

## Exciting New Feature Available for Guests!

Guest users may now receive a copy of your Billing Reminder emails!

Forgot to remind your parent or someone paying on your account to send in a payment before it was due and received a finance charge? Not a problem any more. Now you, the student, may request online that a copy of the Billing Reminder emails that you receive also get sent to one or more of your guest users.

As of November 8, 2011, students may make this request by simply checking a box on the guest access page (see last option listed below "Receive Billing Reminder Email"). Select guest, click EDIT, and then check box.

### Student Guest Access

Pepperdine students can grant other users direct and authorized online access to their student information, which may include schedule of classes, grades, financial aid, and student account information\*.

\*Please note that any person, other than the student, who wishes to make an online payment to the student's account, must be a registered guest user with authorization to "Make a Payment" and "View Account Detail."

Once granted access to the "Make a Payment" feature, a guest will be able to view, update or delete your eRefund or Saved Account information. A student assumes full responsibility for any changes made by the authorized guest. Students may revoke this guest authorization/consent at any time by making changes on this website, but such revocation shall have no effect upon any actions taken by Pepperdine University in reliance upon authorization/consent prior to receiving such revocation.

In authorizing guest users, students acknowledge that the University is not responsible for any unauthorized disclosure of their student information by their registered guest user(s).

#### Add/Update Guest Access

Name: J Ma

Email Address: gos@gmail.com

Guest Status: Confirmed

- Show Schedule
- Show Grades
- Show Financial Aid
- [Show Account Detail](#)
- [Allow Making Payment](#)
- [Receive Billing Reminder Email](#)

Updated Date/Time: 11/03/2011 3:24:16PM

Save

[Return to Guest Listing](#)

**Only students will have the access to request or cancel these emails being sent to a guest user.**

Guests will need to have “confirmed” status before the emails will be sent out.

- Therefore, a new guest will need to confirm his/her initial access first before receiving the informational email below.
- While currently confirmed guests will receive the following informational email as soon as the student checks the box “Receive Billing Reminder Email and clicks the SAVE button.

This email explains what to expect: what they will receive, why each is sent, and what action to take. It also explains that the student is the only one who may grant or cancel this access.

From: Pepperdine University [DO.NOT.REPLY@pepperdine.edu] Sent: Thu 11/3/2011 5:36 PM  
To: Welch, Lisa  
Cc:  
Subject: Student Account Billing Reminder Emails Lisa Welch

Greetings!

As part of the access granted to you by your Pepperdine student, he/she has also requested that you receive the Billing Reminder Emails. These are notification emails regarding the student account and are sent to notify you of changes made, payments due, or past due balances. Below is a brief description of what you will be receiving.

WHAT EMAILS WILL I RECEIVE? There are three types of emails sent out:  
NEW ACTIVITY  
DUE DATE  
OVERDUE BILL REMINDER

FOR WHAT REASON ARE THESE EMAILS SENT AND WHAT DO I NEED TO DO WHEN I RECEIVE THEM?

1. NEW ACTIVITY -  
This is a general email letting you know there was a change made on the student account within the last week. It could be a charge or a credit applied to the account. You would need to access the student's student account through WaveNet to see any changes.  
ACTION: Review the account to see if there are any new fees due.

2. DUE DATE REMINDER -  
This is a general email sent to remind you that a balance is due in 5 days. You would need to access the student's student account/due charges through WaveNet for the amount due and details.  
ACTION: Plan to have payment arrive in Student Accounts Office by the due date or make payment online by due date.

3. OVERDUE BILL REMINDER -  
This is a general email sent to notify you that a balance was due but no payment was received and that finance charges will start to accrue within 24 hours.  
ACTION: Make payment online that day to avoid finance charges or send payment. Finance charges may accrue if payment not received before they start to accrue.

Please talk with your student to make sure you have access to the student information that you need. ONLY THE STUDENT MAY GRANT OR CANCEL THIS ACCESS. When speaking with Pepperdine staff, we will only be able to release the information based on the access granted by the student in accordance with FERPA (Family Educational Rights and Privacy Act) federal regulations.

