UAACCESS STUDENT
Student Financials
Departmental Charges & Credits

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<table>
<thead>
<tr>
<th>Date</th>
<th>Version #</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>07/06/2010</td>
<td>1.00</td>
<td>Original</td>
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<tr>
<td>04/01/2013</td>
<td>2.00</td>
<td>Removed sections users won’t use. Updated Appendices.</td>
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Introduction

This workshop is for users in academic departments and administrative offices who need to post charges and credits to student accounts.

Agenda

- Introduction
- Setting User Preferences
- Using the Student Services Center and Student Accounts
- Posting and Reversing Charges
- Posting and Reversing Payments

Objectives

- Understand which parts of a student’s financial record can be seen through the Student Services Center
- Look up and review a student’s account
- Post charges and payments (credits) to a student's account
- Reverse charges and payments

Reference Material and Resources

- UAccess Community (http://community.uaccess.arizona.edu/)
- 24/7 IT Support Center (http://247.arizona.edu/)
- UITS Workshop and Training Team (http://uits.arizona.edu/workshops)
Setting Your User Preferences for Student Financials

Procedure

Before you begin working in Student Financials, you will want to make sure that your user defaults are set up. Doing so will make your work move more quickly.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | You will find **User Defaults** under **Set Up SACR**.  
      | Click the **Set Up SACR** link. |
| 2.   | Click the **User Defaults** link. |
| 3.   | The defaults for Student Financials are on the **User Defaults 2** tab.  
      | Click the **User Defaults 2** tab. |
| 4.   | To auto-populate the Business Unit when you are searching in Student Financials, you need to fill out the **Business Unit** field in your User Defaults.  
      | You can type the desired information into the **Business Unit** field. Type a valid value, such as "uaz00." |
5. Click the **User Defaults 4** tab.

6. It's worth confirming that **Carry ID** is checked in your defaults.
   
   Click the **Save** button.

7. Click the **Student Financials** link.

8. Click the **View Customer Accounts** link.
Step | Action
--- | ---
9. | Now that you have your User Defaults set, the **Business Unit** field in search screens automatically populates with *UAZ00*.

Make sure to set your User Defaults in UAccess Student when you log in!
Using the Student Services Center for Financials

Tour of the Finances Tab

Procedure

As with any other student-specific information in UAccess Student, you can begin in the Student Services Center. It is your one-stop-shopping for all things student!

You can find the Student Services Center under Campus Community > Student Services Center. And, if you haven't already, you should add it to your Favorites.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Which tabs you see will depend on your security in UAccess Student. With your Student Financials access, you should see a finances tab. Click the finances tab.</td>
</tr>
<tr>
<td>2.</td>
<td>The top section of the finances tab shows you term-by-term information on the student's Tuition Calculation. If you wanted to see details for a different term, you would simply click on that term on the left side of the screen and review details on the right.</td>
</tr>
</tbody>
</table>

---

[Image: Screenshot of UAccess Student interface showing the Student Services Center and Tuition Calculation Summary.]
3. The lower section of the **finances** tab gives you a summary of the student’s account.

You can see total balances and, when it is available, a link to the student's 1098-T.

**Note:** The 1098-T is a tax form that indicates tuition and other educational expenses.

4. As you scroll down on this screen, you'll see more details.

Click the scrollbar.

---

5. You'll see a summary of the current **Due Charges**. And, if applicable, you will see information on **Refunds**, **Bills**, **Payment Plans**, and **Collection** efforts.

6. That's the basic tour of the **finances** tab. In the next lesson, you will use the Student Services Center **finances** tab to drill down into the student's account.
Viewing Student Accounts

Procedure

The details of student accounts are accessible several different ways.

1. There are links throughout different Student Financials components that allow you to jump to the student's account.
2. Use the main menu (at the top) to navigate to Student Financials > View Customer Accounts.
3. Click the view student account button on the finances tab in Student Services Center.

Which method you use depends entirely on your preference in a given situation. Right now, you're going to use method three.

