The Financial Edge™

Records Guide for Student Billing
Records Guide for Student Billing

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Products and Billing Items

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On the Products and Billing Items page of *Student Billing*, you can create records of products and billing items you provide your students. For example, you can create billing items for different levels of tuition charges. You can also create sales tax and finance charge items to use on transactions. Usually a supervisor configures the product and billing item records to define the products and services your organization offers. As your organization grows, you can continue adding items as needed. For maximum security, the supervisor can hide the Products and Billing Items page of *Records* from most users, and use the Products and Billing Items page of *Configuration*. For more information about products and billing items, see the *Configuration Guide for Student Billing*.

After you create product and billing item records, you can quickly select them when creating other *Student Billing* records, so you do not have to enter the information from scratch each time. These records are basically default templates broken up into two groups, products and items you can schedule and those you cannot. Using bill codes as filters, you can automatically generate schedules for automatic billing items using the *Generate Transactions Automatically* utility in *Administration*.

Creating product and item records improves consistency and decrease errors in your organization’s charges and payments. Because you do not have to reenter product or billing item characteristics such as the item description, identification number, and quantity for items purchased on a regular basis, you can be sure the data entries match. You simply select the product or item from previously created product records that have been reviewed for accuracy.

Product and billing item records consist of a series of tabs designed to organize information into manageable chunks so you can easily view only the data you need at a particular time. Although information is entered on separate tabs, *Student Billing* consolidates the information into a single record and uses data from all tabs when processing transactions and reports for that record.

In *Student Billing*, you can create several types of product and billing item records.

**Flat Rate Items.** Flat rate items are helpful if you provide services that are always the same price and are not offered in a quantity, for example, a lab fee. For more information about flat rate items, see “Adding Flat Rate Items” on page 6.

**Per Usage Items.** Per usage items are helpful if you offer services that are billed incrementally. For example, a per usage item could be an hourly rate for counseling services or meeting space. For more information about per usage items, see “Adding Per Usage Items” on page 8.

**Products.** Products are helpful if you sell items that can be purchased in quantity. For example, you may offer books, audio tapes, or T-shirts. With products you can also set up pricing schedules for seasonal price changes or other scheduled price fluctuations. For more information about products, see “Adding Products” on page 10.

**Refund Items.** If your organization offers refunds, you can set up refund items to make the refund process more efficient. For more information about refund items, see “Adding Refund Items” on page 12.

**Finance Charge Items.** If your organization assesses finance charges or late fees to overdue balances, you can set up finance charge items. For more information about finance charge items, see “Adding Finance Charge Items” on page 14.
**Sales Tax Items.** If your organization collects sales tax on behalf of government bodies for items or services rendered, you can establish sales tax items. Once you establish sales tax items, you can associate them with subsequent billing item records and transactions. For more information about sales tax items, see “Adding Sales Tax Items” on page 15.

**Advance Deposit Items.** Advance deposits items are used to distribute a payment over two or more periods or to assign a payment to a future period. For more information about advance deposit items, see “Add Advance Deposit Items” on page 17.

**Financial Aid Items.** Financial aid items credit a student’s account with funds from sources other than the payer’s funds. It is based on the amount entered and a specified fee distribution schedule. For more information about financial aid items, see “Add Financial Aid Items” on page 20.

**TRP Items.** The TRP (Tuition Refund Plan) item defines the tuition refund plan percentage charge and general ledger account to use for posting this type of transaction. The TRP fee differs from other fees in that you can enter the particular TRP rate established by your school. For more information about TRP items, see “Adding TRP Items” on page 24.

**New Automatic Items. Vary Amount by Grade, Vary Amount and Schedule by Grade, Single Amount and Schedule.** Automatic items are typically tuition billing items that are defined with specific amounts and normally include distribution schedules. The distribution schedules are defined for all or selected grade levels. Automatic items include Vary Amount by Grade, Vary Amount and Schedule by Grade, and Same Amount and Schedule for All Grades.

Automatic billing items are normally associated with a distribution. These distributions can be copied from one fee to another or from the standard distributions you establish on the Billing Distributions tab of Configuration. Once you establish a distribution, it can be copied to any other item. This is an option available when a new fee is established and a distribution is required.

The **Generate Transactions Automatically** feature in Administration uses automatic fees to generate charges. The standard fees referred to in the Automatic Transaction Generation feature include all fees created as automatic fees. For more information about new automatic items, see “Adding New Automatic Items” on page 25.
Accessing Product and Billing Item Records

Because records are such an important part of Student Billing, we have placed all record types in one area so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including product and billing item records. To access products and billing items, click Records on the navigation bar, then click Products and Billing Items. The Products and Billing Items page appears.

Consider the Products and Billing Items page the starting point for product and billing item records. On this page, you can add new products and billing items, open existing items, and delete unused products or billing items.

To save time when searching for specific records, use Find or Filter.

To edit product and billing item options, from the menu bar, select Tools, Options. The Options screen for products and billing items appears.

For maximum security, you can hide the Products and Billing Items page in Records, and require users to access products and billing items from Configuration. Only users with the proper security rights can access Configuration. For more information about Configuration, see the Configuration Guide for Student Billing.
Finding and Opening Products and Billing Item Records

To help you find and open a product or billing item, you need to be familiar with the Products and Billing Items page. Using **Find**, you can search products or items for field entries meeting criteria you define, and with **Filter**, you can customize the Products and Billing Items page to sort records by a certain date range or by record type. The sort feature provides a method for you to arrange records by field in ascending or descending order, so that the records to see appear at the top of the page.

- Finding and opening products and billing items from the Products and Billing Items page

  1. Click **Products and Billing Items**. The Products and Billing Items page appears.
2. In the grid, select the product or billing item to view and click **Open**. The product or billing item record opens.

![Image of flat rate item setup](image)

3. To save the record and return to the Products and Billing Items page, click **Save and Close**.

## Adding Flat Rate Items

A flat rate item is a billing item for which you charge a specific amount, regardless of quantity or other factors, for example, a $250.00 lab fee. When you create a default flat rate item distribution on the GL Distribution tab, it appears automatically on related charges and credits.
Adding a flat rate item

1. On the Products and Billing Items page, click New Flat Rate Item. The New Flat Rate Item screen appears.

2. In the Item ID field, enter an identification number for the item.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description of the item.

5. In the Dates field, select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the item can be used.

6. On the Item tab, in the Amount field, enter a price for the item. To permit users to edit the amount on transactions, mark Allow user to edit amount on transactions.

7. If the flat rate item is subject to sales tax, mark Item is subject to sales tax, and select a sales tax billing item in the field.

8. Mark the Include in 1098Ts as [ ] checkbox to include this transaction in 1098T calculations. Select an option from the drop-down menu to determine how the transaction will be handled in the calculation depending on how the billing item is used.

9. If records are assessed finance and late charges for this item, mark Item is subject to finance and late charges.

10. Mark Limit charges to and enter an amount in the field. In the per field, select to limit charges to an amount per the charge for a record or payer.
In the **Limit charges by** field, select “All dates”, “Month”, “Week”, “Quarter”, “Fiscal Year”, “Calendar Year”, or “Fiscal Period”.

In the **If a charge would exceed the limit** field, select “Display a warning message”, “Create the charge up to the limit”, or “Do not create the charge”.

11. In the **Comment** field, enter default comments for the item that will appear on statements.

12. To save the flat rate item and return to the Products and Billing Items page, click **Save and Close**.

To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

## Adding Per Usage Items

Per usage items are helpful if you offer products or services that are billed incrementally. For example, a per usage item can be an hourly rate for counseling services.

After you add a per usage item in **Student Billing**, you can edit or delete the record as needed. When you create a default per usage item distribution on the GL Distribution tab, it appears automatically on related charges and credits.

### Adding a per usage item

1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New Per Usage Item**. The New Per Usage Item screen appears.

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A per usage item is a billing item for which you charge a student based on the number of times the item is used.

Per usage items can be edited or deleted at any time. Just remember that deleted per usage items cannot be recovered!
2. In the **Item ID** field, enter a unique identification number for the item.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the *Configuration Guide for Student Billing*.

3. In the **Status** field, select “Active” or “Inactive”.

4. In the **Description** field, enter a description to help identify the item.

5. In the **Dates** field, specify dates the item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the item can be used.

6. On the Item tab, in the **Unit price decimals** field, enter the number of decimal places to allow when defining the item price.

7. If other users can adjust the unit price for this item on transactions, mark **Allow user to edit unit price on transactions**.

8. In the **Quantity decimals** field, enter the number of decimal places to allow when defining the quantity of an item.

9. In the **Default values** grid, in the **Unit of Measure** column, select the unit of measure to use when measuring the product’s quantity. You can add or edit units of measure on the Tables page of *Configuration*.

10. If the item is subject to sales tax, mark **Item is subject to sales tax** and select a sales tax billing item in the field.

11. If records can receive a terms discount for early payment of this item, mark **Item is eligible for terms discount**.

12. Mark the **Include in 1098Ts as [ ]** checkbox to include this transaction in 1098T calculations. Select an option from the drop-down menu to determine how the transaction will be handled in the calculation depending on how the billing item is used.

13. If students are assessed finance and late charges for this item, mark **Item is subject to finance and late charges**.

14. Mark **Limit charges to** and enter an amount in the field. In the **per** field, select to limit charges to an amount per the charge for a record or payer.

   In the **Limit charges by** field, select “All dates”, “Month”, “Week”, “Quarter”, “Fiscal Year”, “Calendar Year”, or “Fiscal Period”.

   In the **If a charge would exceed the limit** field, select to “Display a warning message”, “Create the charge up to the limit”, or “Do not create the charge”.

15. In the **Comment** field, enter default comments for the item that will appear on statements.

16. To save the per usage item record and return to the Products and Billing Items page, click **Save and Close**.

   To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

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To quickly add units of measure, enter a new unit in the **Unit of Measure** field. *Student Billing* asks if you want to add the new field entry. To quickly edit existing field entries, click the **Unit of Measure** link. The **Unit of Measure** table appears.

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Once you save a product, you can designate that product as a favorite. Once designated as a favorite, you can quickly access the record from the Home page. To make a product a favorite, access the **Favorites** menu and select **Add to Favorites**.
Adding Products

You create product records for items or services you routinely offer. By adding product pricing schedules, you can define the current unit price for each product, price changes, and the dates they take effect. For example, if a price will increase on January 1, you can create a pricing schedule that automatically changes the price after that date. You can define either a single price for all quantities or multiple schedules based on the amount of products or items purchased.

After you add a product in Student Billing, you can edit or delete the record as needed. When you create a default product distribution on the GL Distribution tab, it appears automatically on related charges and credits.

Adding a product record

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Product. The New Product screen appears.

2. In the Item ID field, enter a unique identification number for the product.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description to help identify the product.

5. In the Dates field, specify dates the product is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.
6. On the Product tab, in the **Unit price decimals** field, enter the number of decimal places to allow when defining the product price.

7. If other users can adjust the unit price for this product on transactions, mark **Allow user to edit unit price on transactions**. This checkbox is inactive until you enter a unit price.

8. In the **Quantity decimals** field, enter the number of decimal places to allow when defining the quantity of a product.

9. In the **Unit of measure** field, select the unit of measure to use when measuring the product’s quantity. You can add or edit units of measure on the Tables page of **Configuration**.

10. If the product is subject to sales tax, mark **Product is subject to sales tax**. In the sales tax field, select a sales tax billing item.

11. If records can receive a terms discount for early payment of this product, mark **Product is eligible for discount**.

12. If records are assessed finance and late charges for this item, mark **Product is subject to finance and late charges**.

13. In the **Comment** field, enter default comments for the product to appear on statements.

14. To save the product record and return to the Products and Billing Items page, click **Save and Close**.

To continue adding information for this item, select the Pricing Schedule tab. For detailed procedures about entering information on the Pricing Schedule tab, see “Adding a product pricing schedule” on page 11.

**Adding a product pricing schedule**

1. On an open product record, select the Pricing Schedule tab.
2. On the action bar, click New Pricing Schedule. The Add a Pricing Schedule screen appears.

3. In the Prices are effective as of field, enter the date the price is effective. You can enter future dates to schedule upcoming price changes.

4. In the Description field, enter a description for this pricing schedule.

5. In the Pricing field, select “Use a single unit price for all quantities” or “Base unit price on quantity”.

   If you select “Use a single unit price for all quantities”, in the grid enter the new unit price. If you select “Base unit price on quantity”, the Minimum Quantity, Maximum Quantity, and Unit Price columns appear in the grid. Enter the maximum quantity eligible for the first price range. The minimum quantity defaults to 0.00. In the Unit Price column, enter the per unit price for those quantities. Repeat for additional quantity ranges.

6. To close the Add a Pricing Schedule screen and return to the Pricing Schedule tab, click OK.

   To continue adding information for this product, select the GL Distributions tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

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Adding Refund Items

When you create a refund record, Student Billing asks for an associated refund item. For example, if you are refunding part of a student’s payment because she paid more than owed, you can create a refund item with the description “Refund of Overpayment”. On the refund record, you can define a default distribution and specify whether to allow the user to create a refund check.
Adding a refund item

1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New Refund Item**. The New Refund Item screen appears.

2. In the **Item ID** field, enter a unique identification number for the item.
   
   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the **Status** field, select “Active” or “Inactive”.

4. In the **Description** field, enter a description to help identify the item.

5. In the **Dates** field, specify dates the item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the item can be used.

6. On the Item tab, to print a check to disburse the refund, mark **Allow user to create a Refund Check to be paid through Accounts Payable**. This business rule is available only if you have Accounts Payable installed.

7. In the **Pay from bank account** field, select an account from which to pay the refund.

8. In the **Comment** field, enter default comments for the item that will appear on statements.

9. To save the refund item record and return to the Products and Billing Items page, click **Save and Close**.
   
   To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.
Adding Finance Charge Items

If you charge students fees for late payments or for the cost of financing a debt over a period of time, you can create finance charge items to track the charges. For example, a student purchases one year of training from your organization but is unable to pay the entire billing amount up front. With a finance charge item, the student can make monthly payments, and you can add the finance charge to cover your extra costs.

Adding a finance charge

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Finance Charge Item. The New Finance Charge Item screen appears.

2. In the Item ID field, enter a unique identification number for the item. When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description to help identify the item.

5. In the Dates field, specify dates the item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the item can be used.

6. On the Item tab, if you want the finance charge item to be subject to finance and late charges, mark Item is subject to finance and late charges.
7. In the Comment field, enter default comments for the item that will appear on statements.

8. To save the finance charge item record and return to the Products and Billing Items page, click Save and Close.

To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

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Adding Sales Tax Items

If your organization must collect sales taxes on products you sell to others, you can create sales tax items and add them to the product record. Then, when you create a charge for the product or item, the sales taxes are calculated automatically and added to the charge.

- Adding a sales tax item

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Sales Tax Item. The New Sales Tax Item screen appears.

2. In the Item ID field, enter a unique identification number for the item.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description to help identify the item.
5. In the Dates field, specify dates the item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the item can be used.

6. On the Item tab, in the Sales Tax Entity column of the distribution grid, select the entity for which you collect sales tax, for example, “Department of Revenue”.

7. In the Percent column, enter the tax percentage rate.

8. In the CR Account Number column, enter a default credit account number. When you enter a credit account number, the description appears automatically in the CR Account Description column.

9. If you defined a default Accounts Receivable Summary Account in Configuration, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.

10. If you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

11. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically in the Project Description column.

12. In the Class column, select a class for the distribution.

13. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

14. If you defined multiple entities in the distribution grid, to add taxes for the first tax entity when you calculate taxes for subsequent entities, mark When calculating tax for the [] through [] entities, include <first entity>. In the entity fields, select the first and last entities to include in the compound tax calculation.

15. If you want the finance charge item to be subject to finance and late charges, mark Item is subject to finance and late charges.

16. In the Comment field, enter default comments for the item to appear on statements.

17. To save the sales tax item record and return to the Products and Billing Items page, click Save and Close.

To continue adding information for this item, click the Attributes tab. For detailed procedures about entering information on the Attributes tab, see “Managing Attributes and Notes” on page 35.
Add Advance Deposit Items

An advance deposit is a refundable charge that reserves a student’s place in a future school term. In Student Billing, you can create advance deposit billing items for different types of advance deposits. For example, you can create advance deposit billing items for several future school years, or you can create a $500 advance deposit for parents who enroll a single student and a reduced advance deposit of $425 for parents who enroll multiple students. After you create advance deposit billing items, you can create advance deposit records to hold the student or prospective student’s place at your school.

The difference between advance deposit billing items and advance deposit records is that the billing item represents a general category of advance deposits used as the default for creating advance deposit records. For example, you could create a “2007 Enrollment Deposit” for $500 that is valid only for the 2007-2008 school year.

Advance deposit records take the default information from an advance deposit billing item and apply it to specific student records. For example, after you create the “2007 Enrollment Deposit”, you can create advance deposit records that apply the billing item to any students who are required to pay the $500 enrollment deposit. If you create the advance deposit record before receiving payment, it functions similar to a charge that can be billed for on statements, except that it cannot be posted until payment is received. After the advance deposit is fully paid, you can generate credits to refund monies to the payer, or you can apply them to existing charges. You can also create a schedule to generate credits over time.

If you choose to, you can create application restrictions on advance deposit items. When you create an application restriction for an advance deposit, you set criteria for how the generated credits apply towards charges on the student record. For example, on an advance deposit, you can restrict credits to specific product and billing items you created like the tuition charges for the upcoming academic year. This ensures credits do not apply to past year’s tuition especially if they are created when parents are still paying prior charges.
Adding an advance deposit item

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Advance Deposit Item. The New Advance Deposit Item screen appears.

2. In the Item ID field, enter a unique identification number for the advance deposit.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description to help identify the advance deposit.

5. In the Dates fields, specify dates the advance deposit is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.

6. On the Item tab, in the Amount field, enter a price for the item.

7. To include all transactions with this item in the tuition refund plan calculation, mark Include in TRP calculation.

8. To use advance deposit distributions for all transactions, mark Do not allow schedule to be overridden. Custom distributions defined on student, individual, or organization records are ignored.

9. Mark the Include in 1098Ts as checkbox to include this transaction in 1098T calculations. Select an option from the drop-down menu to determine how the transaction will be handled in the calculation depending on how the billing item is used.

10. In the Comment field, enter default comments for the item that will appear on statements.
11. In the grid on the right, enter a billing schedule for the financial aid billing item. In the **Number of dates** field, enter the number of payment dates to use for the advance deposit billing item.

12. In the **Generate On** column, enter the dates to generate the advance deposit payments.

13. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date. You can toggle between amount and percentage by clicking the $ or % buttons.

14. If you click **Load Schedule**, select to use a date distribution defined in **Configuration**, a distribution defined on another advance deposit, or create a new distribution schedule.

15. The **Remaining** field displays 100% minus the total of the percent currently distributed across rows in the grid.

16. To save the advance deposit record and return to the Products and Billing Items page, click **Save and Close**.

   To continue adding information for this item, click the Restrictions tab. For detailed procedures about entering information on the Restrictions tab, see “Adding advance deposit restrictions” on page 19.

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### Adding advance deposit restrictions

1. From an open advance deposit item record, select the Restrictions tab.

   On the Restrictions tab, you can filter records appearing in the report and only apply generated credits to charges that meet specific criteria. For more information about filtering in **Student Billing**, see the **Program Basics Guide**.
2. To open a selection screen to designate specific filters for the report, select a filter in the grid and click **Open** on the action bar.

3. To reset each filter to include all, click **Clear All Filters**.

4. The **Filters** column lists all the filters for the advance deposit. You cannot edit this column.

5. By default, in the **Include** column, each filter is set to All. To open a selection screen to designate specific filters, choose Selected.

6. Filters you specify on the selection screen appear in the **Selected Filters** column.

7. From the Restrictions tab, you can open a selection screen for a filter in several ways: by double-clicking the filter in the grid, selecting the filter in the grid and clicking **Open** on the action bar, or choosing Selected in the **Include** column for the filter.

8. For each filter, you can select to include all or select specific filters. Depending on the filter, you may also be able to filter by a range or query.

9. If you mark **Include: All**, you cannot designate specific filters.

10. If you mark **Include: Selected** or **Range**, a grid appears for you to enter the name of the query by which to filter the advance deposit. In the field, you can click the binoculars to search for the query name.

    To create a new query, click the binoculars. Then click **Add a New Query** on the Open Query screen. For more information about creating queries, see the **Query Guide**.

11. To view or edit the previous filter without returning to the Restrictions tab, click **Previous Filter**.

12. To view or edit the next filter without returning to the Restrictions tab, click **Next Filter**.

13. To save the advance deposit record and return to the Products and Billing Items page, click **Save and Close**.

    To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distributions tab, see “Managing Default Distributions” on page 33.

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Add Financial Aid Items

Financial aid items are credits, such as scholarships, grants, work-study programs, and student loans, received from a third-party source to reduce the amount of tuition owed. In **Student Billing**, you can create financial aid billing items for different types of financial aid that are available, and you can establish a default schedule for crediting students’ accounts on a periodic basis. For example, you can create a “Merit Scholarship” item, awarded each term, that credits a student’s account $50 every month for the term. After creating financial aid billing items, you create financial aid records that apply the financial aid items to specific student records to reduce the amount owed.
The difference between financial aid billing items and financial aid records is that the billing item represents a general category of financial aid, such as “Merit Scholarship”, used as the default for creating financial aid records. Financial aid records take the default information from a financial aid billing item and apply it to specific student records.

You can create a single one-time credit for financial aid items, or you can create recurring credits based on a schedule. On the GL Distribution tab, you can also create distributions to track the financial aid item by projects, classes, or transaction codes. With restrictions, you can ensure that financial aid items apply only to charges meeting criteria you select.

If you choose to, you can create application restrictions on financial aid items. When you create an application restriction for a financial aid item, you set criteria for how the generated credits for financial aid transactions apply towards charges on the student record. For example, on a financial aid item, you can choose to restrict the credits towards tuition charges for each month in this academic year only. This ensures all generated credits do not apply to the first month’s tuition only or to previous academic year’s tuition.

Adding a financial aid item

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Financial Aid Item. The New Financial Aid screen appears.

2. In the Item ID field, enter a unique identification number for the financial aid.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. The Financial aid integration ID field appears only if you have Student Billing installed.
36. In the Financial aid integration ID field, enter a unique ID to link the billing item with PowerFAIDS. For example, in PowerFAIDS this field represents the Fund ID.

5. In the Description field, enter a description to help identify the financial aid.

6. In the Dates field, specify dates the financial aid is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.

7. On the Item tab, in the Amount field, enter an amount for the advanced deposit item.

8. To include all transactions with this item in the tuition refund plan calculation, mark Include in TRP calculation.

9. To use the financial aid distribution for all transactions, mark Do not allow schedule to be overridden. Any custom distributions established on student, individual, or organization records are ignored.

10. Mark the Include in 1098Ts as [ ] checkbox to include this transaction in 1098T calculations. Select an option from the drop-down menu to determine how the transaction will be handled in the calculation depending on how the billing item is used.

11. In the Comment field, you can enter default comments for the item to appear on statements.

12. In the grid on the right, you can enter a billing schedule for the financial aid billing item. In the Number of dates field, enter the desired number of payment dates to use for the financial aid billing item.

13. In the Generate On column, enter the dates the financial aid payments generated.

14. In the Percent column, enter the percentage of the total amount to be distributed for each payment date or click Distribute Evenly to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date. You can toggle between amount and percentage by clicking the $ or % buttons.

15. If you click Load Schedule, you can select to use a date distribution defined in Configuration, a distribution defined on another advance deposit, or create a new distribution schedule.

16. The Remaining field displays 100% minus the total of the percent currently distributed across rows in the grid.

17. To save the financial aid item and return to the Products and Billing Items page, click Save and Close.

To continue adding information for this item, click the Restrictions tab. For detailed procedures about entering information on the Restrictions tab, see “Adding financial aid restrictions” on page 22

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**Adding financial aid restrictions**

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Financial Aid Item.
2. Select the Restrictions tab.

On the Restrictions tab, you can filter records appearing in the report and only apply generated credits to charges that meet specific criteria. For more information about filtering in Student Billing, see the Program Basics Guide.

3. To open a selection screen to designate specific filters for the financial aid, select a filter in the grid and click Open on the action bar.

4. To reset each filter to include all, click Clear All Filters.

5. The Filters column lists all the filters for the financial aid. You cannot edit this column.

6. By default, in the Include column, each filter is set to All. To open a selection screen to designate specific filters for the report, choose Selected.

7. Filters you specify on the selection screen appear in the Selected Filters column.

8. From the Restrictions tab, you can open a selection screen for a filter in several ways: by double-clicking the filter in the grid, selecting the filter in the grid and clicking Open on the action bar, or choosing Selected in the Include column for the filter.

9. For each filter, you can select to include all or select specific filters. Depending on the filter, you may also be able to filter by a range or query.

10. If you mark Include: All, you cannot designate specific filters.

11. If you mark Include: Selected or Range, a grid appears for you to enter the name of the query by which to filter the report. In the field, you can click the binoculars to search for the query name.
To create a new query, click the binoculars. The click **Add a New Query** on the Open Query screen. For more information about creating queries, see the *Query Guide*.

12. To view or edit the previous filter without returning to the Restrictions tab, click **Previous Filter**.

13. To view or edit the next filter without returning to the Restrictions tab, click **Next Filter**.

14. To save the financial aid item and return to the Products and Billing Items page, click **Save and Close**.

To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distributions tab, see “Managing Default Distributions” on page 33.

## Adding TRP Items

The TRP (Tuition Refund Plan) fee defines the tuition refund plan percentage charge and general ledger account to use for posting this type of transaction. The TRP fee differs from other fees in that you can enter the particular TRP percentage established by your school. You can then use the **Generate Transactions Automatically** utility in *Administration* to calculate TRP amounts.

- **Adding a TRP item**

  1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New TRP Item**. The New TRP Charge Item screen appears.

  ![New TRP Charge Item Screen](image)

  2. In the **Item ID** field, enter a unique identification number for the TRP item.
When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.
4. In the Description field, enter a description to help identify the TRP item.
5. In the Dates field, specify dates the TRP item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.
6. On the Item tab, in the TRP Rate field, enter the percentage rate for the TRP charge item.
7. If the TRP item is subject to sales tax, mark Item is subject to sales tax and select a sales tax billing item in the field.
8. If individuals are assessed finance and late charges for this item, mark Item is subject to finance and late charges.
9. To use the TRP distribution for all transactions, mark Do not allow schedule to be overridden. Custom distributions established on student, individual, or organization records are ignored.
10. In the Comment field, enter default comments for the item that will appear on statements.
11. In the grid on the right, you can enter a billing schedule for the TRP billing item. In the Number of dates field, enter the number of payment dates to use for the TRP billing item.
12. In the Generate On column, enter the dates the TRP payments generated.
13. In the Percent column, enter the percentage of the total amount to be distributed for each payment date or click Distribute Evenly to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date. You can toggle between amount and percentage by clicking the $ or % buttons.
14. If you click Load Schedule, you can select to use a date distribution defined in Configuration, a distribution defined on another advance deposit, or create a new distribution schedule.
15. The Remaining field displays 100% minus the total of the percent currently distributed across rows in the grid.
16. To save the TRP item and return to the Records page, click Save and Close. To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

Adding New Automatic Items

Automatic items are defined with specific amounts and include schedules defined for all or selected grade levels. Automatic items include Vary Amount by Grade, Vary Amount and Schedule by Grade, and Same Amount and Schedule for All Grades.
The Automatic Transaction Generation feature in Students uses automatic items to generate charges. The standard items referred to in the Automatic Transaction Generation feature include all items created as automatic items.

**New Automatic Item: Vary Amount by Grade**

The Vary Amount By Grade billing item determines charges based upon the grade a student is in at the time of the transaction. The item is established to charge the amount defined for a given billing year, according to the specified grade level.

The transaction amount selected for the Vary Amount By Grade billing item is determined by the student’s grade level. Using this item, you can assess one charge for an item, such as a Student Activity fee, but vary the amount charged for each student by grade level. That way, freshmen are charged one amount, sophomores another, and so on.

This item can be used when you generate automatic transaction or to manually add a transaction. This item type can only be used to create transactions for students. The item distribution you establish determines the percentage of the total amount charged and in which period the student is charged.

➤ Adding a new automatic item: vary amount by grade

1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New Automatic Item: Vary Amount By Grade**. The New Automatic Item screen appears.

2. In the **Item ID** field, enter a unique identification number for the automatic item.

When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the *Configuration Guide* for *Student Billing*. 
3. In the **Status** field, select “Active” or “Inactive”.

4. In the **Description** field, enter a description to help identify the automatic item.

5. In the **Dates** field, specify dates the automatic item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.

6. In the **Bill code** field, select a bill code. The program uses bill codes for generating transaction automatically in *Administration*. You assign the bill code to records billed using this fee.

7. If the automatic item is subject to sales tax, mark **Item is subject to sales tax** and select a sales tax billing item in the field.

8. To include the automatic item in TRP calculations and finance charge calculations, mark **Include in TRP calculation** and **Include in finance charge calculations**.

9. To use the schedule for all transactions, mark **Do not allow schedule to be overridden**. Any custom schedules established on student, individual, or organization records are ignored.

10. In the grid, select a grade from the **Grade** column and enter the corresponding amounts in the **Amount** column.

11. In the **Comment** field, enter default comments for the item that will appear on statements.

12. To save the automatic item record and return to the Products and Billing Items page, click **Save and Close**.

To continue adding information for this item, click the Schedule tab. For detailed procedures about entering information on the Schedule tab, see “Adding a new automatic item schedule” on page 28.
Adding a new automatic item schedule

1. From an open vary amount by grade automatic item, select the Schedule tab.

2. In the grid, enter a billing schedule for the item. In the Number of dates field, enter the number of payment dates to use for the billing item.

3. In the Generate On column, enter the dates the payments generated.

4. In the Percent column, enter the percentage of the total amount to be distributed for each payment date or click Distribute Evenly to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

5. If you click Load Schedule, you can select to use a date distribution defined in Configuration, a distribution defined on another automatic item, or create a new distribution schedule.

6. The Remaining field displays 100% minus the total of the percent currently distributed across rows in the grid.

7. To save the automatic item and return to the Products and Billing Items page, click Save and Close.

To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

New Automatic Item: Vary Amount and Schedule by Grade

The Vary Amount and Schedule by Grade billing item charges payers specific amounts based upon the grade level and a unique schedule defined for that grade level.
Adding a new automatic item: vary amount and schedule by grade

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Automatic Item: Vary Amount and Schedule By Grade. The New Automatic Item screen appears.

2. In the Item ID field, enter a unique identification number for the automatic item.

   When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select whether this automatic item is currently active or inactive.

4. In the Description field, enter a description to help identify the automatic item.

5. In the Dates field, specify dates the automatic item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.

6. In the Bill code field, select a bill code. The bill code allows this item to be used with the Generate Transactions Automatically feature in Administration. You assign the bill code to records billed using this fee.

7. If the automatic item is subject to sales tax, mark Item is subject to sales tax. In the sales tax field, select a sales tax billing item.

8. To include the automatic item in TRP calculations, mark Include in TRP calculation.

9. If the item is subject to finance and late charges, mark Item is subject to finance and late charges.
10. To use the schedule for all transactions, mark **Do not allow schedule to be overridden**. Custom schedules established on student, individual, or organization records are ignored.

11. On the action bar, click **New** to create a new pay schedule for a grade level.

12. On the Schedule for Grade and Amount screen, in the **Grade** field, select a grade.

13. In the **Amount** field, enter a corresponding amount.

14. In the grid on the Schedule tab, enter a billing schedule for the item. In the **Number of dates** field, enter the desired number of payment dates to use for the billing item.

15. In the **Generate On** column, enter the dates the payments generated.

16. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date. You can toggle between amount and percentage by clicking the $ or % buttons.

17. If you click **Load Schedule**, you can select to use a date distribution defined in **Configuration**, a distribution defined on another automatic item, or create a new distribution schedule.

18. The **Remaining** field displays 100% minus the total of the percent currently distributed across rows in the grid.
19. To add distribution information, select the GL Distribution tab. In this case, the distribution pertains to the amount and grade combination rather than the entire billing item. The GL distribution here defaults from the GL Distribution on the automatic billing item if you defined one there. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

20. Click **OK** to return to the new automatic item screen.

21. In the **Comment** field, enter default comments for the item that will appear on statements.

22. To save the automatic item record and return to the Products and Billing Items page, click **Save and Close**.

   To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

**New Automatic Item: Single Amount and Schedule**

The Single Amount and Schedule item determines charges based on a common amount. This is the only automatic billing item not associated with a specific grade. You can assign it only to individuals and organizations.
Adding a new automatic item: single amount and schedule

1. On the Products and Billing Items page, click the down arrow beside New Flat Rate Item and select New Automatic Item: Single Amount and Schedule. The New Automatic Item screen appears.

![New Automatic Item: Single Amount and Schedule](image)

2. In the Item ID field, enter a unique identification number for the automatic item.

When you create a new billing item, you will need to determine which application restrictions the billing item ID should be added to. For more information about application restrictions, see the Configuration Guide for Student Billing.

3. In the Status field, select “Active” or “Inactive”.

4. In the Description field, enter a description to help identify the automatic item.

5. In the Dates field, specify dates the automatic item is available. Select “Item can be used on any date” or “Item can only be used from” and enter the dates during which the product can be used.

6. In the Amount field, enter an amount to use.

7. In the Bill code field, select a bill code. The program uses bill codes for generating transaction automatically in Administration. You assign the bill code to records billed using this fee.

8. If the automatic item is subject to sales tax, mark Item is subject to sales tax. In the sales tax field, select a sales tax billing item.

9. To include the automatic item in TRP calculations, mark Include in TRP calculation.

10. If the item is subject to finance and late charges, mark Item is subject to finance and late charges.
11. To use the distribution for all transactions, mark **Do not allow schedule to be overridden**. Custom distributions established on student, individual, or organization records are ignored.

12. In the **Comment** field, enter default comments for the item that will appear on statements.

13. In the grid on the right, you can enter a billing schedule for the automatic billing item. In the **Number of dates** field, enter the number of payment dates to use for the automatic billing item.

14. In the **Generate On** column, enter the dates the payments generated.

15. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date. You can toggle between amount and percentage by clicking the $ or % buttons.

16. If you click **Load Schedule**, you can select to use a date distribution defined in **Configuration**, a distribution defined on another advance deposit, or create a new distribution schedule.

17. The **Remaining** field displays 100% minus the total of the percent currently distributed across rows in the grid.

18. To save the automatic item record and return to the Products and Billing Items page, click **Save and Close**.

   To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 33.

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**Managing Default Distributions**

When you add new products and billing items, you should also add account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. If you define distributions on the product or billing item record, you will not have to enter those details every time you use the product or item. You can also pre-define default distributions in **Configuration**, and then select from those field entries to quickly and easily create product and billing item distributions. When you save the product or item, **Student Billing** automatically verifies that all distributions balance, so you are assured the distributions will post. On refund item, you cannot enter a debit account because that information defaults from the charge record.

Because you cannot enter negative numbers into **Student Billing**, you must use miscellaneous entries or credits in lieu of negative cash amounts.
Distributing a product and billing item

Distributing refund items is identical to distributing any other product or item, except that debit accounts are not required. Debit account information defaults automatically from the original charge record and does not appear on the refund item record.

1. From an open product and billing item record, select the GL Distribution tab.

2. In the CR Account Number column, if you enter a default credit account, it appears automatically in charge, credit, and refunds. You can click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Student Billing Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

3. Enter the percentage in the Percent column. To distribute percents equally among the selected accounts, click Distribute Evenly.

4. If you defined a default accounts receivable summary account in Configuration, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.
5. If you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

6. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

7. In the Class column, select a class for the distribution.

8. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

9. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click Distribution. For a debit account, select DR Distribution. For a credit account, select CR Distribution. The Transaction Distribution screen appears.

   You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click OK to return to the charge record GL Distribution tab.

10. To add attributes to the distribution, click Attributes. For more information about adding attributes, see “Managing Attributes and Notes” on page 35.

11. To delete all rows of the grid, click Delete All.

12. To save the item record and return to the Records page, click Save and Close. To continue adding information for this item, click the Attributes and Notes tab. For detailed procedures about entering information on the Attributes/Notes tab, see “Managing Attributes and Notes” on page 35.

Managing Attributes and Notes

You can further define product and billing item records by adding information to the Attribute and Notes tabs. On the Attributes tab, you can add attributes for an additional level of detail and reporting capability. You can filter and sort by item attributes. On the Notes tab, you can add information specific to that product or item record.

Adding Attributes

The Attributes tab stores additional information about a product or billing item. Use attributes to define specialized information for records, such as information you want to track, but for which no field is available. You can also filter by asset attributes in other areas of Student Billing, such as Query and Reports.
You can define new attributes using a variety of data types created in Configuration. If you make an attribute required, you are prompted to add it when creating a new record. For more information about defining attributes, see the Configuration Guide for Student Billing.

Adding an attribute to a product or billing item

1. From an open product and billing item record, select the Attributes tab.

2. In the Attribute type field, select a specific attribute type or “All Categories”.

3. In the Attribute type column, select an attribute. Attribute types are defined in Configuration.

4. In the Description column, select a description of the attribute.

5. In the Date column, enter a date.

6. In the Comments column, enter additional information about the attribute.

7. To close the record and return to the Products and Billing Items page, click Save and Close.

Adding Notes

In Student Billing, the Notes tab makes it easy to maintain helpful pieces of information you receive, read, or need to remember about an asset. You can create notepads to record special information about the asset not entered elsewhere in the record. Each notepad has a date, type, description, title, and author. The notepad itself accepts free-form text.
Notes are different from attributes because they can be secured by type. You can set up securities so only certain users can view particular notepad types. This is especially useful when the information is of a sensitive nature and you want to ensure that only you can access the information. For more information about security, see the Security chapter of the Administration Guide for Student Billing.

### Adding a note to a product or billing item

1. From an open product and billing item record, select the Notes tab.

2. In the text box, enter text information about the item.

3. To close the record and return to the Products and Billing Items page, click **Save and Close**.

### Copying Products and Billing Items

On the Products and Billing Items page, you can copy products and billing items and increase or decrease the amount by a specific dollar value or by a percent. You can select specific records to copy, or you can copy all products and billing items. If you copy an item with pricing schedules, the last schedule is copied and changed if necessary to reflect your new prices. To copy products and billing items, from the menu bar, select **Tools**, **Copy Products/Billing Items**.
Copying a products and billing item record

1. On the Products and Billing Items page, on the menu bar, select Tools, Copy Products/Billing Items. The Copy Products and Billing Items screen appears.

2. In the Include products and billing items with these dates frame, select a date and date range in the Valid from date within and Valid to date within fields. If you select <Specific range>, specify a start and end date. If the start date is blank, all activity prior to the end date is included. If the end date is blank, all activity after the start date is included.

3. To change the unit or per usage price of the copied records, mark Change unit/per usage price of copied items by [], and select “Amount” to change the dollar value or “Percent” to change the value by a percentage. Select to increase or decrease the amount or percentage, then enter the change value in the amount or percent field.

4. To change the price on copied product pricing schedules, mark Change unit price on pricing schedules of products.

5. To change schedule dates from weekends, mark Change schedule dates that fall on a weekend to and select “The previous weekday” or “The next weekday”.
6. Select the Filters tab.

7. On the Filters tab, you can filter by Products and Billing Item Types, Products and Billing Items, and Product and Billing Item Attributes. To copy only records with specific information, select filters in the grid. For more information about filtering in Student Billing, see the Program Basics Guide.

8. Select the Preview tab. Products and billing items that meet your specifications appear in the grid.

9. To copy all records, click Select All.

10. To deselect all items, click Deselect All.

11. Mark the checkbox in the Copy? column next to each product or billing item to copy.

12. To view a report of the records that will be copied, click Pre-copy report.

13. To copy the products or billing items, click Copy now. A message appears, telling you the process is complete. The number of items that did not copy successfully appears in the Exceptions row of the grid.
14. To view a control report of the copied records, click View Control Report.
15. To return to the Products and Billing Items page, click Close.
# Chapter 2: Students

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In **Student Billing**, you use student records to record information for billing purposes. If you have **Admissions Office** and **Registrar’s Office**, these programs work with **Student Billing** so that student information is shared in the same database for the admissions office, registrar’s office, and billing office.

A student record created or deleted in **Student Billing** is also created or deleted in **Admissions Office** and **Registrar’s Office**. Some student information, such as biographical, contact, and address information is shared across the programs so if you make changes to the record in one program, the changes appear in all programs. Other student information from **Admissions Office** and **Registrar’s Office**, such as enrollment and student progression, you can view in **Student Billing** but cannot edit. For a complete list of shared features, see the **Integrating Student Billing with Blackbaud Student Information System** guide.

If you have security rights to view applicant records in **Admissions Office** or student records in the **Registrar’s Office**, you can quickly view from **Student Billing** a student’s corresponding student or applicant record. From the menu bar of an open student record, select **Student, Switch view, Student (Registrar’s Office)** or **Applicant (Admissions Office)**. To return to the **Student Billing** view, select **Student or Applicant, Switch view, Student (Student Billing)**.

**Admissions Office** applicant-only records are not available in **Student Billing** for billing purposes. You can see relationships but you cannot view applicants directly from **Student Billing** unless they are also students.

### Accessing Student Records

Because records are such an important part of **Student Billing**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including student records. To access students, click **Records** on the navigation bar, and then click **Students**. The Students page appears.
Consider the Students page the starting point for student records. From this page, you can add a new student or open an existing record. You can edit student record options by clicking Edit options for Students. For more information about options, see the Options chapter of the Program Basics Guide.

To save time when searching for a specific record, you can use the Search for a Student by Student Name field. The Students page lists recently accessed records. You can open a student in the list by clicking the student’s name.

**Finding and Opening Student Records**

When you click Open a Student on the Students page, the Open screen for student records appears. The Open screen has filters you can use to narrow your search and quickly locate the student record you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results.

You can use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query Guide for The Financial Edge.

- **Opening a student record**
  2. Click Students. The Students page appears.
  3. Click Open a Student. The Open screen for student records appears.
  4. In the Find Students that meet these criteria frame, enter criteria to use to search for the student.
  5. After you enter search criteria, click Find Now. The program searches the database and displays all records meeting your criteria.
6. In the grid, select the student record to open.

7. Click **Open**. The student record appears.

8. To save the record and return to the Students page, click **Save and Close**.
Managing Biographical Information

Student records are comprised of multiple tabs that store specific information about people enrolled in your school. When you initially add a student record, you add biographical information about the student. As the student progresses at your school, you can access the record and enter additional information, including grades, attendance, medical information, and participation in activities.

Adding Student Records

On the Bio 1 tab of a student record, you can add biographical information that includes name, gender, address, and phone numbers. You can also add business relationships and addresses using the Business button.

When you enter name information in the name grid on the Bio 1 tab, you are in Edit mode. While in this mode, you can enter a student’s name, title, and suffix.

You can set business rules for students in Configuration. For more information about business rules, see the Configuration Guide for Student Billing.

We recommend that you have a firm understanding of your school’s enrollment processes before adding students.

To rearrange the columns, click and drag a column heading to move it or right-click and select Columns from the submenu. On the Define Column Order screen, select the columns to appear in the order you want.
Once you enter name information, click OK on the right side of the grid to access View mode.

View mode provides a clear and easy-to-read view of the student’s name. To change the name, click Edit or double-click the student’s name to access Edit mode again.

On the Bio 2 tab, you can record billing information, billing defaults, enrollment information, and birth information.

On each tab of the student record, two account balances appear in the status bar. The Balance field displays the same calculated value as the Total Account Balance field on the Activity tab when the View fields are set to “Activity” and “Owned by or Assigned to”. If you mark Show account balance with scheduled activity for students, individuals and organizations in Records Options, the Balance with scheduled activity field displays the same calculated value as the Total field on the Activity tab when the View fields are set to “Scheduled Activity” and “Owned by or Assigned to”. The account balances update automatically when an associated charge, credit, payment, line item, return, or refund record is added, changed, or deleted.
If you enter common values repeatedly for multiple student records, you can create a default set with common values to save time during data entry. The values are defaults only, and you can change default information in the fields at any time. You can load default sets on a student record by selecting Student, Load Defaults from on the menu bar. For more information about default sets, see the Program Basics chapter of the Program Basics Guide.

To prevent entering duplicate student records, you can specify duplicate search criteria in Configuration. We strongly recommend that you set the business rule to check for duplicate students automatically. To search for a duplicate record from an existing record, access the menu bar and select Student, Duplicate Search. For more information about business rules, see the Configuration Guide for Student Billing.

Adding a student record

Some biographical information on a student record in Student Billing is shared with the applicant record in Admissions Office and student record in Registrar's Office. If you make changes to the record in one program, the changes appear in all programs.

1. On the Students page, click Add a New Student. The New Student screen appears.

2. In the name grid, enter the student’s full name. Once you enter the name, click OK to exit Edit mode and enter View mode.

3. In the Nickname field, enter the student’s nickname or the name he prefers to be called.

4. In the Student ID field, enter the student’s identification number.
You can set a business rule to automatically generate student IDs. If this business rule is marked, the ID is automatically generated when you save the record. Student IDs must be unique. For more information about business rules, see the Configuration Guide for Student Billing.

5. In the **Billing status** field, select a billing status such as “Active”, “Inactive”, or “On hold”.

To make a student inactive, you must select a selecting a billing status that has “Inactive” selected in the **Associate with** field on the table entry.

6. The **Billing option** field displays the payer setting selected for the Use this billing option in Student Billing Configuration. This setting determines whether student charges are assigned to the student or to his payers. If the Allow this setting to be changed business rule is set to “On each student”, you can change the payer setting in this field.

   - If the Billing option field is set to “Assign each charge to a payer’s account”, the Payers tab appears on the student record so you can you specify related students, individuals, or organizations who are responsible for paying for the student’s charges.

   - If the Billing option field is set to “Assign all charges to this student’s account”, the Payers tab does not appear on the student record.

7. In the **Hold status** field, any current holds appear. To view the Hold Code Status Log, click the **Hold status** button. For more information about hold codes, see “Adding Hold Codes” on page 59.

8. In the **Gender** field, select the student’s gender.

9. In the **SSN** field, enter the student’s Social Security Number. The field automatically formats to the standard Social Security Number format of ###-##-#### when you enter nine characters. You can enter up to 18 alphanumeric characters. This field must be unique.

   In the **Year** field, the year the student is in based on the number of credits earned appears for informational purposes.

10. In the **Birth date** field, enter the student’s birth date. The program calculates and enters his age in the **Age** field, according to a business rule setting in Configuration.

11. If you have **Registrar’s Office**, the name of the student’s **Advisor** appears in the **Advisor** field and you cannot edit the field.

    If you do not have **Registrar’s Office**, you can enter the student’s advisor in the **Advisor** field.

12. In the **User name** and **Password** fields, you can enter the student’s user name and password for logging into the school’s computer network.

13. The **Classification** field displays the student’s classification based on the number of credits they are enrolled in. For more information, see the Configuration Guide for Registrar’s Office.
14. In the Address box and the Country, City, State, and ZIP fields, enter the student’s address. To enter additional details about this address, or to copy and link addresses, click the Address button. For more information about addresses, see “Adding an address” on page 61. The address entered here becomes the primary address by default. You can change the primary address designation on the Addresses tab.

15. In the contact grid, you can enter multiple contacts for the student. For example, you can add home, fax, and cellular phone numbers. In the Contact Type column, select the contact type. In the Contact Number column, enter the corresponding information, including phone numbers and email addresses.

The Link column indicates whether the information is linked to another record in the database. If you copied and linked the organization’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses, see “Copying and Linking Addresses” on page 64.

