The University of Exeter Online Student Statement

Overview

Your online statement provides a detailed summary of tuition fees, accommodation costs, additional charges, payments received, as well as any applicable sponsorships or discounts

Access and guidance

This document will explain the basic details of the student statement, as well as the most useful tabs and how to navigate the student statement.

To access your student statement, log into MyExeter and access the Student Record System (SRS). From here, you can access the finance section and view your student statement.

Payments to be made

The 'Payments to be made' tab outlines any outstanding charges on your account. In the example provided, the student has unpaid tuition fees for Terms 1 and 2, totalling £4,375, as shown at the bottom of the page.

- Due dates:
    - Term 1: 14/11/2022
    - Term 2: 23/01/2023

To avoid late fees, all payments must be made by the due date. We recommend paying at least 5 days in advance to allow time for processing.

Understanding the Columns

- Original amount/Payment amount: Total value of the invoice
- Amount paid: Amount already paid and allocated
- Balance to be paid/Payments made: Remaining amount outstanding

In the example, no payments have been made yet, so the full balance remains due.

To summarise:

- 'Original amount/Payment amount' shows the total amount for the invoice
- 'Amount paid' shows how much has been paid already and allocated to the invoice
- 'Balance to be paid/Payments made' shows how much remains outstanding

What happens when a payment is made?

Search results for: [redacted]

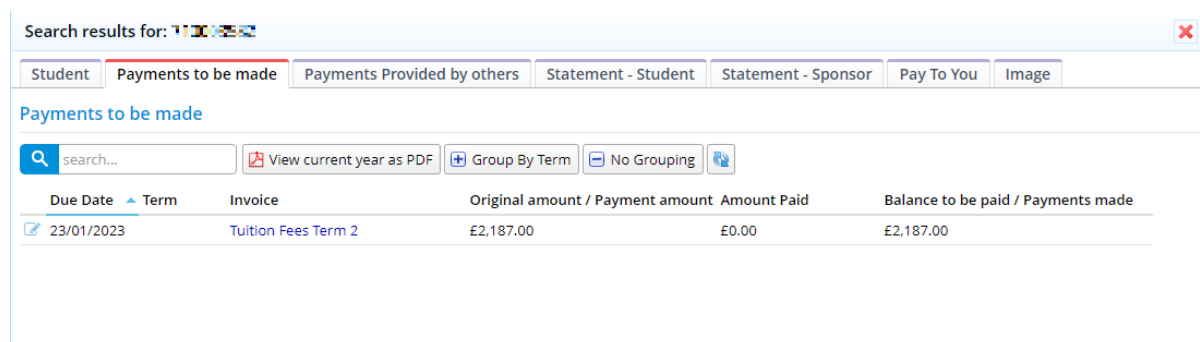| Student | Payments to be made | Payments Provided by others | Statement - Student | Statement - Sponsor | Pay To You | Image |

Payments to be made

search... | View current year as PDF | Group By Term | No Grouping

Due Date ▲ Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022	Tuition Fees Term 1	£2,188.00	£0.00	£2,188.00
15/11/2022	Tuition receipt WPM Openpathw...	-£2,188.00	£0.00	-£2,188.00
23/01/2023	Tuition Fees Term 2	£2,187.00	£0.00	£2,187.00

Total: 2187.00

In this example, the student has paid their Term 1 tuition fee in full of £2,188 on 15/11/2022. This payment appears as a 'receipt' of –£2,188.00 in the invoice column, with credits shown as negative values.

Payments are automatically allocated by our finance system within 24 hours. In this case, the payment will be applied to the Term 1 tuition fee.
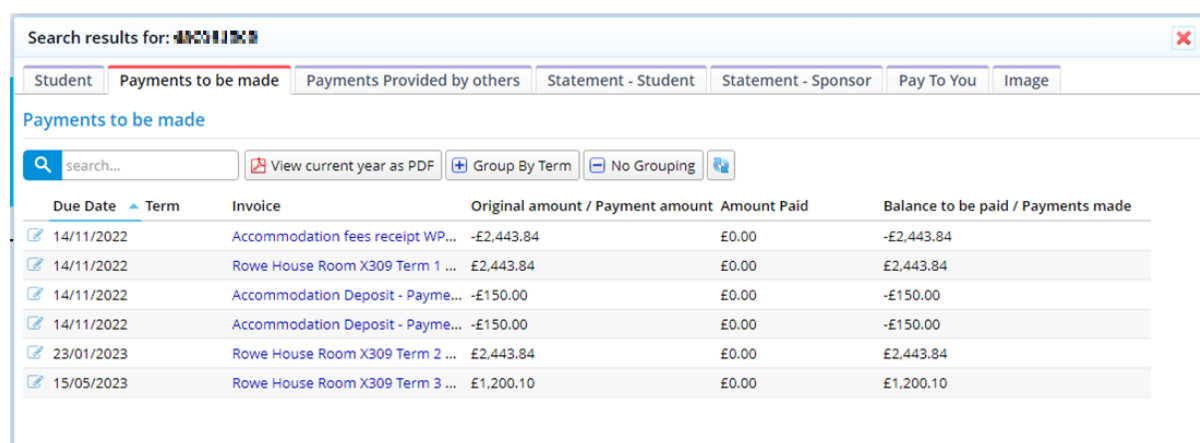
Once a fee is fully paid...

...it is removed from the 'Payments to be made' tab. It is not removed from your student statement entirely and can still be seen on the 'Statement – Student' tab.

Another example:

In this example, the student's account has no tuition fee invoices, but three accommodation invoices, for terms 1, 2 and 3. For accommodation fees, the 'invoice' description will be the room number and term.

