

GENERAL: ACCOUNTS RECEIVABLE

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REVISION HISTORY

Version	Date	Name	Description
1.0	01/15/2016	Josh Hoerger	Initial Release
1.1	9/27/18	Edward Medina	Banner 9 Update

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 *Search...* 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  Filter). 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 TFAETL 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.

 A screenshot of the Banner Account Detail Review Form for a Student TSAAREV account. The title bar reads "Account Detail Review Form - Student TSAAREV 9.3.5 (PPRDXE)". The form contains several fields: "ID:" with the value "861283826", "Credit Limit:" (empty), "User:" with the value "EDWARDME", and "Holds:" with a dropdown menu showing "Y". A green "Go" button is located to the right of the "Credit Limit" field. At the bottom, a grey box contains the text: "Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER."

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 (Alt-PgDn or ).



Customer Service Inquiry TSICSRV 9.3.5 (PPRDXE)

★ ID: Holds:

Jane Ann Applicant

Credit Limit: Last Term:

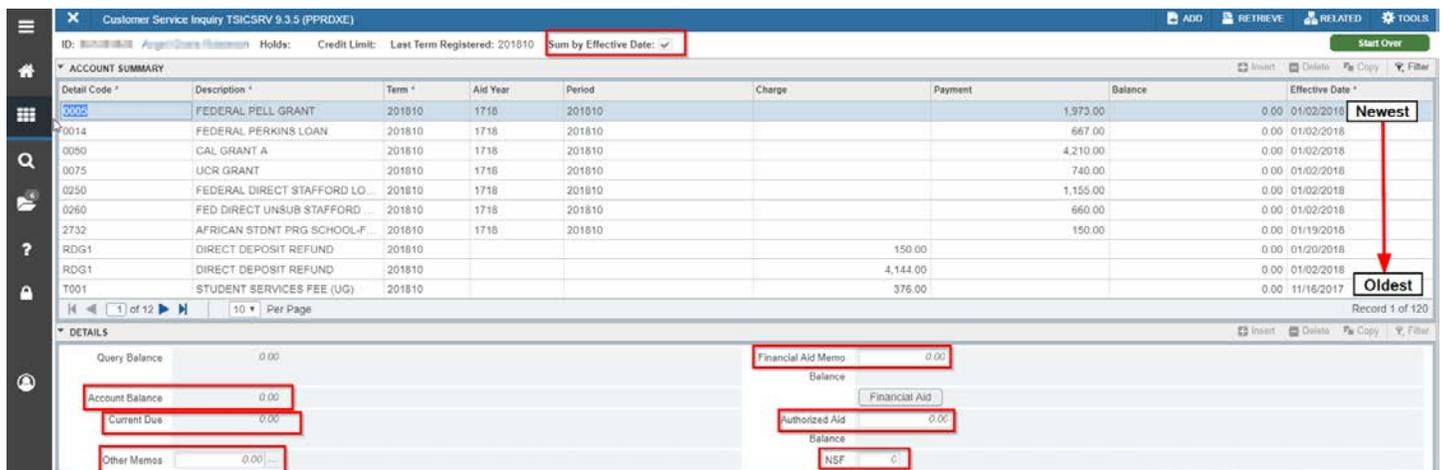
Registered

Sum by Effective: Confidential

Date

Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.

2. All transactions are displayed in reverse chronological order, with the newest activity on top.



Customer Service Inquiry TSICSRV 9.3.5 (PPRDXE)

ID: Holds: Credit Limit: Last Term Registered: 201910 Sum by Effective Date:

Start Over

Detail Code *	Description *	Term *	Aid Year	Period	Charge	Payment	Balance	Effective Date *
0002	FEDERAL PELL GRANT	201910	1718	201910			1,973.00	0.00 01/02/2018 Newest
0014	FEDERAL PERKINS LOAN	201810	1718	201810			667.00	0.00 01/02/2018
0050	CAL GRANT A	201810	1718	201810			4,210.00	0.00 01/02/2018
0075	UCR GRANT	201810	1718	201810			740.00	0.00 01/02/2018
0250	FEDERAL DIRECT STAFFORD LO...	201810	1718	201810			1,155.00	0.00 01/02/2018
0260	FED DIRECT UNSUB STAFFORD ...	201810	1718	201810			660.00	0.00 01/02/2018
2732	AFRICAN STONT PRG SCHOOL-F...	201810	1718	201810			150.00	0.00 01/19/2018
RDG1	DIRECT DEPOSIT REFUND	201810			150.00			0.00 01/20/2018
RDG1	DIRECT DEPOSIT REFUND	201810			4,144.00			0.00 01/02/2018
T001	STUDENT SERVICES FEE (UG)	201810			376.00			0.00 11/16/2017 Oldest

