

**Thank you for your patience!
We will begin shortly.**



Student Accounts Webinar

Part 3



Thank you for joining Part 3 of 3! Please review our full webinar series schedule.

PART 1: ACCOUNT & TRITONPAY

- August 10th
5 - 5:45 PM
- August 17th
5 - 5:45 PM
- August 24th
5 - 5:45 PM

PART 2: PAYMENT PLAN & ALTERNATIVE PAYMENT METHODS

- August 11th
5 - 5:45 PM
- August 18th
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- August 25th
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PART 3: ACCOUNT PROCESSES

- August 12th
5 - 5:45 PM
- August 19th
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- August 26th
5 - 5:45 PM

Meet the Teams



**Student Account
Services**



**University Billing
Services**



**Central Cashier's
Office**



**Loan
Administration**



Campus Cards

Agenda

ACCOUNT PROCESSES



Refunds



Holds



Campus Cards

Followed by a live Q&A at the end of the presentation!

REFUNDS

Refunds occur when students make an overpayment, receive excess financial aid or scholarships, or get a stipend.

Types of Refunds:

- Cash or Check Overpayment
- Credit Card
- E-Check Overpayment
- Housing
- Financial Aid and Scholarships

REFUNDS

Find out if there's a refund available on your student account.

On the TritonPay Alert Banner, you will be able to see a "credit balance" alert.

My Account Summary

[Account History](#)

STATEMENT STATUS

You have a credit balance of: \$2,371.43

Once the refund has been sent out, you will be able to see it on your account history as one of the following:

"Fin Aid **Rfn** or Direct Dpst"

"**Rfnd** of Cash or Check Overpymt"

"**Refnd** of Hous Dep & Other Pymts"

Transaction Date	Statement Date	Category	Description	Term	Reference Number	Payments/Credits	Charges/Debits/Credits
12/19/2018	01/03/2019	Other	CAMPUS ID CARD REPRINT CHARGE				21.1
09/30/2017	10/02/2017	Other	UCSD Bookstore Charge				21.0
09/26/2017	10/02/2017	Other	Fin Aid Rfn Ck or Direct Dpst				2371.43
08/13/2018	09/05/2018	Other	TEST LF CHARGE				25.0
01/02/2018	01/04/2018	Other	Fin Aid Rfn Ck or Direct				2963.0

HOW TO GET YOUR REFUND

Students can request a refund through the student portal.

support.ucsd.edu/students

The screenshot shows the UCSD student support portal interface. At the top, there is a navigation bar with links for 'Find Answers', 'Get Help & Order Services', 'My Stuff', and 'Agent View'. Below this is a breadcrumb trail: 'Home > Request Catalog'. A search bar is located on the right side of the page. On the left, there is a 'Categories' sidebar with two items: 'Get Help (Student Financial ...)' and 'Get Help from Our Campus P...'. The main content area is titled 'Get Help (Student Financial Solutions and Graduate Financial Support)'. It contains four service cards: 'Submit a Ticket' (help with billing & payment, refunds, grad financial support, 1098T and campus card), 'Hold Removal Request' (request to remove SFS holds), 'TPA Request Form' (out of school student Time Payment agreement request), and 'Student Refund Request Form' (request a refund for the credit balance available on Tritonlink). The 'Student Refund Request Form' card is highlighted with a red border.

Find Answers Get Help & Order Services My Stuff Agent View

Home > Request Catalog

Categories

- Get Help (Student Financial ...)
- Get Help from Our Campus P...

Get Help (Student Financial Solutions and Graduate Financial Support)

- Submit a Ticket**
Get help with billing & payment, refunds, grad financial support, 1098T and campus card.
- Hold Removal Request**
Request to remove SFS holds
- Student Refund Request Form**
Request a refund for the credit balance available on Tritonlink.
- TPA Request Form**
Out of school student Time Payment agreement request.

HOW TO GET YOUR REFUND

There are different ways
you can receive your
refunds!



Direct Deposit

Students can enroll in direct deposit on
Tritonlink under Financial Tools.

2-3 business days



Paper Check

If you are not enrolled in direct
deposit, refunds will be issued to the
current mailing address on file.

1-2 weeks

sfs.ucsd.edu/student-accounts/direct-deposit.html

*Parents cannot request refunds; the student must contact us to receive the refund.

ACCOUNT HOLDS

How to review and resolve holds on your account

The screenshot shows the TritonPAY interface for UC San Diego. At the top, there is a navigation bar with links for TritonLink, Advising & Grades, Classes & Enrollment, Financial Tools, Personal Tools, Student Forms, and Help. A search icon is also present. Below the navigation bar, there is a dropdown menu with options: Enrollment Authorization System (EASy), Holds (highlighted with a red box), Schedule of Classes, TritonEd, and WebReg. To the right of the dropdown, there is a yellow callout box with the text: "Information: If you encounter a hold on your account, please try a different browser (or) clear your browser data cache, disable your browser settings, and use browser back button". Below the dropdown, there is a section titled "My Account Status" with a link for "Account History". A light blue box highlights the "STATEMENT STATUS" section, which contains the following text: "Your account is past due. You have a total account balance of: \$2,160.00. You have holds on your account: REGF BURF. Your account is currently impacted by the above holds. Select the Payment Options button for hold details and removal requirements." Below this, there is an "ATTENTION" notice: "Per WebReg notification, any student who is wait listed, enrolls late, or has reinstated must make their registration payment by the enrollment deadline. Failure to do so can result in class cancellation and late fees." At the bottom, there is a table with the following data:

BILLING STATEMENT ACTIVITY	BALANCE	DUE DATE
Past Due Charges	\$1,000.00	Past Due
Current Charges	\$0.00	
Last Statement Balance	\$1,000.00	
Activity since Statement Date		
New Charges	\$1,160.00	
Total Account Balance	\$2,160.00	

STATEMENT STATUS

You have holds on the account.

