DEPARTMENTAL BILLING

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REVISION HISTORY

Version	Date	Name	Description
1.0	04/11/2016	Josh Hoerger	Initial Release
1.1	10/11/2018	Edward Medina	Banner 9 Updates

INTRODUCTION AND PURPOSE

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

The goal of this training is to instruct users how to add a charge or a reversal to an account. Methods and corresponding screens for billing a single account versus multiple accounts, both for Student and Non-Student, will be discussed. Additional information is provided at the end of the training, in order to facilitate Non-Student Account setup, establishing new charge Detail Codes, etc.

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. Users with Departmental Billing access

BEFORE YOU BEGIN

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

FORMS

The forms listed below are covered in this training.

Student

Form	Form Name	Description
TSAAREV	Account Detail Review Form	Transactional form used to enter charges and reversals on a single Student account, and to display account information in a condensed format.
TSAMASS	Billing Mass Entry Form	Transactional form used to enter a default charge and amount across multiple Student accounts simultaneously.

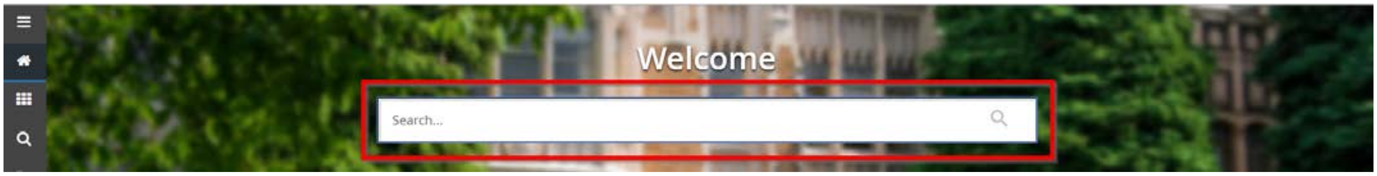
Non-Student

Form	Form Name	Description
TFIAREV	Account Detail Review Form	Read-only form that displays Non-Student account detail information in a condensed format
TFADETL	Account Detail Form	Transactional form used to enter charges and reversals on a single Non-Student account.
TFAMASS	Billing Mass Data Entry Form	Transactional form used to enter a default charge and amount across multiple Non-Student accounts simultaneously.

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 any of the screens listed in this training, once a user has Next-Blocked out of the key block (entering an **ID**), users can enter Query Mode (**F7** or Filter). This allows a specific **Student ID***,* **Name** or other value to filter the data. The '%' or '_' symbols are used for multi or single-character wild card values, respectively, and **F8** or Go can be used to execute the query. Also note that alpha characters are case sensitive, so searching for 'A' is different than 'a'. For more information on querying in Banner, please consult UCRLearning LMS Training "Banner Navigation Training".

3. 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. Please note that only "N" prefixed Non-Student accounts should be used for Departmental Billing purposes, as "C" accounts are used for other SBS purposes.

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.).

4. Term Codes for Student Account Transactions

Banner uses Term codes extensively for processing Student Account transactions, and it is important that an appropriate term (e.g., 201640, 201710) is used for each transaction. The current term can be found on the SBS site under the *Services to Departments* menu. Contact SBS if any question exists on how to determine current term, or which term should be used on a reversal transaction.

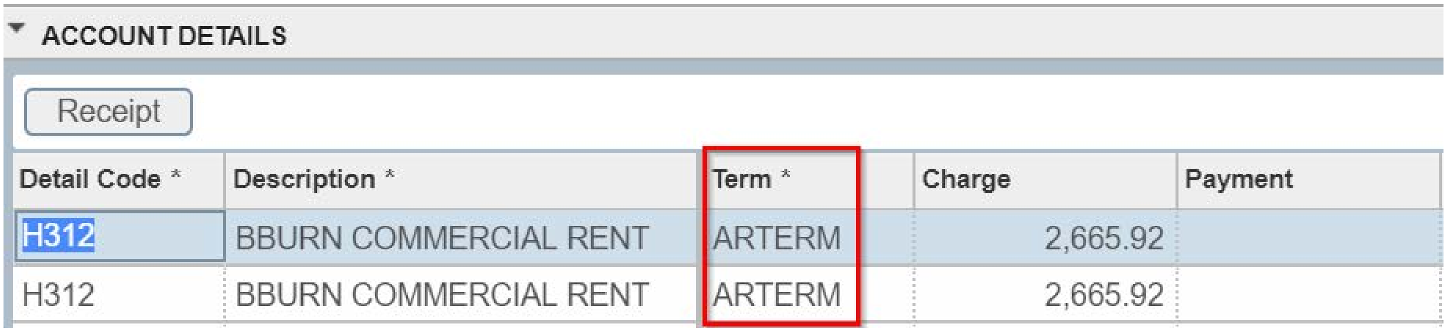
ACCOUNT DETAILS

Receipt

Detail Code *	Description *	Term *	Charge	Payment
FR07	SINGLE DOCUMENT FEE	201840	-165.00	
P100	CASH PAYMENT - GENERAL	201840		-500.00

5. Term Codes for Non-Student Account Transactions

Banner Non-Student Accounts ("N"prefixed) will have "ARTERM" in the **Term** field if accessed accidentally on a Student-oriented form (e.g., TSAAREV). Note that Non-Student forms (e.g., TFIAREV, TFADETL, TFAMASS) should always be used for Non-Students and will not display a field for Term, as the system defaults the **Term** value to "ARTERM".


ACCOUNT DETAILS

Receipt

Detail Code *	Description *	Term *		Charge	Payment
H312	BBURN COMMERCIAL RENT	ARTERM		2,665.92	
H312	BBURN COMMERCIAL RENT	ARTERM		2,665.92	

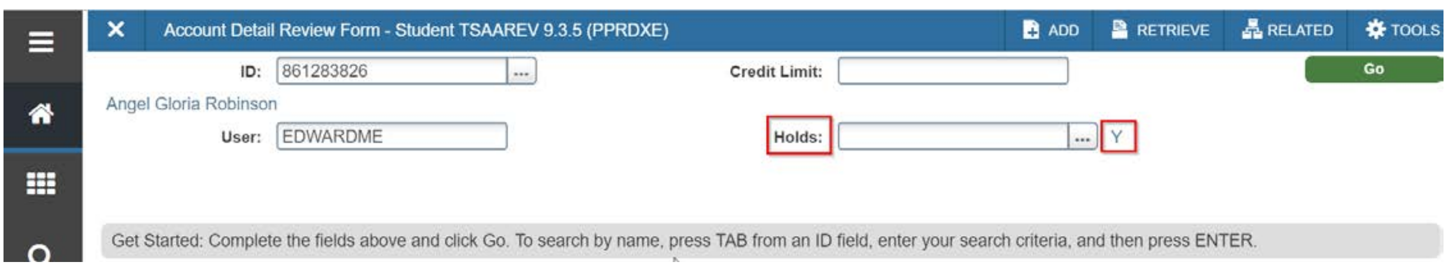
6. Account Balances in Banner

For Student Accounts, **Account Balance** and **Amount Due** values in the Student 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.