16. To prevent the student from receiving emails from NetMail or Faculty Access for the Web, mark Requests no email. This applies to all email addresses on the student’s record.

If a student receives an email from NetMail or Faculty Access for the Web, a Click here if you do not want to receive further email link appears on the email. If the student clicks this link, then clicks a Remove button to stop receiving emails from your school, a NetMail user can download and import this information to automatically mark the Requests no email checkbox on the student’s record.

17. To add 1098T information for the student, click 1098T Info. For more information, see “Adding 1098T information” on page 52.

18. To add demographic information about the student, click Demographics. For more information, see “Adding demographic information” on page 50.

19. To add business relationship information, click Business. For more information, see “Adding business relationship information” on page 51.

20. To add additional information for the student, select the Bio 2 tab. For more information about the Bio 2 tab, see:
   • “Adding billing information and billing defaults” on page 53.
   • “Adding enrollment information” on page 55.
   • “Adding birth information and residency” on page 56

21. To save the record and return to the Students page, click Save and Close.
Adding demographic information

Demographic information on a student record in Student Billing is shared with the applicant record in Admissions Office and student record in Registrar’s Office. If you make changes to the record in one program, the changes appear in all programs.

1. On the Bio 1 tab of an open student record, click Demographics. The Demographic information screen appears.

2. In the Is Hispanic/Latino field, select “Yes” or “No”.

3. In the Ethnicity field, click the binoculars to access a Selected Ethnicities screen.

From this screen, select one or multiple ethnicities for the student.

When integrating, the Ethnicity field in The Raiser’s Edge synchronizes with the first ethnicity value listed in the Ethnicity field in Blackbaud Student Information System. Note that if the second value listed in the Ethnicity field in Blackbaud Student Information System matches the Ethnicity field in The Raiser’s Edge, the second value will be deleted.
4. Click OK. You return to the Demographic information screen.

5. In the Religion and Church affiliation fields, select the student’s religion and church affiliation.

6. In the Citizenship field, select the country of which the student is a citizen.

7. In the First language and Language spoken at home fields, select the primary language spoken by the student and the language spoken in his home.

8. In the Years in US field, enter the number of years the student has lived in the United States.

9. In the Height and Weight fields, enter the student’s height and weight.

10. In the Marital status and Maiden name fields, select the student’s marital status and enter a maiden name, if applicable.

11. To save the information and return to the student record, click OK.

Adding business relationship information

1. On the Bio 1 tab of an open student record, click Business. The Business Relationship screen appears. For more information about opening records, see “Finding and Opening Student Records” on page 43.

2. In the Organization field, click the binoculars to search for the student’s primary business. The Open screen appears. Locate the record and click Open. You return to the Business Relationship screen.

3. Click Address to access the General, Details, and Attributes tabs as well as the contact grid where you can specify additional information for the relationship. For more information, see “Adding an address” on page 61.

4. To copy and link an address click Copy Address From. For more information about copying and linking addresses, see “Copying and Linking Addresses” on page 64.
When an address is shared, the Stop Address Sharing button is displayed. When you click this button, the Shared Addresses screen appears. From here, select the record with which you want to stop sharing and click Stop Sharing This Address. For more information, see “Unlinking Addresses” on page 66.

5. The Primary business checkbox shows that this relationship is the primary business. This is disabled and appears for information purposes only.

6. In the Relationship field, select how this organization is related to the student.

7. In the Reciprocal field, select how the student is related to this organization.

8. If the student is a contact for the organization, mark Contact. If this is the primary contact for the organization, mark Primary contact. In the Contact type field, select the type of contact the student is at the organization.

9. In the Department field, select the department to which the student belongs at this organization.

10. In the Position field, enter the job or title of the student at the organization.

11. To print the position on mailings, mark Print?

12. To save the relationship and return to the Bio 1 tab, click Save.

Adding 1098T information

You can use the 1098T information screen on a student record in Student Billing to manually add tax years. From this screen, you can add, open, and remove a tax year.

1. On the Bio 1 tab of an open student record, click 1098T Info. The 1098T Information screen appears.
2. Click **New Tax Year**. The New 1098T Information screen appears.

![New 1098T Information](image)

3. In the **Tax year** field, enter the tax year for the 1098T you want to generate.
4. Enter additional information as needed.
5. To save the information and return to the student record, click **OK**.

➤ **Adding billing information and billing defaults**

1. From an open student record, select the Bio 2 tab.

![Billing Information](image)

2. In the **Billing Information** frame, select a statement code in the **Statement code** field. Statement codes are defined in Tables Configuration. You can use the **Statement code** field to note custom information about the student’s statements, such as whether they should be billed weekly or monthly.
3. To set a credit limit, mark **Credit limit**, and enter the limit amount.
4. To assess finance charges for late payments, mark **Assess finance charges on balances due from this student**.
5. To send dunning letters to the student if payments are past due, mark **Send dunning letters to this student**. You can then use **Send dunning letters to this student** as a query filter for reports or calculating finance and late charges.

6. Mark **Include this student in Tuition Refund Plan** to bill the student for the TRP.

7. Once the student has paid all TRP charges for the year, mark **TRP paid**.

8. In the **Billing Defaults** frame, mark **Automatically apply new payments** to automatically apply new payments to this student’s account. This option does not appear if the **Automatically apply new payments** business rule is set to “Always” or “Never”.

9. To automatically apply new credits to this student’s account, mark **Automatically apply new credits**. This option does not appear if the **Automatically apply new credits** business rule is set to “Always” or “Never”.

10. If the student receives a discount on billing items, enter the percentage in the **Discount %** field.

11. In the **AR account** field, you can select the general ledger account to use. This option does not appear if the **Use a single AR Summary Account and never post applications** business rule is marked in **Configuration**.

12. In the **Interfund set** field, you can select an interfund set to ensure distributions balance. For more information about interfunds, see the **Configuration Guide for Student Billing**.

13. To save the record and return to the Students page, click **Save and Close**.
Adding enrollment information

If you have Registrar’s Office, you can view enrollment information on the Bio 2 tab. If you do not have Registrar’s Office, you can enter enrollment information in the Enrollment Information frame.

1. From an open student record, select the Bio 2 tab.

2. In the Enrollment Information frame, select a status in the Enrollment status field. This field is the same as Current status in Admissions Office and Registrar’s Office.

3. In the Current School field, select the school in which the student is enrolled.

4. In the Date enrolled from and to fields, enter the dates of enrollment.

5. In the Graduation date and Class of fields, enter the expected date of graduation and the graduating class’ year.

6. In the Board type field, select the type of boarding the student needs.

7. In the Reason left field, select the reason the student left the school or grade.

8. If you have Registrar’s Office, in the Degree information field, you can view degrees, majors, minors, concentrations, and options declared for the student.

9. If you have Registrar’s Office, in the Expected grad date field, you can view the expected date of graduation declared for the student.
10. Click **Save and Close**. The program saves the record, and you return to the Students page.

**Adding birth information and residency**

Birth information and residency on a student record in **Student Billing** are shared with the applicant record in **Admissions Office** and student record in **Registrar's Office**. If you make changes to the record in one program, the changes appear in all programs.

1. From an open student record, select the Bio 2 tab.
2. In the **Birth Information** frame, select the country of birth in the **Country** field.
3. In the **City** and **State** fields, enter the city and select the state in which the student was born.
4. If a student passes away, mark the **Deceased?** checkbox. The **Age** field disappears and the student no longer appears in your mailings.
5. If the student lives in your state, mark **In-state resident**. When you mark the checkbox, the **years, months, and county** fields become available so you can enter the length of time the student has been a resident and the county of residence.
6. Click **Save and Close**. The program saves the record, and you return to the Students page.

**Copying Student Information**

To save time when adding records, you can copy information to a new student record from an existing student record.

Before adding a new student record, consider whether you can get a head start by copying student information from a record already in the program. For example, a family may have several children enrolled.

For improved efficiency when copying student records, you can copy relationships and addresses for the student. If you copy relationships, the program creates a relationship between the new record and the copied record.

**Copying student information**

1. On the Students page, click **Copy Student Information**. The Copy Student Information screen appears.
2. In the **Copy information from** field, click the binoculars to search for and select a student from which to copy.

3. In the **The new record is a [ ] of the copied record**, select how the new record relates to the record to be copied.

4. In the **The copied record is a [ ] of the new record** fields, select how the record to be copied relates to the new record.

5. To copy addresses, leave **Addresses** marked. To copy relationships, leave **Relationships** marked.

6. To create the record, click **Create Now**. The program creates and opens the New screen for a student record.

7. Verify the information is correct and continue adding the student’s information until the record is complete. For more information, see “Adding Student Records” on page 45.
Adding Photos

The photo on a student record in Student Billing is shared with the applicant record in Admissions Office and student record in Registrar's Office. If you change the photo in one program, the new photo appears in all programs.

- Adding a photo
  1. On the toolbar of an open student record, click the Photo button. The photo screen appears.
  2. To add a photo, click Change Picture. Locate the photo and click Open. For more information about using the Open screen, see the Program Basics chapter of the Program Basics Guide. You return to the photo screen and the selected photo appears.
  3. To size the photo to fit in the window, mark Size to fit window.
  4. To save the photo and return to the student record, click OK.

Viewing Student Progression

If you have Registrar’s Office, you can view a student’s progression information. The student progression maintains a history of a student’s advisor and calculated year for each academic year.

In Student Billing you can generate transactions based on the student progression. Using the student progression, you can bill for the next year prior to promoting. If you do not have Registrar’s Office, you can promote students using Student Billing. For more information about promoting in Student Billing, see the Administration Guide for The Financial Edge.
Viewing student progression

1. From an open student record, select **Student, Student Progression**. The Student Progression for screen for the selected student appears.

2. If you have multiple schools, in the **School** field, you can select the school to view in the grid.

3. After viewing, click **OK** to return to the student record.

Adding Hold Codes

On the Bio 1 tab of a student record, you can add hold codes that restrict students from performing certain tasks until they complete a responsibility. When you put students on hold, you encourage them to complete their responsibilities. For example, you can put students on hold by not allowing them to register for classes until they pay their tuition.

After you define your hold codes in *Configuration*, you enter a hold code on the student’s record. For more information about how to define hold codes, see the *Configuration Guide for Student Billing*.

Add a hold code

1. From an open student record, select the Bio 1 tab.

2. Click **Hold status**. The Hold Code Status Log appears.
3. To filter the hold code entries, in the Date field, select a time period. Only hold codes active during the time period selected appear.

4. To enter a new hold code, in the Hold Code column, select the student’s hold.

5. In the Start Date column, enter the start date for the hold.

6. In the End Date column, if needed, enter the end date for the hold. You can wait to enter an end date until the student has completed the responsibility.

7. In the Reason column, the reason you entered in Configuration defaults. If you want to use an alternate reason, delete existing text and enter a new reason.

   The Date Changed and Changed By columns, update automatically when an entry changes.

8. Click OK. You return to the Bio 1 tab.

9. To add the hold code to the student’s record and update the student’s billing status, click Save.

---

**Viewing Residence Life History**

On a student record, you can view the student’s residence life history. If you recently changed residence life information, you must save the student record before viewing the residence life history.

1. From an open student record, select Student, Residence Life History. The Residence Life History screen for the selected student appears.
2. To open a student’s residence life record, select the row and click **Open**. The Residence Life for screen appears.

![Residence Life for Mr. Charles Aaron in 2007-2008, Spring](image)

3. When you finish reviewing the residence life record, click **OK**. You return to the Residence Life History screen.

4. When you finish reviewing the residence life history, click **OK**. You return to the student record.

### Adding Addresses

On the Addresses tab, you can add and maintain multiple addresses for student records. Each record has one primary address that you designate on the Addresses tab. The primary address appears on the Bio 1 tab. You can maintain additional addresses on the Addresses tab.

You can add an address from the Bio 1 or from the Addresses tab. When you add an address from the Bio 1 tab, it automatically becomes the primary address for the record. When you add an address from the Addresses tab, you can designate the address as primary or leave it as an alternate, or secondary, address.

Addresses on a student record in **Student Billing** are shared with the applicant record in **Admissions Office** and student record in **Registrar’s Office**. If you make changes to the record in one program, the changes appear in all programs.

#### Adding an address

1. From an open student record, select the Addresses tab.
You can also access the Address screen by clicking Address on the Bio 1 tab.

2. On the action bar, click **New Address**. The Address screen appears.

   ![Address screen](image)

   You can use the address types to specify how an address is used. For example, you can create a “Billing” address type for addresses that are used only for billing.

3. In the **Address type** field, select the type of address. Address types are defined in *Configuration*.

4. In the **Country** field, select the country of the address.

5. In the **Address** box and the **City**, **State**, and **ZIP** fields, enter the address.

6. In the contact grid, in the **Contact Type** column, select a contact method. In the **Contact Number** column, enter a phone number or Web or email address.

   The **Link** column indicates whether the information is linked to another record in the database. If you copy and link the student’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses and contact information, see “Copying and Linking Addresses” on page 64.

7. If you do not want the address block that prints linked with the individual address fields, unmark **Synchronize with individual address fields**. If you unmark this checkbox, you must manually update the printed address in the **Address as it will be printed** box.
8. Select the Details tab.

9. In the Description field, enter a description for the address.

10. In the County and Region fields, select address information. Selections for these fields are defined in Configuration.

11. In the CART field, enter the carrier route.

12. If this is the primary address, mark Primary address. If only one address appears on the record, the program automatically marks the checkbox, and you cannot unmark it. Each record can have only one primary address.

13. In the This is a valid address from [ ] to [ ] fields, you can enter the dates for which this is a valid address.

14. If the address is seasonal, mark This is a seasonal address from [ ] to [ ] and enter the dates.
15. To add attributes to the address, select the Attributes tab. With address attributes, you can add any additional information you need to maintain about this particular address, such as special mailing instructions.

16. In the **Send [ ] to this address** field, select “All mail”, “Selected mail”, or “No mail”. If you select “All mail” or “No mail”, you cannot add attributes to the address. For more information about entering attributes, see “Adding Attributes” on page 118.

17. To save the address and return to the Addresses tab, click **OK**. The new address appears in the grid.

**Copying and Linking Addresses**

To help eliminate data entry errors, you can either copy or copy and link an address to a student record from another record. When you copy an address, you are merely pasting a separate copy of the address directly to the student record from another record. Changes to the address on the student record are not made to the copy, or vice versa.

When you copy and link an address, you are inserting a copy of the address that is still tied to the original address. Changes you make to the address on either record are made automatically to the other record.

To edit an existing linked address, you can open only one record, make your changes, and the program updates the addresses on the linked records.
Copying and linking an address

You recently added Samantha Andrews as a student in your database but did not add an address for her at the time. You learn today that Samantha’s brother is Michael, who is already a student at your school. To ensure you enter the address correctly on Samantha’s student record, copy the address from Michael’s record onto Samantha’s. You want to ensure when you change the address on either record, the change can be automatically updated on both, so also link the two addresses.

1. From Samantha Andrews’s open student record, select the Addresses tab. For more information about opening student records, see “Finding and Opening Student Records” on page 43.

2. Select the Home address and click Open on the action bar. The Address for Samantha Rae Andrews screen appears.

3. To copy the address from Michael Andrew’s student record, click Copy Address From. The Open screen appears. Locate his record and click Open. For more information about using the Open screen to search for records, see the Program Basics chapter of the Program Basics Guide.

While this procedure demonstrates copying and linking a student address to another student, you can use it as a model for copying and linking addresses to other record types.
The Addresses for Michael Richard Andrews screen appears.

4. In the **Copy?** column, mark the checkbox for each address to copy.

5. To link the addresses, mark **Link these addresses**.

6. To copy Michael’s address onto Samantha’s record, click **Copy Now**. You return to the Address for Samantha Rae Andrews screen, and the copied address information appears. The **Link?** column indicates contact types are linked.

7. To save the information and return to the Addresses tab, click **OK**. The copied address appears in the grid.

**Unlinking Addresses**

You may find it necessary to unlink addresses, for example, for children who may live with separated parents. When you stop sharing a linked address, you remove links between the records. Changes you make to the address on either record are no longer made automatically to the other record. Each address still has the potential to be shared.

To unlink only a contact type, select “Not Shared” in the **Linked?** column.
Unlinking an address

1. From an open student record, select the Addresses tab.
2. Select the address to unlink and click **Open**. The Address screen appears.
3. Click **Shared Addresses**. The Shared Addresses screen appears displaying the records the address is linked to.
4. Click **Stop Sharing This Address**. The student’s address is no longer linked to the others.
5. To return to the Address screen, click **Close**. The address still appears but is no longer linked.
6. To save the new information and return to the Addresses tab, click **OK**.

Managing Addressees and Salutations

On the Addressees/Salutations tab of a student record, you can select the primary addressee to appear on mailings. Formats for addressees and salutations are defined in **Configuration**. To maintain consistency in your data entry, we recommend you select predefined addressees and salutations.

An addressee is usually formal, such as Ms. Leena Gamble. A salutation, on the other hand, is how you greet a student in correspondence. Depending on the type of mailing, you may use a formal or informal salutation.

Because addressees and salutations are shared across **Student Billing**, **Admissions Office**, and **Registrar's Office**, you should be careful which addressee and salutation you make primary. We recommend that you assign a general primary addressee and salutation that is appropriate for use in all the programs. We also recommend that you add special types to the **Addr/Sal Type** table for addressees and salutations you need for specific purposes. For example, you can add a “Statements” type that you use only on statements. For more information about adding addressee and salutation types, see “Adding an additional addressee/salutation” on page 68.
Assigning a primary addressee and salutation

1. From an open student record, select the Addressees/Salutations tab.
2. In the Primary addressee field, select the addressee format to appear on mailings.

   Because addressees and salutations are shared across Student Billing, Admissions Office, and Registrar's Office, we recommend that you assign a general primary addressee and salutation that is appropriate for use in all of the programs.

3. In the Primary salutation field, select the salutation format to appear on mailings and reports.

4. To save the addressee and salutation, click the Save button on the toolbar.

Adding an additional addressee/salutation

1. From an open student record, select the Addressees/Salutations tab.
2. In the Type column, select a type of addressee or salutation. You can also add a new type by entering it in the Type column. The new type is added to the Addr/Sal Type table in Configuration.

3. In the Address/Salutation column, enter or select the name as it should appear on reports and mailings when using this addressee/salutation.
To maintain consistency, we recommend selecting predefined addressee and salutation formats. Addressee and salutation formats are defined in Configuration. For more information about defining addressees and salutations, see the Configuration Guide for Student Billing.

4. To save the addressee/salutation, click the Save button on the toolbar.

Adding Relationships

On the Relationships tab, you can add, edit, or view characteristics that link students to other records. For example, you can identify one student as the sister of another student, or an individual as the father of a student. You can also define which relations are payers for the student and who should receive statements. By defining payer and statement information on the Relationships tab, you do not need to make selections on the Payers and Statements tabs. You can also add business relationships from the Relationships tab or by using the Business button on the Bio 1 tab. For more information about the Business button, see “Adding business relationship information” on page 51.

Relationship information on a student record in Student Billing is shared with the applicant record in Admissions Office and student record in Registrar’s Office. If you make changes to relationships in one program, the changes appear in all programs, with one exception: you can view an applicant’s relationships on a Student Billing student record, but you cannot add or edit them. Relationships for applicants must be added and edited in either Admissions Office or Registrar’s Office.
Adding a new relationship to a student record

1. On an open student record, select the Relationships tab.

2. From the action bar, click Add Relationship. The Open screen for records appears.

3. After you find the record you want to add as a relation, click Open. The relation’s name appears in the Name column of the relationships grid.

4. In the Relationship column, select the relation’s relationship to the student. For example, “Parent”.

5. In the Reciprocal Relationship column, select the student’s relationship to the relation. For example, “Daughter”.

6. If you have the optional module NetClassroom, the View NetClassroom column appears. If the relation can view information in NetClassroom, mark the checkbox in the View NetClassroom column.

7. If you selected “Assign each charge to a payer’s account” for the Use this billing option business rule in Student Billing Configuration, the Pays Bills and Receives Statement columns appear.

   In the Pays Bills column, mark the checkbox for each relation who should appear as a payer on the student’s Payers tab. If you do not mark the checkbox for any relations, the student is responsible for all charges.

   In the Receives Statement column, mark the checkbox for each relation who should appear on the student’s Statements tab when the Show field is set to “who receives statements for”. If you do not mark the checkbox for any relations, statements for all charges are sent to the student.

8. To add notes about a relation, select the relation in the grid and enter the notes in the Notes for <Relation> field.

9. To open the relation’s record, in the grid, select a relationship and click Open Relation’s Record.

10. To remove the relationship, click Remove Relationship. The relationship is deleted from the grid. Removing a relationship does not delete the relation’s record.
11. To create a new student, individual, or organization record to add as a relationship, enter the name in the Name column or click Add New Record. The Create/Find New Relation screen appears.

12. Mark Create a new [ ] and select the record type in the field.

13. To copy and link the open record’s addresses to the new record, mark Copy and share address from the current record to the new <record type>.

14. You can mark Search for the Relation to access the Open screen and search for the record.

15. If you entered a name in the Name column for a record that does not exist, you can mark Create a new [ ] named <Record name> to add the relation as a record.

If you select “individual” or “organization” as the record type, a new record is created automatically for the individual or organization when you click OK. Or you can mark Open the new <individual/organization> for editing to open the new individual or organization record and add additional information.

16. Click OK. The New <Record Type> screen appears. For more information about adding individuals and organizations, see the Students, Individuals, and Organizations chapters of this guide.

17. To save the new record and return to the Relationships tab of the current record, click Save and Close.

18. To change the order of the relationships, select a relationship and click the up or down arrow.

19. To save the student record and return to the Records page, click Save and Close.

The order of relationships is very important when printing labels and envelopes. If the Combine labels/envelopes for each spouse pair option is marked, one label/envelope prints for each married couple. The address and name used for the spousal pair is the first of the spouses listed on the record’s Relationship tab. If this option is unmarked, two labels/envelopes print—one for each spouse. For more information, see the Mail Guide.
Viewing the relationship tree

1. To view a visual representation of a student’s relationships, select **Student, Relationship Tree**.

2. To open a relation’s record, select the name and click **Open**.

3. To search for a relation in the tree, click **Find**.

4. To print the relationship tree, click **Print**.

5. To expand all of the relations in the tree at once, click **Expand All**.

6. To close the relationship tree and return to the student record, click **Close**.

Managing Student Activity

On the Activity tab of a student record, you can view, sort, and add charges, credits, payments, refunds, and advanced deposits associated with a student. You can also view, sort, and add scheduled transactions including billing schedules, advanced deposits, and financial aid. You can create custom filters to determine what transactions appear in the activity grid, and you can double-click a row in the grid to open the transaction record. On the Summary screen, you can view, export, and print a student’s general activity, recent activity, aging summary, or lifetime statistics.

The program uses information from the payment distribution on the Student Billing Detail tab to determine which unapplied transactions and their amounts to include on the activity tab. For more information about payment applications and distributions, see the Payment Applications chapter of the *Configuration Guide for Student Billing*. 

![Relationship Tree for Jennifer Lynn Andrews](image)
Adding transactions on the Activity tab

1. From an open student record, select the Activity tab.

2. To add a new transaction, click the down arrow beside New Charge and select a transaction type. A new <transaction> record opens. For more information about adding a transaction, see the chapter for the transaction type in this guide.

3. On the transaction screen, click Save and Close to return to the Activity tab. The new transaction appears in the grid.

4. To save your changes to the Activity tab and close the student record, click Save and Close.
Viewing student activity on the Activity tab

1. From an open student record, select the Activity tab.

2. In the View field, select “Activity” to view unscheduled transactions in the grid. Select “Scheduled Activity” to view scheduled transactions in the grid.

3. In the fields to the right, you can filter which activity appears in the grid.
   - Select “ Owned by or Assigned to” to view all activity owned by or assigned to the student.
   - Select “ Owned by ” to view all activity owned by the student. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients.

   If you select “All payers”, the grid displays all activity owned by the current student, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current student that is also assigned to the selected record.

   - Select “ Assigned to ” to view all activity assigned to the student. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records.

   If you select “All owners”, the grid displays all activity assigned to the student, including all activity assigned to the student for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current student that is also owned by the selected record.

You can view advance deposits for both the Activity and Scheduled Activity views. All advance deposits appear for the Activity view but only fully applied advance deposits appear for the Scheduled view.

If your student billing system is payer-centric, using the “Assigned to” option is more useful for filtering the grid because it displays balance information similar to statements — you can quickly view how much a relation owes for a student.
4. To sort the activities in ascending or descending order, click a column heading such as Transaction date or Amount.

5. To summarize transaction information by date, mark Summarize activity as of and enter a date in the field.

6. To display payments and credits and their associated charges, mark Show credits/payments with their associated charges.

7. To display each line item of distributed transactions on a separate row of the grid, mark Show <Distributed> transactions on multiple rows. If multiple distributions on a particular payment or credit have the student selected in the Transactions For column, when you mark this option separate lines appear for each distribution. If this option is unmarked, one line appears combining all the distributions for that payment or credit.

8. To display all unapplied payments and credits, including those for other payers, mark Show all available payments and credits for payer(s).

Marking this option may cause unapplied payments and credits not yet allocated to the student (payments and credits for which the student appears in the Transactions For column) to also appear in the grid.

9. Beginning Balance, Open Charges/Refunds/Advance Deposits, Available Payments/Credits, and Total Account Balance are for informational purposes only and display the student’s beginning balance, the net total of all the student’s activity, unapplied payments/credits, and current account balance.

10. To save your changes to the Activity tab and close the student record, click Save and Close.

➢ Creating a student summary

With the Summary button, you can create, print, and export custom summaries of a student’s activity.

1. On an open student record, select the Activity tab.
2. On the action bar, click **Summary**. The Summary for <student> screen appears.

3. In the **Summarize activity** field, you can filter which activity appears in the grid.
   - Select “Owned by or Assigned to” to view all activity owned by or assigned to the student.
   - Select “Owned by” to view all activity owned by the student. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients.
     
     If you select “All payers”, the grid displays all activity owned by the current student, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current student that is also assigned to the selected record.
   - Select “Assigned to” to view all activity assigned to the student. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records.
     
     If you select “All owners”, the grid displays all activity assigned to the current student, including all activity assigned to the student for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current student that is also owned by the selected record.

4. To select a summary type, click the down arrow beside **General Summary**. Available summary types are: General Summary, Recent Activity, Aging Summary, Lifetime Statistics, and Schedule Summary. If you select **General Summary**, **Aging Summary**, or **Schedule Summary**, additional fields appear.
In the **Display** field for General Summary or Schedule Summary, enter the years or dates to include in the summary. If you select “Billing cycles” in the **Display** field, the **Cycle 1** and **Cycle 2** fields appear. In these fields you can select two billing cycles to include in the summary.

5. To export the report to Microsoft Excel, click **Export to Excel**.

6. To print the report, click **Print**.

7. If you change the summary parameters, to refresh the report with the new requirements, click **Refresh**.

8. To close the Summary for <student> screen and return to the student Activity tab, click **Close**.

### Filtering student activity

Using the **Filters** button, you can specify criteria a transaction must meet to appear in the activity grid.

1. On an open student record, select the Activity tab.

2. On the action bar, click **Filters**. The Activity Filters screen appears.

3. To view only transactions from a specific time period, in the **Show transactions from [ ] to [ ]**, enter the beginning and ending dates of the period.

4. To view a summary of transactions as of a certain date, mark **Summarize activity as of** and enter the date.

5. In the **Transaction Filters** grid, you can select the transactions, post statuses, and products and billing items you want to appear in the activity grid.

6. To remove all filters and return to the default settings, click **Clear All Filters**.

7. To close the Activity Filters screen and return to the Activity tab, click **OK**.
Printing statements from the Activity tab

Using the Print Statement button, you can print statements or copies of statements for only recipients on the student’s record.

1. On an open student record, select the Activity tab.

2. On the action bar, click Print Statement. The Select a Parameter File screen appears.

3. Select a saved parameter file from the grid and click Select. The Statements screen opens on the General tab. Parameters are already defined on each tab using the settings from the selected parameter file. The student and recipients are pre-selected on the Filters tab.

4. Click Print. The statement prints. Close the Statements screen and you return to the Activity tab.

Generating transactions from the Activity tab

Using the Generate Transactions button, you can generate transactions from the Activity tab. For more information about the Generate Transactions Automatically Wizard, see “Generating Transactions” on page 134.

1. On an open student record, select the Activity tab.


3. Select a saved parameter file from the grid and click Select. A screen appears asking if you are sure you want to generate transactions. Click Yes and the program starts processing the transactions. When processing is complete a control report appears.
4. Close the control report and you return to the Generate Transactions Automatically Wizard. Close the wizard and you return to the Activity tab.

Adding Bill Codes and Deferred Payment Plans

On the Billing Options tab, you can assign bill codes and deferred payment plans to students. Bill codes link billing items and student records. When you generate transactions automatically, the program matches bill codes on student records to bill codes on billing items to create billing schedules and generate charges.

For example, students can pay tuition on an annual, semiannual, or quarterly basis. You can create three bill codes, “Annual Plan”, “Semiannual Plan”, and “Quarterly Plan”, and three billing items, one for each tuition payment plan. If you add an Annual Plan bill code to a student record, when you generate transactions, the program uses billing information from the Annual Plan billing item and the start and end dates defined on the student Bill Codes tab to create a tuition billing schedule for the student.

You create bill codes by adding them as table entries to the Bill Codes table in Configuration.

You can create deferred payment plans for students who need to pay their balance in increments. For example, you can set up payment plans in which the student makes three or four payments during the semester or a monthly plan in which students make monthly payment during the semester. For more information about deferred payment plans, see the Configuration Guide for Student Billing.

Students can make automatic payments for payment plans using a bank account or credit card. To set this up:

- If you have the EFT optional module, on the student’s record, define EFT banking information on the EFT Banks tab and add a variable payment plan on the Automatic Payments tab. When the payments are due, use the Autopay tab in Statements to generate automatic payments for each student.

  For example, on a scheduled payment date, you need to make withdrawals for students. On the Auto Pay tab of the statement, select “based on scheduled payment plan dates” in the Create automatic variable amount payments based on [] field and select “Today” in the Due field. Then print or export the statement to generate the transactions.

- If you do not have the EFT optional module, define the automatic payments on the Auto Pay tab in Statements, but instead of generating the transactions by printing or exporting, in Queue, create a queue that generates the statements and creates the automatic payments on the scheduled payment dates.

Adding a bill code

1. From an open student record, select the Billing Options tab.

2. In the Bill Code column, select the bill code to add. The bill code description appears in the Description column.
3. In the **Billing Cycle** column, select a billing cycle. The date range set for the billing cycle appears in the **Start Date** and **End Date** columns. Or you can define a date range by entering dates in the **Start Date** and **End Date** columns.

4. To save your changes to the Billing Options tab and close the student record, click **Save and Close**.

- **Copying bill codes from another record**
  1. From an open student record, select the Billing Options tab.
  2. Click **Copy from**. The Open screen appears.
  3. Find and select the student, individual, or organization to copy bill codes from. You return to the Billing Options tab and the copied bill codes appear in the grid.
  4. To save your changes to the Billing Options tab and close the student record, click **Save and Close**.

- **Adding a deferred payment plan**
  1. From an open student record, select the Billing Options tab.
2. Click **New Deferred Payment Plan**. The Add Deferred Payment Plan screen appears.

3. In the **Payment plan** field, select a deferred payment plan. Payment plans are predefined in **Configuration**. For more information, see the **Configuration Guide for Student Billing**.

4. In the **using dates** field, select a billing cycle associated with the selected payment plan.

5. The options on the Scheduled Payments tab depend on the type of plan you selected in the **Payment plan** field.
If you selected a payment plan for current students, click **Save and Calculate** to calculate the scheduled payments and update the grid. The **Original** column displays the original amount due for that plan date before any payments were made. (This amount can change if the payment plan is recalculated.) The **Remaining** column displays the amount left to pay for that plan date. The **Status** column displays the status of the scheduled payment — fully paid, partially paid, or unpaid.

If you selected a payment plan for non-returning students, you can define a schedule for the student.

**a.** In the **Number of dates** field, enter the number of payment dates to use for the payment plan.

**b.** In the **Name** column, enter a name for each payment due in the schedule. For example, “1st payment”, “2nd payment”, and “3rd payment”.

**c.** To manually create a schedule, in the **Date** column, enter the payment due dates and in the **Percent** column, enter the percentage of the total balance due for that payment. If all payments are the same percentage, you can click **Distribute Evenly**.

Or, to load schedule from **Configuration** or quickly create one using the wizard, click **Create Schedule**. The Create Schedule screen appears. For more information about creating payment schedules using the wizard, see “Schedules Configuration” on page 124 of the **Configuration Guide for Student Billing**.
d. The **Original** column displays the original amount due for that plan date before any payments were made. (This amount can change if the payment plan is recalculated.) The **Remaining** column displays the amount left to pay for that plan date. The **Status** column displays the status of the scheduled payment — fully paid, partially paid, or unpaid.

e. The **Remaining** field displays 100% minus the total percentage currently distributed across rows in the grid.

![Deferral Payment Plan](image)

6. **Total amount included in plan** appears at the bottom of the screen. The total includes all the charges owned by the student that meet the conditions set by the application restrictions and dates selected on the payment plan. If the **Date** field on the application restriction record is set to “Item can be used on any date”, the program uses the billing cycle selected on the payment plan. If a billing cycle was selected on the restriction record, the payment plan is set to the billing cycle dates.

If the **Reduce balances by ungenerated financial aid** option is set to “Using the entire balance” on the payment plan and the payment plan has an application restriction selected, the program finds all the financial aid items with the same application restriction selected as the payment plan and also have credits scheduled to be generated during the dates of the payment plan. The matching scheduled credits are applied to the payment plan amount to reduce the overall amount. If the student has a financial aid record that does not have the same application restriction selected as the payment plan, the financial aid does not reduce the balance.
7. **Reduce by** displays the total amount considered financial aid in the plan. If you select a non-returning student plan, the **Reduce by** amount also includes payments applied to charges that are not considered fully paid by the date specified. If the **Reduce balances by ungenerated financial aid** option is set to “Starting with the first payment”, you financial aid credits are generated, this amount changes to reflect only those portions still considered not generated. So the **Reduce by** amount eventually reaches $0.00 as credits are generated.

8. **Left to pay** appears at the bottom of the screen and displays the amount the student still owes for the payment plan. The program calculates this amount by totaling the amounts in the **Remaining** column of the **Scheduled Payments** grid.

   Because payment plan balances are reduced by ungenerated financial aid, you should not use **Left to pay** to determine a student’s outstanding balance once the semester is over. A payment plan can be considered fully paid while including transactions that do not have payments or credits applied to them.

9. Select the Included Transaction tab to view the charges and payments included in the payment plan.

10. Click **OK** to return to save the payment plan and return to the Billing Options tab. If you click **OK** without clicking **Save and Calculate** first, the payment plan is saved but no calculations are made.
Managing Financial Aid Applications

On the Financial Aid Applications tab, you can maintain information about types of tuition assistance requested by the student; family income and expected contribution; and the type of aid the student receives. For each academic year, only one financial aid record can exist.

When a student qualifies for financial aid, you can enter information on this tab about each item the student is awarded, such as the type of financial aid, the amount granted, and the date qualified.

Financial aid information on a student record in Student Billing is shared with the applicant record in Admissions Office and student record in Registrar's Office. If you make changes to financial aid applications in one program, the changes appear in all programs.

To create financial aid schedules from the student record, on the menu bar, select Student, Create Financial Aid Schedules. For more information about creating financial aid schedules, see the Administrative Tasks chapter of the Administration Guide.

Adding financial aid applications

1. From an open student record, select the Financial Aid Application tab.

3. In the **Academic year** field, select the year for which the student is requesting financial aid. A student can have only one financial aid application record per academic year. Only academic years for which the student does not have a financial aid record appear in the submenu.

4. If the student wants financial assistance, mark **Financial aid desired**.

5. After sending the financial aid form, mark **Form sent on [ ]** and enter the date.

6. Once the student returns the financial aid form, access the record and mark **Form received on [ ]** and enter a date.

7. In the **Family income** field, enter the family’s income.

8. In the **Adjusted family income** field, enter the amount the school is adjusting the family’s income.

9. In the **Cost of attendance** field, enter the cost to attend the school. This field is used to calculate the total annual qualification.

10. In the **Reported family contribution** field, enter the total amount a family can spend on education for the year. This amount is determined by Free Application for Financial Aid (FAFSA).

11. In the **Expected family contribution** field, enter the amount the family is expected to contribute for this student’s tuition. This amount is calculated by FAFSA.

   The **Total annual qualification** field displays the total amount for which the student qualifies. This field automatically displays the calculation based on the amounts in the **Cost of attendance** and **Expected family contribution** fields. Total annual qualification equals cost of attendance minus expected family contribution.
12. In the **Letter** field, select the letter to send to the student. Once the letter is sent, you can open this student record, mark **Letter sent on** [ ] and enter a date.

13. Once a student qualifies for financial aid, you can enter information in the grid about each qualification. In the **Category** column select a financial aid category, for example, “Scholarship” or “Grant”.

14. In the **Type** column, select the type of aid the student qualifies for. For example, “Presidential science grant” or “Soccer scholarship”.

15. In the **Date Qualified** column, enter the date the financial aid information was entered.

16. In the **Amount Qualify** column, enter the amount of financial aid for which the student qualifies.

17. If financial aid is granted, access the record and enter the date granted in the **Date Granted** column.

18. If financial aid is granted, access the record and enter the amount granted in the **Amount Granted** column.

19. If the student accepts the financial aid offer, access the record and mark the checkbox in the **Accepted** column.

20. A checkmark in the **Scheduled** column indicates the financial aid line item has an assigned billing schedule.

21. In the **Comments** column, you can click the magnifying glass to open the Comments screen where you can enter notes about the financial aid line item.

Below the grid, you can view the total financial aid amounts granted, accepted, and scheduled so far. You can also view the tuition amount remaining to be covered.
Attributes assigned on the Financial Aid tab can be helpful in keeping a record of the various forms required.

22. To add attributes and notes to the financial aid record, select the Attributes/Notes tab. For more information about adding attributes and notes, see the Program Basics Guide.

23. To save the record and return to the Financial Aid tab, click **OK**.

### Defining Default Schedules

On the Default Schedules tab, you can define an alternate schedule to use for scheduled billing items (financial aid, automatic items, TRP, and advance deposits) assigned to a student. The default schedule applies only to billing items with the **Do not allow schedule to be overridden** option unmarked on the billing item record.

#### Creating a new schedule based on a saved schedule

You can quickly define a new schedule based on a saved schedule.

1. From an open student record, select the Default Schedules tab.
2. Click **New Default Schedule**. The Add Default Schedule screen appears.

3. In the **Start date** and **End date** fields, enter a beginning and ending date to determine when the schedule is valid.

4. In the **Description** field, enter a description for the schedule.

5. Click **Create Schedule** and select **Load Schedule** from the drop-down. The Select a Default Schedule screen appears.

6. Select the schedule to load and click **Select**. You return to the Add Default Schedule screen and the dates and percentages from the default schedule appear in the grid.

7. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.
G Manually creating a default schedule

1. From an open student record, select the Default Schedules tab.

2. Click **New Default Schedule**. The Add Default Schedule screen appears.

3. In the **Start date** and **End date** fields, enter a beginning and ending date for the schedule.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates [ ]** field, select the number of payment dates.

6. In the grid, enter the payment dates in the **Date** column.
7. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

8. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

**Creating a default schedule using the Create Schedule For Distributions screen**

This method is helpful when creating more complex schedules.

1. From an open student record, select the Default Schedules tab.
2. Click **New Default Schedule**. The Add Default Schedule screen appears.

![Add Default Schedule](image)

3. In the **Start date** and **End date** fields, enter a beginning and ending date for the schedule.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates** field, select the number of payment dates.

6. Click **Create Schedule** and select **Create Schedule** from the drop-down. The Create Schedule For Distributions screen appears.

![Create Schedule For Distributions](image)


   - If you select “Annually”, in the **On** field, select the date to make the payment.
• If you select “Monthly”, mark Every [ ] month(s) on day [ ] or Every [ ] month(s) on the [ ].

If you mark Every [ ] month(s) on day [ ], select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.

If you mark Every [ ] month(s) on the [ ], select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.

• If you select “Semi-monthly”, in the Every [ ] month(s) on day [ ] and the [ ] field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

• If you select “Weekly”, in the Every [ ] week(s) on field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

• If you select “Irregular”, enter the payment dates in the grid.

8. In the Starting on field, enter the date for the first payment of the schedule.

9. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click Update.
10. Click **OK**. You return to the Add Default Schedule screen and the defined payment dates appear in the **Date** column of the grid.

11. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

12. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.
Adding Payers and Billing Item Exceptions

In *Student Billing*, any student, individual, or organization can pay another record’s charges. On the Payers tab of a student record, you specify related students, individuals, or organizations who are responsible for paying for the student’s charges. You can add payers, open their records, or view payer information such as their relationship to the student, record identification number, and the amount of the charges they are responsible for paying. The Payers tab does not appear if you selected “Assign all charges to this student’s account” in the Billing option field on the Bio 2 tab. For more information, see “Adding billing information and billing defaults” on page 53.

You can also add and view billing item exceptions. A billing item exception is a billing item that is charged to different payers or in different distributions than the defaults for that billing item. For example, a student’s mother is responsible for paying only tuition fees. You can add an exception to the student’s record so the mother is billed properly.

- **Adding a new payer**
  1. From an open student record, select the Payers tab.

![Image of the Payers tab and the Add Payer screen]

2. Click Add Payer. The Open screen for records appears.
3. After you find the record you want to add as a new payer, click **Open**. The record’s information appears in the payer grid.

4. In the **Payer Name** column of the payer grid, you can select a related record or use the binoculars to locate another payer.

5. The **Relationship** and **ID** columns are for informational purposes only and display information from the payer record.

6. In the **Responsible for Paying** column, enter the percentage of the charge for which this payer is responsible.

7. To open the payer’s record, click **Open Payer’s Record**.

8. To delete the payer from the student record and remove payment responsibility, click **Remove Payer**.

9. The **Remaining** display shows the undistributed amount of the billing item remaining.

10. To save the student record and return to the Students page, click **Save and Close**.
Adding a new billing item exception

1. From an open student record, select the Payers tab.

2. To add a new exception, in the Exceptions grid, click Add Billing Item Exception. The Open screen for billing items appears.

3. After you find the billing item you want to add as an exception, click Open. The billing item information appears in the Exceptions grid.
4. To add a payer to the billing item exception, in the Payer Name column, select a payer. Information for the selected payer appears in the Relationship, ID, and Responsible for Paying columns. These columns are for informational purposes only and cannot be edited.

![Image of interface](image)

5. To save the student record and return to the Students page, click Save and Close.

**Managing Student Statements**

With **Student Billing** statements, you can send billing statements or statement copies to other records or payers. You can also add notes and comments to statements. In the **Show** field, you set preferences for how information appears in the grid on the Statements tab, including the fields and columns available.

It is important to understand how the options in the **Show** field work. If you select the first or third option (“who receives statements for” or “who receives copies of statements for”) on one record, you will view the exact opposite of that information on the recipient’s record. For example, on a student record, you specify that a parent receives a statement or statement copy for the student by selecting the first or third option in **Show** field. When you open the parent’s record, on the Statements tab, the **Show** field is set automatically to the second or fourth option (“whose statements are sent to” or “whose statements are sent as copies to”) to show that the parent receives a statement or statement copy for the student.

**Table of Entries for the Show Field:**

<table>
<thead>
<tr>
<th>To view or edit...</th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All recipients who receive statements for the student</td>
<td>who receives statements for</td>
</tr>
</tbody>
</table>
Sending Statements and Copies

On the Statements tab, you can specify related students, individuals, or organizations that should receive billing statements or copies of billing statements for the student’s charges. For example, a student receives tuition assistance from his church. On the Statements tab, you can specify that statements are sent to both the church and the student.

How Do I Know What to Select?

When setting up statements, you must select which records will receive a statement versus a statement copy and what type of activity to include on the statement for each record.

Statements Versus Copies

When deciding who needs to receive an actual statement versus who receives a copy of a statement, you must first determine what information you want the recipient to receive.

- A statement displays activity the recipient is responsible for. For example, a student receives a statement of his charges.
- A statement copy is a statement of someone else’s activity. For example, a student’s parents receive a copy of the student’s current charges.

When is a Copy a Better Choice?

Sometimes sending a statement copy is more appropriate. For example:

- A record needs to see the account balance of someone else’s statement:
  
  For example, a student’s parents need the grandparents’ account balance. In this case, the parents would receive a copy of the grandparents’ statement rather than including the grandparents’ transactions on their statement. Otherwise, some of the parents’ unapplied credits and payments might be applied to charges the grandparents have not paid yet.

- When formatting an addressee/salutation is an issue:
  
  For example, you may prefer for the statement to say “To the parents of <Student name>”. In this situation, you can “send” the statement to the student, have the parents receive a copy of the statement, and filter to send only statement copies. Be aware that the parents’ unapplied credits and unapplied payments will not be included on the statement.

Selecting Activity for Statements

When setting up statements, you must be careful to include the appropriate activity for each recipient.
The program uses information from the payment distribution on the Student Billing Detail tab to determine which unapplied transactions and their amounts to include on the statement. For more information about payment applications and distributions, see “Payment and Credit Applications” on page 1 the Payment Applications chapter of the Configuration Guide for Student Billing.

This table explains each option you can select in the Activity to Show field and examples of why you would select each. For more information about setting up statements, see “Sending Statements to Other Records” on page 102.

<table>
<thead>
<tr>
<th>Activity to Show</th>
<th>Examples</th>
</tr>
</thead>
</table>
| All transactions  | You will most likely select the “All transactions” option when using student-centric billing. (In this case, all activity is assigned to the student so all specified relations receive the same statement.) For example, a student’s parents are divorced but share responsibility for the student’s school expenses. In this case, the following will display for each parent’s record:  
  • Any charges owned by the student.  
  • Any payments and credits applied to these charges included.  
  • Any unapplied payments and credits owned by the student or parent.  
  For example, if you select “All transactions” for a student and her father is a statement recipient, the father’s statement displays:  
  • All the unapplied payments and credits that reduce his balance for which the student appears in the Transactions For column on the Student Billing Detail tab.  
  • All unapplied payments and credits that reduce the student’s balance and those for which the student or <All Records> appears in the Transactions For column.  
  Keep in mind, the father’s statement will include any unapplied payment or credit with the student selected in the Transactions For column. So if the mother makes a payment to reduce her balance for the student’s balance, that payment also appears on the father’s statement. |
Only the recipient’s transactions
(This option is available only when using payer-centric billing)

You will most likely select the “Only the recipient’s transactions” option when using payer-centric billing. (In this case, you are putting all the charges on the student record but are assigning payment responsibility to the different payers. Each payer would get a statement with only their payments, not those for other payers.

For example, a student’s parents and grandfather pay bills for the student. The grandfather needs to view only his transactions on the statement, not the parents’. In this case, the following will display for the grandfather’s record:

- Charges assigned directly to the grandfather.
- Any payments and credits applied to these charges included that are owned or assigned to the grandfather.
- Any unapplied payments and credits owned by the grandfather.

As a statement recipient for the student, the grandfather’s statement displays all the unapplied payments and credits that reduce his balance for which the student appears in the Transactions For column on the Student Billing Detail tab.

The statement includes two sections:

- One section for the student that displays any unapplied payments and credits with the student or <All Records> selected in the Transactions For column appear in the student’s section of the statement and reduce the student’s balance.
- One section for the grandfather that displays any unapplied payments and credits with the grandfather or <All Records> selected in the Transactions For column and reduce the father’s balance.

