

GENERAL: ACCOUNTS RECEIVABLE

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REVISION HISTORY

Version	Date	Name	Description
1.0	01/15/2016	Josh Hoerger	Initial Release

INTRODUCTION AND PURPOSE

Banner is UCR's approved system for Student and Non-Student Billing and Receivables, replacing SIS+. This training is for respective users on campus to understand how to review charges on both types of Accounts using the new Banner Student system.

Those users who have access to Banner and also have an Accounts Receivable role will have access to these basic inquiry-only account screens. For additional questions, please contact Student Business Services (SBS) at sbsofc@ucr.edu or x23204.

RELATED POLICIES, REGULATIONS, GUIDING PRINCIPLES, AND COMMON PRACTICES

1. Family Educational Rights and Privacy Act (FERPA) - <http://registrar.ucr.edu/registrar/privacy-ferpa/default.aspx>
2. Billing and Accounts Receivable Mgmt - <http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=200-16>

IMPACTED DEPARTMENTS, UNITS, PROGRAMS, AND CENTERS

1. Student Core Offices
2. Various campus users that require Banner Students and/or Non-Students Accounts review access

BEFORE YOU BEGIN

If this is the first time you are reviewing this procedure, open Banner Training (<https://bannersbx.ucr.edu>) to follow along.

BANNER FORMS

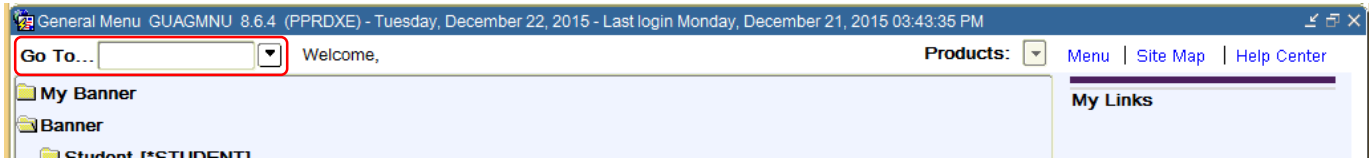
The forms listed below are covered in this training.

Form	Form Name	Description
TSICSRV	Customer Service Inquiry	Summarized view of a <i>Student</i> Account
TSAAREV	Account Detail Review Form - Student	Detailed view of a <i>Student</i> Account
TFIAREV	Account Detail Review Form - Finance	Detailed view of a <i>Non-Student</i> Account



PROCEDURES

GENERAL NAVIGATION & TIPS

1. Screen names can be entered in the *Go To...* box when Banner first opens.



2. Querying in Banner Forms

As with most Banner Forms, users can query for specific records to save time searching. For example, in the three screens in this training, once an ID has been entered, and the user has Next-Blocked to the **Account** section, users can enter Query Mode (key 'F7' or ). This allows a specific *Detail Code*, *Term* or other value to filter the data. The '%' or '_' symbols are used for multi or single wild card values, respectively, and key 'F8' or  can be used to execute the query. For more information on querying in Banner, please consult UCR Learning LMS Training "Banner Navigation Training".

3. Account Balances in Banner

Account Balance, **Current Due** and **Amount Due** values in these Banner Forms are for general reference only, and should not be communicated to Students. The authoritative amount can be viewed by students directly in CASHNet via Self-Service Banner (R'Web). Any additional questions should be directed to SBS.

For Non-Student Accounts, **Account Balance** and **Amount Due** values in Non-Student Banner Forms should be accurate and can be referenced in communication to Non-Student Account holders.

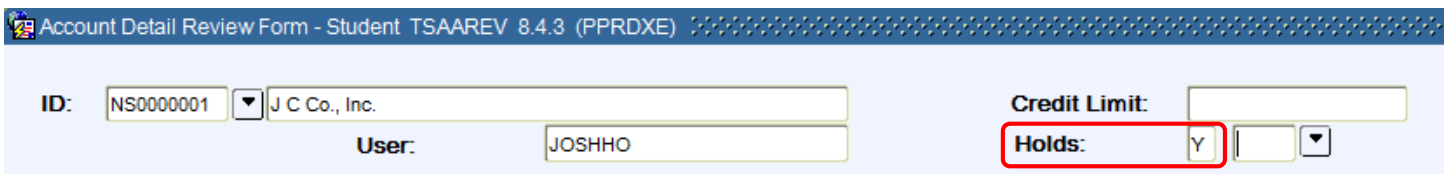
4. Correctly Identifying Student vs. Non-Student Accounts

In Banner, Student account IDs are numeric (typically starting with an 8), while those that begin with a "C" or "N" are Non-Student Accounts. Banner Forms TSICSRV and TSAAREV are designed primarily for Student account use, while TFADETL is designed for Non-Student account use.

