

EXPLANATION

OF

TERMS

Section 7

GLOSSARY OF TERMS

COST DISTRIBUTION BY POSITION: This IRIS PA20 screen contains employee name, personnel number, EE group, Active/Withdrawn indicator, position name, Cost Center or WBS element, Effort percent FTE, distribution begin date, etc. The overview screen has all distributions with Start and End dates. Click on the distribution for appropriate time period and click magnifying glass to display details.

DISPLAY DATE SPECIFICATION ON PA20 IN IRIS: Information on hire date, leave of absence dates and termination or retirement date.

DUAL POSITIONS: A GA, GTA, GTAssoc or GRA must be appointed a minimum of 25% time FTE in order to receive a fee waiver for the term. If the student is paid from a budget entity other than "01", in-state tuition will be charged to the student's cost distribution fund. If the student is on a budget entity "01" and the cost center has a benefits flag of "1" (benefits self-funded) or any WBS element, the in-state tuition is charged to the student's cost distributions. If the student is on a budget entity "01" and the cost center has a staff benefits flag of "2" (benefits centrally funded), the in-state fees are charged to the Central pool account. The out-of-state tuition in all instances is charged to the Central pool account, E019005, GL code 444100.

EE GROUP: Regular, Term or Student. To receive a staff waiver a student must be classified as a REGULAR employee. This is an employee who receives full benefits as an employee of the University. A TERM employee or FRIEND of the University does not receive benefits. A STUDENT employee is a student working at the University while attending school. GA's, GTA's, GTAssoc's and GRA's are student employees.

EMPLOYMENT VERIFICATION MEMO: Form issued to an F-1 International student so that they may apply for a social security number. The instructions are given to the student to take to their department by the International Office during Orientation. Instructions and sample form can be found at: http://web.utk.edu/~globe/students/forms.php.

FTE % (FULL-TIME EQUIVALENT) FOR APPOINTMENT: To calculate the appointment FTE % multiply the Effort FTE % X Employment FTE %. The FTE is taken from the Organizational Assignment screen on PA20 in IRIS. This data is sent to a DB2 file to be used by CSA. The IRIS DB2 employment file is refreshed every morning.

GA – GRADUATE ASSISTANT: A graduate assistantship is a student appointment. The student performs various duties other than those related directly to teaching or research. In return the student receives a monthly stipend and waiver of fees if the appointment is at least 25% FTE. If the student is on a payroll distribution other than budget entity "01", in-state tuition is charged to the student's cost distribution fund. If on a budget entity "01" payroll distribution and the cost center has a staff benefits flag of "1" or any WBS element, the in-state tuition is charged to the cost distributions. If the student is on a budget entity "01" and the cost center has a staff benefits flag of "2", the in-state tuition is charged to the Central Pool Account-E019005. The Out-of-State tuition in each instance is charged to the Central Pool Account. The IRIS job object code for a GA is 30000239. The student must be in an active pay status in order to receive

a Summer Semester fee waiver. Any Exemption over \$5250 for the calendar year is taxable by Payroll.

GRA – GRADUATE RESEARCH ASSISTANT: A graduate research assistant is a student appointment. The student assists a faculty member with research and performs other duties as assigned by the department in which he is employed. In return the student receives a monthly stipend and waiver of fees if the appointment is at least 25% FTE. If the student is on a payroll distribution other than budget entity "01", in-state tuition is charged to the student's cost distribution fund. If on a budget entity "01" payroll distribution and the cost center has a staff benefits flag of "1" or any WBS element, the in-state tuition is charged to the cost distributions. If the student is on a budget entity "01" and the cost center has a staff benefits flag of "2", the instate tuition is charged to the Central Pool Account-E019005. Out-of-state fees, when applicable, are charged to the Knoxville Campus Central Waiver pool Cost Center, E019004, GL 444100. A GRA must be on IRIS during the minimum appointment period in order for his fees to be charged to the grant Cost Center or WBS Element every semester enrolled. The IRIS Job Object Code for a valid GRA appointment is 30000240.

GRADUATE ASSISTANTSHIP VERIFICATION FORM: This form is to be used when an international student (F-1 Visa Category) has been admitted to The University and has been awarded an assistantship. This form does not replace the official letter that students must have in order to apply for a visa. Students are advised by the International Office that they must apply for a social security number at this time. The form can be found on-line at: http://web.utk.edu/~globe/students/forms.php.

GTA – GRADUATE TEACHING ASSISTANT: A graduate teaching assistantship is a student appointment. The student works under the direct supervision of a regular faculty member in activities such as helping to prepare lectures, teaching discussion sections, conducting laboratory exercises, grading papers and keeping class records. In return the student is paid a monthly stipend and receives waiver of fees if the appointment is at least 25% time FTE. If the student is on a payroll distribution other than budget entity "01", in-state tuition is charged to the student's cost distribution fund. If on a budget entity "01" payroll distribution and the cost center has a staff benefits flag of "1" or any WBS element, the in-state tuition is charged to the cost distributions. If the student is on a budget entity "01" and the cost center has a staff benefits flag of "2", the in-state tuition is charged to the Central Pool Account-E019005. The Out-of-State tuition in each instance is charged to the Central Pool Account. The IRIS Job Object Code for a valid GTA is 30000241. The student must be in an active pay status in order to receive a Summer fee waiver.

GTAssoc –GRADUATE TEACHING ASSOCIATE: A graduate teaching associate is a student appointment. An exceptionally experienced graduate student may be assigned primary responsibility for teaching undergraduate courses including the assignment of final grades. If the student is on a payroll distribution other than budget entity "01", in-state tuition is charged to the student's cost distribution fund. If on a budget entity "01" payroll distribution and the cost center has a staff benefits flag of "1" or any WBS element, the in-state tuition is charged to the cost distributions. If the student is on a budget entity "01" and the cost center has a staff benefits flag of "2", the in-state tuition is charged to the Central Pool Account-E019005. The Out-of-State

tuition in each instance is charged to the Central Pool Account. The IRIS Job Object Code for a valid TA is 30000242. The student must be in an active pay status to receive a fee waiver for the Summer semester.

IRIS – **INTEGRATED R3 INFORMATION SYSTEM:** Project IRIS is the Financial and Human Resource informational database system used by the University of Tennessee. All financial and payroll information flows through IRIS. Banner interfaces with IRIS nightly to post income and expense transactions. Payroll based exemptions are posted monthly as ZF transactions.

IRIS PA20: Human Resource Master Data; Personal Data, Organizational Data, Benefits, Payroll, Time, Tax, etc. tabs offer a variety of employment information on University employees. The Organizational Data tab includes Org. Assignment, Cost Distribution by Position and Date Specifications. This data is put in a file that interfaces with Banner on a nightly basis.

MEDICAL RESIDENT: The IRIS Job Object Code for a valid Medical Resident is 30000336. (Per Human Resources, a Medical Resident is to be treated as **Regular Staff** with full fee waiver benefits for both himself and any spouse/dependents.) Medical Resident's are no longer automatically treated as staff. They must be approved by the Fiscal Budget Office of their campus.

MINIMUM APPOINTMENT PERIOD FOR GA'S, GTA'S, GTASSOC'S AND GRA'S: Each term a student is required to be appointed on payroll for a specified period of time in order to receive a fee waiver as a GA, GTA, GTASSOC or GRA for the term. The student must be appointed for the entire period to receive a full semester fee waiver. If the student is appointed for any period of the minimum appointment period, he will receive a pro-rated waiver.

Fall Term	9/1 to 11/30	91 days
Spring Term	2/1 to 4/30	89 days
Summer Term-Full Session	6/15 to 7/31	47 days
First Session Only	6/15 to 6/30	16 days
Second Session Only	7/1 to 7/31	31 days

ORGANIZATIONAL ASSIGNMENT: The Organizational Assignment tab on PA20 in IRIS contains information on Primary appointment, EE Group, FTE percentage, Job Key, Cost Center or WBS element, etc. If multiple appointments, see the next and/or previous record tabs at top. There is also a tab for Organizational Structure.

PAYROLL DISTRIBUTIONS: Any employee can be paid from more than one Cost Center or WBS Element. If a GA, GTA, GTAssoc, or GRA is paid from more than one Cost Center or WBS element during the minimum appointment period, his fees can be pro-rated between the Cost Centers or WBS Elements for the term. If the department chooses they can move the charges to other accounts with appropriate approval.

Staff fee waivers are charged back to departments based on payroll distribution accounts as of the first day of class. Spouse/Dependent waivers are also charged back to departments based on the employee's payroll distributions as of the first day of class. If an employee is paid from only

WBS elements, the spouse/dependent waivers are charged to a Knoxville Intra-Campus Fee waiver pool account.

PERSONAL DATA FORM: This form is used to add the social security number to a student's file in IRIS. This form is to be completed and sent through HR along with a copy of the student's ssn card and a new W-4. It can be found on the IRIS website under Paper Forms at http://iris.tennessee.edu/.

PERSONNEL INFORMATION FORM (PIF): The PIF is completed by personnel in the department in which a person is employed. The PIF must be approved by authorized University Personnel before an employee can be added to IRIS.

PRO-RATA WAIVER/CHARGE: Student employees who hold a valid position for any portion of the minimum appointment period are eligible for a pro-rata fee waiver. The waiver/charge will be calculated by using the number of days on payroll during the minimum appointment period divided by the number of days in the minimum appointment period. This percentage is then multiplied by the student's in-state and out-of-state (if applicable) fees for the term. For example, a student begins his GRA appointment on 10/1 and is appointed through 11/30 (61 days). The minimum appointment period for Fall term is 9/1 through 11/30 (91 days). The student has 9 hours in-state (\$2357). The charge to the student's Cost Center or WBS element would be 61/91 X \$2357 or \$1579.96 rounded to \$1580.

STUDENT ID#: A 9 digit number assigned to the student upon their admission to The University of Tennessee. If the student's ssn was unavailable from the Admissions file, they can go to the Registrar's Office and have the ssn added to their file.

WITHDRAWN STATUS ON PA20: Terminated employee. Go to Date Specifications to see date of termination.

Reviewing

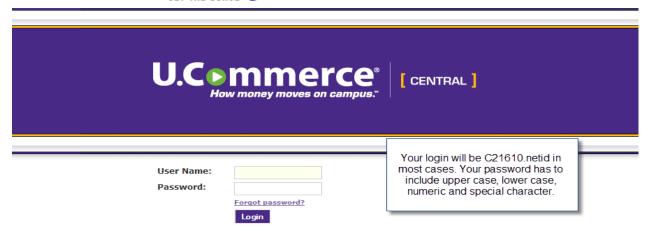
Student Accounts

In

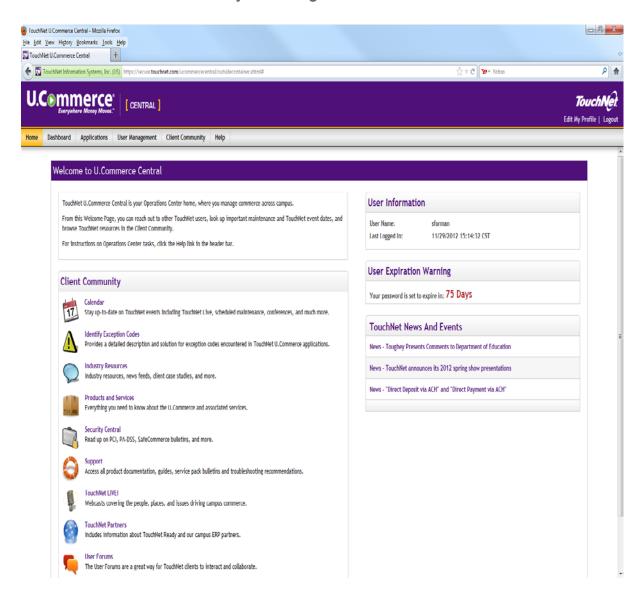
TouchNet

Section 8

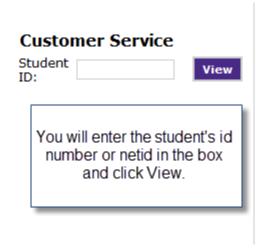




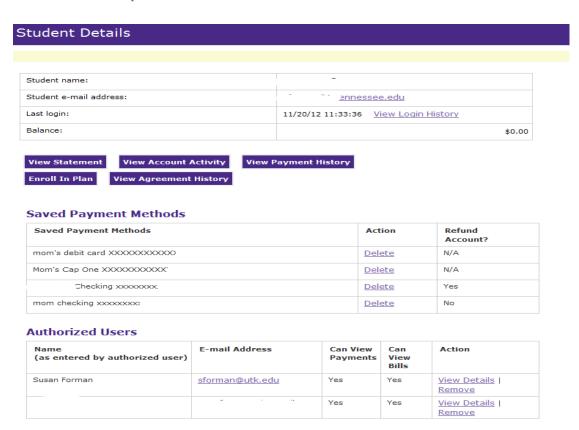
You will see this screen when you first log into TouchNet:



You will click on Applications and choose Bill+Payment.



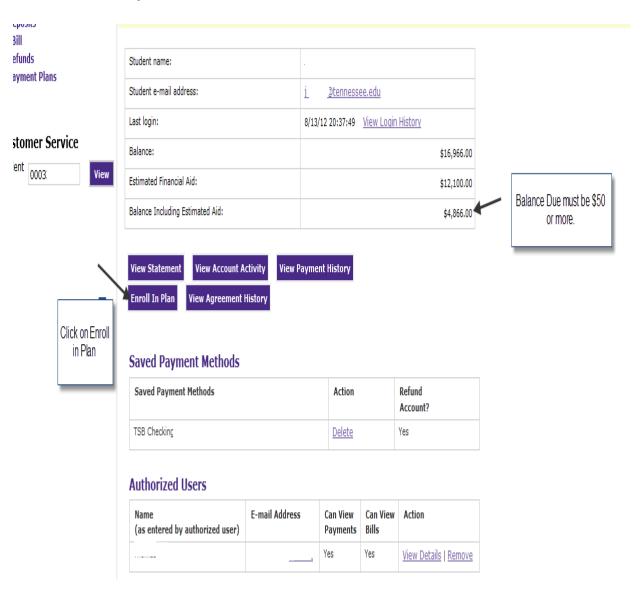
You will then be presented with this screen:



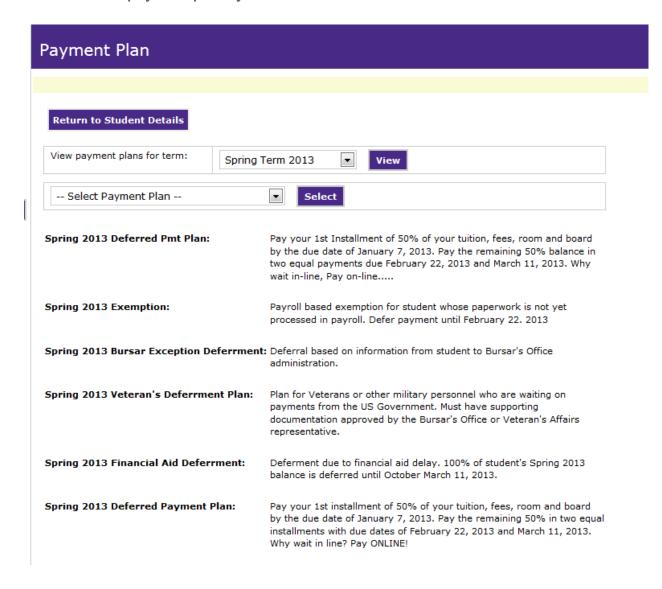
Authorized Users is where you will go to find if a parent or third party has FERPA Financial Access. In this case, you can see that Susan Forman has FERPA access for this student.

The Bursar's Office, Financial Aid Office and One Stop Counselors also have the ability to add a student to a deferred payment plan if dictated by circumstances. If the student can pay the 50% down payment, they can be added to the regular deferred payment plan. They will need to make their 50% down payment by the due date at the beginning of the term.

Pull the student up on the Customer Service screen as illustrated above.

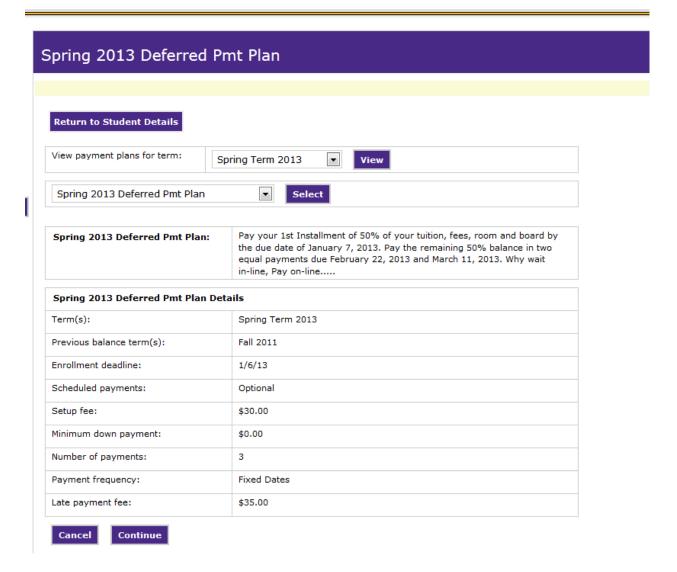


These are the payment plans you can select from each term:



The Spring 2013 Deferred Pmt Plan is the one you would select if they are making the 50% down payment.

After clicking Select, you will be presented with this form:



Click Continue.

This will show you the charges to be included in the plan, contracts, exemptions, financial aid and any payments to be applied to the charges:

Spring 2013 Deferred Pmt Plan

Return to Student Details

- I will NOT receive a payment today with plan enrollment. All eligible items should be included in the plan.
- I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee).

Please note that all amounts listed below include the most recent activity on the student account and may not necessarily match their latest statement.

If you received a down payment please specify the exact amount.

	Charges	Credits
Tuition:	\$3,901.00	
Fees:	\$13,065.00	
Hope w/Merit:		\$2,500.00
Achieve the Dream:		\$1,500.00
Chanc hon Prgm Gt:		\$1,000.00
Ned McWherter Schol:		\$1,500.00
Thomas D Dunlap:		\$2,500.00
Setup fee:	\$ 30.00	

Display Payment Schedule

Back Cancel

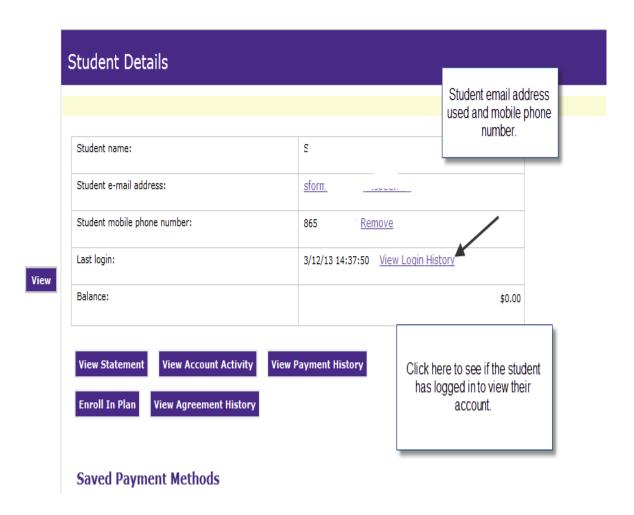
Click Display Payment Schedule:

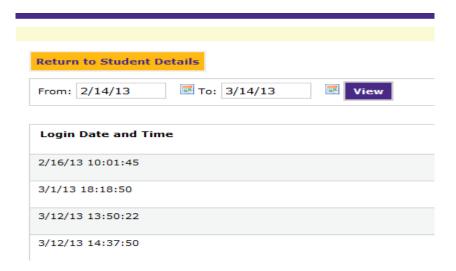
Return to Student Details I will NOT receive a payment today with plan enrollment, All eligible items should be included in the plan. I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee). Please note that all amounts listed below include the most recent activity on the student account and may not necessarily match their latest statement. Please review the payment schedule carefully. Charges Credits Tuition: \$3,901.00 Fees: \$13,065.00 Hope w/Merit: \$2,500.00 Achieve the Dream: \$1,500.00 Chanc hon Prgm Gt: \$1,000.00 Ned McWherter Schol: \$1,500.00 Thomas D Dunlap: \$2,500.00 Setup fee: \$ 30.00 **Update Payment Schedule** Print Agreement Description **Due Date** Amount 1/7/13 1st Installment \$3,998.00 2nd Installment 2/22/13 \$1,999.00 3rd Installment 3/11/13 \$1,999.00 **Total of Installments:** \$7,996.00 Back **Process Enrollment** Cancel

This will give you the dates and the amounts to be paid on each date. These amounts will appear on the students account as memo items and will not show in current amount due until the due date. Click Process Enrollment. The student will then receive an email telling them they have been enrolled in the payment plan. They can then go into MyUTK or the parent can sign into the Parent Portal and schedule payments for the due dates.