Only the student’s transactions
(This option is available only when using student-centric billing.)

You will most likely select the “Only the student’s transactions” when records need to view the student’s activity but do not want their own included on the statement.

For example, grandparents pay for their grandchildren’s miscellaneous bookstore charges and want to receive a statement for those charges assigned to the students. The grandparents do not want their previous payments to show up on the statement because they have not been applied to any of the students yet.

In this case, the following will display for the record:

- Any charges owned or assigned to the student.
- Any payments and credits applied to these charges that are assigned to the student.
- Any unapplied payments and credits owned by the student.
Sending Statements to Other Records

On the Statements tab, you can specify which records should receive the student’s statements. Any relation for whom you marked the Receives Statements checkbox on the student’s Relationships tab appears automatically in the Send Statements to column.

Notes about statements
- If a record makes a payment to reduce someone else’s balance, the payment owner’s statement will not include this payment. However, the Activity tab on the payment owner’s record does display this payment.
- If a statement recipient has an unapplied payment that reduces his balance with “<All Records>” selected in the Transactions For column, that transaction appears only on the recipient’s statement.
Sending a student’s statement to another record

1. From an open student record, select the Statements tab.
2. In the Show field, select “who receives statements for”.

3. In the Send statements to column of the grid, select the student, individual, or organization you want to receive the statements. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

Any relation for whom you marked the Receives Statements checkbox on the student’s Relationships tab appears automatically in the Send Statements to column. For more information about relationships, see “Adding a new relationship to a student record” on page 70.

4. In the Activity to Show column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
<th></th>
</tr>
</thead>
</table>
| All transactions       | • Any charges owned by the student and assigned to anyone.  
                          • Any payments and credits applied to these charges included.  
                          • Any unapplied payments and credits owned by the student or record and assigned to anyone. | |
| Only the recipient’s transactions | • Charges assigned directly to the record.  
                                    • Any payments and credits applied to these charges included that are owned or assigned to the record.  
                                    • Any unapplied payments and credits owned by the record. | This option is available only when “Assign each charge to a payer’s account” is selected in the Billing option field on the Bio 2 tab |
To print statements or copies of statements for all recipients on the record, click **Print Statements**.

To delete a statement recipient from the grid, select the statement recipient and click **Remove Recipient**.

### Sending Copies to Other Records

On the Statements tab, you can specify other students, individuals, or organizations that should receive copies of a student’s statements.

<table>
<thead>
<tr>
<th>Only the student’s transactions</th>
<th>The recipient’s transactions and the student’s transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Any charges owned or assigned to the student.</td>
<td>• Charges assigned directly to the record.</td>
</tr>
<tr>
<td>• Any payments and credits applied to these charges that are assigned to the student.</td>
<td>• Any payments and credits applied to these charges included that are owned or assigned to the record.</td>
</tr>
<tr>
<td>• Any unapplied payments and credits owned by the student.</td>
<td>• Any unapplied payments and credits owned by the record.</td>
</tr>
</tbody>
</table>

5. To send the recipient a separate statement, mark **Print Separate Statement**. If this box is not marked, the student’s balance due is added to the recipient’s next billing statement.

6. If a contract exists between the student and the recipient, in the **Contract ID** column, enter a contract identification number.

7. In the **Notes regarding statements sent to <recipient>** field, you can enter specific information about the recipient receiving the statement.

8. To save your statement changes and close the student record, click **Save and Close**.
Sending a copy of a recipient’s statement to another record

1. From an open student record, select the Statements tab.
2. In the Show field, select “who receives copies of statements for”.
3. In the grid, in the When sending statements to column, select the recipient whose copy you want to send to another record.
4. In the Send a Copy to column, select the student, individual, or organization you want to receive statement copies. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.
5. To include the balance due on the statement copy, mark Show Amount Due.
6. In the Notes regarding statement copies sent to <recipient> field, you can enter specific information about the recipient receiving the copies.
7. In the Comment on statement copies sent to <recipient> field, you can enter a comment to appear on the statement copy.
8. To save your statement changes and close the student record, click Save and Close.

Receiving Statements and Copies

On the Statements tab, you can specify that the student receive statements or copies of statements for charges incurred by other students, individuals, or organizations.

For more information about students receiving statements:
Receiving Statements From Other Records

On the Statements tab, you can specify whether the student should receive statements for charges incurred by other students, individuals, or organizations. For example, a student receives her husband’s statement rather than each receiving their own separate statements.

Receiving statements from other records

1. From an open student record, select the Statements tab.
2. In the **Show** field, select “whose statements are sent to”.

3. In the **Receive Statements for** column of the grid, select the student, individual, or organization whose statements you want the student to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

4. In the **Activity to Show** column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
</tr>
</thead>
<tbody>
<tr>
<td>All transactions</td>
<td>• Any charges owned by the student and assigned to anyone.</td>
</tr>
<tr>
<td></td>
<td>• Any payments and credits applied to these charges included.</td>
</tr>
<tr>
<td></td>
<td>• Any unapplied payments and credits owned by the student or record and assigned to anyone.</td>
</tr>
</tbody>
</table>

To print statements or copies of statements for all recipients on the record, click **Print Statements**.
| Only the recipient’s transactions | Charges assigned directly to the record.  
| | Any payments and credits applied to these charges included that are owned or assigned to the record.  
| | Any unapplied payments and credits owned by the record.  
| This option is available only when “Assign each charge to a payer’s account” is selected in the Billing option field on the Bio 2 tab.  

| Only the student’s transactions | Charges assigned directly to the record.  
| | Any payments and credits applied to these charges included that are owned or assigned to the record.  
| | Any unapplied payments and credits owned by the record.  
| This option is available only when “Assign all charges to this student’s account” is selected in the Billing option field on the Bio 2 tab.  

| The recipient’s transactions and the student’s transactions | Charges assigned directly to the record.  
| | Any payments and credits applied to these charges included that are owned or assigned to the record.  
| | Any unapplied payments and credits owned by the record.  
| | Any charges owned or assigned to the student.  
| | Any payments and credits applied to these charges that are assigned to the student.  
| | Any unapplied payments and credits owned by the student.  

5. To send the student a separate statement, mark **Print Separate Statement**. If this box is not marked, the recipient’s balance due is added to the student’s next billing statement.

6. If a contract exists between the student and the recipient, in the **Contract ID** column, enter a contract identification number.

7. In the **Notes regarding statement received from <recipient>** field, you can enter descriptive information about the statement.

8. To save your statement changes and close the student record, click **Save and Close**.
Receiving Statement Copies From Other Records

On the Statements tab, you can specify whether the student should receive copies of statements for charges incurred by other students, individuals, or organizations. For example, a student and her husband both receive their own statements. However, the student also receives a copy of her husband’s statement so she can ensure the payments are made.

- Receiving copies of statements from other records
  1. From an open student record, select the Statements tab.
  2. In the Show field, select “whose statements are sent as copies to”.

  ![Image](image.png)

  3. In the Receive Copies of Statements Sent to column of the grid, select the student, individual, or organization whose statement copies you want the student to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

  ![Image](image.png)

  4. In the Activity on the Original Statement is for field, select the recipient that incurred the initial charges.

  ![Image](image.png)

  5. To include the balance due on the statement copy, mark Show Amount Due.

  ![Image](image.png)

  6. In the Notes regarding statement received for <recipient> field, you can enter descriptive information about the statement.

  ![Image](image.png)

  7. In the Comment on statement copies received for <recipient> field, you can enter a comment to appear on the statement copy.
8. To save your statement changes and close the student record, click **Save and Close**.

## Defining EFT Bank Information

From the EFT Banks tab, you can establish the banking information necessary for students to make electronic funds transfers for payments. When you add a new bank you can define the account type, account number, discretionary code, and contact address information.

The EFT Banks tab appears only if you have the optional module *Electronic Funds Transfer*.

➢ **Setting up bank and account information for a payer**

1. From an open student record, select the EFT Banks tab.

2. Click **New EFT Bank**. The New Bank screen appears.

3. In the **EFT status** field, select “EFT”, “Pre-note”, or “Inactive”.

4. In the **Bank name** field, enter the name of the bank.

5. In the **Account type** field, select “Checking” or “Savings”.

To print statements or copies of statements for all recipients on the record, click **Print Statements**.
6. In the **Account holder** field, enter the bank account owner’s name. For example, if the student’s payments are drawn from a parent’s account, enter the parent’s name.

7. Mark **International ACH transaction** if this transaction is going to, or coming from, an international account. For international transactions, you will need the bank to provide you with the routing number type, GO routing number, and the ISO country code.

8. In the **Routing number type** field, select the code that identifies the destination bank. This field is required for all international transactions.

9. In the **Routing number** field, enter the routing number provided by the bank.

10. In the **Account number** field, enter the account number assigned by the bank.

11. In the **GO routing number** field, enter the nine-digit routing number of the domestic financial institution that will accept the international transaction. This field is required for all international transactions. Ask your bank for the routing number to use for the GO routing number. GO refers to the US Gateway Operator.

12. In the **ISO country code** field, enter two-character country code to identify the destination, or origination, of the transaction. This field is required for all international transactions.

13. In the **Discretionary code** field, enter the discretionary code provided by the bank.

14. To add bank address information, click **Address**. For more information about entering address information, see the **Banks Guide**.

15. To add bank contact information, click **Contact**. For more information about entering contact information, see the **Banks Guide**.

16. In the **Contact position** field, enter the contact’s position.

17. In the **Contact info** grid, select a contact type in the **Contact Type** column and enter the contact number in the **Contact Number** column.

18. Enter any additional notes or more detailed information in the **Notes** box.

19. Click **Save and Close** to return to the EFT Banks tab.

### Adding Automatic Payments

On the Automatic Payments tab, you can define automatic payment plans for the student. You can define a fixed plan in which the student pays fixed amounts according to a schedule or a variable plan in which the student pays the entire balance due when the statement is generated. If you have the optional module **Electronic Funds Transfer**, you can draft automatic payments from a specified bank account. For more information about defining EFT bank information, see “Defining EFT Bank Information” on page 109.
You can generate fixed amount payments using the Generate Payments button on the automatic payment record and using the Generate Fixed Amount Automatic Payments link on the Payments page of Records and on the Administration page. For more information about generating fixed amount payments, see “Generating Fixed Amount Automatic Payments” on page 454. Variable payments generate when you run statements. For more information about running statements, see the Mail Guide “Statements” on page 44.

Creating automatic payment plans

1. From an open student record, select the Automatic Payments tab.


3. In the Description field, enter a description for the payment plan.
4. In the **Status** field, select “Active”. You can later change the status to “Inactive” if you are no longer using the payment plan. Inactive records do not appear in reports or queries.

5. In the **Plan type** field, select “Fixed” or “Variable”.
   - Select “Fixed” to pay fixed amounts according to a schedule.
   - Select “Variable” to pay the entire balance due when the statement is generated.

6. If you selected “Fixed” in the **Plan type** field, in the **Dates** field you can select “Payment can be created on any date” or “Payment can only be created from”. If you select “Payment can only be created from”, enter dates in the **Start date** and **End date** fields.
   
   If you selected “Variable” in the **Plan type** field, the **Dates** field is set to “Payment can be created on any date” automatically and cannot be changed.

7. If you selected “Fixed” in the **Plan type** field, in the **Default amount** field, enter the amount for the payments. If you later change this amount, the amount in the payment schedule grid updates for all scheduled payments.
   
   If you selected “Variable” in the **Plan type** field, the **Default amount** field is disabled.

8. If you have the optional module *Electronic Funds Transfer*, you can mark **Allow EFT transactions to be created for this bank [ ]** to include payment transactions created from this payment plan in the EFT file creation process. Select the bank to draft payments from.

9. If you selected “Fixed” in the **Plan type** field, on the Payment Schedule tab, select “Unlimited” or “Fixed” in the **Number of payments** field. If you select “Fixed”, select the number of payments in the field to the right. Scheduled payments appear in the grid.
   
   If you selected “Variable” in the **Plan type** field, all options on the Payment Schedule tab are disabled.

10. Click **Schedule**. The Payment Schedule Frequency screen appears.

- If you select “Annually”, in the **On** field, select the date to make the payment.

- If you select “Monthly”, mark **Every [ ] month(s) on day [ ] or Every [ ] month(s) on the [ ]**.
  
  If you mark **Every [ ] month(s) on day [ ]**, select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.

  If you mark **Every [ ] month(s) on the [ ]**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.

- If you select “Semi-monthly”, in the **Every [ ] month(s) on day [ ] and the [ ]** field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

- If you select “Weekly”, in the **Every [ ] week(s) on [ ]** field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

12. In the **Starting on** field, enter the date for the first payment of the schedule.

13. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click **Update**.
14. Click **OK**. You return to the Payment Schedule tab and any changes or additions you made to the scheduled payment dates appear in the grid.

![Payment Schedule Image]

15. Select the Student Billing Detail tab.
16. On this tab you can payment application information. The option you select for the **Distribute payments** business rule and settings from the Payers tab determine how payment amounts default into the grid on the Student Billing Detail tab. For more information about distributing and applying payments, see the Payment and Credit Applications chapter of the *Configuration Guide for Student Billing*.

17. Select the GL Distribution tab.
18. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”. You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.

19. In the CR Account Number column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.

20. Enter the percentage of the distribution in the Percent column. To distribute percents equally among the selected accounts, click Distribute Evenly.

21. If you have the optional module Projects and Grants, you can enter additional project information in the Project ID, Class, and transaction code columns.

22. Select the Attributes/Notes tab. For more information about adding attributes and notes, see the Program Basics Guide.

23. Click OK to save and close the payment plan and return to the Automatic Payments tab. The new payment plan appears in the grid.

Adding Actions

The Actions tab records any task to be completed for a student. Actions, for example, can include a phone call to a student. If you have the security rights, you can add, edit, and delete actions from this tab.

You can assign an action to another person or yourself, and the program reminds you or the other user when the action is due by adding an action reminder to the Home page for the person assigned the action.
Adding an action

1. From an open student record, select the Actions tab.


3. The **Student name** field displays the name of the student whose record you have open.

4. In the **Action type** field, select the type of action to be taken, for example, “Phone call” or “Meeting”.

5. In the **Action date** and **Time** fields, enter the date and time the action is to be taken.

6. In the **Status** field, select the status of the action, for example, “Pending”. Action statuses are defined on the Tables tab of **Configuration**.

7. In the **Priority** field, select “Low”, “Normal”, or “High”.

8. In the **Assigned to** field, select the person assigned to complete the action. The action appears on the record of the person selected in the **Assigned to** field.

9. To send the person assigned to the action a reminder, mark **Auto-Remind**. When you mark **Auto-Remind**, the other options in the frame become active.

If another user already has the student record open, you get a message telling you your changes will not be saved. However, you can add and save an action on a record already in use.

Action reminders appear on the Home page for the person assigned the action.
10. In the **Send reminder to** field, select the person to be reminded.

11. In the **Set reminder for [ ] beforehand** field, specify how many days, weeks, or months before the action date you want to send the reminder.

12. When the action is complete, you can mark **Completed on**. The program automatically enters the current date.

13. In the **Description** field, add notes to describe the action.

14. To add attributes to the action, select the **Attributes** tab. For more information about adding attributes, see the *Program Basics Guide*.

15. To save the action and return to the **Actions** tab, click **Save and Close**. The new action appears in the grid.

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### Managing Attributes, Notes, and Media

You can further define a student record by adding information to the Attributes, Notes, and Media tabs. On the Attributes tab, you can add characteristics to the student record and group information based on a common theme, which is useful for reporting. On the Notes tab, you can record special information about students you may need later. On the Media tab, you can store various media objects, including images, documents, and video or sound files. For example, you can store a scanned birth certificate for a student.

### Adding Attributes

The Attributes tab stores additional information about a student. You can use attributes to define specialized information for records, such as information you want to record, but for which no field is available. You can filter attributes to use in other areas of *Student Billing*, such as *Query* and *Reports*. 

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Attributes are defined in *Configuration*. For more information about attributes, see the *Configuration Guide for Student Billing*. 

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![Image of the Attributes tab](image-url)
You can define attributes using a variety of data types created in *Configuration*. If you make a student attribute required, a message appears reminding you to add it when creating a student record. For more information about defining attributes, see the *Configuration Guide for Student Billing*.

#### Adding an attribute

1. From an open student record, select the Attributes tab.

2. In the **Attribute Type** column, select an attribute type.

3. In the **Description** column, select or enter a description of the attribute.

4. If you selected a table type attribute that uses short descriptions, in the **Short Description** column, select the attribute description. The **Description** column completes automatically.

5. In the **Date** column, enter a date to record when you add the attribute.

6. If this attribute type is required on a student record, the program automatically marks the checkbox in the **Required** column. You cannot edit this from the Attributes tab.

7. In the **Comments** column, enter any additional comments or more detailed information about the attribute. You can enter free-form text in this column.

8. To save the attribute, click the **Save** button on the toolbar.

### Adding Notes

The Notes tab makes it easy to record and maintain information about a student. For example, you can add a note to record special information about a person or organization, notes from a conversation or phone call, or contact information you may need later.

For each note, you enter a date, description, title, and author. You can designate note types, such as “Confidential” or “Personal”, and use those designations to run queries, reports, and establish type-based security.

You can set up securities so only certain users can view particular notepad types. This is especially useful when the information is of a sensitive nature and you want to ensure that only you can access the information. For more information about security, see the Security chapter of the *Administration Guide for The Financial Edge*. 
Adding a note

1. From an open student record, select the Notes tab.

2. Click **New Note** on the action bar. The New Note screen appears.

3. The **Date** field displays today’s date. You can use this date or enter a different one.

4. In the **Title** field, you can enter a title for the note.

5. In the **Type** field, select a notepad type.

6. In the **Author** field, select your user name.

7. In the **Description** field, enter a description for the note.

8. In the text box, enter notes to associate with the student record.

9. To save the note and return to the Notes tab, click **Save and Close**. The new note appears in the grid.
Adding Media

On the Media tab, you can add media objects to a student record. Media can include photographs, scanned newspaper articles and publications, recommendations, video files, audio files, and transcripts.

To reduce the size of your database, you can create a link to the media file. Be aware that if the original file is moved or deleted, the link will not work. The linked file must be in a location on your network where other users can access it.

Adding a new media object

1. From an open student record, select the Media tab.

2. On the action bar, click New Media. The Insert Object screen appears.

3. To create a media file, mark Create New.

4. In the Object Type box, select a media object. The object types that appear depend on the programs you have installed.

5. To display the media object as an icon, mark Display As Icon.

6. Click OK. Depending on the type of media you are creating, either the New Media screen appears, or the program that created the file type opens.
   - If the program for creating the media file type opens, create the media file. After you save and close the file, the New Media screen appears.
• For other file types, you create and add the media from the window at the bottom of the New Media screen.

7. On the New Media screen, in the Date field, enter the date you add the media object.

8. In the Type field, select a media type.

9. In the Description and Title fields, enter a description and name for the media object.

10. In the Author field, select your user name.

11. To save the media object and return to the Media tab, click Save and Close. The new information appears in the grid.

Adding an existing media object

1. From an open student record, select the Media tab.

2. Click New Media. The Insert Object screen appears.

When you create media from a file, you browse to saved media objects. If a media object is no longer valid or current, you can access the object and delete it from the Media tab of the student record.
3. To add a media object using a previously-created file, mark **Create from File**.

4. Click **Browse** to search for the file. Once you locate and select the file, click **Open**. You return to the Insert Object screen, which now displays the file path.

5. You can mark **Link** so that any change you make to the source file is automatically reflected on the Media tab. If you do not mark **Link**, the object is embedded.

6. Click **OK**. The New Media screen appears displaying the selected media object.

7. In the **Date** field, enter the date you add the media object.

8. In the **Type** field, select a media type.

9. In the **Description** and **Title** fields, enter a description and name for the media object.

10. In the **Author** field, select your user name.

11. To save the media object and return to the Media tab, click **Save and Close**. The media information appears in the grid.
Viewing a History of Changes

The History tab displays an historic record of key changes made to the student record. If the student name, ID, primary address, status, credit limit, credit rating, or student record type have changed, the change appears on the History tab. The information provides an audit trail and is for informational purposes only. You cannot add or edit data on the History tab.

Managing Billing Groups

Click Manage Billing Groups to quickly view, add, or edit student, individual, or organization records. You can also use this feature to create links and relationships among associated records. For example, you can add records for an entire family at one time. You can link these records and copy address and billing information from one record to all the others.

Adding a student record using Manage Billing Groups

2. Click Add New Student. “New Student” appears in the Records box on the left.

3. You can enter biographical information in the fields that appear on the right. For more information about entering student biographical information, see “Managing Biographical Information” on page 45.

4. Click Next or select the Defaults tab.

5. Click Billing Defaults to add billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults” on page 53.

Click Duplicate Record Search to verify that a record does not already exist before creating a new record.

If you limit users’ security rights to add records, we recommend that you also limit the rights to Manage Billing Groups. A user with rights to Manage Billing Groups can add any type of record.
When you click Finish and New or Finish and Close, a completion screen appears listing the number of new records created and the number updated.

6. Click Relationships to add relationships. For more information about relationships, see “Adding Relationships” on page 69.

7. Select the Addresses tab. On this tab, you can add address and contact information for the student. For more information about addresses, see “Adding Addresses” on page 61.

8. When you finish making changes, you can:
   - Click Finish and New to save and close the student record and open a new billing group automatically.
   - Click Finish and Close to save and close the student record and return to the Students page.
Updating an existing student record using Manage Billing Groups

You can add or update a single record using Manage Billing Groups.


2. In the Record Name field, enter the student name or click the binoculars to locate the student record to update.

3. Click the down arrow next to Load all associated records and select “Load only selected record”. Biographical information for the student appears.

4. You can add or make changes to biographical information.

5. Click Next or select the Defaults tab.

When you add or update a record using Manage Billing Groups, changes are not saved until you click Finish and New or Finish and Close.
6. Click **Billing Defaults** to view or edit billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults” on page 53.

7. Click **Relationships** to view or edit relationships. For more information about relationships, see “Adding Relationships” on page 69.
8. Select the Addresses tab. On this tab, you can view, edit, or add new addresses for the student. For more information about addresses, see “Adding Addresses” on page 61.

9. When you finish making changes, you can:
   - Click Finish and New to save and close the student record and open a new billing group automatically.
   - Click Finish and Close to save and close the student record and return to the Students page.

Viewing a student’s billing group

2. In the **Record Name** field, enter the student name or click the binoculars to locate the student record.

![Illustration of Manage Billing Groups window]

3. To view a student’s associated records, click the down arrow next to **Load all associated records** and select one of these options:
   - **Load all associated records** — Loads any record that is a relation, payer, or statement recipient for the selected student.
   - **Load all related records** — Loads all records who are relations for the selected student.
   - **Load all payers** — Loads all records who are payers for the selected student.
   - **Load all statement recipients** — Loads all records who are statement recipients for the selected student.
4. The student and any associated records that meet the selected criteria list in the Records box on the left. When you select a record in the list, depending on which tab you have displayed, biographical information, defaults, or addresses for that record appear on the right. You can edit information on the Records, Defaults, or Addresses tabs for each record. For more information, see “Updating an existing student record using Manage Billing Groups” on page 127.

5. When finished viewing:
   - Click Finish and New to save and close the student record and open a new billing group automatically.
   - Click Finish and Close to save and close the student record and return to the Students page.

Adding records to a student’s billing group

Lisa Boatwright just registered at your school. You need to add records for her parents, Marion and Tom. A student record already exists for Lisa so you create a new billing group to quickly add records for Marion and Tom. You create relationships among the records and copy Lisa’s address and billing defaults to Marion and Tom’s records.


2. In the Record Name field, enter “Lisa Boatwright” and click Load All Associated Records. Lisa’s biographical information appears.

3. To add Marion to the billing group, click the down arrow next to Add New Student and select “Add New Individual”.

Click Duplicate Record Search to verify that a record does not already exist before creating a new record.
4. On the Records tab, enter biographical information for Marion. Then repeat steps 3 and 4 for Tom. For more information about adding biographical information for an individual, see “Adding Individual Records” on page 145.

5. Select the Defaults tab.

6. Click Relationships.

7. Select Lisa Boatwright from the Records list on the left.

8. In the Name column, select “Marion Boatwright”.

9. In the Relationship column, select “Mother” and in the Reciprocal Relationship column, select “Daughter”.

10. Mark the checkboxes for Pays Bills and Receives Statements.

11. In the second row, select “Tom Boatwright” in the Name column.

12. In the Relationship column, select “Father” and in the Reciprocal Relationship column, select “Daughter”.

For more information about relationships, see “Adding Relationships” on page 162.
13. Mark the checkboxes for **Pays Bills** and **Receives Statements**.

14. Click **Billing Defaults**.

15. Select **Marion Boatwright** from the Records list on the left.

16. In the **Bill Code** grid at the bottom of the screen, click **Copy from** and use the Open screen to select Lisa’s record. The copied bill code settings appear in the grid.

17. Repeat step 16 for Tom. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 151.

18. Select the Addresses tab.

19. Select **Lisa Boatwright** from the Records list on the left.

20. Click **Copy Address To**. The Copy Address for Lisa Boatwright screen appears.

If you limit users’ security rights to add records, we recommend that you also limit the rights to **Manage Billing Groups**. A user with rights to **Manage Billing Groups** can add any type of record.
21. Mark the checkboxes in the Copy? column for Marion and Tom.

22. Click Copy Now. You return to the Addresses tab and the copied address now appears on Marion and Tom’s records. For more information about addresses, see “Adding Addresses” on page 61.

23. To save the records and exit:
   - Click Finish and New to save and close the records and open a new billing group automatically.
   - Click Finish and Close to save and close the records and return to the Students page.

Generating Transactions

You can automatically create billing schedules and generate scheduled charges and credits for a student for a specified time period. You can generate automatically using a predefined set of parameters or define new parameters for transactions.
Generating transactions for a student

1. From the menu bar of an open student record, select **Student, Generate Transactions**. The Select a Generate Transactions Automatically Wizard screen appears.

2. On this screen, you use a saved parameter set or define new parameters for transactions.

   To generate transactions using saved parameters, select a parameter set in the grid and click **Select**. A screen appears asking if you are sure you want to generate. Click **Yes**. A processing screen appears while the transactions generate and then a control report opens.

   To create a new parameter set for transactions, click **Add New**. The Generate Transactions Automatically screen appears.

3. In the **Generate** field, select how to generate transactions.
   - To both create billing schedules and generate charges and credits, select “Automatic Billing Schedules and Scheduled Charges/Credits”. This includes advance deposits and financial aid. This will not generate TRP schedules, but will generate TRP charges from existing schedules.
- To create only billing schedules, select “Automatic Billing Schedules Only”. This will not generate TRP schedules.

- To generate charges/credits for existing schedules only, select “Scheduled Charges/Credits Only”. This includes advance deposits, financial aid, and TRP.

- To create TRP billing schedules and charges, select “TRP Schedules and Charges”. This calculates TRP charges based on billing schedules that would be created using bill codes. To not include billing schedules that are not created yet, select “None” in the Bill Codes row on the Filters tab.

- To generate student invoice line items, credits, and adjustments based on settings from the determination table, data from student and course records, and entries in reversal schedules, select “Determination Table and Reversal Schedule Transactions”.

4. If you are generating charges and credits, in the For this range field, select the date range to use.

5. If you are creating billing schedules, in the Billing schedule transaction date field, enter the date to determine which bill codes are used to create schedules and the transaction date for created schedules.

6. If you are creating billing schedules, in the For automatic items without a bill code, generate billing schedules for field, select “No Records” or “All Records”.

7. If you selected “TRP Schedules and Charges” in the Generate field, select the date range to use in the Base TRP charges on this range field.

8. In the Add this comment to each transaction field, you can enter a comment to add to each generated transaction.

9. To generate grade-based fees based on the student’s next grade using the promotion schedule, mark For grade-based billing, use student’s next grade.

   If you also have Registrar’s Office, instead of this checkbox you have the For grade-based billing, use student’s grade as of field, where you can enter a date as of which to generate the fees. The program refers to the student’s progression entry as of that date to determine the student’s grade.

10. If you selected “Determination Table and Reversal Schedule Transactions” in the Generate field:

    a. Select an academic year and session in the Academic year and Session fields.

    b. You can mark Recalculate all included records to recalculate existing invoice line items, credits, and adjustments. For example, you deleted credits for students and need to recalculate the credits the students should receive for withdrawing or dropping out of a class.

    c. In the Transaction date field, select the transaction date to record on the invoices, credits, and adjustments generated.
d. If invoices do not number automatically (a setting in Student Billing business rules), enter an invoice number in the Number invoices sequentially starting with [ ] field.

11. To include payers whose records are on hold, mark Include payers on credit hold.

If “Never” is selected for Allow new charges when account is On Hold in student, individual, or organization business rules, this checkbox does not apply to that record type. For more information about business rules, see the Configuration Guide for Student Billing.

12. To create a query of records not included in the processing, mark Create an exception query.

13. To print a control report, mark Print control report on and select a printer.

14. Select the Filters tab.

15. You can filter the records included in the processing. For more information about filtering criteria, see the Program Basics Guide.
16. Select the Transaction Defaults tab.

17. In the **Due date** field, select how to determine the due date for the charges generated.
   - If you select “Based on transaction date”, you can select to use a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.

18. In the **Post date** field, select how to determine the post date to use.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

19. In the **Post Status** field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

20. To review the transactions that will be generated before actually generating them, click **Pre-Generation Report**.

21. When you are ready to generate the transactions, click **Generate Now**.

22. After the transactions generate, a control report appears with more detail about the processing.

23. Click **X** to close the report and return to the student record.
In *Student Billing*, you use individual records to record information for billing purposes. Individuals are persons affiliated with your school but who are not students, such as employees, relations of students, contacts at other organizations, and volunteers. If you have *Admissions Office* and *Registrar’s Office*, these programs work with *Student Billing* so that individual information is shared in the same database for the admissions office, registrar’s office, and billing office. Faculty/staff records created in *Admissions Office* and *Registrar’s Office* are individual records in *Student Billing*.

An individual record created or deleted in *Student Billing* is also created or deleted in *Admissions Office* and *Registrar’s Office*. Some individual information, such as biographical, contact, and address information is shared across the programs so if you make changes to the record in one program, the changes appear in all programs. Other individual information from *Admissions Office* and *Registrar’s Office*, such as faculty/staff information, you can view in *Student Billing* but cannot edit. For a complete list of shared features, see the *Integration Guide*.

### Accessing Individual Records

Because records are such an important part of *Student Billing*, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including individual records. To access individuals, click *Records* on the navigation bar, then click *Individuals*.

Consider the Individuals page the starting point for individual records. From this page, you can add a new individual or open an existing record. You can edit individual record options by clicking *Edit options for Individuals*. For more information about options, see the Options chapter in the *Program Basics Guide*. 
To save time when searching for a specific record, you can use the **Search for an Individual by Individual name** field. The Individuals page lists recently accessed records. You can open a record in the list by clicking the individual’s name.

**Finding and Opening Individual Records**

When you click **Open an Individual** on the Individuals page, the Open screen for individual records appears. The Open screen has several filters you can use to narrow your search and quickly locate the record you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results.

You can use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the *Query Guide for The Financial Edge*.

➤ **Opening an individual record**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Individuals**. The Individuals page appears.
3. Click **Open an Individual**. The Open screen for individual records appears.
4. In the **Find Individuals that meet these criteria** frame, enter criteria to use to search for the individual.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all records meeting your criteria.
6. In the grid, select the individual record to open.

7. Click **Open**. The individual record appears.

8. To save the record and return to the Individuals page, click **Save and Close**.
Adding Individual Records

On the Bio 1 tab of an individual record, you enter personal details about an individual including name, gender, birth date, spouse, affiliation and contact information. You can also record various demographic characteristics that your school can include in queries and reports. You can also add business relationships and addresses using the Business button.

To rearrange the columns, click and drag a column heading to move it or right-click and select Columns from the submenu. On the Define Column Order screen, select the columns to appear in the order you want.

When you enter name information in the name grid on the Bio 1 tab, you are in Edit mode. While in this mode, you can enter an individual’s name, title and suffix.

Once you enter the name information, click OK on the right side of the grid to access View mode.

View mode provides a clear and easy-to-read view of the individual’s name. If you need to change the name, click Edit or double-click the individual’s name to access Edit mode again.

On each tab of the individual record, two account balances appear in the status bar. The Balance field displays the same calculated value as the Total Account Balance field on the Activity tab when the View fields are set to “Activity” and “Owned by or Assigned to”. If you mark Show account balance with scheduled activity for students, individuals and organizations in Records Options, the
Balance with scheduled activity field displays the same calculated value as the Total field on the Activity tab when the View fields are set to “Scheduled Activity” and “Owned by or Assigned to”. The account balances update automatically when an associated charge, credit, payment, line item, return, or refund record is added, changed, or deleted.

If you enter common values repeatedly for multiple individual records, you can create a default set with common values to save time during data entry. The values are defaults only and you can change default information in the fields at any time. You can load default sets on an individual record by selecting Individuals, Load Defaults from on the menu bar. For more information about default sets, see the Program Basics chapter of the Program Basics Guide.

To prevent entering duplicate individual records, you can specify duplicate search criteria in Configuration. We strongly recommend that you set the business rule to check for duplicate individuals automatically. To search for a duplicate record from an existing record, access the menu bar and select Individual, Duplicate Search. For more information about business rules, see the Configuration Guide for Student Billing.

Adding an individual record

Some biographical information on an individual record in Student Billing is shared with the individual or faculty/staff record in Admissions Office and Registrar's Office. If you make changes to the record in one program, the changes appear in all programs.


2. In the name grid, enter the individual’s full name. Once you enter the name, click OK to exit Edit mode in the name grid and enter View mode.

3. In the Nickname field, enter the individual’s nickname or the name he prefers to be called.

4. In the Record ID field, enter the individual’s identification number.
You can set a business rule to automatically generate individual IDs. If this business rule is marked, the ID is automatically generated when you save the record. Individual IDs must be unique. For more information about business rules, see the Configuration Guide for Student Billing.

5. In the Billing status field, select “Active”, “Inactive”, or “On hold”.

To make an individual inactive, you must select a selecting a billing status that has “Inactive” selected in the Associate with field on the table entry.

6. In the Gender field, select the individual’s gender.

7. In the SSN field, enter the individual’s Social Security Number. The field automatically formats to the standard Social Security Number format of ####-##-#### when nine characters are entered. You can enter up to 18 alphanumeric characters. This field must be unique.

8. In the Birth date field, enter the individual’s birth date. The program calculates and enters her age in the Age field.

9. In the Affiliation field, select the individual’s affiliation with your school.

10. In the Spouse field, select the individual’s spouse. The spouse must be an existing record. If you complete this field, a relationship is created on the Relationships tab. For more information about relationships, see “Adding Relationships” on page 162.

11. In the User name and Password fields, you can enter the individual’s user name and password for logging into the school’s computer network.

12. If you have Registrar’s Office or Admission’s Office, and you view a faculty/staff record in Student Billing, the Faculty/Staff, Current teacher, and Current advisor checkboxes are marked to specify the individual’s position. You cannot edit these checkboxes in Student Billing.

If you do not have Registrar’s Office or Admission’s Office, you can mark the Faculty/Staff, Current teacher, and Current advisor checkboxes to indicate that the individual is an employee at your school and specify his position.

13. In the Address box and the Country, City, State, and ZIP fields, enter the individual’s address. To enter additional details about this address, or to copy and link addresses, click the Address button. For more information about addresses, see “Adding an address” on page 155. The address entered here becomes the primary address by default. You can change the primary address designation on the Addresses tab.

14. In the contact grid, you can enter multiple contacts for the individual. For example, you can add home, fax, and cellular phone numbers. In the Contact Type column, select the contact type. In the Contact Number column, enter the corresponding information, including phone numbers and email addresses.

The Link column indicates whether the information is linked to another record in the database. If you copied and linked the organization’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses, see “Copying and linking an address” on page 158.
15. To prevent the individual from receiving emails from NetMail or Faculty Access for the Web, mark Requests no email. This applies to all email addresses on the individual’s record.

If an individual receives an email from NetMail or Faculty Access for the Web, a Click here if you do not want to receive further email link appears on the email. If the individual clicks this link, then clicks a Remove button to stop receiving emails from your school, a NetMail user can download and import this information to automatically mark the Requests no email checkbox on the individual’s record.

16. To record demographic information about an individual, click Demographics. For more information about entering demographics, see “Adding demographic information” on page 149.

17. To add business relationship information, click Business. For more information, see “Adding business relationship information” on page 150.

18. To add additional information for the individual, select the Bio 2 tab. For more information about the Bio 2 tab, see:
   • “Adding billing information and billing defaults on the Bio 2 tab” on page 151.
   • “Adding birth information on the Bio 2 tab” on page 153

19. To save the record and return to the Individuals page, click Save and Close.
Adding demographic information

Demographic information on an individual record in Student Billing is shared with the individual or faculty/staff record in Admissions Office and Registrar's Office. If you make changes to the record in one program, the changes appear in all programs.

1. On the Bio 1 tab of an open individual record, click Demographics. The Demographic information screen appears.

   ![Demographic Information Screen]

2. In the Is Hispanic/Latino field, select “Yes” or “No”.

3. In the Ethnicity field, click the binoculars to access a Selected Ethnicities screen.

   ![Selected Ethnicities Screen]

   From this screen, select one or multiple ethnicities for the individual.

When integrating, the Ethnicity field in The Raiser’s Edge synchronizes with the first ethnicity value listed in the Ethnicity field in Blackbaud Student Information System. Note that if the second value listed in the Ethnicity field in Blackbaud Student Information System matches the Ethnicity field in The Raiser’s Edge, the second value will be deleted.
4. Click **OK**. You return to the Demographic information screen.

5. In the **Religion** and **Church affiliation** fields, select the individual’s religion and church affiliation.

6. In the **Citizenship** field, select the country of which the individual is a citizen.

7. In the **First language** and **Language spoken at home** fields, select the primary language spoken by the individual and the language spoken in his home.

8. In the **Years in US** field, enter the number of years the individual has lived in the United States.

9. In the **Height** and **Weight** fields, enter the individual’s height and weight.

10. In the **Marital status** and **Maiden name** fields, select the individual’s marital status and enter a maiden name, if applicable.

11. To save the information and return to the individual record, click **OK**.

**Adding business relationship information**

1. On the Bio 1 tab of an open individual record, click **Business**. The Business Relationship screen appears. For more information about opening records, see “Finding and Opening Individual Records” on page 143.

2. In the **Organization** field, click the binoculars to search for the individual’s primary business. The Open screen appears. Locate the record and click **Open**. You return to the Business Relationship screen.

3. Click **Address** to access the General, Details, and Attributes tabs as well as the contact grid where you can specify additional information for the relationship. For more information, see “Adding an address” on page 155.
4. To copy and link an address click **Copy Address From**. For more information about copying and linking addresses, see “Copying and Linking Addresses” on page 157.

When an address is shared, the **Stop Address Sharing** button is displayed. When you click this button, the Shared Addresses screen appears. From here, select the record with which you want to stop sharing and click **Stop Sharing This Address**. For more information, see “Unlinking Addresses” on page 159.

5. The **Primary business** checkbox shows that this relationship is the primary business. This is disabled and appears for information purposes only.

6. In the **Relationship** field, select how this organization is related to the individual.

7. In the **Reciprocal** field, select how the individual is related to this organization.

8. If the individual is a contact for the organization, mark **Contact**. If this is the primary contact for the organization, mark **Primary contact**. In the **Contact type** field, select the type of contact the individual is at the organization.

9. In the **Department** field, select the department to which the individual belongs at this organization.

10. In the **Position** field, enter the job or title of the individual at the organization.

11. To print the position on mailings, mark **Print?**.

12. To save the relationship and return to the Bio 1 tab, click **Save**.

➢ **Adding billing information and billing defaults on the Bio 2 tab**

1. From an open individual record, select the Bio 2 tab.

2. In the **Billing Information** frame, select a statement code in the **Statement code** field. Statement codes are defined on the Tables page of **Configuration**. You can use the **Statement code** field to note custom information about the individual’s statements, such as whether they should be billed weekly or monthly.
3. To set a credit limit, mark **Credit limit**, and enter the limit amount.

4. To assess finance charges for late payments, mark **Assess finance charges on balances due from this individual**.

5. To send dunning letters to the individual if payments are past due, mark **Send dunning letters to this individual**. You can then use **Send dunning letters to this individual** as a query filter for reports or calculating finance and late charges.

6. Mark **Include this individual in Tuition Refund Plan** to bill the individual for the TRP.

7. Once the individual has paid all TRP charges for the year, mark **TRP paid**.

8. In the **Billing Defaults** frame, mark **Automatically apply new payments** to automatically apply new payments to this individual’s account. This option does not appear if the **Automatically apply new payments** business rule is set to “Always” or “Never”.

9. To automatically apply new credits to this individual’s account, mark **Automatically apply new credits**. This option does not appear if the **Automatically apply new credits** business rule is set to “Always” or “Never”.

10. If the individual receives a discount on billing items, enter the percentage in the **Discount %** field.

11. In the **AR account** field, you can select the general ledger account to use. This option does not appear if the **Use a single AR Summary Account and never post applications** business rule is marked in **Configuration**.

12. In the **Interfund set** field, you can select an interfund set to ensure distributions balance. For more information about interfunds, see the **Configuration Guide for Student Billing**.

13. To save the record and return to the Individuals page, click **Save and Close**.
Adding birth information on the Bio 2 tab

Birth information on an individual record in Student Billing is shared with the individual or faculty/staff record in Admissions Office and Registrar's Office. If you make changes to the record in one program, the changes appear in all programs.

1. On the Bio 2 tab of an open individual record, in the Birth Information frame, select the country of birth in the Country field.

2. In the City and State fields, enter the city and select the state in which the individual was born.

3. Click Save and Close. The program saves the record, and you return to the Individuals page.
Adding a photo

The photo on an individual record in Student Billing is shared with the individual or faculty/staff record in Admissions Office and Registrar’s Office. If you change the photo in one program, the new photo appears in all programs.

1. On the toolbar of an open individual record, click the Photo button. The photo screen appears.

2. To add a photo, click Change Picture. Locate the photo and click Open. For more information about using the Open screen, see the Program Basics chapter of the Program Basics Guide. You return to the photo screen and the selected photo appears.

3. To size the photo to fit in the window, mark Size to fit window.

4. To save the photo and return to the individual record, click OK.
Managing Addresses

On the Addresses tab, you can add and maintain multiple addresses for individual records. Each record has one primary address that you designate on the Addresses tab. The primary address appears on the Bio 1 tab. You can maintain additional addresses on the Addresses tab.

You can add an address from the Bio 1 or from the Addresses tab. When you add an address from the Bio 1 tab, it automatically becomes the primary address for the record. When you add an address from the Addresses tab, you can designate the address as primary or leave it as an alternate, or secondary, address.

Addresses on an individual record in Student Billing are shared with the individual or faculty/staff record in Admissions Office and Registrar’s Office. If you make changes to the record in one program, the changes appear in all programs.

Adding an address

1. From an open individual record, select the Addresses tab.

2. On the action bar, click New Address. The Address screen appears.

You can also access the Address screen by clicking Address on the Bio 1 tab.
You can use the address types to specify how an address is used. For example, you can create a “Billing” address type for addresses that are used only for billing.

In the contact grid, you can enter multiple contacts for the individual, for example, home, fax, and cellular phone numbers and email addresses.

3. In the **Address type** field, select the type of address. Address types are defined in *Configuration*.

4. In the **Country** field, select the country of the address.

5. In the **Address** box and the **City**, **State**, and **ZIP** fields, enter the address.

6. In the contact grid, in the **Contact Type** column, select a contact method. In the **Contact Number** column, enter a phone number or Web or email address.

   The **Link** column indicates whether the information is linked to another record in the database. If you copy and link the individual’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses and contact information, see “Copy and Linking Addresses” on page 157.

7. If you do not want the address block that prints linked with the individual address fields, unmark **Synchronize with individual address fields**. If you unmark this checkbox, you must manually update the printed address in the **Address as it will be printed** box.

8. Select the Details tab.

9. In the **Description** field, enter a description for the address.

10. In the **County** and **Region** fields, select address information. Selections for these fields are defined in *Configuration*.

11. In the **CART** field, enter the carrier route.

12. If this is the primary address, mark **Primary address**. If only one address appears on the record, the program automatically marks the checkbox, and you cannot unmark it. Each record can have only one primary address.

13. In the **This is a valid address from** [ ] to [ ] fields, enter the dates for which this is a valid address.
14. If the address is seasonal, mark **This is a seasonal address from [ ] to [ ]** and enter the dates.

15. To add attributes to the address, select the Attributes tab. With address attributes, you can add any additional information you need to maintain about this particular address, such as special mailing instructions.

16. In the **Send [ ] to this address** field, select “All mail”, “Selected mail”, or “No mail”. For more information about entering attributes, see “Adding Attributes” on page 198.

17. To save the address and return to the Addresses tab, click **OK**. The new address appears in the grid.

**Copying and Linking Addresses**

To help eliminate data entry errors, you can either copy or copy and link an address to an individual record from another record. When you copy an address, you are merely pasting a separate copy of an address directly to the individual record from another record. Changes to the address on the individual record are not made to the copy, or vice versa.

When you copy and link an address, you are inserting a copy of the address that is still tied to the original address. Changes you make to the address on either record are made automatically to the other record.

To edit an existing linked address, you can open only one record, make your changes, and the program updates the addresses on the linked records.
Copying and linking an address

You recently added Ann Kelly as a parent in your database and did not add an address for her at the time. To ensure you enter the address correctly on Ms. Kelly’s individual record, copy the address from her daughter Cary’s record onto Ms. Kelly’s. You want to ensure when you change the address on either record, the change can be automatically updated on both, so also link the two addresses.

1. From Ann Kelly’s open individual record, select the Addresses tab.

2. In the grid, select the Individual address and click Open on the action bar. The Address for Ann Kelly screen appears.

3. To copy the address from Cary Kelly’s student record, click Copy Address From. The Open screen appears. Locate her record and click Open.

While this procedure demonstrates copying and linking a student address to an individual, you can use it as a model for copying and linking addresses to other record types.
The Addresses for Cary Alice Kelly screen appears.

4. In the **Copy?** column, mark the checkbox for each address to copy.

5. To link the addresses, mark **Link these addresses**.

6. To copy Cary’s address onto Ann’s record, click **Copy Now**. You return to the Address for Ann Kelly screen, and the copied address information appears. The **Link?** column indicates contact types are linked.

7. To save the information and return to the Addresses tab, click **OK**.

### Unlinking Addresses

You may find it necessary to unlink addresses. When you stop sharing a linked address, you remove links between the records. Changes you make to the address on either record are no longer made automatically to the other record. Each address still has the potential to be shared.

To unlink only a contact type, select “Not Shared” in the **Linked?** column.

- **Unlinking an address**
  1. From an open individual record, select the Addresses tab.
2. Select the address to unlink and click Open. The Address screen appears.

3. Click Shared Addresses. The Shared Addresses screen appears displaying the records the address is linked to.

4. Click Stop Sharing This Address. The individual’s address is no longer linked to the others.

5. To return to the Address screen, click Close. The address still appears but is no longer linked.

6. To save the new information and return to the Addresses tab, click OK.
Managing Addressees and Salutations

On the Addressees/Salutations tab of an individual record, you can select the primary addressee to appear on mailings. Formats for addressees and salutations are defined in Configuration. To maintain consistency in your data entry, we recommend you select predefined addressees and salutations.