An example of a Non-Student Account is any Person account that has **not** been admitted to UCR (e.g., some library fine recipients, some parking violation recipients, etc.) or an entity that is a Non-Person (e.g., businesses, governmental organizations, etc.).


5. Accounts with Holds

In the case that an Account is not accessible, and there is a "Y" in the **Holds** field after attempting to Next-Block, this indicates that the respective account has an Accounts Receivable hold (e.g., account in collections, etc.), and all questions regarding it should be directed to SBS.



TSICSRV – CUSTOMER SERVICE INQUIRY (STUDENT)

TSICSRV provides a snapshot of Student Account information, but is summarized by **Detail Code per Term**. Viewing summarized information for Student Accounts can be helpful, since there are typically many adjustments throughout the term. This screen will not show the full details of all transactions.

1. A specific account is viewed by entering a Student ID into the **ID** field (see ★) and going to the next block (Ctrl-PgDn or ).

File Edit Options Block Item Record Query Tools Help ORACLE

Customer Service Inquiry TSICSRV 8.4.4 (PPRDXE)

★ ID: JONSNOW Jon Snow Credit Limit:

Last Term Registered: 201740 Sum by Effective Date Holds:

Detail Code	Description	Term	Aid Year	Charge	Payment	Balance	Effective Date
H100	RESIDENCE HALLS RM/B	201620		3,765.00		3,765.00	
H340	GLEN MOR RENT/UTIL/M	201620		1,098.00		1,098.00	
MMA1	CMF - MATHEMATICS	201620		.00		.00	
SRC0	RETURNED CHECK FEE	201620		.00		.00	
SRC1	RETURNED ECHECK	201620		35.00		35.00	
T001	STUDENT SERVICES FEE	201620		340.00		340.00	
T005	TUITION	201620		3,740.00		3,740.00	
T201	KUCR FEES	201620		3.00		3.00	
T202	ASUCR FEE	201620		12.50		12.50	
T203	PROGRAM BOARD FEE	201620		30.00		30.00	
T204	UCSA FEE	201620		.75		.75	
T205	UCR STUDENT SERVICE	201620		6.00		6.00	


Newest
↓
Oldest

Query Balance	Account Balance	Current Due	Other Memos
9,996.08	9,996.08	5,117.08	.00
Financial Aid:	Financial Aid Memo Balance	Authorized Aid Balance	NSF
	.00	.00	1

2. All transactions are displayed in reverse chronological order, with the newest activity on top.
3. **Sum by Effective Date** checkbox: if checked, the **Effective Date** field will be populated, and **Detail Code** records will be summarized *per Effective Date*, rather than *per Term* when it is not checked.
4. **Account Balance** (for reference only – [see point #3 on pg. 3](#)): represents the complete account balance considering all charges and payments, even those not currently due. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a *possible* refund due to the account holder.
5. **Current Due** (for reference only – [see point #3 on pg. 3](#)): represents the net total of charges and payments currently due on the account. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a *possible* refund due to the account holder.
6. **Other Memos**: represents pending account credits from other sources, such as Third Party Contracts.
7. **Financial Aid Memo Balance** and **Authorized Aid Balance**: represent the total Estimated Aid potentially available for the account. A negative number represents a *pending* credit amount, and is expected for this field. Questions regarding why some amounts are “Memo” while others are “Authorized” should be directed to the Financial Aid office.
8. **NSF**: represents the full count of returned check or eCheck payments that have posted to the account. SBS considers this NSF value to temporarily stop check and eCheck payments.

TSAAREV – ACCOUNT DETAIL REVIEW FORM - STUDENT

TSAAREV provides a full detailed view of an account. All charges and payments will be seen in full detail, without any summarization (like on TSICSRV). **NOTE:** This screen does allow for entry of new charges for those users with additional Banner A/R roles.

1. A specific account is viewed by entering a Student ID into the **ID** field (see ★) and going to the next block (Ctrl-PgDn or ).

