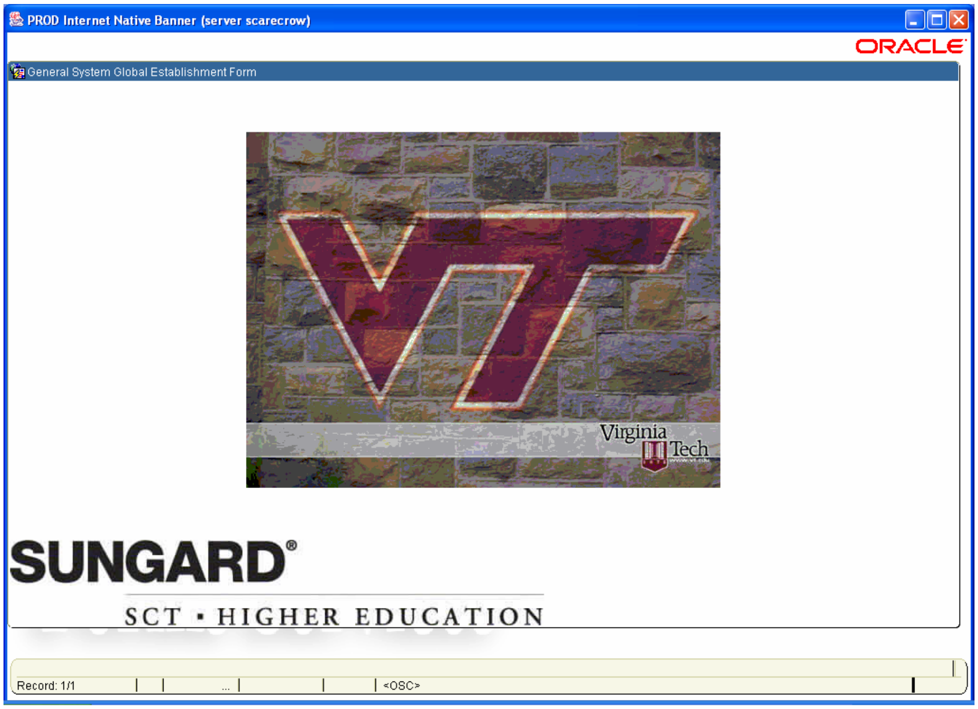

Accounts Receivable Training Workbook General Users

VirginiaTech
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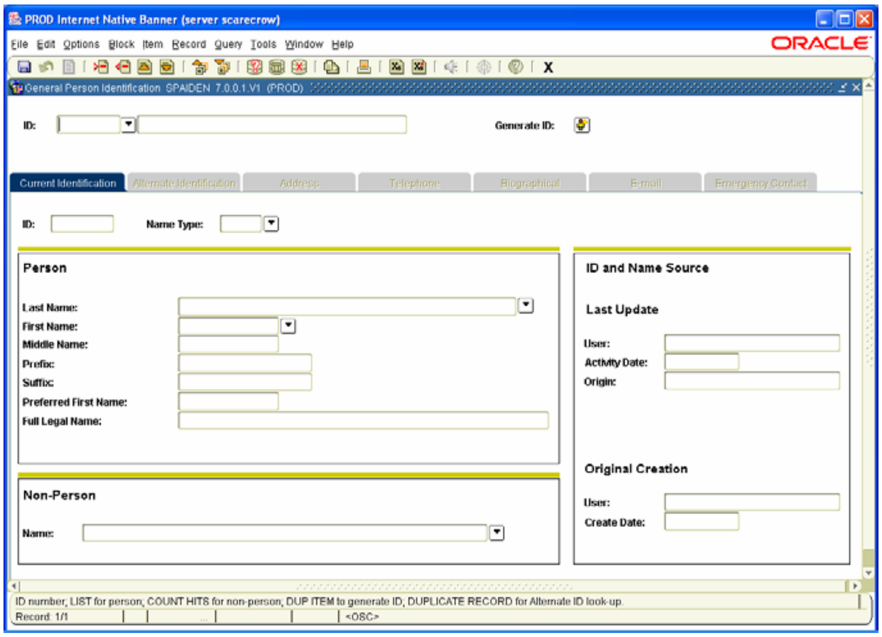
General Person Identification Form (SPAIDEN):

Users will find using the ***Identification Form*** (SPAIDEN) to view biographic/demographic information for all persons/non-persons associated with Virginia Tech is helpful. This form works best if you know the full ID number of the person/non-person you are looking for.