7. 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.



8. Access to Detail Codes

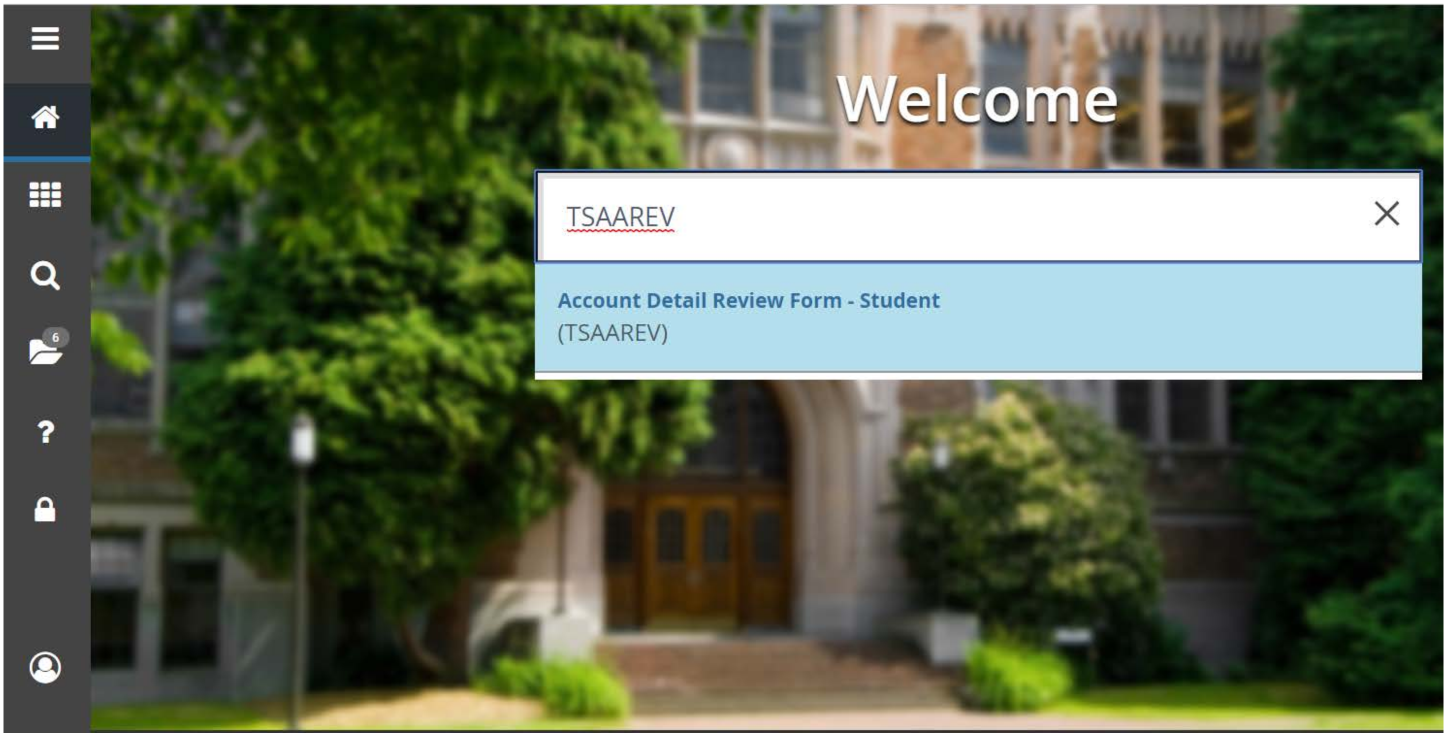
Banner uses *Detail Codes* for placing all charge and payment activity on an account. As such, certain controls have been put in place to limit access to Detail Codes by function and organizational assignment. Based on built-in Banner functionality, Detail Codes have been assigned to Departmental "D" Code values (e.g., D01100 - Accounting, D01509 – Biomedical Sciences, etc.).

When a Departmental SAA grants the "Banner: AR Departmental Billing" role to a user in EACS, he/she must also select for which department(s) the user will have access, corresponding to certain Detail Codes assigned to that department. Also, the Departmental SAA will be able to print a list of Detail Codes that are allowed for use by the assigned user. Contact your Departmental SAA (identifiable via this portal) for further questions.

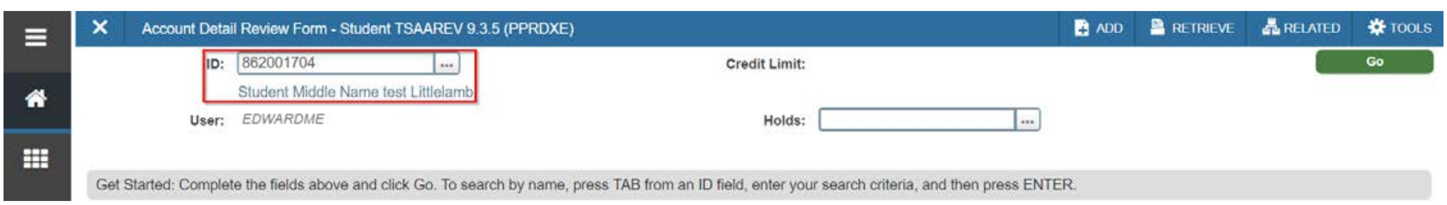
BILLING A SINGLE STUDENT ACCOUNT

A student's account activity can be viewed and processed on **TSAAREV** – **Account Detail Review Form**. This form is used to display the account details information in a condensed format, and can also be used for posting new charges/reversals.

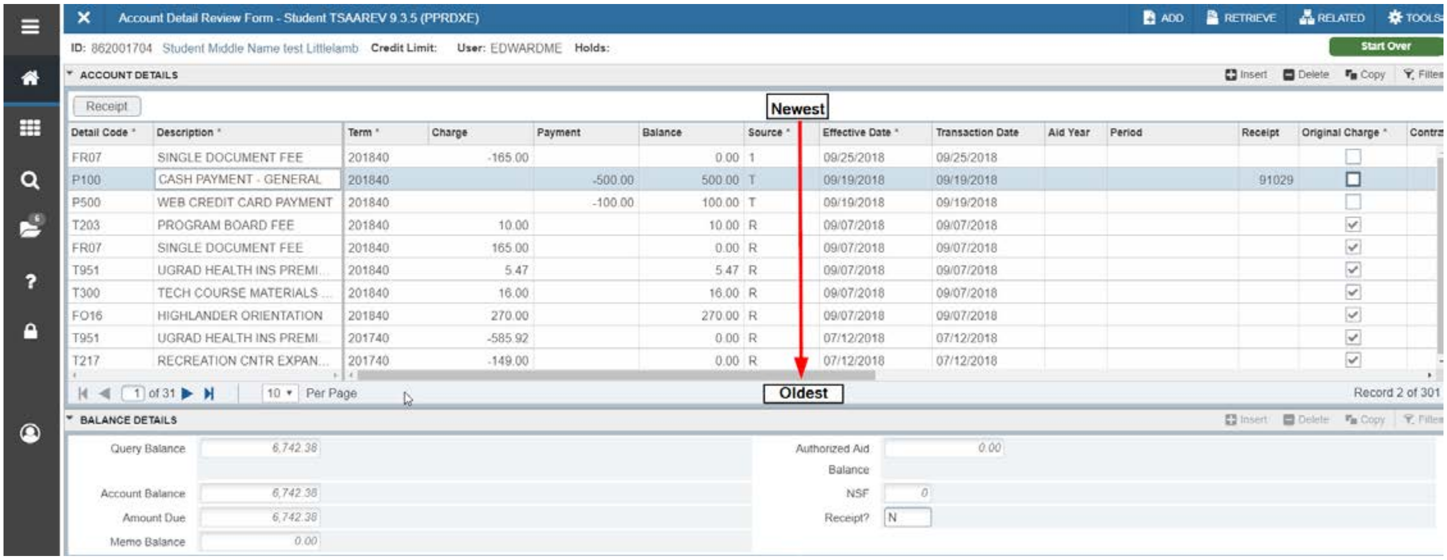
1. Access the **Account Detail Review Form** by entering **TSAAREV** in the **Search…** field of the main menu.
   NOTE: ID field will default to the last ID used.