You go through the same steps to enroll students in the other available payment plans. The 50% down payment plan is the only one available online through MyUTK.

To view a student's activity on TouchNet, go to View Login History. You will also find the students email address and cell phone number.





To view student activity, click the tab, enter the term you wish to view and click on View.

Student Account Activity for Spring Term 2013 Select term and click View View Transactions by Term: Spring Term 2013 [\$0.00] View

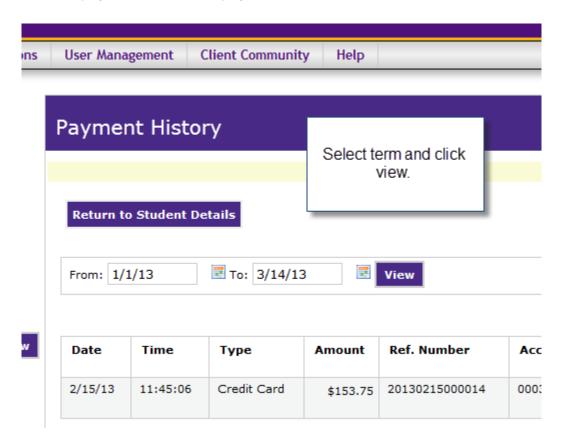
Estimated Financial Aid

There is currently no pending financial aid on the account.

Current Activity

Description	Code	<u>Date</u>	Amount (\$)
Web MasterCard Payment	WCCM	15-FEB-2013	-150.00
Trombone Course Fee	M16	15-FEB-2013	150.00
ACH Refund	RACH	11-JAN-2013	1,158.37
Music Dept Schlrshp	F688	11-JAN-2013	-250.00
S Beaman Band Scholarship	FF04	11-JAN-2013	-500.00
Federal Direct Unsub Stafford	FDUS	11-JAN-2013	-1,063.00
Federal Direct Unsub Stafford	FDUS	11-JAN-2013	-2,651.00
I/S Undergraduate Maintenance	TU17	07-JAN-2013	315.00
Undergraduate Study Abroad Fee	SABD	07-JAN-2013	5.00
I/S Undergraduate Maintenance	TU17	07-JAN-2013	-315.00

To view payments, click the payments tab, select the term and click on View.



You can also select to View Agreement History if the student has been on any deferred payment plans.



To view the official statements sent to the students, click on "View Statement" tab and select a statement date and click on "Print/View Statement". You can also see the account activity since the last statement was made available to the student.

Billing Statement	
Return to Student Details	
Student name:	Sī
Student ID:	0003
Please select a statement date:	12/17/12 ▼ Print/View Statement

Account Activity Since Last Statement

To sort, click on the desired column header.

Description	Code	<u>Date</u>	Amount (\$)
Web MasterCard Payment	WCCM	15-FEB-2013	-150.00
Trombone Course Fee	M16	15-FEB-2013	150.00
ACH Refund	RACH	16-JAN-2013	40.00
Band Licensing	F725	14-JAN-2013	150.00

Each statement begins with the balance from the previous statement. If a student pays in full at the beginning of each term, you will only see one statement per term. Students on a dpp will have 3 to 4 statements per term. The statement will

have the student's amount due, due date, financial aid, exemptions and contracts. The student can print this statement for official use.



Account Statement

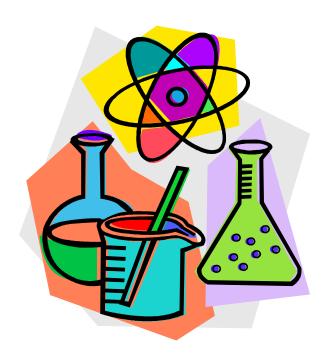
TERM	DATE	Descri	DESCRIPTION		CREDITS
		* PREVIOUS BILL	.ED BALANCE *	\$ 3,891.63	
		- CURRENT	CHARGES -		
201240	08/17/2012	Transfer to VolCard Acct		\$ 300.00	
	08/21/2012	Trombone Course Fee		\$ 150.00	
	08/21/2012	Trombone Course Fee		\$ -300.00	
	08/21/2012 08/22/2012	Transfer to VolCard Acct Trombone Course Fee		\$ 50.00 \$ 150.00	
	08/24/2012	ACH Refund		\$ 2,224.37	
	11/15/2012	ACH Refund		\$ 1.00	
201320	12/16/2012	Trombone Course Fee		\$ 300.00	
	12/16/2012	Technology Fee		\$ 100.00	
	12/16/2012	Facility Fee		\$ 160.00	
	12/16/2012 12/16/2012	Library Fee Transportation Fee		\$ 10.00 \$ 26.00	
	12/16/2012	Undergraduate Study Abroad	Fee	\$ 5.00	
	12/16/2012	Prog & Serv Fee-Health		\$ 89.00	
	12/16/2012	Prog & Svc Fee-Primary		\$ 255.00	
	12/16/2012	I/S Undergraduate Maintenar		\$ 3,901.00	
	12/16/2012	Off-Campus Commuter 50 M	leal PI	\$ 710.13	
		- CURRENT I	PAYMENTS -		
201240	08/20/2012	Web E-Check Payment			\$ 1.00
	08/21/2012	Web MasterCard Payment			\$ 1.00
	08/24/2012 08/24/2012	Federal Direct Unsub Staffor Federal Direct Unsub Staffor	_		\$ 2,651.00
	08/24/2012	TSAC-TN Ed Lottery Scholars	_		\$ 1,063.00 \$ 2,000.00
	08/24/2012	S Beaman Band Scholarship	•		\$ 500.00
	08/24/2012	Music Dept Schlrshp			\$ 250.00
	10/04/2012	Web E-Check Payment			\$ 1.00
201320	12/16/2012	UT Stf Dependent Exempt Pr	nt		\$ 1,950.50
		* CURRENT BILL	ED BALANCE *	\$ 3,605.63	
		OOTH LETT BILL		\$ 0,000.00	
201320		- AUTHORIZED F Federal Direct Unsub Staffor			\$ 3,714.00
201320		TSAC-TN Ed Lottery Scholars	_		\$ 2,000.00
		Music Dept Schlrshp			\$ 250.00
		* AUTHORIZED AID BALANC	E*		\$ 5,964.00
Dr. of D		Designation Parameter	Cupperur Pay succe	Town	MOUNT DUE
PAST D		PREVIOUS BALANCE CURRENT BALANCE			MOUNT DUE
\$0.00	U	\$3,891.63	\$3,605.63	\$-2,	358.37

Procedures for

Assessing

Course Fees

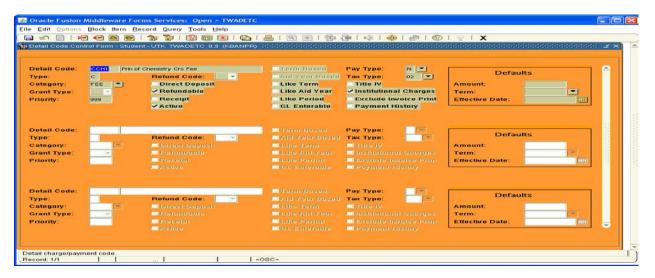
Section 9



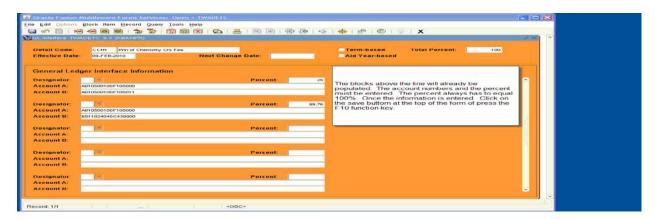
Once new course fees or changes of existing course fees are approved in June, the signed budget document is sent to the Bursar's Office. This document should include the subject, course, term the fee is to begin, amount (flat or hourly), account number and contact person.

Only the department head can request a course fee to be removed. It must be in writing. The student, departmental Admin Asst or instructor cannot request a course fee to be removed.

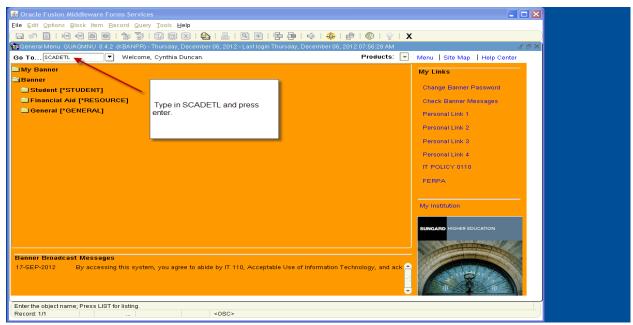
All new course fees must be assigned a detail code using form TWADETC:



Click on the next block tab or Ctrl and page down. The General Ledger Interface Information should appear.

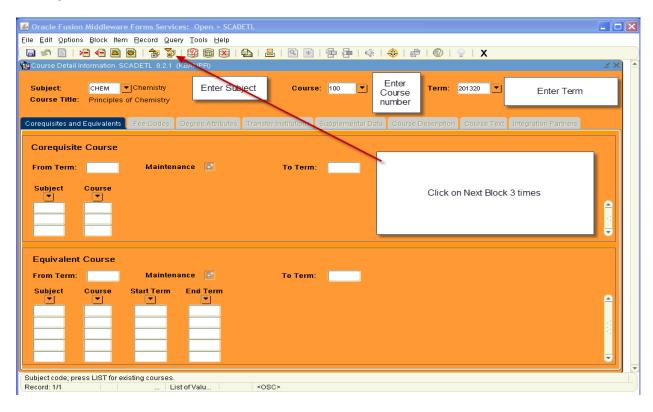


Now the course fee can be entered. Since the timetable is built prior to receiving the budget document, the course fee has to be entered in Banner on two separate forms.

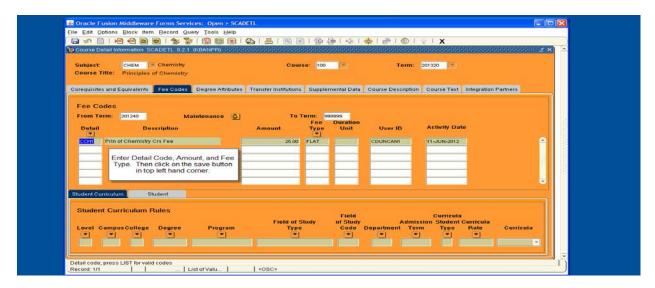


The first form is SCADETL. SCADETL will assess the fee based on the subject and course.

Enter the subject, course number and term. The click on the Next Block buttom 3 times or CTRL and Page Down 3 times.

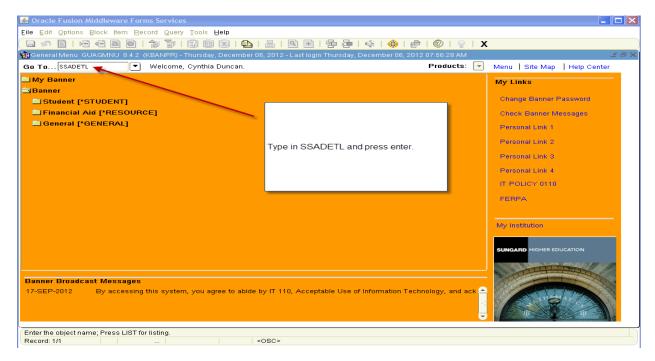


The next block of SCADETL is:

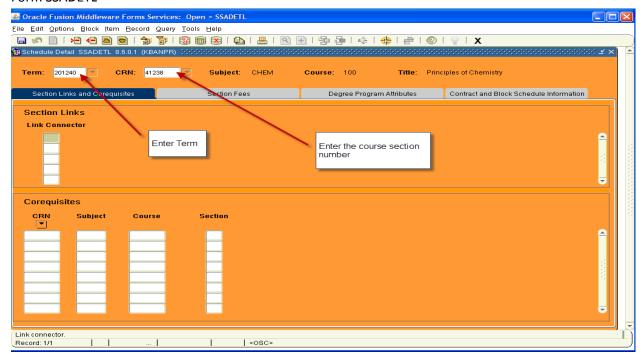


The fee type is either Flat or Bill. The Bill Fee Type will assess a per hour rate. Example: if the amount is \$25.00, the fee type is Bill and the course with the fee is a 3 hour course, the student will be assessed \$75.00 for the course.

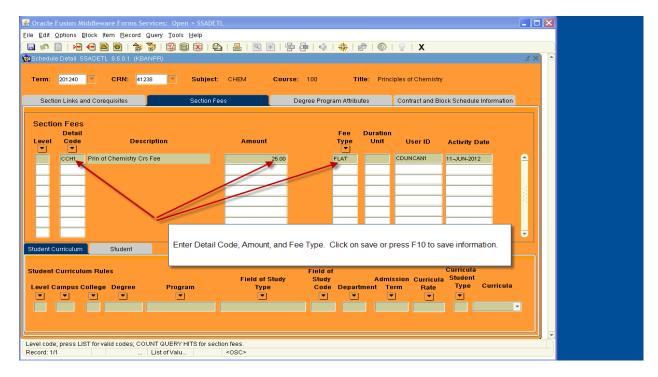
The course fee must also be entered on form SSADETL. SSADETL assesses the fee based on the term and section. Several of the courses have more than one section. Since the timetable has already been built, any new fees or fee changes have to also be updated or entered on SSADETL. These courses will be listed on the Fee Request Form referenced above.



Form SSADETL



The Subject, Course, and Title will populate after clicking on next block or CTRL and Page Down. Click or CTRL and Page Down 3 times.

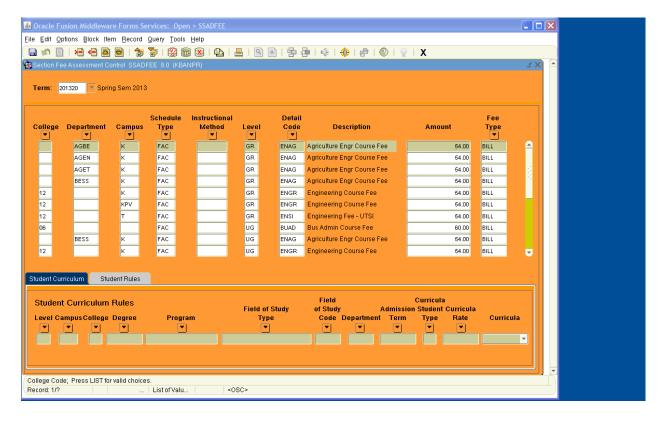


In order to assess the fee to the student's account, the Fee Assessment job (SFRFASC) has to be run or assess manually by pulling up the student's schedule on SFAREGS and clicking on the Save tab or pressing F10.

IMPORTANT REMINDER: Need to review these each semester. The Timetable roll for Spring 2013 is rolled from Spring 2012. This mean, the old fee rates will roll rather than the new ones. The Argos report TWDFEES, Schedule with Fees lists all courses in the Timetable for a particular semester which have a course fee assessed. Pull this report and check the fee amounts. If incorrect, make the corrections on SSADETL and SCADETL. Also, pull the ARGOS report, TWDBFEE which provides a listing of the course fees that have different amounts on SSADETL and SCADETL.

If new sections are added to a particular course **AFTER** the fee has been set up and or the amount changed on SCADETL, any sections added after this will be assessed the course fee. Will not have to update SSADETL.

Some departments assess a course fee to all the courses in the department such as Business and Engineering. Form SSADFEE allows the fee to assess without entering the fee on every course and section. Please see form below:



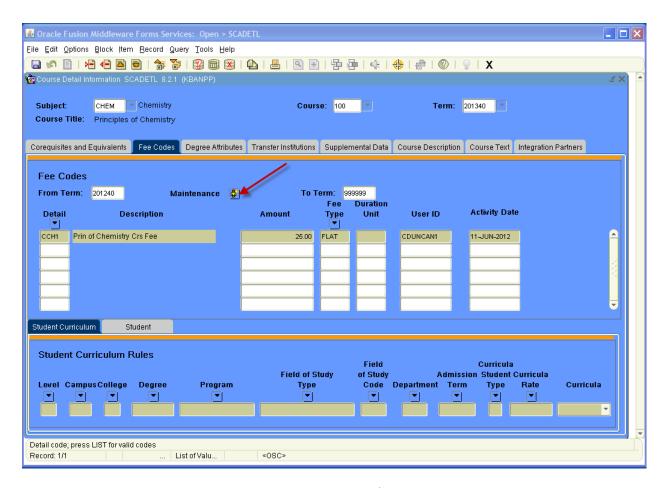
Enter the term, then Next Block or CTRL Page Down. In the above example, College was not entered for ENAG because all departments in this college code are not assessed the fee. In this

case, use Department. If the course is offered on more than one campus, make sure the Campus code for each campus is entered. If there is more than one Schedule Type, enter all types. If the fee is to be assessed to Graduate and Undergraduate, enter the information for both.

Once this form is correct, run job SSPMFEE. This will assess the fee for all the Colleges and/or Departments listed above. The 100 and 500 and 600 level Business courses are not assessed the course fee. Once SSPMFEE is run, the fee has to manually be removed from each section on SSADETL. Once the fees have been removed, DO NOT RUN SSPMFEE AGAIN IN THE SEMESTER. ALL THE AJUSTMENTS WILL BE OVERLAYED. SSPMFEE SHOULD ONLY BE RUN ONCE A SEMESTER.

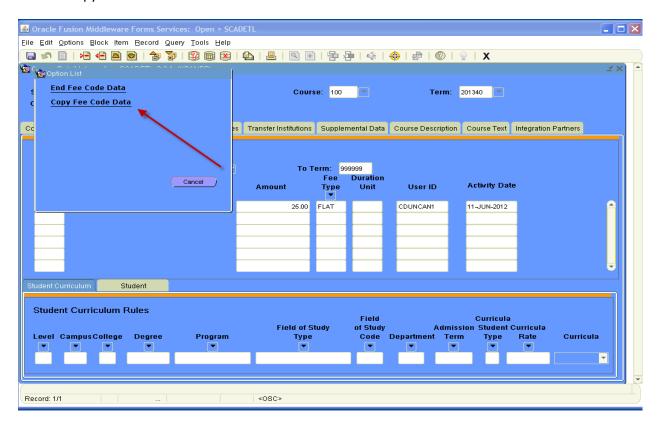
This form has to be updated every semester, it does not roll.

If a course has an existing course fee and the amount of the fee changes or the fee is to be no longer assessed, the fee is ended on SCADETL.