**Step** | **Action**
--- | ---
1. | You are already looking at the finances tab of Student Services Center. Click the view student account button.
2. Note that the student’s total balance due shows at the top of the Customer Accounts screen.

3. The default view of Customer Accounts shows you a list of balances grouped by Account Type. 

   **Note:** Even if a student has multiple charges within a single Account Type, such as Course Fees, you only see one row for the Account Type. Drill down to **Account Details** to see a breakout of the individual fees.

   Click the **Account Details** link.
Step | Action
--- | ---
4. | The Account Details screen shows you a break out of all of the specific items and activity within that Account Type.

You see when the last activity was posted and how much of the balance is outstanding.

Click the **Item Details** link.

**Item Details**
Step | Action
--- | ---
5. | The **Item Details** screen shows you a bit more detail about the individual charge and any associated payments. Click the **Return** link.

6. | As you click the **Return** links, you'll step back one screen to where you were before. Click the **Return** link.
Step | Action
--- | ---
7. | Now that you’re back at the **Customer Accounts** screen, you can view Account Details for other Account Types.

You can also drill down into the student’s academic information from this screen.

Click the **Academic Information** link.

[Academic Information](#)
<table>
<thead>
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</tr>
</thead>
</table>
| 8.   | This screen shows you a term-by-term summary of the student's academic Career.  
You can see Program, Residency Status, Units, and Academic Load.  
Click the Academic Plan link. |

**Academic Plan**
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>The <strong>Academic Plan</strong> screen allows you to see a summary of the student's current Plan. Click the <strong>Return</strong> link.</td>
</tr>
<tr>
<td>10.</td>
<td>Click the <strong>Enrollment</strong> link.</td>
</tr>
</tbody>
</table>
Step 11. The **Enrollment Summary** screen allows you to see what classes the student is enrolled in and an overview of that enrollment. For details about a particular class, click on the **Class Info** link.

Click the **Class Info** link.
12. If the information is available, you see the instructor, meeting pattern, and location of the class.
   
   Click the Return link.

13. Continue clicking on Return until you are back on the screen you want.
   
   Click the Return link.

14. Click the Return link.
Step 15.
The links across the bottom of the screen allow you to view the same account information in different ways.

You're welcome to experiment with which view you like better and to use whichever you prefer.

Click the **Detail Trans** link.

[Detail Trans]
16. The **Detail Transaction** view shows you a breakout of all the individual charges on the student's account.

Click the **Item Detail** tab.
Step | Action
--- | ---
17. | The **Item Detail** tab shows you a little more info for each of those rows.

You need to click **Return** to get back to the Customer Accounts page.

Click the **Return** link.
### Step 18

Click the **Item Summary** link.

**Item Summary**
Step 19. The Item Summary view is very similar to the Detail view. It just arranges the information by Item Type. Click the Item Due Date tab.
20. Drill down for further details on each of the Item Types.

Click the Item Details link.
21. Click the **Return** link.  
   [Return]

22. Click the **Return** link.  
   [Return]

23. Click the **Items by Term** link.  
   [Items by Term]
Step 24. The Items by Term screen shows you items grouped by the Term in which the charges were accrued and then by Item Type. Make sure to use the previous and next arrows in the upper right corner to view other Terms.

Click the Return link.

Step 25. Click the Items by Date link.
26. **Items by Date** simply arranges the charges by when they were posted.

   Click the **Return** link.
   
   ![UAccess Student](image)

27. Click the **Due Charges** link.

   ![UAccess Student](image)
28. **Due Charges** focuses only on what the student owes right now. Make sure to use the navigation arrows to see all records.

   Click the **Return** link.

   **Return**

29. Click the **Payment Plans** link.

   **Payment Plans**
### Step 30
**Payment Plans** will filter only to those charges for which the student is on a Payment Plan.

Click the **Return** link.

**Return**

### Step 31
You've reviewed the **Student Account** component. To return to the Student Services Center, simply click the **Cancel** button at the bottom of the screen.
Posting and Reversing Charges

Posting a Charge

Procedure

You can post a charge to a student account through UAccess Student.