2. In the **ID** Field, enter the ID of the student or click ... to do a name search. Enter "last name, first name" in Name field to perform a name search to retrieve the account ID. *For more details, please review "Banner Navigational Training" in LMS.*



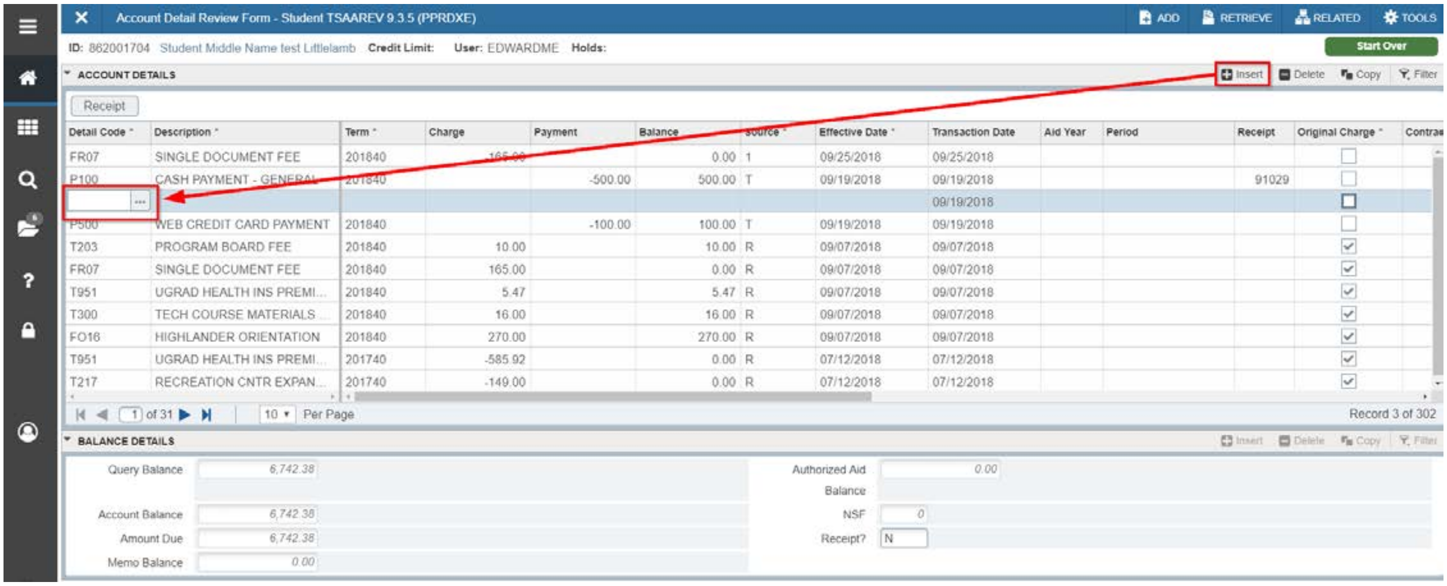
3. Click the **Next Block (**  or Alt+PgDn) to enter the **Account Details** block of **TSAAREV**.
   NOTE: All transactions will be displayed in reverse chronological order, with the newest activity on top.



4. When reviewing an account it is important to understand the fields on the bottom of the form.

Field	Description
Account Balance *(for reference only - see point #6 on pg. 4)*	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.
Amount Due *(for reference only - see point #6 on pg. 4)*	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.
Memo Balance	Represents pending account credits from other sources, such as Third Party Contracts.
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.
NSF	Represents the count of all returned check or eCheck payments that have posted to the account. Based on this count, the system will temporarily not accept Check and eCheck payments.

5. Once the account has been reviewed, new charges/reversals may be added. To add a new charge/reversal, add a new record by clicking on the **Record** menu, then **Insert,** or use the insert record icon Insert or **F6**. A new highlighted row will appear.



6. Enter the following information in the new record.

Field	Description
Detail Code	Enter the detail code corresponding with that transaction type. Clicking on the search button ... below the **Detail Code** column header will open a form to help you search for a specific Detail Code. Once you have found the Detail Codes you would like to use, push the Select icon SELECT when the correct detail code is highlighted. **NOTE**: Not all Detail Codes shown in Search will be allowed for use. *See Point #8 on page 4.*
Amount	Enter the amount of the charge/reversal. A charge to an account is entered as a positive number in the **Charge** field, while a reversal of a previous charge is entered as a negative number in the **Charge** field.
Term	Enter the term associated with this transaction (see points #4 and #5 on pg. 3).

7. Click **Save** (SELECT or **F10**) to save the transaction. Note the system message at the top: “Saved successfully (1 row saved)”.

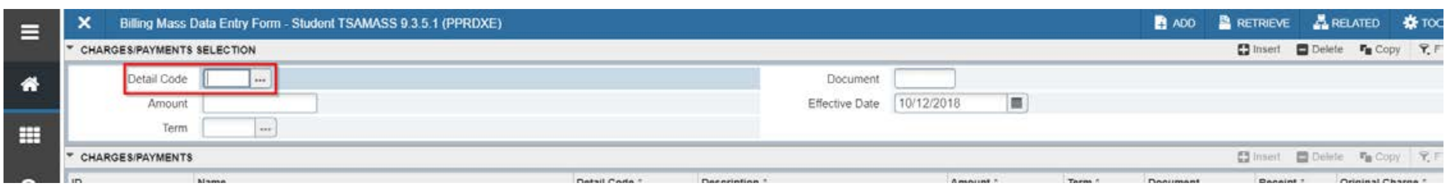
BILLING MULTIPLE STUDENT ACCOUNTS

TSAMASS – Billing Mass Data Entry Form is used when entering the same transaction simultaneously across multiple Student Accounts. This form will default the same **Detail Code** and **Amount** for a specific **Term,** entered on the header of this form, to the **Charges/Payments** block.