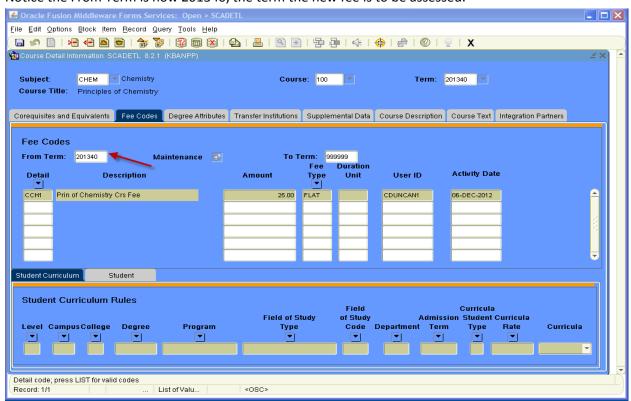


For this example, the fee has been approved to increase to \$30.00. Click on the Maintenance man.

Click on Copy Fee Code Data

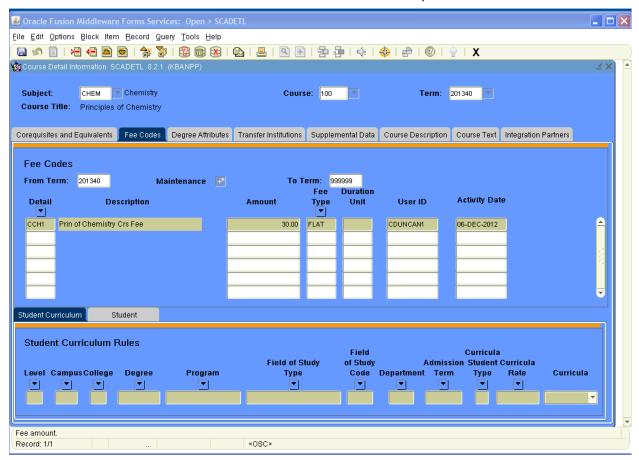


Notice the From Term is now 201340, the term the new fee is to be assessed.



Notice the From Term date is now 201340, the term the new amount is to be assessed.

Tab over to amount and enter the new rate. Click on the Save tab or press F10.



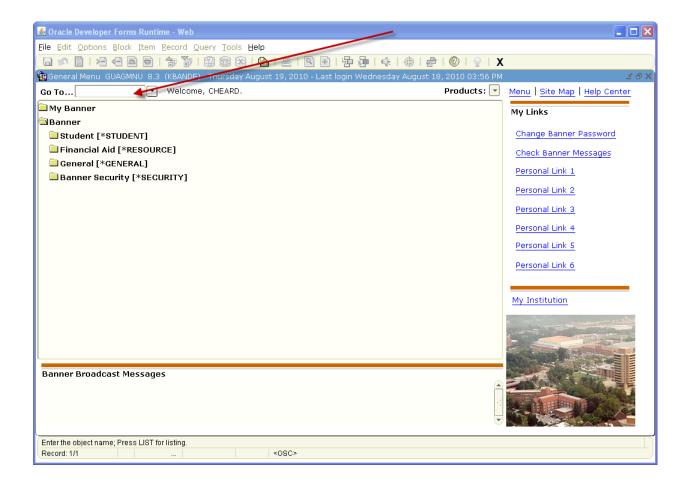
If the timetable has been rolled, the fee amount has to be changed on all sections of the course. This is changed on SSADETL. Once in the form, tab over to the amount, change and save.

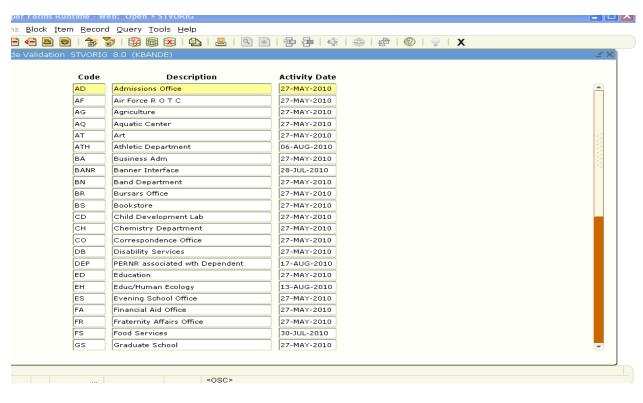
Departments request course fees for the next academic year in February. Those requests are approved by either the Chancellor and/or the Board of Trustee, depending on the fee. Once the fee is approved, the department is notified as well as the Compliance Officer in the Bursar's Office. The Compliance Officer follows the procedures detailed above to assess the new fee or change the existing fee. The department budget director will receive an e-mail from the Compliance Officer stating the fees have been entered and they can now review their courses with course fees ensuring the fees have been assessed correctly. The ARGOS report TWDFEES can be run and reviewed to ensure the fees have been properly assessed. The department will send an e-mail to the Compliance Officer by a date given in the e-mail to verify the fees are correct or of any changes and/or corrections. If there is no response, we will assume the fees have been verified and are correct.

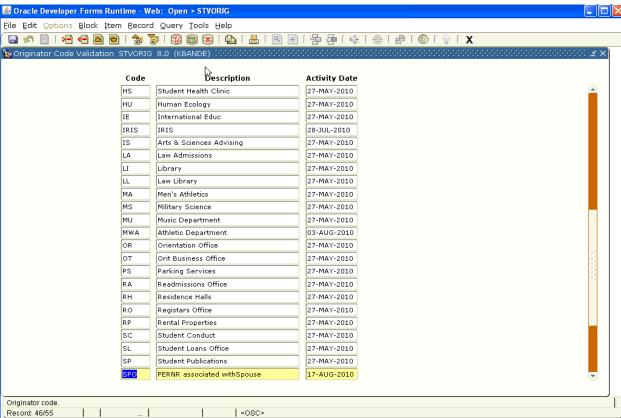
Hold Processing In Banner



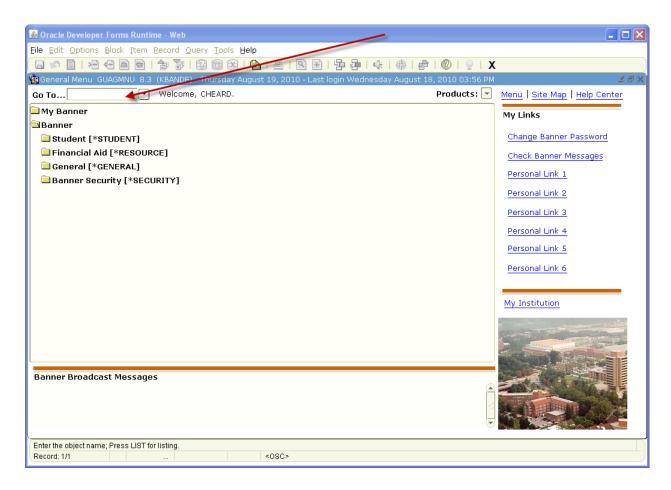
In order to view your business profile, insert STVORIG in the go to field. This form defines the business profile associated with the hold code on STVHLDD.

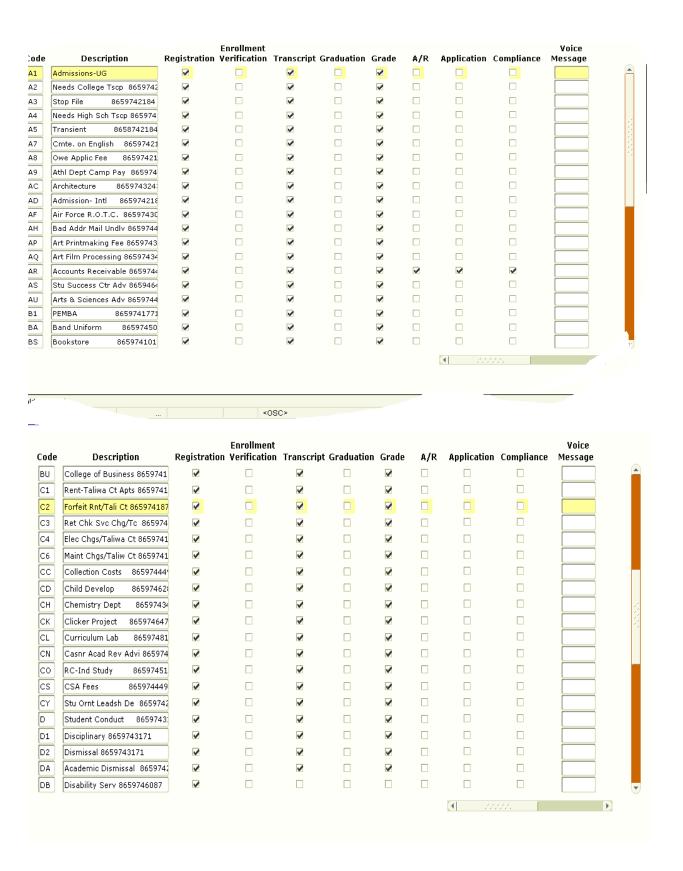






Type in the "go to" field STVHLDD. This form identifies the hold type code referenced in the Academic History Module and is cross-referenced by the Hold Form (SOAHOLD) and Hold Query-Only Form.





In order to continue to look at the description continue to either use the bar on the right hand side or you may use the next record. By using the next record icon you are going to go down one value at a time. As of 8/6/10, STVHLDD – HOLD CODES IN BANNER WITH BUSINESS PROFILES ASSIGNED FOR FGAC: You can see that multiple hold codes can be associated a Business Profile. In the example below, holds A1-PA are assigned to the Admissions Office Business Profile. This means that staff assigned to the AD-Business Profile can

only add and remove holds A1 - PA

		Business	Bus Profile	e
Code	Description	Profile Group	Code	
_				
A1	Admissions-UG	Admissions Office	AD	
A2	Needs College Tscp 8659742184	Admissions Office	AD	
A3	Stop File 8659742184	Admissions Office	AD	
Α4	Needs High Sch Tscp 8659742184	Admissions Office	AD	
A5	Transient 8658742184	Admissions Office	AD	
Α7	Cmte. on English 8659742184	Admissions Office	AD	
A8	Owe Applic Fee 8659742184	Admissions Office	AD	
HD	Reg Hs Deficiency 8659742101	Admissions Office	AD	
PA	Provisional Admission 8659742184	Admissions Office	AD	
CN	Casnr Acad Rev Advi 8659747303	Ag Readmissions	AG	
ME	Military Property 8659745371	Air Force	AF	Add Business Profile
MS	Military Science 8659745371	Air Force	AF	
AU	Arts & Sciences Adv 8659744481	Arts & Sci Advising	IS	
A9	Athl Dept Camp Pay 8659744664	Athletics	ATH	I combined Men & Women (MA & WA)
L0	Lady Vol-Basketball 8659743871	Athletics	ATH	Add Business Profile
L4	Lady Vol-Volleyball 8659743871	Athletics	ATH	
L6	Lady Vol- Softball 8659743871	Athletics	ATH	
L7	Lady Vol - Rowing 8659743871	Athletics	ATH	
LC	Lady Vol- Track 8659743871	Athletics	ATH	

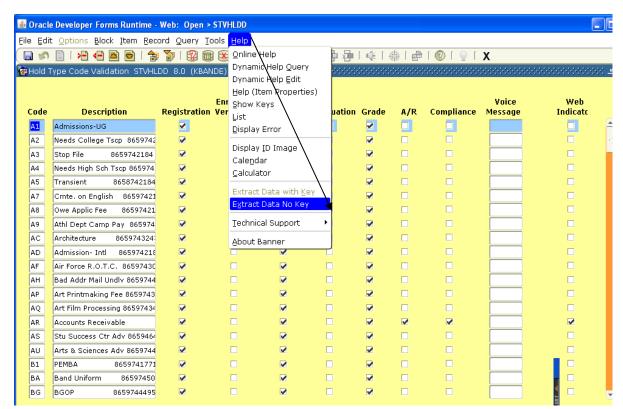
LE	Lady Vol-Weight Rm 8659743871	Athletics	ATH
LK	Lady Vol-Marketing 8659743871	Athletics	ATH
LM	Lady Vol-Media Rel 8659743871	Athletics	ATH
LN	Lady Vols - Tennis 8659743871	Athletics	ATH
LO	Lady Vols - Soccer 8659743871	Athletics	ATH
LR	Lady Vol-Train Room 8659743871	Athletics	ATH
LV	Lady Vol-Developmnt 8659743871	Athletics	ATH
LW	Lady Vol- Swimming 8659743871	Athletics	ATH
M1	Mens Ath-Football 8659741219	Athletics	ATH
M2	Mens Ath-Basketball 8659741219	Athletics	ATH
M3	Mens Ath-Baseball 8659741219	Athletics	ATH
M4	Mens Ath-Track 8659741219	Athletics	ATH
M5	Mens Ath-Golf 8659741219	Athletics	ATH
M6	Mens Ath-Tennis 8659741219	Athletics	ATH
M7	Mens Ath-Swimming 8659741219	Athletics	ATH
M8	Welfare of Athlete 8659741219	Athletics	ATH
M9	Spirit Danc For Ath 8659741219	Athletics	ATH
MV	Sports Publicity 8659741219	Athletics	ATH
BA	Band Uniform 8659745031	Band Department	BN

MU	Music Uniform Out 8659743496	Band Department	BN	
BS	Bookstore 8659741011	Bookstore	BS	
АН	Bad Addr Mail Undly 8659744495	Bursar's Office	BR	
AR	Accounts Receivable	Bursar's Office	BR	
CD	Child Develop 8659746281	Bursar's Office	BR	(Will need detail code for charge)
CS	CSA Fees 8659744495	Bursar's Office	BR	
ES	Evening School 8659744495	Bursar's Office	BR	
FA	Emergency Loan 8659743131	Bursar's Office	BR	
FD	Knoxville Place 8659741564	Bursar's Office	BR	
KS	Knox Socwrk-Ret Chk 8659743176	Bursar's Office	BR	
LG	Legacy	Bursar's Office	BR	
NC	Non-Citizen Form 8659744495	Bursar's Office	BR	
SC	Sign Check 8659744495	Bursar's Office	BR	
SS	SS# Needed 8659744495	Bursar's Office	BR	
SW	MSSW - Bookstore 9014485625	Bursar's Office	BR	
TO	Unpaid Prior Trmchg 8659744495	Bursar's Office	BR	
UF	UTSI Student Fees 8888828874	Bursar's Office	BR	
B1	PEMBA 8659741771	Business Admin	BA	
MB	MBA Program 8659748784	Business Admin	BA	

СН	Che	emistry Dept 8659743414	Chemistry		СН	(Waiting to	hear from	Sharon	Marshall)		
FS	Foo	od Service 8659743430	Dining Services		FS	_			·		
DB	Dis	ability Services 8659746087	Disability Services		DS						
ED	Ed	Hth & Hs 8659748355	Educ, Health, Hum Sci		EH?				e Education		0,
HE	Hui	man Ecology 8659746281	Educ, Health,Hu	m Sci	EH?	Add Busin	ess Profile	combin	e Education	& Human	Ecology
G1		missions-Grad	Graduate Schoo		GS						
G2	_	Sch Inc Readm 8659743251	Graduate Schoo	•	GS						
G3		quire Not Met 8659742475	Graduate Schoo		GS						
G4		d Sch Probatin 8659742475	Graduate Schoo		GS						
G6	_	d Sch Dismisal 8659743251	Graduate Schoo		GS						
G7 IA		id Schl Admit Probation 86597432 Admission 8659742184	Internatioanal E		GS IF						
IL		ernatl Loan 8659744453	Internatioanal E		IE IE						+
IF.		v Fax Charges 8659744263	Law Admissions		LA						
LT L1		v Lib Book Out 8659745906	Law Library		LL	Add Busin	ess Profile				
LL	_		Law Library		LL	Add Busili	C33 FIOINE				
LI		Law Library 8659745906 Law Library Library Library			LI						
ST		cker Pgm-Itc Lib 8659746470	Library		LI						FRT
МО		sic Fee Owed 8659743496	Music Dept		MU	Add Busin	ess Profile				W AL
ОТ	OIT	Bus Office 8659744410	OIT Business Of	fice	ОТ	Add Busin	ess Profile				SS
TC		Telephone Services 865	9748006	ОІТ	Business	Office	ОТ				
V1		Vol Connect-Res Hal 865	9748006	OIT	Business	Office	ОТ				
V4	Vol Connect-Ren Pro 8659748006		OIT Business Office		ОТ						
٧7		Volvision 86597480	06	ОІТ	Business	Office	ОТ				
CY		Stu Ornt Leadsh De 8659742435		Orientation		OR	,	Add Busi	ness Pro	file	
PK		Parking		Par	king Servi	ices	PS				
TR		Park Svc Ticket 865974	6031		king Servi		PS				
RA		Readmission Incompl 86	559742184	_	dmission		RA				
RL		Released from College		Rea	dmission	s Office	RA				
DA		Academic Dismissal 865	9742184	Reg	istrar's O	ffice	RO				
IR		Regist Indiv Req 865974	2184	 ∓	istrar's O		RO				
R1		Academic Review 1			istrar's O		RO				
RP		Probation		_	istrar's O		RO				
C1		Rent-Taliwa Ct Apts 865	9741871		idence H		RH				
C2		Forfeit Rnt/Tali Ct 86597		Res	idence H	all	RH				
C3		Ret Chk Svc Chg/Tc 8659			idence H	all	RH				
C4		Elec Chgs/Taliwa Ct 865		Res	idence H	all	RH				
C6		Maint Chgs/Taliw Ct 865	9741871	Res	idence H	all	RH				
K1		Rent-Kingston Apts 865	9741871	Res	idence H	all	RH				

K2	For. Rent/Kingston 8659741871	Residence Hall	RH
K3	Ret Chk Svc Chg/La 8659741871	Residence Hall	RH
K6	Maint Chgs/Kingston 8659741871	Residence Hall	RH
01	Rent-Golf Range Apt 8659741871	Residence Hall	RH
O2	For Rent/Golf Range 8659741871	Residence Hall	RH
O3	Ret Chk Svc Chg/Ga 8659741871	Residence Hall	RH
04	Elec Chgs/Golf Rang 8659741871	Residence Hall	RH
O6	Maint Chg/Golf Rang 8659741871	Residence Hall	RH
RH	Residence Halls 8659743411	Residence Hall	RH
S1	Rent-Sutherland Apt 8659741871	Residence Hall	RH
S2	For Rent/Sutherland 8659741871	Residence Hall	RH
S3	Ret Chk Svc Chg/Sa 8659741871	Residence Hall	RH
S4	Elec Chg/Sutherland 8659741871	Residence Hall	RH
S6	Maint Chg/SutherInd 8659741871	Residence Hall	RH
T1	Rent-Taliwa Ct Addt 8659741871	Residence Hall	RH
T2	For Rent/Taliwa Ct 8659741871	Residence Hall	RH
T3	Ret Chk Svc Chg/TC 8659741871	Residence Hall	RH
T4	Elec Chgs/Taliwa Ct 8659741871	Residence Hall	RH
T6	Main Chgs/Taliwa Ct 8659741871	Residence Hall	RH

To copy the table STVHLDD from Banner to an Excel file, go to the top of the table, select "HELP", Extract Data with No key, and save the resulting Excel file. You should be able to copy any Banner table this way. See print screen below:



Copy files to selected drive and save as Excel rather than Comma Delimited file.