An addressee is usually formal, such as Ms. Leena Gamble. A salutation, on the other hand, is how you greet an individual in correspondence. Depending on the type of mailing, you may use a formal or informal salutation.

Because addressees and salutations are shared across Student Billing, Admissions Office, and Registrar's Office, you should be careful which addressee and salutation you make primary. We recommend that you assign a general primary addressee and salutation that is appropriate for use in all the programs. We also recommend that you add special types to the Addr/Sal Type table for addressees and salutations you need for specific purposes. For example, you can add a “Statements” Addr/Sal type that you use only on statements. For more information about adding addressee and salutation types, see “Adding an additional addressee/salutation” on page 162.

Assigning a primary addressee and salutation

1. From an open individual record, select the Addressees/Salutations tab.
2. In the Primary addressee field, select the addressee format to appear on mailings.
3. In the Primary salutation field, select the salutation format to appear on mailings and reports.
4. To save the addressee and salutation, click the Save button on the toolbar.
Adding an additional addressee/salutation

1. From an open individual record, select the Addressees/Salutations tab.

   ![Image](image1.png)

   Addressee and salutation formats are defined in Configuration. For more information about addressees/salutations, see the Configuration Guide for Student Billing.

2. In the Type column, select a type of addressee or salutation. You can also add a new type by entering it in the Type column. The new type is added to the Addr/Sal Type table in Configuration.

3. In the Addressee/Salutation column, enter or select the name as it should appear on reports and mailings when using this addressee/salutation.

   ![Image](image2.png)

4. To save the addressee/salutation, click the Save button on the toolbar.

Adding Relationships

On the Relationships tab, you can add, edit, or view characteristics that link individuals to other records. For example, you can identify an individual as the father of a student or the contact for an organization. You can also add business relationships from the Relationships tab or by using the Business button on the Bio 1 tab. For more information about the Business button, see “Adding business relationship information” on page 150.

Relationship information on an individual record in Student Billing is shared with the individual or faculty/staff record in Admissions Office and Registrar’s Office. If you make changes to relationships in one program, the changes appear in all programs.
Adding a new relationship to an individual record

1. On an open individual record, select the Relationships tab.

2. From the action bar, click **Add Relationship**. The Open screen for records appears.

3. After you find the record you want to add as a relation, click **Open**. The relation’s name appears in the **Name** column of the relationships grid.

4. In the **Relationship** column, select the relation’s relationship to the individual. For example, “Child”.

5. In the **Reciprocal Relationship** column, select the individual’s relationship to the relation. For example, “Parent”.

6. You can mark one organization as the primary business relationship for the individual. When you mark the checkbox in the **Primary Business** column for a relationship, the program adds the organization’s address to the Addresses tab of the individual record. This address is automatically linked with the address on the organization record.

7. If you later unmark **Primary Business** for a relationship, the organization’s address is also removed from the Addresses tab of the individual record, unless you have marked **Primary?** for the address. In that case, the address remains but is no longer connected to a business relationship.

8. In the **Position** column, enter the job or title of the individual at the organization.

9. To print the position on mailings, mark the checkbox in the **Print?** column.

10. If the individual is a contact for the organization, mark the checkbox in the **Contact** column. In the **Contact Type** column, select the type of contact the individual is at the organization. If this is the primary contact for the organization, mark the checkbox in the **Primary Contact** column.

11. If the relation is the individual’s spouse, mark the checkbox in the **Spouse** column. If you mark the checkbox, the **Spouse** fields on the Bio 1 tab of both records are completed with the name. Only one relationship can be marked as the spouse.

12. If you have the optional module **NetClassroom**, the View **NetClassroom** column appears. If the individual can view information for the relation in **NetClassroom**, mark the checkbox in the View **NetClassroom** column.
13. To add notes about a relation, select the relation in the grid and enter the notes in the Notes for <Relation> field.

14. To open the relation’s record, in the grid, select a relationship and click Open Relation’s Record.

15. To remove the relationship, click Remove Relationship. The relationship is deleted from the grid. Removing a relationship does not delete the relation’s record.

16. To create a new student, individual, or organization record to add as a relationship, enter the name in the Name column or click Add New Record. The Create/Find New Relation screen appears.

17. Mark Create a new [ ] and select the record type in the field.

18. To copy and link the open record’s addresses to the new record, mark Copy and share address from the current record to the new <record type>.

19. You can mark Search for the Relation to access the Open screen and search for the record.

20. If you entered a name in the Name column for a record that does not exist, you can mark Create a new [ ] named <Record name> to add the relation as a record.

If you select “individual” or “organization” as the record type, a new record is created automatically for the individual or organization when you click OK. Or you can mark Open the new <individual/organization> for editing to open the new individual or organization record and add additional information.
21. Click **OK**. The New <Record Type> screen appears. For more information about adding students and organizations, see the Students and Organizations chapters of this guide.

22. To change the order of the relationships, select a relationship and click the up or down arrow.

23. To save the individual record and return to the Records page, click **Save and Close**.

**Viewing the relationship tree**

1. To view a visual representation of an individual’s relationships, select **Individual, Relationship Tree**.

2. To open a relation’s record, select the name and click **Open**.

3. To search for a relation in the tree, click **Find**.

4. To print the relationship tree, click **Print**.

5. To expand all of the relations in the tree at once, click **Expand All**.

6. To close the relationship tree and return to the individual record, click **Close**.

**Managing Individual Activity**

On the Activity tab of an individual record, you can view, sort, and add charges, credits, payments, refunds, and advanced deposits for an individual. You can create custom filters to determine what transactions appear in the activity grid, and you can double-click a row in the grid to open the transaction record. On the Summary screen, you can view, export, and print an individual’s general activity, recent activity, aging summary, or lifetime statistics.
Adding transactions on the Activity tab

1. From an open individual record, select the Activity tab.

2. To add a new transaction, click the down arrow beside **New Charge** and select a transaction type. A new <transaction> record opens. For more information about adding a transaction, see the chapter for the transaction type in this guide.

3. On the transaction screen, click **Save and Close** to return to the Activity tab. The new transaction appears in the grid.

4. To save your changes to the Activity tab and close the individual record, click **Save and Close**.
Viewing individual activity on the Activity tab

1. On an open individual record, select the Activity tab.

2. In the View field, select “Activity” to view unscheduled transactions in the grid. Select “Scheduled Activity” to view scheduled transactions in the grid.

3. In the fields to the right, you can filter which activity appears in the grid.
   - Select “Owned by or Assigned to” to view all activity owned by or assigned to the individual.
   - Select “Owned by” to view all activity owned by the individual. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients. If you select “All payers”, the grid displays all activity owned by the current individual, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current individual that is also assigned to the selected record.
   - Select “Assigned to” to view all activity assigned to the individual. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records. If you select “All owners”, the grid displays all activity assigned to the current individual, including all activity assigned to the individual for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current individual that is also owned by the selected record.

4. To sort the activities in ascending or descending order, click a column heading such as Transaction date or Amount.
5. To summarize transaction information by date, mark **Summarize activity as of** and enter a date in the field.

6. To display payments and credits and their associated charges, mark **Show credits/payments with their associated charges**.

7. To display each line item of distributed transactions on a separate row, mark **Show <Distributed> transactions on multiple rows**.

8. **Beginning Balance, Activity Total, Unapplied Payments/Credits**, and **Total Account Balance** are for informational purposes only and display the individual’s beginning balance, the net total of all the individual’s activity, unapplied payments/credits, and current account balance.

9. To save your changes to the Activity tab and close the individual record, click **Save and Close**.

- **Creating an individual summary**

With the **Summary** button, you can create, print, and export custom summaries of an individual’s activity.

1. On an open individual record, select the Activity tab.

2. On the action bar, click **Summary**. The Summary for <individual> screen appears.

3. In the **Summarize activity** field, you can filter which activity appears in the grid.
   - Select “Owned by or Assigned to” to view all activity owned by or assigned to the individual.
   - Select “Owned by” to view all activity owned by the individual. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients.
If you select “All payers”, the grid displays all activity owned by the current individual, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current individual that is also assigned to the selected record.

- Select “Assigned to” to view all activity assigned to the individual. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records.

If you select “All owners”, the grid displays all activity assigned to the current individual, including all activity assigned to the individual for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current individual that is also owned by the selected record.

4. To select a summary type, click the down arrow beside General Summary. Available summary types are: General Summary, Recent Activity, Aging Summary, Lifetime Statistics, and Schedule Summary.

If you select General Summary, Aging Summary, or Schedule Summary additional fields appear. In the Display field for General Summary or Schedule Summary, enter the years or dates to include in the summary.

5. To export the report to Microsoft Excel, click Export to Excel.

6. To print the report, click Print.

7. If you change the summary parameters, to refresh the report with the new requirements, click Refresh.

8. To close the Summary for <individual> screen and return to the individual Activity tab, click Close.

- Filtering individual activity

Using the Filters button, you can specify criteria a transaction must meet to appear in the activity grid.

1. On an open individual record, select the Activity tab.
2. On the action bar, click **Filters**. The Activity Filters screen appears.

3. To view only transactions from a specific time period, in the **Show transactions from [ ] to [ ]** fields, enter the beginning and ending dates of the period.

4. To view a summary of transactions as of a certain date, mark **Summarize activity as of** and enter the date.

5. In the **Transaction Filters** grid, you can select the transactions, post statuses, and products and billing items you want to appear in the activity grid.

6. To remove all filters and return to the default settings, click **Clear All Filters**.

7. To close the Activity Filters screen and return to the Activity tab, click **OK**.

➤ **Printing statements from the Activity tab**

Using the **Print Statement** button, you can print statements or copies of statements for only recipients on the individual’s record.

1. On an open individual record, select the Activity tab.

2. On the action bar, click **Print Statement**. The Select a Parameter File screen appears.
3. Select a saved parameter file from the grid and click Select. The Statements screen opens on the General tab. Parameters are already defined on each tab using the settings from the selected parameter file. The individual and recipients are pre-selected on the Filters tab.

4. Click Print. The statement prints. Close the Statements screen and you return to the Activity tab.

Generating transactions from the Activity tab

Using the Generate Transactions button, you can generate transactions from the Activity tab. For more information about the Generate Transactions Automatically Wizard, see “Generating Transactions” on page 214.

1. On an open individual record, select the Activity tab.


3. Select a saved parameter file from the grid and click Select. A screen appears asking if you are sure you want to generate transactions. Click Yes and the program starts processing the transactions. When processing is complete a control report appears.

4. Close the control report and you return to the Generate Transactions Automatically Wizard. Close the wizard and you return to the Activity tab.

Adding Bill Codes

Bill codes link billing items and individual records. When you generate transactions automatically, the program matches bill codes on individual records to bill codes on billing items to create billing schedules and generate charges.

For example, individuals can pay tuition on an annual, semiannual, or quarterly basis. You can create three bill codes, “Annual Plan”, “Semiannual Plan”, and “Quarterly Plan”, and three billing items, one for each tuition payment plan. If you add an Annual Plan bill code to an individual record, when you generate transactions, the program uses billing information from the Annual Plan billing item and the start and end dates defined on the individual Bill Codes tab to create a tuition billing schedule for the individual.

You create bill codes by adding them as table entries to the Bill Codes table in Configuration.
Billing schedules cannot be created for individuals from automatic billing items that vary by grade.

**Adding a bill code**

1. From an open individual record, select the Bill Codes tab.
2. In the **Bill Code** column, select the bill code to add. The bill code description appears in the **Description** column.
3. In the **Billing Cycle** column, select a billing cycle. The date range set for the billing cycle appears in the **Start Date** and **End Date** columns. Or you can define a date range by entering dates in the **Start Date** and **End Date** columns.
4. In the **Start Date** and **End Date** columns, enter the time range the bill code begins and ends.
5. To save your changes to the Bill Codes tab and close the individual record, click **Save and Close**.

**Copying bill codes from another record**

1. From an open individual record, select the Bill Codes tab.
2. Click **Copy from**. The Open screen appears.
3. Find and select the student, individual, or organization to copy bill codes from. You return to the Bill Codes tab and the copied bill codes appear in the grid.
4. To save your changes to the Bill Codes tab and close the individual record, click **Save and Close**.
Defining Default Schedules

On the Default Schedules tab, you can define an alternate schedule to use for scheduled billing items (financial aid, automatic items, TRP, and advance deposits) assigned to an individual. The default schedule applies only to billing items with the Do not allow schedule to be overridden option unmarked on the billing item record.

- Creating a new schedule based on a saved schedule
  
  You can quickly define a new schedule based on a saved schedule.
  
  1. From an open individual record, select the Default Schedules tab.
  
  2. Click New Default Schedule. The Add Default Schedule screen appears.
  
  3. In the Start date and End date fields, enter a beginning and ending date to determine when the schedule is valid.
  
  4. In the Description field, enter a description for the schedule.
5. Click **Create Schedule** and select **Load Schedule**. The Select a Default Schedule screen appears.

![Select a Default Schedule](image)

6. Select the schedule to load and click **Select**. You return to the Add Default Schedule screen and the dates and percentages from the default schedule appear in the grid.

7. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

➢ **Manually creating a default schedule**

1. From an open individual record, select the Default Schedules tab.
2. Click **New Default Schedule**. The Add Default Schedule screen appears.

3. In the **Start date** and **End date** fields, enter a beginning and ending date for the schedule.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates [ ]** field, select the number of payment dates.

6. In the grid, enter the payment dates in the **Date** column.
7. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

![Add Default Schedule](image)

8. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

> **Creating a default schedule using the Create Schedule For Distributions screen**

This method is helpful when creating more complex schedules.

1. From an open individual record, select the Default Schedules tab.
2. Click **New Default Schedule**. The Add Default Schedule screen appears.

![Add Default Schedule](image)

3. In the **Start date** and **End date** fields, enter a beginning and ending date for the schedule.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates** field, select the number of payment dates.

6. Click **Create Schedule** and select **Create Schedule**. The Create Schedule For Distributions screen appears.

![Create Schedule For Distributions](image)

   - If you select “Annually”, in the **On** field, select the date to make the payment.
• If you select “Monthly”, mark Every [ ] month(s) on day [ ] or Every [ ] month(s) on the [ ].

If you mark Every [ ] month(s) on day [ ], select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.

If you mark Every [ ] month(s) on the [ ], select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.

• If you select “Semi-monthly”, in the Every [ ] month(s) on day [ ] and the [ ] field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

• If you select “Weekly”, in the Every [ ] week(s) on field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

• If you select “Irregular”, enter the payment dates in the grid.

8. In the Starting on field, enter the date for the first payment of the schedule.

9. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click Update.

10. Click OK. You return to the Add Default Schedule screen and the defined payment dates appear in the Date column of the grid.

11. In the Percent column, enter the percentage of the total amount to be distributed for each payment date or click Distribute Evenly to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.
12. Click OK to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

Adding Payers and Billing Item Exceptions

In Student Billing, any student, individual, or organization can pay another record’s charges. On the Payers tab, you establish default payers who are responsible for paying for the individual’s charges. You can add payers, open their records, or view payer information such as their relationship to the individual, record ID, and the amount of the charges they are responsible for paying.

You can also add and view billing item exceptions. A billing item exception is a billing item that is charged to different records or in different distributions than the defaults for that billing item. For example, an individual is responsible for all his charges except those for books, which his father pays for. You can add an exception to the individual’s record so the father is billed properly.

- Adding a new payer

1. From an open individual record, select the Payers tab.

2. Click Add Payer. The Open screen for records appears.

3. After you find the record you want to add as a new payer, click Open. The record’s information appears in the payer grid.

4. In the Payer Name column of the payer grid, you can select a related record or use the binoculars to locate another payer.
5. The **Relationship** and **ID** columns are for informational purposes only and display information from the payer record.

6. In the **Responsible for Paying** column, enter the percentage of the charge for which this payer is responsible.

7. To open the payer’s record, click **Open Payer’s Record**.

8. To delete the payer from the individual record and remove payment responsibility, click **Remove Payer**.

9. The **Remaining** display shows the undistributed amount of the billing item remaining.

10. To save the individual record and return to the Individuals page, click **Save and Close**.
Adding a new billing item exception

1. From an open individual record, select the Payers tab.

2. To add a new exception, in the Exceptions grid, click Add Billing Item Exception. The Open screen for billing items appears.

3. After you find the billing item you want to add as an exception, click Open. The billing item information appears in the Exceptions grid.
4. To add a payer to the billing item exception, in the **Payer Name** column, select a payer. Information for the selected payer appears in the **Relationship**, **ID**, and **Responsible for Paying** columns. These columns are for informational purposes only and cannot be edited.

5. To save the individual record and return to the Individuals page, click **Save and Close**.

**Managing Statements for Individuals**

With **Student Billing** statements, you can send additional billing statements or statement copies to other student, individual, or organizational records. You can also add notes and comments to statements. In the **Show** field, you set preferences for how information appears in the grid on the Statements tab, including the fields and columns available.

It is important to understand how the options in the **Show** field work. If you select the second or fourth option (“whose statements are sent to” or “whose statements are sent as copies to”) on a record, you will view the exact opposite of that information on the recipient’s record. For example, on a parent’s individual record, you specify that a parent receives a statement or statement copy for a student by selecting the second or fourth option in **Show** field. When you open the student’s record, on the Statements tab, the **Show** field is set automatically to the first or third option (“who receives statements for” or “who receives copies of statements for”) to show that the parent receives a statement or statement copy for the student.
Table of Entries for the Show Field:

<table>
<thead>
<tr>
<th>To view or edit...</th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All recipients who receive statements for the individual</td>
<td>who receives statements for</td>
</tr>
<tr>
<td>All recipients whose statements are sent to the individual</td>
<td>whose statements are sent to</td>
</tr>
<tr>
<td>All recipients who receive copies of the individual’s billing statement</td>
<td>who receives copies of statements for</td>
</tr>
<tr>
<td>All recipients whose statement copies are sent to the individual</td>
<td>whose statements are sent as copies to</td>
</tr>
</tbody>
</table>

Sending Statements and Copies

On the Statements tab, you can specify related students, individuals, or organizations that should receive billing statements or copies of billing statements for the individual’s charges.

The program uses information from the payment distribution on the Student Billing Detail tab to determine which unapplied transactions and their amounts to include on the statement. For more information about payment applications and distributions, see “Payment and Credit Applications” on page 1 of the Payment Applications chapter of the Configuration Guide for Student Billing.

How Do I Know What to Select?

When setting up statements, you must select which records will receive a statement versus a statement copy and what type of activity to include on the statement for each record.

Statements Versus Copies

When deciding who needs to receive an actual statement versus who receives a copy of a statement, you must first determine what information you want the recipient to receive.

- A statement displays activity the recipient is responsible for. For example, a student receives a statement of his charges.
- A statement copy is a statement of someone else’s activity. For example, a student’s parents receive a copy of the student’s current charges.

When is a Copy a Better Choice?

Sometimes sending a statement copy is more appropriate. For example:

- A record needs to see the account balance of someone else’s statement:
  
  For example, a student’s parents need the grandparents’ account balance. In this case, the parents would receive a copy of the grandparents’ statement rather than including the grandparents’ transactions on their statement. Otherwise, some of the parents’ unapplied credits and payments might be applied to charges the grandparents have not paid yet.

- When formatting an addressee/salutation is an issue:
For example, you may prefer for the statement to say “To the parents of <Student name>”. In this situation, you can “send” the statement to the student, have the parents receive a copy of the statement, and filter to send only statement copies. Be aware that the parents’ unapplied credits and unapplied payments will not be included on the statement.

Sending Statements to Other Records

On the Statements tab, you can specify other students, individuals, or organizations that should also be billed for charges incurred by the individual. For example, a national Science association pays for professional development courses for your instructors. On the Statements tab, you can specify that statements are sent to both the association (an organization) and the instructor (an individual).

➢ Sending an individual’s statement to another record

1. From an open individual record, select the Statements tab.
2. In the Show field, select “who receives statements for”.
3. In the Send statements to column of the grid, select the student, individual, or organization you want to receive the statements. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.
4. To send the recipient a separate statement, mark Print Separate Statement. If this box is not marked, the individual’s balance due is added to the recipient’s next billing statement.
5. If a contract exists between the individual and the recipient, in the Contract ID column, enter a contract identification number.
6. In the Activity to Show column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
</tr>
</thead>
</table>

Click Add Recipient to access the Open screen to find a recipient.

To view a statement recipient’s record, in the grid select a recipient and click Open Recipient’s Record.
To delete a statement recipient from the grid, select the statement recipient and click Remove Recipient.

All charges

- Any charges owned by the individual and assigned to anyone.
- Any payments and credits applied to these charges included.
- Any unapplied payments and credits owned by the individual.

Only charges assigned directly to <individual>

- Charges assigned directly to the individual.
- Any payments and credits applied to these charges included that are owned or assigned to the record.
- Any unapplied payments and credits owned by the individual.

Only charges assigned directly to <recipient>

- Any charges owned or assigned to the recipient.
- Any payments and credits applied to these charges that are assigned to the recipient.
- Any unapplied payments and credits owned by the recipient.

Only charges assigned directly to <individual> and <recipient>

- Charges assigned directly to the individual.
- Any payments and credits applied to these charges included that are owned or assigned to the individual.
- Any unapplied payments and credits owned by the individual.
- Any charges owned or assigned to the recipient.
- Any payments and credits applied to these charges that are assigned to the recipient.
- Any unapplied payments and credits owned by the recipient.

7. In the Notes regarding statements sent to <recipient> field, you can enter specific information about the recipient receiving the statement.

8. To save your statement changes and close the individual record, click Save and Close.

### Sending Copies to Other Records

On the Statements tab, you can specify other students, individuals, or organizations that should receive copies of an individual’s statements.

- Sending a copy of a recipient’s statement to another record

  1. From an open individual record, select the Statements tab.
2. In the Show field, select “who receives copies of statements for”.

3. In the grid, in the When sending statements to column, select the recipient whose copy you want to send to another record.

4. In the Send a Copy to column, select the student, individual, or organization you want to receive statement copies. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

5. To include the balance due on the statement copy, mark Show Amount Due.

6. In the Notes regarding statement copies sent to <recipient> field, you can enter specific information about the recipient receiving the copies.

7. In the Comment on statement copies sent to <recipient> field, you can enter a comment to appear on the statement copy.

8. To save your statement changes and close the individual record, click Save and Close.

Receiving Statements and Copies

On the Statements tab, you can specify that the individual receive statements or copies of statements for charges incurred by other students, individuals, or organizations.
Receiving Statements From Other Records

On the Statements tab, you can specify whether the individual should receive statements for charges incurred by other students, individuals, or organizations. For example, an individual is responsible for paying for his granddaughter’s books. On the Statements tab, you can specify that the granddaughter’s statements are sent to the grandfather.

➢ Receiving statements from other records

1. From an open individual record, select the Statements tab.
2. In the Show field, select “whose statements are sent to”.

3. In the Receive Statements for column of the grid, select the student, individual, or organization whose statements you want the individual to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

4. To send the individual a separate statement, mark Print Separate Statement. If this box is not marked, the recipient’s balance due is added to the individual’s next billing statement.

5. If a contract exists between the individual and the recipient, in the Contract ID column, enter a contract identification number.

6. In the Activity to Show column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
</tr>
</thead>
<tbody>
<tr>
<td>All charges</td>
<td>• Any charges owned by the individual and assigned to anyone.</td>
</tr>
<tr>
<td></td>
<td>• Any payments and credits applied to these charges included.</td>
</tr>
<tr>
<td></td>
<td>• Any unapplied payments and credits owned by the individual and assigned to anyone.</td>
</tr>
</tbody>
</table>

You can also click Add Statement to access the Open screen to find a recipient.

To view a statement recipient’s record, in the grid select a recipient and click Open Recipient’s Record.
7. In the **Notes regarding statement received from <recipient>** field, you can enter descriptive information about the statement.

8. To save your statement changes and close the individual record, click **Save and Close**.

### Receiving Copies From Other Records

On the Statements tab, you can specify whether the individual should receive copies of statements for charges incurred by other students, individuals, or organizations. For example, an individual receives copies of his granddaughter’s statements so he can make sure she is paying her bills.

#### Receiving copies of statements from other records

1. From an open individual record, select the Statements tab.

<table>
<thead>
<tr>
<th>Only charges assigned directly to &lt;individual&gt;</th>
<th>Only charges assigned directly to &lt;recipient&gt;</th>
<th>Only charges assigned directly to &lt;individual&gt; and &lt;recipient&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges assigned directly to the individual.</td>
<td>Any charges owned or assigned to the recipient.</td>
<td>Charges assigned directly to the individual.</td>
</tr>
<tr>
<td>Any payments and credits applied to these charges included that are owned or assigned to the record.</td>
<td>Any payments and credits applied to these charges assigned to the recipient.</td>
<td>Any payments and credits applied to these charges included that are owned or assigned to the individual.</td>
</tr>
<tr>
<td>Any unapplied payments and credits owned by the individual.</td>
<td>Any unapplied payments and credits owned by the recipient.</td>
<td>Any unapplied payments and credits owned by the recipient.</td>
</tr>
</tbody>
</table>

To remove a statement recipient from the list, select the recipient and click **Remove Statement**.
2. In the **Show** field, select “whose statements are sent as copies to”.

3. In the **Receive Copies of Statements Sent to** column of the grid, select the student, individual, or organization whose statement copies you want the individual to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

4. In the **Activity on the Original Statement is for** field, select the recipient that incurred the initial charges.

5. To include the balance due on the statement copy, mark **Show Amount Due**.

6. In the **Notes regarding statement received for <recipient>** field, you can enter descriptive information about the statement.

7. In the **Comment on statement copies received for <recipient>** field, you can enter a comment to appear on the statement copy.

8. To save your statement changes and close the individual record, click **Save and Close**.

### Defining EFT Bank Information

From the EFT Banks tab, you can establish the banking information necessary for individuals to make electronic funds transfers for payments. When you add a new bank you can define the account type, account number, discretionary code, and contact address information.

The EFT Banks tab appears only if you have the optional module **Electronic Funds Transfer**.
Setting up bank and account information for a payer

1. From an open individual record, select the EFT Banks tab.


3. In the EFT Status field, select “EFT”, “Pre-note”, or “Inactive”.

4. In the Bank name field, enter the name of the bank.

5. In the Account type field, select “Checking” or “Savings”.

6. In the Account holder field, enter the bank account owner’s name. For example, if an individual’s payments are drawn from their spouse’s account, enter the spouse’s name.

7. Mark International ACH transaction if this transaction is going to, or coming from, an international account. For international transactions, you will need the bank to provide you with the routing number type, GO routing number, and the ISO country code.

8. In the Routing number type field, select the code that identifies the destination bank. This field is required for all international transactions.

9. In the Routing number field, enter the routing number provided by the bank.

10. In the Account number field, enter the account number assigned by the bank.

11. In the GO routing number field, enter the nine-digit routing number of the domestic financial institution that will accept the international transaction. This field is required for all international transactions. Ask your bank for the routing number to use for the GO routing number. GO refers to the US Gateway Operator.

12. In the ISO country code field, enter two-character country code to identify the destination, or origination, of the transaction. This field is required for all international transactions.

13. In the Discretionary code field, enter the discretionary code provided by the bank.
14. To add bank address information, click **Address**. For more information about entering address information, see the *Banks Guide*.

15. To add bank contact information, click **Contact**. For more information about entering contact information, see the *Banks Guide*.

16. In the **Contact position** field, enter the contact’s position.

17. In the **Contact info** grid, select a contact type in the **Contact Type** column and enter the contact number in the **Contact Number** column.

18. Enter any additional notes or more detailed information in the **Notes** box.

19. Click **Save and Close** to return to the EFT Banks tab.

### Adding Automatic Payments

On the Automatic Payments tab, you can define automatic payment plans for the individual. You can define a fixed plan in which the individual pays fixed amounts according to a schedule or a variable plan in which the individual pays the entire balance due when the statement is generated. If you have the optional module *Electronic Funds Transfer*, you can draft automatic payments from a specified bank account. For more information about defining EFT bank information, see “Defining EFT Bank Information” on page 189.

You can generate fixed amount payments using the **Generate Payments** button on the automatic payment record and using the **Generate Fixed Amount Automatic Payments** link on the Payments page of *Records* and on the Administration page. For more information about generating fixed amount payments, see “Generating Fixed Amount Automatic Payments” on page 454. Variable payments generate when you run statements. For more information about running statements, see the *Mail Guide* “Statements” on page 44.
Creating automatic payment plans

1. From an open individual record, select the Automatic Payments tab.


3. In the Description field, enter a description for the payment plan.

4. In the Status field, select “Active”. You can later change the status to “Inactive” if you are no longer using the payment plan. Inactive records do not appear in reports or queries.

5. In the Plan type field, select “Fixed” or “Variable”.
   - Select “Fixed” to pay fixed amounts according to a schedule.
   - Select “Variable” — to pay the entire balance due when the statement is generated.

6. If you selected “Fixed” in the Plan type field, in the Dates field you can select “Payment can be created on any date” or “Payment can only be created from”. If you select “Payment can only be created from”, enter dates in the Start date and End date fields.
If you selected “Variable” in the **Plan type** field, the **Dates** field is set to “Payment can be created on any date” automatically and cannot be changed.

7. If you selected “Fixed” in the **Plan type** field, in the **Default amount** field, enter the amount for the payments. If you later change this amount, the amount in the payment schedule grid updates for all scheduled payments.

If you selected “Variable” in the **Plan type** field, the **Default amount** field is disabled.

8. Mark **Allow EFT transactions to be created for this bank [ ]** to include payment transactions created from this payment plan in the EFT file creation process. Select the bank to draft payments from.

9. If you selected “Fixed” in the **Plan type** field, on the Payment Schedule tab, select “Unlimited” or “Fixed” in the **Number of payments** field. If you select “Fixed”, select the number of payments in the field to the right. Scheduled payments appear in the grid.

If you selected “Variable” in the **Plan type** field, all options on the Payment Schedule tab are disabled.

10. Click **Schedule**. The Payment Schedule Frequency screen appears.

11. In the **Frequency** field, select how often to issue payments. You can select “Annually”, “Monthly”, “Semi-monthly”, or “Weekly”. Extra options appear at the bottom of the screen.

   • If you select “Annually”, in the **On** field, select the date to make the payment.

   • If you select “Monthly”, mark **Every [ ] month(s) on day [ ]** or **Every [ ] month(s) on the [ ]**.

If you mark **Every [ ] month(s) on day [ ]**, select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.

If you mark **Every [ ] month(s) on the [ ]**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.
• If you select “Semi-monthly”, in the Every [ ] month(s) on day [ ] and the [ ] field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

• If you select “Weekly”, in the Every [ ] week(s) on field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

12. In the Starting on field, enter the date for the first payment of the schedule.

13. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click Update.

14. Click OK. You return to the Payment Schedule tab and any changes or additions you made to the scheduled payment dates appear in the grid.

15. Select the Student Billing Detail tab.

16. On this tab you can view and add payee information. To add a payee, click Add Payee. The Open screen for records appears.

17. After you find the record you want to add as a new payee, click Open. The record’s information appears in the payee grid.

18. In the Apply This Amount column, enter the percentage or dollar amount for which the individual is responsible for this payee.
19. Select the GL Distribution tab.

20. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”. You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.

21. In the CR Account Number column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.

22. Enter the percentage of the distribution in the Percent column. To distribute percents equally among the selected accounts, click Distribute Evenly.

23. If you have the optional module Projects and Grants, you can enter additional project information in the Project ID, Class, and transaction code columns.

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Accounts Payable Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.
24. Select the Attributes/Notes tab. For more information about adding attributes and notes, see the *Program Basics Guide*.

25. Click **OK** to save and close the payment plan and return to the Automatic Payments tab. The new payment plan appears in the grid.

## Adding Actions

The Actions tab records any task to be completed for an individual. Actions, for example, can include a phone call to a student or student and instructor meeting. If you have the security rights, you can add, edit, and delete actions from this tab.

You can assign an action to another person or yourself, and the program sends a reminder when the action is due.

> **Adding an action**

1. From an open individual record, select the Actions tab.

If another user already has the individual record open, you get a message telling you your changes will not be saved. However, you can add and save an action on a record already in use.
2. On the action bar, click **New Action**. The New Action screen appears. If you have multiple schools defined in **Configuration**, in the **School** field, select a school.

3. The **Individual name** field displays the name of the individual whose record you have open.

4. In the **Action type** field, select the type of action to be taken, for example, “Phone call” or “Meeting”.

5. In the **Action date** and **Time** fields, enter the date and time the action is to be taken.

6. In the **Status** field, select the status of the action, for example, “Pending”. Action statuses are defined on the Tables tab of **Configuration**.

7. In the **Priority** field, select “Low”, “Normal”, or “High”.

8. In the **Assigned to** field, select the person assigned to complete the action. The action appears on the record of the person selected in the **Assigned to** field.

9. To send the person assigned to the action a reminder, mark **Auto-Remind**. When you mark **Auto-Remind**, the other options in the frame become active.

10. In the **Send reminder to** field, select the person to be reminded.

11. In the **Set reminder for [ ] beforehand** field, specify how many days, weeks, or months before the action date you want to send the reminder.

12. When the action is complete, you can mark **Completed on**. The program automatically enters the current date.

13. In the **Description** field, add notes to describe the action.

14. To add attributes to the action, select the Attributes tab. For more information about adding attributes, see the **Program Basics Guide**.

15. To save the action and return to the Actions tab, click **Save and Close**. The new action appears in the grid.
Managing Attributes, Notes, and Media

You can further define an individual record by adding information to the Attributes, Notes, and Media tabs. On the Attributes tab, you can add characteristics to the individual record and group information based on a common theme, which is useful for reporting. On the Notes tab, you can record special information about individuals you may need later. On the Media tab, you can store various media objects, including images, documents, and video or sound files. For example, you can store a scanned driver’s license.

Adding Attributes

The Attributes tab stores additional information about an individual. You can use attributes to define specialized information for records, such as information you want to record, but for which no field is available. You can filter attributes to use in other areas of Student Billing, such as Query and Reports.

You can define attributes using a variety of data types created in Configuration. If you make an individual attribute required, a message appears reminding you to add it when creating an individual record. For more information about defining attributes, see the Configuration Guide for Student Billing “Attributes Configuration” on page 9.

Adding an attribute

1. From an open individual record, select the Attributes tab.
2. In the Attribute Type column, select an attribute type.
3. In the Description column, select or enter a description of the attribute.
4. If you selected a table type attribute that uses short descriptions, in the Short Description column, select the attribute description. The Description column completes automatically.
5. In the Date column, enter a date to record when you add the attribute.
6. If this attribute type is required on an individual record, the program automatically marks the checkbox in the Required column. You cannot edit this from the Attributes tab.
7. In the **Comments** column, enter any additional comments or more detailed information about the attribute. You can enter free-form text in this column.

8. To save the attribute, click the **Save** button on the toolbar.

**Adding Notes**

The Notes tab makes it easy to record and maintain information about an individual. For example, you can add a note to record special information about a person or organization, notes from a conversation or phone call, or contact information you may need later.

For each note, you enter a date, description, title, and author. You can designate note types, such as “Confidential” or “Personal”, and use those designations to run queries, reports, and establish type-based security.

You can set up securities so only certain users can view particular notepad types. This is especially useful when the information is of a sensitive nature and you want to ensure that only you can access the information. For more information about security, see the Security chapter of the *Administration Guide for The Financial Edge*.

- **Adding a note**

  1. From an open individual record, select the Notes tab.

   ![Image of Note Tab]

   To edit a note, select the note from the grid and click **Open**.
2. Click **New Note** on the action bar. The New Note screen appears.

3. The **Date** field displays today’s date. You can use this date or enter a different one.

4. In the **Title** field, you can enter a title for the note.

5. In the **Type** field, select a notepad type.

6. In the **Author** field, select your user name.

7. In the **Description** field, enter a description for the note.

8. In the text box, enter notes to associate with the individual record.

9. To save the note and return to the Notes tab, click **Save and Close**. The new note appears in the grid.

### Adding Media

On the Media tab, you can add media objects to an individual record. Media can include photographs, scanned newspaper articles and publications, recommendations, video files, and audio files.

To reduce the size of your database, you can create a link to the media file. Be aware that if the original file is moved or deleted, the link will not work. The linked file must be in a location on your network where other users can access it.

#### Adding a new media object

1. From an open individual record, select the Media tab.
2. On the action bar, click **New Media**. The Insert Object screen appears.

3. To create a media file, mark **Create New**.

4. In the **Object Type** box, select a media object. The object types that appear depend on the programs you have installed.

5. To display the media object as an icon, mark **Display As Icon**.

6. Click **OK**. Depending on the type of media you are creating, either the New Media screen appears, or the program that created the file type opens.
   - If the program for creating the media file type opens, create the media file. After you save and close the file, the New Media screen appears.
   - For other file types, you create and add the media from the window at the bottom of the New Media screen.

7. On the New Media for <Record> screen, in the **Date** field, enter the date you add the media object.

8. In the **Type** field, select a media type.

9. In the **Description** and **Title** fields, enter a description and name for the media object.

10. In the **Author** field, select your user name.
If you marked Display As Icon on the Insert Object screen, the object icon appears in the bottom of the New Media screen. If you did not mark the checkbox, a blank box appears.

When you create media from a file, you browse to saved media objects. If a media object is no longer valid or current, you can access the object and delete it from the Media tab of the individual record.

11. To save the media object and return to the Media tab, click Save and Close. The new information appears in the grid.

Adding an existing media object

1. From an open individual record, select the Media tab.

2. Click New Media. The Insert Object screen appears.
3. To add a media object using a previously-created file, mark **Create from File**.

4. Click **Browse** to search for the file. Once you locate and select the file, click **Open**. You return to the Insert Object screen, which now displays the file path.

5. You can mark **Link** so that any change you make to the source file is automatically reflected on the Media tab. If you do not mark **Link**, the object is embedded.

6. Click **OK**. The New Media screen appears displaying the selected media object.

7. In the **Date** field, enter the date you add the media object.

8. In the **Type** field, select a media type.

9. In the **Description** and **Title** fields, enter a description and name for the media object.

10. In the **Author** field, select your user name.

11. To save the media object and return to the Media tab, click **Save and Close**. The media information appears in the grid.
Viewing a History of Changes

The History tab displays an historic record of key changes made to the individual record. If the individual name, ID, primary address, status, credit limit, credit rating, or individual record type have changed, the change appears on the History tab. The information provides an audit trail and is for informational purposes only. You cannot add or edit data on the History tab.

Managing Billing Groups

Click Manage Billing Groups to quickly add or update student, individual, or organization records. You can also use this feature to create links and relationships among associated records. For example, you can add records for an entire family at one time. You can link these records and copy address and billing information from one record to all the others.

- Adding an individual record using Manage Billing Groups
2. Click the down arrow next to Add New Student and select Add New Individual. “New Individual” appears in the Records box on the left and you can enter biographical information in the fields that appear on the right. For more information about entering individual biographical information, see “Adding Individual Records” on page 145.

3. Click Next or select the Defaults tab.

4. Click Billing Defaults to add billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 151.
5. Click **Relationships** to add relationships. For more information about relationships, see “Adding Relationships” on page 162.

![Relationships window](image)

6. Select the Addresses tab. On this tab, you can add address and contact information for the individual. For more information about addresses, see “Managing Addresses” on page 155.

![Addresses window](image)

7. When you finish making changes, you can:
   - Click **Finish and New** to save and close the individual record and open a new billing group automatically.
   - Click **Finish and Close** to save and close the individual record and return to the Individuals page.

When you click **Finish and New** or **Finish and Close**, a completion screen appears listing the number of new records created and the number updated.
Updating an existing individual record using Manage Billing Groups

You can add or update a single record using Manage Billing Groups.


2. In the Record Name field, enter the individual’s name or click the binoculars to locate the individual record to update.

3. Click the down arrow next to Load all associated records and select “Load only selected record”. Biographical information for the individual appears.

4. You can add or make changes to biographical information.

5. Click Next or select the Defaults tab.

When you add or update a record using Manage Billing Groups, changes are not saved until you click Finish and New or Finish and Close.
6. Click **Billing Defaults** to view or edit billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 151.

7. Click **Relationships** to view or edit relationships. For more information about relationships, see “Adding Relationships” on page 162.
8. Select the Addresses tab. On this tab, you can view, edit, or add new addresses for the individual. For more information about addresses, see “Managing Addresses” on page 155.

9. When you finish making changes, you can:
   - Click Finish and New to save and close the individual record and open a new billing group automatically.
   - Click Finish and Close to save and close the individual record and return to the Individuals page.

➤ Viewing an individual’s billing group

2. In the **Record Name** field, enter the individual name or click the binoculars to locate the individual record.

![Image of the Manage Billing Groups window](image)

3. To view an individual’s associated records, click the down arrow next to **Load all associated records** and select one of these options:

   - **Load all associated records** — Loads any record that is a relation, payer, or statement recipient for the selected individual.
   - **Load all related records** — Loads all records who are relations for the selected individual.
   - **Load all payers** — Loads all records who are payers for the selected individual.
   - **Load all statement recipients** — Loads all records who are statement recipients for the selected individual.
4. The individual and any associated records that meet the selected criteria list in the Records box on the left. When you select a record in the list, depending on which tab you have displayed, biographical information, defaults, or addresses for that record appear on the right. You can edit information on the Records, Defaults, or Addresses tabs for each record. For more information, see “Updating an existing individual record using Manage Billing Groups” on page 207.

5. When finished viewing:
   - Click Finish and New to save and close the individual record and open a new billing group automatically.
   - Click Finish and Close to save and close the individual record and return to the Individuals page.

   ➢ Adding records to an individual’s billing group

Tom Boatwright is a new instructor at your school. His wife, Marion, has taught there for several years. An individual record already exists for Marion so you create a new billing group to quickly add an individual record for Tom. You create a relationship between the records and copy Marion’s address to Tom’s record.

2. In the **Record Name** field, enter “Marion Boatwright” and click **Load all associated records**. Marion’s record appears on the screen.

3. To add Tom to the billing group, click the down arrow next to **Add New Student** and select “Add New Individual”.

4. On the Records tab, enter biographical information for Tom. For more information about adding biographical information for an individual, see “Adding Individual Records” on page 145.

5. Select the **Defaults** tab.
6. Click Relationships.
7. In the Name column, select “Marion Boatwright”.
8. In the Relationship column, select “Wife” and in the Reciprocal Relationship column, select “Husband”. Mark the checkbox in the Spouse column. For more information about relationships, see “Adding Relationships” on page 162.

9. Select the Addresses tab.
10. Click Add Address From. Use the Open screen to select Marion’s record. The Addresses for Marion Boatwright screen appears.

If you limit users’ security rights to add records, we recommend that you also limit the rights to Manage Billing Groups. A user with rights to Manage Billing Groups can add any type of record.

When you add or update a record using Manage Billing Groups, changes are not saved until you click Finish and New or Finish and Close.
11. Mark the checkbox for the address to copy and click **Copy Now**. The address appears on Tom’s record. For more information about addresses, see “Managing Addresses” on page 155.

When you click **Finish and New** or **Finish and Close**, a completion screen appears listing the number of new records created and the number updated.

12. To save the records and exit:
   - Click **Finish and New** to save and close the records and open a new billing group automatically.
   - Click **Finish and Close** to save and close the records and return to the Students page.

**Generating Transactions**

You can automatically create billing schedules and generate scheduled charges and credits for an individual for a specified time period. You can generate automatically using a predefined set of parameters or define new parameters for transactions.
Generating transactions for an individual

1. From the menu bar of an open individual record, select Individual, Generate Transactions. The Select a Generate Transactions Automatically Wizard screen appears.

2. On this screen, you use a saved parameter set or define new parameters for transactions.

   To generate transactions using saved parameters, select a parameter set in the grid and click Select. A screen appears asking if you are sure you want to generate. Click Yes. A processing screen appears while the transactions generate and then a control report opens.

   To create a new parameter set for transactions, click Add New. The Generate Transactions Automatically screen appears.

3. In the Generate field, select how to generate transactions.

   - To both create billing schedules and generate charges and credits, select “Automatic Billing Schedules and Scheduled Charges/Credits”. This includes advance deposits and financial aid. This will not generate TRP schedules, but will generate TRP charges from existing schedules.
• To create only billing schedules, select “Automatic Billing Schedules Only”. This will not generate TRP schedules.

• To generate charges/credits for existing schedules only, select “Scheduled Charges/Credits Only”. This includes advance deposits, financial aid, and TRP.

• To create TRP billing schedules and charges, select “TRP Schedules and Charges”. This calculates TRP charges based on billing schedules that would be created using bill codes. To not include billing schedules that are not created yet, select “None” in the Bill Codes row on the Filters tab.

• To generate student invoice line items, credits, and adjustments based on settings from the determination table, data from student and course records, and entries in reversal schedules, select “Determination Table and Reversal Schedule Transactions”.

4. If you are generating charges and credits, in the For this range field, select the date range to use.

5. If you are creating billing schedules, in the Billing schedule transaction date field, enter the date to determine which bill codes are used to create schedules and the transaction date for created schedules.

6. If you are creating billing schedules, in the For automatic items without a bill code, generate billing schedules for field, select “No Records” or “All Records”.

7. If you selected “TRP Schedules and Charges” in the Generate field, select the date range to use in the Base TRP charges on this range field.

8. In the Add this comment to each transaction field, you can enter a comment to add to each generated transaction.

9. To generate grade-based fees based on the student’s next grade using the promotion schedule, mark For grade-based billing, use student’s next grade.

   If you also have Registrar’s Office, instead of this checkbox you have the For grade-based billing, use student’s grade as of field, where you can enter a date as of which to generate the fees. The program refers to the student’s progression entry as of that date to determine the student’s grade.

10. If you selected “Determination Table and Reversal Schedule Transactions” in the Generate field:
   a. Select an academic year and session in the Academic year and Session fields.
   b. You can mark Recalculate all included records to recalculate existing invoice line items, credits, and adjustments. For example, you deleted credits for students and need to recalculate the credits the students should receive for withdrawing or dropping out of a class.
   c. In the Transaction date field, select the transaction date to record on the invoices, credits, and adjustments generated.
d. If invoices do not number automatically (a setting in Student Billing business rules), enter an invoice number in the Number invoices sequentially starting with [ ] field.

11. To include payers whose records are on hold, mark Include payers on credit hold.

   If “Never” is selected for Allow new charges when account is On Hold in student, individual, or organization business rules, this checkbox does not apply to that record type. For more information about business rules, see the Configuration Guide for Student Billing.

12. To create a query of records not included in the processing, mark Create an exception query.

13. To print a control report, mark Print control report on and select a printer to print a control report on.

14. Select the Filters tab.

15. You can filter the records included in the processing. For more information about filtering criteria, see the Program Basics Guide.
16. Select the Transaction Defaults tab.

17. In the Due date field, select how to determine the due date for the charges generated.
   - If you select “Based on transaction date”, you can select to use a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.

18. In the Post date field, select how to determine the post date to use.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

19. In the Post Status field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

20. To review the transactions that will be generated before actually generating them, click Pre-Generation Report.

21. When you are ready to generate the transactions, click Generate Now.

22. After the transactions generate, a control report appears with more detail about the processing.

23. Click X to close the report and return to the individual record.
Converting Individual Records

For increased efficiency, you can convert individual records to student records. By converting individual records, you save time by avoiding the task of reentering biographical information, creating relationships, or linking addresses.

When you convert an individual record to a student record:

• Attributes, notes, media, and actions convert to the same tabs on the new record.
• All relationships convert.
• School information converts to education records. Degree information converts to an attribute on the education record.
• Some demographic information, such as maiden name, marital status, affiliation, or deceased, do not convert because there is no field equivalent on the student record.

Converting an individual record to a student record

You must save the individual record before converting to another record type.

1. From an open individual record, select Individuals from the menu bar. From the submenu, select Convert to Student.
   A message appears asking if you are sure you want to change the record type. Click Yes. The new student record opens.