You get there either by drilling down within the finances tab of the Student Services Center or by using the main menu navigation at the top.

In this case, you're using the main menu navigation.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigate to the component by going to Main Menu &gt; Student Financials &gt; Charges and Payments &gt; Post Student Transaction.</td>
</tr>
<tr>
<td>2.</td>
<td>You will want to know the ID of the student you are posting a charge for. You can type the desired information into the ID field. Type a valid value, such as &quot;00940182.&quot;</td>
</tr>
</tbody>
</table>
### Step 3

An *Account Type* is a way of grouping related Item Types (Sub-Codes). So, for instance, all Item Types related to the Bookstore are grouped together under the Account Type *BKS-Bookstore*.

There are several different Account Types that you may use, depending on which department you work in.

You will learn the codes for those Account Types, but while you are still learning them, you can use the magnifying glass to see your choices.

Click the **Account Type** magnifying glass.
### Step 4

You will use only the Account Types that are relevant to your role.

- **BKS Bookstore**: Used by UA Bookstore staff.
- **CNV Conversion**: Used to mark records converted from SIS. Do not use.
- **CRS Course Fees**: Part of Tuition Calculation. Do not use.
- **EXC Excess Credit**: Used to post a credit to a student's account. See the *Posting a Payment (Credit)* lesson for more detail.
- **HSG Housing**: Used by Residence Life.
- **LTC Late Charges**: Used by the Bursar's Office.
- **MAND Mandatory Fees**: Part of Tuition Calculation. Do not use.
- **MPL Meal Plan**: Used by Student Union staff.
- **MSC Miscellaneous**: Used by an assortment of academic and non-academic departments.
- **PPL Payment Plan**: Used by the Bursar's Office.
- **TPC Third Party Contract**: Used by the Bursar's Office.
- **TUI Tuition**: Part of Tuition Calculation. Do not use.

Click the **Miscellaneous** link.

| MSC | Miscellaneous |

### Step 5

**Note:** All Account Types are listed but can only post charges for the Account Type you have security for, based on the department indicated when the security request was made.
### Step 6

Once you’ve chosen an **Account Type**, you will need to choose an **Item Type**.

What Item Types you see within an Account Type will depend on what your role is.

**Note:** If you select an Account Type you don’t have security for, the Item Type lookup screen will not contain any results.

Click the **Item Type** magnifying glass.

```
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 6.   | Once you’ve chosen an **Account Type**, you will need to choose an **Item Type**.  
What Item Types you see within an Account Type will depend on what your role is.  
**Note:** If you select an Account Type you don’t have security for, the Item Type lookup screen will not contain any results.  
Click the **Item Type** magnifying glass. |
```

### Step 7

In this case, you are a Parking and Transportation employee, so you see only Parking and Transportation Item Types.

If you were from the Chemistry department, you would see Item Types specific to Chemistry.

Click the **Parking-Sun Tran** link.

```
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 7.   | In this case, you are a Parking and Transportation employee, so you see only Parking and Transportation Item Types.  
If you were from the Chemistry department, you would see Item Types specific to Chemistry.  
Click the **Parking-Sun Tran** link. |
```
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>Note that your User ID and the date and time are automatically filled out. <strong>Click the Add button.</strong></td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>9.</td>
<td>Enter the amount that you intend to charge to the student's account. You can type the desired information into the <strong>Amount</strong> field. Type a valid value, such as &quot;150.&quot;</td>
</tr>
<tr>
<td>10.</td>
<td>You can leave the <strong>Term</strong> field blank to let the system automatically fill out the current Term. If you want to enter a different Term, you will need to do so manually.</td>
</tr>
<tr>
<td>11.</td>
<td>The <strong>Reference Number</strong> field is simply for your department's use. You can fill it out however you would like. You can type the desired information into the <strong>Reference Number</strong> field. Type a valid value, such as &quot;DeptNumber.&quot;</td>
</tr>
<tr>
<td>12.</td>
<td>Click the <strong>Post</strong> button.</td>
</tr>
</tbody>
</table>
Step | Action
--- | ---
13. | **Now that the charge is posted to the student's account, you can see that the screen is grayed out, meaning it is no longer editable.**

To change the charge, you will need to reverse it (covered in the *Reversing a Charge* lesson) and then repost the corrected charge, if appropriate.