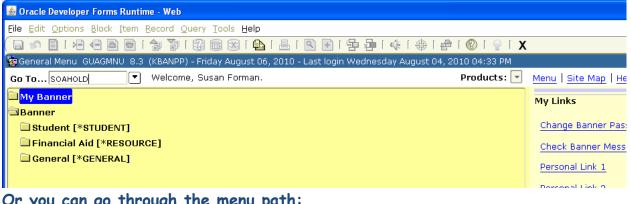
Applying for Access into Banner:

Before you can add/remove holds in Banner, you must first apply for access to Banner and the appropriate Business Profile Group. That form is available on the Registrar's Website at:

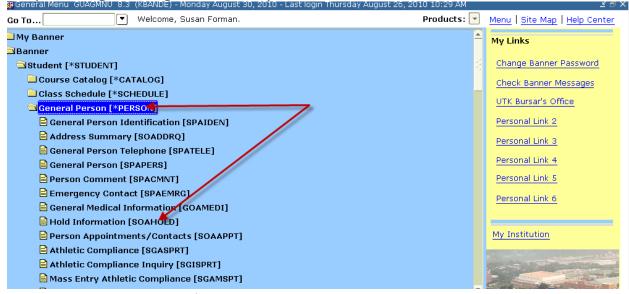
http://registrar.tennessee.edu/forms/index.shtml.



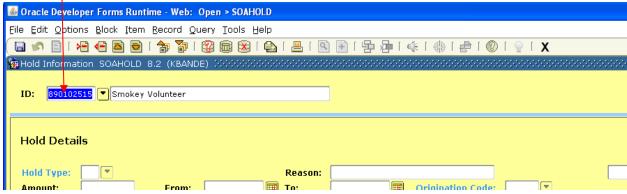
After receiving proper authorization you will log into banner. Type in the Go to field (SOAHOLD).



Or you can go through the menu path:

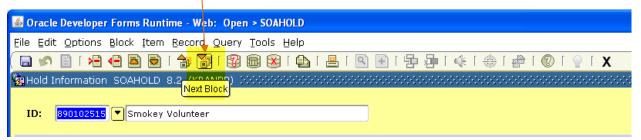


Enter the student's ID#. You can also enter the student's netid in the ID field.

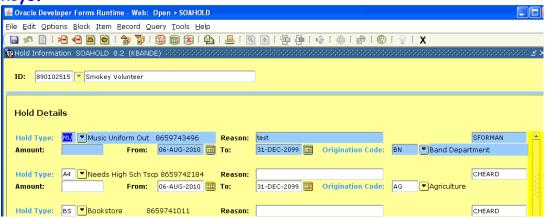


After the ID is entered, the students name will appear.

This process can be used to view, add or end-date (clear) a hold. Next perform a "Next Block".



You can also do a next block by Pressing "CTRL" and the "Page Down" keys.

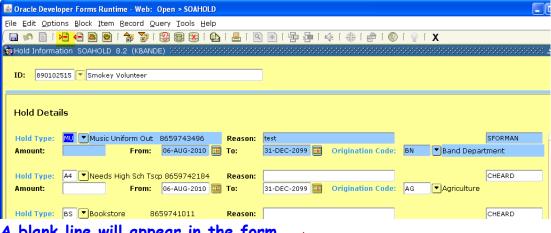


When you do a next block, you will be able to see any current hold that the student has. This particular hold has a Hold End Date of "31-Dec-2099" which is considered the Banner End of Time date. These will all sort to the top of the form. You can scroll down through the active and end-dated/cleared holds by using the scroll bar on the side of the form.

To enter a hold:

Enter your Hold Code as given to you by the Bursar's Office or Registrar's Office. Since Smokey Volunteer has so many holds a new record must be created. Click on the on the "Insert Record" icon or

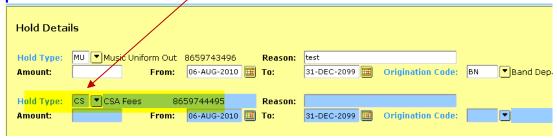
pressing "F6".



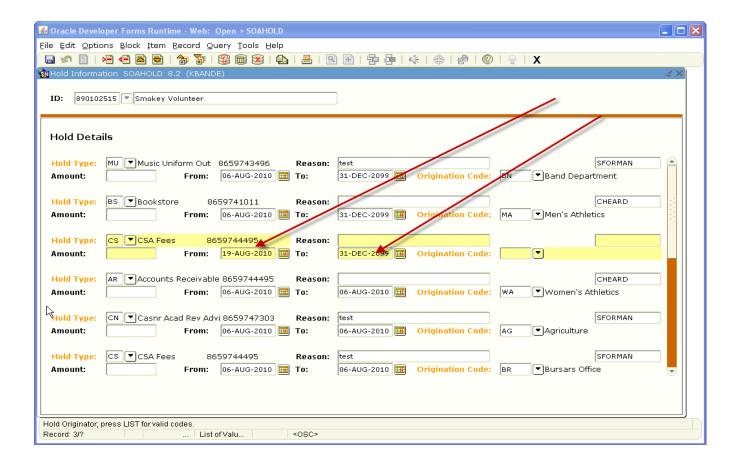
A blank line will appear in the form.

ı	Oracle Developer Forms Runtime - Web: Open > SOAHOLD	
I	e Edit Options Block Item Record Query Tools Help	
ı	3 🔗 🖺 😕 ← 🗟 🗟 ↑ 🍃 ↑ 👺 📵 🙈 ↑ 🖺 ↑ 🖺 ↑ 🗐 🕟 ↑ 🗐 ♦ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑	
١	Hold Information SOAHOLD 8.2 (KBANDE) 33666363636363636363636363636363636363	: ≚
	ID: 890102515 🔻 Smokey Volunteer	
	Hold Details	
ı	Hold Type: MU ▼Music Uniform Out 8659743496 Reason: test SFORMAN] 🖺
ı	Amount: From: 95 AuG-2010 ■ To: 31-DEC-2099 ■ Origination Code: BN Band Department	
	Hold Type:	
	Hold Type: A4 Needs High Sch Tscp 8659742184 Reason: CHEARD	

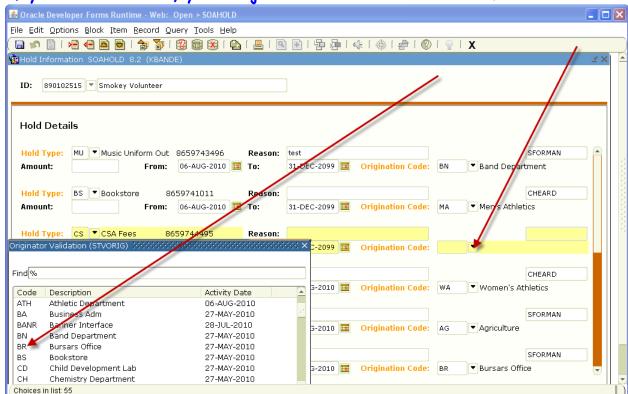
We will use a Bursar's office code for examples. I have entered "C5" which is the hold code assigned to Student Fees. Enter the hold and press Enter.



If you wish to enter a reason, you can. This is a free-form field and can be used to tie to the record in your department. If you wish to enter an amount, you may. This is an informational ONLY field and is not used for collection purposes. The FROM: date will default in "current date" for a new hold. The TO: date will default to Banner Endof-Time, 31-Dec-2099.



The only thing you have to enter other that Hold Type code is the Origination Code. This code is the code assigned to your Business Profile. Since I am entering a hold code as an employee of the Bursar's Office, I will click on the drop-down arrow and choose Bursar's Office.



If you know the code, you can just enter the code in the box.

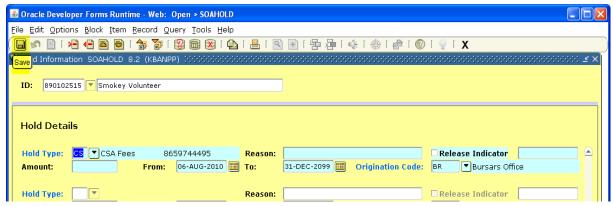
Once the code is selected from the table by double-clicking or entered in the box, your screen will look like this:

List of Valu...

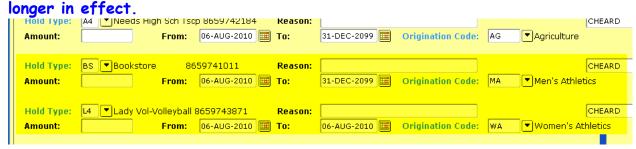
Record: 3/?



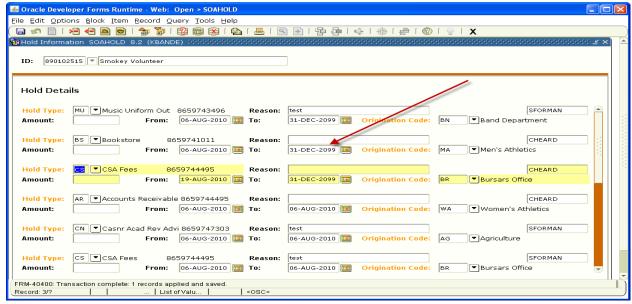
Important: In order for the hold to be saved you must save the entry by clicking the save icon . This will save the hold to the student's account.



You may also save a record by pressing "F10". The way you know the student has a hold when viewing SOAHOLD is look at the "TO" date of the hold. If the date is the current date or earlier, the hold is no



In looking at the 2 holds above, the "BS" hold is still in effect because the "TO" date is 31-Dec-2099. The "L4" hold is cleared because the "TO" date is 8/6/10.

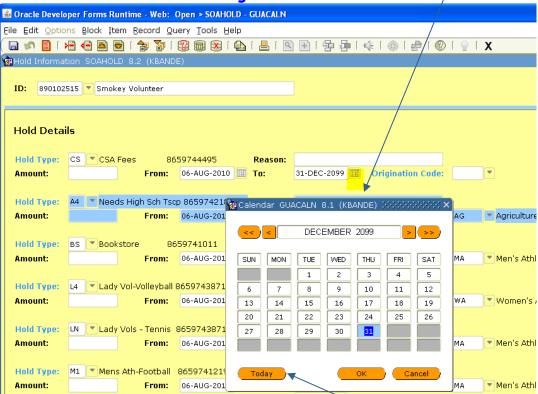


Holds are not removed from a student's record. The holds are end dated.

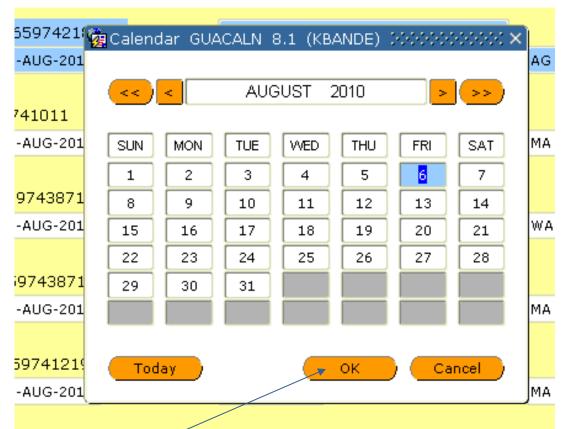
Clearing a Hold from a Student's Record:

To clear a hold or "end-date" a hold in Banner, you will go into the student's record as previously discussed. You will go to the hold code that you have been assigned and change the "TO" date to the current date.

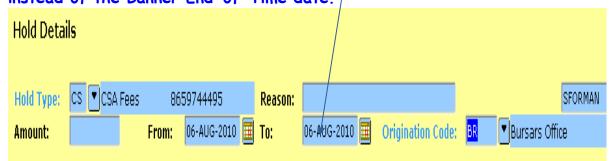
Click on the calendar to the right of the TO date block;



Next click on the "Today" button on the Calendar.
The calendar will change to the current date:

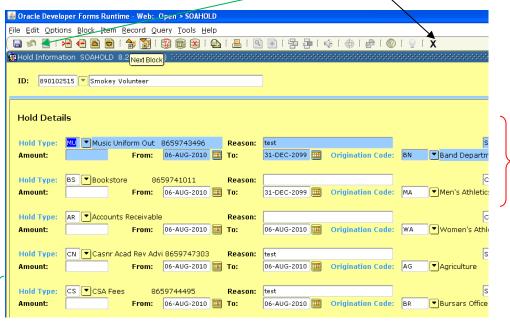


Click the "OK" button. The current date will populate the TO date block instead of the Banner End-of-Time date.



Now you need to save the record as previously instructed. The next person who views this record will see the "CS" code has move down in the list as shown in the next print screen.

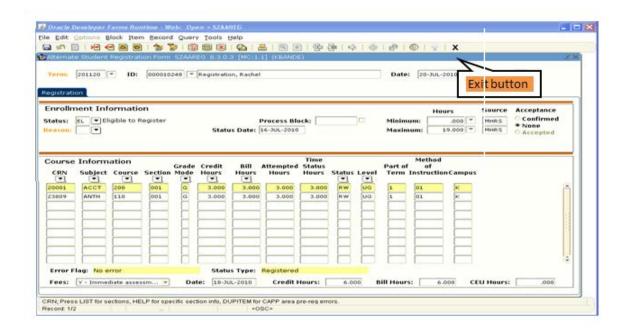
You can exit the form by clicking on the "X" or you can "Roll Back" to the beginning of this form by clicking the "Roll Back" Button.



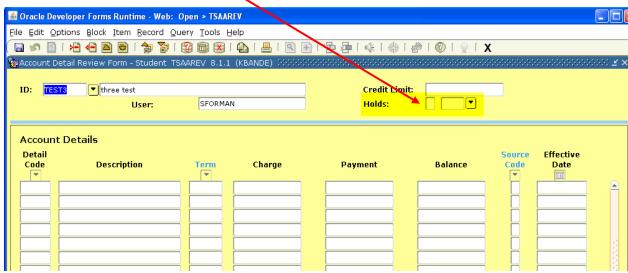
The red bracket shows current holds and the green bracket with the smiley face shows holds that have been cleared or end-dated.

Exiting a form

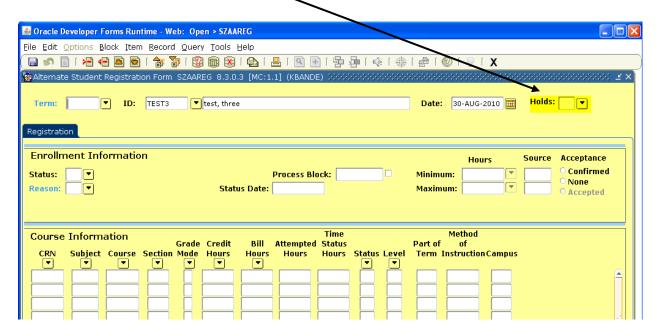
To exit the any Banner form click the X (Exit button).



To review a student's account, you may go to TSAAREV if you have the proper access. You can see if a student has active holds by looking in the hold box as highlighted below:



You may also, if you have the proper access, go to SZAAREG. Holds are indicated in the highlighted box:



One Stop

Express

Student

Services



One Stop Express Student Services

Is opening Summer 2013 on the ground floor of Hodges Library. This office will handle the most common enrollment, registration, financial aid and payment services at one location.

List of Services and Activities

Following is a sampling of the services and activities that will be available at One Stop Express Student Services:

- Assistance with viewing and paying your bill online
- Check your account balance
- Get information on billing activity
- Accept checks and money orders through our drop box
- Enroll in a deferred payment plan
- View your academic history
- Order official transcripts and diplomas
- Get graduation and commencement information
- Verify your enrollment or degrees
- Assistance with your class registration and schedule
- Determine your financial aid eligibility including loans, grants, and scholarships
- Check status of financial aid awards
- Drop off your required documentation
- Apply and receive Emergency Loans

Bursar's

Office

Services



Bursar's Office Services

The Bursar's Office will be closing to normal student traffic on June 3 with the opening of the One Stop Express Student Services office on the ground floor of Hodges Library. The Bursar's Office will process student transactions as outlined below.

- 1. Student Volxpress statements
- 2. Process all payments
- 3. Process Exemptions (Payroll based and external)
- 4. Bill Contracts (3rd Parties)
- 5. Receipt Scholarship checks
- 6. Internal Collections
- 7. Assign to Collection Agencies
- 8. Financial portion of withdrawals
- 9. Respond to Footprint tickets
- 10. Fee Assessment
- 11. Appeals for late fees
- 12. TouchNet security
- 13. Process loan EFT files
- 14. Returned Checks
- 15. Maintain OS Fee Information on Web Site
- 16. Schedule Cancellations
- 17. Central Cashier functions
- 18. Upgrade, testing of Banner, TouchNet, Evisions, etc.
- 19. Set up Deferred Payment Plans
- 20. Schedule fee payment deadlines
- 21. Assist Departments with fee related issues
- 22. 1098-T processing
- 23. Refunds Financial Aid, dropped classes, withdrawals, credit balances
- 24. Process Athletic Aid checks
- 25. Direct Deposit

Bursar's

Office

Staff

Info



Bursar's Office Staff

Jackie Benshoof, Supervisor	974-1393
Collection Agencies, Write-offs, Bankruptcies	
Renee Bumgarner, Financial Specialist I	.974-2222
Athletic Payments, Grad Exemptions, Reconcili	ations
Amy Byrd, Accounting Asst III	
Withdrawals	
Taina Cabage, Accounting Asst. II	.974-3165
Scholarships, Receipt Payments	
Randalene Collins, Admin. Spec. II	.974-4403
Returned Checks, Appeals, Mail	
Melissa Crisp, Accounting Spec. II	974-0593
Third Party Contracts, Direct Deposit	
Cindy Duncan, Compliance Officer	.974-1383
Fee Assessment, Course Fees	
Susan Forman, Bursar	974-1384
Fee Assessment, TouchNet, Banner	
Dee Fortenberry, Asst. Bursar	974-1380
Appeals, Banner, Footprints	
Kim Galyon, Admin. Spec. III	
Central Cashier, Dept. Deposits, Wire Payments	1
Amy Kennedy, Accounting Spec. I	.974-1392
Refunds, Third Party Billings	
Joycann Lane, Accounting Spec. II	
Central Cashier, State ACH Payments, On-line l	
Susie Melas, Accounting Asst. III	946-3100
Phone, Emails, General Questions	
Christie Myers, Accounting Asst III	
Withdrawals, Parent PLUS Loans/Executive MI	
Kristy Pettiford, Sr. Accounting Asst. II	.974-1406
Scholarships, Receipt Payments	
Sharon Price, Accounting Spec I	
VA, Teacher & State Employee Discount, Voc.	
Dayna Tampas, Accounting Spec. II	.974-2896
Internal Collections, Emails, Returned Mail	
Thelma Vandergriff, Accounting Spec III	
TouchNet, Returned Checks, File Loads, Staff E	exemptions

Email: StudentAccounts@utk.edu

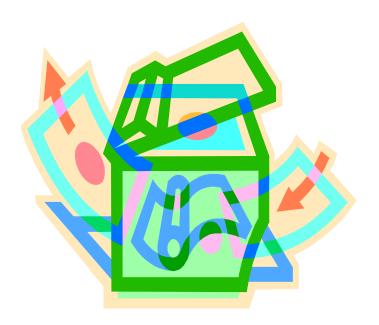
Phone: (865) 946-3100 Fax: (865) 974-1945