2. Review the information on the new record and confirm that it is correct.
   If the new student record has additional required fields, you must complete these fields before you can save the record.

3. To save the new record and return to the Individuals page, click Save and Close.
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In **Student Billing**, you use organization records to record information about organizations for billing purposes. Organizations are groups affiliated with your school such as other schools, benefit providers, or business associates. If you have **Admissions Office** and **Registrar’s Office**, these programs work with **Student Billing** so that organization information is shared in the same database for the admissions office, registrar’s office, and billing office.

An organization record created or deleted in **Student Billing** is also created or deleted in **Admissions Office** and **Registrar’s Office**. Some organization information, such as contact, address, and relationship information is shared across the programs so if you make changes to the record in one program, the changes appear in all programs. For a complete list of shared features, see the Integration Guide.

**Accessing Organization Records**

Because records are such an important part of **Student Billing**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including organization records. To access organization records, click **Records** on the navigation bar, then click **Organizations**. The Organizations page appears.

Consider the Organizations page the starting point for organization records. From this page, you can add a new organization or open an existing record. You can edit record options by clicking **Edit options for Organizations**. For more information about options, see the Options chapter in the Program Basics Guide.

To save time when searching for a specific record, you can use the **Search for an Organization by Name** field. The Organizations page lists recently accessed records. You can open a record in the list by clicking the organization’s name.
Finding and Opening Organization Records

When you click Open an Organization on the Organizations page, the Open screen for organization records appears. The Open screen has several filters you can use to narrow your search and quickly locate the record you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results.

You can use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query Guide for The Financial Edge.

Opening an organization record

2. Click Organizations. The Organizations page appears.
3. Click Open an Organization. The Open screen appears.
4. In the Find Organizations that meet these criteria frame, enter criteria you are using to search for the record.
5. After you enter search criteria, click Find Now. The program searches the database and displays all records meeting your criteria.
6. In the grid, select the organization to open.

7. Click Open. The organization record appears.

8. To save the record and return to the Organizations page, click Save and Close.
Adding Organization Records

On the Organization tab, you maintain information about the organization including name, classification, and contact information. If you enter common values repeatedly for multiple organization records, you can create a default set with common values to save time during data entry. The values are defaults only and you can change default information in the fields at any time. You can load default sets on an organization record by selecting Organization, Load Defaults from on the menu bar. For more information about default sets, see the Program Basics chapter of the Program Basics Guide.

To prevent entering duplicate organization records, you can specify duplicate search criteria in Configuration. We strongly recommend that you set the business rule to check for duplicates automatically. To search for a duplicate record from an existing record, access the menu bar and select Organization, Duplicate Search. For more information about business rules, see the Configuration Guide for Student Billing.

On each tab of the organization record, two account balances appear in the status bar. The Balance field displays the same calculated value as the Total Account Balance field on the Activity tab when the View fields are set to “Activity” and “Owned by or Assigned to”. If you mark Show account balance with scheduled activity for students, individuals and organizations in Records Options, the Balance with scheduled activity field displays the same calculated value as the Total field on the Activity tab when the View fields are set to “Scheduled Activity” and “Owned by or Assigned to”. The account balances update automatically when an associated charge, credit, payment, line item, return, or refund record is added, changed, or deleted.

Adding an organization record

If you enter common values repeatedly for multiple organizations, you can create a default set with these values to save time during data entry. On the menu bar, select Organization, Load Defaults from.

In Student Billing Configuration, you can select the default billing status to use when an organization is created in Admissions Office or Registrar’s Office.

2. In the **Name** field, enter the name of the organization.

3. In the **Record ID** field, enter the organization’s identification number.

   You can set a business rule to automatically generate organization IDs. If this business rule is marked, the ID is automatically generated when you save the record. Organization IDs must be unique. For more information about business rules, see the Configuration Guide for Student Billing.

4. In the **Billing status** field, select “Active”, “Inactive”, or “On hold”.

   To make an organization inactive, you must select a billing status that has “Inactive” selected in the **Associate with** field on the table entry.

5. In the **Classification** field, select the organization’s classification. You can select “School”, “College”, or “Other”.

   - Select “School” for feeder schools or other schools that students have previously attended.
   - Select “College” for feeder schools or colleges and universities attended by faculty/staff and individuals.
   - Select “Other” for other organizations affiliated with your school, including the employers of parents and other individuals. If you select “Other”, fields on the Organization tab regarding accreditation and grading information are hidden.

6. In the **Type** field, select the type of organization. For example, if the classification is “College”, the **Type** field could be configured to include “Private University”, “Public University”, or “Two-Year Community College”. The options available in this field are defined in Configuration.

7. In the **Industry** field, select an industry type.

8. In the **CFDA#** field, enter the organization’s Catalog of Federal Domestic Assistance number.

9. In the **User name** and **Password** fields, you can enter the organization’s user name and password for logging into the school’s computer network.

10. In the **Address** box and the **Country**, **City**, **State**, and **ZIP** fields, enter the organization’s address. To enter additional details about this address, or to copy and link addresses, click the **Address** button. For more information about addresses, see “Managing Addresses” on page 229. The address entered here becomes the primary address by default. You can change the primary address designation on the Addresses tab.

11. In the contact grid, you can enter multiple contacts for the organization. For example, you can add home, fax, and cellular phone numbers. In the **Contact Type** column, select the contact type. In the **Contact Number** column, enter the corresponding information, including phone numbers and email addresses.

The Catalog of Federal Domestic Assistance is a list of programs available through the federal government that offer assistance to various groups including nonprofit organizations.
The **Link** column indicates whether the information is linked to another record in the database. If you copied and linked the organization’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses, see “Copying and linking an address” on page 233.

12. To add billing information for the organization, select the Bio 2 tab. For more information, see “Adding billing information and billing defaults on the Bio 2 tab” on page 228.

13. To save the record and return to the Organizations page, click **Save and Close**.
Adding billing information and billing defaults on the Bio 2 tab

1. From an open organization record, select the Bio 2 tab.

![Image of Bio 2 tab]

2. In the Billing Information frame, select a statement code in the Statement code field. Statement codes are defined on the Tables page of Configuration. You can use the Statement code field to note custom information about the organization’s statements, such as whether they should be billed weekly or monthly.

3. To set a credit limit, mark Credit limit, and enter the limit amount.

4. To assess finance charges for late payments, mark Assess finance charges on balances due from this organization.

5. To send dunning letters to the organization if payments are past due, mark Send dunning letters to this organization. You can then use Send dunning letters to this organization as a query filter for reports or calculating finance and late charges.

6. Mark Include this organization in Tuition Refund Plan to bill the organization for the TRP.

7. Once the organization has paid all TRP charges for the year, mark TRP paid.

8. In the Billing Defaults frame, mark Automatically apply new payments to automatically apply new payments to this organization’s account. This option does not appear if the Automatically apply new payments business rule is set to “Always” or “Never”.

9. To automatically apply new credits to this organization’s account, mark Automatically apply new credits. This option does not appear if the Automatically apply new credits business rule is set to “Always” or “Never”.

10. If the organization receives a discount on billing items, enter the percentage in the Discount % field.
11. In the **AR account** field, you can select the general ledger account to use. This option does not appear if the **Use a single AR Summary Account and never post applications** business rule is marked in **Configuration**.

12. In the **Interfund set** field, you can select an interfund set to ensure distributions balance. For more information about interfunds, see the **Configuration Guide for Student Billing**.

13. To save the record and return to the Organizations page, click **Save and Close**.

**Managing Addresses**

On the Addresses tab, you can add and maintain multiple addresses for organization records. Each record has one primary address marked on the Addresses tab. The primary address appears on the Organization tab. You can maintain additional addresses on the Addresses tab.

You can add an address from the Organization tab or from the Addresses tab. When you add an address from the Organization tab, it automatically becomes the primary address for the record. When you add an address from the Addresses tab, you can designate the address as primary or leave it as an alternate or secondary address.

Addresses on an organization record in **Student Billing** are shared with organization records in **Admissions Office** and **Registrar's Office**. If you make changes to the record in one program, the changes appear in all programs.
To edit an existing address, select the address in the grid and click Open on the action bar. When you make your changes, the program updates the addresses on the open record and on the linked records.

Adding an address

1. From an open organization record, select the Addresses tab.

2. On the action bar, click New Address. The Address screen appears.

3. In the Address type field, select the type of address. Address types are defined in Configuration.

4. In the Country field, select the country of the address.

5. In the Address box and the City, State, and ZIP fields, enter the address.

6. In the contact grid, in the Contact Type column, select a contact method. In the Contact Number column, enter a phone number or Web or email address.

You can use the address types to specify how an address is used. For example, you can create a “Billing” address type for addresses that are used only for billing.
7. The Link column indicates whether the information is linked to another record in the database. If you copy and link the organization’s address, you can select “Shared” or “Not Shared”. If the information is not linked to another record, the column defaults to “Not Shared” and is for informational purposes only. For more information about linking addresses and contact information, see “Copying and Linking Addresses” on page 232.

8. Select the Details tab.

![Organizations Form](image)

9. In the Description field, enter a description for the address.

10. In the County and Region fields, select address information. Selections for these fields are defined in Configuration.

11. In the CART field, enter the carrier route.

12. If this is the primary address, mark Primary address. If only one address appears on the record, the program automatically marks the checkbox, and you cannot unmark it. Each record can have only one primary address.

13. In the This is a valid address from [ ] to [ ] fields, enter the dates for which this is a valid address.

14. If the address is seasonal, mark This is a seasonal address from [ ] to [ ] and enter the dates.
15. To add attributes to the address, select the Attributes tab. With address attributes, you can add any additional information you need to maintain about this particular address, such as special mailing instructions.

16. In the **Send [ ] to this address** field, select “All mail”, “Selected mail”, or “No mail”. For more information about entering attributes, see “Managing Attributes, Notes, and Media” on page 270.

17. To save the address and return to the Addresses tab, click **OK**. The new address appears in the grid.

**Copying and Linking Addresses**

To help eliminate data entry errors, you can either copy or copy and link an address to an organization record from another record. When you copy an address, you are merely pasting a separate copy of the address directly from another record onto the organization record. Changes to the address on the organization record are not made to the copy, or vice versa.

When you copy and link an address, you are inserting a copy of the address that is still tied to the original address. Changes you make to the address on either record are made automatically to the other record.
Copying and linking an address

You recently added Bishop John High School as an organization in your database and did not add an address for it at the time. You learn today that Alice Haynes, an alumna of your school, is the dean of students at Bishop John. To ensure you enter the address correctly on the school’s organization record, copy the address from Mrs. Haynes’s record onto Bishop John High School’s record. You link the two addresses to ensure the address updates automatically on both records.

1. From Bishop John High School’s organization record, select the Addresses tab.

While this procedure demonstrates copying and linking an individual address to an organization, you can use it as a model for copying and linking addresses to other record types.
2. Select the address and click **Open** on the action bar. The Address for Bishop John High school screen appears.

![Addresses for Michael Richard Andrews](image)

3. To copy the address from Alice Haynes's record, click **Copy Address From**. The Open screen appears. Locate her individual record and click **Open**.

The Addresses for Mrs. Alice Haynes screen appears.

![Address for Samantha Rae Andrews](image)

4. In the **Copy?** column, mark the checkbox for each address to copy.

5. To link the addresses, mark **Link these addresses**.

---

When you link addresses, information is shared. A contact type marked “Not Shared” in the **Link?** column cannot be copied or linked.
6. To copy Mrs. Haynes’s address onto Bishop John High School’s record, click **Copy Now**. You return to the Address for Bishop John High School screen, and the copied address information appears. The **Link?** column indicates the contact types are linked.

7. To save the information and return to the Addresses tab, click **OK**.

**Unlinking Addresses**

You may find it necessary to unlink addresses. When you stop sharing a linked address, you remove links between the records. Changes you make to the address on either record are no longer made automatically to the other record. Each address still has the potential to be shared.

To unlink only a contact type, select “Not Shared” in the **Linked?** column.

- **Unlinking an address**
  1. From an open organization record, select the Addresses tab.
2. Select the address to unlink and click **Open**. The Address screen appears.

3. Click **Shared Addresses**. The Shared Addresses screen appears displaying the records the address is linked to.

4. Click **Stop Sharing This Address**. The organization’s address is no longer linked to the others.

5. To return to the Address screen, click **Close**. The address still appears but is no longer linked.

6. To save the new information and return to the Addresses tab, click **OK**.

### Adding Relationships

On the Relationships tab, you can add, edit, or view characteristics that link organizations to individuals, students, or other organizations. For example, you can identify an organization as a benefit provider for a student or as the employer of a parent.
Relationship information on an organization record in Student Billing is shared with the organization record in Registrar’s Office and Admissions Office. If you make changes to relationships in one program, the changes appear in all programs.

Adding a new relationship to an organization record

1. On an open organization record, select the Relationships tab.

2. From the action bar, click Add Relationship. The Open screen for records appears.

3. After you find the record you want to add as a relation, click Open. The relation’s name appears in the Name column of the relationships grid.

4. In the Relationship column, select the relation’s relationship to the organization. For example, “Employee”.

5. In the Reciprocal Relationship column, select the organization’s relationship to the relation. For example, “Employer”.

6. If the individual is a primary business relationship, mark the checkbox in the Primary Business column.

   You can mark multiple individuals as primary business relationships for the organization. When you mark the checkbox in the Primary Business column for an individual, the program adds the individual’s address to the Addresses tab of the organization record. This address is automatically linked with the address on the individual record.

7. In the Position column, enter the job or title of the person at the organization.

8. To print the position on mailings, mark the checkbox in the Print? column.

9. In the Department column, select the department to which the person belongs at this organization.
10. If the person is a contact for the organization, mark the checkbox in the Contact column. In the Contact Type column, select the type of contact the person is at the organization. If this is the primary contact for the organization, mark the checkbox in the Primary Contact column.

11. To add notes about a relation, select the relation in the grid and enter the notes in the Notes for <Relation> field.

12. To open the relation’s record, in the grid, select a relationship and click Open Relation’s Record.

13. To remove the relationship, click Remove Relationship. The relationship is deleted from the grid. Removing a relationship does not delete the relation’s record.

14. To create a new student, individual, or organization record to add as a relationship, enter the name in the Name column or click Add New Record. The Create/Find New Relation screen appears.

15. Mark Create a new [ ] and select the record type in the field.

16. To copy and link the open record’s addresses to the new record, mark Copy and share address from the current record to the new <record type>.

17. You can mark Search for the Relation to access the Open screen and search for the record.
18. If you entered a name in the Name column for a record that does not exist, you can mark Create a new [ ] named <Record name> to add the relation as a record.

If you select “individual” or “organization” as the record type, a new record is created automatically for the individual or organization when you click OK. Or you can mark Open the new <individual/organization> for editing to open the new individual or organization record and add additional information.

19. Click OK. The New <Record Type> screen appears. For more information about adding students and individuals, see the Students and Individuals chapters of this guide.

20. To change the order of the relationships, select a relationship and click the up or down arrow.

21. To save the organization record and return to the Records page, click Save and Close.

Viewing the relationship tree

1. To view a visual representation of an organization’s relationships, select Organization, Relationship Tree.

2. To open a relation’s record, select the name and click Open.

3. To search for a relation in the tree, click Find.

4. To print the relationship tree, click Print.

5. To expand all of the relations in the tree at once, click Expand All.

6. To close the relationship tree and return to the organization record, click Close.
Managing Organization Activity

On the Activity tab of an organization record, you can view, sort, and add charges, credits, payments, refunds, and advanced deposits for an organization. You can create custom filters to determine what transactions appear in the activity grid, and you can double-click a row in the grid to open the transaction record. On the Summary screen, you can view, export, and print an organization’s general activity, recent activity, aging summary, or lifetime statistics.

Adding transactions on the Activity tab

1. From an open organization record, select the Activity tab.

2. To add a new transaction, click the down arrow beside New Charge and select a transaction type. A new <transaction> record opens. For more information about adding a transaction, see the chapter for the transaction type in this guide.

3. On the transaction screen, click Save and Close to return to the Activity tab. The new transaction appears in the grid.

4. To save your changes to the Activity tab and close the organization record, click Save and Close.
Viewing organization activity on the Activity tab

1. From an open organization record, select the Activity tab.

2. In the View field, select “Activity” to view unscheduled transactions in the grid. Select “Scheduled Activity” to view scheduled transactions in the grid.

3. In the fields to the right, you can filter which activity appears in the grid.
   - Select “Owned by or Assigned to” to view all activity owned by or assigned to the organization.
   - Select “Owned by” to view all activity owned by the organization. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients.
     If you select “All payers”, the grid displays all activity owned by the current organization, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current organization that is also assigned to the selected record.
   - Select “Assigned to” to view all activity assigned to the organization. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records.
     If you select “All owners”, the grid displays all activity assigned to the current organization, including all activity assigned to the organization for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current organization that is also owned by the selected record.

4. To sort the activities in ascending or descending order, click a column heading such as Transaction date or Amount.

5. To summarize transaction information by date, mark Summarize activity as of and enter a date in the field.
To open the transaction record, double-click a grid row.

6. To display payments and credits and their associated charges, mark **Show credits/payments with their associated charges**.

7. To display each line item of distributed transactions on a separate row, mark **Show <Distributed> transactions on multiple rows**.

8. **Beginning Balance, Activity Total, Unapplied Payments/Credits** and **Total Account Balance** are for informational purposes only and display the organization’s beginning balance, the net total of all the organization’s activity, unapplied payments/credits, and current account balance.

9. To save your changes to the Activity tab and close the organization record, click **Save and Close**.

### Creating an organization summary

With the **Summary** button, you can create, print, and export custom summaries of an organization’s activity.

1. On an open organization record, select the Activity tab.

2. On the action bar, click **Summary**. The Summary for <organization> screen appears.

3. In the **Summarize activity** field, you can filter which activity appears in the grid.
   - Select “Owned by or Assigned to” to view all activity owned by or assigned to the organization.
   - Select “Owned by” to view all activity owned by the organization. When you select this option, an additional field appears so you can filter the grid to display activity assigned to other payers and statement recipients.
If you select “All payers”, the grid displays all activity owned by the current organization, including activity assigned to other records. If you select a specific statement recipient or payer, the grid displays all activity owned by the current organization that is also assigned to the selected record.

- Select “Assigned to” to view all activity assigned to the organization. When you select this option, an additional field appears so you can filter the grid to display activity owned by other records.

If you select “All owners”, the grid displays all activity assigned to the current organization, including all activity assigned to the organization for other records. If you select a specific statement recipient or payer, the grid displays activity assigned to the current organization that is also owned by the selected record.

4. To select a summary type, click the down arrow beside General Summary. Available summary types are: General Summary, Recent Activity, Aging Summary, Lifetime Statistics, and Schedule Summary.

If you select General Summary, Aging Summary, or Schedule Summary additional fields appear. In the Display field for General Summary or Schedule Summary display fields, enter the years or dates to include in the summary.

5. To export the report to Microsoft Excel, click Export to Excel.

6. To print the report, click Print.

7. If you change the summary parameters, to refresh the report with the new requirements, click Refresh.

8. To close the Summary for <organization> screen and return to the organization Activity tab, click Close.

Filtering organization activity

Using the Filters button, you can specify criteria a transaction must meet to appear in the activity grid.

1. On an open organization record, select the Activity tab.
2. On the action bar, click **Filters**. The Activity Filters screen appears.

![Activity Filters](image)

3. To view only transactions from a specific time period, in the **Show transactions from [ ] to [ ]** fields, enter the beginning and ending dates of the period.

4. To view a summary of transactions as of a certain date, mark **Summarize activity as of** and enter the date.

5. In the **Transaction Filters** grid, you can select the transactions, post statuses, and products and billing items you want to appear in the activity grid.

6. To remove all filters and return to the default settings, click **Clear All Filters**.

7. To close the Activity Filters screen and return to the Activity tab, click **OK**.

» **Printing statements from the Activity tab**

Using the **Print Statement** button, you can print statements or copies of statements for only recipients on the organization’s record.

1. On an open organization record, select the Activity tab.

2. On the action bar, click **Print Statement**. The Select a Parameter File screen appears.
3. Select a saved parameter file from the grid and click **Select**. The Statements screen opens on the General tab. Parameters are already defined on each tab using the settings from the selected parameter file. The organization and recipients are pre-selected on the Filters tab.

4. Click **Print**. The statement prints. Close the Statements screen and you return to the Activity tab.

**Generating transactions from the Activity tab**

Using the **Generate Transactions** button, you can generate transactions from the Activity tab. For more information about the Generate Transactions Automatically Wizard, see “Generating Transactions” on page 286.

1. On an open organization record, select the Activity tab.

2. On the action bar, click **Generate Transactions**. The Select a Generate Transactions Automatically Wizard screen appears.

3. Select a saved parameter file from the grid and click **Select**. A screen appears asking if you are sure you want to generate transactions. Click **Yes** and the program starts processing the transactions. When processing is complete a control report appears.

4. Close the control report and you return to the Generate Transactions Automatically Wizard. Close the wizard and you return to the Activity tab.

**Adding Bill Codes**

Bill codes link billing items and organization records. When you generate transactions automatically, the program matches bill codes on organization records to bill codes on billing items to create billing schedules and generate charges.

For example, organizations can make grant payments on an annual, semiannual, or quarterly basis. You can create three bill codes, “Annual Plan”, “Semiannual Plan”, and “Quarterly Plan”, and three billing items, one for each grant payment plan. If you add an Annual Plan bill code to an organization record, when you generate transactions, the program uses billing information from the Annual Plan billing item and the start and end dates defined on the organization Bill Codes tab to create a grant billing schedule for the organization.

You create bill codes by adding them as table entries to the Bill Codes table in **Configuration**.
Billing schedules cannot be created for organizations from automatic billing items that vary by grade.

- **Adding a bill code**
  1. From an open organization record, select the Bill Codes tab.
  2. In the **Bill Code** column, select the bill code to add. The bill code description appears in the **Description** column.
  3. In the **Billing Cycle** column, select a billing cycle. The date range set for the billing cycle appears in the **Start Date** and **End Date** columns. Or you can define a date range by entering dates in the **Start Date** and **End Date** columns.
  4. In the **Start Date** and **End Date** columns, enter the time range the bill code begins and ends.

5. To save your changes to the Bill Codes tab and close the organization record, click **Save and Close**.

- **Copying bill codes from another record**
  1. From an open organization record, select the Bill Codes tab.
  2. Click **Copy from**. The Open screen appears.
  3. Find and select the student, individual, or organization to copy bill codes from. You return to the Bill Codes tab and the copied bill codes appear in the grid.
  4. To save your changes to the Bill Codes tab and close the organization record, click **Save and Close**.
Defining Default Schedules

On the Default Schedules tab, you can define an alternate schedule to use for scheduled billing items (financial aid, automatic items, TRP, and advance deposits) assigned to an organization. The default schedule applies only to billing items with the Do not allow schedule to be overridden option unmarked on the billing item record.

- Creating a new schedule based on a saved schedule

  You can quickly define a new schedule based on a saved schedule.

  1. From an open organization record, select the Default Schedules tab.

  2. Click New Default Schedule. The Add Default Schedule screen appears.

  3. In the Start date and End date fields, enter a beginning and ending date for the schedule.

  4. In the Description field, enter a description for the schedule.

  5. Click Create Schedule and select Load Schedule. The Select a Default Schedule screen appears.
6. Select the schedule to load and click Select. You return to the Add Default Schedule screen and the dates and percentages from the default schedule appear in the grid.

7. Click OK to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

➢ Manually creating a default schedule

1. From an open organization record, select the Default Schedules tab.
2. Click **New Default Schedule**. The Add Default Schedule screen appears.

3. In the **Start date** and **End date** fields, enter a beginning and ending date to determine when the schedule is valid.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates** field, select the number of payment dates.

6. In the grid, enter the payment dates in the **Date** column.

7. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

8. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.
Creating a default schedule using the Create Schedule For Distributions screen

This method is helpful when creating more complex schedules.

1. From an open organization record, select the Default Schedules tab.

2. Click **New Default Schedule**. The Add Default Schedule screen appears.

3. In the **Start date** and **End date** fields, enter a beginning and ending date for the schedule.

4. In the **Description** field, enter a description for the schedule.

5. In the **Number of dates** field, select the number of payment dates.

6. Click **Create Schedule** and select **Create Schedule**. The Create Schedule For Distributions screen appears.
   - If you select “Annually”, in the **On** field, select the date to make the payment.
   - If you select “Monthly”, mark **Every [ ] month(s) on day [ ]** or **Every [ ] month(s) on the [ ]**.
     
     If you mark **Every [ ] month(s) on day [ ]**, select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.
     
     If you mark **Every [ ] month(s) on the [ ]**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.
   - If you select “Semi-monthly”, in the **Every [ ] month(s) on day [ ] and the [ ]** field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.
   - If you select “Weekly”, in the **Every [ ] week(s) on** field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.
   - If you select “Irregular”, enter the payment dates in the grid.

8. In the **Starting on** field, enter the date for the first payment of the schedule.

9. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click **Update**.

10. Click **OK**. You return to the Add Default Schedule screen and the defined payment dates appear in the **Date** column of the grid.
11. In the **Percent** column, enter the percentage of the total amount to be distributed for each payment date or click **Distribute Evenly** to automatically divide the amount equally over the schedule and place any remaining amount in the last payment date.

![Add Default Schedule](image)

12. Click **OK** to save and close the schedule. You return to the Default Schedules tab and the new schedule appears in the grid.

### Adding Payers and Billing Item Exceptions

In **Student Billing**, any student, individual, or organization can pay another record’s charges. On the Payers tab, you establish default payers who are responsible for paying the organization’s charges. You can add payers, open their records, or view payer information such as their relationship to the organization, record ID, and the amount of the charges they are responsible for paying.

You can also add and view billing item exceptions. A billing item exception is a billing item that is charged to different records or in different distributions than the defaults for that billing item.
Adding a new payer

1. From an open organization record, select the Payers tab.

2. Click Add Payer. The Open screen for records appears.

3. After you find the record you want to add as a new payer, click Open. The record’s information appears in the payer grid.

4. In the Payer Name column of the payer grid, you can select a related record or use the binoculars to locate another payer.

5. The Relationship and ID columns are for informational purposes only and display information from the payer record.

6. In the Responsible for Paying column, enter the percentage of the charge for which this payer is responsible.

7. To open the payer’s record, click Open Payer’s Record.

8. To delete the payer from the organization record and remove payment responsible, click Remove Payer.

9. The Remaining display shows the undistributed percentage of the billing item remaining.

10. To save the organization record and return to the Organizations page, click Save and Close.
Adding a new billing item exception

1. From an open organization record, select the Payers tab.

2. To add a new exception, in the Exceptions grid, click Add Billing Item Exception. The Open screen for billing items appears.

3. After you find the billing item you want to add as an exception, click Open. The billing item information appears in the Exceptions grid.

4. To add a payer to the billing item exception, in the Payer Name column, select a payer. Information for the selected payer appears in the Relationship, ID, and Responsible for Paying columns. These columns are for informational purposes only and cannot be edited.

5. To save the organization record and return to the Organizations page, click Save and Close.
Managing Organization Statements

With **Student Billing** statements, you can send billing statements or statement copies to other records or payers. You can also add notes and comments to statements. In the **Show** field, you set preferences for how information appears in the grid on the Statements tab, including the fields and columns available.

It is important to understand how the options in the **Show** field work. If you select the second or fourth option (“whose statements are sent to” or “whose statements are sent as copies to”) on a record, you will view the exact opposite of that information on the recipient’s record. For example, on an organization’s record, you specify that the organization receives a statement or statement copy for a student by selecting the second or fourth option in **Show** field. When you open the student’s record, on the Statements tab, the **Show** field is set automatically to the first or third option (“who receives statements for” or “who receives copies of statements for”) to show that the organization receives a statement or statement copy for the student.

Table of Entries for the **Show** Field:

<table>
<thead>
<tr>
<th>To view or edit...</th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All recipients who receive <strong>statements</strong> for the organization</td>
<td>who receives statements for</td>
</tr>
<tr>
<td>All recipients whose <strong>statements</strong> are sent to the organization</td>
<td>whose statements are sent to</td>
</tr>
<tr>
<td>All recipients who receive <strong>copies</strong> of the organization’s billing statement</td>
<td>who receives copies of statements for</td>
</tr>
<tr>
<td>All recipients whose statement <strong>copies</strong> are sent to the organization</td>
<td>whose statements are sent as copies to</td>
</tr>
</tbody>
</table>

Sending Statements and Copies

On the Statements tab, you can specify related students, individuals, or organizations that should receive billing statements or copies of billing statements for the organization’s charges.

The program uses information from the payment distribution on the Student Billing Detail tab to determine which unapplied transactions and their amounts to include on the statement. For more information about payment applications and distributions, see “Payment and Credit Applications” on page 1 the Payment Applications chapter of the **Configuration Guide for Student Billing**.

How Do I Know What to Select?

When setting up statements, you must select which records will receive a statement versus a statement copy and what type of activity to include on the statement for each record.

**Statements Versus Copies**

When deciding who needs to receive an actual statement versus who receives a copy of a statement, you must first determine what information you want the recipient to receive.
• A statement displays activity the recipient is responsible for. For example, a student receives a statement of his charges.

• A statement copy is a statement of someone else’s activity. For example, a student’s parents receive a copy of the student’s current charges.

**When is a Copy a Better Choice?**

Sometimes sending a statement copy is more appropriate. For example:

• A record needs to see the account balance of someone else’s statement:

  For example, a student’s parents need the grandparents’ account balance. In this case, the parents would receive a copy of the grandparents’ statement rather than including the grandparents’ transactions on their statement. Otherwise, some of the parents’ unapplied credits and payments might be applied to charges the grandparents have not paid yet.

• When formatting an addressee/salutation is an issue:

  For example, you may prefer for the statement to say “To the parents of <Student name>”. In this situation, you can “send” the statement to the student, have the parents receive a copy of the statement, and filter to send only statement copies. Be aware that the parents’ unapplied credits and unapplied payments will not be included on the statement.

**Sending Statements to Other Records**

On the Statements tab, you can specify other students, individuals, or organizations that should also be billed for charges incurred by the organization. For example, an adult literacy program, subsidized by the Department of Education, rents one of your school’s classrooms in the evenings. Using the Statements tab, you can specify that statements are sent to both the Department of Education and the literacy organization.

➢ **Sending an organization’s statement to another record**

  1. From an open organization record, select the Statements tab.
  2. In the Show field, select “who receives statements for”.

---

![Image of a statement management interface](image-url)
3. In the Send statements to column of the grid, select the student, individual, or organization you want to receive the statements. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

4. To send the recipient a separate statement, mark Print Separate Statement. If this box is not marked, the organization’s balance due is added to the recipient’s next billing statement.

5. If a contract exists between the organization and the recipient, in the Contract ID column, enter a contract identification number.

6. In the Activity to Show column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
</tr>
</thead>
</table>
| All charges            | • Any charges owned by the organization and assigned to anyone.  
                        |  
                        | • Any payments and credits applied to these charges included.  
                        |  
                        | • Any unapplied payments and credits owned by the organization and assigned to anyone.  |
| Only charges assigned directly to <organization> | • Charges assigned directly to the organization.  
                        |  
                        | • Any payments and credits applied to these charges included that are owned or assigned to the record.  
                        |  
                        | • Any unapplied payments and credits owned by the organization.  |
| Only charges assigned directly to <recipient> | • Any charges owned or assigned to the recipient.  
                        |  
                        | • Any payments and credits applied to these charges that are assigned to the recipient.  
                        |  
                        | • Any unapplied payments and credits owned by the recipient.  |
| Only charges assigned directly to <organization> and <recipient> | • Charges assigned directly to the organization.  
                        |  
                        | • Any payments and credits applied to these charges included that are owned or assigned to the organization.  
                        |  
                        | • Any unapplied payments and credits owned by the organization.  
                        |  
                        | • Any charges owned or assigned to the recipient.  
                        |  
                        | • Any payments and credits applied to these charges that are assigned to the recipient.  
                        |  
                        | • Any unapplied payments and credits owned by the recipient.  |

7. In the Notes regarding statements sent to <recipient> field, you can enter specific information about the recipient receiving the statement.

8. To save your statement changes and close the organization record, click Save and Close.
Sending Copies to Other Records

On the Statements tab, you can specify other students, individuals, or organizations that should receive copies of an organization’s statements. For example, an adult literacy program, subsidized by the Department of Education, rents one of your school’s classrooms in the evenings. Using the Statements tab, you can specify that a copy of the literacy organization’s statement is sent to the Department of Education so the Department can ensure the organization is paying its portion of the bill.

- Sending a copy of a recipient’s statement to another record
  1. From an open organization record, select the Statements tab.
  2. In the Show field, select “who receives copies of statements for”.
  3. In the grid, in the When sending statements to column, select the recipient whose copy you want to send to another record.
  4. In the Send a Copy to column, select the student, individual, or organization you want to receive statement copies. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.
  5. To include the balance due on the statement copy, mark Show Amount Due.
  6. In the Notes regarding statement copies sent to <recipient> field, you can enter specific information about the recipient receiving the copies.
  7. In the Comment on statement copies sent to <recipient> field, you can enter a comment to appear on the statement copy.
  8. To save your statement changes and close the organization record, click Save and Close.
Receiving Statements and Copies

On the Statements tab, you can specify that the organization receive statements or copies of statements for charges incurred by other students, individuals, or organizations.

Receiving Statements From Other Records

On the Statements tab, you can specify whether the organization should receive statements for charges incurred by other students, individuals, or organizations. For example, a church provides tuition assistance for a student at your school. On the Statements tab, you can specify that the student’s statements are sent to the church.

Receiving statements from other records

1. From an open organization record, select the Statements tab.

2. In the Receive Statements for column of the grid, select the student, individual, or organization whose statements you want the organization to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

3. To send the organization a separate statement, mark Print Separate Statement. If this box is not marked, the recipient’s balance due is added to the organization’s next billing statement.

4. If a contract exists between the organization and the recipient, in the Contract ID column, enter a contract identification number.

5. In the Activity to Show column, select one of these options:

<table>
<thead>
<tr>
<th>Selecting this option:</th>
<th>Includes this information on the statement:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You can also click Add Statement to access the Open screen to find a recipient.

To view a statement recipient’s record, in the grid select a recipient and click Open Recipient’s Record.
To remove a statement recipient from the list, select the recipient and click Remove Statement.

6. In the Notes regarding statement received from <recipient> field, you can enter descriptive information about the statement.

7. To save your statement changes and close the organization record, click Save and Close.

Receiving Statement Copies From Other Records

On the Statements tab, you can specify whether the organization should receive copies of statements for charges incurred by other students, individuals, or organizations. For example, a church provides tuition assistance for a student at your school. On the Statements tab, you can specify that a copy of the student’s statement is sent to the church so the church can ensure the student is paying his portion of the bills.

Receiving copies of statements from other records

1. From an open organization record, select the Statements tab.
2. In the **Show** field, select “whose statements are sent as copies to”.

3. In the **Receive Copies of Statements Sent to** column of the grid, select the student, individual, or organization whose statement copies you want the organization to receive. You can also enter the name directly into the field or click the binoculars to access the Open screen to locate a recipient.

4. In the **Activity on the Original Statement is for** field, select the student, individual, or organization that incurred the initial charges.

5. To include the balance due on the statement copy, mark **Show Amount Due**.

6. In the **Notes regarding statement received for <recipient>** field, you can enter descriptive information about the statement.

7. In the **Comment on statement copies received for <recipient>** field, you can enter a comment to appear on the statement copy.

8. To save your statement changes and close the organization record, click **Save and Close**.

### Defining EFT Bank Information

From the EFT Banks tab, you can establish the banking information necessary for organizations to make electronic funds transfers for payments. When you add a new bank you can define the account type, account number, discretionary code, and contact address information.

The EFT Banks tab appears only if you have the optional module *EFT*. 

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*You can also click **Add Copy** to access the Open screen to find a recipient.*

*To view a statement recipient’s record, in the grid select a statement recipient and click **Open Recipient’s Record.**

*To remove a statement recipient from the list, select the recipient and click **Remove Copy.**
Setting up bank and account information for a payer

1. From an open organization record, select the EFT Banks tab.


3. In the EFT Status field, select “EFT”, “Pre-note”, or “Inactive”.
4. In the Bank name field, enter the name of the bank.
5. In the Account type field, select “Checking” or “Savings”.
6. In the Account holder field, enter the bank account owner’s name. For example, if the organization’s payments are drawn from an individual’s account, enter the individual’s name.
7. Mark International ACH transaction if this transaction is going to, or coming from, an international account. For international transactions, you will need the bank to provide you with the routing number type, GO routing number, and the ISO country code.
8. In the Routing number type field, select the code that identifies the destination bank. This field is required for all international transactions.

You must have the appropriate security rights to view, add, delete, edit, or output bank account numbers. If you do not have rights, these numbers are masked. For more information, see the Security chapter of the Administration Guide for The Financial Edge.
9. In the **Routing number** field, enter the routing number provided by the bank.

10. In the **Account number** field, enter the account number assigned by the bank.

11. In the **GO routing number** field, enter the nine-digit routing number of the domestic financial institution that will accept the international transaction. This field is required for all international transactions. Ask your bank for the routing number to use for the GO routing number. GO refers to the US Gateway Operator.

12. In the **ISO country code** field, enter two-character country code to identify the destination, or origination, of the transaction. This field is required for all international transactions.

13. In the **Discretionary code** field, enter the discretionary code provided by the bank.

14. To add bank address information, click **Address**. For more information about entering address information, see the **Banks Guide**.

15. To add bank contact information, click **Contact**. For more information about entering contact information, see the **Banks Guide**.

16. In the **Contact position** field, enter the contact’s position.

17. In the **Contact info** grid, select a contact type in the **Contact Type** column and enter the contact number in the **Contact Number** column.

18. Enter any additional notes or more detailed information in the **Notes** box.

19. Click **Save and Close** to return to the EFT Banks tab.

### Adding Automatic Payments

On the Automatic Payments tab, you can define automatic payment plans for the organization. You can define a fixed plan in which the organization pays fixed amounts according to a schedule or a variable plan in which the organization pays the entire balance due when the statement is generated. If you have the optional module **Electronic Funds Transfer**, you can draft automatic payments from a specified bank account. For more information about defining EFT bank information, see “Defining EFT Bank Information” on page 261.

You can generate fixed amount payments using the **Generate Payments** button on the automatic payment record and using the **Generate Fixed Amount Automatic Payments** link on the Payments page of **Records** and on the Administration page. For more information about generating fixed amount payments, see “Generating Fixed Amount Automatic Payments” on page 454.

Variable payments generate when you run statements. For more information about running statements, see the **Mail Guide”Statements” on page 44.
Creating automatic payment plans

1. From an open organization record, select the Automatic Payments tab.


3. In the Description field, enter a description for the payment plan.

4. In the Status field, select “Active”. You can later change the status to “Inactive” if you are no longer using the payment plan. Inactive records do not appear in reports or queries.

5. In the Plan type field, select “Fixed” or “Variable”.
   - Select “Fixed” to pay fixed amounts according to a schedule.
   - Select “Variable” to pay the entire balance due when the statement is generated.

6. If you selected “Fixed” in the Plan type field, in the Dates field you can select “Payment can be created on any date” or “Payment can only be created from”. If you select “Payment can only be created from”, enter dates in the Start date and End date fields.
If you selected “Variable” in the **Plan type** field, the **Dates** field is set to “Payment can be created on any date” automatically and cannot be changed.

7. If you selected “Fixed” in the **Plan type** field, in the **Default amount** field, enter the amount for the payments. If you later change this amount, the amount in the payment schedule grid updates for all scheduled payments.

    If you selected “Variable” in the **Plan type** field, the **Default amount** field is disabled.

8. Mark **Allow EFT transactions to be created for this bank** to include payment transactions created from this payment plan in the EFT file creation process. Select the bank to draft payments from.

9. If you selected “Fixed” in the **Plan type** field, on the Payment Schedule tab, select “Unlimited” or “Fixed” in the **Number of payments** field. If you select “Fixed”, select the number of payments in the field to the right. Scheduled payments appear in the grid.

    If you selected “Variable” in the **Plan type** field, all options on the Payment Schedule tab are disabled.

10. Click **Schedule**. The Payment Schedule Frequency screen appears.


    • If you select “Annually”, in the **On** field, select the date to make the payment.

    • If you select “Monthly”, mark **Every [ ] month(s) on day [ ]** or **Every [ ] month(s) on the [ ]**.

    If you mark **Every [ ] month(s) on day [ ]**, select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.

    If you mark **Every [ ] month(s) on the [ ]**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.
• If you select “Semi-monthly”, in the **Every [ ] month(s) on day [ ] and the [ ]** field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

• If you select “Weekly”, in the **Every [ ] week(s) on** field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

12. In the **Starting on** field, enter the date for the first payment of the schedule.

13. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click **Update**.

14. Click **OK**. You return to the Payment Schedule tab and any changes or additions you made to the scheduled payment dates appear in the grid.

15. Select the **Student Billing Detail tab**.

16. On this tab you can view and add payee information. To add a payee, click **Add Payee**. The Open screen for records appears.

17. After you find the record you want to add as a new payee, click **Open**. The record’s information appears in the payee grid.

18. In the **Apply this amount** column, enter the percentage or dollar amount for which the organization is responsible for this payee.
19. Select the GL Distribution tab.

![Automatic Payment Plan for Mary Jane Manknows](image)

20. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”. You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.

21. In the **CR Account Number** column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.

22. Enter the percentage of the distribution in the **Percent** column. To distribute percents equally among the selected accounts, click **Distribute Evenly**.

23. If you have the optional module **Projects and Grants**, you can enter additional project information in the **Project ID**, **Class**, and transaction code columns.

---

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, **Payroll**, or **Student Billing** because **Cash Management** settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.
24. Select the Attributes/Notes tab. For more information about adding attributes and notes, see the Program Basics Guide.

![Automatic Payment Plan for Mrp Jane Albenomy](image)

25. Click OK to save and close the payment plan and return to the Automatic Payments tab. The new payment plan appears in the grid.

Adding Actions

The Actions tab records any task to be completed for an organization, for example, a phone call to a parent or a meeting with another organization. If you have the security rights, you can add, edit, and delete actions from this tab.

You can assign an action to another person or yourself, and the program sends a reminder when the action is due. For example, if the billing manager needs to call to remind parents about an overdue payment, you can assign the phone call as an action. When the phone call is due, the program reminds the manager by adding an action reminder to the Home page.

- **Adding an action**
  1. From an open organization record, select the Actions tab.

![New Action screen](image)

3. The **Name** field displays the name of the organization whose record you have open.

4. In the **Action type** field, select the type of action to be taken, for example, “Phone call” or “Meeting”.

5. In the **Action date** and **Time** fields, enter the date and time the action is to be taken.

6. In the **Status** field, select the status of the action, for example, “Pending”. Action statuses are defined on the Tables tab of **Configuration**.

7. In the **Priority** field, select “Low”, “Normal”, or “High”.

8. In the **Assigned to** field, select the person assigned to complete the action. The action appears on the record of the person selected in the **Assigned to** field.

9. To send the person assigned to the action a reminder, mark **Auto-Remind**. When you mark **Auto-Remind**, the other options in the frame become active.

10. In the **Send reminder to** field, select the person to be reminded.

11. In the **Set reminder for [ ] beforehand** field, specify how many days, weeks, or months before the action date you want to send the reminder.

12. When the action is complete, you can mark **Completed on**. The program automatically enters the current date.
13. In the **Description** field, add notes to describe the action.

![New Action for Jennifer Lynn Andrews](image)

14. To add attributes to the action, select the Attributes tab. For more information about adding attributes, see the *Program Basics Guide*.

15. To save the action and return to the Actions tab, click **Save and Close**. The new action appears in the grid.

### Managing Attributes, Notes, and Media

You can further define an organization record by adding information to the Attributes, Notes, and Media tabs. On the Attributes tab, you can add characteristics to the organization record and group information based on a common theme, which is useful for reporting. On the Notes tab, you can record special information about organizations you may need later. On the Media tab, you can store various media objects, including images, documents, and video or sound files. For example, you can store a scanned driver’s license.

### Adding Attributes

The Attributes tab stores additional information about an organization. You can use attributes to define specialized information for records, such as information you want to record, but for which no field is available. You can filter attributes to use in other areas of *Student Billing*, such as *Query* and *Reports*.

You can define attributes using a variety of data types created in *Configuration*. If you make an organization attribute required, a message appears reminding you to add it when creating an organization record. For more information about defining attributes, see the *Configuration Guide for Student Billing*.
Adding an attribute

1. From an open organization record, select the Attributes tab.

2. In the Attribute Type column, select an attribute type.

3. In the Description column, select or enter a description of the attribute.

4. If you selected a table type attribute that uses short descriptions, in the Short Description column, select the attribute description. The Description column completes automatically.

5. In the Date column, enter a date to record when you add the attribute.

6. If this attribute type is required on an organization record, the program automatically marks the checkbox in the Required column. You cannot edit this from the Attributes tab.

7. In the Comments column, enter any additional comments or more detailed information about the attribute. You can enter free-form text in this column.

8. To save the attribute, click the Save button on the toolbar.

Adding Notes

The Notes tab makes it easy to record and maintain information about an organization. For example, you can add a note to record special information about a person or organization, notes from a conversation or phone call, or contact information you may need later.

For each note, you enter a date, description, title, and author. You can designate note types, such as “Confidential” or “Personal”, and use those designations to run queries, reports, and establish type-based security.

You can set up securities so only certain users can view particular notepad types. This is especially useful when the information is of a sensitive nature and you want to ensure that only you can access the information. For more information about security, see the Security chapter of the Administration Guide for The Financial Edge.
Adding a note

1. From an open organization record, select the Notes tab.

2. Click New Note on the action bar. The New Note screen appears.

3. The Date field displays today’s date. You can use this date or enter a different one.

4. In the Title field, you can enter a title for the note.

5. In the Type field, select a notepad type.

6. In the Author field, select your user name.

7. In the Description field, enter a description for the note.

8. In the text box, enter notes to associate with the organization record.

9. To save the note and return to the Notes tab, click Save and Close. The new note appears in the grid.
Adding Media

On the Media tab, you can add media objects to an organization record. Media can include photographs, scanned newspaper articles and publications, recommendations, video files, and audio files.

To reduce the size of your database, you can create a link to the media file. Be aware that if the original file is moved or deleted, the link will not work. The linked file must be in a location on your network where other users can access it.

- Adding a new media object

1. From an open organization record, select the Media tab.
2. On the action bar, click New Media. The Insert Object screen appears.
3. To create a media file, mark Create New.
4. In the Object Type box, select a media object. The object types that appear depend on the programs you have installed.
5. To display the media object as an icon, mark Display As Icon.
6. Click OK. Depending on the type of media you are creating, either the New Media screen appears, or the program that created the file type opens.
   - If the program for creating the media file type opens, create the media file. After you save and close the file, the New Media screen appears.
   - For other file types, you create and add the media from the window at the bottom of the New Media screen.
7. On the New Media for <Record> screen, in the Date field, enter the date you add the media object.

8. In the Type field, select a media type.

9. In the Description and Title fields, enter a description and name for the media object.

10. In the Author field, select your user name.

11. To save the media object and return to the Media tab, click Save and Close. The new information appears in the grid.

Adding an existing media object

1. From an open organization record, select the Media tab.

2. Click New Media. The Insert Object screen appears.

3. To add a media object using a previously-created file, mark Create from File.

4. Click Browse to search for the file. Once you locate and select the file, click Open. You return to the Insert Object screen, which now displays the file path.