You may see a **Warning** link after you post a charge.

Click the **Warning** link.

Warning

14. | **This screen is letting you know that, because you left the **Term** field blank, the default Term was entered.**

Click the **Return** link.

Return
15. If you want to add a new transaction, you simply need to click the button.

   Click the **New Transaction** button.

   ![New Transaction button](image)
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.</td>
<td>You can type the desired information into the <strong>ID</strong> field. Type a valid value, such as &quot;<strong>00940182</strong>.&quot;</td>
</tr>
<tr>
<td>17.</td>
<td>Enter your <strong>Account Type</strong>. Click the <strong>Account Type</strong> magnifying glass.</td>
</tr>
<tr>
<td>18.</td>
<td>Click the <strong>Miscellaneous</strong> link.</td>
</tr>
<tr>
<td>19.</td>
<td>Enter your <strong>Item Type</strong>. Click the <strong>Item Type</strong> magnifying glass.</td>
</tr>
<tr>
<td>20.</td>
<td>This time, you're going to choose a different <strong>Item Type</strong> under the same <strong>Account Type</strong>. Click the <strong>Parking-Vehicle Citations</strong> link.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>21.</td>
<td>Click the <strong>Add</strong> button.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>22.</td>
<td>You can type the desired information into the <strong>Amount</strong> field. Type a valid value, such as &quot;55.&quot;</td>
</tr>
<tr>
<td>23.</td>
<td>You can type the desired information into the <strong>Reference Number</strong> field. Type a valid value, such as &quot;AsYouWish.&quot;</td>
</tr>
</tbody>
</table>
| 24.  | Click the **Post** button.  
   ![Post Button](image) |
| 25.  | You're going to enter one more charge.  
   Click the **New Transaction** button.  
   ![New Transaction Button](image) |
| 26.  | You can type the desired information into the **ID** field. Type a valid value, such as "00940182." |
| 27.  | Add your Account Type.  
   Click the **Account Type** magnifying glass.  
   ![Magnifying Glass](image) |
| 28.  | Click the **Miscellaneous** link.  
   ![Miscellaneous Link](image) |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>29.</td>
<td>Click the <strong>Item Types</strong> magnifying glass.</td>
</tr>
<tr>
<td>30.</td>
<td>You’re going to enter a second Parking Citation for this student. Click the <strong>Parking-Vehicle Citations</strong> link. <strong>Parking-Vehicle Citations</strong></td>
</tr>
</tbody>
</table>
### Step 31
You can type the desired information into the **Amount** field. Type a valid value, such as "150."

### Step 32
You can type the desired information into the **Reference Number** field. Type a valid value, such as "OneMore."

### Step 33
Click the **Post** button.

### Step 34
Now that you’ve posted your transactions to the student's account, take a look at that account to see how they show up.

Click the **Student Accounts** link.

[Student Accounts]
35. Note that all of the transactions you posted are grouped together under the **Misc Account Type** for the current **Term** (in this case, **Summer 1 2010**).

Click the **Account Details** link.
Step 36.

On this screen, you can see the breakout of everything that is grouped under Miscellaneous for Summer 1 for this student.

Click the Item Details link.

[Item Details]
37. The **Item Details** screen gives you a little more info about the individual transaction and any payments that have gone toward it.

Click the **Return** link.

Return

38. While you’re looking at this **Account Details** screen, you notice that the Sun Tran charge was applied to Summer 1, but should have been applied to Fall.

The next lesson will show you how to reverse and resubmit that charge.

Click the **Return** link.

Return
Reversing a Charge

Procedure

You can use the **Reverse Charge** component to reverse both individually entered charges, like those you just entered, and charges that were loaded in a batch file load. (See *Appendix A* for an overview of batch loading charges.)