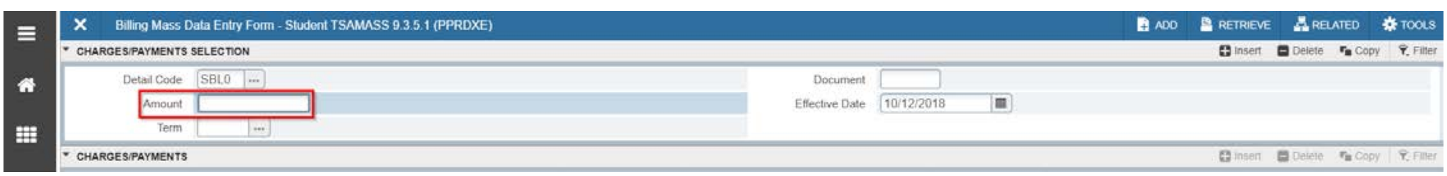
1. Access the **Billing Mass Data Entry Form** by entering **TSAMASS** in the **Search…** field of the main menu. Values entered in the Header Block will default into each record entered on the form in the next block, but can be manually changed if you need to modify a few records during processing.

2. If you do not know the **Detail Code**, clicking on the search button  next to the **Detail Code** field will access form **TSADETC**, which will allow you to query for the correct **Detail Code**. Use the Select icon 

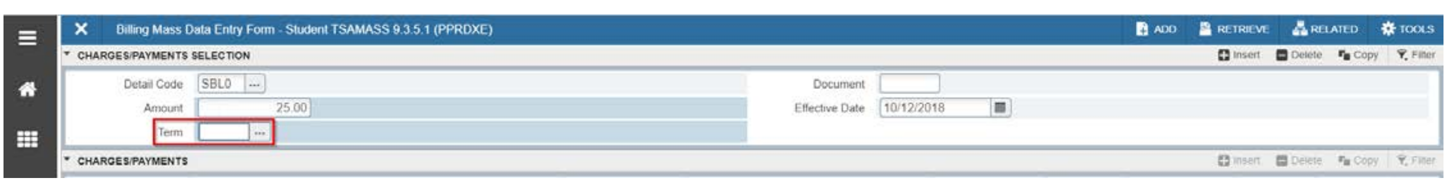
when the correct detail code is highlighted.
NOTE: Not all Detail Codes shown in Search will be allowed for use. *See* [Point #8 on page 4](#).



3. Enter the default amount of the transactions in the **Amount** field. If no default amount is entered, an amount will be required for entry on each ID record that is entered.

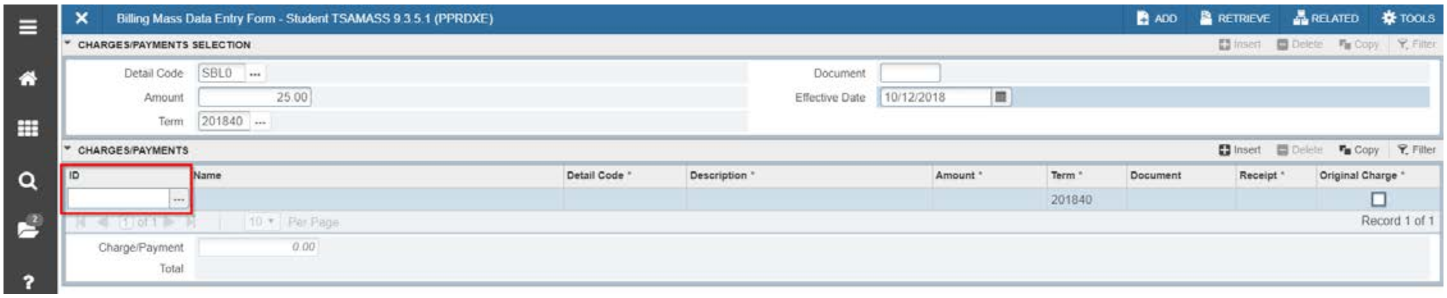


4. Enter the default **Term Code** for the transactions in the **Term** field. If you do not know the **Term Code**, clicking on the search button will allow you to choose the appropriate **Term Code**. Term is required before entering IDs.
NOTE: The current term is always used when adding charges to an account. **Reversals** should be entered in the same term of the original charge. *See* [Point #4 on page 3](#) *for more information.*

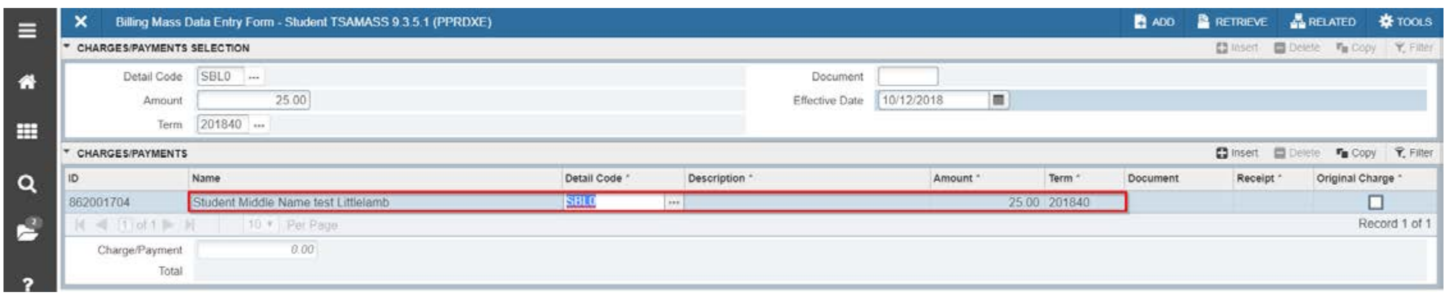


5. The **Effective Date** will default to the current date, and should not be changed.

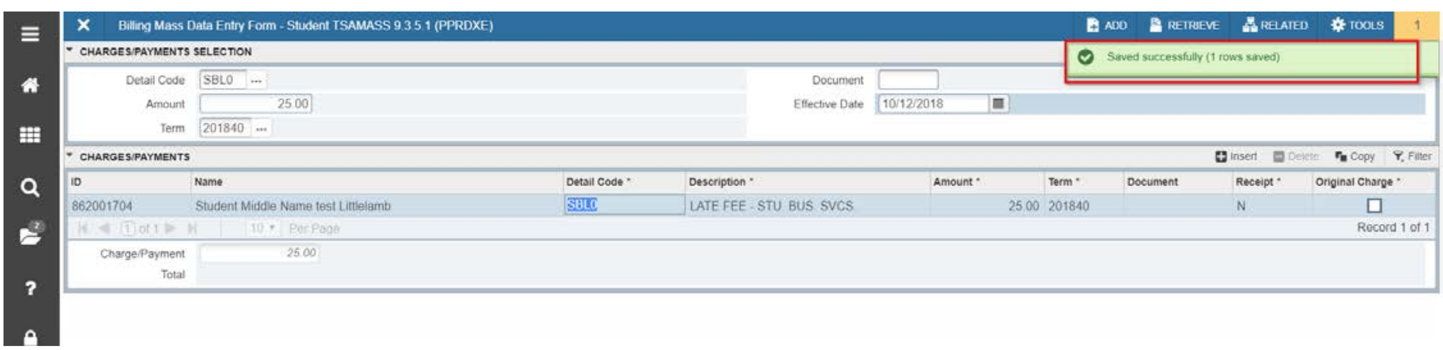
6. **Next Block** (or Alt+PgDn) to enter the **Charges/Payments** block of **TSAMASS**. In the **ID** field, enter the **ID** of the account or enter the name in **Name** field to perform a name search to retrieve the account's ID.