5. You can mark Link so that any change you make to the source file is automatically reflected on the Media tab. If you do not mark Link, the object is embedded.

6. Click OK. The New Media screen appears displaying the selected media object.

7. In the Date field, enter the date you add the media object.
8. In the **Type** field, select a media type.
9. In the **Description** and **Title** fields, enter a description and name for the media object.
10. In the **Author** field, select your user name.
11. To save the media object and return to the Media tab, click **Save and Close**. The media information appears in the grid.

**Viewing History of Changes**

The History tab displays an historic record of key changes made to the organization record. If the organization name, ID, primary address, status, credit limit, credit rating, or organization record type have changed, the change appears on the History tab. The information provides an audit trail and is for informational purposes only. You cannot add or edit data on the History tab.

**Managing Billing Groups**

Click **Manage Billing Groups** to quickly add or update student, individual, or organization records. You can also use this feature to create links and relationships among associated records. For example, you can add records for an entire family at one time. You can link these records and copy address and billing information from one record to all the others.
Adding an organization record using Manage Billing Groups


2. Click the down arrow next to Add New Student and select Add New Organization. “New Organization” appears in the Records box on the left and you can enter biographical information in the fields that appear on the right. For more information about entering organization biographical information, see “Adding Organization Records” on page 225.
3. Click **Next** or select the Defaults tab.

4. Click **Billing Defaults** to add billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 228.

5. Click **Relationships** to add relationships. For more information about relationships, see “Adding Relationships” on page 236.
6. Select the Addresses tab. On this tab, you can add address and contact information for the organization. For more information about addresses, see “Managing Addresses” on page 229.

7. When you finish making changes, you can:
   • Click Finish and New to save and close the organization record and open a new billing group automatically.
   • Click Finish and Close to save and close the organization record and return to the Organizations page.

Updating an existing organization record using Manage Billing Groups

You can add or update a single record using Manage Billing Groups.

2. In the **Record Name** field, enter the organization name or click the binoculars to locate the organization record to update.

3. Click the down arrow next to **Load all associated records** and select “Load only selected record”. Biographical information for the organization appears.

4. You can add or make changes to biographical information.

5. Click **Next** or select the **Defaults** tab.

6. Click **Billing Defaults** to view or edit billing defaults. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 228.

---

**When you add or update a record using Manage Billing Groups, changes are not saved until you click Finish and New or Finish and Close.**
When you click **Finish and New** or **Finish and Close**, a completion screen appears listing the number of new records created and the number updated.

7. Click **Relationships** to view or edit relationships. For more information about relationships, see “Adding Relationships” on page 236.

8. Select the Addresses tab. On this tab, you can view, edit, or add new addresses for the organization. For more information about addresses, see “Managing Addresses” on page 229.

9. When you finish making changes, you can:
   - Click **Finish and New** to save and close the organization record and open a new billing group automatically.
   - Click **Finish and Close** to save and close the organization record and return to the Organizations page.
Viewing an organization’s billing group


![Manage Billing Groups screen](image)

2. In the **Record Name** field, enter the organization name or click the binoculars to locate the organization record.

3. To view an organization’s associated records, click the down arrow next to **Load all associated records** and select one of these options:
   - **Load all associated records** — Loads any record that is a relation, payer, or statement recipient for the selected organization.
   - **Load all related records** — Loads all records who are relations for the selected organization.
   - **Load all payers** — Loads all records who are payers for the selected organization.
• **Load all statement recipients** — Loads all records who are statement recipients for the selected organization.

4. The organization and any associated records that meet the selected criteria list in the **Records** box on the left. When you select a record in the list, depending on which tab you have displayed, biographical information, defaults, or addresses for that record appear on the right. You can edit information on the Records, Defaults, or Addresses tabs for each record. For more information, see “ Updating an existing organization record using Manage Billing Groups” on page 278.

5. When finished viewing:
   - Click **Finish and New** to save and close the organization record and open a new billing group automatically.
   - Click **Finish and Close** to save and close the organization record and return to the Organizations page.
Adding records to an organization’s billing group

Jennifer and Michelle Lowry are sisters who attend your school. Helping Hands, a local non-profit organization, has promised to provide them with tuition assistance next year. Using Manage Billing Groups, you add a new organization record for Helping Hands and specify the organization as a benefit provider for Jennifer and Michelle.


2. To create a new organization record for Helping Hands, click the down arrow next to Add New Student and select “Add New Organization”.

Click Duplicate Record Search to verify that a record does not already exist before creating a new record.
3. On the Records tab, enter biographical information for Helping Hands. For more information about biographical information, see “Adding Organization Records” on page 225.

4. Select the Defaults tab.

5. Click Billing Defaults to add billing defaults for Helping Hands. For more information about billing defaults, see “Adding billing information and billing defaults on the Bio 2 tab” on page 228.

6. Click Relationships.

7. In the Name column, browse to “Jennifer Lowry”.

8. In the Relationship column, select “Benefit Recipient” and in the Reciprocal Relationship column, select “Benefit Provider”.

9. In the next row of the grid, in the Name column, browse to “Michelle Lowry”.

If you limit users’ security rights to add records, we recommend that you also limit the rights to Manage Billing Groups. A user with rights to Manage Billing Groups can add any type of record.
10. In the **Relationship** column, select “Benefit Recipient” and in the **Reciprocal Relationship** column, select “Benefit Provider”. For more information about relationships, see “Adding Relationships” on page 162.

![](manage_billing_groups.png)

11. Select the Addresses tab. On this tab, you can add address and contact information for Helping Hands. For more information about addresses, see “Managing Addresses” on page 229.

![](manage_billing_addresses.png)

12. To save the records and exit:
   - Click **Finish and New** to save and close the records and open a new billing group automatically.
   - Click **Finish and Close** to save and close the records and return to the Students page.

When you add or update a record using **Manage Billing Groups**, changes are not saved until you click **Finish and New** or **Finish and Close**.

When you click **Finish and New** or **Finish and Close**, a completion screen appears listing the number of new records created and the number updated.
Generating Transactions

You can automatically create billing schedules and generate scheduled charges and credits for an organization for a specified time period. You can generate automatically using a predefined set of parameters or define new parameters for transactions.

Generating transactions for an organization

1. From the menu bar of an open organization record, select Organization, Generate Transactions. The Select a Generate Transactions Automatically Wizard screen appears.

2. On this screen, you use a saved parameter set or define new parameters for transactions.

   To generate transactions using saved parameters, select a parameter set in the grid and click Select. A screen appears asking if you are sure you want to generate. Click Yes. A processing screen appears while the transactions generate and then a control report opens.
To create a new parameter set for transactions, click **Add New**. The Generate Transactions Automatically screen appears.

3. In the **Generate** field, select how to generate transactions.
   - To both create billing schedules and generate charges and credits, select “Automatic Billing Schedules and Scheduled Charges/Credits”. This includes advance deposits and financial aid. This will not generate TRP schedules, but will generate TRP charges from existing schedules.
   - To create only billing schedules, select “Automatic Billing Schedules Only”. This will not generate TRP schedules.
   - To generate charges/credits for existing schedules only, select “Scheduled Charges/Credits Only”. This includes advance deposits, financial aid, and TRP.
   - To create TRP billing schedules and charges, select “TRP Schedules and Charges”. This calculates TRP charges based on billing schedules that would be created using bill codes. To not include billing schedules that are not created yet, select “None” in the **Bill Codes** row on the Filters tab.
   - To generate student invoice line items, credits, and adjustments based on settings from the determination table, data from student and course records, and entries in reversal schedules, select “Determination Table and Reversal Schedule Transactions”.

4. If you are generating charges and credits, in the **For this range** field, select the date range to use.

5. If you are creating billing schedules, in the **Billing schedule transaction date** field, enter the date to determine which bill codes are used to create schedules and the transaction date for created schedules.
6. If you are creating billing schedules, in the **For automatic items without a bill code, generate billing schedules for** field, select “No Records” or “All Records”.

7. If you selected “TRP Schedules and Charges” in the **Generate** field, select the date range to use in the **Base TRP charges on this range** field.

8. In the **Add this comment to each transaction** field, you can enter a comment to add to each generated transaction.

9. To generate grade-based fees based on the student’s next grade using the promotion schedule, mark **For grade-based billing, use student’s next grade**.

   If you also have *Registrar’s Office*, instead of this checkbox you have the **For grade-based billing, use student’s grade as of** field, where you can enter a date as of which to generate the fees. The program refers to the student’s progression entry as of that date to determine the student’s grade.

10. If you selected “Determination Table and Reversal Schedule Transactions” in the **Generate** field:

    a. Select an academic year and session in the **Academic year** and **Session** fields.

    b. You can mark **Recalculate all included records** to recalculate existing invoice line items, credits, and adjustments. For example, you deleted credits for students and need to recalculate the credits the students should receive for withdrawing or dropping out of a class.

    c. In the **Transaction date** field, select the transaction date to record on the invoices, credits, and adjustments generated.

    d. If invoices do not number automatically (a setting in **Student Billing** business rules), enter an invoice number in the **Number invoices sequentially starting with [ ]** field.

11. To include payers whose records are on hold, mark **Include payers on credit hold**.

    If “Never” is selected for **Allow new charges when account is On Hold** in student, individual, or organization business rules, this checkbox does not apply to that record type. For more information about business rules, see the *Configuration Guide for Student Billing*.

12. To create a query of records not included in the processing, mark **Create an exception query**.

13. To print a control report, mark **Print control report on** and select a printer to print a control report on.
14. Select the Filters tab.

15. You can filter the records included in the processing. For more information about filtering criteria, see the Program Basics Guide.

16. Select the Transaction Defaults tab.

17. In the Due date field, select how to determine the due date for the charges generated.

- If you select “Based on transaction date”, you can select to use a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.

Using a specific due date is useful if you generate transactions once a month, all with the same due date.
18. In the **Post date** field, select how to determine the post date to use.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

19. In the **Post Status** field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

20. To review the transactions that will be generated before actually generating them, click **Pre-Generation Report**.

21. When you are ready to generate the transactions, click **Generate Now**.

22. After the transactions generate, a control report appears with more detail about the processing.

23. Click **X** to close the report and return to the organization record.
Charges

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A charge is a transaction that increases the amount owed by a student or parent.

Charges are transactions that increase the amount owed by a student or parent. On the Charges page of Student Billing, you can track the amounts a student or parent owes, reasons for the associated charges, and payments and credits applied to the student’s account.

To quickly open or add charge records, you can add links on the Favorites menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the Program Basics Guide.

Charges are entered, edited, and deleted from the Charges page of Records.

Accessing Charge Records

Because records are such an important part of Student Billing, we have placed all record types on the Records page so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including charge records. To access charges, click Records on the navigation bar, then click Charges. The Charges page appears.

Consider the Charges page the starting point for charge records. From this page, you can add a new charge or open existing charge records.

To edit charge options, click Edit options for Charges.

To save time when searching for a specific charge record, use Search for a Charge by Charge ID.

To save time when searching for a specific charge record, you can use the Search for a Charge by Charge ID field. The Charges page also lists recently accessed charge records.
Finding and Opening Charge Records

When you click **Open a Charge** on the Charges page, the Open screen for charges appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the charge you want to open. The search process is not case-sensitive, so to locate a charge by the record name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File**, **Open**, or on the Charges page, click **Open a Charge**.

**Opening a charge record from the Charges page**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Charges**. The Charges page appears.
3. Click **Open a Charge**. The Open screen for charges appears.
4. In the **Find Charges that meet these criteria** frame, enter criteria you are using to search for the charge.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all charges meeting your criteria.
6. In the grid, select the charge to open.

7. Click Open. The charge record appears.

8. To save the charge record and return to the Charges page, click Save and Close.
Adding Charge Records

On the charge Transactions tab, you enter basic information about the charge, such as associated product or billing item, student data, and transaction and posting dates. You can add charges from the Charges page of Records, the Open screen for charges, or by selecting File, New from a charge record. You can also add charges on the Activity tab of a student, individual, or organization record.

If you enter common values repeatedly for multiple charge records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select Transaction, Load Defaults from to select an existing default set or create a new default set for the record type. To manage default sets for all record types in the program, select Tools, Organize/Create Defaults. For more information about default sets, see the Program Basics Guide.

We recommend that, in Configuration, you specify duplicate search criteria and set the business rule to check for duplicate charges automatically. For more information about business rules, see the Configuration Guide for Student Billing. To search for a duplicate record from an existing record, from the menu bar, select Transaction, Duplicate Search.

- **Adding a charge record**
  2. Click Charges. The Charges page appears.
If you enter common values repeatedly for multiple charges, you can create a default set with these values to save time during data entry. On the menu bar, select Transaction, Load Defaults from.

3. Click **Add a New Charge**. The New Charge screen appears.

4. In the **Charge for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

5. In the **Transaction date** field, enter the effective date of the charge. If the date you enter falls within a billing cycle, the billing cycle and session appear next to the field.

On the Options screen, you can hide the **Record Name**, **Record ID**, or SSN/CFDA # columns to prevent data entry. You can also designate the default tab that appears when you add or open a charge record. To access options, from the menu bar, select **Tools**, **Options**. For more information about charge options, see the *Program Basics Guide*.

6. In the **Due date** field, enter the date payment is due.

7. In the **Post status/date** field, select the current post status of the charge. If you select “Not yet posted”, enter a post date.

8. In the **Category** field, select a charge item category.
9. In the **Item/Description** field, enter a product or use the binoculars to locate a product. When you enter a product, the description appears automatically.

10. If you select a flat rate, finance charge, or sales tax item in the **Item** field, in the **Amount** field, enter an amount. After you enter an amount, skip to step 17.

11. If you selected a product or per usage item in the **Category** field, in the **Unit of Measure** column of the Quantity/price grid, select the units of measure for the item.

12. In the **Quantity** column, enter the number of items.

13. In the **Unit Price** field, enter the price of the item per unit of measure.

14. The **Extended Amount** column is for informational purposes and displays the multiple of the **Quantity** and **Unit Price** columns.

15. If you marked **Product is subject to sales tax** on the product record, and **Subject to sales tax** on the student record, click **Edit Sales Tax** to view or edit the sales tax item. You must mark both rules to apply sales tax to charges or credits for a student.

16. In the **Comment** field, enter additional information about the charge.

17. In the **Print Status** field, select “Not Yet Printed”, “Printed”, “Do Not Print”, or “Reprint” as the print status of the charge.

18. If you do not want to print this transaction on printed charges, mark **Hide this transaction on printed statements**. The Supervisor can set a business rule in **Configuration** that prohibits using this checkbox.

19. To add this charge when calculating late fees, mark **Include transaction in finance charge calculations**.

20. Mark the **Include in 1098Ts as [ ]** checkbox to include this transaction in 1098T calculations.

21. Before you can save the charge record, you must enter a distribution on the GL Distribution tab. For more information about charge distributions, see “Adding Charge Distributions” on page 297.

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### Adding Charge Distributions

Charge distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in **Configuration**, you can quickly and easily assign activity to accounts. **Student Billing** automatically verifies that all distributions balance when you save the charge, so you are assured the distributions will post.

Because you cannot enter negative numbers into **Student Billing**, you must use miscellaneous entries or credits in lieu of negative cash amounts.

Every charge must have an associated credit account, either a default from the product record or an account you enter manually. When you define credit accounts, **Student Billing** automatically inserts default debit accounts, either from the Accounts Receivable Summary information on the Default Accounts page of **Configuration**, or from the Defaults tab of the student record. The Supervisor can establish security settings to hide the debit account columns.
Distributing a charge

1. On an open charge record, select the GL Distribution tab.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

3. If you entered a default credit account on the product record, it appears automatically in the CR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

   If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Accounts Payable Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

4. To enter distributions by amount, click $. To enter distributions by percent, click %.

5. Enter the amount of the distribution in the Amount column or the percentage in the Percent column. To distribute amounts or percents equally among the selected accounts, click Distribute Evenly.

6. If you defined a default accounts receivable account on the student record or a debit account on the product record, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.
7. If you defined valid interfund entries in Configuration, when you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

8. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

9. In the Class column, select a class for the distribution.

10. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

11. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click Distribution. For a debit account, select DR Distribution. For a credit account, select CR Distribution. The Transaction Distribution screen appears. You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click OK to return to the charge record GL Distribution tab.

12. To preview General Ledger debits and credits for the distribution, click DR/CR Entries.

13. To add attributes to the distribution, click Attributes. For more information about adding attributes to a charge record, see “Adding Charge Attributes and Notes” on page 305.

14. To delete all rows of the grid, click Delete All.

15. To save the charge and return to the Charges page, click Save and Close.

Managing Charge Payments and Applications

Using the Payments/Credits tab, you can designate who is responsible for the charges. Apply payments and credits to reduce the balance due and specify the amounts that are due.
Managing Payers

On the Payments/Credits tab, you can add payers that are responsible for the charges, find specific payers that were previously added, and you can add payers to the charge record. To save time when entering applications, you can establish default payers on the Payments/Credits tab of the student, individual, or organization record, then use buttons on the Payments/Credits tab to distribute the amount due to the primary default payer or to all default payers evenly. You can also add specific information about the charge amount and how to apply it to each payer. To find, add, or view payers, click the down arrow beside Find payer. A submenu appears so you can access payer records.

The Add Payer and Delete buttons are disabled if you selected “Assign all charges to this student’s account” in the Billing option field on the Bio 2 tab of the student record. For more information, see “Adding billing information and billing defaults” on page 53 of this guide.

Adding a payer

1. From an open charge record, click the Payments/Credits tab.

The charge amounts at the bottom of the Payments/Credits tab do not include sales tax.
2. From the Payments/Credits tab of an open charge record, click the down arrow beside **Find Payer** and select **Add Payer**. The Open screen for records appears.

3. To add a new student, individual, or organization record, you must select the desired record type in the **Find** field. Once you select a record type, an **Add a New Student**, **Add a New Individual**, or **Add a New Organization** button appears for the appropriate record type selected.

4. To add an existing record as a payer, in the **Find Records that meet these criteria** frame, enter criteria you are using to search for the record.

5. After you find the record to add as a payer, click **Open**. The new payer appears in the payer grid.
6. To delete the payer from the record, select the payer in the grid and click **Delete**.

7. The **Remaining** display shows the undistributed amount of the charge remaining.

8. In the **Responsible for Payment** column of the payer grid, change the payer or use the binoculars to locate another payer.

9. The **Record ID** and **Relationship** columns are for informational purposes and display information from the student record.

10. In the **Responsible for** column, enter the amount of the charge this student must pay. To enter distributions by amount, click $$. To enter distributions by percent, click %.

11. The **Unpaid** column is for informational purposes and displays the remaining unpaid balance owed by the payer.

12. To save your changes and close the charge record, click **Save and Close**.

### Finding a payer

1. On the Payments/Credits tab of an open charge record, click the down arrow beside **Add Payer** and select **Find payer**. The Find screen appears.

2. In the **Field** field, select a search category, such as “Responsible for Payment” or “Relationship”.

3. In the **Find what** field, enter specific field information to find. For example, if you entered “Refund Payments from” in the **Field** field, you could enter the first three letters of the payer’s name to find the payer.

4. In the **Match** field, select the part of the field to search.

5. To find only records with identical upper and lower case letters, mark **Match case**.

6. When you have entered your search criteria, click **Find First** or **Find Next**. **Student Billing** highlights the first or next record matching your criteria.

7. To close the Find screen and return to the charge record, click **Close**.

8. To save the charge record and return to the Charges page, click **Save and Close**.

---

If you apply payments or credits to a charge, **Student Billing** automatically updates all applicable sales tax transaction records.
Viewing a payer

1. From the Payments/Credits tab of an open charge record, in the payer grid, select a payer.
2. Click the down arrow beside Find Payer and select View Payer. The payer record opens.
3. To save the record and return to the charge record, click Save and Close.

Managing Applications

With the applications submenu, you can add and edit applications, apply payments and credits to the charge, and unapply applications. To save time when entering applications, you can use the Automatically apply new payments and Automatically apply new credits business rules in Configuration. With these business rules, payments and credits for a record apply automatically so you do not have to enter them manually on the Payments/Credits tab. Before you use these business rules, make sure you always want payments and credits applied automatically.

Adding, Applying, and Unapplying Applications

To access the applications submenu, click the down arrow beside Add/Edit Applications. The applications submenu appears. From the applications submenu, you can add, apply, and unapply applications.

Adding an application

1. From the Payments/Credits tab of an open charge record, click Add/Edit Applications. The Apply Payments/Credits to <Charge> screen appears.
2. The Charge owner/ID, Charge, and Amount/Date fields are for informational purposes only, and display information from the charge record.
3. In the Pay the balance due from field, select a payer to apply this payment or credit to, or select “All Payers”.

The charge amounts at the bottom of the Payments/Credits tab do not include sales tax.
4. The Available for <All Payers>, Applied, and Available displays show the total amount available, the amount applied, and the remaining amount available.

5. To add more payments or credits, in the applications grid, click Select Additional Payments or Credits. The Open screen for payments and credits appears, so you can find the payment or credit records.

6. In the Find field, select “Payment” or “Credit”.

7. In the Find <Payments or Credits> that meet these criteria frame, enter criteria you are using to search for the payment or credit.

8. Click Find Now. The program searches the database and displays all payments or credits meeting the search criteria.

9. In the grid, select a payment or credit and click Open. The Open screen closes and the payment or credit information appears in the applications grid of the Add/Edit Applications screen.

10. Use the down arrow beside Select Additional Payments or Credits to access a submenu where you can make other changes to applications:

   • To add all available payments or credits to the student’s charges, select Add All Payments/Credits That Can Be Applied.
   • To apply payments and credits other than those listed, click Select Additional Payments or Credits. The Open screen for payments and credits appears so you can locate the other payment or credit records.
   • To apply the payments or credits to a different student’s balance due, click Select Other Record’s Payments or Credits. The Open screen for students appears so you can locate the other student.
   • To apply the payment or credit to only the primary default payer, select Assign Unapplied Balance to Charge Owner. Student Billing automatically applies the payment or credit to the primary default payer’s balance due.
   • To unapply all payments and credits and remove them from the payer grid, select Unapply and Hide All Payments/Credits.

11. To save the charge record and return to the Charges page, click Save and Close.
Applying the unpaid amount to the primary default payer

You can use the submenu beside Add/Edit Applications to quickly distribute unpaid charges to the default payer.

1. From the Payments/Credits tab of an open charge record, click the down arrow beside Add/Edit Applications and select Make <Primary Default Payer> Responsible for the Unpaid Amount.

2. All payers except the primary default payer disappear and the total amount due appears in the Responsible for column.

3. To save the charge record and return to the Charges page, click Save and Close.

Unapplying applications

1. On the Payments/Credits tab of an open charge record, click the down arrow beside Add/Edit Applications and select Unapply All and Restore Default Payers.

2. All payers except the default payers disappear and the total amount due appears in the Responsible for column.

3. To unapply all applications and distribute the full amount due evenly to all payers, from the submenu, select Unapply All and Distribute Evenly to Current Payers. The total amount due is distributed evenly to all payers.

4. To save the charge record and return to the Charges page, click Save and Close.

Adding Charge Attributes and Notes

You can further define a charge record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering charges for reports. You can also define the type of data stored for each charge. For example, if you have defined an attribute for revenue categories, you can track charges by income.

With notes, you can easily maintain helpful pieces of information about the charge record. For example, you can record special information about the charge, payer, or application information you may need later.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.
Adding an attribute to a charge

1. On an open charge record, select the Attributes/Notes tab.

2. In the Attribute type field, enter a specific attribute type or “All Categories”.

3. In the Attribute type column, enter an attribute. Attribute types are established in Configuration.

4. In the Description column, enter a description of the attribute.

5. In the Date column, enter a date.

6. In the Comments column, enter comments.

7. When you exit the Attributes/Notes tab, your changes are saved automatically.

Adding a note to a charge

1. On an open charge record, select the Attributes/Notes tab.

2. In the Notes field, enter additional information about the charge.

3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Adding Charge Adjustments

To change a saved charge record, you can use either an adjustment or a reversal. Adjustments are corrections you make to a posted charge that reverse an incorrect general ledger distribution and then create another post with the new distribution. The Adjustments tab appears only if the charge has adjustments. You can make a new adjustment to a charge only if all existing adjustments are posted. After an adjustment is added to a charge record, it cannot be deleted. To add a new adjustment to a posted charge, from the menu bar of the charge record, select Transaction, New Adjustment.
Reversals are credits that offset charges, regardless of whether the charge record is posted. For more information about reversals, see “Adding Reversing Credits” on page 310.

Adding an adjustment to a charge record

1. On a posted charge record, on the toolbar, click New Adjustment. The New Adjustment screen appears.

2. On the Adjustment tab, the Entered by field is for informational purposes only and displays your user name.

3. In the Adjustment date field, enter the adjustment date.

4. In the New transaction amount field, enter the new amount. Depending on the type of charge, this field may not be editable.

5. The Current transaction amount field is for informational purposes only and displays the charge amount prior to the adjustment.

6. The Adjustment post status field is for informational purposes only and displays the current post status.

7. In the Adjustment post date field, enter a post date or click Use Transaction Post Date. The post date must be in an open period.

8. In the Reason field, enter a reason for the adjustment, such as “Overcharge”.

9. In the Notes field, enter notes for the adjustment.
10. To enter a new credit distribution, select the New Distribution tab.

11. In the field above the Distribution grid, select “Distribution” or “Miscellaneous Entries”.

12. If you entered a default credit account on the product record, it appears automatically in the CR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Accounts Payable Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

13. To enter distributions by amount, click $. To enter distributions by percent, click %.

14. Enter the amount of the distribution in the Amount column or the percentage in the Percent column. To distribute amounts or percents equally among the selected accounts, click Distribute Evenly.

15. If you defined a default accounts receivable account on the student record or a debit account on the product record, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.

16. If you defined valid interfund entries in Configuration, when you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.
17. If you have the optional module *Projects and Grants*, enter a project identification number in the **Project ID** column. When you enter a valid project identification number, the description appears automatically.

18. In the **Class** column, select a class for the distribution.

19. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

20. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the distribution row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record Distribution tab.

21. To preview *General Ledger* debits and credits for the distribution, click **DR/CR Entries**.

22. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a charge record, see “Adding Charge Attributes and Notes” on page 305.

23. To delete all rows of the grid, click **Delete All**.

24. To view the previous distribution information, select the Previous Distribution tab. This tab displays all of the credit and debit information associated with the previous distribution.

25. To save the adjustment and return to the invoice record, click **OK**.
Adding Reversing Credits

To change a saved charge record, you can use either an adjustment or a reversal. Reversals are credits that offset charges, regardless of whether the charge record is posted. To reverse an entire charge, from the menu bar of the charge record, select **Transaction, Reverse Entire Charge**. To reverse part of a charge record, select **Transaction, Reverse Portion of Charge**.

When you reverse a charge, **Student Billing** creates a credit record containing default information, including distributions, from the charge record. After you save the credit record, it is automatically applied to the charge to reduce the student’s balance due.

Adjustments are corrections you make to a posted charge that reverse the incorrect general ledger distribution and then create another post with the new distributions. For more information about adjustments, see “Adding Charge Adjustments” on page 306.

**Reversing an entire charge record**

1. On a charge record, from the menu bar, select **Transaction, Reverse Entire Charge**. The Reverse Charge as Credit screen appears.

2. To view the new credit record, click **View Credit**.

3. To close the Reverse Charge as Credit screen and return to the charge record, click **Close**.
Reversing a portion of a charge record

1. On a posted charge record, from the menu bar, select **Transaction, Reverse Portion of Charge**. The New Credit for <Student> screen appears.

![New Credit for <Student> Screen](image)

2. After you make your changes to the credit record, to return to the charge record, click **Save and Close**.

3. To apply the student’s credits to the charge record, on the Payments/Credits tab, click **Apply Payments/Credits Automatically**. For more information about applying payments and credits, see “Managing Charge Payments and Applications” on page 299.

Adding Charges to a Group of Records

If you need to add the same charges to multiple records, you can save time by adding the charges to a group, rather than on each individual record. To add charges to a group of records, create a new charge record and select **Transaction, Add this charge to a group of records**. You will need to create a query to specify which records to add the charge.
Adding charges to a group of records

1. On an open charge record, from the menu bar, select Transaction, Add this charge to a group of records. The Add Charges to a Group screen appears.

2. In the Add this charge to records in the query field, click the binoculars to find a query or add a new query.

3. To prevent the current student from having a duplicate charge, mark Skip the current record if they are included in the query.

4. To designate the printer on which to print a control report, mark Print control report on [ ]. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in Windows.

5. To preview the list of students before adding charges to the group of student records, mark Preview records before charges are added.

6. To view a list of all the charges that are successfully added, mark Create an output query of charges that were added.

7. To view a list of students to which charges were not added, mark Create an exception query of records to whom charges could not be added.

8. To add charges to the student records and return to the charge record, click Add Charges Now.

Managing Finance and Late Charges

Using the Calculate Finance and Late Charges screen, you can automatically calculate finance and late charges for selected students, organizations, and individuals.

To calculate finance and late charges in Student Billing, on the Records page, select Tools, Calculate Finance and Late Charges. After you enter finance and late charge information, you can click Pre-Generation Report to preview a report of the calculations, or to process the calculations, click Calculate Now.
Calculating Finance and Late Charges

On the Finance/Late Charge tab of the Calculate Finance and Late Charges screen, you specify either the late charge, or the finance charge method, you want to apply. You can also set the minimum balance for which to assess finance or late charges, the minimum charge to add, and how many days past due you should wait before applying charges.

To access the Finance/Late Charge tab from the Records page in Student Billing, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen opens to the Finance/Late Charge tab.

Calculating Late Charges

A late charge is a single fee charged to an account with a past due balance greater than the minimum balance required for assessing finance charges.

To calculate late charges, Student Billing first calculates the Total Overdue Balance using this process:

1. Sum the unpaid charge balances as of the Calculate finance charges as of date for all charges subject to finance charges.

2. Sum the ungenerated advance deposits (if selected), ungenerated financial aid (if selected), and unapplied payments and credits to calculate the Total Credit Available.

3. Total Overdue Balance = (Sum of unapplied charge balances in step 1) - (Total Credit Available in step 2)

If the Total Overdue Balance is greater than or equal to the amount defined in the Minimum balance required for charge field, a late charge is created using the amount entered in the Late charge amount field.

Example

A student’s account transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Due Date</th>
<th>Type</th>
<th>Subject to FC</th>
<th>Amount</th>
<th>Trans. Balance as of 12/31/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1813</td>
<td>09/15/2005</td>
<td>09/30/2005</td>
<td>CH</td>
<td>No</td>
<td>$6000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9266</td>
<td>10/07/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1814</td>
<td>10/08/2005</td>
<td>10/23/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$5000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1815</td>
<td>11/05/2005</td>
<td>11/20/2005</td>
<td>CH</td>
<td>No</td>
<td>$3000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>9269</td>
<td>12/15/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1816</td>
<td>11/30/2005</td>
<td>12/15/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$2000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>1817</td>
<td>01/15/2006</td>
<td>01/30/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$4000.00</td>
<td>$4000.00</td>
</tr>
</tbody>
</table>
Calculation Parameters:
• Calculate finance charges as of: 12/31/2005
• Late charge amount: $50
• Minimum balance: $25
• Days past due: 0

Total Overdue Balance:
1. Sum of unapplied charge balances subject to finance charge (associated with a fee subject to finance charge and are past due according to the parameters set by the user) is $2000.00.
   • Transaction 1815 is not included in this calculation because it is associated with a fee that is not subject to a finance charge.
   • Transaction 1817 is not included in this calculation because it is after the Calculate finance charges as of date.
2. The Total Credit Available is $0.00.

Total Overall Past Due = $2000.00 (step 1) - $0.00 (step 2) = $2000.00
Late Charge = $50.00 based on the calculation parameters above.

Calculating late charges
1. To calculate late charges, on the Records page, from the menu bar, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen appears.

![Calculate Finance and Late Charges screen]

Balance $8000.00
2. In the **Calculate** field, select “Late charges”. The late charge fields appear.

3. In the **Late charge amount** field, enter the amount of the late charge.

4. In the **Calculate finance charges as of** field, enter the date on which to calculate finance charges.

5. In the **Minimum balance required for charge** field, enter the smallest balance for which to assess late charges.

6. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur late charges.

7. To reduce balance by ungenerated financial aid, mark **Reduce balance by ungenerated financial aid**.

8. To reduce balance by ungenerated advance deposits, mark **Reduce balance by ungenerated advance deposits**.

9. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

10. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.

11. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

12. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.

13. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.

14. To print a control report, mark **Print control report**.

15. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 334.

16. Click **Pre-Generation Report** to preview a report of the calculations.

17. Click **Calculate Now** to process the calculations.

---

**Calculating Late Charges Based on Payment Plans**

Late charges based on payment plans are fees charged to a student in a deferred payment plan with a past due balance greater than the minimum balance required for assessing finance charges.

**Student Billing** calculates late charges for payment plans using the same steps as the Late charges option except that it uses the scheduled payment dates rather than the charge dates to determine the Total Overdue Balance. The Total Overdue Balance includes only unpaid portions for scheduled payments that fall before the date in the **Calculate finance charges as of** field plus the number of days entered in the **Days past due to be eligible for charge** field.

To calculate late charges, **Student Billing** first calculates the Total Overdue Balance using this process:
The unpaid charge balance is time sensitive. When looking at each individual charge, Student Billing disregards applications from payments/credits with dates that fall after the Calculate finance charges as of date.

1. Sum the unpaid portions of the scheduled payments that are late as of the Calculate finance charges as of date and are subject to finance charges.
2. Sum the ungenerated advance deposits (if selected), ungenerated financial aid (if selected), and unapplied payments and credits to calculate the Total Credit Available. Ungenerated financial aid credits cannot be used twice — if the plan is already using the ungenerated financial aid to reduce the balance of the payments, it cannot be used again to reduce the total overdue balance.
3. Total Overdue Balance = (Sum of unpaid scheduled payments in step 1) - (Total Credit Available in step 2)

If the Total Overdue Balance is greater than or equal to the amount defined in the Minimum balance required for charge field, a late charge is created using the amount entered in the Late charge amount field.

Example

A student is scheduled to make four payments for his payment plan. Each payment is 25% of the total amount included in the payment plan; in this case $17,775. Here are his account transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Type</th>
<th>Subject to finance charge</th>
<th>Amount</th>
<th>Scheduled Payment Date</th>
<th>Transaction Balance subject to finance charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>9265</td>
<td>08/15/08</td>
<td>CH</td>
<td>Yes</td>
<td>$10,500</td>
<td></td>
<td>$10,500</td>
</tr>
<tr>
<td>9266</td>
<td>08/15/08</td>
<td>CH</td>
<td>Yes</td>
<td>$7,025</td>
<td></td>
<td>$17,525</td>
</tr>
<tr>
<td>9268</td>
<td>8/15/08</td>
<td>CH</td>
<td>Yes</td>
<td>$250</td>
<td></td>
<td>$17,775</td>
</tr>
<tr>
<td>1814</td>
<td>9/1/08</td>
<td>PY</td>
<td>NA</td>
<td>($4,443.75)</td>
<td>9/1/08</td>
<td>$13,331.25</td>
</tr>
<tr>
<td>9269</td>
<td>9/12/08</td>
<td>CH</td>
<td>No</td>
<td>$400</td>
<td></td>
<td>$13,331.25</td>
</tr>
<tr>
<td>1815</td>
<td>10/1/08</td>
<td>PY</td>
<td>NA</td>
<td>($4,443.75)</td>
<td>10/1/08</td>
<td>$8,887.50</td>
</tr>
<tr>
<td>1816</td>
<td>11/1/08</td>
<td>PY</td>
<td>NA</td>
<td>($3,000.00)</td>
<td>11/1/08</td>
<td>$5,887.50</td>
</tr>
<tr>
<td>1817</td>
<td>12/1/08</td>
<td>PY</td>
<td>NA</td>
<td>($4,443.75)</td>
<td>12/1/08</td>
<td>$1,443.75</td>
</tr>
</tbody>
</table>

Balance as of 12/31/08 $1,443.75

Calculation Parameters:
- Calculate finance charges as of: 12/31/2008
- Late charge amount: $50
- Minimum balance: $25
- Days past due: 0
Total Overdue Balance:

1. Sum of unpaid portions of the scheduled payments that are late as of 12/31/08 and subject to finance charges is $1443.75.
   • Transaction 9269 is not included in this calculation because it is associated with a fee that is not subject to a finance charge.
2. The Total Credit Available is $0.00.

Total Overall Past Due = $1443.75 (step 1) - $0.00 (step 2) = $1443.75

Late Charge = $50.00 because the Total Overdue Balance is greater than $25.

If your school charges interest for students on payment plans, for example, students that are billed monthly have one percent interest added to the unpaid balance, you can use the overall past due balance method or the loan balance method to calculate the interest charges. For more information, see “Calculating Interest for Payment Plans Using the Overall Past Due Method” on page 324 and “Calculating Interest for Payment Plans Using the Loan Balance Method” on page 328.

Calculating late charges based on payment plans

1. To calculate late charges based on payment plans, on the Records page, from the menu bar, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen appears.

2. In the Calculate field, select “Late charges based on payment plans”. The late charge fields appear.
3. In the Late charge amount field, enter the amount of the late charge.
4. In the Calculate finance charges as of field, enter the date on which to calculate finance charges. Calculations include only transactions whose scheduled payment dates fall before the date in the Calculate finance charges as of field plus the number of days entered in the Days past due to be eligible for charge field.
5. In the **Minimum balance required for charge** field, enter the minimum balance for assessing late charges.

6. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur late charges.

7. To reduce the balance with ungenerated financial aid, mark **Reduce balance by ungenerated financial aid**. This option applies to only financial aid records not already included in a payment plan.

8. To reduce the balance with ungenerated advance deposits, mark **Reduce balance by ungenerated advance deposits**.

9. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

10. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.

11. In the **Post status/date** fields, enter a post status and post date. If you select “Do not post” as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The “Do not post status” may not be available if the business rule excluding that status is marked.

12. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.

13. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.

14. To print a control report, mark **Print control report**.

15. On the Filters tab, you can select the records late charges apply to. For more information, see “Filtering Finance and Late Charges” on page 334.

16. On the GL Distribution tab, you can define distributions for the late charges. For more information, see “Distributing Finance and Late Charges” on page 335.

17. Click **Pre-Generation Report** to preview a report of the calculations.

18. Click **Calculate Now** to process the calculations.

**Calculating Finance Charges Using the Transaction Past Due Method**

Finance charges are based on each individual charge. The amount of the finance charge transaction is a function of the age of each individual charge.

**Formula**

\[(\text{Overdue Balance per Charge}) \times (\text{annual finance charge} \% / 365) \times (\# \text{ days overdue})\]

The amount of the finance charge transaction created will be the sum of the individual finance charge amounts computed for each overdue charge.

**Process**

*Student Billing* calculates the Total Overdue Balance using this process:
1. Sum the ungenerated advance deposits (if selected), ungenerated financial aid (if selected), and unapplied payments and credits (if selected) to calculate the Total Credit Available. For more information about calculating ungenerated advance deposits, ungenerated financial aid, and unapplied payments and credits, see “Calculating Credits Available” on page 333.

2. For each charge on an account that is subject to finance charge (associated with a fee subject to finance charge and past due according to the parameters set by the user) with a balance greater than $0.00 as of the Calculate finance charges as of date:

   a. If the Total Credit Available is greater than $0.00, reduce the balance of the charge by the available credit amount. This gives you the Overdue Balance per Charge amount. Subtract the amount the charge balance was reduced from the Total Credit Available.

   b. Increase the Total Overdue Balance by the Overdue Balance per Charge amount.

   c. If the charge's Overdue Balance per Charge is greater than $0.00, calculate the Finance Charge per Transaction using the formula in the Formula section above.

If the Total Overdue Balance is greater than the minimum balance amount set in the finance charge parameters, a finance charge transaction is created with an amount equal to the sum of the Finance Charge per Transaction amounts calculated in step 2.c.

Example
Student’s account with transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Due Date</th>
<th>Type</th>
<th>Subject to FC</th>
<th>Amount</th>
<th>Trans. Balance as of 12/31/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1813</td>
<td>09/15/2005</td>
<td>09/30/2005</td>
<td>CH</td>
<td>No</td>
<td>$6000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9266</td>
<td>10/07/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1814</td>
<td>10/08/2005</td>
<td>10/23/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$5000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1815</td>
<td>11/05/2005</td>
<td>11/20/2005</td>
<td>CH</td>
<td>No</td>
<td>$3000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>9269</td>
<td>12/15/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1816</td>
<td>11/30/2005</td>
<td>12/15/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$2000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>1817</td>
<td>01/15/2006</td>
<td>01/30/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$4000.00</td>
<td>$4000.00</td>
</tr>
</tbody>
</table>

Balance $8000.00
**Calculation Parameters:**

- Calculate finance charges as of: 12/31/2005
- Annual finance charge percentage: 18%
- Minimum balance: $25
- Days past due: 0
- Minimum finance charge: $10
- Reduce by ungenerated advance deposits: Yes
- Reduce by ungenerated financial aid: Yes
- Reduce by unapplied payments and credits: Yes

**Total Overdue Balance:**

1. This account has no advance deposits, financial aid, or unapplied payments and credits so the Total Credit Available is $0.00.

2. Transaction 1816 is the only charge that is subject to finance charge and meets the finance charge criteria with a balance greater than $0.00 as of 12/31/2005.

   a. Since the Total Credit Available is $0.00, the balance of transaction 1816 cannot be reduced any further, giving us an Overdue Balance per Transaction amount of $2000.00.


   c. Finance Charge per Transaction = $2000.00 x (.18% / 365) x 16 days overdue = $15.78.

   \[ \text{Total Overdue Balance} = 2000.00 \] (step 2.b)

   \[ \text{Finance Charge} = \text{Sum of Finance Charge per Transaction} \text{ (step 2.c)} = 15.78 \]
Calculating finance charges using the transaction past due method

This method of calculating finance charges looks at the overdue balance for each transaction and calculates finance charges based on the number of days each transaction is overdue.

1. To calculate finance charges using the transaction past due method, on the Records page, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen appears.

2. In the Calculate field, select “Finance charges using the transaction past due method”. The transaction past due fields appear.

3. In the Annual finance charge percentage field, enter the annual interest rate for the finance charge.

4. In the Minimum finance charge field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Student Billing** applies either the minimum finance charge or the percentage rate, whichever is greater.

5. In the Calculate finance charges as of field, enter the ending date for which you want to calculate finance charges.

6. In the Minimum balance required for charge field, enter the smallest balance for which to charge finance charges.

7. In the Days past due to be eligible for charge field, enter the number of days a payment must be late to incur finance charges.

8. To reduce balance by unapplied payments and credits, mark Reduce balance by unapplied payments and credits. This prevents calculating late fees for charges that have been paid.

9. To reduce balance by ungenerated financial aid, mark Reduce balance by ungenerated financial aid.
10. To reduce balance by ungenerated advance deposits, mark **Reduce balance by ungenerated advance deposits**.

11. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

12. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.

13. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

14. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.

15. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.

16. To print a control report, mark **Print control report**.

17. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 334.

18. Click **Pre-Generation Report** to preview a report of the calculations.

19. Click **Calculate Now** to process the calculations.

---

**Calculating Finance Charges Using the Overall Past Due Method**

Using this method, the finance charge is based on the account’s overall past due balance.

**Formula**

\[(\text{Total Overdue Balance}) \times \left(\frac{\text{annual finance charge \%}}{365}\right) \times \text{Days if period in days is entered}\]

\[(\text{Total Overdue Balance}) \times \left(\frac{\text{annual finance charge \%}}{12}\right) \times \text{Months if period in months is entered}\]

**Process**

*Student Billing* calculates the Total Overdue Balance using this process:

1. Sum the unpaid charge balances as of the **Calculate finance charges as of** date for all charges subject to finance charge (associated with a fee subject to finance charge and are past due according to the parameters set by the user).

2. Sum the ungenerated advance deposits (if selected), ungenerated financial aid (if selected), and unapplied payments and credits to calculate the Total Credit Available. For more information about calculating ungenerated advance deposits, ungenerated financial aid, and unapplied payments and credits, see “Calculating Credits Available” on page 333.

3. Total Overdue Balance = (Sum of unapplied charge balances in step 1) - (Total Credit Available in step 2).
If the Total Overdue Balance is greater than or equal to the minimum balance amount set in the parameters, a finance charge is created using the formula in the Formula section above.

**Example**

A student’s account transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Due Date</th>
<th>Type</th>
<th>Subject to FC</th>
<th>Amount</th>
<th>Balance as of 12/31/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1813</td>
<td>09/15/2005</td>
<td>09/30/2005</td>
<td>CH</td>
<td>No</td>
<td>$6000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9266</td>
<td>10/07/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1814</td>
<td>10/08/2005</td>
<td>10/23/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$5000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1815</td>
<td>11/05/2005</td>
<td>11/20/2005</td>
<td>CH</td>
<td>No</td>
<td>$3000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>9269</td>
<td>12/15/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1816</td>
<td>11/30/2005</td>
<td>12/15/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$2000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>1817</td>
<td>01/15/2006</td>
<td>01/30/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$4000.00</td>
<td>$4000.00</td>
</tr>
</tbody>
</table>

**Balance $8000.00**

**Calculation Parameters:**

- Calculate finance charges as of: 12/31/2005
- Annual finance charge percentage: 18%
- Minimum balance: $25
- Days past due: 0
- Minimum finance charge: $10
- Reduce by ungenerated advance deposits: Yes
- Reduce by ungenerated financial aid: Yes
- Calculate based on a period of 30 days

**Total Overdue Balance:**

1. Sum of unapplied charge balances subject to finance charge (associated with a fee subject to finance charge and are past due according to the parameters set by the user) is $2000.00
   - Transaction 1815 is not included in this calculation because it is associated with a fee that is not subject to a finance charge.
• Transaction 1817 is not included in this calculation because it is after the Calculate finance charges as of date.

2. The Total Credit Available is $0.00.

\[ \text{Total Overall Past Due} = \$2000.00 \text{ (step 1)} - \$0.00 \text{ (step 2)} = \$2000.00 \]

\[ \text{Finance Charge} = (\$2000.00) \times \left( \frac{.18\%}{365} \right) \times 30 = \$29.59 \]

**Calculating Interest for Payment Plans Using the Overall Past Due Method**

If your school charges interest for students on payment plans and sets the transaction dates for charges to the beginning of the semester, you should use the overall past due balance method to calculate the interest for payment plans. For example, students that are billed monthly (beginning in September) have one percent interest added to their unpaid balance. When creating charges for the fall 2008 semester, you set the transaction date to 08/27/2008, the beginning date of the fall semester. Then when calculating interest charges for the first month at the end of September, enter “09/27/2008” in the Calculate finance charges as of field to include all the charges with transaction dates before 9/27/2008. The program uses the unpaid balance to calculate the total interest/finance charges.

To charge interest, the billing items used for the student’s charges must have the **Item is subject to finance and late charges** option marked. To exclude certain charges from accruing interest, unmark the **Item is subject to finance and late charges** option on the billing item or use the Filters tab on the Calculate Finance and Late Charges screen to filter the charges out. You can also use the Filters tab to exclude selected students from accruing interest.
Calculating finance charges using the overall past due method

This method calculates finance charges for the entire past due balance.

1. To calculate finance charges using the overall past due method, on the Records page, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select “Finance charges using the overall past due method”. The overall past due fields appear.

3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.

4. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Student Billing** applies either the minimum finance charge or the percentage rate, whichever is greater.

5. In the **Calculate finance charges as of [ ] based on a period of [ ] [ ]** fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2004, enter **Calculate finance charges as of 12/31/04 based on a period of 1 month**.

6. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.

