



Why don't I have a financial aid book voucher?

To receive a book voucher, you must authorize the use of your financial aid for bookstore charges, and your anticipated financial aid must be greater than your tuition, fees, and other charges. The book voucher allows you to charge against the remaining financial aid. Book vouchers are established as long as the following criteria are met. Once you have resolved those items listed below which apply to you, your book voucher will be re-assessed the following business day.

Most requirements must be complete.

- In **Ozone**, on the **Financial Info** tab, click the **View Financial Aid Details** link which is listed in the **Financial Aid Summary** section. Click **Student Requirements** to check if there are any items which are listed as **Required, Incomplete, or Received, not yet reviewed**.
- Provide any requested documentation to Oserve.
- You must complete the Financial Aid Authorization Form with a status of **All charges authorized**.
- You do not have to submit the forms for verification of household or assets; submit tax return transcripts; or finalize a special conditions request in order to receive a book voucher.

You must meet Satisfactory Academic Progress (SAP).

- In **Ozone**, on the **Financial Info** tab, click **Satisfactory Academic Progress** to check your SAP status.
- If your status is **SAP Ineligible**, you are not eligible for federal financial aid.
- If your status is SAP warning, SAP probation, following appeal terms, or you are near the maximum limit, **and** you were enrolled in Summer 2019, you must wait until your Summer 2019 Satisfactory Academic Progress status has been established before a book voucher can be determined.

You must be admitted as a regular student who is not enrolled in high school. In addition, your program of study and your intent must be financial aid eligible.

- A message will be posted under **Active Messages** if you do not meet one or more of these requirements. In **Ozone**, on the **Financial Info** tab, verify in the **Financial Aid Summary** section that you are viewing the correct aid year, then click on **Active Messages**.

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If you owe a balance from a previous semester, the balance must be paid.

- To view your account balance in **Ozone**, click on the **Financial Info** tab. For information regarding payment options for a previous semester balance, contact the Student Accounts Collections line at 567-661-7979. If you have already signed an Owens promissory note for your previous semester balance, your prior balance will be taken into account when calculating your book voucher.

Your anticipated financial aid must exceed your charges.

- To view your financial aid awards in **Ozone**, on the **Financial Info** tab, verify in the **Financial Aid Summary** section that you are viewing the correct aid year, then click on **awarded financial aid**. Keep these important details in mind when reviewing your awards:
 - The **Financial Aid Awards** page will generally show aid based on full-time status until after the financial aid freeze date, September 9, 2019.
 - Your book voucher amount is based on your actual enrollment hours until the freeze date. Once the freeze date has passed, the book voucher amount is based on your enrollment as of September 9, 2019, as long as your completed FAFSA results are on file at that time.
 - Enrollment changes that are made after the start of the business day may not be used to determine your book voucher amount until the following business day.
 - The Federal Pell Grant amount is pro-rated based on your enrollment.
 - Student loans require enrollment in at least 6 credit hours.
 - Only “accepted” awards are included in determining your book voucher amount.
- To view your account balance in **Ozone**, go to the **Financial Info** tab.

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