Person's and non-person's may belong to any or all of the installed applications (Student, Finance, etc.). The information maintained in this form is specific to the person or non-person and does not relate to their involvement at Virginia Tech. This form provides a history of all demographic information for the given ID.



As with all other Banner forms the user is able to select "Options' from the Navigation Frame to assist them in viewing additional information. Options that will be useful will be displayed after performing a 'Next Block' command.

The Address option will provide the user with all address information that has been stored on the person/non-person.

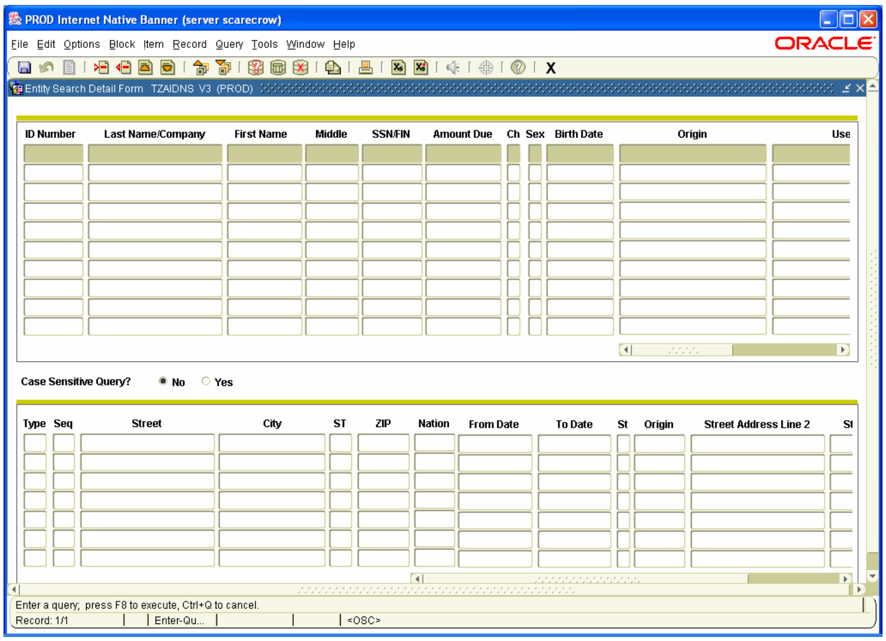
Another option will display 'Alternate Names/ID's'. In the field Name Type, this will show if and why a name has been changed. If there is no information available with this option, a message box will be displayed showing this.

All non-person information and persons not associated with Virginia Tech is maintained through an office on campus. Everyone associated with Virginia Tech may create and up-date their on information using Hokie SPA.

Entry Search Detail Form (TZAIDNS):

The ***Entity Search Detail Form*** (TZAIDNS) provides the user with the ability to search and query for both persons and non-persons (businesses) on the same form. This is a query form only.

This form allows the user to enter a known ID Number or Last Name and perform a search.

