

Cashier Office - Frequently Asked Questions

How can I purchase a Solano ID Card?

1. Ensure your mailing address is current*.
2. Ensure you are registered for the term.
3. Emailing CashierOffice@solano.edu including the following information:
 - o Full name on student record
 - o Solano student identification number.
 - o Confirm current mailing address
4. Initial issuance of Student ID is offered at no cost
 - o Replacement IDs is \$5.00
 1. Pay online or by sending a payment authorization form to CashierOffice@solano.edu

How can I get a Term Sticker?

1. Ensure your mailing address is current*.
2. Ensure you are registered for the term.
3. Emailing CashierOffice@solano.edu including the following information:
 - o Full name on student record
 - o Solano student identification number.
 - o Confirm current mailing address

How can I pay for my fees?

- Log into [MySolano account](#).
- Other payment methods:
 - o Manual credit card payments Authorization form:
 - Email completed & signed [Credit Card Authorization form](#) with picture ID to CashierOffice@solano.edu.

Drop for non-payment?

We are currently not implementing the “Drop for non-payment”.

If you need assistance in paying for your outstanding fees, please reach out to the Financial Aid Office and see if there’s any financial aid that may be extended to you.

If you have plans to register for a future term and have outstanding fees from the past term, you may be eligible for a payment plan, upon review and approval. Contact the Cashier Office at CashierOffice@solano.edu to inquire more information about this.

When I go to the Cashier Office or Admissions and Records Office, what number will they ask for?

When requesting services from either the Cashier Office or Admissions and Records Office, you will be asked to provide your SCC ID # or your social security number per FERPA regulations and student privacy. Please use your MySolano student email to communicate with us regarding your account. All fee receipts and registration schedules will display your SCC ID. Your social security number has been removed from these documents.

How can I get a copy of my 1098T?

1098-T forms are available on MySolano account. Original forms are mailed out at the end of January. Make sure you have a current mailing address and SSN on file to avoid delays in receiving your original copy of the form.

When can I get my refund?

Refunds are processed at the end of the census date of the new term and will be issued within 5-7 business days. If you accidentally made a double payment or wish to be refunded, send an email to the cashier office at CashierOffice@solano.edu with your SCC ID and current mailing address and your refund will be processed as soon as possible, usually within a week.

When do I have to pay for my fees?

Fees are due upon registration and before start of term. You must have all fees paid in full to register for classes at Solano Community College. If you owe fees, you will have holds placed on your account that will prevent future registration for classes AND may prevent you from dropping classes that you are currently registered in. Additionally, Solano Community College may drop students from all classes for non-payment of fees prior to the start of a semester or term.

How can I request a hold to be removed from my account?

First identify the 'type of hold' on your account. Email CashierOffice@solano.edu in order to check the type of hold that is preventing you to register for the term.

How can I use grant or financial aid money to register for classes?

Contact the Financial Aid office for guidance at financialaid@solano.edu.

For any other questions, please make sure to call or send us an email to:

Office Phone Number: 707-864-7000, ext. 7210

Email: CashierOffice@solano.edu