7. Once the **ID** is entered, the **Detail Code, Amount** and **Term** will be auto-populated for the record. The curser will move to the **Detail Code** field, clicking **Tab** will populate the **Description** field.



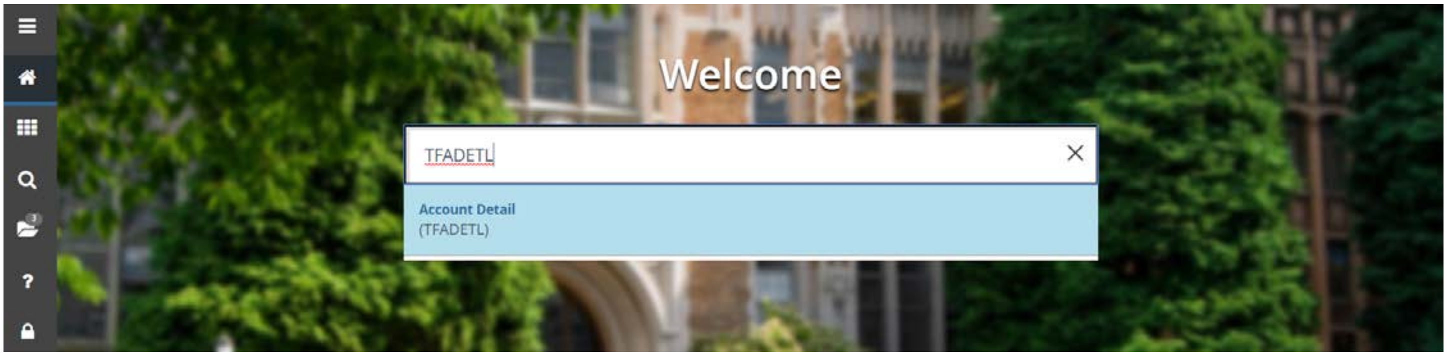
8. Click **Save** SAVE or **F10** to save the mass charge assessment. Note the system message at the top: "Save successfully (1 rows saved)".



REVIEWING A NON-STUDENT ACCOUNT

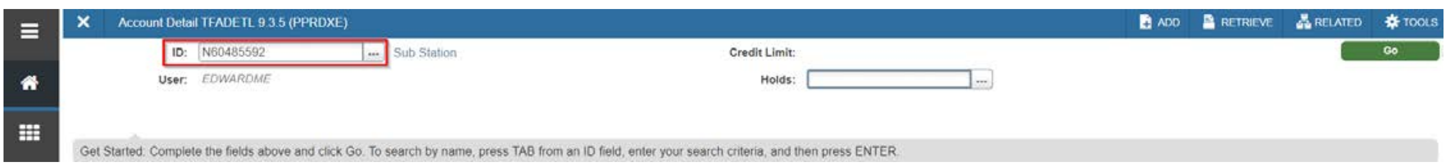
Review a non-student's account activity on the **Account Detail Review Form-TFIAREV**. This form is used to display the account details information in a condensed format and can be used to review the account only. To post a charge/payment use the **Account Detail Form-TFADETL**.

1. Access the **Account Detail Review Form** by entering **TFIAREV** in the **Search…** field of the main menu.
   NOTE: ID field will default to the last ID used.

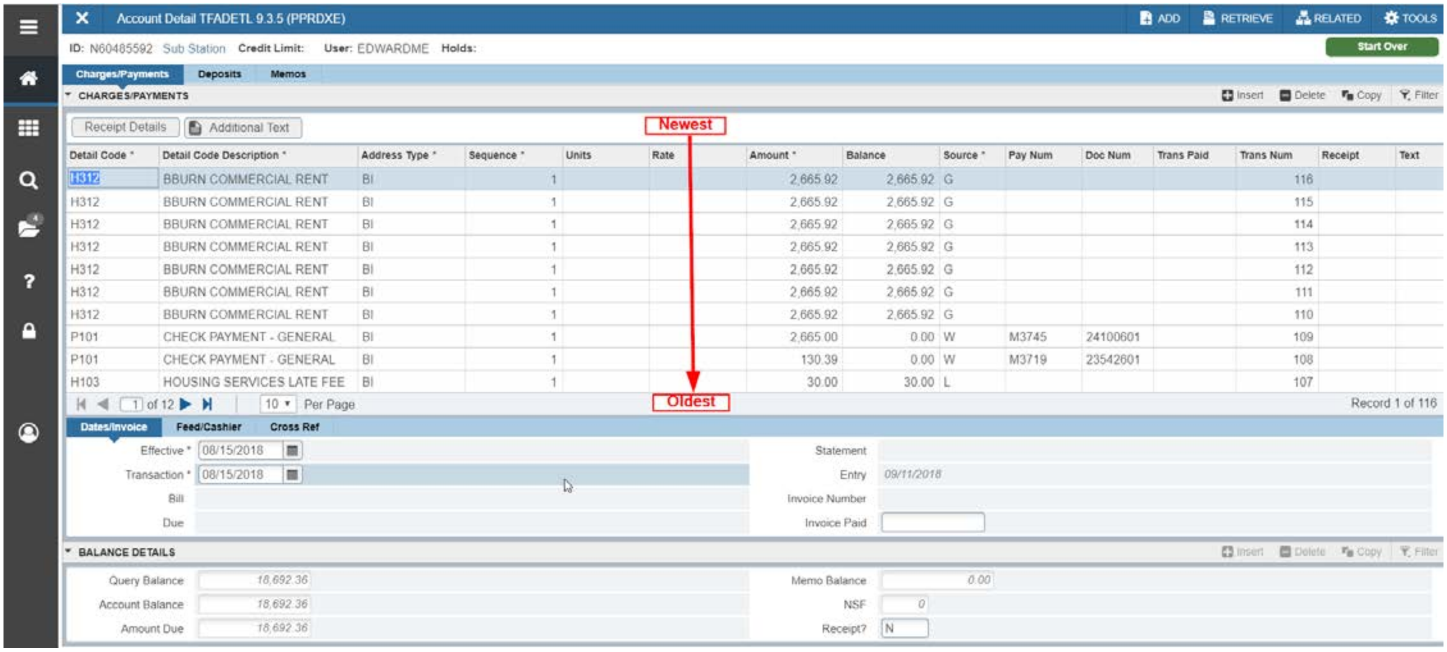


2. In the **ID** Field, enter the ID of the non-student or click the search button  to enter the name in **Name** field to perform a search to retrieve the account's ID.

   NOTE: All Non-Student ID's will have an 'N' prefix.