*Note:* You cannot edit a charge that has already been submitted. You must reverse it and then submit a new, correct, charge.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>You reverse a charge by navigating into the <strong>Charges and Payments</strong> section of <strong>Student Financials</strong>. Click the <strong>Reversals</strong> link.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Reverse Charge</strong> link.</td>
</tr>
<tr>
<td>3.</td>
<td>If you were already looking at the student's record, the <strong>ID</strong> field may populate for you. Otherwise, you will need to enter search information to find the student. Click the <strong>Search</strong> button.</td>
</tr>
</tbody>
</table>
Step | Action
--- | ---
4. | Once you are in the **Charge Reversal** screen, you will see a list of Account Types that looks just like what you saw in the student's account. The Sun Tran charge that you need to fix is under the **Misc** Account Type. Click the **Account Details** link.

![Charge Reversal Screen](image)
5. The Charge Detail screen looks a lot like it did when you viewed it as part of the student's account. However, when you view it as part of Reversals, you have an extra button.

Click the Reverse button.

6. The Description field is a free text field that will show up on the Detail view of the student's account. Use it to explain why you are reversing the charge.

You can type the desired information into the Description field. Type a valid value, such as "Charged to wrong term."
7. Click the Look up button.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>You will see a list of Reasons to choose from for your Reversal.</td>
</tr>
<tr>
<td></td>
<td><strong>CORR</strong> Correction</td>
</tr>
<tr>
<td></td>
<td><strong>DCSD</strong> Deceased</td>
</tr>
<tr>
<td></td>
<td><strong>DOS</strong> Dean of Students</td>
</tr>
<tr>
<td></td>
<td><strong>PR</strong> Police Report</td>
</tr>
<tr>
<td></td>
<td><strong>PROF</strong> Professional Judgment</td>
</tr>
<tr>
<td></td>
<td><strong>PTS</strong> Paid@ Parking and Transportation</td>
</tr>
<tr>
<td></td>
<td><strong>WAIV</strong> Waived</td>
</tr>
<tr>
<td></td>
<td>Choose whichever Reason best fits the situation. Most users will use <strong>CORR</strong> (Correction), <strong>PROF</strong> (Professional Judgment), or <strong>WAIV</strong> (Waived).</td>
</tr>
<tr>
<td></td>
<td>Click the <strong>CORR</strong> link.</td>
</tr>
<tr>
<td>9.</td>
<td>Click the <strong>OK</strong> button.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>10.</td>
<td>Note that the <strong>Reverse</strong> button is gone and the <strong>Balance</strong> for the reversed charge shows as <strong>0.00</strong>.</td>
</tr>
<tr>
<td></td>
<td>Click the <strong>Item Details</strong> link.</td>
</tr>
</tbody>
</table>

**Item Details**
Training Guide
Student Financials

<table>
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<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.</td>
<td><strong>Item Details</strong> now shows both the original charge and the reversal.</td>
</tr>
<tr>
<td></td>
<td>Now, you need to re-enter the charge for the correct Term.</td>
</tr>
<tr>
<td></td>
<td>Click the <strong>Post Student Transaction</strong> link.</td>
</tr>
<tr>
<td>12.</td>
<td>You can type the desired information into the <strong>ID</strong> field. Type a valid value, such as &quot;00940182.&quot;</td>
</tr>
<tr>
<td>13.</td>
<td>You don't have to look up the <strong>Account Type</strong> field if you know what it is.</td>
</tr>
<tr>
<td></td>
<td>You can type the desired information into the <strong>Account Type</strong> field. Type a valid value, such as &quot;msc.&quot;</td>
</tr>
<tr>
<td>14.</td>
<td>Enter the <strong>Item Type</strong>.</td>
</tr>
<tr>
<td></td>
<td>Click the <strong>Look up</strong> button.</td>
</tr>
<tr>
<td>15.</td>
<td>Click the <strong>Parking-Sun Tran</strong> link.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>16.</td>
<td>Click the <strong>Add</strong> button.</td>
</tr>
</tbody>
</table>
Step | Action
--- | ---
17. | You can type the desired information into the **Amount** field. Type a valid value, such as "150."
18. | This time, you'll want to make sure to specify what **Term** you want the charge applied to.