- To remove the REGF hold, you must pay all the REGM and REGO fees.
- To remove the BURF hold, you must pay all past due fees.

ACCOUNT HOLDS

SFS-Managed Holds

BURF

Past due balance

TRIP

Past due TRIP

ECHECK

3+ invalid payments

WO

180+ days late

LCOD

Loan exit counseling

LCOL

Past due loans

The screenshot shows a web interface for a 'Request Catalog'. At the top, there is a navigation bar with links: 'Find Answers', 'Get Help & Order Services', 'My Stuff', and 'Agent View'. Below this, the breadcrumb 'Home > Request Catalog' is visible next to a search box. The main content area is titled 'Get Help (Student Financial Solutions and Graduate Financial Support)'. On the left, there is a 'Categories' sidebar with two items: 'Get Help (Student Financial ...)' and 'Get Help from Our Campus P...'. The main content area contains four request cards: 'Submit a Ticket' (Get help with billing & payment, refunds, grad financial support, 1098T and campus card.), 'Hold Removal Request' (Request to remove SFS holds), 'Student Refund Request Form' (Request a refund for the credit balance available on Tritonlink.), and 'TPA Request Form' (Out of school student Time Payment agreement request.). The 'Hold Removal Request' card is highlighted with a red border.

For other holds, please contact the corresponding department.

Tuition and Housing Financial Scams

Beware of tuition and housing scams!



Protect Your Login Credentials

Never share your online credentials with anyone nor provide financial information.



Use official payment methods.

Only use payment methods approved by UCSD. Never send/wire any money.



Avoid solicitations

Do not respond to 3rd party solicitations for payment of tuition fees.



Beware of WeHousing



Students who use the 3rd party company, WeHousing, to find housing, pay deposits, or pay rent receive eviction notices because WeHousing never sent the payments to the owners.

Don't Become a Victim!

If you receive a suspicious call:

1. Hang Up

Tell the caller that you refuse to cooperate with their threats.

2. Contact UC San Diego Police

Report the incident to campus calling (858) 534- HELP (4357) and submit a report.

3. Notify ISPO

Inform your international student advisor to identify campus resources for you.

Campus Cards

Pay with your student ID card!



Dining Dollars

If you live on-campus, your ID card will be loaded with dining dollars which you can use at the dining halls and college markets.



Triton Cash

You have the option to load "Triton Cash" onto your card via Triton Card Account Service Online to use at Price Center and any approved restaurants/markets



Charging to Student Account

You can use your ID card at the **Bookstore**, **Sunshine Market**, and **campus printers** to make purchases and charge to your student account.

Contact Us!

Students and parents contact SFS through different channels

Students support.ucsd.edu/students


UC San Diego | Services & Support


How to Navigate ServiceNow Student Support


Find Answers Get Help & Order Services My Stuff Agent View

Student Support

Search


FIND ANSWERS
Browse information about SFS' products and services


GET HELP & ORDER SERVICES
Submit a ticket and order services


MY TICKETS
View incidents & requests you've submitted

Parents email SFS@ucsd.edu

Contact Others!

Students can contact other departments relevant to their student account activity.

Financial Aid & Scholarships Office

finaid@ucsd.edu
858-534-4480
fas.ucsd.edu

Student Health Services (SHS)

ship3@ucsd.edu
858-534-2124
studenthealth.ucsd.edu

Office of the Registrar

registrar@ucsd.edu
858-534-3150
students.ucsd.edu/sponsor/registrar

Undergraduate Housing & Dining

housinginfo@ucsd.edu
858-534-4010
hdh.ucsd.edu

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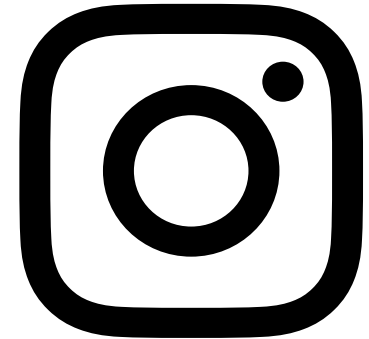
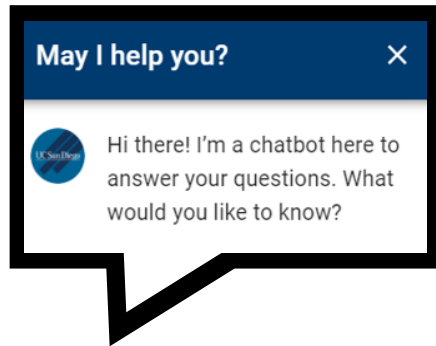
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Questions?

Visit our website and follow us on social media for more information!



sfs.ucsd.edu



[@ucsd_sfs](https://www.instagram.com/ucsd_sfs)

UC San Diego

STUDENT FINANCIAL SOLUTIONS