HOW WILL I KNOW WHEN I RECEIVE ONE OF THESE EMAILS?  
The email will be sent to the most current email address we have on record for you.  
The email will be sent from:  
Pepperdine University [<mailto:DO.NOT.REPLY@pepperdine.edu>]

The subject line will be:

New Activity on Your Pepperdine University Student Account  
- for New Activity emails

Student Account Due Date Reminder from Pepperdine University  
- for Due Date Reminder emails

Missed Payment on Your Pepperdine University Student Account  
- for Overdue Bill Reminder emails

WHAT IF I DECIDE I NO LONGER WANT TO RECEIVE THESE EMAILS?

If you wish to stop receiving these emails at any time, please notify your student and he/she can update your guest access account. Once the student cancels the request on your guest access account you will receive another email to let you know that the billing reminder emails we no longer be sent to you, per the student's instructions.

We hope you find this information and the billing reminder emails helpful.

-Pepperdine University, Office of Student Accounts

Then anytime one of these three emails (New Activity, Due Date Reminder, or Missed Payment) is sent to the student, the guest will be blind copied on it. This means that the guest will see the student's name listed in the sent "TO" field but the student will not see the guest's name or email address on the email they receive.

This was done for the privacy of the guest so that if the student had more than one guest with this access, we would not be giving out email addresses of the guests in the cc field of the email.

Should a guest no longer wish to receive these emails or a student decides to cancel this access for one of his/her guests, the student just removes the check mark from the box and clicks SAVE.

Immediately, the guest will be sent a **CANCELATION OF BILLING REMINDER EMAILS** email that looks like this:

We are sending this email to notify you that your Pepperdine student has canceled the request to have the billing reminder emails sent to you.

Therefore, effective immediately, you will no longer receive the following emails:

NEW ACTIVITY  
DUE DATE REMINDER  
OVERDUE BILL REMINDER

If at any time you decide you want to receive these emails again, please contact your student and he/she may update your guest account to reflect this request.

-Pepperdine University, Office of Student Accounts

## Please Also Check Out The Other New Feature On The Guest Access Page!

Click on the option to see exactly what type of access you are granting your guest.

Previously, students could only check the box of the option they wanted to give to their guest. Now they can click on the option to see what access they are actually granting their guest (only those underlined below).

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**Email Address:** gos@gmail.com

**Guest Status:** Confirmed

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- Receive Billing Reminder Email

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[Return to Guest Listing](#)

Each option gives a brief explanation of what access the guest will have if that box is checked. It also lets the student know what other options they may want to give their guest, if they need further information/access.

Click on [SHOW ACCOUNT DETAIL](#) and see the following:

### Show Account Detail

By checking this box your guest will have the ability to view all charges and credits on the student account.

Click on [ALLOW MAKING PAYMENT](#) and see the following:

### Allow Making Payment

By checking this box your guest will only have access to the "Make A Payment" link and the ability to pay your account online. This option does not give access to actual account information. You must also check the box for "Show Account Detail" for your guest to see the charges and credits on the student account.

Click on [RECEIVE BILLING REMINDER EMAIL](#) and see the following:

### Receive Billing Reminder Email

By checking this box your guest will only be sent email reminders for "New Activity" (regarding any new charges or credits on your student account), "Due Date Reminder" (when there is a balance due in 5 days), and "Overdue Bill Reminder" (notice that balance was due but no payment was received and that finance charges will start to accrue). This option does not give access to actual account information. You must also check the box for "Show Account Detail" access for your guest to see the charges and credits on the student account.

Your guest will receive an email letting him/her know that he/she will now be sent the billing reminder emails as stated above. Your guest will also receive an email notification letting him/her know they will no longer receive these emails, should you cancel this option and uncheck this box.

We hope you will find these new features useful. Please let us know if you have any questions.

-Pepperdine University, Office of Student Accounts