Record 1 of 120

DETAILS

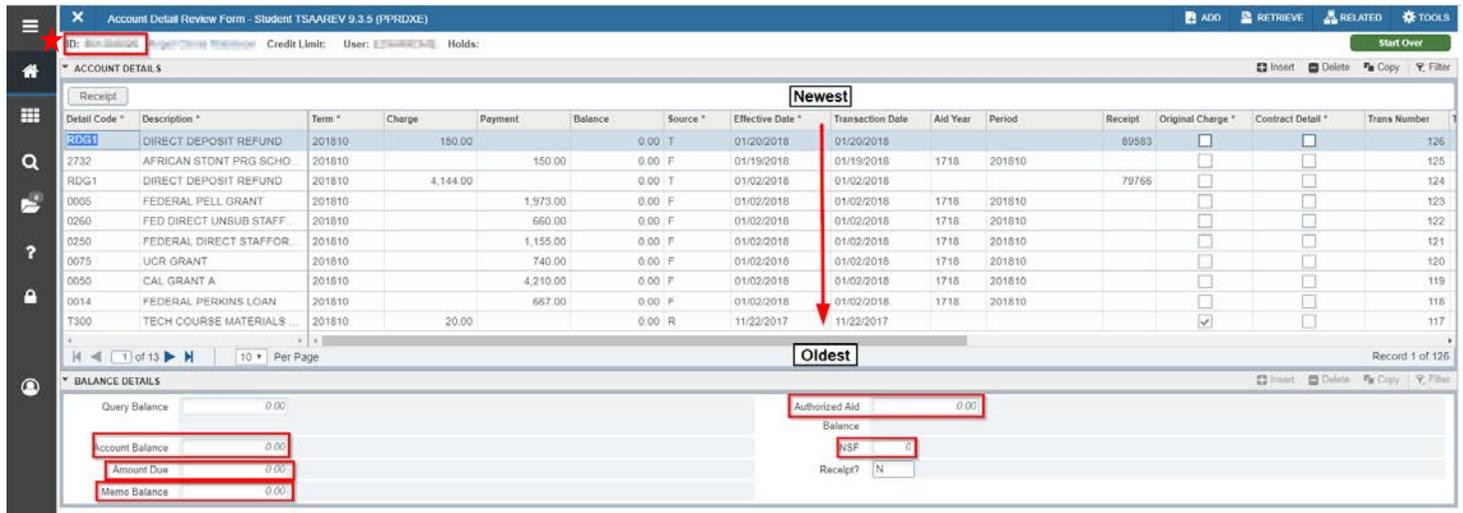
Query Balance	0.00	Financial Aid Memo	0.00
Account Balance	0.00	Balance	
Current Due	0.00	Financial Aid	
Other Memos	0.00	Authorized Aid	0.00
		Balance	
		NSF	0

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 (Alt-PgDn or ).



The screenshot displays the 'Account Detail Review Form - Student TSAAREV 9.3.5 (PPYRDXE)'. The ID field is highlighted with a red star. The table below shows transactions in reverse chronological order:

Detail Code *	Description *	Term *	Charge	Payment	Balance	Source *	Effective Date *	Transaction Date	Aid Year	Period	Receipt	Original Charge *	Contract Detail *	Trans Number
RDG1	DIRECT DEPOSIT REFUND	201810	150.00		0.00	T	01/20/2018	01/20/2018			82583			126
2732	AFRICAN STDNT PRG SCHO.	201810		150.00	0.00	F	01/19/2018	01/19/2018	1718	201810				125
RDG1	DIRECT DEPOSIT REFUND	201810	4,144.00		0.00	T	01/02/2018	01/02/2018			79786			124
0005	FEDERAL PELL GRANT	201810		1,973.00	0.00	F	01/02/2018	01/02/2018	1718	201810				123
0260	FED DIRECT UNSUB STAFF	201810		660.00	0.00	F	01/02/2018	01/02/2018	1718	201810				122
0250	FEDERAL DIRECT STAFFOR	201810		1,155.00	0.00	F	01/02/2018	01/02/2018	1718	201810				121
0075	UCR GRANT	201810		740.00	0.00	F	01/02/2018	01/02/2018	1718	201810				120
0050	CAL GRANT A	201810		4,210.00	0.00	F	01/02/2018	01/02/2018	1718	201810				119
0014	FEDERAL PERKINS LOAN	201810		667.00	0.00	F	01/02/2018	01/02/2018	1718	201810				118
T300	TECH COURSE MATERIALS ...	201810	20.00		0.00	R	11/22/2017	11/22/2017						117

The 'BALANCE DETAILS' section shows the following values:

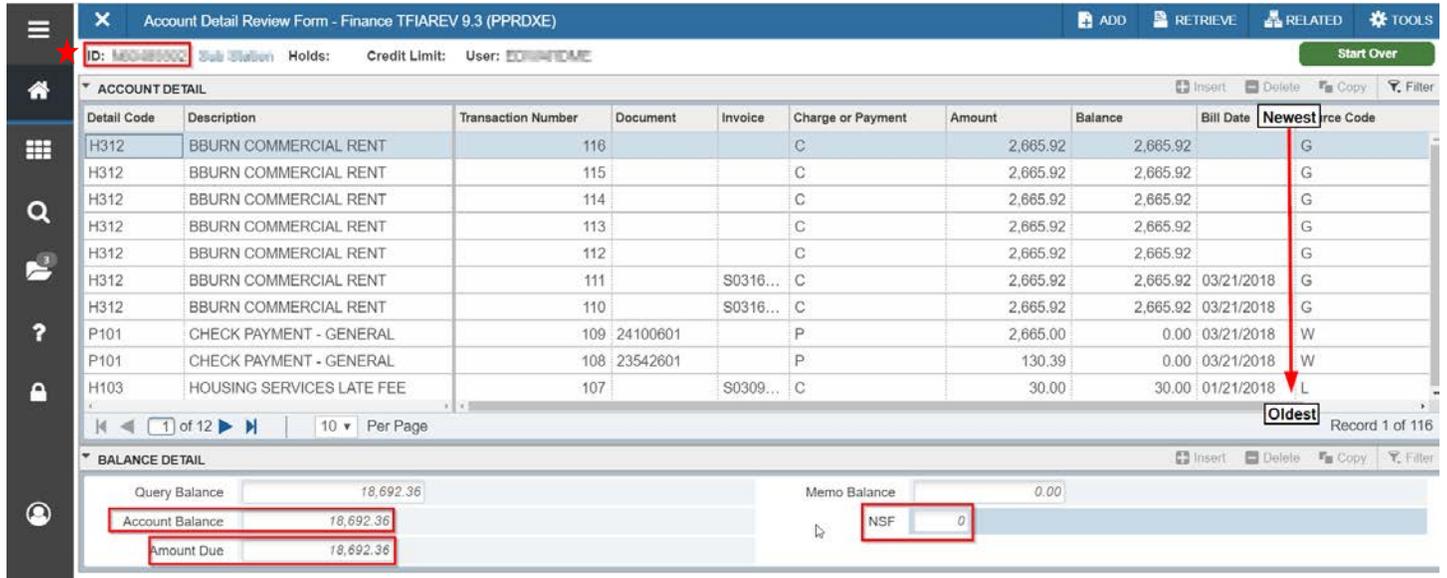
- Query Balance: 0.00
- Account Balance: 0.00
- Amount Due: 0.00
- Memo Balance: 0.00
- Authorized Aid: 0.00
- NSF: 0
- Receipt?: N

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 (Alt-PgDn or ).



The screenshot displays the 'Account Detail Review Form - Finance TFIAREV 9.3 (PPRDXE)'. The interface includes a top navigation bar with 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS' buttons. Below the header, there is a search bar with 'ID: M53485500' and a 'Start Over' button. The main section is titled 'ACCOUNT DETAIL' and contains a table of transactions. The table has columns for 'Detail Code', 'Description', 'Transaction Number', 'Document', 'Invoice', 'Charge or Payment', 'Amount', 'Balance', 'Bill Date', and 'Source Code'. A red arrow points to the 'Source Code' column, which is labeled 'Newest' at the top and 'Oldest' at the bottom, indicating reverse chronological order. Below the table, there is a 'BALANCE DETAIL' section with fields for 'Query Balance' (18,692.36), 'Memo Balance' (0.00), 'Account Balance' (18,692.36), 'Amount Due' (18,692.36), and 'NSF' (0). A red box highlights the 'Account Balance' and 'Amount Due' fields.

Detail Code	Description	Transaction Number	Document	Invoice	Charge or Payment	Amount	Balance	Bill Date	Source Code
H312	BBURN COMMERCIAL RENT	116			C	2,665.92	2,665.92		G
H312	BBURN COMMERCIAL RENT	115			C	2,665.92	2,665.92		G
H312	BBURN COMMERCIAL RENT	114			C	2,665.92	2,665.92		G
H312	BBURN COMMERCIAL RENT	113			C	2,665.92	2,665.92		G
H312	BBURN COMMERCIAL RENT	112			C	2,665.92	2,665.92		G
H312	BBURN COMMERCIAL RENT	111		S0316...	C	2,665.92	2,665.92	03/21/2018	G
H312	BBURN COMMERCIAL RENT	110		S0316...	C	2,665.92	2,665.92	03/21/2018	G
P101	CHECK PAYMENT - GENERAL	109	24100601		P	2,665.00	0.00	03/21/2018	W
P101	CHECK PAYMENT - GENERAL	108	23542601		P	130.39	0.00	03/21/2018	W
H103	HOUSING SERVICES LATE FEE	107		S0309...	C	30.00	30.00	01/21/2018	L

BALANCE DETAIL	
Query Balance	18,692.36
Account Balance	18,692.36
Amount Due	18,692.36
Memo Balance	0.00
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.