

FREQUENTLY ASKED QUESTIONS FOR E-CITIZEN SUPPORT

- The University would like to access the E-citizen statement with credits, debits and running balances for ease reconciliation purpose and to ascertain relevant revenue collection.
- Student payments are not credited into their accounts seamlessly on time. This can take days until intervention is taken for a transaction to be complete.
- Delays in receiving messages on designated sales centers.
- Payment messages do not include names of customers thus difficult to differentiate.
- Sales messages showing up two or three months later after the payment date.
- Sometimes messages are not received at all, yet the customers have paid and received alert messages.