You can type the desired information into the **Term** field. Type a valid value, such as "2104."
19. | You can type the desired information into the **Reference Number** field. Type a valid value, such as "DeptCode."
## Training Guide

### Student Financials

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.</td>
<td>Click the <strong>Post</strong> button.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Post Button" /></td>
</tr>
<tr>
<td>21.</td>
<td>That's it! Let's check the account.</td>
</tr>
<tr>
<td></td>
<td>Click the <strong>Student Accounts</strong> link.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Student Accounts" /></td>
</tr>
</tbody>
</table>
Step 22. Note that you now have Misc Account Types for both Summer 1 and Fall 2010.

Click the Account Details link.
Step | Action
--- | ---
23. | Click the **Item Details** link.
Step | Action
--- | ---
24. | Again, you can use the Item Detail screen to see any details about this charge.

Click the Return link.

25. | You’ve successfully reversed and reposted a charge.

Remember! You cannot edit charges. If you see an error, you must reverse the charge and then resubmit it correctly.
Posting and Reversing Payments (Credits)

Posting a Payment (Credit)

Procedure

There are some credits to student accounts that you will be able to enter manually. In those cases, you will post a Payment, which is almost identical to posting a Charge.

You need to be in the Post Student Transaction component, which you find under Student Financials > Charges and Payments > Post Student Transaction.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>You can type the desired information into the ID field. Type a valid value, such as &quot;00940182.&quot;</td>
</tr>
<tr>
<td>2.</td>
<td>The Account Type is key to posting a Payment rather than a Charge. Click the Look up button.</td>
</tr>
<tr>
<td>3.</td>
<td>You tell the system that you are actually posting a payment by choosing EXC -- Excess Credits as the Account Type. Click the EXC Excess Credits link.</td>
</tr>
<tr>
<td>4.</td>
<td>Next, choose your Item Type. Click the Look up button.</td>
</tr>
<tr>
<td>5.</td>
<td>Again, which Item Types you see depends on your access. You will see Item Types that are appropriate to your role at the UA. In this case, the student is leaving campus early and is getting a refund of part of the cost of a parking permit. Click the Refund-Cherry Ave Permit link.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>6.</td>
<td>Click the <strong>Add</strong> button.</td>
</tr>
</tbody>
</table>
7. Because this is a Payment, there are a few additional links and fields on the screen. However, you don’t need to worry about any fields beyond the ones you already worked with when submitting a Charge.

You can type the desired information into the **Amount** field. Type a valid value, such as **"250."**

8. You can type the desired information into the **Term** field. Type a valid value, such as **"2104."**

9. You can type the desired information into the **Reference Number** field. Type a valid value, such as **"deptref."**
Step 10.
Click the Post button.
Step | Action
--- | ---
11. | That's it! Let's see what it looks like in the student's account.

Click the **Student Accounts** link.

![Student Accounts](image)

Step | Action
--- | ---
12. | The credit isn't apparent here on the main screen, but a glance at the **Detail Transaction** screen will let us see it.

Click the **Detail Trans** link.
13. There it is at the bottom of the list!
   
   Click the Return link.

14. Click the Return link.

15. You've successfully posted a Payment (Credit) to the student's account.
Reversing a Payment (Credit)

Procedure

Occasionally, you may need to reverse a payment that you have credited to a student's account.

The process is almost identical to reversing a charge.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>You need to be in the <strong>Student Financials</strong> section of UAccess Student. Click the <strong>Charges and Payments</strong> link.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Reversals</strong> link.</td>
</tr>
<tr>
<td>3.</td>
<td>Click the <strong>Reverse Payment</strong> link.</td>
</tr>
</tbody>
</table>
### Step 4
The lookup screen for a Payment Reversal looks a little different than the one for Reversing Charges.

Click the **Search** button.

### Step 5
On the **Payment Reversal** screen, you will need to search by the student's ID and by the Term.

You can type the desired information into the **ID** field. Type a valid value, such as "**00940182**."

You can type the desired information into the **Term** field. Type a valid value, such as "**2104**."