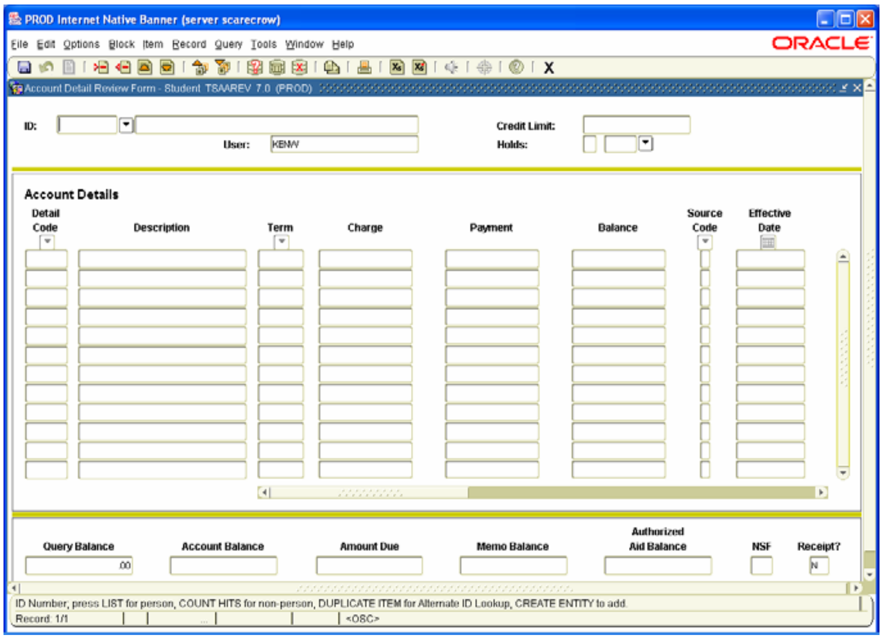


After entering the information, ID Number, Last Name/Company Name, or other search criteria, execute your query. This will retrieve the results to your query. What makes this form so useful is the ability to see several possible matches and the address information relating to them. When the information is returned, they will display with the current active address 'type(s)' at the top and those address that are inactive at the bottom. By using the scroll bar you are able to see the entire list of results for your query.

The type of the address is important to Accounts Receivable. When businesses are being billed, it is necessary that they have an active 'BI' (Billing Address) type. This information should be verified by the department. There has been a procedure established to assist departments when address information needs to be added to Banner or modified. We are asking that your forward your request to Barbara Simmons in the Bursar's Office with the supporting documents showing the correct address. Only after a thorough search has been completed, by the department and others will a name be added or modified in Banner. Every effort is being made only add or modify address information that is necessary.

Account Detail Review Form (TSAAREV):

The ***Account Detail Review Form*** (TSAAREV) is used to view charge and payment information on a particular account. The Account Balance and the current Amount Due are calculated and displayed on the last line of this form. Also notice the Query Balance is displayed. The Query Balance may change based upon the number of transactions being viewed. Any changes to the account information will modify these balances.



This form, the ***Account Detail Review Form*** (TSAAREV) will receive information from many other functional areas, such as; application fees from admissions, fee assessment from registration, and housing and meal charges from location management housing.

After entering an ID Number and performing a Next Block, the 'Options' in the Navigation Frame change.

Main Window:

While on the ID field, enter the known ID Number or click the Search icon (magnifying glass). This will display an *Option List*. You are then able to make a selection of either the ***Person Search Form*** (SOAIDEN) or the ***Non-Person Search Form*** (SOACOMP). Place the cursor over your selection and click with the left mouse button. This will open the selected search form.

To search for an individual, you may enter the last name in the Last Name field. The more specific information and the more complete information you provide the quicker your search results will be returned. This form is not case sensitive. So it is not necessary to capitalize the first letter in the name. However, we would suggest that you continue to use proper capitalization habits. If you are unsure of the complete spelling, you may use a wildcard (%, _) function. In the ID field, if you are unsure of a particular number or a number may be missing or smudged, you may use the wildcard function.

After performing the search function and finding the person/non-person you are seeking, either double-click or choose the Select icon to populate the form with the selected ID Number.

FYI…to create an entity, click 'Create Entity' in the Navigation Frame to navigate to the ***Person Search Form*** (SOAIDEN). **This is a process that will be carried out by the General Person staff. The general users will not be responsible for this function.**

If an individual has a Hold placed on their record, it will be displayed as a 'Y' in the Hold field. You may still see the transaction data for account by entering 222 in the field next to the 'Y'. Perform another Next Block and the data will be displayed. To view information relating to a Hold that may be placed on an account, place the cursor in the Hold filed and click the Search icon (magnifying glass). This will take the user to the ***Holds Query-Only Form*** (SOQHOLD).