3. **Next Block** (or Alt+PgDn) to enter the **Account Details** block of **TFIAREV**.
   NOTE: All transactions will be displayed in reverse chronological order with the newest activity on top.



4. When reviewing an account it is important to understand the fields on the bottom of the form.

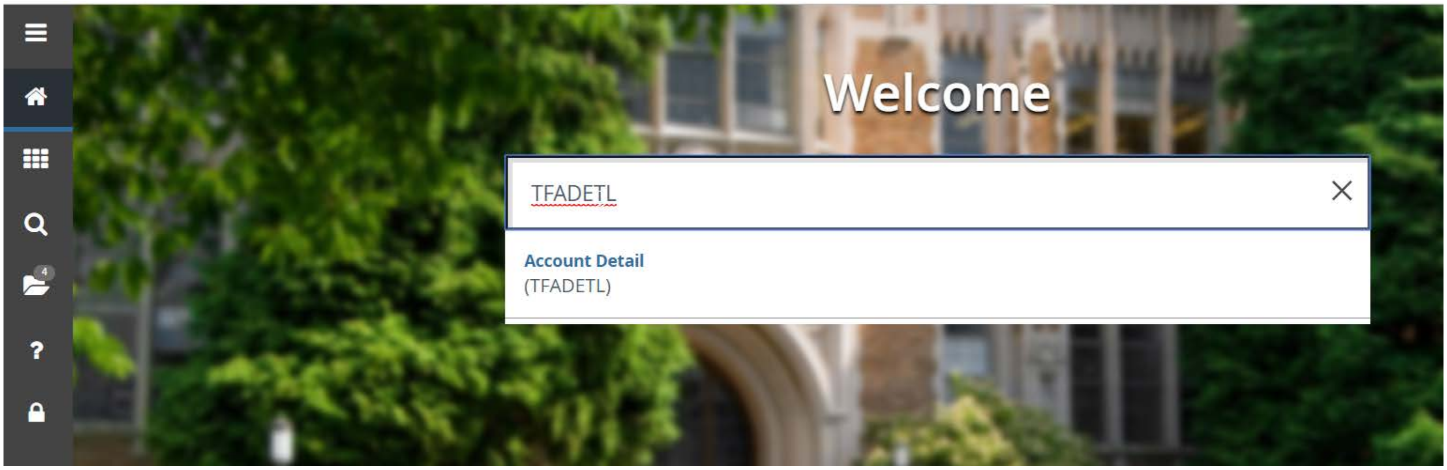
Field	Description
Account Balance (see point #6 on pg. 4)	Represents the complete account balance considering all charges and payments, even those not currently due. A positive number represents an overall amount that still requires payment, while a negative number represents an overall amount in excess of current charges, with a possible refund due to the account holder.
Amount Due (see point #6 on pg. 4)	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.
NSF	Represents the count of all returned check or eCheck payments that have posted to the account. Based on this count, the system will temporarily not accept Check and eCheck payments.

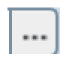
BILLING A SINGLE NON-STUDENT ACCOUNT

Transactions on a single Non-Student Account can be posted using the **Account Detail Form-TFADETL**. Though deposits and memo items can also be entered on this form, only charges/reversals should be posted. Follow these steps to enter charges/reversals on a Non-Student Account.

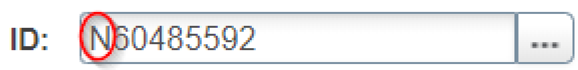
IMPORTANT Please use appropriate Student or Non-Student forms always! Posting a charge/reversal using a Student form for a Non-Student Account will change that account permanently into a Student Account.

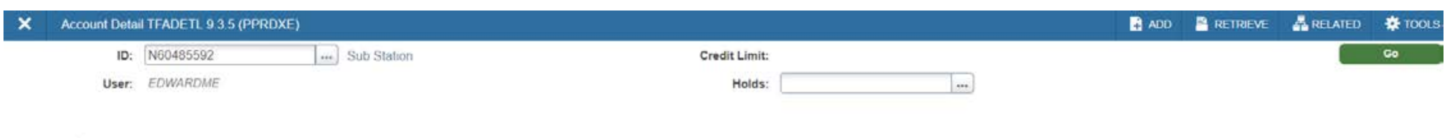
1. Access the **Account Detail Form** by entering **TFADETL** in the **Search…** field of the main menu.



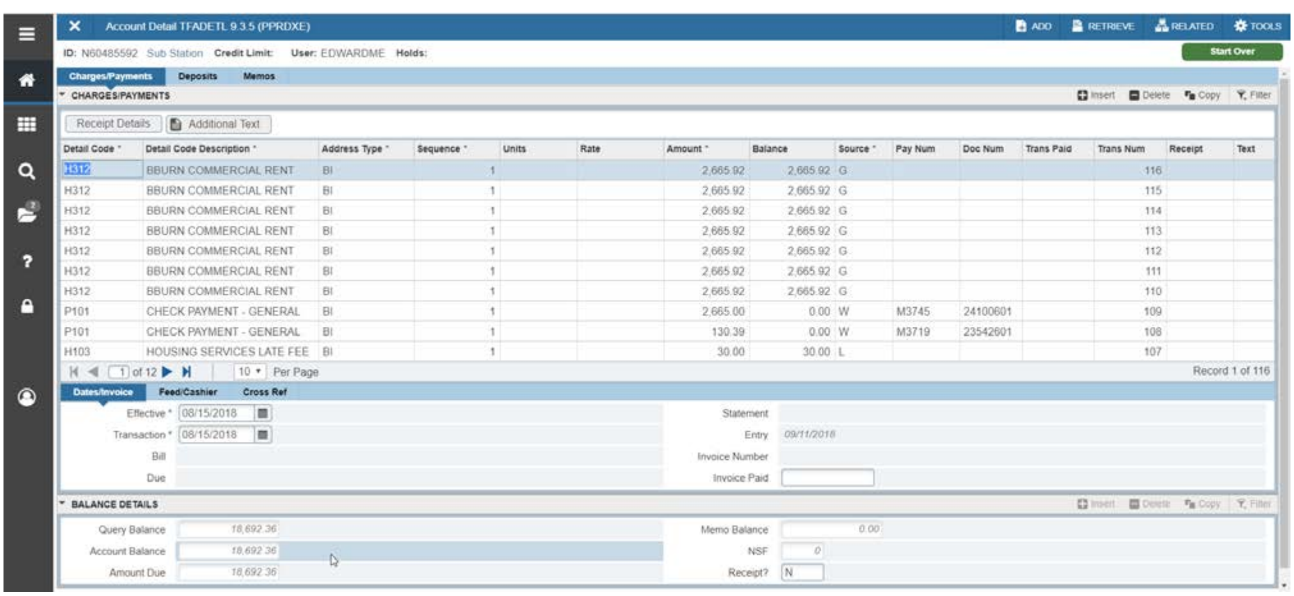
2. In the **ID** field, enter the **ID** of the account or click the search button  to enter the name in **Name** field to perform a name search to retrieve the account's ID.

   NOTE: All Non-Student ID's will have an 'N' prefix.