Click the **Search** button.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 8.   | If you want to see details of the payment, you can.  
      | Click the **Payment Detail** link.  
      | [Payment Detail](#) |
Step | Action
--- | ---
9. | You can see which account the payment was credited toward. In this case: Tuition.

Click the **Return** link.
10. Click the **Reverse** button.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.</td>
<td>You’ll want to enter a description of why you are reversing the payment. You can type the desired information into the Description field. Type a valid value, such as &quot;Refunded wrong amount.&quot;</td>
</tr>
<tr>
<td>12.</td>
<td>You will also need a Reason. Click the Look up button.</td>
</tr>
<tr>
<td>13.</td>
<td>These are the same Reasons you saw when reversing a charge. Click the CORR link.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>14.</td>
<td>Click the <strong>OK</strong> button.</td>
</tr>
</tbody>
</table>

**Step**: 14. 
**Action**: Click the **OK** button.
15. Done! The **Balance** shows as 0.00 and the **Reverse** button is greyed out.

Let’s look at the account.

Click the **Student Accounts** link.

16. To view Payments--reversed or not--you will need to go into one of the detail views.

Click the **Detail Trans** link.

17. Both the Payment and reversal of it are showing at the bottom of the list.

Now, let’s enter the correct payment amount.

Click the **Post Student Transaction** link.

18. You can type the desired information into the **ID** field. Type a valid value, such as "00940182."

19. Because you know the Account Type, you can simply type it in.

You can type the desired information into the **Account Type** field. Type a valid value, such as "exc."
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.</td>
<td>Click the <strong>Look up</strong> button.</td>
</tr>
<tr>
<td>21.</td>
<td>Click the <strong>Refund-Cherry Ave Permit</strong> link.</td>
</tr>
<tr>
<td>22.</td>
<td>Click the <strong>Add</strong> button.</td>
</tr>
</tbody>
</table>
23. You can type the desired information into the **Amount** field. Type a valid value, such as "25."

24. You can type the desired information into the **Term** field. Type a valid value, such as "2104."

25. Click the **Post** button.
26. From here, you could check the student’s account if you wanted to double-check your work.
Appendix A: Batch Loading Charges

If you are interested in using external file load to batch load charges, you should contact the Bursar’s Office to get your department set up.

The following is a step-by-step guide to processing financial external files in UAccess Student. This guide is provided here for reference only. It will not be useful unless your department has been configured for external file load.

I. Create your file
   A. To begin, create the file in the tested and confirmed layout. Make sure the file follows the naming convention listed below AND is saved in a .dat format.
   B. Naming convention –
      <Department Name>_<date you are processing file in MMDDYY format>_<File #, this is important if you are processing more than one charge file in a day and avoiding duplicate files>
      Examples: Residence Life_062510_1.dat
                 CampusHealth_120510_1.dat

II. Upload your file
    Note: Prior to beginning this operation you must have WinSCP or a secure FTP program installed and configured on your computer. WinSCP is free site licensed software available at https://sitelicense.arizona.edu/ssh/index_winscp.shtml
    A. Access WinSCP or your SFTP program and login. You will automatically be placed in the default directory where you will drop your file.
    B. Upload your file and confirm.

III. Process your file (For same-day processing, the operation below must be completed by 3:00pm on a business day.)
    A. Log into UAccess
    B. From the main menu select Student Financials > Charges and Payments > Group Processing > External Files
    C. Do a search for your departmental Run Control ID, select your department.
    D. Verify the File Name and File Directory
       File Name: Name of the file(s) you are processing without the .dat at the end.
       File Directory: /mosaic/data/uazsa/charges/<your department directory>/
    E. Select the Group Type for your department (Use the magnifying glass if you don’t remember)
    F. Select the Layout ID for your department (Use the magnifying glass if you don’t remember)
    G. Check Balance the Group
H. Click **Run**

I. You will then be taken to the **Process Scheduler Request** screen. Verify the Server name = PSUNX, check **SF External File Load** box.

J. Click **OK**

K. To check the progress of your file, click on the **Process Monitor** link in the upper right hand corner of the screen.

