<thead>
<tr>
<th>Credit Card Status:</th>
<th>Unauthorized</th>
</tr>
</thead>
</table>

**OK** **Cancel**
Step 4

Verify the screen is correct.

Click Create Receipt to save receipt. 
**Note:** The Create Receipt then changes to Print Receipt.

Click Print Receipt to print receipt for payor.
Click New Transaction to enter a new transaction.

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**Note:** After clicking Create Receipt, the Receipt Nbr fills in on the top portion of the screen.

**Important!** You are responsible for all activity occurring under your login ID. For security purposes – to prevent another user access to the site – it is important to sign out when you are finished with your myZou session.
LET’S PLAY AROUND

Example #1
A student wants to get 1 copy of his transcript. He will pay with a $20.00 bill.

Example #2
A student wants to get 1 copy of his transcript faxed. He pays $15.00 by check #1007.

Example #3
A student requests a copy of his transcript and is paying by credit card.
Credit card information:
  MC 8888-8888-8888-8888
  Expiration: 11/2009
  Name on Card: Truman Tiger

COMMON AND NOT-SO-COMMON PROBLEMS YOU MAY SEE

“I want to pay with traveler’s checks.”

“How do I enter 5 transcripts for 1 student?”

Congratulations!
You have completed “Taking a Cash, Check or Credit Card Payment”
# ATTACHMENT A

## Student Payments Screen

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative Service Indicator</td>
<td>Details negative status of the account. Some of these indicators are generated automatically, some are entered manually. <em>Attachment C provides details.</em></td>
</tr>
<tr>
<td>Positive Service Indicator</td>
<td>Details positive status of the account. These indicators are entered manually. <em>Attachment C provides details.</em></td>
</tr>
<tr>
<td>Balance</td>
<td>The total balance due as of today.</td>
</tr>
<tr>
<td>Anticipated Aid</td>
<td>Financial aid expected, but not yet paid to student’s account. It can be for the current term or a future term.</td>
</tr>
<tr>
<td>Select Charges to Pay</td>
<td>Per payor request, attaches a payment to specific charges on the account.</td>
</tr>
<tr>
<td>Ref Nbr</td>
<td>Like the memo field on a check, a short comment can be added here (ex. parking ticket #85760). This field also shows up a) under Student Accounts → Account Details → Item Details and b) on the Student Bill.</td>
</tr>
<tr>
<td>Create Receipt</td>
<td>‘Saves’ the receipt. NOTE: after this is clicked, all fields ‘gray out’ and no changes can be made. This field changes to Print Receipt.</td>
</tr>
<tr>
<td>New Transaction</td>
<td>Takes you back to the first screen in Student Payments.</td>
</tr>
<tr>
<td>Target</td>
<td>The total $$ amount entered under Target Detail.</td>
</tr>
<tr>
<td>Tax</td>
<td>No tax is involved with payments on student accounts.</td>
</tr>
<tr>
<td>Tender</td>
<td>The total $$ amount entered under Tender Detail.</td>
</tr>
<tr>
<td>Change</td>
<td>Any change due the payor.</td>
</tr>
<tr>
<td>Target Detail:</td>
<td>Method of payment.</td>
</tr>
<tr>
<td>Amount</td>
<td>Amount paid for each target key.</td>
</tr>
<tr>
<td>Term</td>
<td>Defaults to current term. Note – DEPOSIT Target Keys must have the correct term identified.</td>
</tr>
<tr>
<td>Target Detail</td>
<td>To add / delete target details from student’s account prior to saving the transaction.</td>
</tr>
<tr>
<td>Tender Detail:</td>
<td>How the payment is made.</td>
</tr>
<tr>
<td>Tender</td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>Amount paid by each method of payment.</td>
</tr>
<tr>
<td>Currency Detail</td>
<td>Always USD (U.S. Dollars)</td>
</tr>
<tr>
<td>Deposit ID</td>
<td>This field is not used by Cashiers Front Desk.</td>
</tr>
<tr>
<td>Tender Details</td>
<td>Check number is recorded on this page.</td>
</tr>
<tr>
<td>Tender Detail</td>
<td>To add / delete tender details from student’s account prior to saving the transaction.</td>
</tr>
<tr>
<td>Academic Information</td>
<td>Gives a snapshot of enrollment data / credit hours by term. <em>See Attachment D.</em></td>
</tr>
<tr>
<td>Student Accounts</td>
<td>Gives a snapshot of charges / payments by term. <em>See Attachment E.</em></td>
</tr>
<tr>
<td>View Anticipated Aid</td>
<td>Gives a snapshot of anticipated aid – aid not yet posted to student’s account. It can be for the current term or a future term. <em>See Attachment F.</em></td>
</tr>
</tbody>
</table>
A student wants to get 1 copy of his transcript. He will pay with a $20.00 bill.

Note: Because $20.00 was given for a $10.00 fee, a second Tender transaction is generated to document that change was given. It is also designated in the upper portion of the screen.
A student wants to get 1 copy of his transcript faxed. He pays $15.00 by check #1007.
Check Information

- **Check Nbr:** 1007
- **Account Number:** 
- **Bank Account Type:** 
- **Bank Account Holder Name:** 
- **Federal Reserve Bank ID:** 
- **Third Party Check Name:** 
- **Bank Tracer Ibr:**

*Options: OK, Cancel, Refresh*
A student requests a copy of his transcript and is paying by credit card. Credit card information:
MC 8888-8888-8888-8888
Expiration: 11/2009
Name on Card: Truman Tiger
Credit Card Information

Card Type: Master Card
Card Number: 8888888888888888
Expiration: 11 2009
First Name: Truman
Last Name: Tiger
Bank Tracer Nbr:

Billing Information

Country: 
Address: Edit Address

Email Address: 
Telephone: 

Authorization Information

Credit Card Status: Unauthorized

OK Cancel