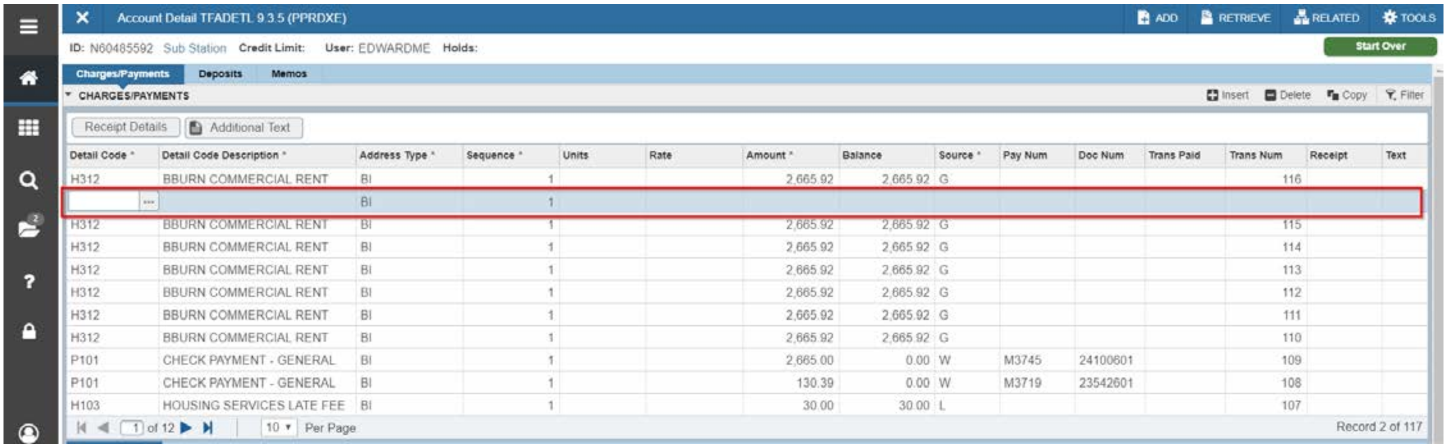




3. **Next Block** ( or Altl+PgDn) to access the **Charges/Payments** block of **TFADETL**.



4. To add a new charge/reversal, insert a new record (Insert or **F6**). A blank highlighted record will appear.



5. Enter the following information in the new record.

Field	Description
Detail Code	Enter the detail code corresponding with this transaction type. Clicking on the search button next to the Detail Code field will access the form TSADETC which will allow you to search for a specific detail code. Use the Select Record icon SELECT when the correct detail code is highlighted. **NOTE**: Not all Detail Codes shown in Search will be allowed for use. *See* *Point #8 on page 4*.
Address Type	Enter the address type associated with the address used to send billing to.
Amount	Enter the amount of the charge/reversal.

6. **Save** (SAVE or **F10**) and the Transaction number, balance, effective date, transaction date and source should now be populated by the system.

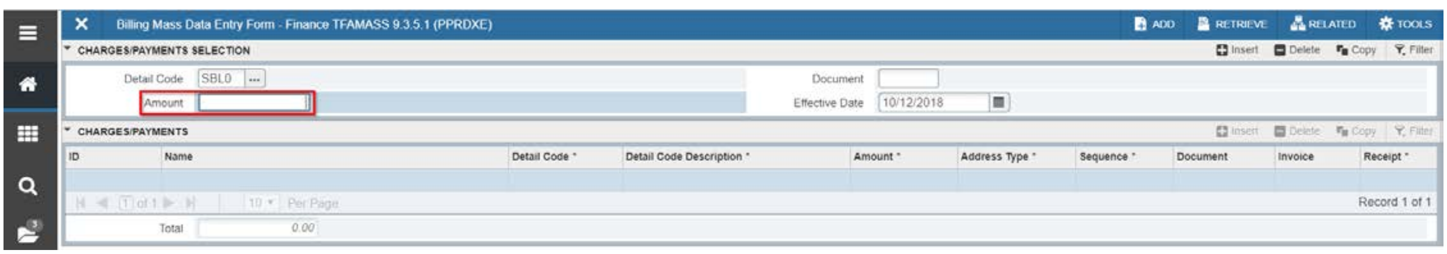
BILLING MULTIPLE NON-STUDENT ACCOUNTS

TFAMASS – Billing Mass Data Entry Form is used when entering the same transaction simultaneously across multiple Non-Student Accounts. This form will default the same **Detail Code** and **Amount,** entered on the header of this form, to each account listed in the **Charges/Payments** block.

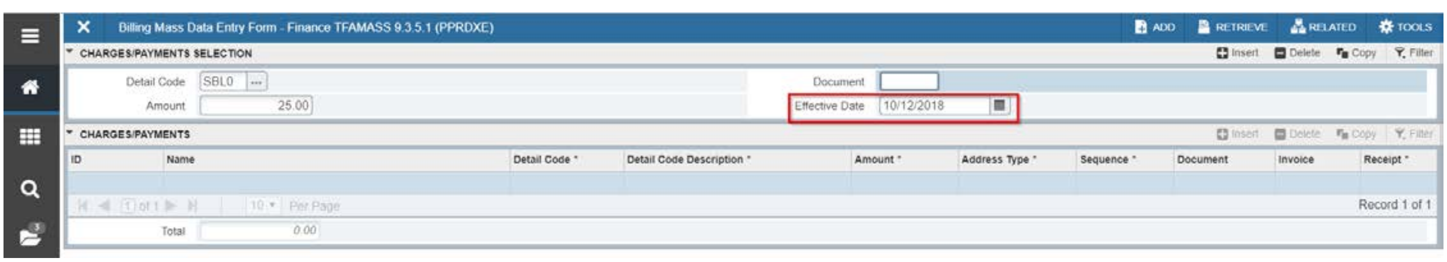
1. Access the **Billing Mass Data Entry Form** by entering **TFAMASS** in the **Search…** field of the main menu.

2. Enter the Detail Code of the charge/reversal in the **Detail Code** field. If you do not know the Detail Code, clicking on the search button next to the **Detail Code** field will access form **TSADETC**, which will allow you to query for the correct Detail Code. Use the Select Record icon SELECT when the correct Detail Code is selected.
NOTE: Not all Detail Codes shown in Search will be allowed for use. *See* Point #8 on page 4.

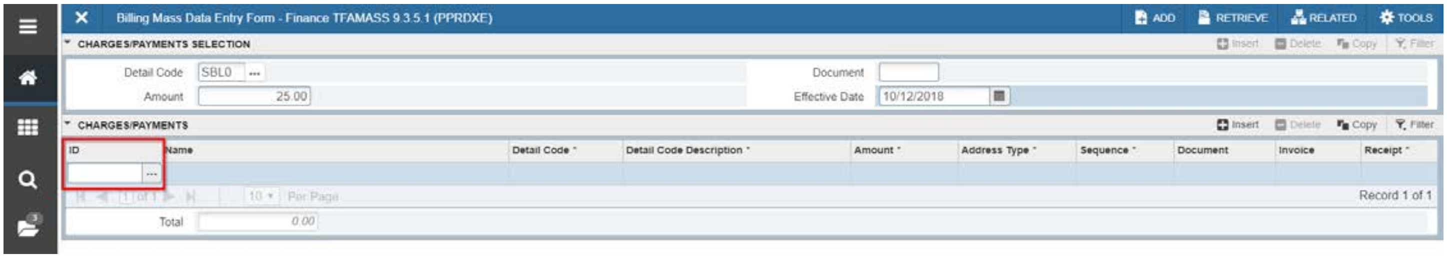
3. Enter the default amount for the transactions in the **Amount** field.