Screen

Shots

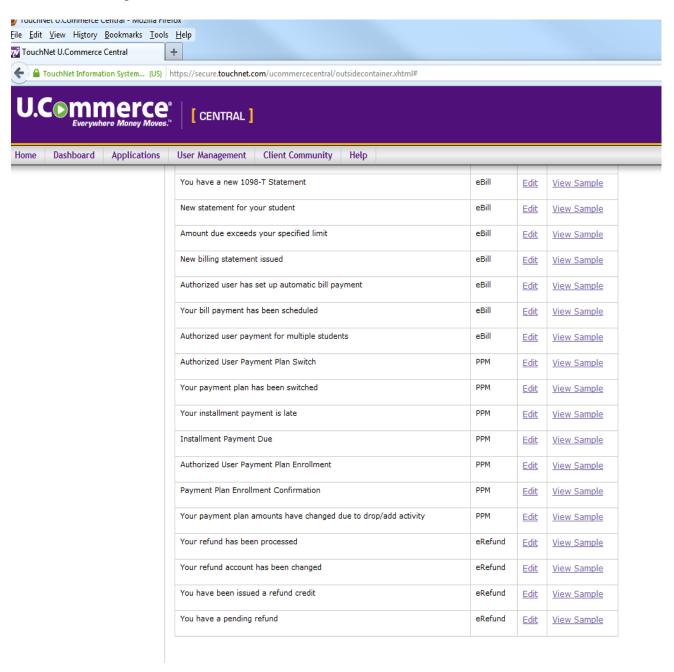
And

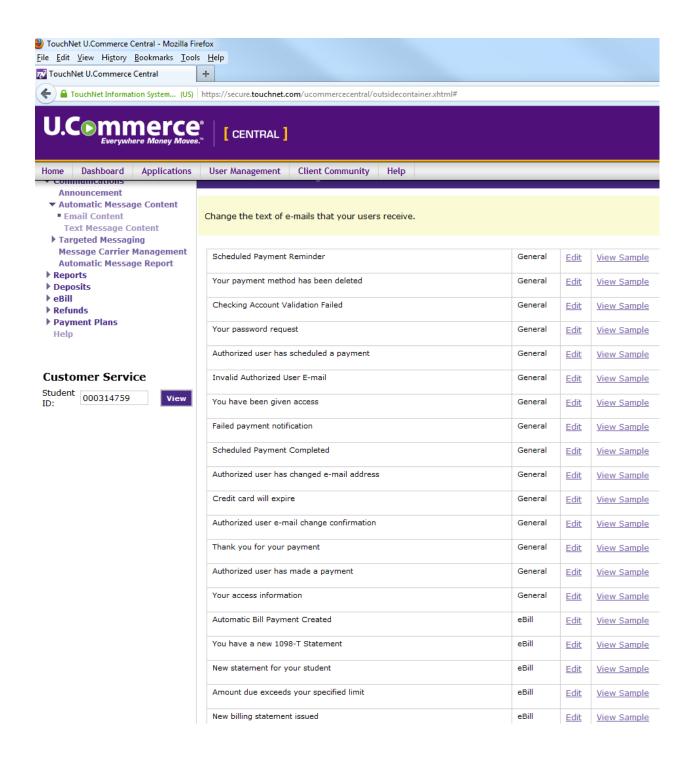
Forms



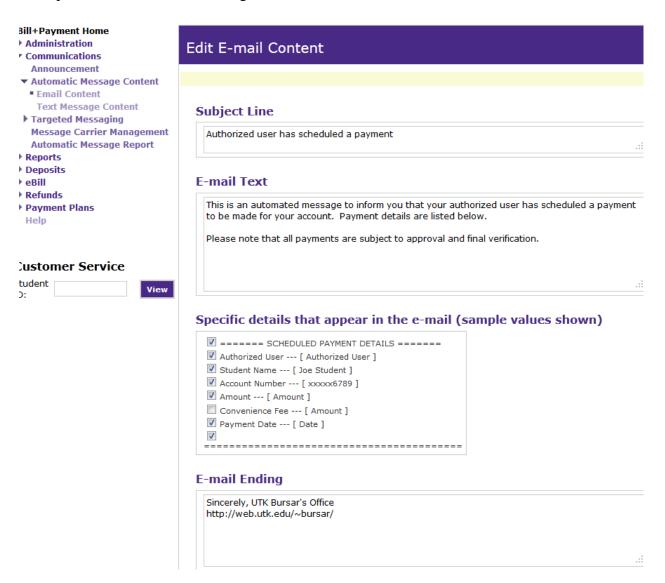
Screen Shots and Forms for Review

Automatic Messages from TouchNet:





Example of text included in message:



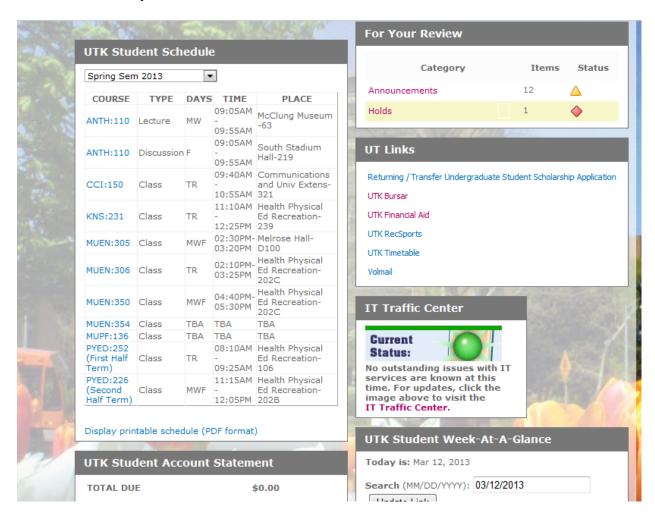
Automatic Text Messages:

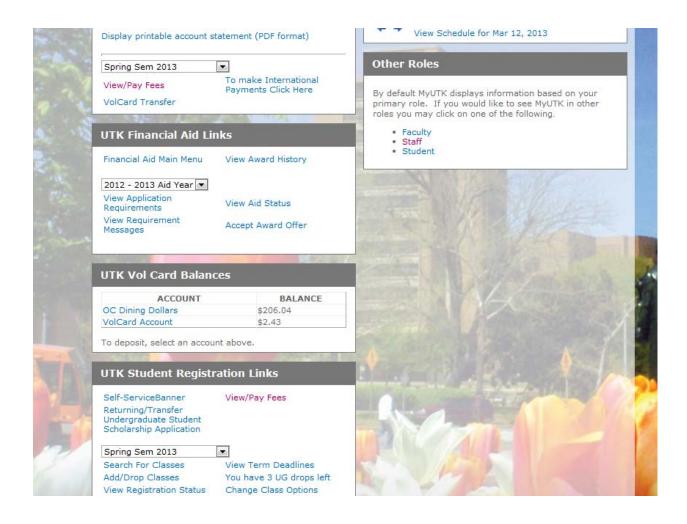
Automatic Message Content Change the text of text messages that your users receive. Automatic text messages can be enabled or disabled in the General Configuration page. Scheduled Payment Reminder General <u>Edit</u> View Sample New VolXpress Statement eBill View Sample <u>Edit</u> eBill New Statement For Your Student <u>Edit</u> <u>View Sample</u> Automatic Bill Payment Reminder eBill <u>Edit</u> <u>View Sample</u> Installment Payment Due <u>Edit</u> View Sample

Example of test message content:

Edit Text Messaging Content Each text message can use up to 160 characters, including subject, message, and details. **Subject Line** Automatic Bill Payment Reminder Text Message A payment has been automatically set up to pay your new bill. Specific details that appear in the text message (sample values shown) ☑ Name:[Joe Student] Amt:[Amount] ☑ Date:[Date] Maximum characters left 6 Cancel Save **View Sample**

Student View of MyUTK:





STOP PAYMENT/CHECK CANCELLATION REQUEST FORM

Check # <u>90/ 98905</u>
Check Date <u>3-5-13</u>
Amount \$ 430. 30
Issued to: (Full Name) Third Party Test Student ID # T10000001
Student ID # <u>T10 000 2</u> 01
Requested by: (Full Name) Melissa Cr. sp
Date Requested 3-5-13
Comment
Yes \Box In Dev.
No 🗅 📝 🖟
Authorization: Welfortenberry
Bursar, Assistant Bursar, Gee Manager
Reasons for Request
Payee Claims Never Received 🗀 — Payee Claims Lost 🔁 — Payee Claims Stolen 📮
Other: This was also testing when Staci was here. Carrol Check and let Renee Know when its firesting.
Check and let Renee Know when it's firestian.
For Treasurer's Office Only:
Invoice Document #
Reverse Check Document #
Reverse Invoice Document #
Cancelled By: (Full Name)

E-Bill VolXpress Statement from TouchNet:

Printable Bill

https://secure.touchnet.com/C21610_tsaadmin/tadm?tapp-stoken=qjps3vgLwgm&Navigate...



 STATEMENT DATE
 DUE DATE
 AMOUNT DUE

 08/09/2012
 08/20/2012
 \$2,050.00

Student ID: (

Account Statement

TERM	DATE	DESCRIPTION	CHARGES	CREDITS	
		* PREVIOUS BILLED BALANCE *	\$8,076.00		
		- CURRENT CHARGES -			
201220	01/12/2012	Any Ten Meal Plan On-Camp	\$ -1,455.98		
	01/12/2012	Varsity Inn On-Campus	\$ 1,174,64		
	03/08/2012	ACH Refund	\$ 281.34		
	04/27/2012	Transcript Request	\$ 10.00		
201240	08/01/2012	Sigma Phi Epsilon Double Room	\$ 250.00		
	08/03/2012	Sigma Phi Epsilon Double Room	\$ 1,800.00		
	08/08/2012	Bus Admin Course Fee	\$ 420.00		
	08/08/2012	Geology 103 Crs Fee	\$ 15.00		
	08/08/2012	Technology Fee	\$ 100.00		
	08/08/2012	Facility Fee	\$ 160,00		
	08/08/2012	Library Fee	\$ 10.00		
	08/08/2012	Transportation Fee	\$ 26.00		
	08/08/2012	Undergraduate Study Abroad Fee	\$ 5.00		
	08/08/2012	Prog & Serv Fee-Health	\$ 89.00		
	08/08/2012	Prog & Svc Fee-Primary	\$ 255.00		
	08/08/2012	I/S Undergraduate Maintenance	\$ 3,901.00		
		- CURRENT PAYMENTS -			
201220	01/04/2012	Check		\$ 6,076.0	
	01/13/2012	TSAC-TN Ed Lottery Scholarship		\$ 2,000.0	
	04/27/2012	Cash		\$ 10.0	
201240	07/27/2012	Check		\$ 4,981.0	
		* CURRENT BILLED BALANCE *	\$ 2,050.00		

1 of 2 3/20/2013 8:26 AM

Executive MBA Programs

EMBA – Executive

SEMBA – Senior Executive

PEMBA - Physicians

AMBA - Aerospace

Global Supply Chain

Consortium Agreement:

THE UNIVERSITY OF TENNESSEE (*) Comments on OFFICE OF FINANCIAL AID & SCHOLARSHIPS TGACOMC-Comment 115 STUDENT SERVICES BADG. central KBOXVILLE, TN 37995-0230 (865) 974-3131 (865) 974-2175 FAX Consortium Agreement Contract PLEASE COMPLETE SECTION 1. OF THIS FORM AND RETURN TO UT'S OFFICE OF FINANCIAL ALL & SCHOLARSHIPS. 165 TENDESCONDENSION OF THE STREET Social Security Number Last Name M.I. 3834:? TNHumboldt State Žip Address UT E-mail address Local Telephone Number By signing and initialing this consortium agreement, I (the student) agree to: & Notify the Office of Financial Ald and Scholarships at UT if there is a change in my enrollment status at either it stitution; Authorize the Host inatitution to release any required information to finalize my financial aid at UT (FERPA); Take responsibility for payment arrangements at the Host school;

Have all of my financial aid processed only at UT;

Submit an official transcript to my academic advisor confirming completion of courses for the term attended; and Allow the Host institution to speak with representatives of UT concerning my belance or status. Apply for re-admission to the University and pay applicable fees if I am not enrolled in at least 1 credit hour at UTK during the term indicated below. Excess aid from UT will not be disbursed earlier than There at a no exceptions to this policy and I understand that I must make arrangements at the school listed below to cover my fulfion and related (see for the classes if the payment data is prior to UT's excess aid disi will be a transien/igtudent at . Student Signature SEGNATION AND RETURNED TO UT'S OFFICE OF FINANCIAL AID & SCHOLARSHIPS The student listed above is seeking a degree or certificate from the University of Tennesses and plans to enroll at till a Host institution listed below. This Consortium Agreement contract will allow UT to disburse financial aid based on the student's combined enrollment at both institutions. UT is responsible for determining aligibility of awards, disbursing aid, monitoring academic progress, keeping records, returning funds and reporting federal requirements. Once UT fees are paid, UT will refund any excess financial aid to the student. The student is responsible for payment of all charges at the Host institution. PSCC Name of Host Institution: Tultion and Fees: 489 Enrollment Period: Transportation: 1600 Dates of Enrollment: From, Books and Supplies: (45 Number of Credits Enrolled: Miscellaneous: 800 Total Cost of Attendance: 4539 UNDER THIS CONTRACT, THE HOST INSTITUTION WILL: Notify UT if the student withdraws or drops below the required enrollment-NOT process any federal or state aid during the above period of enrollment. Pellissippi State Community College Arlene Davis 443 PO Box 22930 Hardin Valley Road Host Institution FA Administrator Na Date Knoxville, T 4 37933 adavis@pstc :.cdu

Contract Authorizations:

Host Institution FA Administrator Signature

UT FAA Name

rev. 08/23/2012 UH

Teleuhone #

Metissa

Kingdom of Saudi Arabia Ministry of Higher Education Cultural Mission To The U.S.A.



المملكة العربيية السعوديية وزارة التبليم العالي المعتبة الثقالية بالولايات الشعدة الامريكية

FINANCIAL GUARANTEE

UNIVERSITY OF TENNESSEE-KNOXVILLE

OFFICE OF THE BURSAR, 211 STUDENT SERVICES ,KNOXVILLE ,TENNESSEE Date:

24-Aug-2012

Reference #:

2012/24/081028322202

Effective Date :

22-Aug-2012

Void Date : Major : 31-Dec-2013

Biology, Medical

Degree :

Technology Bachelor

Student ID:

Re

This is to confirm that the above named student is the recipient of a scholarship from the government of Saudi

The scholarship shall cover students enrolled in academic, English as a second language, or professional training programs as specified above.

Arabia. The scholarship has been granted in accordance with the following terms and conditions:

The scholarship shall provide full tuition and other required fees which are strictly related to the academic course of study. Tutoring or private classes fees for students enrolled in English as a econd language or any other programs are not provided. The scholarship shall also provide the student and his family with a monthly stipend for living expenses, clothing and books, as well as travel expenses and comprehensive medical and partial dental insurance coverage.

A student enrolled in an academic program is expected to accumulate credits toward the specified major at the normal course load for a full-time international student; namely, a minimum or 12 semester or 15 quarter hours for undergraduate students and 9 semester or 12 quarter hours for graduate students. A student in a program for English as a second language or professional training must be enrolled on a full-time basis.

At the time of enrollment, the register must send a copy of the student's registration to the Saudi Arabian cultural mission. The student transcript, or official evaluation letter for thesis and dissertation candidates, must be sent directly to the mission at the conclusion of each academic term. Similarly, progress reports are required on a session-by-session basis for students enrolled in English as a second language or professional training programs. The mission will pay the required transcript fees. This information may be released under the family educational rights and privacy Act of 1974, section 99.31 (a) (4). Which stipulates that "An educational agency or institution may disclose personally identifiable information from an educational record of a student without the consent required by section 99.31 if the disclosure is in connection with financial aid for which the student has applied or which the student has received."

This financial guarantee is binding from the effective fate until the void fate, as specified above, or upon graduation, whichever comes first, unless notification of cancellation has been provided be the mission. Any change in the assigned major or degree or the student's failure to enroll in consecutive academic ten in courses related to the assigned major, as specified in the degree plan, shall render this financial guarantee null and void. For academic purposes only, Please correspond with the advisor: ahmed a a said at 5713272449

For tuition payment and refunds, please provide our tuition Dept. at: Saudi Arabian Cultural Mission, Financial Affairs Department, 8500 Hilliop Road, Fairfax, Virginia 22031, with an original itemized bill indicating the student's Mission ID number. All refunded checks are to be payable only to the Saudi Arabian cultural Mission.

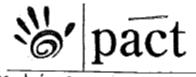
Please direct inquiries to tuition Dept. at Email address: tuition@sacm.org.

Sincerely,

ASSISTANT CULTURAL ATTACHE FOR ACADEMIC AFFAIRS

DR.MOHAMMED A.ALOMAR

8500 Hilltop Road • Fairfax, Virginia 22031 • (703) 573-7226 • (703) 573-2244 • Fax: (703) 573-2595
Web Site: www.sacm.org • E-Mail: sacmuşa@sacm.org



Young Boozer, Treasurer State of Alabama

Post Office Box 12865 Birmingham, AL 35202-2865

December 27, 2012

University of Tennessee - Knoxville ATTN: Ms. Melissa Crisp Bursar's Office 211 Student Services Bldg Knoxville, TN 37996-0000

RE: Authorized Billing for the Alabama Prepaid Affordable College Tuition Program

Student:

SSN:

Dear Ms. Melissa Crisp:

The Prepaid Affordable College Tuition (PACT) Program is a state program through which contracts were purchased to pay undergraduate tuition and qualified fees at public institutions in Alabama. PACT may also be used at out-of-state and private schools.

This letter authorizes you to bill PACT for the student listed above for the 2012 calendar year.

Please bill <u>actual</u> charges for tuition and qualified fees. If the amount charged for tuition and qualified fees is less than the amount listed below, PACT will only pay the actual charges.

Please submit an invoice that includes the following: the student's name, Social Security Number, term enrolled (fall/summer/winter/spring), number of credit hours, total amount of tuition, and total amount of qualified fees.

The bill should be submitted on a semester/quarter basis after the drop/add deadline, but before partial payment refunds begin. A sample invoice form is enclosed for your convenience. Once PACT has paid an authorized invoice, any matters related to the student's billing account should be handled according to your policy. PACT has no further involvement in the application of benefits.

The PACT Contract terminates when the beneficiary graduates, uses all of the tuition hours, or ten years from the original beneficiary's Projected Enrollment Year; whichever comes first.

(not

M109.34 W109.33

www.800alapact.com PHONE: 1-800-252-7228 FAX: 1-800-830-7390





December 21, 2012

University Of Tennessee Knoxville Office Of The Bursar 211 Student Serv. Bldg. Knoxville, TN 37996

Student Name:

Student SSN:

Payment Option:

Restricted

The Florida Prepaid College Plan has been authorized to disburse benefits to your institution for the student listed above. The benefits shown below for the student are current as of the date on this letter. The Plan does not cover deposits, meal plans, equipment, or processing fees. The Florida Prepaid College Plan will not be responsible for any fees not covered.

Please submit an invoice each semester directly to the address below or FAX to: (850) 309-1766 and allow four weeks for processing. The invoice must include: a) the semester/term; b) year; c) student's name; d) student's Social Security Number; e) the number of credit hours undertaken by the student and; f) the dollar amount being billed for the student's tuition, fees, and dormitory, if applicable. If you would like to expedite invoice processing, you may elect to submit your invoices through our online invoicing system. If you have questions regarding this notice or if you need more information about invoicing using our online system, e-mail SchoolHelp@Florida529Plans.com.

RESTRICTED PAYMENT OPTION FOR TUITION AND FEES

if the Plan is invoiced for the tuition and fees by dollar amount only, the Plan will pay a dollar amount up to the plan average rate payable for 15 credit hours at Florida's public colleges or universities under the student's plan.

If the Plan is invoiced for tuition and fees by credit hour and dollar amount, the Plan will pay the total number of credit hours invoiced at the average rate payable for a credit hour at Florida's public colleges or universities under the student's plan.

The tuition and fees and dormitory rates are subject to change every fall and spring.

Please find below detailed payment information for Carly M. Costello

If the student has more than one hour type available, the lower division hours will be used prior to the use of any upper division hours. The amount paid will not exceed the amount billed.