After all the information has been supplied in the 'Main Block' or 'Key Block', perform a Next Block function. This will now allow you to view or query information in the lower portion of the form.

FYI…most of this information will be fed by other sources and data will not be entered. The information is provided to help in reading the data. In the near future, individuals will be identified who will have the responsibility and privileges granted within Banner to enter and maintain information on this form. There will be additional training for those individuals at that time.

While on the Detc field, click the Search icon (magnifying glass) to search for a detail code on the ***Detail Code Control Form*** (TSADETC). You may query on this form for specific Detail Codes.

To query for a particular Term, enter a specific term code in the Term field or select a term from the ***Term Code Validation Form*** (STVTERM) by either double-clicking in the field and making a selection.

The S (Source Code) is populated from the ***Billing Detail Source Validation Form*** (TTVSRCE). After selecting the Term Code, the S (Source Code) information populates automatically. Notice the Receipt field, highlight the row that has a Receipt Number in it. Click the Search icon (magnifying glass) above to see information that pertains to that receipt number on the ***Receipt Form*** (TGARCPT). Information is only returned if Receipt Number is available.

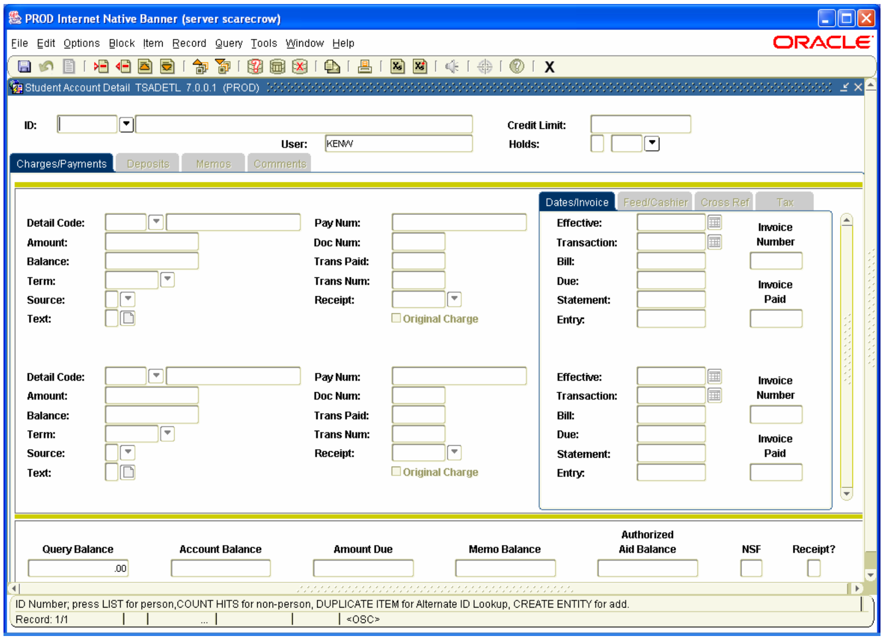
> **Note**: any of the fields that have a 'blue' word next to them allow the user to double- click and view a List of Values or a Validation Form. (Please notice this is not a representation of the complete screen. Notice the horizontal scroll bar at the bottom of the window. By moving to the left or right, additional information is displayed. Also, all of the options in the Navigation Frame may not be active.)

An option in the Navigation Frame that will be helpful is the 'View Comment Form'. The user is able to access this form by selecting the appropriate option. This takes the user to the ***Comment Central Form*** (TGACOMC) and shows many options. The user is able to select a particular text icon, there are 11 shown, to view or enter comments.