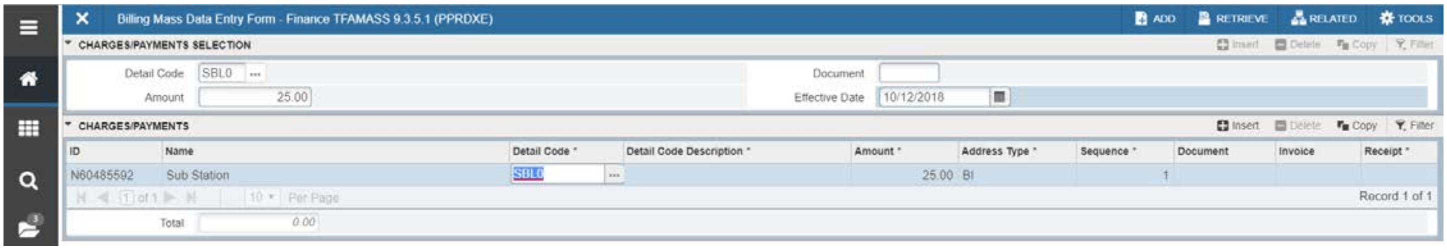
4. The **Effective Date** will default to the current date, and should not be changed.



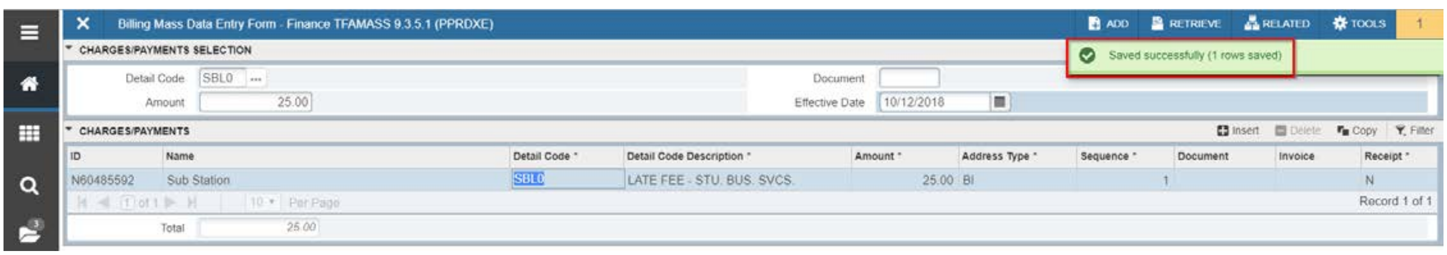
5. **Next Block** (or Ctrl+PgDn) to enter the **Charges/Payments** block of **TFAMASS**. In the **ID** field, enter the **ID** of the account or enter the name in Name field to perform a name search to retrieve the account's ID.



6. Once the **ID** is entered the **Detail Code** and **Amount** will be auto-populated, but can be edited manually, if necessary. The curser will move to the **Detail Code** field, clicking **Tab** will populate the **Description** field.



7. Click **Save (** SAVE or **F10**) to save and post the transactions entered. Note the system message at the top: "Save successfully (1 rows saved)".
NOTE: Since it is the point of this form to post multiple charges/reversals simultaneously, more than 1 record will be applied when saving, corresponding to the number of IDs entered in the **Charges/Payments** section.



OTHER DEPARTMENTAL BILLING INFORMATION

GAINING ACCESS

Access to the Departmental Billing role can be granted by Departmental SAAs via EACS, and do not require administration by a Banner Application SAA. A Departmental SAA should obtain confirmation that trainings have been completed appropriately.

PREREQUISITE TRAININGS

1. Banner General Navigation Training (LMS)
2. FERPA Training (LMS)
3. Banner Accounts Receivable Training (PDF)
4. Banner Departmental Billing Training (LMS)

REQUESTING NEW NON-STUDENT ACCOUNTS

Please complete the CID# Request Form on the SBS site under the *Services to Departments* menu.

STATEMENT PROCESS

Billing statements are generated on the 16th of each month (if the 16th falls on a weekend or holiday, then they are generated on the following business day) and will show all new activity since the last billing date.

DUE DATES OF POSTED CHARGES

The bill is due on the 15th of the following month after billing has occurred (if the 15th falls on a weekend or holiday, then it will be due on the previous business day).

LATE FEES

As of March 2016, Late fees of $25.00 per month will be assessed on accounts for which payment in full has not been received. Late fees of $30.00 per month will be assessed on past due housing charges. These late fees are subject to change without notice. Please contact SBS for questions regarding the current late fees.

CHARGEBACKS

Chargeback will occur when there has been no payment for a period of 6 months or more, and in the case of a student, they are no longer enrolled at UCR. Student Business Services charges accounts back to the departments twice a year (usually May and November). While the account has been charged back to the department, Student Business Services will continue to try to collect the debt. A hold will be placed on the account to prevent the debtor from receiving transcripts or services from the University. For detailed information please refer to the Billing and Accounts Receivable Management policy 200-16.

REPORTS TO REVIEW IN IREPORT

1. **Current Activity Report (SIS+ Report BRS043)** - *Location: General Operating > SIS Monthly*
   Displays current month's activity billed by the department. Departments should review and compare to general ledger to ensure that all charges billed in Banner are properly recorded and appear in the general ledger.
2. **Outstanding Charges Report (SIS+ Report BRS038)** - *Location: General Operating > SIS Monthly*
   Lists outstanding charges that have not been paid by account, detail code, amount, and date billed. Departments should review these accounts monthly for potential chargeback.

3. **Paid Report (SIS+ Report BRS039)** - *Location: General Operating > SIS Monthly*
   Lists bills that were paid in that month by account, detail code, amount, and date billed.

DETAIL CODES – REVIEWING EXISTING CODES AND REQUESTING NEW CODES

Detail Codes must be requested and approved before creation in Banner, by going to the SBS site under the *Services to Departments* menu. Upon approval of the Detail Code request and FAU, Student Business Services will establish the new detail code in Banner and notify the requesting department when completed.

Detail codes can be reviewed in Banner querying by detail code, form **TSADETC**.

NOTE: Not all Detail Codes shown in Search will be allowed for use. *See Point #8 on page 4*.

REFERENCE TO SUNDRY DEBT POLICY

UCR's Sundry Debtor Billing Policy is available at http://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=200-16.

ASSISTANCE FOR BANNER ACCOUNTS RECEIVABLE

Please contact Student Business Services at BannerAR_Feedback@ucr.edu or x23200.