Tuition Lower Div Hrs Avail		Local Fee Lower Div Hrs Avail	TDF Upper Div Hrs Avail	Dorm Sem Avail	Tuit & Fees Plan Value	Tuit & Fees Lower Div Avg Rate	Tuit & Fees Upper Div Avg Rate	Dorm Sem Rate
***	118				\$13,540.50		\$114.75	

Sincerely,

Florida Prepaid College Plan Customer Service

9hrs \$114.75"
1032.75

P.O. Box 6567 • Tallahassee, FL 32314-6567 • 1-900-552-GRAD (4723) • www.myfloridaprepaid.com

November 14, 2012

UNIVERSITY OF TENNESSEE, KNOXVILLE AMY KENNEDY OFFICE OF THE BURSAR 211 STUDENT SERVICES BLDC KNOXVILLE, TN 37996-00225

Return Letter To: Vanderbilt University
HUMAN RESOURCES PROCESSING OFFICE
PMB #407718
2301 Vanderbilt Place
Nashville, TN 37240-7718

VANDERBILT TUITION BENEFIT LETTER

Children of Vanderbilt University faculty and staff are eligible for assistance from the University's tuition benefit plan for undergraduate study.

The benefit amounts outlined below will be paid by Vanderbilt, less any adjustments for other scholarships or grants which are specifically designated for tuition. If other scholarship or grant support is received in addition to the Vanderbilt tuition benefit, the combined support cannot exceed 100% of your institution's tuition.

If the student should withdraw, the tuition refund should be calculated according to your institution's withdrawal policy, and any refund applicable to the Vanderbilt tuition benefit should be issued directly to Vanderbilt University.

Spring Semester 2013

- If the above student's tuition is \$2,000.00 or less for the semester, Vanderbilt will pay 100%.
 If the above student's tuition is \$2,000.01 to \$2,857.00 for the semester, Vanderbilt will pay \$2,000.00.
- (3) If the above student's tuition is \$2,857.01 or more for the semester, Vanderbilt will pay 70% of your school's tuition. The benefit amount will not exceed 70% of Vanderbilt's current tuition of \$20,544.00; making the maximum payment \$14,380.80.

If you have any questions concerning the Vanderbilt tuition benefit plan or payments, please call (615) 343-7000, or 1-888-781-2766 if calling from outside the 615 area code. Our fax number is (615) 343-0219.

Please complete the information below and return this letter (along with your invoice if applicable) to the address shown above. Benefit payments cannot be made to your institution without receipt of this completed letter.

Actual tuition charge on student's billing (DO NOT INCLUDE MANDATORY FEES AND OVERLOADS)	<u>\$ 3901 - </u>
Scholarships or grants (other than Vanderbilt's benefit)	applied directly to tuition \$
Rate per credit hour \$ 300	12
Number of credit hours that constitute full time enrollm	ment 12 hrs to 18 hrs
Classes 12	2-20-13
Representative's Signature Connic	Date 0-0013
Phone Number: Amy Kennedy	Fax Number:
Senior Accounting Clerk	
akenned6@utk.edu	
Phone: (865) 974-1392	
Fax: (865) 974-1945	

DEC 14 2012

AUSTIN PEAY STATE UNIVERSITY WILL SCHOOL IN THE REQUEST FOR FEE DISCOUNT FOR SPOUSE AND/OR DEPENDENT

This is to request approval for a fee discount for undergraduate courses in accordance with Tennessec Board of Regents Guideline P-130, Educational Assistance for Spouses and Dependent Children of Employees.

INSTRUCTIONS: Please complete Section I below and forward to the Human Resources Office two weeks prior to registration. If approved, the original will be returned to you, and must be presented by your spouse or dependent to the cashier at registration at the campus where enrolled.

I. EMPLOYEE - COMPLETE THIS SECTION
4417
Employee Name Banner ID Number Office Phone No. P.O. Box
College Street, Clarksville, TN 37044 Spring '13
Institution Address Academic Term/Year
If courses are taken at APSU, indicate campus: On-Campus AP Center @ Ft. Campbell
Other TBR or UT Institution: UT Knoxville
SPOUSE/DEPENDENT INFORMATION
T#000 31543
Spouse/Dependent Name Social Security Number Relationship: Dependent (if dependent DOB) 5/24/92
EMPLOYEE CERTIFICATION
I hereby certify that the above information is correct and that I am currently an employee of a TBR institution or area school. I also certify that my spouse or dependent meets the eligibility requirements for a fee discount in accordance with TBR Guideline P-130. I understand that it is my responsibility to notify the Human Resources Office of any change in my eligibility for this benefit; and falsification of this information or misrepresentation of facts may result in liability for repayment of fees.
If the spouse or dependent is receiving Title IV Financial Aid, you must notify the Financial Aid Office, as this benefit may require an adjustment of financial aid received. I understand that Title IV Aid includes national direct student loan, college work study, supplemental educational opportunity grants, Pell grants, and other student aid programs administered by the TBR or UT.
, A-
Signature Employee/Remoter Spouse on Expression of Deceased Employee Date
II. HUMAN RESOURCES OFFICE - COMPLETE THIS SECTION
Date of Regular Employment 1-26-10 Percent of Full-Time 1007). Date of Retirement/Death
Approved Angie Qudish Date 18/13
III. BUSINESS OFFICE - COMPLETE THIS SECTION:
Fee Receipt No Amount Functional Area (100) 500 100
DateInitials

STATE OF TENNESSEE

any bennedy (





TREASURY DEPARTMENT BACCALAUREATE EDUCATION SYSTEM TRUST P.O. Box 198786

(BEST)

NASHVILLE, TENNESSEE 37219-8786 (615) 532-8056 OR 1-888-486-BEST

FAX (615) 401-6816

February 5, 2013

Please write your Social Security
or Student ID# on the line
below before you take this form
to the Bursar or student accounts
office at your school:

Union City, TN 38261

Dear Mr

You have authorized the following BEST funds to be used at a Tempessee public institution during the {Spring (01/15/2013 - 05/15/2013)} term for tuition, mandatory fees, books, and/or room and board:

<u>Institution</u> University of Tennessee, Knoxville Amount \$950.00

If you are attending a public institution in Tennessee, submit this letter to the institution in lieu of payment. Any additional funds required to complete registration must be paid by you or another third party or you will not be allowed to attend class.

This letter may also be used at a different public institution than the one you have initially chosen should you change your plans prior to enrollment. This authorization letter is only valid for the term noted above. A new letter will be sent to you for each term you have requested BEST funding prior to the beginning of that term.

If you have any questions concerning your BEST account, please call toll-free at \$88-486-2378, or 532-8056 in Nashville.

Sincerely, Burn Harli

Baccalaureate Education System Trust

I:Vol3/Burs/Admin/Training/DeptGuide

Page 207

myw.

PUBLIC HIGHER EDUCATION FEE DISCOUNT FOR CHILDREN OF LICENSED PUBLIC SCHOOL TEACHERS AND CHILDREN OF STATE EMPLOYEES THE UNIVERSITY OF TENNESSEE – KNOXVILLE CAMPUS

Term: Fall	Spring	Summer	Mini Term	Year						
STUDENT INFORMATION	4									
Full Name of Student:										
Student ID Number:		1	Date of Birth:							
Address:										
Relationship to Employee:	Natural or	Legally Adopted Chi	ld							
	Employee	's Stepchild Living w	th Employee in a Pare	nt/Child Relationship						
	Other Indi Explain:	vidual Living in a Par	ent/Child Relationship	with Employee						
TEACHER/STATE EMPLO Employment Status (check one Licensed Public School Teac Full Name:	e) Public H	igh School Technolo	ly employed, must b egy Coordinator (list Retired State Employed	Local Edu. agency on employer line						
Social Security Number:			Phone 1	No.						
Address:			rnone	No.:						
Employer			Phone N	ło.:						
TEACHERS ONLY (If applyi provide your current license numb		nool teacher, you must nt License Number:	be licensed by the Ter	nnessee Department of Education and						
to the best of our knowledge, that full extent of our knowledge and	t we hereby acknowled information both the student is found	owledge receipt of a c the "employee" and t d to be ineligible for t	opy of the rules of thi he "student" are fully	ned above is true, correct, and complete s fee discount programs, and that to the qualified for this fee discount under the t will be responsible for payment of all						
Employee Signature		imployer/Division of I	Retirement Signature	Student Signature						
Date		Títle		Date						
	_	Date								
INSTITUTION'S ACCEPTA	NCE (Subject to	Audit)		Date Received:						
Entered By:			– (Form Rév	Date Entered:ised by the Bursar's Office 7/2005)						

RULES OF THE TENNESSEE HIGHER EDUCATION COMMISSION

CHAPTER 1540-1-5 PUBLIC HIGHER EDUCATION FEE DISCOUNTS FOR CHILDREN OF LICENSED PUBLIC SCHOOL TEACHERS AND STATE EMPLOYEES

1540-1-5-01 INTRODUCTION

These rules implement the provisions of the T.C.A. Title 49, Chapter 7, Part 1 in Public Chapter 1095 of the 1990 Public Acts and Title 8, Chapter 50, Part 2 in Public Chapter 939 of the 1992 Public Acts, Public Chapters 125 and 267 of 1997 Public Acts (hereinafter called "the Act"). The Act enables children under the age of twenty-four (24) whose parent is employed as a full-time licensed teacher in any public school in Tennessee or as a full-time employee of the State of Tennessee to receive a twenty-five percent (25%) discount on tuition at any state operated institution of higher learning. Children of retired state employees or whose parent died while employed full-time or was killed on the job or in the line of duty as a full-time state employee are also eligible for a twenty-five percent (25%) discount.

1540-1-5-.02 GENERAL

- (1) Definitions. As used in these regulations (Chapter 1540-1.5):
 - (a) "child . . . under the age of twenty four" for purposed of this Act refers to dependent children of certified public school teachers or employees of the state of Tennessee, as herein defined, using the following criteria:
 - The teacher's or state employee's natural children or legally adopted children who are twenty-three years of age or under.
 - The teacher's or state employee's stepchildren who are twenty-three years of age or under and living with the teacher or state employee in a parent/child relationship.
 - Any other individuals who are twenty-three years of age or under and living in a parent/child relationship with the teacher or state employee, such as children or deceased parents who are being raised by a grandparent who is employed as a teacher or state employee.

 (b) "certified teacher in any public school in Tennessee" refers to teachers, supervisors, principals, superintendents and other personnel who are licensed.
 - by the Tenaessee Department of Education and employed by any local board of education, for service in public, elementary, and secondary schools
 - in Tennessee supported in whole or in part by state funds (hereinafter called "teacher").

 (c) "full-time" teachers are school employees whose position requires them to be on the job on school days throughout the school year, at least the number of hours the Local Education Agency is in session.
 - "full-time" supervisors, principals, superintendents and other personnel who are licensed by the Tonnessee Department of Education are those whose current assignments, regardless of their classification, require his or her services each working day at least a number of hours equal to the number of bours of a regular working day,
 - (d) "full-time employees of the State of Tennessee" are employees of the executive, judicial or legislative branches of Tennessee state government scheduled to work one thousand, nine hundred and fifty (1,950) hours or more per year.
 - (e) "retired state employee" for purposes of this Act refers to employees of the State of Tennessee who retire after a minimum of twenty-five (25) years of full-time creditable service.
 - (f) "tuition" for purposes of this Act refers to undergraduate maintenance fees or area school program fees.
 - "Maintenance fees" refers to a fee charge to students enrolled in credit courses. It is an enrollment or registration fee and is calculated based on the number of student credit hours for which the student enrolls. Tuition does not include application for admission fees, student activity fees, debt service fees, lab fees, applied music fees, the cost of books or other course materials, dormitory charges, or meal plans.
 - (g) "state operated institution of higher learning" means any institution operated by the University of Tennessee or the Tennessee Board of Regents which offers courses of instruction beyond the high school level (hereinafter called "institution").
- (2) Eligible children may enroll in any number of courses up to and including full-time study.
- (3) Fee discounts are only available for courses classified as undergraduate as defined by the institution.
- (4) The employment status of the teacher or state employee and the age of the child on the first day of classes will be used to determine eligibility for a student fee discount for that term. A change in employment status or the child's age after the first day of classes will affect eligibility for the discount only for
- (5) Fee discounts will not be retroactive for prior terms. Fee discounts are available only by application and should be approved prior to the beginning of the term for which a discount is being sought.
- (6) The fee discount described herein may not be used in conjunction with any other fee waiver or discount program. No eligible child shall receive a discount greater than twenty-five percent (25%) for any one term under the provisions of the programs described herein.

 (7) Fee discounts described herein will be available beginning with the Fall 1990 term for children of teachers and with the Fall 1992 term as defined by the
- institutions for children of state employees. Fee discounts for children of retired state employees or of state employees killed on the job or in the line of duty will be available beginning with the Fall 1993 term.
- (8) At the time of caroliment, the student must present a completed form for children of teachers or state employees certifying eligibility to receive a tuition discount. This form must be signed by the teacher or state employee, his or her employer, and the student. Forms are available at the public higher education institutions. Children of retired state employees must have this form signed by a designated official of the State Treasury Department, Division of Retirement to verify that the identified state employee has retired with a minimum of twenty-five (25) years of creditable service. For children of state employees killed on the job or in the line of duty, the form must be signed by a designated official of the state agency at which the employee was last
- (9) The Higher Education Commission will have the authority to develop a methodology for allocating appropriations to reimburse institutions for actual fee discounts under the provisions of the Act.

1540-1-5-.03 ELIGIBILITY

- (1) Be twenty-three (23) years of age or under; (2) Be a child of a teacher or state employee, in Tennessee as defined herein;
- (3) Be eligible according to the regulations as described herein; and
- (4) Be eligible for enrollment at the institution for which a student fee discount is sought according to the academic rules and regulations of the institution.

1540-1-5-04 APPEALS PROCEDURES

Appeals regarding the determination of eligibility of the applicant will be available in a manner consistent with institutional procedures now in place for admissions decisions.

PRECEDENCE OF THE ACT

These rules are subordinate to the Act and are intended to facilitate its implementations. Any portion of these regulations which are adjudicated as contrary to law are to be considered null and void. All other portions of these rules shall be severed therefrom and considered in full force.

(Revised June, 2000)

Myers, Christie Marie

From:

UT Bursar's Office

Sent:

Mondây, January 14, 2013 11:06 AM

To:

Myers, Christie Marie

Subject:

FW: Notification of Student Withdrawal

From: Office of the University Registrar Sent: Monday, January 14, 2013 11:04 AM To: UT Bursar's Office

Subject: Notification of Student Withdrawal

The following student,

as officially withdrawn from the University for Spring Sem

2013.

Office of the University Registrar

This email was generated by the KBANPR system. If this is generated from any system other than KBANPR, it is actually a test message and should be ignored.

This email was sent to the following address phx578@tennessee.edu.

15 UG	1602096	=3

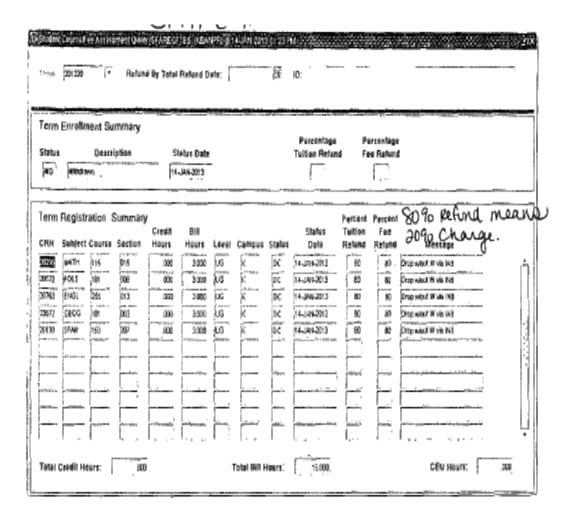
Meals 1566 Housing 2545

Crs -

Maint 978

@ So trus Student dropped

15 undergraduate Hrs@ 2090. 15 x 2090 = (3. credit Hrs)



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STUDENT	NFORMAT	ION 🎎	77454	-				HOLF.	Na V	icia i
•				1/9/2013			1/14/2013 Withdrawal Date/LDA			
				Start Date			Withdrawa	Date/LDA		
OC (D#				I awarb of these			Date of WE	W DA P		
				Length of Prog	ram		Date of W.L	/LDA Deter	munatio	п
Dependency Mod				Percentage:	W/D 15 U	G@2	20%			
PROGRAM			公约 第6年3	1.00		_	100000000000000000000000000000000000000	影响。	西 斯曼	20
Inst.	Non Inst.			Amount	Inst.	Non Inst.	Descriptio	n _	An	ount
		Tuition I	n/Out State	\$978.00			VolCard T	ransfer		
		P&S. Pri	imary & Health	\$344.00			Meal			\$1,566.00
		Technolo	ogy Fee	\$36,00			Housing			\$2,545.00
		Facility	Fee	\$54.00			ER Loan Engineering Fee ACH Refund - Dir Dep			
		Transpor	rtation	\$6.00						
		Study Al	broad Fee	\$5.00					ер	
		Library l	Fee			L	Excess Refund CK			
		Crs Fee		\$2.00			late fees			
PAYMENTS	/DISBURSE	MENTS	Mark 1	9.5	思想		37.	程為的	THE REPORTED	MAN THE
Date _	Source		SS Paid to Inst. Costs	Cash to Student	Date	Sour	ce	SS Paid to Inst. Cost		sh to dent
1/4/2013	Check		\$5,917.00							
1/11/2013	Univ Schol		\$750.00							
1/11/2013	Hope		\$2,000.00			_				
]									
						L				
Inst. Cost		Non	Inst. Costs	Non-Inst. Cos	its	D	Total Aid to Inst. Co.		Total A Paid as	
		1400	mat. Casta	Tron-Inac. Cos						

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IS THIS STUDENT A FIRST-TIME STUDENT?	A Constitution of the cons

at this school, or has received 100 percent refund (loss any permitted aliministrative fee) for previous attendance. (A first-time student YES NO

remains so until he or she withdraws after attending of least one class at the school for the enrollment period.)

DID THIS STUDENT WITHDRAW ON OR BEFORE THE 60% POINT? For credit-hour programs, the 60% point is YES NO the point in the calendar time when 60% of the encollment has elapsed.

IF THE ANSWER TO BOTH QUESTIONS IS "YES", a statutory pro-rata calculation is required for this student for this calculation, you must determine the Portion That Remains (of the enrollment period) and the instructional costs that may be excluded, if any 1/15

UDENT	INFORMAT								comes to	
				1/9/2013 Start Date		÷	1/14/2013 Withdrawal			
r endency Mo	 del: L-1		UGITN	Length of Prog		 G@2		/LDA Determ	ination	
	COSTS:				A TURK					İ
	Non Inst.			Amount	Inst.	Non Inst.	Description	1	Amount	
	-	Tuition l	n/Out State	\$978.00			VolCard T	ransfer		
		P&S. Pri	mary & Health	\$344.00			Meal		\$1,566.00	
		Technolo		\$36.00			Housing		\$2,545.00	
		Facility		\$54.00			ER Loan			İ
		Transpor	rtation	\$6.00			Engineerin	g Fee		
		Study A	broad Fee	\$5.00			ACH Refu	nd - Dir Dep		
		Library		,			Excess Re	fund CK		
		Crs Fee		\$2.00			late fees			
YMENT	S/DISBURS	EMENTS		神经节数	海南海	14.0			A CONTRACTOR	
te .	Source		\$\$ Paid to Inst. Costs	Cash to Student	Date	Sou	rce	SS Paid to Inst. Costs	Cash to Student]
1/4/2013	Check		\$5,917.00		/	. Ks	3000			
1/11/2013	Univ Schol		\$750.00		lrepay.	-		ne_		So, The
1/11/2013	Hope		\$2,000.00					600	≀l auno	Scholaus Univers
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Inst. Co	sts	Non	-Inst. Costs	Non-Inst. Co	ests	D	Total Aid to Inst. Co		Total Aid Paid as Cash	}
			RMATION'S			Turence Market	tended at least o	Branching Colors	45046	2

YES NO

IF THE ANSWER TO BOTH QUESTIONS IS "YES", a statutory pro-rate calculation, is required for this student for this

calculation, you must determine the Portion That Remains (of the enrollment period) and the instructional costs that may be excluded, if any.

