

# 1098-T FAQ's

**Arkansas State University does not provide income tax advice.**

---

□ Question 1: What is the purpose of the 1098T Form?

**\*\*Answer:\*\*** The 1098T form is used by eligible educational institutions to report information about their students to the Internal Revenue Service (IRS) as required by the Taxpayer Relief Act of 1997. This form is intended to assist students in the preparation of federal income tax returns. An accountant, tax preparer, or the [Internal Revenue Service](#) can best advise students in the utilization of this form when preparing tax documents.

---

□ Question 2: When will my 1098T be available?

**\*\*Answer:\*\*** The 1098T forms will be postmarked and uploaded by January 31st.

---

□ Question 3: To what address will my 1098T be mailed?

**\*\*Answer:\*\*** The 1098T pulls addresses based on the hierarchy below. If you do not have an active address entered for the first address type, it will move to the next and so on. If you do not have any of the address types below, it will not issue a form.

## Address Type Hierarchy

1. Billing
2. Mailing
3. Financial Aid 1
4. Financial Aid 2
5. Permanent
6. W2
7. International Local
8. Alumni Home

If your 1098T has already been mailed to the wrong address, you will need to print your 1098T via myBill or Banner Self Service. The Treasurer's Office cannot reprint forms. Please update your Billing address, even if your 1098T has already been mailed, so that you will receive important information and future tax documents from the University.

**If you consented to get your 1098T online you will not receive a paper copy and have 24/7 access to your form the second they are uploaded! You can print as many as you want!**

---

□ Question 4: I graduated, how do I access my 1098T form?

**\*\*Answer:\*\***

- Students that have graduated can access online in their myBill account if they remember their Pack Portal login information.
- If you are having trouble logging in to Pack Portal, please contact the ITS Helpdesk, [itshelpdesk@astate.edu](mailto:itshelpdesk@astate.edu) or 870-972-3933, for assistance.
- Please note, if it has been more than a year since you were an active student, then you may not have access to Pack Portal and will need to contact the Treasurer's Office, 870-972-2285, to be setup as an authorized user on your myBill account.
- If you have set yourself up as an authorized user on your own myBill account, then you can login as an [Authorized User](#).

---

□ Question 5: Why did I not receive a 1098T?

**\*\*Answer:\*\*** Students will not receive or be able to view a 1098T for any of the following reasons:

- There were no payments of qualified tuition and related expenses to report for the year.
- The student did not have a social security number entered in our system.
- The student did not have a valid address entered before the forms were processed.

Students can update their address or social security number by March 10, 2025 and receive a tax form. We only accept written requests by email at [1098T@AState.edu](mailto:1098T@AState.edu). No updates will be made on or after March 10, 2025.

---

□ Question 6: Do international student receive 1098T forms?

**\*\*Answer:\*\*** International Students who have a Social Security Number listed in our system will receive a 1098T. The form will be mailed to your BILLING address. Please contact [1098T@astate.edu](mailto:1098T@astate.edu) if you have any questions. For other questions on this tax credit, please refer to [IRS publication 970](#).

---

□ Question 7: What is Box 1 on the 1098T?

**\*\*Answer:\*\*** The total amount of payments made towards qualified tuition and related expenses less any refunds or reimbursements for the calendar year 2024. Payments from all sources are included except those that are restricted to non-qualified tuition and related expenses (housing, meals, travel, etc.). The payments in Box 1 are calculated up to the total amounts billed for qualified tuition and related expenses.

---

□ Question 8: Was my financial information reported to the IRS?

**\*\*Answer:\*\*** Yes. Section 6050S of the Internal Revenue Code, as enacted by the Taxpayer Relief Act of 1997, requires institutions to file information.

---

□ Question 9: Can I get another copy of my 1098T?

**\*\*Answer:\*\*** Yes, if you consented to the online form then you can access your forms in your myBill

account.

---

□ Question 10: Who do I contact with my personal information?

**\*\*Answer:\*\*** Name, social security number, etc.

1. Go to the Office of the Registrar
2. Click on Student Information
3. Click on Student Forms
4. Click on Name/ID Change
5. Complete this form and return to the Office of the Registrar

---

□ Question 11: Why is the amount in Box 1 less than the actual amount I paid throughout the year?

**\*\*Answer:\*\*** Only payments for qualified tuition and fees are reported on the 1098T. Parking fees and fines, travel expenses, insurance, housing and meal plans, books and equipment, tuition installment plan fees, late fees, and application fees are not considered qualified tuition and related expenses. Any payments made towards these charges will not be reported in Box 1.

---

□ Question 12: Why are my scholarships/grants more than my payments?

**\*\*Answer:\*\*** Only payments for qualified tuition and fees are reported on the 1098T. Parking fees and fines, travel expenses, insurance, housing and meal plans, books and equipment, tuition installment plan fees, late fees, and application fees are not considered qualified tuition and related expenses. Any payments made towards these charges will not be reported in Box 1.

All scholarships and grants received from January 1st to December 31st, including those for non-qualified tuition and related expenses, are reported in Box 5

---

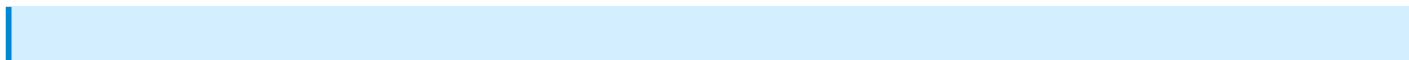
□ Question 13: I didn't receive my 1098T form, what do I do?

**\*\*Answer:\*\*** First, follow the steps to find/access your 1098T online. If you do not see a form, please contact the Treasurer's Office at [1098T@AState.edu](mailto:1098T@AState.edu) and we will check to see why you did not receive a form.

---

□ Question 14: I need additional assistance, who may I contact?

**\*\*Answer:\*\*** You are urged to contact a tax professional, such as a licensed income tax preparer or Certified Public Accountant to assist you with determining whether you are eligible to claim Education Tax Credits, and to determine the amount of credit for which you may be eligible. Alternatively, you may contact the [Internal Revenue Service](#) or by phone at 1-800-829-1040.



If you have questions regarding your 1098T tax form please contact the Treasurer's Office at 870-972-2285 or email [1098T@AState.edu](mailto:1098T@AState.edu).

---

Revision #8

Created 2025-06-24 02:46:28 UTC by Erin Sullinger

Updated 2025-11-06 22:08:53 UTC by Erin Sullinger