7. The **Monthly finance charge** display is for informational purposes only and shows the annual percentage rate divided by 12 months.

8. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur finance charges.

9. To reduce balance by ungenerated financial aid, mark **Reduce balance by ungenerated financial aid**.
10. To reduce balance by ungenerated advance deposits, mark **Reduce balance by ungenerated advance deposits**.

11. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

12. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.

13. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

14. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.

15. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.

16. To print a control report, mark **Print control report**.

17. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 334.

18. Click **Pre-Generation Report** to preview a report of the calculations.

19. Click **Calculate Now** to process the calculations.

### Calculating Finance Charges Using the Loan Balance Method

Using this method, the finance charge is calculated based on the outstanding future amount of the account.

**Formula**

(Future Amount) x (annual finance charge % / 365) x Days if period in days is entered

(Future Amount) x (annual finance charge % / 12) x Months if period in months is entered

**Process**

**Student Billing** calculates the Future Amount using this process:

1. Sum the unpaid charge balances as of the **Calculate finance charges as of** date of all charges associated with a fee subject to finance charge with a transaction date that is greater than the **Calculate finance charges as of** date.
2. Sum the ungenerated advance deposits (if selected) and ungenerated financial aid (if selected) to calculate the Total Credit Available.
3. Future Amount = (Sum of unapplied charge balances in step 1) - (Total Credit Available calculated in step 2)

Once the Future Amount is determined, the appropriate values can be inserted into the formula in the Formula section above.
Example

A student’s account transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Due Date</th>
<th>Type</th>
<th>Subject to FC</th>
<th>Amount</th>
<th>Balance as of 12/31/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1813</td>
<td>09/15/2005</td>
<td>09/30/2005</td>
<td>CH</td>
<td>No</td>
<td>$6000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9266</td>
<td>10/07/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1814</td>
<td>10/08/2005</td>
<td>10/23/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$5000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1815</td>
<td>11/05/2005</td>
<td>11/20/2005</td>
<td>CH</td>
<td>No</td>
<td>$3000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>9269</td>
<td>12/15/2005</td>
<td>NA</td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1816</td>
<td>11/30/2005</td>
<td>12/15/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$2000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>1817</td>
<td>01/15/2006</td>
<td>01/30/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$4000.00</td>
<td>$4000.00</td>
</tr>
</tbody>
</table>

Balance $8000.00

Calculation Parameters:

- Calculate finance charges as of: 12/31/2005
- Annual finance charge percentage: 18%
- Minimum balance: $25
- Days past due: 0
- Minimum finance charge: $10
- Reduce by ungenerated advance deposits: Yes
- Reduce by ungenerated financial aid: Yes
- Calculate based on a period of 30 days

Future Amount:

1. Sum of unapplied charge balances associated with a fee subject to finance charge with a transaction date after 12/31/2005 is $4000.00.
2. The Total Credit Available is $0.00.

\[
Future\ Amount = \$4000.00\ (step\ 1) - \$0.00\ (step\ 2) = \$4000.00
\]

\[
Finance\ Charge = (\$4000.00) \times \left(\frac{.18\%}{365}\right) \times 30 = \$59.18
\]
Calculating Interest for Payment Plans Using the Loan Balance Method

If your school charges interest for students on payment plans and sets the transaction dates for charges to the end of the semester, you should use the loan balance method to calculate the interest for payment plans. For example, students that are billed monthly beginning in September have one percent interest added to their unpaid balance. When creating charges for the fall 2008 semester, set the transaction date to 12/15/2008, the ending date of the fall semester. Then when calculating interest charges for the first month at the end of September, enter “09/27/2008” in the Calculate finance charges as of field to include all the charges with transaction dates after 9/27/2008. The program uses the unpaid balance to calculate the total interest/finance charges.

To charge interest, the billing items used for the student’s charges must have the Item is subject to finance and late charges option marked. To exclude certain charges from accruing interest, unmark the Item is subject to finance and late charges option on the billing item or use the Filters tab on the Calculate Finance and Late Charges screen to filter the charges out. You can also use the Filters tab to exclude selected students from accruing interest.

Calculating finance charges using the loan balance method

This method calculates finance charges for transactions as of a specific date in the future. For example, payers can pay for tuition in installments. In return for financing the cost of the item, you can then charge interest in the form of finance charges calculated through the date of the final payment.

1. To calculate finance charges using the loan balance method, on the Records page, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen appears.

2. In the Calculate field, select “Finance charges using the loan balance method”.

3. Enter the date as of which to calculate finance charges.

4. Select the calculate options as needed.

5. Click Calculate Now to calculate the finance charges.
3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.

4. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Student Billing** applies either the minimum finance charge or the percentage rate, whichever is greater.

5. In the **Calculate finance charges as of [] based on a period of [] []** fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2004, enter **Calculate finance charges as of 12/31/04 based on a period of 1 month**.

6. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.

7. The **Monthly finance charge** display is for informational purposes only and shows the annual percentage rate divided by 12 months.

8. To reduce balance by ungenerated financial aid, mark **Reduce balance by ungenerated financial aid**.

9. To reduce balance by ungenerated advance deposits, mark **Reduce balance by ungenerated advance deposits**.

10. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

11. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.

12. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

13. In the **Comments** field, you can enter notes or special circumstances regarding this finance charge.

14. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.

15. To print a control report, mark **Print control report**.

16. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 334.

17. Click **Pre-Generation Report** to preview a report of the calculations.

18. Click **Calculate Now** to process the calculations.

**Calculating Finance Charges Using the Overall Past Due and Loan Balance Method**

The method calculates finance charges based on the account’s overall past due balance plus the outstanding future amount of the account.
Formula

(Total Overdue Balance) x (annual finance charge % / 365) x Days if period in days is entered

(Total Overdue Balance) x (annual finance charge % / 12) x Months if period in months is entered

Process

*Student Billing* calculates the Total Overdue Balance using this process:

1. Sum the unpaid charge balances as of the **Calculate finance charges as of** date of all charges associated with a fee subject to finance charge with a transaction date that is before or on the **Calculate finance charges as of** date.

2. Sum the unpaid charge balances as of the **Calculate finance charges as of** date of all charges associated with a fee subject to finance charge with a transaction date that is greater than the **Calculate finance charges as of** date.

3. Sum the ungenerated advance deposits (if selected), ungenerated financial aid (if selected), and unapplied payments and credits to calculate the Total Credit Available. For more information about calculating ungenerated advance deposits, ungenerated financial aid, and unapplied payments and credits, see “Calculating Credits Available” on page 333.

4. Total Overdue Balance = (Sum of unapplied charge balances in step 1) + (Sum of unapplied charge balances in step 2) - (Total Credit Available calculated in step 3).

Once the Total Overdue Balance is determined the appropriate values can be inserted into the formula in the Formula section above.

Example

A student’s account transactions in applied order:

<table>
<thead>
<tr>
<th>Trans. No.</th>
<th>Trans. Date</th>
<th>Due Date</th>
<th>Type</th>
<th>Subject to FC</th>
<th>Amount</th>
<th>Trans. Balance as of 12/31/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>1813</td>
<td>09/15/2005</td>
<td>09/30/2005</td>
<td>CH</td>
<td>No</td>
<td>$6000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9266</td>
<td>10/07/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1814</td>
<td>10/08/2005</td>
<td>10/23/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$5000.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9268</td>
<td>11/01/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($5000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1815</td>
<td>11/05/2005</td>
<td>11/20/2005</td>
<td>CH</td>
<td>No</td>
<td>$3000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>9269</td>
<td>12/15/2005</td>
<td></td>
<td>PY</td>
<td>NA</td>
<td>($1000.00)</td>
<td>$0.00</td>
</tr>
<tr>
<td>1816</td>
<td>11/30/2005</td>
<td>12/15/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$2000.00</td>
<td>$2000.00</td>
</tr>
<tr>
<td>1817</td>
<td>01/15/2006</td>
<td>01/30/2005</td>
<td>CH</td>
<td>Yes</td>
<td>$4000.00</td>
<td>$4000.00</td>
</tr>
</tbody>
</table>

The unpaid charge balance is time sensitive. When looking at each individual charge, *Student Billing* disregards applications from payments/credits with dates that fall after the **Calculate finance charges as of** date.
**Calculation Parameters:**

- Calculate finance charges as of: 12/31/2005
- Annual finance charge percentage: 18%
- Minimum balance: $25
- Days past due: 0
- Minimum finance charge: $10
- Reduce by ungenerated advance deposits: Yes
- Reduce by ungenerated financial aid: Yes
- Calculate based on a period of 30 days

**Total Overdue Balance:**

1. Sum of unapplied charge balances associated with a fee subject to finance charge with a transaction date on or before 12/31/2005 is $2000.00.
2. Sum of unapplied charge balances associated with a fee subject to finance charge with a transaction date after 12/31/2005 is $4000.00.
3. Total Credit Available is $0.00.

\[
\text{Total Overall Past Due} = \$2000.00 \text{ (step 1)} + \$4000.00 \text{ (step 2)} - \$0.00 \text{ (step 3)} = \$6000.00
\]

\[
\text{Finance Charge} = (\$6000.00) \times \frac{.18\%}{365} \times 30 = \$88.77
\]
Calculating finance charges using the overall past due and loan balance method

This method calculates finance charges on the overall balance, then the loan balance, and it adds the charges together. Any unapplied payments and credits are not calculated in the finance charge.

1. To calculate finance charges using the overall past due and loan balance method, on the Records page, select Tools, Calculate Finance and Late Charges. The Calculate Finance and Late Charges screen appears.

2. In the Calculate field, select “Finance charges using the overall past due and loan balance method”.

3. In the Annual finance charge percentage field, enter the annual interest rate for the finance charge.

4. In the Minimum finance charge field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, Student Billing applies either the minimum finance charge or the percentage rate, whichever is greater.

5. In the Calculate finance charges as of [ ] based on a period of [ ] [ ] fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2004, enter Calculate finance charges as of 12/31/04 based on a period of 1 month.

6. In the Minimum balance required for charge field, enter the smallest balance for which to charge finance charges.

7. The Monthly finance charge display is for informational purposes only and shows the annual percentage rate divided by 12 months.

8. In the Days past due to be eligible for charge field, enter the number of days a payment must be late to incur finance charges.
9. To reduce balance by ungenerated financial aid, mark Reduce balance by ungenerated financial aid.

10. To reduce balance by ungenerated advance deposits, mark Reduce balance by ungenerated advance deposits.

11. In the Transaction and Due date fields, enter the transaction date and the date the payment was due.

12. In the Item/Description field, select a finance charge item or click the binoculars to locate an item.

13. In the Post status/date fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the Post status/date fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

14. In the Comments field, you can enter notes or special circumstances regarding this finance charge.

15. To preview the calculation results before creating transactions, mark Preview calculation results before creating transactions.

16. To print a control report, mark Print control report.

17. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 334.

18. Click Pre-Generation Report to preview a report of the calculations.

19. Click Calculate Now to process the calculations.

Calculating Credits Available

When calculating finance charges, Student Billing uses these processes to calculate the total credit amount available:

Calculating Unapplied Payments and Credits

Sum the balances for each payment and credit with a transaction date on or before the Calculate finance charges as of date.

Calculating Ungenerated Advance Deposits

1. For each advance deposit that was fully funded as of the Calculate finance charges as of date, sum the amounts of all of its credits with a schedule date on or before the Calculate finance charges as of date, regardless if the credit has already been generated. This gives you the ungenerated portion per advance deposit.

2. Sum all of the ungenerated portions per advance deposit amounts calculated in step 1.

Calculating Ungenerated Financial Aid

1. For each financial aid, sum the amounts of all of its credits with a schedule date on or before the Calculate finance charges as of date, regardless if the credit has already been generated. This gives you the ungenerated portion per financial aid.
2. Sum all of the ungenerated portions per financial aid amounts calculated in step 1.

**Filtering Finance and Late Charges**

On the Filters tab, you select criteria that determine which records finance and late charges are calculated for. For more information about filtering in *The Financial Edge*, see the Program Basics Guide.

---

You can also double-click a filter in the grid to open the selection screen.

---

**Open.** To open a selection screen to designate specific filters for the form, select a filter in the grid and click Open on the action bar.

**Clear All Filters.** To reset each filter to include all, you can click Clear All Filters.

**Filters.** The Filters column lists all the filters for the form. You cannot edit this column.

**Include.** By default, in the Include column, each filter is set to All. To open a selection screen to designate specific filters for the form, choose Selected.

**Selected Filters.** Filters you specify on the selection screen appear in the Selected Filters column.
Selected Filters Screen

From the Filters tab, you can open a selection screen for a filter in several ways: by double-clicking the filter in the grid, selecting the filter in the grid and clicking Open on the action bar, or choosing Selected in the Include column for the filter.

Include. For each filter, you can select to include all or select specific filters. Depending on the filter, you may also be able to filter by a range or query.

All. If you mark Include: All, you cannot designate specific filters.

Selected or Range. If you mark Include: Selected or Range, a grid appears in which you can specify filters. In a field, you can click the binoculars to search for information.

Query. If you mark Include: Query, the Query name field appears for you to enter the name of the query by which to filter the form. In the field, you can click the binoculars to search for the query name.

To create a new query, click the binoculars. Then click Add a New Query on the Open Query screen. For more information about creating queries, see the Query Guide.

Previous Filter. To view or edit the previous filter without returning to the Filters tab, click Previous Filter.

Next Filter. To view or edit the next filter without returning to the Filters tab, click Next Filter.

Distributing Finance and Late Charges

Finance and late charge distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in Configuration, you can quickly and easily assign activity to accounts. Student Billing automatically verifies that all distributions balance when you save the charge, so you are assured the distributions will post.

Because you cannot enter negative numbers into Student Billing, you must use miscellaneous entries or credits in lieu of negative cash amounts.
Every finance or late charge must have an associated credit account, either a default from the product record or an account you enter manually. When you define credit accounts, *Student Billing* automatically inserts default debit accounts, either from the Accounts Receivable Summary information on the Default Accounts page of *Configuration*, or from the Defaults tab of the student record. The Supervisor can establish security settings to hide the debit account columns.

**Distributing a finance or late charge**

1. On the Calculate Finance and Late Charges screen, select the GL Distribution tab.

2. If you defined valid interfund entries in *Configuration*, when you enter debit and credit accounts from different funds, *Student Billing* automatically inserts a valid interfund entry in the **Interfund** field to balance the accounts. If you have not created a balancing interfund entry for those accounts, you cannot save the distribution.
3. If you entered a default credit account on the finance charge record, it appears automatically in the CR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

4. In the Percent column, enter the percentage to apply to that account number. To distribute percents equally among the selected accounts, click Distribute Evenly.

5. If you defined a default accounts receivable account on the student record or a debit account on the finance charge record, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.

6. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

7. In the Class column, select a class for the distribution.

8. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

9. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click Distribution. For a debit account, select DR Distribution. For a credit account, select CR Distribution. The Transaction Distribution screen appears.

   You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click OK to return to the charge record GL Distribution tab.

10. To preview General Ledger debits and credits for the distribution, click DR/CR Entries.

11. To add attributes to the distribution, click Attributes.

12. To delete all rows of the grid, click Delete All.

13. To save the charge and return to the Charges page, click Save and Close.
Credits

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Adding Adjustments ................................................................. 357
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Adding Credits to a Group of Records ........................................ 362
In *Student Billing*, a credit is a transaction that decreases a record’s balance due.

You can use the Credits page of *Student Billing* to record credits, such as overpayments, that you want to apply to a student’s future charges. A credit is generated in lieu of a refund when the payer requests overages be applied to other outstanding balances or when required by school policy. For example, you could apply credits for issues that occur in scheduling or room and board changes. To quickly open or add credit records, you can add links on the Favorites menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

In *Student Billing*, credits are entered, edited, and deleted from the Credits page of Records.

## Accessing Credit Records

Because records are such an important part of *Student Billing*, we have placed all record types in one area so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including credit records. To access credits, click **Records** on the navigation bar, then click **Credits**. The Credits page appears.

Consider the Credits page the starting point for credit records. From this page, you can add a new credit record or open existing credit records.

To edit credit record options, click **Edit options for Credits**.

To save time when searching for a specific credit record, use the **Search for a Credit by Credit ID** field. The credits page also lists recently accessed credit records.
Finding and Opening Credit Records

When you click **Open a Credit** on the Credits page, the Open screen for credits appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the credit you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH as the record name and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File**, **Open**, or on the Credits page, click **Open a Credit**.

➢ **Opening a credit record from the Credits page**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Credits**. The Credits page appears.
3. Click **Open a Credit**. The Open screen for credits appears.

4. In the **Find Credits that meet these criteria** frame, enter the criteria you are using to search for the credit.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all credits meeting your criteria.
6. In the grid, select the credit to open.

![Credit record open window]

You can click column headings on the Open screen to sort information in ascending or descending order. You can also resize columns to fit the text.

7. Click Open. The credit record appears.

![Credit record window]

8. To save the credit record and return to the Credits page, click Save and Close.
Adding Credit Records

When you add a credit, you are creating a new record in the database. A credit record stores credit posting, transaction, distribution, and attribute information, and notes about credits you give your students, individuals, or organizations.

If you enter common values repeatedly for multiple credit records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Transaction, Load Defaults from** to select an existing default set or create a new default set for the record type. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

We recommend that, in **Configuration**, you specify duplicate search criteria and set the business rule to check for duplicate credits automatically. For more information about business rules, see the *Configuration Guide for Student Billing*. To search for a duplicate record from an existing record, from the menu bar, select **Transaction, Duplicate Search**.

Adding a credit

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Credits**. The Credits page appears.

![Image of the Credits page in the software interface]

You can also add credits on the Activity tab of a student, individual, or organization record.

You cannot add records such as credits until you define a default student billing journal value on the Posting Information page of **Configuration**.

Credits can be edited or deleted at any time. Just remember that deleted credits cannot be recovered!
If you enter common values repeatedly for multiple credits, you can create a default set with these values to save time during data entry. On the menu bar, select **Transaction, Load Defaults from**.

3. Click **Add a New Credit**. The New Credit screen appears.

4. In the **Credit for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

5. In the **Transaction date** field, enter the effective date of the credit. If the date you enter falls within a billing cycle, the billing cycle and session appear next to the field.

6. In the **Post status/date** field, select the current post status of the credit. If you select “Not yet posted”, enter a post date.

7. In the **Category** field, select a credit item category.

8. In the **Item/Description** or **Product/Description** field, enter an item or use the binoculars to locate an item. When you enter an item, the description appears automatically.

9. If you select a flat rate, finance charge, or sales tax item in the **Item** field, in the **Amount** field, enter an amount. After you enter an amount, skip to step 15.

10. If you selected a product or per usage item in the **Product** or **Item** field, in the **Unit of Measure** column of the **Quantity/price** grid, select the units of measure for the item.

11. In the **Quantity** column, enter the number of items.

12. In the **Unit Price** field, enter the price of the item per unit of measure.

13. The **Extended Amount** column is for informational purposes and displays the total of the **Quantity** and **Unit Price** columns.
14. If you marked **Item is subject to sales tax** on the product record, and Subject to sales tax on the student, individual, or organization record, click **Edit Sales Tax** to view or edit the sales tax item. You must mark both rules to apply sales tax to charges or credits for a record.

15. In the **Comment** field, you can enter additional information about the credit.

16. The **Restriction to use** field displays the default application restriction from the financial aid or advance deposit record the credit was generated from or “<No Restriction>” if no default was specified. To change the value in this field, you can select a predefined application restriction from **Configuration** or you can select “<Distribution Specific Restrictions>” to enter a restriction for each distribution record on the Applied To tab. For more information about defining application restrictions in **Configuration**, see the **Configuration Guide for Student Billing**. For more information about applying distribution-specific restrictions, see “Applying application restrictions” on page 355.

17. In the **Print status** field, select “Not Yet Printed”, “Printed”, “Do Not Print”, or “Reprint” as the print status of the credit.

18. If you do not want to print this transaction on printed statements, mark **Hide this transaction on printed statements**.

19. Mark the **Include in 1098Ts as [ ]** checkbox to include this transaction in 1098T calculations.

20. Before you can save the credit record, you must enter a distribution on the GL Distribution tab. For more information about credit distributions, see “Adding Credit Distributions” on page 345.

### Adding Credit Distributions

Credit distributions contain account distribution information such as debit and credit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in **Configuration**, you can quickly and easily assign activity to accounts. **Student Billing** automatically verifies that all distributions balance when you save the credit, so you are assured the distributions will post.

Every credit must have an associated debit account, either a default from the product record or a manual entry in the **DR Account Number** column. After you define debit accounts, if you defined default accounts on the student, individual, or organization record or product records, **Student Billing** automatically inserts them in the **CR Account Number** column. The Supervisor can establish security settings to hide the credit account columns. This feature is useful if your organization always uses the default accounts receivable account.

If your organization does not collect sales tax, you can disable all sales tax fields on the General Business Rules page of **Configuration**. In the **Sales tax** field, select “Our organization does not collect sales tax”.

At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the record’s account balance and available credit, click the page icon beside **Balance**.

To create a distribution from an existing distribution template, click **Load Distribution**.
You can edit or delete distributions at any time. Just remember that deleted distributions cannot be recovered!

A miscellaneous entry is a one-time adjustment you use in lieu of negative cash amounts.

When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

---

**Distributing a credit**

1. On an open credit record, select the GL Distribution tab.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

3. If you enter credit and debit accounts from different funds, *Student Billing* automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Student Billing*.

4. To preview General Ledger debits, credits, and unapplied payment application records for the distribution, click *DR/CR Entries*.

5. To enter distributions by amount, click $. To enter distributions by percent, click %.

6. If you entered a default credit account on the product record, it appears automatically in the CR Account Number column. Otherwise, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the CR Account Description column.

---

*When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.*
9. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

10. In the Class column, select a class for the distribution.

11. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

12. To enter different debit and credit transaction distributions, select a row by clicking the gray button to the left of the line, then click Distribution. To enter a debit transaction distribution, select DR Distribution. To enter a credit transaction distribution, select CR Distribution.

13. To use a default distribution from Configuration, click Load Distribution and select “From Table”.

14. To divide the distribution evenly among all accounts entered in the distribution grid, click Distribute Evenly.

15. To view attribute information, click Attributes.

16. To delete all rows of the grid, click Delete All.

17. To save the credit and return to the Credits page, click Save and Close. To add attributes to the distribution, click Attributes. For more information about adding attributes to a credit record, see “Adding Credit Attributes and Notes” on page 356.

Managing Credit Applications

On the Applied To tab, you can view, add, and edit payee information, and apply the credit to charges. The way you configure Student Billing determines how you will use this tab. If you selected to use automatic applications, you will generally only use this tab to verify credit applications and occasionally update them manually. If you are not using automatic applications, you will need to use the Applied To tab to manually apply each credit issued. When you enter credits manually, the program defaults the credit owner’s payers into the Reduces balance of column. When generating credits from financial aid or advance deposit records, the program uses information defined on those transactions to create the information on the credits.

We recommend using automatic applications to avoid reconciliation issues and reduce the amount of work required to apply credits.

For more information about how to set up your billing system for credit applications and how the application process works, see the Payment and Credit Applications chapter of the Configuration Guide for Student Billing.

Applied To Tab

If you use automatic applications, the Applied To tab is used primarily for viewing application information and making occasional changes. If you do not use automatic applications, you will use the tab regularly to make manual applications.

The Applied To tab contains two grids:
The payer’s grid displays the default distributions and applications of the credit. 

*Student Billing* uses specific criteria and settings to determine which charges the credit can apply to. For a detailed explanation about credit application criteria, see the Payment and Credit Applications chapter of the *Configuration Guide for Student Billing*.

Once a credit is applied, the charges the credit is applied to appear in the applications grid. If you use automatic applications, when you save the credit, the application is made automatically and the applied charges appear in the applications grid. If you do not use automatic applications, you must manually apply the distribution before charges appear in the applications grid. To use the default application from the payer’s grid, you can click **Apply Available Balance Automatically**. To manually add or edit credit applications, click **Add/Edit Applications**. For more information about adding and updating applications, see “Adding and Updating Applications” on page 350.

### Payer’s Grid Columns

The payer’s grid displays how the credit will be distributed and applied to payees’ charges. This table explains each column of information found in the grid.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduces the Balance Of...</td>
<td>Displays the records whose balances are reduced by the credit. If you use payer-centric billing, these records are payers for the owner of the credit. For example, if a student is issued a credit, the parent responsible for his charges appears in the Reduces the Balance Of... column. If you use student-centric billing, this value is always the student. If you add additional payees, those records appear in this column as well.</td>
</tr>
<tr>
<td>Record ID</td>
<td>Displays the record ID for the record listed in the Reduces the Balance Of... column.</td>
</tr>
<tr>
<td>Relationship</td>
<td>Displays the relationship between the record listed in the Reduces the Balance Of... column and the record listed in the Transactions For column.</td>
</tr>
<tr>
<td>Transactions For</td>
<td>Displays the owners of the credit. If the credit owner is a student, the student appears in the column. If an individual owns the credit, the column includes all the records the individual is responsible for.</td>
</tr>
</tbody>
</table>
Applied To Tab Buttons

The Applied To tab includes several buttons for managing payees and credit distributions and applications. This tables explains each of those buttons.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find Payee</td>
<td>If you have numerous payees in the grid, you can use Find Payee to locate one quickly.</td>
</tr>
<tr>
<td>View Payee</td>
<td>To open a payer or payee’s record, select the row and click the down arrow next to Find Payee and select View Payee. The payee/payer’s record opens.</td>
</tr>
<tr>
<td>Add Payee</td>
<td>To add a payee to the grid, click the down arrow next to Find Payee and select Add Payee. For more information, see “Adding a payee” on page 351. If you are using student-centric billing, Add Payee is disabled.</td>
</tr>
<tr>
<td>Add/Edit Applications</td>
<td>To add, edit, or view additional applications or their payers, click Add/Edit Applications. The Apply Credit for &lt;Record&gt; screen appears. For more information, see “Adding or editing credit applications” on page 352”.</td>
</tr>
<tr>
<td>Use Unapplied Amount to Reduce Owner’s Balance</td>
<td>To apply the credit to only the credit owner’s balance, click the down arrow next to Add/Edit Applications and select Use Unapplied Amount to Reduce Owner’s Balance.</td>
</tr>
<tr>
<td>Unapply All and Distribute Evenly to Current Payers</td>
<td>To unapply all applications and distribute the full credit evenly to all records in the Transactions For column, click the down arrow next to Add/Edit Applications and select Unapply all and Distribute Evenly to Current Payers.</td>
</tr>
<tr>
<td>Delete</td>
<td>To delete a payee from the grid, select the row and click Delete. If you are using student-centric billing, Delete is disabled.</td>
</tr>
<tr>
<td>Columns</td>
<td>You can click Columns to open the Columns screen. On this screen, you can select which columns are included or hidden in the grid. You can use Columns to hide the Reduces the Balance Of column to make the grid appear more like the one in the 6.x version of Student Billing.</td>
</tr>
</tbody>
</table>
We recommend using automatic applications to avoid reconciliation issues and reduce the amount of work required to apply credits. For more information about setting up automatic applications, see the Payment and Credit Applications chapter of the Configuration Guide for Student Billing.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Restrictions</td>
<td>The <strong>Application Restrictions</strong> button is enabled if you selected “&lt;Distribution Specific Restrictions&gt;” in the <strong>Restriction to use</strong> field on the Credit tab. Using application restrictions may determine how you define rows in the payer’s grid. For more information about application restrictions, see “Applying application restrictions” on page 355.</td>
</tr>
<tr>
<td>$ and %</td>
<td>To enter distributions by amount, click the $ button. To enter distributions by percent, click %.</td>
</tr>
<tr>
<td>Apply Available Balance Automati-</td>
<td>To apply the default applications automatically, click <strong>Apply Available Balance Automatically</strong>.</td>
</tr>
<tr>
<td>cally</td>
<td></td>
</tr>
<tr>
<td>Remove All Applications</td>
<td>To remove all applications listed in the applications grid, click <strong>Remove All Applications</strong>. You can now reapply the credit.</td>
</tr>
<tr>
<td>View Transaction</td>
<td>To open a transaction record, select the transaction in the applications grid and click <strong>View Transaction</strong>.</td>
</tr>
</tbody>
</table>

---

**Adding and Updating Applications**

If you are not using automatic applications or if you have a unique situation in which you need to manually adjust an automatic application, you can do this on the Applied To tab. For more information, see “Adding or editing credit applications” on page 352. You can also use **Add Payee** to add payees to the credit distribution. For more information, see “Adding a payee” on page 351.

You can add application restrictions to restrict which transactions the credit can apply to. For more information, see “Using Application Restrictions” on page 355.
Adding a payee

The **Add Payee** and **Delete** buttons are disabled if you selected “Assign all charges to this student’s account” in the **Billing option** field on the Bio 2 tab of the student record. For more information, see “Adding billing information and billing defaults” on page 53 of this guide.

1. From an open credit record, click the Applied To tab.

2. On the Applied To tab, click the down arrow next to **Find Payee** and select **Add Payee**. The Open screen for records appears.

3. Find the record to add as a payee and click **Open**. The new payee appears in the **Reduces the balance of** column.

4. The **Transactions For** column displays “<All Records>” by default. If the payee is responsible for any of the records listed in the **Transaction For** column, you can select one of those records. The selected record’s balance appears in the **Balance** column. If the payee is not a payer for any of the records, just leave the column set to <All Records>.

5. In the **Apply This Amount** column, enter the amount of the credit to apply. To enter distributions by amount, click the **$** button. To enter distributions by percent, click **%**.

6. To save your changes and close the credit record, click **Save and Close**.

If you are using payer-centric billing, you can define default payers and their distribution amounts or percentages on the Payers tab of student, individual, or organization records.
Adding or editing credit applications

1. On an open credit record, select the Applied To tab.

To edit existing applications, first click Remove All Applications and then complete the following steps.

2. You have four options for applying the credit:
   - To apply the balance automatically using the default applications, click Apply Available Balance Automatically.

When using the automatic application process, some charges are excluded from the default application because they do not meet specific criteria. For a detailed explanation about credit application criteria, see the Payment and Credit Applications chapter of the Configuration Guide for Student Billing.

   - To add, edit, or view applications or their payers, click Add/Edit Applications. The Apply Credit screen appears. Mark the checkbox in the Apply? column for each charge you want the credit applied to. In the Applied column, you can enter the amount you want applied to the charge. Click Save and Close to save the applications and return to the Applied To Tab.

   - To apply the credit to the credit owner’s balance, click the down arrow next to Add/Edit Applications and select Use Unapplied Amount to Reduce Owner’s Balance.

   - To unapply all applications and distribute the full credit evenly to all payees in the grid, click the down arrow next to Add/Edit Applications and select Unapply all and Distribute Evenly to Current Payers. The credit amount is distributed evenly among the records.

3. After you add applications on the Apply Credit for <Record> screen, to save your changes and return to the Applied To tab of the credit record, click Save and Close. All applied applications appear in the applications grid.
Apply Credit Screen

When you click **Add/Edit Application** on the Applied To tab, the Apply Credit screen appears so you can manually add or edit credit applications.

### Apply Credit Screen Fields

The Apply Credit screen includes several fields that display information about the credit and its applications. This table explains each of those fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit owner/ID</td>
<td>Displays the credit owner and the owner’s record ID.</td>
</tr>
<tr>
<td>Credit</td>
<td>Displays the credit description.</td>
</tr>
<tr>
<td>Amount/Date</td>
<td>Displays the amount of the credit and the credit date.</td>
</tr>
<tr>
<td>Apply the amount distributed to [ ]</td>
<td>Select the credit owner or “All Payees” to view the amounts in the <strong>Available for</strong>, <strong>Applied</strong>, and <strong>Available</strong> fields for the owner or all payees. You can use this field to filter the charges that display in the grid.</td>
</tr>
<tr>
<td>Available for</td>
<td>Displays the amount of the credit that can be applied to the payee(s) selected in the <strong>Apply the amount distributed to [ ]</strong> field.</td>
</tr>
<tr>
<td>Applied</td>
<td>Displays the amount of the credit already applied.</td>
</tr>
<tr>
<td>Available</td>
<td>Displays the amount of the credit not yet applied.</td>
</tr>
</tbody>
</table>
### Apply Credit Screen Buttons

The Apply Credit screen includes several buttons for managing payees and credit distributions and applications. This table explains each of those buttons.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>**Select Additional Charges or Adv Depos-</td>
<td>To apply the credit to charges or advance deposits other than those listed, click <code>Select Additional Charges or Adv Deposits</code>. The Open screen appears so you can select the other charge or advance deposit records.</td>
</tr>
<tr>
<td>its.**</td>
<td></td>
</tr>
<tr>
<td>**Show All Unpaid Charges/Adv Deposits</td>
<td>To view all of the record’s unpaid charges or advance deposits, click the down arrow next to <code>Select Additional Charges or Adv Deposits</code> and select <code>Show All Unpaid Charges/Adv Deposits for This Payee</code>.</td>
</tr>
<tr>
<td>for This Payee</td>
<td></td>
</tr>
<tr>
<td>**Select Other Record’s Charges or Adv Dep-</td>
<td>To apply the credit to a different record’s balance due, click the down arrow next to <code>Select Additional Charges or Adv Deposits</code> and select <code>Select Other Record’s Charges or Adv Deposits</code>. The Open screen for records appears so you can select the other record.</td>
</tr>
<tr>
<td>osits**</td>
<td></td>
</tr>
<tr>
<td>**Assign Unapplied Balance to Credit Owner</td>
<td>To apply the credit to only the credit owner, click the down arrow next to <code>Select Additional Charges or Adv Deposits</code> and select <code>Assign Unapplied Balance to Credit Owner</code>.</td>
</tr>
<tr>
<td>**Unapply and Hide All Charges/Adv Deposits</td>
<td>To unapply all charges or advance deposits and remove them from the payee grid, click the down arrow next to <code>Select Additional Charges or Adv Deposits</code> and select <code>Unapply and Hide All Charges/Adv Deposits</code>.</td>
</tr>
<tr>
<td><strong>Apply Automatically</strong></td>
<td>To automatically apply the credit to the first charge or advance deposit in the grid, click <code>Apply Automatically</code>. If the credit amount exceeds the charge or advance deposit amount, the credit is applied to transactions from top to bottom until the credit balance reaches zero.</td>
</tr>
<tr>
<td><strong>Unapply All</strong></td>
<td>To unapply all applications, select the down arrow next to <code>Apply Automatically</code> and click <code>Unapply All</code>.</td>
</tr>
<tr>
<td><strong>View Transaction</strong></td>
<td>To view a charge or advance deposit record, in the grid, select a charge or advance deposit and click <code>View Transaction</code>.</td>
</tr>
<tr>
<td><strong>View Payer</strong></td>
<td>To view the payer’s record, click the down arrow next to <code>View Transaction</code> and select <code>View Payer</code>.</td>
</tr>
<tr>
<td><strong>Find Transaction</strong></td>
<td>To find a specific transaction in the grid, click <code>Find Transaction</code>. The Find screen appears.</td>
</tr>
<tr>
<td><strong>Options</strong></td>
<td>To change the default options for the Apply Credit screen, click <code>Options</code>. For more information, see the Options chapter of the <code>Program Basics Guide</code>.</td>
</tr>
</tbody>
</table>
Apply Credit Screen Columns

The Apply Credit screen displays how the credit will be distributed and applied to payees’ charges. This table explains each column of information found in the grid.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Displays the charge or advance deposit date.</td>
</tr>
<tr>
<td>Type</td>
<td>Displays whether the record is a charge or advance deposit.</td>
</tr>
<tr>
<td>ID</td>
<td>Displays the Record ID for the charge or advance deposit.</td>
</tr>
<tr>
<td>Description</td>
<td>Displays the billing item description.</td>
</tr>
<tr>
<td>Owner</td>
<td>Displays the charge’s owner.</td>
</tr>
<tr>
<td>Distributed To</td>
<td>Displays the record responsible for the credit.</td>
</tr>
<tr>
<td>Available</td>
<td>Displays the charge’s amount.</td>
</tr>
<tr>
<td>Apply?</td>
<td>Mark the checkbox for each charge you want the credit applied to.</td>
</tr>
<tr>
<td>Applied</td>
<td>Displays the amount applied to the charge. You can edit the value to change the amount applied.</td>
</tr>
</tbody>
</table>

Using Application Restrictions

Application restrictions determine which transactions payments and credits can apply to.

The Application Restrictions button appears on the action bar if you selected “<Distribution Specific Restrictions>” in the Restriction to use field on the Transaction tab. Using application restrictions may determine how you define rows in the payer’s grid.

For more information about creating application restrictions, see the Student Billing Configuration Guide.

Applying application restrictions

1. From an open credit record, select the Applied To tab.
2. Select a credit application in the grid and click Application Restrictions. The Application Restrictions screen appears.
3. If the credit record was generated from a financial aid or advance deposit record, the Use the restriction from field displays “Configuration” and the default application restriction from the financial aid or advance deposit record appears in the field to the right.
If the credit was created manually, from a reversal schedule, or when reversing a transaction, the **Use the restriction from** field displays “Specific settings below” and you can select products and billing items and product and billing item attributes in the grid.

4. You can use the default values or change the selections.

5. After making selections, click **OK** to return to the Applied To tab. The selected application restriction appears in the **Restricted?** column.

## Adding Credit Attributes and Notes

You can further define a credit record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification—a useful feature for sorting or filtering credits for reports. You can also define the type of data stored for each credit. For example, if you have defined an attribute for expense categories, you can track credits by expense.

With notes, you can easily maintain helpful pieces of information about the credit record. For example, you can record special information about the credit, payee, or application information you may need later. The note text box accepts up to 1000 characters.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Student Billing*.

➤ **Adding an attribute to a credit**

1. On an open credit record, select the Attributes/Notes tab.
2. In the **Attribute type** field, enter a specific attribute type or “All Categories”.

3. In the **Attribute type** column, enter an attribute. Attribute types are established in **Configuration**.

4. In the **Description** column, enter a description of the attribute.

5. In the **Date** column, enter a date.

6. In the **Comments** column, enter comments.

7. When you exit the Attributes/Notes tab, your changes are saved automatically.

**Adding a note to a credit**

1. On an open credit record, select the Attributes/Notes tab.

2. In the **Notes** field, enter additional information about the credit.

3. When you exit the Attributes/Notes tab, your changes are saved automatically.

### Managing Credit Adjustments and Refunds

To change a saved credit record, you can use either an adjustment or a refund. Adjustments are corrections you make to a posted credit that reverse the incorrect post and then create another post with the new distributions. The Adjustments tab appears only if the credit has adjustments. You can make a new adjustment to a credit only if all existing adjustments are posted, and once an adjustment is added to a credit record and posted, it cannot be deleted. To add a new adjustment to a posted credit, from the menu bar of the credit record, select **Transaction, New Adjustment**.

For credits, a reversal is a refund that offsets line items and results in the record receiving a check for the refund, less applicable charges. To refund a credit, from the menu bar of the credit record, select **Transaction, Reverse this Credit as a Refund**.

### Adding Adjustments

The Adjustments tab appears only if the credit has adjustments. You can add a new adjustment to a credit only if all existing adjustments are posted. To make a new adjustment to a posted credit, from the menu bar of the credit record, select **Transaction, New Adjustment**.
Adding an adjustment to a credit record

1. On a posted credit record, from the menu bar, select **Transaction, New Adjustment**. The New Adjustment screen appears.

2. On the Adjustments tab, the **Entered by** field is for informational purposes only and displays your user name.

3. In the **Adjustment date** field, enter the adjustment date.

4. In the **New transaction amount** field, enter the new amount. The **Current transaction amount** field is for informational purposes only and displays the posted credit amount.

5. The **Adjusted post status** field is for informational purposes only and displays the current post status.

6. In the **Adjustment post date** field, enter a post date or click **Use Transaction Post Date**. The post date must be in an open period.

7. In the **Reason** field, enter a reason for the adjustment, such as “Overpayment”.

8. In the **Notes** field, enter notes for the adjustment.

9. To view the previous distribution, select the Previous Distribution tab.
10. To enter a new credit distribution, select the New Distribution tab.

11. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

12. If you enter credit and debit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

13. To preview General Ledger debits and credits for the distribution, click DR/CR Entries.

14. To enter distributions by amount, click $. To enter distributions by percent, click %.

15. If you entered a default credit account on the product record, it appears automatically in the DR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a debit account number, the description appears automatically in the DR Account Description column.

16. Enter the amount of the distribution in the Amount column or the percentage in the Percent column.

17. If you defined a default accounts receivable account in Configuration or on the student, individual, or organization’s record, or if you defined a debit account on the product record, it appears automatically in the CR Account Number column. Otherwise, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the CR Account Description column.

When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.
The Supervisor can establish security options to hide the CR Account Number column. This feature is useful if your organization always uses the default accounts receivable account.

At the bottom of each tab, in the Amount and Balance displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the record’s account balance and available credit, click the page icon beside Balance.

Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

18. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

19. In the Class column, select a class for the distribution.

20. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

21. To enter different debit and credit transaction distributions, select a row by clicking the gray button to the left of the line, then click Distribution. To enter a debit transaction distribution, select DR Distribution. To enter a credit transaction distribution, select CR Distribution.

22. To use a default distribution from Configuration, click Load Distribution and select “From Table”.

23. To divide the distribution evenly among all accounts entered in the distribution grid, click Distribute Evenly.

24. To view attribute information, click Attributes.

25. To delete all rows of the grid, click Delete All.

26. To view the previous credit distribution, select the Previous Distribution tab.

On this tab, you can view the previous distribution information for the credit record.

27. To save the adjustment and return to the credit record, click OK.

Adding Refunds

When you reverse a credit, Student Billing creates a refund record containing default information, including distributions, from the credit record. After you save the refund record, you can apply it to the record’s balance.
Printing a refund check

1. On a posted credit record, from the menu bar, select Transaction, Reverse this Credit as a Refund. The New Refund screen appears.

2. On the New Refund screen, enter information about the refund. For more information about adding new refunds, see the Refunds chapter.

3. After you enter refund information, to print a refund check, from the menu bar select Transactions, Create Refund Check. The Create Refund Check screen appears.

4. In the Bank account field, select the account from which to print the check.

5. In the Print Check to field, select the payee.
6. Click **OK**. The Create Refund Check screen closes and the Add a One-Time Check screen appears.

7. On the Add a One-Time Check screen, enter information about the check. For more information about adding a one-time check, see the *Banks Guide*.

8. After you enter information about the check, to print the refund check, click **Print Now**. *Student Billing* prints the check and the Payment Printing Status screen appears.

9. If the check printed successfully, click **OK** to close the Payment Printing Status screen and return to the refund record.

   If the check did not print successfully, unmark the **Successful?** checkbox and click **OK**. To re-print the check click **Print Now**.

10. To close the refund record and return to the credit record, click **Save and Close**.

### Adding Credits to a Group of Records

If you need to add the same credits to multiple records, you can save time by adding the credits to a group, rather than on each individual record. To add credits to a group of records, create a new credit record and select **Transaction, Add this Credit to a Group of Records**. You will need to create a query to specify which records to add the credit.
Adding credits to a group of records

1. On an open credit record, from the menu bar, select **Transaction, Add this Credit to a Group of Records**. The Add Credits to a Group screen appears.

2. In the **Add this credit to records in this query** field, click the binoculars to find a records query or add a new one.

3. To prevent the current record from appearing in the report twice, mark **Skip the current record if they are included in the query**.

4. To designate the printer on which to print a control report, mark **Print control report on [ ]**. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in Windows.

5. To preview the list of records before adding credits to the group of records, mark **Preview records before credits are added**.

6. To view a list of all the credits that are successfully added, mark **Create an output query of credits that were added**.

7. To view a list of records to which credits were not added, mark **Create an exception query of records to which credits could not be added**.

8. To add credits to the records and return to the credit record, click **Add Credits Now**.
Invoices

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Creating Returns ............................................................. 375
For the latest documentation and information, visit our Web site at www.blackbaud.com.

The **Student Billing** Invoices page is essential for maintaining information about bills and tracking outstanding student billing. On an invoice record, you can easily view line items added to the invoice, apply sales tax or discounts, and view applied payments and credits. If necessary, you can also create returns from the Invoices page. To quickly access invoices, the **Add a New Invoice**, or **Open an Invoice** links from anywhere in **The Financial Edge**, you can add them as links on the **Favorites** menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the **Program Basics Guide**.

### Accessing Invoice Records

Because records are such an important part of **Student Billing**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including invoice records. To access invoices, click **Records** on the navigation bar, then click **Invoices**. The Invoices page appears.

Consider the Invoices page the starting point for invoice records. On this page, you can add a new invoice or open existing invoice records. To edit invoice options, click **Edit options for Invoices**.

To save time when searching for a specific invoice record, you can use the **Search for an Invoice by invoice ID** field. The Invoices page also lists recently accessed invoice records.
Finding and Opening Invoice Records

When you click **Open an Invoice** on the Invoices page, the Open screen for invoices appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the invoice you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or from the Invoices page, click **Open an Invoice**.

➤ **Opening an invoice record from the Invoices page**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Invoices**. The Invoices page appears.
3. Click **Open an Invoice**. The Open screen for invoices appears.
4. In the **Find Invoices that meet these criteria** frame, enter criteria you are using to search for the invoice.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all invoices meeting your criteria.
6. In the grid, select the invoice to open.

7. Click Open. The invoice record appears.

8. To save the invoice record and return to the Invoices page, click Save and Close.

Adding Invoice Records

On the Invoice tab, you enter basic information about the invoice, such as the posting date and status, record name, billing information, and any discounts or payment terms applied.

In Student Billing, you can add payment terms to invoices. Student Billing applies the terms discount if, before the deadline, you enter a single payment for the full amount due minus the discount percent. To enter payments for the discount credit, you can either auto-apply invoices or payments. However, no credits are created when you combine multiple payments to pay an invoice. If you delete or unapply the payment that created the discount credit, Student Billing also deletes the credit.

If you enter common values repeatedly for multiple invoice records, you can add default information on the student, individual, or organization record, or you can create a default set with these values to save time during data entry. Default information from the student, individual, or organization record appears automatically on the invoice, but the values are defaults only so you can still change any field on a record. To select an existing default set or create a new default set for the record type, from the menu bar of the record, select Transaction, Load Defaults from. For more information about default sets, see the Program Basics chapter in the Program Basics Guide.

Invoices can be edited or deleted at any time. Just remember that deleted invoices cannot be recovered!
We recommend that, in Configuration, you specify duplicate search criteria and set the business rule to check for duplicate invoices automatically. For more information about business rules, see the Configuration Guide for Student Billing. To search for a duplicate record from an existing record, on the menu bar, select Transaction, Duplicate Search.

- **Adding an invoice record**
  2. Click Invoices. The Invoices page appears.
  3. Click Add a New Invoice. The New Invoice screen appears.
  4. In the Invoice ID field, enter an invoice identification number.
     Or, if you marked the Automatically generate invoice IDs starting with [ ] business rule in Configuration, an invoice ID number appears automatically in the Invoice ID field. You can remove this number if you are not automatically generating invoice numbers or using preprinted invoice forms.
  5. In the Invoice for grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
  6. In the Invoice date field, enter the invoice date.
  7. In the Print Status field, select the current print status of the invoice. To place the invoices on hold, mark On hold.
  8. To apply a discount for early payments, in the Terms field, enter the payment terms.
  9. In the Terms Discount field, enter the percentage of the discount.

In Configuration, we recommend you specify duplicate criteria and select to automatically check for duplicate invoices. For more information about business rules, see the Configuration Guide for Student Billing.

At the bottom of each tab, in the Amount and Balance displays, you can quickly view the total invoice amount and remaining balance. To view a summary of the record’s account balance and available credit, click the page icon beside Balance.