File Edit Options Block Item Record Query Tools Help ORACLE

Account Detail Review Form - Student TSAAREV 8.4.3 (PPRDXE)

★ ID: Jon Snow Credit Limit:

User: Holds:

Detail Code	Description	Term	Charge	Payment	Balance	Source	Effective Date
H340	GLEN MOR.RENT/UTIL/MISC	201620	1,098.00		1,098.00	B	15-FEB-2016
H100	RESIDENCE HALLS RM/BOARD	201620	3,765.00		3,765.00	B	15-FEB-2016
SRC0	RETURNED CHECK FEE	201620	-20.00		.00	T	09-NOV-2015
SRC0	RETURNED CHECK FEE	201620	20.00		.00	N	09-NOV-2015
SRC1	RETURNED ECHECK	201620	35.00		35.00	T	09-NOV-2015
T300	TECH COURSE MATERIALS FEE	201620	-20.00		.00	R	05-NOV-2015
MMA1	CMF - MATHEMATICS	201620	-3.00		.00	R	05-NOV-2015
T300	TECH COURSE MATERIALS FEE	201620	20.00		20.00	R	05-NOV-2015
MMA1	CMF - MATHEMATICS	201620	3.00		.00	R	05-NOV-2015
T300	TECH COURSE MATERIALS FEE	201620	-20.00		.00	R	05-NOV-2015
MMA1	CMF - MATHEMATICS	201620	-3.00		.00	R	05-NOV-2015
T300	TECH COURSE MATERIALS FEE	201620	20.00		16.00	R	05-NOV-2015

Newest
↓
Oldest

Query Balance	Account Balance	Amount Due	Memo Balance	Authorized Aid Balance	NSF	Receipt?
9,996.08	9,996.08	5,117.08	.00	.00	1	N

2. All transactions are displayed in reverse chronological order, with the newest activity on top.
3. **Account Balance** (for reference only – [see point #3 on pg. 3](#)): represents the complete account balance considering all charges and payments, even those not currently due. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a possible refund due to the account holder.
4. **Amount Due** (for reference only – [see point #3 on pg. 3](#)): represents the net total of charges and payments currently due on the account. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a possible refund due to the account holder.
5. **Memo Balance**: represents pending account credits from other sources, such as Third Party Contracts.
6. **Authorized Aid Balance**: represents financial aid that currently meets all requirements and is pending disbursement to the account. Other estimated aid may still be pending. A negative number represents a *pending* credit amount, and is expected for this field. Questions regarding Financial Aid should be directed to the Financial Aid office.
7. **NSF**: represents the full count of returned check or eCheck payments that have posted to the account. SBS considers this NSF value to temporarily stop check and eCheck payments.

TFIAREV – ACCOUNT DETAIL REVIEW FORM - FINANCE (NON-STUDENT)

TFIAREV provides a full detail view of a Non-Student Account. All charges and payments will be seen in full detail, without any summarization.

1. A specific account is viewed by entering an ID into the **ID** field (see ★) and going to the next block (Ctrl-PgDn or ).

File Edit Options Block Item Record Query Tools Help ORACLE

Account Detail Review Form - Finance TFIAREV 8.4.3 (PPRDXE)

★ ID: NS0000001 J C Co., Inc. User: JOSHHO Credit Limit:

Detail Code	Description	Transaction Number	Document	Invoice	Charge or Payment	Amount	Balance
P100	CASH PAYMENT-GENERAL	7			P	425.00	.00
SC55	ALARM MONITORING	6		S0022783	C	125.00	125.00
SC01	SEM FACILITY	5		S0022783	C	500.00	500.00
H108	A-I MAINTENANCE	4		S0022769	C	125.00	125.00
SBA3	NONRES TAX WITHHOLDING - UG	3		S0022767	C	615.37	545.87
SBA2	NONRES TAX WHOLDING - STIPEND	2		S0022769	C	355.50	.00
H108	A-I MAINTENANCE	1		S0022724	C	125.00	125.00

Newest
↓
Oldest

Query Balance: 1,420.87 Account Balance: 1,420.87 Amount Due: 1,420.87 Memo Balance: .00 NSF: 0

2. All transactions are displayed in reverse chronological order, with the newest activity on top.
3. **Account Balance:** represents the complete account balance considering all charges and payments, even those not currently due. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a possible refund due to the account holder.
4. **Amount Due:** represents the net total of charges and payments currently due on the account. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a possible refund due to the account holder.
5. **NSF:** represents the full count of returned check or eCheck payments that have posted to the account. SBS considers this NSF value to temporarily stop check and eCheck payments.