1/15 JAN 31 '13 PM 2:02

We put a Comment on SPACMNT, a Hold it the Student owes, and mail a Statement to them.

Internal Collection Notification Process:

```
October 29, 2012

Knoxville, TN 37917-
Dear Mr.
```

As previous correspondence have shown the amount you owe is seriously delinquent and the Bursar's Office is as of this date undertaking certain actions which are permitted by University of Tennessee Personnel Policy (Section 500, Policy 515) to collect the total amount of \$3,214.00 currently owed.

This policy which governs collection of debts owed to the University by employees allows you the following alternatives:

- You may pay the debt in full within 15 days of the receipt of this notice and no further action will be initiated against you.
- You may authorize the University to withhold from each of subsequent paychecks an amount, which is agreeable to both you and the University, until the debt is paid in full.
- You may request a hearing for the purpose of contesting this debt within 15 days of the receipt of this notice.

Failure to either make payment in full, make payment arrangements satisfactory to the University, or to request a hearing within 15 days of the receipt of this notice, will result in a deduction in the amount established by the Bursar's Office from each paycheck subsequently issued to you until the debt is paid in full.

In order to avoid having a deduction made from future payroll checks, you must pay this account in full or contact the Bursar's Office on or before November 12, 2012.

Sincerely,

Jacqueline Benshoof Supervisor September 2, 2010

.

Knoxville, TN 37916

Dear 1

Despite repeated requests, you have failed to settle your debt of \$104.00. Consequently, in accordance with Personnel Policy 515, the Payroll Office will make a deduction of \$36.37 biweekly from subsequent paychecks issued to you until the debt is satisfied.

If you have any additional questions, please contact me at the address above.

Sincerely,

Jacqueline Benshoof Supervisor

```
«FNAME» «LNAME»
«STR1»
«STR2»
«CITY», «STATE» «ZIPC»
```

IMPORTANT NOTIFICATION ABOUT YOUR DELINQUENT ACCOUNT

Your VolXpress account is now delinquent. Electronic statement reminders have been sent to you and the account detail is on MyUTK for your review. Should you have any questions about your account, please contact us. Otherwise, we look forward to receiving your payment at this time. Please make your check payable to The University of Tennessee for the total amount due.

Please note that future registration services, transcripts, grades, and other University services will not be provided until the total amount due is paid in full. If payment or satisfactory arrangements are not made by the date shown, collection costs of up to 25% may be added to your account.

Detach bottom portion of this letter and return with your check payment or log on to your MyUTK account to pay by credit card or e-check.

ID	DUE DATE	TOTAL AMOUNT DUE
«ID»	12/16/11	\$ 694.00
		AMOUNT PAID
		¢

To pay by Visa, Mastercard, Discover, or e-check, use MyUTK online at: https://myutk.utk.edu.

Make check payable to the University of Tennessee. Check here if you have enclosed a CHANGE OF ADDRESS notice.

REMIT TO:

«FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC»

The University of Tennessee Bursar's Office 211 Student Services Building Knoxville, TN 37996-0225 May 20, 2013

Knoxville, TN 37919

IMPORTANT NOTIFICATION ABOUT YOUR DELINQUENT ACCOUNT

Your account is past due and payable immediately. Previous notifications have been ignored and your account is being reviewed for appropriate collection efforts. Failure to pay your account in full may result in the assessment of collection costs up to 25%, plus reasonable attorney fees, if necessary. In order to PROTECT YOUR CREDIT RECORD and avoid additional charges, you must submit your payment in full by the due date.

Detach bottom portion of this letter and return with your check payment or log on to your MyUTK account to pay by credit card or e-check.

ID	DUE DATE	TOTAL AMOUNT DUE
000	12/16/2011	\$ 1,457.00
		AMOUNT PAID
		\$

To pay by Visa, <u>Mastercard</u>, Discover, or e-check, use MyUTK online at MyUtk.edu.

Make check payable to the University of Tennessee.

REMIT TO:

The University of Tennessee Bursar's Office 211 Student Services Building Knoxville, TN 37996-0225

Knoxville, TN 37919

```
May 21, 2013

«FNAME» «LNAME»

«STR1»

«STR2»

«CITY», «STATE» «ZIPC»
```

FINAL NOTICE - Delinquent Account

Numerous notifications have been sent requesting payment of your outstanding debt. If payment is not received by the due date of this **final notice**, your account will be placed with a collection agency.

If you anticipate any delay beyond the due date in paying your account, you must contact this office immediately at (865) 974-4495. We must emphasize that this is your **final** opportunity to pay this account and work with the university before it is referred for further collection activity.

Detach bottom portion of this letter and return with your check payment or log on to your MyUTK account to pay by credit card or e-check.

ID	DUE DATE	TOTAL AMOUNT DUE
«ID»	10/15/11	\$ 4,221.00
		AMOUNT PAID
		\$

To pay by Visa, Mastercard, Discover, or e-check, use MyUTK online at MyUtk.edu.

Make check payable to the University of Tennessee.

REMIT TO:

«FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC» The University of Tennessee Bursar's Office 211 Student Services Building Knoxville, TN 37996-0225 May 21, 2013 «FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC»

PAYMENT AGREEMENT

Based on your payment agreement, please remit your monthly payment at this time. In the event that we do not receive your payment as agreed, we will consider our agreement void and will resume appropriate collection activity, including the assessment of collection costs to your account. Should you have any questions about your account, please contact our office at (865) 974-4495.

ID	DUE DATE	TOTAL AMOUNT DUE
«ID»	10/15/11	\$ 4,221.00
		AMOUNT PAID
		\$

To pay by Visa, Mastercard, Discover, or e-check, use MyUTK online at MyUtk.edu.

Make check payable to the University of Tennessee.

«FNAME» «LNAME» «STR1» «STR2»

«CITY», «STATE» «ZIPC»

REMIT TO:

The University of Tennessee Bursar's Office 211 Student Services Building Knoxville, TN 37996-0225 May 21, 2013 «FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC»

IMPORTANT NOTIFICATION ABOUT YOUR DELINQUENT ACCOUNT

Thank you for your recent payment on your account. Please pay the balance in full in order to avoid further collection activity. Should you have any questions about your account, or need to set up specific monthly payment arrangements, please contact our office at (865) 974-4465

ID	DUE DATE	TOTAL AMOUNT DUE
«ID»	10/15/11	\$ 4,221.00
		AMOUNT PAID
		Ś

Check here if you have enclosed a CHANGE OF ADDRESS notice.

REMIT TO:

The University of Tennessee Bursar's Office 211 Student Services Building

«FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC» May 21, 2013 «FNAME» «LNAME» «STR1» «STR2» «CITY», «STATE» «ZIPC»

IMPORTANT NOTIFICATION ABOUT YOUR ACCOUNT

Thank you for the recent payment on your account. Should you have any questions about your account, please contact our office at (865) 974-4465

	REMAINING
ID	AMOUNT DUE
«ID»	\$ 4,221.00

Check here if you have enclosed a CHANGE OF ADDRESS notice.

«FNAME» «LNAME» «STR1»

«STR2»

«CITY», «STATE» «ZIPC»

REMIT TO:

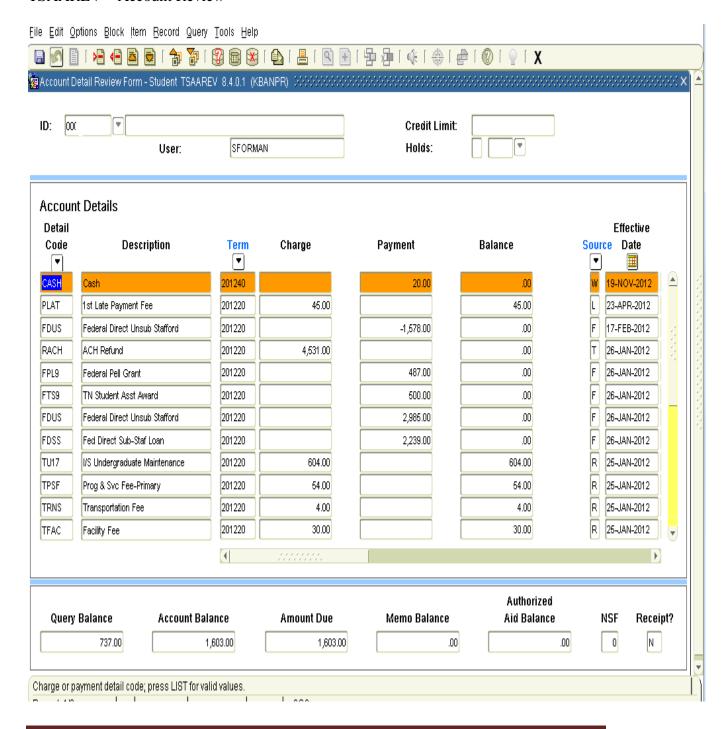
The University of Tennessee Bursar's Office 211 Student Services Building Knoyville TN 37996-0225

PROMISE TO PAY AGREEMENT

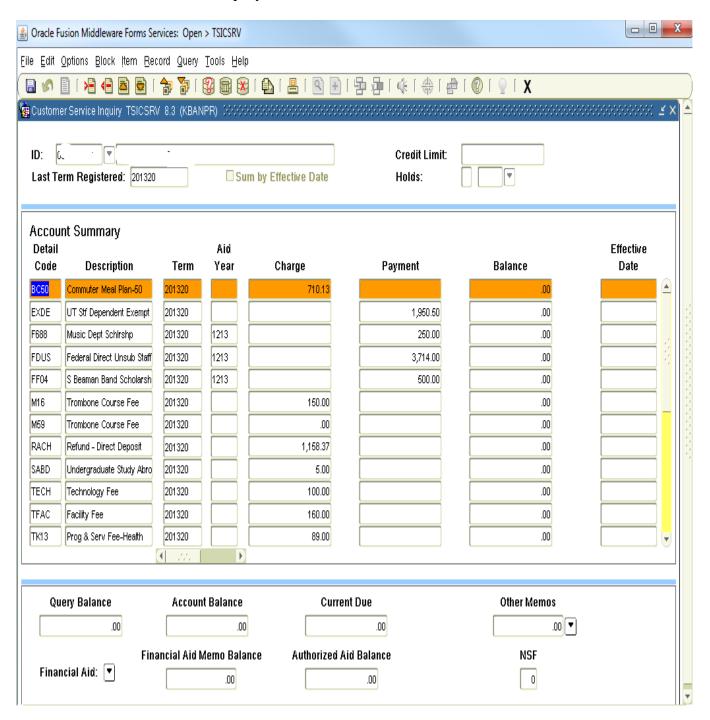
Studer	it Name:				UT Student ID:				
		eement I acknov of Tennessee a	vledge and reaffirm n	ny outstandin	g debt pertaining to	fees/fines of	\$		
By sign	By signing this agreement I agree to pay my outstanding debt according to the following schedule, terms and conditions:								
1.	 I agree and accept responsibility for monthly payments of at least \$ Payments are due before the 1st Friday of each month and will continue until the account is paid in full. 								
2.			nts are to be mad ee, Office of the Bursa						
3.	Notification	n must be prom	onsibility to notify the optly made to Dayna 211 Student Services	Tampas at <u>stu</u>	udentaccounts@utl		_		
4.	 I understand any payment returned by my banking institution for "Insufficient Funds", "Stop Payment", "Account Closed" or any other reason will immediately cause the account to become delinquent and thereafter placed in a collection status which may include referral to a collection agency; 								
5.	. I understand that I may make additional payments beyond the agreed monthly payment at any time; however, I am still responsible for continuing to make the minimum monthly payment;								
6.	. I understand I will not be able to register for classes at the University of Tennessee or receive a transcript until this debt is paid in full.								
7.	7. I further understand and agree that if I do not follow through with any portions of the above- stated schedule of payments, terms and conditions, and/or if any installment is delinquent beyond ten (10) days, this account, at the sole option of The University of Tennessee, may be declared immediately due and payable in full. I promise to pay all attorney fees and other reasonable collection costs and charges necessary for the collection of any amount not paid when due. I understand that, if my account is referred to a collection agency, the collection fee is ordinarily thirty-three and one-third percent (33 1/3%) of the total outstanding balance due, for which I will be responsible in addition to the principal debt due and payable.								
			read this agreement uted the agreement b			pose, intent	and effect of this		
Date			Student Signatu	ire					
Addres	s								
Home I	No		Cell No		Work No				
Email A	ddress								

Forms in Banner:

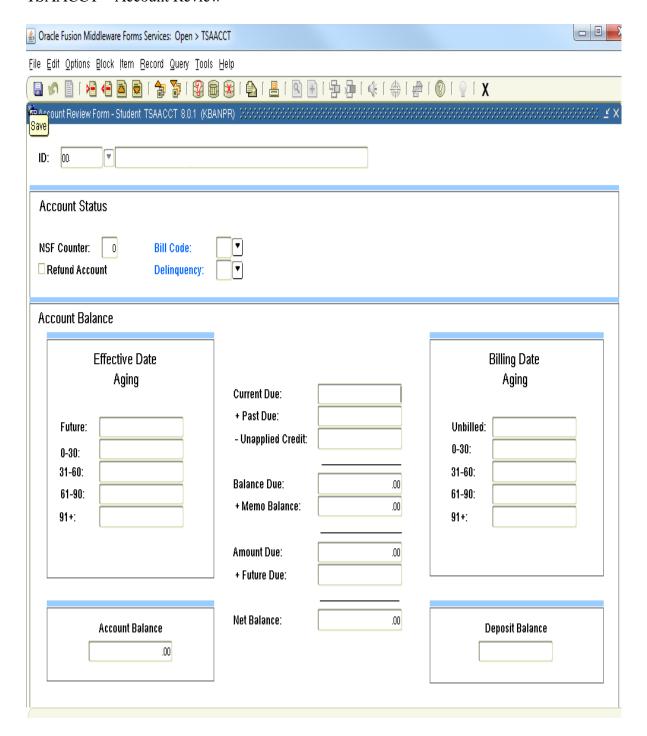
TSAAREV – Account Review



TSICSRV - Customer Service Inquiry

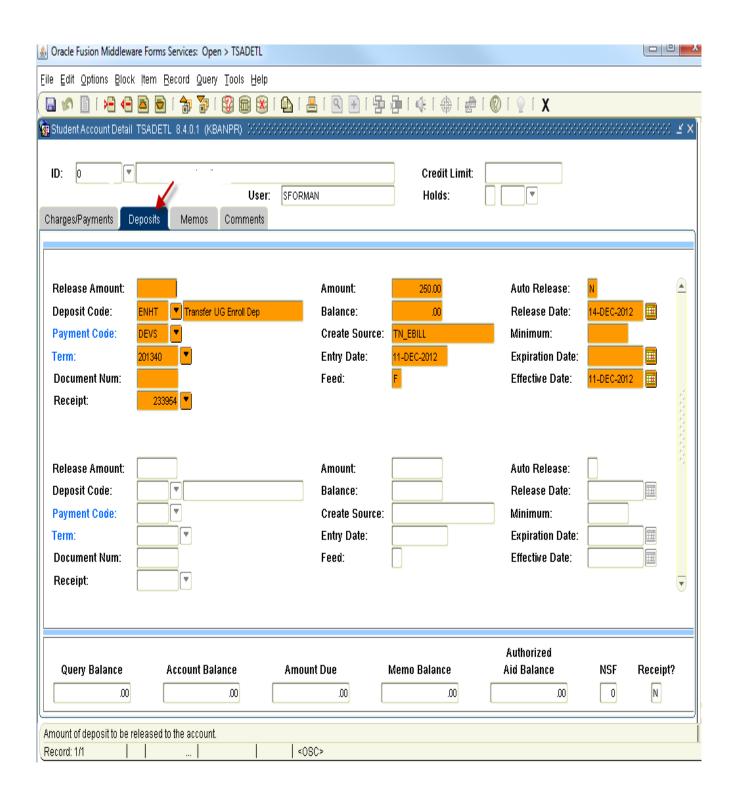


TSAACCT - Account Review

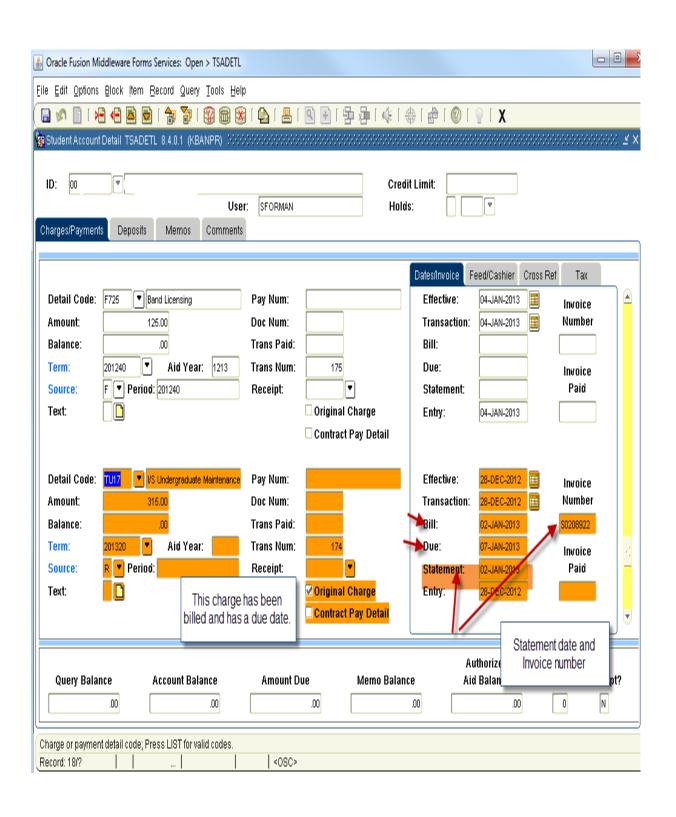


TSADETL – Student Account Detail

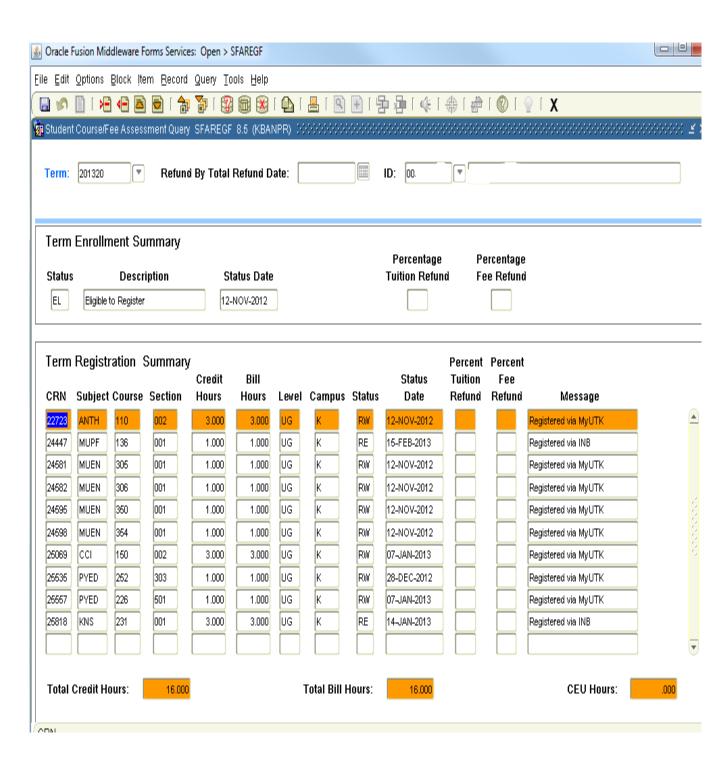
View Enrollment Deposits:



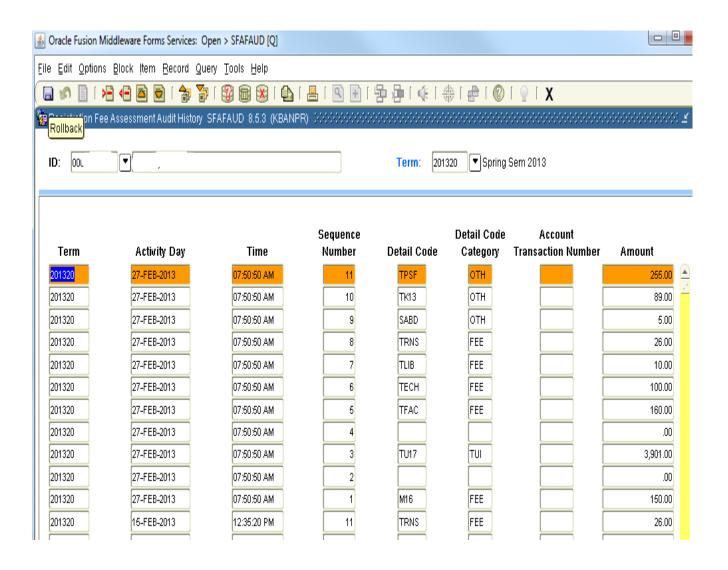
To see if charges have been billed, statement date, due date, etc.