The student has paid £2,443.84 to cover their term 1 accommodation fee. £300 for their accommodation deposit, made in 2 payments of £150. These payments are showing as negative numbers, and will be allocated to the outstanding fees automatically, as per screenshot below:

The payment of £2,443.84 has been allocated to the term 1 fee of £2,443.84, clearing it entirely and removing it from this tab. The deposit payment of £300 has been allocated to the term 2 fee of £2,443.84. This has not paid the term 2 fee in full, and so there is still £2,143.84 to be paid for term 2.

Please note that Payments will always be allocated in date order, starting with the most recent due date. In this example, as the amounts were the same, the payment was allocated to the term 1 invoice.

Statement – Student

The 'Student Statement' tab provides a complete record of all fees and payments for the academic year, including those no longer outstanding. This includes payment dates, amounts, and any reductions applied. Entries are listed chronologically, offering a clear overview of your account history.

In the example provided, the student was charged two fees for the 2022/23 academic year and has made two corresponding payments. The 'Balance to be paid' shows £0 for all entries, indicating the account is fully settled with no outstanding fees or unallocated credits.

This tab also displays any reductions—such as scholarships, discounts, or adjustments due to withdrawal or interruption, which appear as negative amounts. For instance, a £2,000 scholarship will be shown as a –£2,000 reduction, reflecting the amount covered and reducing the total payable.
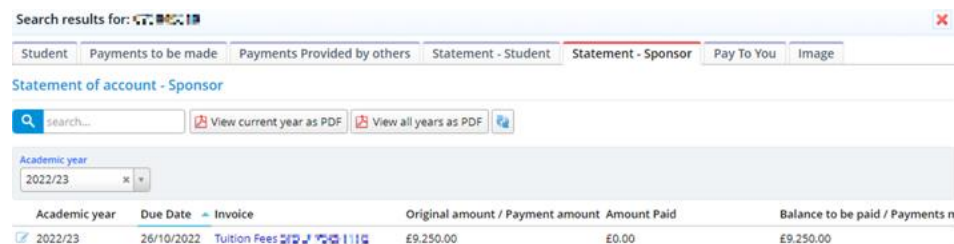
Statement – Sponsor

If part or all of your fees are covered by a sponsorship, scholarship, student loan, or discount, these will not appear under the 'Payments to be made' tab, as they are not your responsibility to pay. Instead, they are recorded under the 'Statement – Sponsor' tab.

In the example provided, the student has a Student Loans Company (SLC) loan covering their full tuition. As a result:

- The 'Payments to be made' tab shows no outstanding payments.

- The 'Statement – Student' tab is empty, as the student has made no personal payments.

- The 'Statement – Sponsor' tab displays an invoice for £9,250, issued to the SLC.

SLC invoices are clearly identified by the description:
"Tuition Fees [SLC student support number]".

Once the SLC makes a payment…

...It will be listed under this tab.

Here, we can see the SLC paid £2,312.50 (listed as a negative). Within the next 24 hours, the university's finance system will automatically allocate the payment...

...so that the payment of £2,312.50 is allocated to the invoice for £9,250, leaving £6,937.50 outstanding.

It is worth noting that, unlike the 'Payments to be made' tab, invoices and payments are not hidden once they have been fully paid and fully allocated. The 'Statement – Sponsor' tab functions much like the 'Statement – Student' tab in that it lists all transactions, even if they have been fully paid and fully allocated.

Once all payments have been received from the SLC and allocated to the SLC's invoice, this student's account will be paid in full, with £0 balance to be paid.

This process applies for all sponsorships, scholarships, and discounts. If you are only partially sponsored, or if your scholarship or discount only covers part of your fees, you will have entries on both the 'Payments to be made' (the fees charged to you) and 'Statement – Sponsor' (the fees that are being covered) tabs. As an example:

This student has a scholarship for £2,164, split into 2 payments of £1,082 (one half for term 1, one half for term 2). This scholarship, however, does not cover the student's fees in full:

Search results for: ⬛⬛⬛ ⬛⬛⬛

| Student | Payments to be made | Payments Provided by others | Statement - Student | Statement - Sponsor | Pay To You | Image |

Payments to be made

🔍 search... | 📄 View current year as PDF | ⊞ Group By Term | ⊟ No Grouping | 🔁

Due Date ▲	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
✏️ 14/11/2022		Tuition Fees Term 1	£2,164.00	£1,082.25	£1,081.75
✏️ 23/01/2023		Tuition Fees Term 2	£2,163.00	£1,081.75	£1,081.25

The student is being charged a total of £4,327 for this academic year. The scholarship has reduced their fees – the 'amount paid' reflects this – but there is still an outstanding amount of £2,163 that the student must pay.

Queries

Should you have any queries relating to the statement after reading through this document or would like more in-depth information, please contact SID.

FAQs

"There are no outstanding fees on my account but there is a negative figure showing as outstanding. What does this mean?"

This indicates that there is an overpayment on your account. A payment is shown as a negative figure on the student statement, so if there is an outstanding negative figure this means that there are no further fees for the payment to be allocated to, and the payment is currently sitting on your account as a credit.

Outstanding credit can be left on your account to be allocated towards any future fees, or they can be refunded back to you. If you would like to request a refund, feel free to raise an enquiry through SID online.

"What does a fee highlighted in red mean?"

This indicates that the fee has not been paid in full by the due date.

"I've made a payment, but it isn't showing on my student statement. Where is the payment?"

Payments can sometimes take a few days to reflect on the university's finance system. If a payment is not showing on the statement after a week, please raise an enquiry through SID online and attach evidence of the payment, such as a remittance document, so that the finance operations team can investigate further.

"I don't think the allocation of my payments is correct, can this be fixed?"

In some cases our automated allocation system allocates payments incorrectly. This can be easily rectified; please raise an enquiry through SID so that the finance operations team can correct the allocation.