

Kempner, Brandon K

From: Quintana, Wendy
Sent: Thursday, August 10, 2017 11:15 AM
Subject: Global from the Business Office Help Line

Greetings HU Community:

The 2017 Fall Semester is just around the corner and the Business Office is here to help you. If you have any questions regarding your student account, please do not hesitate to CONTACT **our new Help Line at (505)454-3444**. The Help Line is here to answer any questions or concerns regarding your account. Our staff is trained to assist you and give guidance on your account. This will help skip the trip to our business office, by giving you a sense of security that your finances are up to date and taken care of.

The Business Office Help Line Team will:

- Answer questions pertaining to business holds, direct deposits, reimbursements.
- Resolve financial inquiries.
- Direct you to the proper staff or department as necessary.
- Provide assistance finding forms/email forms to you.
- Provide instructions on how to pay online or how to do a third party payment/Parent Payment.
- Take payments over the phone
- Prepare a payment plan
- Provide you on important dates.
- Assist you if you have been disenrolled.
- Assist with any agency billing invoices

If you would like to come in and speak to a Business Office representative in person, please feel free to do so. We welcome all students, parents, staff, and faculty to our **new second initiative**, the **"Student Account Financial Services Center"** (*name to be determined*) with inquiries regarding student accounts or any other financial matter. Our center is located in the Rodgers Administration Building office 204. Please contact us, we are happy to help you or schedule an appointment to meet with you. August 14- September 1st, the Business Office Help Line and Center office hours will be from 7:00 am to 6:00 pm Monday-Friday. After, September 1st hours will be from 8:00 am to 5:00 pm.

Below is a photo of our support team:



Back row, left to right: Director of Finance/Comptroller Paula Escudero, Team Leader Neyli Castillo Tovar, Benjamin Pokharel, and Mahmoud Mohamed. ***Front row, left to right:*** Daniel Lesse, and Mahmoud A. Fathi.

Sincerely yours,

Neyli Castillo Tovar-Team Leader
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