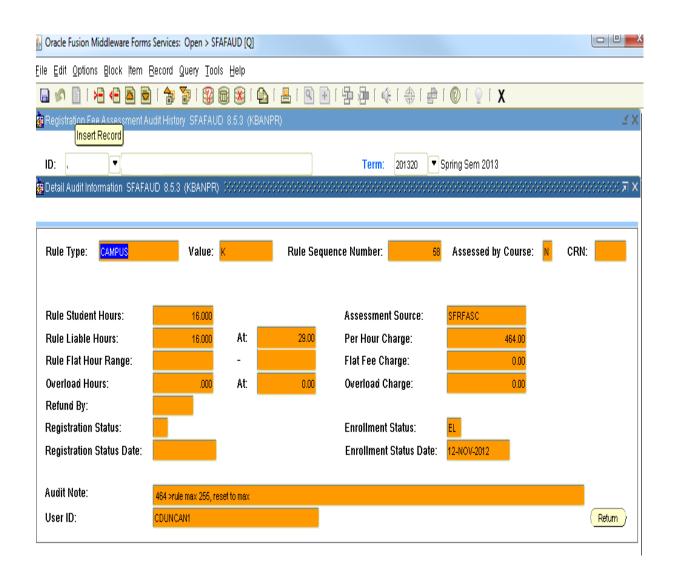


SFAREGF – Student Fee Assessment Query

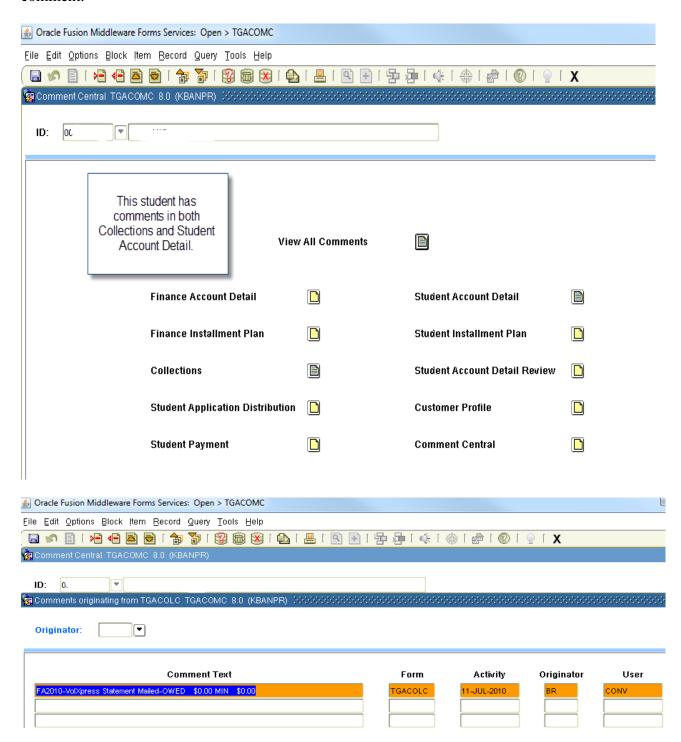


SFAFAUD – Fee Assessment Audit – You next block on any line and see what fee assessment rule was used.

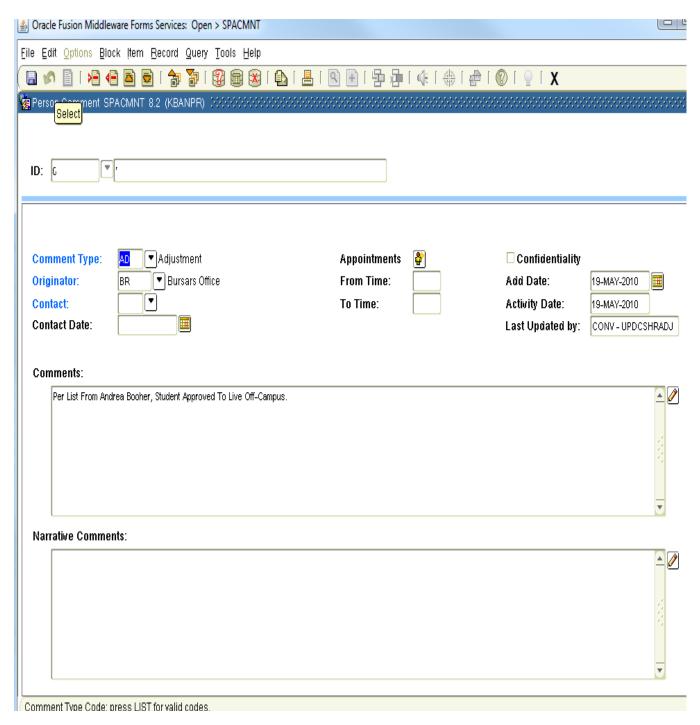




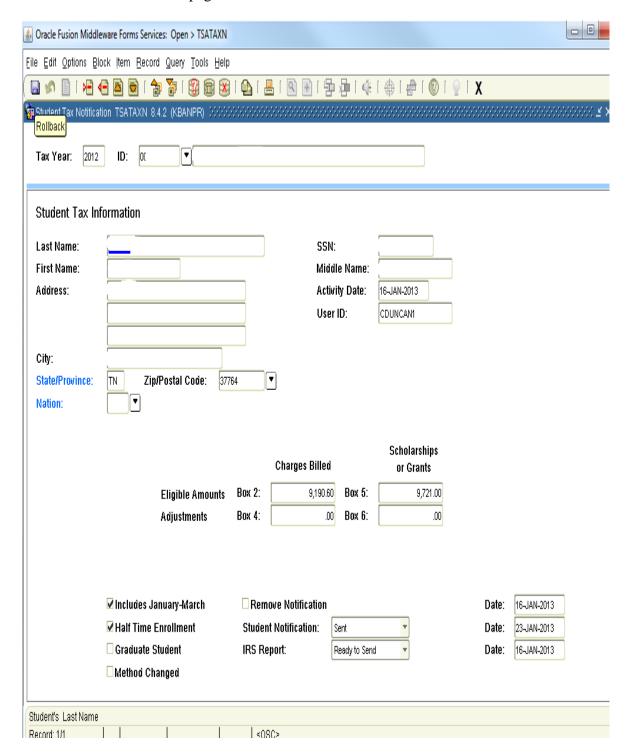
TGACOMC – Comment Central-Double click on either shaded sheet to view the comment.



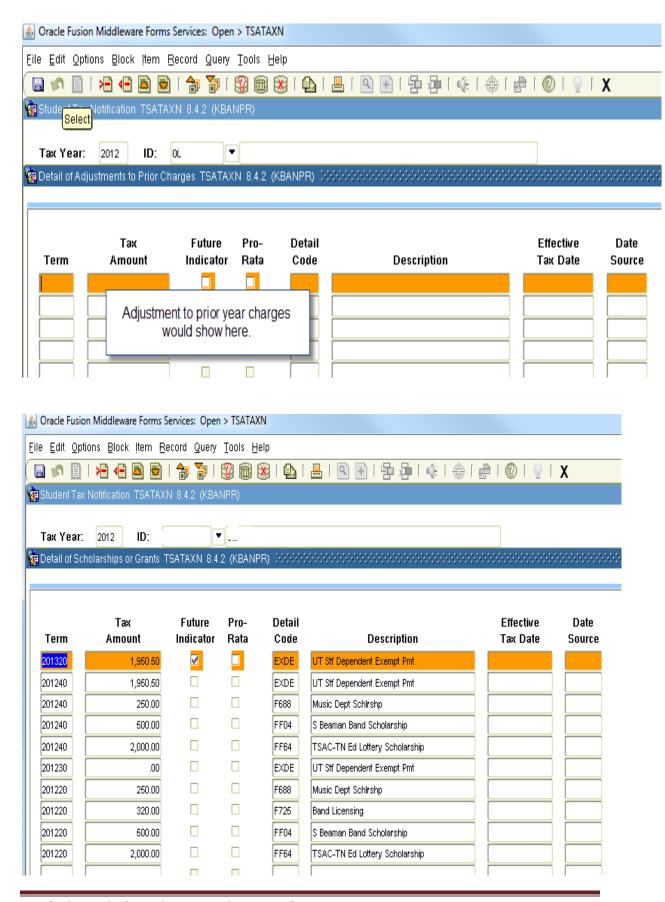
SPACMNT – Space Mountain Use for more than 1 line comments.

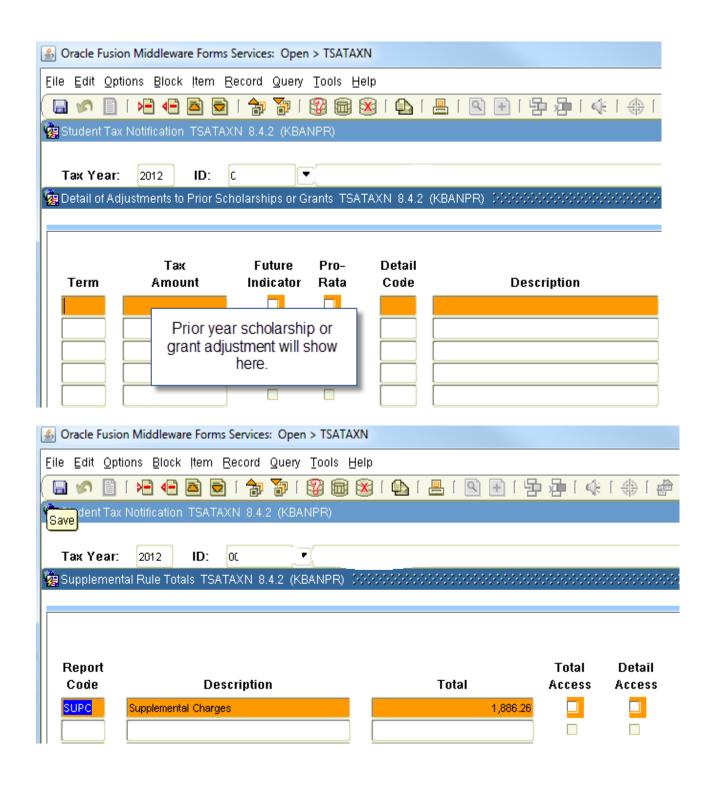


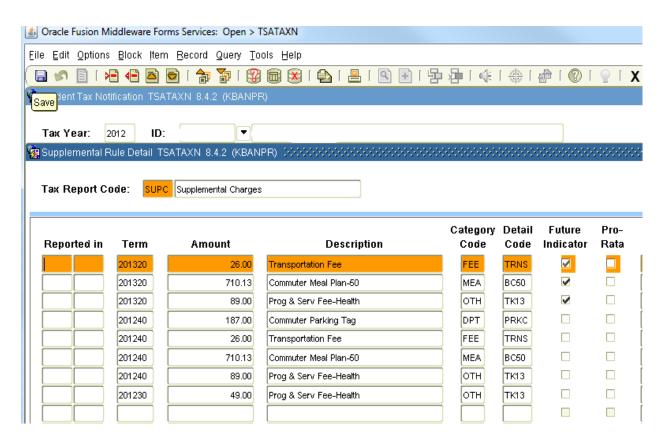
TSATAXN – Student Tax Notification – There are several pages to this form. You will next block to see the next page.



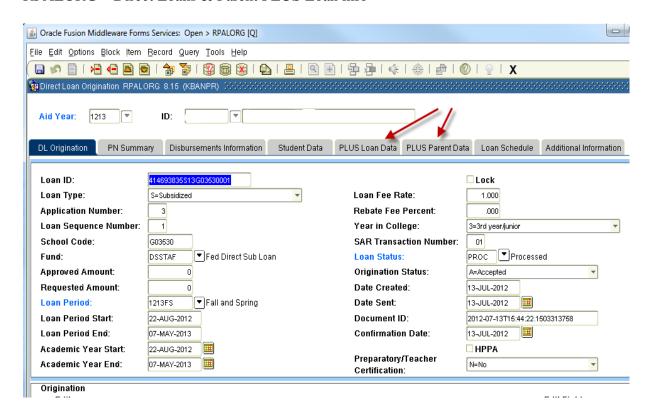
Oracle Fusio	n Middleware Forms S	Services: Open	> TSATAX	(N			
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Rollback	Notification TSATAX	N 8.4.2 (KBA)	NPR)				
Tax Year:	2012 ID :						
g Detail of Charges Billed TSATAXN 8.4.2 (KBANPR) 3000000000000000000000000000000000000							
Tarm	Tax	Future	Pro-	Detail	Dosavintian	Effective	Date
Term 201320	Amount	Indicator	Rata	Code M59	Description Trombone Course Fee	Tax Date	Source
201320	.00 5.00	<u>~</u>		SABD	Undergraduate Study Abroad Fee		
201320	100.00	V		TECH		-	
		V			Technology Fee		
201320	160.00		_	TFAC	Facility Fee	-	
201320	10.00	✓		TLIB	Library Fee		
201320	219.30	V	2	TPSF	Prog & Svc Fee-Primary		
201320	3,901.00	V		TU17	I/S Undergraduate Maintenance	_	
201240	100.00			CMT1	Music Theory Work 101 Cr Fee	_	
201240	300.00			M16	Trombone Course Fee		
201240	.00			M59	Trombone Course Fee		
201240	5.00			SABD	Undergraduate Study Abroad Fee		
201240	100.00			TECH	Technology Fee		
201240	160.00			TFAC	Facility Fee		
201240	10.00			TLIB	Library Fee		
201240	219.30		✓	TPSF	Prog & Svc Fee-Primary		
201240	3,901.00			TU17	I/S Undergraduate Maintenance		
	9,190.60					Display Date	
rm Code; P	ress DUPLICATE RE	CORD or chan	ge Display	y Date check	box to toggle date vs. summary display		
cord: 1/20				<	08C>		



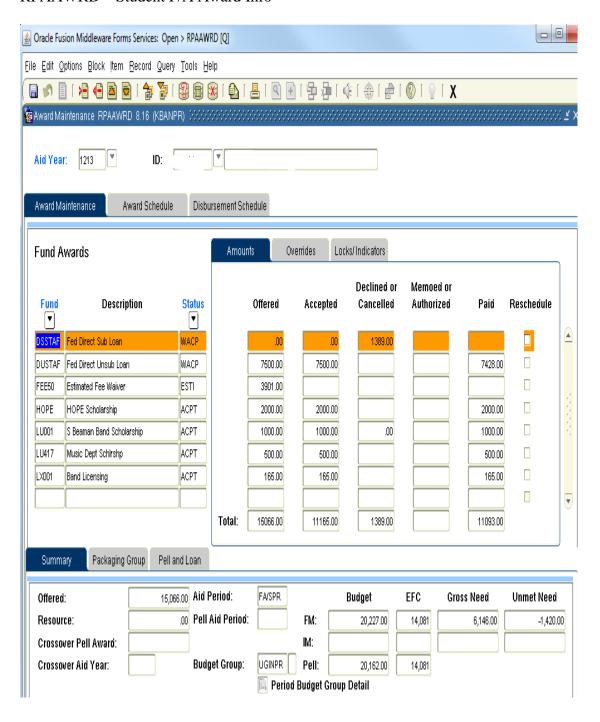




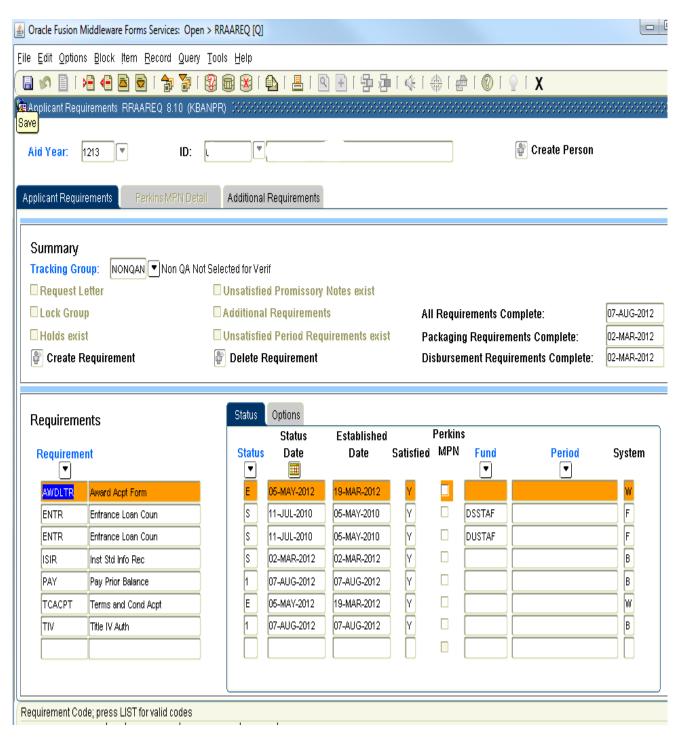
RPALORG - Direct Loans & Parent PLUS Loan info



RPAAWRD - Student F/A Award Info



RHAAREQ – Applicant Requirements



Student Appeal Contact List

Appeals:

Program and Service Fee - Primary

Dean Maxine Thompson Davis, Dean of Students, <u>mthomps2@utk.edu</u>
Program and Service Fee – Health

Dean Maxine Thompson Davis, Dean of Students, mthomps2@utk.edu
Technology

Mike Cash, Manager, OIT Comm Grp Service Center, <u>mikec@utk.edu</u> Transportation

Jeff Maples, Sr. Assoc Vice Chancellor Finance & Administration, <u>maples@utk.edu</u> Facility Fees

Jeff Maples, Sr. Assoc Vice Chancellor Finance & Administration, <u>maples@utk.edu</u>
Study Abroad

Pia Wood, Associate Provost & Director Center for International Educ, pwood@utk.edu