L. Click the **Refresh** button when Run Status = Queued until the job is complete. Run Status = **Success** means transactions are available for posting by the Bursar’s Office.

M. Distribution Status = **Posted** (means logs are available for review)

N. If Run status = Success, email the Bursar’s Electronic Services Team at **best@arizona.edu** with the following information:

```
File name
Date Uploaded
```

O. If, Run status = **Error**, then click on **Details** link and then **View Log/Trace** and the .out file (this is the error log file)

Errors can include:

- Incorrect directory path name
- Incorrect file name or file format (not .dat)
- Incorrect Layout ID

P. If there are errors during the posting process you will be notified by the Bursar’s Office requesting correct information.
Glossary

Account Type  An Account Type is a way of grouping similar Item Types (formerly known as "Sub-Codes" in SIS). Item Types are specific charges and credits that can be posted to a student's account using the Student Financials section of UAccess Student.

Account Types

BKS Bookstore: Used by UA Bookstore staff.
CNV Conversion: Used to mark records converted from SIS. Do not use.
CRS Course Fees: Part of Tuition Calculation. Do not use.
EXC Excess Credit: Used to post a credit to a student's account.
HSG Housing: Used by Residence Life.
LTC Late Charges: Used by the Bursar's Office.
MAND Mandatory Fees: Part of Tuition Calculation. Do not use.
MPL Meal Plan: Used by Student Union staff.
MSC Miscellaneous: Used by an assortment of academic and non-academic departments.
PPL Payment Plan: Used by the Bursar's Office.
TPC Third Party Contract: Used by the Bursar's Office.
TUI Tuition: Part of Tuition Calculation. Do not use.

Bursar's Office  The Bursar's Office is the UA office responsible for tuition calculation, billing, and collection.

Bursar's Office Web Site (http://www.bursar.arizona.edu/)

Campus Community  Campus Community is the section of UAccess Student that contains Bio/Demo (Biographic and Demographic) data, such as names, phone numbers, email addresses, and street addresses.

Career  The Academic Career is the broad classification of the student's degree program at the UA. A Career can be Undergraduate, Graduate, Law, Medicine, Pharmacy, Professional, or Correspondence.

Note: Professional is a historical term that includes Law, Medicine, and Pharmacy degrees prior to the March 2010 launch of UAccess Student.
**Item Type**

**Item Types** (formerly known as "Sub-Codes" in SIS) are specific charges and credits that can be posted to a student's account using the Student Financials section of UAccess Student.

Item Types are grouped together by Account Type. Which Item Types you have access to use will depend on a) which department you work in and how your access is configured to match your department and b) which Account Type you choose.

**Plan**

**Academic Plan** is a student's **Major** and/or **Minor**. The **Major** is the primary area of study. The **Minor** is the secondary area of study.

A student will be in an Academic Plan within an Academic Program included in an Academic Career at the Institution.

Matrix terms: major and minor

**Note:** By looking at the Plan Code, you can identify whether the particular Plan is a Major or Minor. Look for letters like BA or BS in Undergraduate Major Codes and letters like MIN in Minor Codes.

**Program**

A **Program** in UAccess Student is equivalent to, in most cases, a College (for example, College of Humanities). It can also be a Non-Degree Seeking status.

**SIS**

**SIS** is the now-defunct **Student Information System**. That system has been replaced with **UAccess Student**.

**Student Services Center**

The **Student Services Center** is the all-in-one view for staff to see student information. It allows you to view a proxy version of the Student Center plus access summaries of administrative information and drill down to the data-entry components as necessary. You can find it in the Campus Community section of UAccess Student.

**Term**

The four UA-defined **Terms** are Fall, Spring, Summer, and Winter. The **term code** consists of four digits in **CYYT** format:

- **C** = century (1,2)
- **YY** = year (99, 00,..., 09, 10)
- **T** = term (1=Spring, 2=Summer, 4=Fall, 5=Winter)

For example, the term 2094, refers to Fall 2009 and the term 2101 refers to Spring 2010.