Student Account Detail Form (TSADETL):

The ***Student Account Detail Form*** (TSADETL) is used view additional detail on an account. This form is similar to TSAAREV. Charges and payments may be viewed on this form. The Account Balance and the current Amount Due are calculated and displayed on the last line of this form. Notice a Query Balance is also on the form. As you scroll down through the account information, the Query Balance may change depending upon the number of transactions being viewed. Account Receivable Holds will also be checked for an account before allowing any charges or payments to be processed

Main Window:



While on the ID field, enter the known ID Number or click the Search icon (magnifying glass) to search for an ID Number on either the ***Person Search Form*** (SOIIDEN) or the ***Non-Person Search Form*** (SOACOMP).

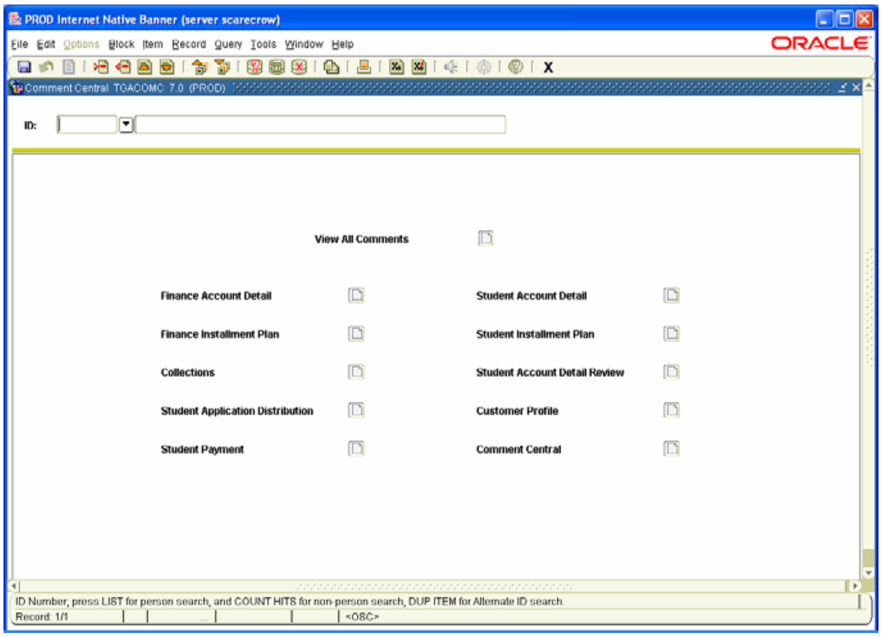
If a student has a Hold placed on their record, a 'Y' will appear in the Hold field. While on the Holds field, click the Search icon (magnifying glass) to search for holds on *the* ***Holds Query-Only Form*** (SOQHOLD).

The Text field allows the user to view text information, if available, or enter comments about a particular transaction. This feature is only available to the Bursar's Office Staff. Click the Text icon to navigate to the Additional Text window of this form. Select 'Return' option section of the Navigation Frame to return to the Main window.

Comment Central Form (TGACOMC):

The ***Comment Central Form*** (TGACOMC) will display all comments entered on forms in the Accounts Receivable module in one queriable location. Comments can be entered through various forms in the Accounts Receivable module. This form provides the ability to view any or all comments in one place, regardless of the original entry form.

In the Key block, enter the ID of the person whose comments should be displayed. Upon going to the next block, you will be visually alerted as to whether comments exist and the form of original entry for those comments.



A series of icons representing forms of original entry are displayed. If a comment was entered for the ID in the 'Key Block' using one of the Accounts Receivable entry forms listed, the text icon will take on a 'different' look and 'bubble help' will display the word 'data'.

To see all comments associated with an ID Number, select the 'View All Comments' text icon or select that 'Option' in the Navigation Frame. To display the comments that were created on a particular form, select the appropriate test icon or select the 'Option' in the Navigation Frame that corresponds with the form name.

After selecting an icon, the form will navigate to the Comments window, on which the comment text will appear. The ID Number will appear along with the name. Perform a "Next Block" to populate the form.

Notice that for each comment, supporting information is supplied. You will be able to see the form the comment originated from, the Activity Date (date comment was made), the Origin of the comment, and the User ID who made the comment.

The user may access the Comment Central Form (TGACOMC) from the following forms:

- ✓ ***Account Detail Review Form*** (TSAAREV)
- ✓ ***Collections Form*** (TGACOLC)
- ✓ ***Customer Profile Definition Form*** (TGACPRF)
- ✓ ***Student Payment Form*** (TSASPAY)
- ✓ ***Student Account Detail Form*** (TSADETL)

There are a few very important facts to remember about the ***Comment Central Form*** (TGACOMC). The comments made about an individual can be viewed by others. The individual who made the comments will have their User ID associated with the comment.

For this reason:

- ✓ Only comments that are factual should be entered.
- ✓ It is important not to make a judgement about an individual.
- ✓ All comments should be appropriate in nature.
- ✓ Negative comments about an individual should never be made or entered into the system.
- ✓ There will be standard abbreviations that will be acceptable. Please refrain from using 'shorthand' in the comment section. This will be a decision that will be made soon.

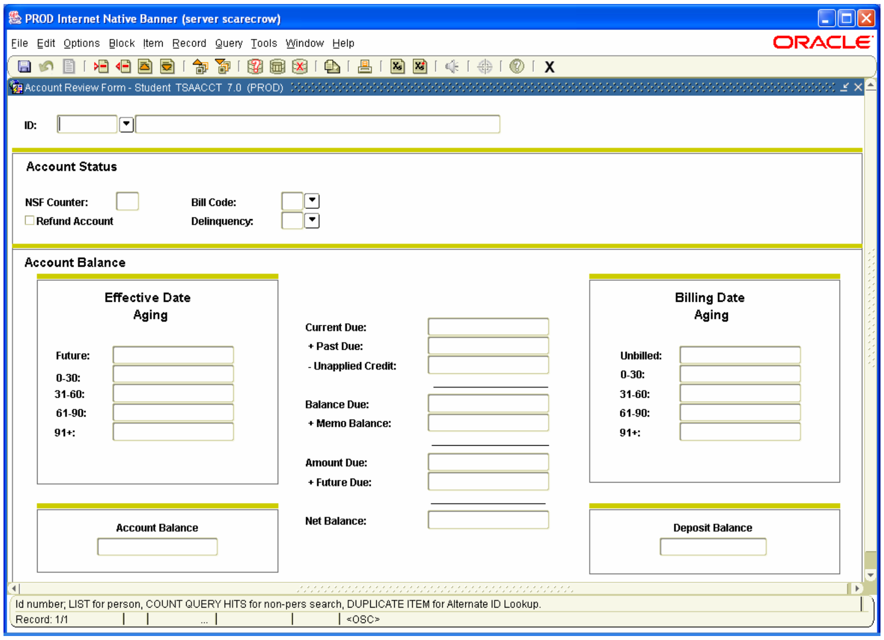
It may be wise to view the information on this form before comments or information is shared with anyone.

Account Review Form (TSAACCT):

The ***Account Review Form*** (TSAACCT) is used to review and maintain information about a specified account. It is a combination of a Data Entry form and Query form. All aspects of the account are displayed including Account Status, Account Balances (future and aging), Memo's (third party contracts), and Collection information. In addition, this form is used to prevent an account from being billed by entering a Bill Code.

> **Note:** A person or company must be entered into the system using the specific ***Identification Form*** (SPAIDEN or FOAIDEN) before data entry or queries on this form may be made. **It is a General Person responsibility to create and maintain information on this form.**

Main Window:



While on the ID field, click the Search icon (magnifying glass) to search for an ID on either the ***Person Search Form*** (SOAIDEN) or the ***Non-Person Search Form*** (SOACOMP).

If you want to exclude the account from being billed or to apply special billing options, select a value for the Bill Code field from the ***Bill Code Validation*** (TTVBILL) list. The billing program will not select an account that has a value in the Bill Code field.

The Delinquency code is assigned automatically based on the aging of the oldest billed charge.

Refunds may be withheld from the account by clearing the Refund Account check box.
NSF Counter field is an indicator of the number of times an account has had a check returned for non-sufficient funds. This number is system assigned as a one-up number and may not be edited.

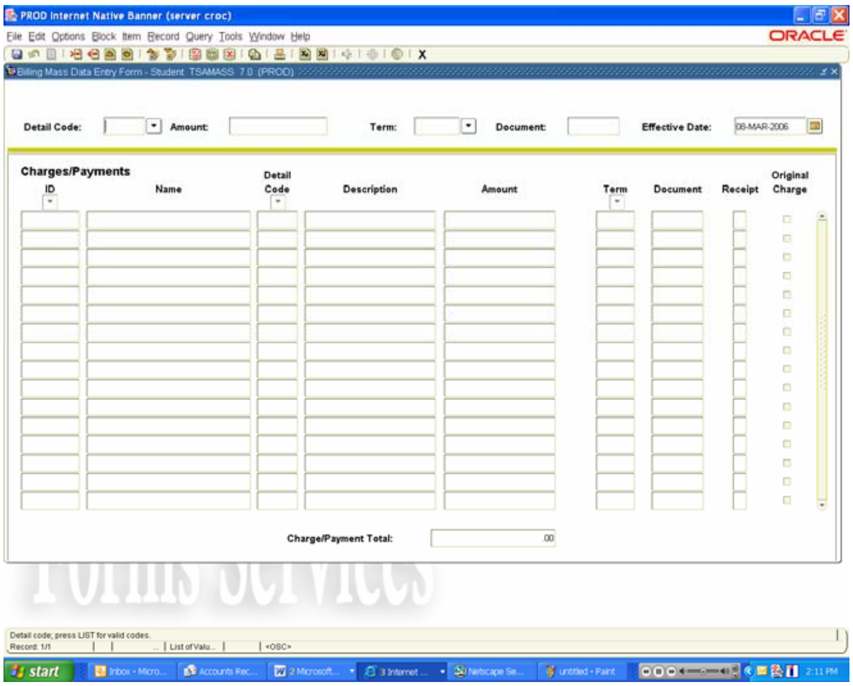
In the Effective Date Aging field, the amounts displayed are related to the effective date of the charge. Charges from outside sources (Medical Clinic, Pharmacy Services, or Library) are displayed based on actual effective date.

In the Billing Date Aging field, the billed amount is broken down by aging category shown. If there is a value in the Unbill field, this indicates a bill has not yet been sent.

Billing Mass Data Entry Form (TSAMASS):

The ***Billing Mass Data Entry Form*** (TSAMASS) is used to enter charges to multiple accounts which have a specific Term and Effective Date. Once the information is entered, the appropriate accounts will be updated. A total is given for all transactions to verify that the transaction amounts entered are correct. It is best to manually 'run a tape' of all transactions.

Once saved, any charge entered on this form will immediately update the individual accounts. These changes can be reviewed on the ***Account Detail Review Form*** (TSAAREV) or the ***Student Account Detail Form*** (TSADETL).



Main Window:

Select a Detail Code for the Detc (Detail Code) field from the ***Detail Code Control Form*** (TSADETC). This is an optional field.

If an Amount is entered, the same amount will be displayed for each line entered. By leaving the Amount field is left 'blank', you may specify a different amount for each entry.

Select a Term for the Term field from the ***Term Code Validation Form*** (STVTERM). The Term Code must be entered. Perform a Next Block to enter charges on accounts.

Users are able to enter a **Document** in the field to reference all charges.

The **Effective Date** is automatically populated with the current date. This field may be edited, but in most cases, you should used the current date.

While on the ID field, click the Search icon (drop-down arrow) to search for an ID on either the ***Person Search Form* (**SOAIDEN) or the ***Non-Person Search Form*** (SOACOMP).
While on the Detc (Detail Code) field, click the Search icon (drop-down arrow) to search for a detail code on the ***Detail Code Control Form*** (TFADETC or TSADETC).