If you delete a payment that creates a terms discount, the discount is also deleted.
10. If the discount is subject to finance charges and late fees, mark **Subject to finance and late charges**.

11. In the **Due date** field, enter the last date the payment must be received.

12. In the **Discount Expires** field, enter the last date the payment must be received in order to qualify for a terms discount.

13. In the **Sales tax** field, enter a sales tax item.

14. In the **Bill to** field, enter the record’s billing address or click the magnifying glass to open the billing address.

15. In the **Print on Statement** field, enter comments you want to appear on the statement.

16. In the **Print on Invoice** field, enter a comments you want to appear on the invoice.

17. In the **Description** field, you can enter a description for the invoice.

18. To save the invoice and return to the Invoices page, click **Save and Close**.

---

**Managing Invoice Line Items and Comments**

In **Student Billing**, you cannot post an invoice, but you can post the invoice’s line items. In other words, invoices are “containers” that hold line items. Invoice line items are individual charges added to a student, individual, or organization’s record so you can maintain an accurate accounting of purchases and bill accordingly. The charge records you create when you add an invoice line item can be posted later. For more information about charge records, see the Charges chapter.
The grid on the Line Items tab displays each of the line items added to the invoice. You can click the **Columns** button to hide or show optional columns of information. The status bar at the bottom of the Line Items tab displays the invoice subtotal, sales tax, applied discounts, and total. You can also add comments about the line item on the Line Items tab which will print on statements when **Show line item information for invoices and returns** is marked on the Statements form.

- **Adding a line item**
  1. On the Line Items tab of an open invoice record, click **New Line Item**. The Edit Line Item for Invoice screen appears.

  ![Edit Line Item for Invoice](image)

  2. On the Edit Line Item for Invoice screen, enter information about the charge. For more information about charges, see the Charges chapter.

  3. After you enter the line item information, to close the Edit Line Item for Invoice screen and return to the invoice record, click **Save and Close**. The new line item appears in the grid on the Line Items tab.

  4. To save the invoice record and return to the Invoices page, click **Save and Close**.

At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total invoice amount and remaining balance. To view a summary of the record’s account balance and available credit, click the page icon beside **Balance**.
Adding a comment

1. On the Line Items tab of an open invoice record, click New Line Item and select New Comment from the drop-down. The Edit Line Item for Invoice Comment screen appears.

2. In the text box, enter additional information about the invoice.

3. To close the Edit Line Item for Invoice Comment screen and return to the invoice record, click Save and Close.

4. To save the invoice record and return to the Invoices page, click Save and Close.

Managing Invoice Payments and Credits

On the Payments/Credits tab of an invoice record you can apply payments and credits to invoice line items to reduce the balance due. You can also open and view the transaction records.
Applying invoice payments and credits

1. On an open invoice record, select the Payments/Credits tab. Payments and credits for this record appear in the transactions grid.

2. To view transactions you can apply to the invoice, in the grid, select a transaction and click Open Transaction. The payment or credit record appears. To close the payment or credit record and return to the invoice record, on the menu bar, select File, Close.

3. To apply all of this record’s existing payments and credits to the invoice, click Auto Apply.

4. To unapply all applied payments and credits, click Unapply All.

5. To apply payments and credits to this invoice to reduce the amount due, select an application and click Select Application. The Apply <Application> screen appears.

6. In the grid, mark the checkbox in the Apply? column. For more information about applying payments, see the Payments chapter. For more information about applying credits, see the Credits chapter.

7. To close the application record and return to the invoice Payments/Credits tab, click Save and Close.

8. To save the invoice and return to the Invoices page, click Save and Close.
Managing Invoice Attributes and Notes

You can further define an invoice record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering invoices for reports. You can also define the type of data stored for each invoice.

With notes, you can easily maintain helpful pieces of information about the invoice record. For example, you can record special information about the invoice, payer, or delivery instructions. The note text box accepts free-form text.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.

This section contains a procedure for applying invoice attributes.

➤ Adding an attribute to an invoice

1. On an open invoice record, select the Attributes/Notes tab.

2. In the Attribute type field, enter a specific attribute type or “All Categories”.

3. In the Attribute type column, enter an attribute. Attribute types are established in Configuration.

4. In the Description column, enter a description of the attribute.
5. In the **Date** column, enter a date.
6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

- **Adding a note to an invoice**
  1. On an open invoice record, select the Attributes/Notes tab.
  2. In the **Notes** field, enter additional information about the invoice.
  3. When you exit the Attributes/Notes tab, your changes are saved automatically.

**Creating Returns**

In **Student Billing**, if you make an error when entering invoices, you can create a return record that reverses all or part of the invoice. The return record then appears on the Payments/Credits tab. You cannot reverse standalone invoices that do not contain line items. To reverse an entire invoice, from the menu bar, select **Transaction, Reverse Entire Invoice**. To reverse part of an invoice, select **Transaction, Reverse Portion of Invoice**. For more information about returns, see the Returns chapter.

- **Reversing an entire invoice record**
  1. On an open invoice record, on the menu bar, select **Transaction, Reverse Entire Invoice**. If no payments and credit are applied to the invoice, a confirmation message appears. If payments and credits are applied, the Reverse Invoice as Return screen appears, displaying payments and credits that will be unapplied from the invoice.

    ![Reverse Invoice as Return](image)

    2. To view a payment or credit record, select the application and click **Open**. The payment or credit record appears.
    3. To view the new return record, click **View Return**.
    4. To unapply the payments and credits and return to the invoice record, click **Close**.

- **The Short Description column and the Required checkbox are for informational purposes and are edited only from the Attributes page of Configuration.**

- **Notes can be edited or deleted at any time. Just remember that deleted notes cannot be recovered!**
Reversing a portion of an invoice record

1. On an open invoice record, on the menu bar, select **Transaction, Reverse Portion of Invoice.** A new return record appears. For more information about return records, see the Returns chapter.

2. On the Line Item tab, select the line items you want to change and click **Open.** The Edit Line Item for <Return> screen appears.

3. In the **Quantity** field, enter the quantity of items returned. The new quantity must be fewer than the original quantity.

When reversing a portion of an invoice for which there are multiple line items, you must delete any line items on this screen you are not returning before you can save and close.

4. After you make your changes to the The Edit Line Item for <Return> screen, to return to the return record, click **Save and Close.** The Line Items tab of the return record displays the amount of items returned and the return amount.

5. To save the return record and return to the invoice record, click **Save and Close.**
# Returns

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If a student purchases a product and returns it for a credit, you can create a return record. A return is an invoice reversal containing credit line items which offset the charges for returned items. Because returns reverse previous purchases, they cannot be created independently, but must be added from an existing invoice record. After you add a return, it becomes a standalone record you can view and edit just like any other record you access on the Records page. Even after you create the return, it remains linked to the original invoice, so you can access the invoice from the return record and vice-versa. Also, like a Student Billing invoice, a return is not posted. Instead, you post the return’s line items.

The return record contains general information about the return, including the original invoice, the record name and ID, line items, payments and credits, and attributes and notes. It also provides two date fields, so you can specify the date the invoice was reversed and the actual date your organization received the returned items.

### Accessing Return Records

Because records are such an important part of Student Billing, we have placed all record types on the Records page so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including return records. To access an existing return record, from the navigation bar, click Records, then click Returns. The Returns page appears.

To create a new return, on the menu bar of an open invoice record, select Transaction, Reverse Entire Invoice, or Reverse Portion of Invoice.

Consider the Returns page the starting point for return records. On this page, you can open an existing return record.

To change return options, click Edit options for Returns.
To save time when searching for a specific return record, you can use the **Search for a Return by return ID** field. The Returns page also lists recently accessed return records.

**Finding and Opening Return Records**

When you click **Open a Return** on the Returns page, the Open screen for returns appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the return you want to open. The search process is not case-sensitive, so to locate a return by the record’s name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or from the Returns page, click **Open a Return**.

**Opening a return from the Returns page of Records**

2. Click Returns. The Returns page appears.
3. Click **Open a Return**. The Open screen for returns appears.
On the menu bar of a return record, you access tools and processes common to all records, as well as those exclusive to returns, including adding line items and creating invoices. For information about the common menus, see the Program Basics Guide.

4. In the **Find Returns that meet these criteria** frame, enter criteria you are using to search for the return.

5. After you enter search criteria, click **Find Now**. The program searches the database and displays all returns meeting your search criteria.

6. In the grid, select the return to open.

7. Click **Open**. The return record appears.

8. To save the return record and return to the Returns page, click **Save and Close**.
Adding Return Records

Because returns reverse invoices, you create new returns on invoice records. You cannot reverse standalone invoices that do not contain line items. To reverse an entire invoice, from the menu bar, select **Transaction, Reverse Entire Invoice**. To reverse part of an invoice, select **Transaction, Reverse Portion of Invoice**. For more information about invoices, see the Invoices chapter.

- **Returning an entire invoice record**

  If a student, individual, or organization returns all line items on an invoice, you can create a return to reverse the entire invoice.

  1. On an open invoice record, on the menu bar, select **Transaction, Reverse Entire Invoice**. If no payments and credit are applied to the invoice, a confirmation message appears. If payments and credits are applied, the Reverse Invoice as Return screen appears, displaying payments and credits that will be unapplied from the invoice.

  2. To view a payment or credit record, select the payment or credit and click **Open**. The payment or credit record appears.

  3. To view the new return record, click **View Return**.

  4. To unapply the payments and credits and return to the invoice record, click **Close**.

By setting return user options, you can set return defaults, including field entries and the tab that opens when you access a return record. For more information about options, see the Options chapter of the Program Basics Guide.
Returning a portion of an invoice record

If a student, individual, or organization returns only certain invoice line items, you can create a return for only that portion of the invoice.


2. On the Line Items tab, select the line items you want to change and click Open. The Edit Line Item for <Return> screen appears.

3. In the Quantity or Amount field, enter the quantity of items returned. The new quantity must be equal to or fewer than the original quantity.
4. After you make your changes to the The Edit Line Item for <Return> screen, to return to the return record, click **Save and Close**. The Line Items tab of the return record displays the amount of items returned and the return amount.

5. To save the return record and return to the invoice record, click **Save and Close**.

**Managing Line Item Information**

On the Line Items tab of a return record, you can add line item comments, and you can find and open existing invoice line items.
Adding return line item information

1. From an open return record, select the Line Items tab.

2. To view an existing line item, select a line item in the grid and click Open. The Edit Line Item for Return screen appears.

3. To edit the product or billing item description, in the grid, click in the Description column and make your changes.

4. In the Return Qty column, enter the number of items being returned.

5. To reverse sales tax charges, in the Sales Tax ID column, enter a sales tax identification number.
6. In the Post status field, select “Not yet posted” or “Do not post” as the current post status of the charge.

7. In the Post Date column, enter the line item posting date.

8. In the Service Provider field, enter the person who assisted the record.

9. Information in the Return Subtotal, Sales Tax, and Return Total columns of the grid at the bottom of the page are for informational purposes and display the pre-tax amount, the amount of sales tax, and the total amount included in the return.

10. The Total and Balance displays are for informational purposes and display the total charges less return line items, and the record’s remaining balance due.

11. To close the Edit Return Line Item for <Return> screen and return to the return record, click Save and Close.

Adding a comment


2. In the comment field, enter additional information about the invoice.

3. To close the Edit Line Item for Invoice Comment screen and return to the invoice record, click Save and Close.

4. To save the invoice record and return to the Invoices page, click Save and Close.
Finding a line item

1. From Line Items tab of a return record, click Find. The Find screen appears.

2. In the Field field, select a search category, such as “Product/Item Name” or “Description”.

3. In the Find what field, enter specific field information you want to find. For example, if you entered “Product/Item Name” in the Field field, you could enter the first three letters of the billing item name to narrow the search.

4. In the Match field, select the part of the field to search.

5. To find only records with identical upper and lower case letters, mark Match case.

6. When you have entered your search criteria, click Find First or Find Next. The Financial Edge highlights the first or next record matching your criteria.

7. To close the Find screen and return to the return record, click Close.

8. To save the return record and return to the Returns page, click Save and Close.

Adding Return Attributes and Notes

The return amounts at the bottom of the Payments/Credits tab do not include sales tax.

You can further define a return record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering returns for reports. You can also define the type of data stored for each return. For example, if you have defined an attribute for return reasons, you can track returns by the reason the items were returned.

With notes, you can easily maintain helpful pieces of information about the return record. For example, you can record special information about the return, invoice, or record information you may need later. The note text box accepts free-form text.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.
Adding an attribute

1. From an open return record, select the Attributes/Notes tab.

2. In the Attribute type field, enter a specific attribute type or “All Categories”.

3. In the Attribute type column, enter an attribute. Attribute types are established in Configuration.

4. In the Description column, enter a description of the attribute.

5. In the Date column, enter a date.

6. In the Comments column, enter comments.

7. When you exit the Attributes/Notes tab, your changes are saved automatically.

Attributes can be edited at any time or deleted if the attribute is not required.

The Short Description column and the Required checkbox are for informational purposes and are edited only from the Attributes page of Configuration.

For faster data entry when entering dates, press F3 for today’s date or F7 for a calendar.
Adding a note

1. From an open return record, select the Attributes/Notes tab.

   ![Image of Attributes/Notes tab]

   Notes can be edited or deleted at any time. Just remember that deleted notes cannot be recovered!

2. In the Notes field, enter additional information about the return.

3. When you exit the Attributes/Notes tab, your changes are saved automatically.
Refunds

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Printing Refund Checks .................................................. 410
A refund is a type of credit that is generally disbursed by printing a check payable to the record, or by applying the refund to another active charge.

You cannot print refund checks until you define an accounts payable cash account in Banks. For more information about defining cash accounts, see the Banks Guide.

Visit our Web site at www.blackbaud.com for the latest documentation and information.

To save time when searching for a specific product, you can use the Search for a Refund by Refund ID field.

A refund is a type of credit that is generally disbursed by printing a check payable to a person or organization, or by applying the refund to another active charge. For example, this situation can occur when a payment results in a credit balance or a student’s charges are changed.

When you create a refund, you can create only one check for the full amount. The refund check can be payable to only one person or organization.

You can create refund records from the Refunds page of Records, or to save time, from student, individual, organization, payment, or credit records.

## Accessing Refund Records

Because records are such an important part of Student Billing, we have placed all record types on the Records page so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including refund records. To access a new refund record, from the navigation bar, click Records, then click Refunds. The Refunds page appears.

Consider the Refunds page the starting point for refund records. On this page, you can add a new refund record or open an existing one. You can also edit refund options by clicking Edit options for Refunds. This link accesses the Options screen for records.
To save time when searching for a specific refund record, you can use the **Search for a Refund by Refund ID** field. The Refunds page also lists recently accessed refund records. Procedures for accessing records from the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record from the Refunds page.

### Finding and Opening Refund Records

When you click **Open a Refund** on the Refunds page, the Open screen for refunds appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the refund you want to open. The search process is not case-sensitive, so to locate a refund by the record name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters.

To access the Open screen, select **File, Open**, or on the Refunds page, click **Open a Refund**.

- **Opening a refund record from the Refunds page**
  1. On the navigation bar, click **Records**. The Records page appears.
  2. Click **Refunds**. The Refunds page appears.
  3. Click **Open a Refund**. The Open screen for refunds appears.
We recommend that you search by only one or two of the most helpful criteria types because results appearing in the grid must match all criteria you enter. Adding too many criteria in the filter fields can actually prevent you from finding a record.

4. In the **Find Refunds that meet these criteria** frame, enter criteria you are using to search for the refund.

5. After you enter search criteria, click **Find Now**. The program searches the database and displays all refunds meeting your search criteria.

6. In the grid, select the refund to open.

7. Click **Open**. The refund record appears.

8. To save the refund record and return to the Refunds page, click **Save and Close**.
Adding Refund Records

A refund record consists of a series of tabs designed to break information into manageable chunks so you can easily view only the data you need at a particular time. Although refund information is entered on separate tabs, Student Billing consolidates the information into a single record and uses data from all refund tabs when processing refunds.

If you enter common values repeatedly for multiple refund records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select Transaction, Load Defaults from to select an existing default set or create a new default set for the record type. To manage default sets for all record types in the program, select Tools, Organize/Create Defaults. For more information about default sets, see the Program Basics Guide.

We recommend that, in Configuration, you specify duplicate search criteria and set the business rule to check for duplicate refunds automatically. For more information about business rules, see the Configuration Guide for Student Billing. To search for a duplicate record from an existing record, from the menu bar, select Transaction, Duplicate Search.

- Adding refund information from the Refunds page

![New Refund screenshot]

3. The Refund ID field is for informational purposes and displays the default identification number for the refund.

4. In the Refund for grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

5. In the Transaction date field, enter the effective date of the refund. If the date you enter falls within a billing cycle, the billing cycle and session appear next to the field.
6. In the **Post status/date** field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.

7. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.

8. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.

9. In the **Amount** field, enter the amount of the refund.

10. In the **Comment** field, you can enter additional information about the refund.

11. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a refund check in **Student Billing**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 410.

12. To save the refund record and return to the Refunds page, click **Save and Close**. To continue adding refund information, click the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 398.

**Adding refund information from a payment record**

1. On an open payment record, on the menu bar, select **Payment, Reverse this Payment as a Refund**. The New Refund screen appears.

2. The **Refund ID** field is for informational purposes and displays the default identification number for the refund.
3. In the **Refund for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

4. In the **Transaction date** field, enter the effective date of the refund. If the date you enter falls within a billing cycle, the billing cycle and session appear next to the field.

5. In the **Post status/date** field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.

6. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.

7. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.

8. In the **Amount** field, enter the amount of the refund.

9. In the **Comment** field, you can enter additional information about the refund.

10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a refund check in **Student Billing**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 410.

11. To save the refund record and return to the Records page, click **Save and Close**. To continue adding refund information, click the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 398.
Adding refund information from a student record

1. On an open student record, on the Activity tab, click the down arrow beside New Charge and select New Refund. The New refund screen appears.

2. The Refund ID field is for informational purposes and displays the default identification number for the refund.

3. In the Refund for grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

4. In the Transaction date field, enter the effective date of the refund.

5. In the Post status/date field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.

6. If you want to exclude this transaction from printed statements, mark Hide this transaction on printed statements.

7. In the Item/Description field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.

8. In the Amount field, enter the amount of the refund.

9. In the Comment field, you can enter additional information about the refund.
10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a refund check in **Student Billing**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 410.

11. To save the refund record and return to the Records page, click **Save and Close**. To continue adding refund information, select the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 398.

➢ Adding refund information from a credit record

1. On a posted credit record, from the menu bar, select **Transaction**, **Reverse this Credit as a Refund**. The New Refund screen appears.

2. The **Refund ID** field is for informational purposes and displays the default identification number for the refund.

3. In the **Refund for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

4. In the **Transaction date** field, enter the effective date of the refund.

5. In the **Post status/date** field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.

6. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.

You cannot print refund checks until you define an accounts payable cash account in **Banks**. For more information about defining cash accounts, see the **Banks Guide**.
7. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.

8. In the **Amount** field, enter the amount of the refund.

9. In the **Comment** field, you can enter additional information about the refund.

10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a refund check in **Student Billing**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 410.

11. To save the refund record and return to the credit record, click **Save and Close**. To continue adding refund information, select the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 398.

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**Adding Refund Distributions**

Refund distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. On refund records, credit accounts appear by default from the refund item record, and debit accounts default from the accounts receivable summary account from **Configuration** or the student record. You can change the default distributions if necessary.

- **Distributing a refund**
  
  1. On an open refund record, select the GL Distribution tab.
2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

3. If you enter credit and debit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

4. To preview General Ledger debits and credits for the refund, click DR/CR Entries.

5. To enter distributions by amount, click $. To enter distributions by percent, click %.

6. In the CR Account Number column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the CR Account Description column.

   If you select “Never (Strongly Recommended)” for the Allow non-bank transactions to use cash accounts business rule in Student Billing Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

7. Enter the amount of the distribution in the Amount column or the percentage in the Percent column.

8. The DR Account Number column displays default values, depending on default AR Summary Account settings established in Configuration or the Defaults tab of the student, individual, or organization record. When you enter a debit account number, the description appears automatically in the DR Account Description column.

9. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically in the Project Description column.

10. In the Class column, select a class for the distribution.

11. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

12. To enter different debit and credit transaction distributions, select a row by clicking the gray button to the left of the line, then click Distribution. To enter a debit transaction distribution, select DR Distribution. To enter a credit transaction distribution, select CR Distribution.

   To use a default distribution from Configuration, click Load Distribution and select “From Table”.

   Use miscellaneous entries as one-time adjustments in lieu of using negative cash amounts.

   To create a distribution from an existing distribution template, click Load Distribution.

   When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.
Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

To view attribute information, click **Attributes**.

To delete all rows of the grid, click **Delete All**.

13. To save the refund and return to the Refunds page, click **Save and Close**.

### Managing Refund Payments and Credits

On the Payments/Credits tab, you can manage payers and their payments and credits. You can add payers who should receive the refund, or delete payers who are not associated with the refund. Using the applications grid, you can view the record’s payments and credits, and determine which should apply to the refund. With the **Apply Payments/Credits Automatically** feature, you can maintain a current balance due without having to manually apply payments and credits.

### Managing Payers

On refund records, you can view the record’s default payers and define the amounts of the charge each payer contributed. However, when you create a refund check, only a single payer can receive the refund. Payer information defaults automatically from the student, individual, or organization record, but you can also add, edit, or remove payers on the Payments/Credits tab. To find, add, or view payers, click the down arrow beside the **Find Payer** button. A submenu appears so you can access payer records.

*Adding a payer*

1. From an open refund record, click the Payments/Credits tab.
2. On the Payments/Credits tab, click the down arrow beside Find Payer and select Add Payer. The Open screen for records appears.

3. To add a new student, individual, or organization record, you must select the desired record type in the Find field. Once you select a record type, an Add a New Student, Add a New Individual, or Add a New Organization button appears for the appropriate record type selected. For more information about searching for or adding records, see the Students, Individuals, and Organizations chapters.

4. To add an existing record as a payer, in the Find Records that meet these criteria frame, enter criteria you are using to search for the record.

5. After you enter or locate the record you want to add as a payer, click Open. The new payer appears in the payer grid.

6. To delete the payer from the record, select the payer in the grid and click Delete.
7. The **Remaining** display shows the undistributed amount of the refund remaining.

8. In the **Refund Payments from** column of the payer grid, you can change the payer or use the binoculars to locate another payer.

9. The **Record ID** and **Relationship** columns are for informational purposes and display information from the record.

10. In the **Responsible for** column, enter the amount of the refund this payer must pay. To enter distributions by amount, click $$. To enter distribution by percent, click %.

11. The **Unpaid** column is for informational purposes and displays the remaining unpaid balance.

12. To save your changes and close the refund record, click **Save and Close**.

**Finding a payer**

1. On the Payments/Credits tab of an open refund record, click **Find payer**. The Find screen appears.

   ![Find Screen](image)

   2. In the **Field** field, select a search category, such as “Record ID” or “Relationship”.

   3. In the **Find what** field, enter specific field information you want to find. For example, if you entered “Refund Payments from” in the **Field** field, you could enter the first three letters of the record’s name to narrow the search.

   4. In the **Match** field, select the part of the field to search.

   5. To find only records with identical upper and lower case letters, mark **Match case**.

   6. When you have entered your search criteria, click **Find First** or **Find Next**. **Student Billing** highlights the first or next record matching your criteria.

   7. To close the Find screen and return to the refund record, click **Close**.

   8. To save the refund record and return to the Refunds page, click **Save and Close**.

**Viewing a payer**

1. On the Payments/Credits tab of an open refund record, select a payer in the payer grid.
2. Click the down arrow beside **Find Payer**. A submenu appears.

3. From the submenu, select **View payer**. The student, individual, or organization record opens.

4. To save the record and return to the refund record, click **Save and Close**.

### Managing Applications

With the applications submenu, you can add and edit applications, apply payments and credits to the refund, and unapply applications. To save time when entering applications, you can establish default payers on the Payers tab of the student, individual, or organization record, then use buttons on the Payments/Credits tab to quickly apply the applications to the account. To access the applications submenu, click the down arrow beside the **Add/Edit Applications** button. The applications submenu appears.

> **Adding an application**

1. On the Payments/Credits tab of an open refund record, click **Add/Edit Applications**. The Apply Payments/Credits to <Refund> screen appears.

2. The **Refund owner/ID**, **Refund**, and **Amount/Date** fields are for informational purposes only, and display information from the refund record.

3. In the **Pay the balance due from** field, select a payer to apply this payment or credit to, or select “All Payers”.

4. The **Balance due from <>**, **Paid**, and **Unpaid** displays show the liable payers, outstanding balances, and paid amounts.

5. To add more payments or credits, in the applications grid, click **Select Additional Payments or Credits**. The Open screen for payments and credits appears.

6. In the **Find** field, select “Payment” or “Credit”.

---

If you create a refund for an amount greater than the record’s applied payments and credits, **Student Billing** asks if you want to create a charge to offset the difference.
7. In the Find <Payments or Credits> that meet these criteria frame, enter criteria you are using to search for the payment or credit. Criteria can include the record name, record type, and transaction date.

8. Click Find Now. The program searches the database and displays all payments or credits meeting the search criteria.

9. In the grid, select a payment or credit and click Open. The Open screen closes and the payment or credit information appears in the applications grid.

10. You can use the down arrow beside Select Additional Payments or Credits to access a submenu where you can make other changes to applications:

<table>
<thead>
<tr>
<th>Select Additional Payments or Credits:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add All Payments/Credits That Can Be Applied</td>
</tr>
<tr>
<td>Select Additional Payments or Credits...</td>
</tr>
<tr>
<td>Select Other Record’s Payments or Credits...</td>
</tr>
<tr>
<td>Assign Unapplied Balance to Refund Owner:</td>
</tr>
<tr>
<td>Unapply and Hide All Payments/Credits</td>
</tr>
</tbody>
</table>

- To display all payments and credits for the default payers, click Add All Payments/Credits That Can Be Applied.
- To apply the payments and credits other than those listed, select Select Additional Payments or Credits. The Open screen for payments and credits appears so you can locate the other payment and credit records.
- To apply the refund to a different record’s payments and credits, select Select Other Record’s Payments or Credits. The Open screen for records appears so you can locate the other record.
- To apply the refund to only the primary default payer, select Assign Unapplied Balance to Refund Owner. Student Billing automatically applies an unapplied balance to the primary default payer.
- To unapply all payments and credits and remove them from the payer grid, select Unapply and Hide All Payments/Credits.

11. To save the refund record and return to the Refunds page, click Save and Close.

### Applying the unpaid amount to the primary default payer

1. On the Payments/Credits tab of an open refund record, click the down arrow beside Add/Edit Applications and select Make <Primary Default Payer> Responsible for the Unpaid Amount. All payers except the primary default payer disappear and the total refund amount appears in the Responsible for column.

2. To save the refund record and return to the Refunds page, click Save and Close.
Unapplying applications

1. To unapply all applications and refund the full amount due to the default payer, on the Payments/Credits tab of an open refund record, click the down arrow beside Add/Edit Applications and select Unapply all and Restore Default Payers. All payers except the default payers disappear and the total refund amount appears in the Responsible For column.

2. To unapply all applications and distribute the full amount due evenly to all payers, from the submenu, select Unapply all and Distribute Evenly to Current Payers. The total refund amount is distributed evenly to all payers.

3. To save the refund record and return to the Refunds page, click Save and Close.

Adding Refund Attributes and Notes

You can further define a refund record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification—a useful feature for sorting or filtering refunds for reports. You can also define the type of data stored for each refund. For example, if you have defined an attribute for revenue categories, you can track refunds by income.

With notes, you can easily maintain helpful pieces of information about the refund record. For example, you can record special information about the refund, payer, or application information you may need later. The note text box accepts free-form text.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.

Adding an attribute to a refund

1. On an open refund record, select the Attributes/Notes tab.
2. In the **Attribute type** field, enter a specific attribute type or “All Categories”.

3. In the **Attribute type** column, enter an attribute. Attribute types are established in *Configuration*.

4. In the **Description** column, enter a description of the attribute.

5. In the **Date** column, enter a date.

6. In the **Comments** column, enter comments.

7. When you exit the Attributes/Notes tab, your changes are saved automatically.

---

#### Adding a note to a refund

1. On an open refund record, select the Attributes/Notes tab.

2. In the **Notes** field, enter additional information about the refund.

3. When you exit the Attributes/Notes tab, your changes are saved automatically.

---

**Adding Refund Adjustments**

To change a posted refund record, you can create an adjustment. Adjustments are corrections you make to a posted refund that reverse an incorrect general ledger distribution and then create another post with the new distribution. The Adjustments tab appears only if the refund has adjustments. You can make a new adjustment to a refund only if all existing adjustments are posted. After an adjustment is added to a refund record, it cannot be deleted. To add a new adjustment to a posted refund, from the menu bar of the refund record, select **Transaction, New Adjustment**.
Adding an adjustment to a refund record

1. On a posted refund record, on the toolbar, click New Adjustment. The New Adjustment screen appears.

2. On the Adjustment tab, the Entered by field is for informational purposes only and displays your user name.

3. In the Adjustment date field, enter the adjustment date.

4. In the New transaction amount field, enter the new amount. Depending on the type of refund, this field may not be editable.

5. The Current transaction amount field is for informational purposes only and displays the refund amount prior to the adjustment.

6. The Adjustment post status field is for informational purposes only and displays the current post status.

7. In the Adjustment post date field, enter a post date or click Use Transaction Post Date. The post date must be in an open period.

8. In the Reason field, enter a reason for the adjustment, such as “Overcharge”.

9. In the Notes field, enter notes for the adjustment.
10. To enter a new distribution, select the New Distribution tab.

11. In the field above the Distribution grid, select “Distribution” or “Miscellaneous Entries”. A miscellaneous entry is a one-time adjustment you use in lieu of negative cash amounts.

12. If you entered a default credit account on the product record, it appears automatically in the CR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

    If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Accounts Payable Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

13. When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

14. To enter distributions by amount, click $. To enter distributions by percent, click %.

15. Enter the amount of the distribution in the Amount column or the percentage in the Percent column. To distribute amounts or percents equally among the selected accounts, click Distribute Evenly.

16. If you defined a default accounts receivable account on the student, individual, or organization record or a debit account on the product record, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.
17. If you defined valid interfund entries in Configuration, when you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts, you cannot save the distribution.

18. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

19. In the Class column, select a class for the distribution.

20. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

21. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the distribution row and click Distribution. For a debit account, select DR Distribution. For a credit account, select CR Distribution. The Transaction Distribution screen appears.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click OK to return to the refund record Distribution tab.

22. To preview General Ledger debits and credits for the distribution, click DR/CR Entries.

23. To add attributes to the distribution, click Attributes. For more information about adding attributes to a refund record, see “Adding Refund Attributes and Notes” on page 405.

24. To delete all rows of the grid, click Delete All.
25. To view the previous distribution information, select the Previous Distribution tab. This tab displays all of the credit and debit information associated with the previous distribution.

26. To save the adjustment and return to the refund record, click OK.

### Printing Refund Checks

From a refund record, you can create a refund check to reimburse a record’s payment. You cannot print refund checks until you define a cash account for Student Billing in Banks. For more information about formatting refund checks and defining cash accounts, see the Bank Basics chapter of the *Banks Guide*.

#### Printing a refund check

You must have security rights to print a refund check. If a check already exists for a refund, a View Check button appears and you cannot print another refund check for that record.

1. From an open refund record, click Create Refund Check. The Create Refund Check screen appears.

2. In the Bank account field, select the account from which to print the check.

3. In the Print Check to field, select the payee.
4. Click OK. The Create Refund Check screen closes and the Add a One-Time Check screen appears.

5. Bank information and today’s date automatically appear in the **Bank account** and **Check date** fields.

6. The check amount from the refund record appears automatically in the **Amount** field. This field entry cannot be edited.

7. A default description appears in the **Description** fields. You can edit the default or enter a custom description.

8. In the **Check format** field, select a check form.

9. The record’s name appears automatically in the **Payee name** field. You can edit the default or enter a different name.

10. The record’s address appears automatically in the **Address** field. To change the record’s address information, click **Address**.

11. To include the payee’s tax ID number in the check record, enter that number in the **Tax ID number** field.

12. In the **Contact** field, enter a contact name.

13. In the contact grid, in the **Contact Type** column, select a contact type.

14. In the **Contact Number** column, enter a contact number.

15. In the **Post status/date** fields, select posting information for the check.

16. To designate the check cleared when you print it, mark **Cleared on** and enter the clear date in the field.

17. On the Distribution tab, default distribution information appears from the refund record. You can also define a custom distribution. For more information about distributions, see the **Configuration Guide for Student Billing**.
18. To format the check for printing, select the Format tab. Formatting options appear in the grid.

![Format Tab Screenshot]

19. To change formatting options for the check, click Payment Options on the action bar. The Payment Options for Accounts Payable One-Time Checks screen appears so you can make changes to check and address alignment, check stub information, electronic signatures, and notes. For more information about payment options, see the Banks Guide.

20. Click OK. You return to the Format tab.

21. To select printers, click Printer Options on the action bar. The Printer Options screen appears so you can select a printer for the check.

22. Click OK. You return to the Format tab.

23. To print the refund check, click Print Now. This automatically records the check in the register.

   - To save the check for later printing, click Print Later and Close. You return to the Banks page. The check will not be recorded until you print it later.
   - To save the check for later printing and create another refund check, click Print Later and New. The saved check will not be recorded until you print it later.
   - To save the check to print at another time, click Print Later.

24. To record the check in the register and close the check record, click Record and Close.

   - To record the check and create another refund check, click Record and New.
   - To record the check but not close the record, click Record. Once you record a check, you cannot print it.
25. If you print the check now, the Payment Printing Status screen appears.

26. Review the printed check. If it prints successfully, leave the Successful? checkbox marked. You can also mark the Clear All Payments checkbox to efficiently designate and clear the one-time check. The clearing option is available only for successful checks. If successful, proceed to step 28. If not successful, proceed to the next step.

27. If the check prints unsuccessfully or incorrectly, unmark the checkbox in the Successful? column. The void and purge options at the bottom of the screen are enabled. You can either void and purge, void only, or void and reprint (if the related business rule is marked) the erroneous check by selecting the corresponding option.

After voiding and/or purging a check, a screen appears notifying you that an unprinted copy of the check has been created, which you can print or delete from the Banks page.

28. Click OK to return to the refund record.
Deposits

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In *Student Billing*, you use deposit records to record the amount of cash, checks, EFTs, or other payments you receive and deposit into your bank account. After you create a deposit, you add payment receipts to the deposit to specify how to apply the money you deposited. Think of it this way — when you write out a deposit slip, it can consist of many items, including cash, credit card receipts, or checks, but they all add up to a single deposit amount. Similarly, in *Student Billing*, you create a deposit record to specify how much you received in payment, then you create payment records to explain which students “own” the payments and whose charges they should pay. For information about creating and managing payments, see the Payments chapter.

You can create deposit records on the Deposits page of *Records*, or using the *Create a new deposit* link in Deposit tasks for *Banks*. Before you can create deposits or payments, you must define cash account information for each bank account you plan to use for *Student Billing* transactions. For more information about defining cash accounts, see the *Banks Guide*.

**Accessing Deposit Records**

Because records are such an important part of *Student Billing*, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including deposit records. To access a new deposit record, on the navigation bar, click *Records*, then click *Deposits*. The Deposits page appears.

Consider the Deposits page the starting point for deposit records. On this page, you can add a new deposit record or open an existing one. You can also edit deposit options by clicking *Edit options for Deposits*.

To save time when searching for a specific deposit record, you can use the *Search for a Deposit by Deposit number* field.
To save time when searching for a specific deposit record, you can use the **Search for a Deposit by Deposit number** field. The Deposits page also lists recently accessed deposit records.

Procedures for accessing records on the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record on the Deposits page.

**Finding and Opening Deposit Records**

When you click **Open a Deposit** on the Deposits page, the Open screen for deposits appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the deposit you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the *Query Guide*.

To access the Open screen, select **File**, **Open**, or on the Deposits page, click **Open a Deposit**.

- **Opening a deposit record from the Deposits page**
  1. On the navigation bar, click **Records**. The Records page appears.
  2. Click **Deposits**. The Deposits page appears.
  3. Click **Open a Deposit**. The Open screen for deposits appears.

  ![](image)

  For more information about filtering criteria on an Open screen, see “Filtering Criteria” in the *Program Basics Guide*.

  4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.

  5. After you enter search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.
6. In the grid, select the deposit to open.

7. Click **Open**. The deposit record appears.

8. To save the deposit record and return to the Deposits page, click **Save and Close**.

# Adding Deposit Records

From the Security page of *Administration*, the Supervisor can prevent users from adding *Student Billing* deposits.

On the Deposit tab, you enter basic information about the deposit, such as the deposit method, source, description, and posting dates. For faster data entry, you can set default values for deposit record fields. To add default field values, on the menu bar, select **Tools, Options**. For more information about deposit options, see the Options chapter of the *Program Basics Guide*. 
Adding a deposit on the Records page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Deposits**. The Deposits page appears.
3. Click **Add a New Deposit**. The Add a New Deposit screen appears displaying the Deposit tab.

4. In the **Bank account** field, select the bank account to which to add the deposit.

5. The **Deposit number** field is for informational purposes only. The program generates the deposit number based on the next number in sequence for the selected bank account. The field displays “<Auto-Generated>” until the deposit record is saved, then the deposit number appears in the field.

6. In the **Deposit date** field, enter the date the deposit is made to the bank account.

7. In the **Deposit ID** field, you can enter an alphanumeric identifier for the deposit.

8. In the **Entry date** field, enter the date the deposit is entered into the program.

9. In the **Post status** field, select a post status for the deposit. If you mark the business rule to disallow Do Not Post as a post status, only Not Yet Posted appears. Information in the **Post status** field appears automatically on payments you add to the deposit. For more information about business rules, see the **Configuration Guide for Student Billing**.

10. In the **Status** field, select Open or Closed as the current status of the deposit. You cannot add new payments to a closed deposit.

11. In the **Post date** field, enter the date to post the deposit. Information in the **Post date** field appears automatically on payments you add to the deposit.

When you post a deposit, its individual payments, not the deposit record itself, post to the general ledger.

For faster data entry, you can set default values for deposit fields. To add default field values, on the menu bar, select **Tools, Options**. For more information about deposit options, see the **Program Basics Guide**.

For faster data entry when entering dates, press **F3** for today’s date or **F7** for a calendar.

When you post a deposit, its individual payments, not the deposit record itself, post to the general ledger.
12. In the **Description** field, you can enter a description or identifying information about the deposit.

13. If you have printed a report of this deposit, mark **Deposit ticket printed on** and enter the print date. For more information about printing deposit tickets, see the *Reports Guide for Student Billing*.

14. Once the deposit clears the bank account, mark **Deposit cleared on** and enter the date. If you have the optional module *Cash Management*, the reconciliation status appears next to the date.

15. If you have created an electronic funds transfer file for this deposit, mark **EFT file created on** and enter the creation date. For more information about creating EFT files, see the *Banks Guide*.

16. After you add payments to the deposit, you can use the **Deposit Worksheet** to compare the projected number of receipts and the projected total deposit amount with what is actually contained in the deposit. The grid displays the actual number of receipts contained in the deposit and calculates the difference between the projected and actual amounts.

17. To save the deposit and return to the Records page, click **Save and Close**.

### Adding Payment Defaults

On the Defaults tab of a deposit record, you can assign default field values that apply to all payments added to that deposit. For example, you can assign a default payment date. When you create payments for that deposit, the default payment date appears in the **Payment date** field of every payment record added to the deposit. You can change the defaults at any time, and on the payment record, you can edit or delete the default field entries if you do not want to use them.

You can also select the payment types that appear on the payment record. Unmark any payment types you do not want to appear in the **Payment method** field.

To facilitate data entry, you can create a deposit for each kind of payment you expect to receive whose application you want to restrict to only certain types of charges. For example, you could create a deposit for each of these restriction types:

- **Tuition charge** — Includes any billing item that represents tuition
- **Incidentals** — Includes any billing item representing additional fees
- **Bookstore charges** — Includes any billing item from the bookstore

If you create multiple deposit records, you need to be careful when selecting the deposit for a payment to ensure that the payment is applied to the correct charges. Default information from the deposit (including the default application restriction) is added to its payments so you may need to update the payment record to make sure that the appropriate application restriction is used.
Creating payment defaults

1. On an open deposit record, select the Defaults tab.

2. In the Payment Defaults grid, in the Default Value column, enter default values for the Payment date, Amount, Comment, and Source fields.

3. All payment methods in the Payment Methods box are marked by default. Unmark any that you do not want to appear in the Payment method field on payment records.

4. In the Default payment method field, select the payment method you want selected on payment records by default.

5. In the Default application restriction field, select the application restriction to assign to payments by default. Application restrictions are defined in Configuration. For more information about creating restrictions, see the Configuration Guide for Student Billing.

6. When you exit the Defaults tab, your changes are saved automatically.

Viewing Distributions

Deposits cannot be posted. Only payments are posted. All payments within a deposit are posted at the same time, so deposit records do not contain unique distributions. Instead, when you select a bank account on the deposit record, its cash account becomes the debit account for all payments attached to the deposit. You add credit accounts, which do not appear on the deposit record, directly on the payment record. When you create a payment and add credit accounts, Student Billing debits the cash account from the deposit’s bank account. In other words, the deposit provides the cash side of the distribution, and the payment provides the revenue or receivables side.
On the Distribution tab of a deposit record, you can view the payment debit accounts and transaction distributions, including projects, classes, and transaction codes. Projects and transaction codes are available only with the optional module *Projects and Grants*. The Distribution tab of a new deposit record is blank until you add a payment.

**Viewing distributions**

1. On an open deposit record, select the Distribution tab.

2. The information for the debit account distribution appears in the grid. This information is read-only.

### Adding Payments to Deposits

You can add default field values for payments on the deposit record. For more information about adding defaults, see “Adding Payment Defaults” on page 420.

The Payments tab displays all payments contained in a deposit. You can also use the Payments tab to create new payments directly on the deposit record. When you click **Add Payment**, the New Payment screen appears displaying the Payments tab. You enter information for the payment just as you would if you were adding the record on the Payments page of *Records*.

To speed data entry, on the deposit record, you can create default field values for payments. For more information about adding defaults, see “Adding Payment Defaults” on page 420.
Adding a payment from a deposit record

1. On an open deposit record, select the Payments tab.

2. Click Add Payment. The New Payment screen appears. For detailed procedures about adding payments, see the Payments chapter.

3. After you enter payment information, to close the payment record and return to the deposit record, click Save and Close.

Voiding Posted Deposits

Using the Void this Deposit option, you can void a posted deposit and all the payments contained in the deposit. You cannot void a deposit that is marked cleared or closed, or if it is reconciled.
When you void a deposit, adjustments are created for each payment in the deposit, bringing each payment amount (and the deposit total) to $0.

To void a deposit, open the deposit record and select Deposit, Void this Deposit on the menu bar.

Voiding a posted deposit

1. On the menu bar of a posted deposit, select Deposit, Void this Deposit. A message appears asking if you are sure you want to void the deposit.

2. To void the deposit, click Yes. Student Billing voids the deposit and its payments.

3. To close the deposit record, on the menu bar, click File, Close.
# Payments

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In **Student Billing**, a payment record is part of a bank account deposit and cannot stand alone. Think of it this way — when you write out a deposit slip, it can consist of many payments, including cash, checks, or EFTs, but they all add up to a single deposit amount. Similarly, in **Student Billing**, you create a deposit record to specify how much you received in payment, then you create payment records to explain which records made the payments and who should receive the benefit of the payment. You can link student billing payments to deposits made in either **Accounts Receivable** or **Cash Receipts**.

Because each payment is part of a deposit, to create a new payment you must first locate its deposit. When you click **Add a New Payment** from the Payments page, the Open screen for deposits appears so you can find the deposit. You can also add payments directly on the deposit record in **Banks**.

## Managing Payment Records

Because records are such an important part of **Student Billing**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including payment records. To access payment records, on the navigation bar, click **Records**, then **Payments**. The Payments page appears.

Consider the Payments page the starting point for payment records. On this page, you can add a new payment record or open an existing one.

To save time when searching for a specific payment record, you can use the **Search for a Payment by Payment ID** field. The Payments page also lists recently accessed payment records. Procedures for accessing records from the Records page are discussed thoroughly in the **Program Basics Guide**, but this chapter gets you started by showing you how to add a new record and open an existing record from the Payments page.
Finding and Opening Payment Records
When you click **Open a Payment** on the Payments page, the Open screen for payments appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the payment to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the *Query Guide.* To access the Open screen, select **File, Open,** or from the Payments page, click **Open a Payment.**

**Opening a payment record from the Payments page**
1. On the navigation bar, click **Records.** The Records page appears.
2. Click **Payments.** The Payments page appears.
3. Click **Open a Payment.** The Open screen for payments appears.

4. In the **Find Payments that meet these criteria** frame, enter criteria you are using to search for the payment.

For more information about filtering criteria on an Open screen, see “Filtering Criteria” in the *Program Basics Guide.*
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all payments meeting your criteria.

6. In the grid, select the payment to open.

7. Click **Open**. The payment record appears.

8. To save the payment record and return to the Payments page, click **Save and Close**.
Adding Payment Records

Before you can add information to a payment record, you must first find the deposit that contains the payment. When you click Add a New Payment on the Payments page, the Open screen for deposits appears so you can locate the original deposit. After you select a deposit and click Open, the New Payment screen appears.

We recommend you specify duplicate search criteria and set the business rule to check for duplicate payments automatically. For more information about business rules, see the Configuration Guide for Student Billing. To search for a duplicate record from an existing record, from the menu bar, select Payment, Duplicate Search.

When to Record an Advance Deposit Payment

When you receive a payment for an advance deposit, you want to record you received the money even if you are not yet ready to have it affect the student’s balance or statement. In this situation, you recognize the money in a special account in General Ledger until it is used to pay off charges on the student’s account.

Adding a payment to a Student Billing deposit

2. Click Payments. The Payments page appears.
3. Click **Add a New Payment**. The Open screen for deposits appears, so you can find the deposit containing the payment.

![Open screen for deposits](image)

4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.

5. After you enter your search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.
6. In the grid, select the deposit containing the payment, and click **Open**. The Open screen for deposits closes and the New Payment screen appears.

7. In the **Payment from** grid, enter a record name, identification number, or Social Security, Catalog of Federal Domestic Assistance, or reference number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid and you can enter a value.

8. In the **Payment date** field, enter the effective date of the payment.

9. The **Post status/date** fields are for informational purposes and display the current post status and the status date of the deposit.

10. In the **Total amount** field, enter the total amount of payment received.

11. In the **Paid by** field, you can enter the record who actually made the payment. This value prints on the statement. For example, if you use student-centric billing, and a parent makes a payment for a student who is the owner of the charge and payment, you can use this field to indicate on the statement that the parent actually made the payment. This field is simply additional information for a statement and does not impact payment application processing.

12. In the **Receipt status** field, select the current print status of the receipt.
You must have the appropriate security rights to view, add, delete, edit, or output credit card numbers. If you do not have rights, these numbers are masked. For more information, see the Security chapter of the Administration Guide for The Financial Edge.

13. In the **Source** field, select a payment source category, for example, “Via Mail”.

14. The **Restriction to use** field displays the default application restriction from the deposit record or “<No Restriction>” if no default was specified. If you want to change the value in this field, you can select a predefined application restriction from **Configuration** or you can select “<Distribution Specific Restrictions>” to enter a restriction for each distribution record on the Student Billing Detail tab. For more information about defining application restrictions in **Configuration**, see the **Configuration Guide for Student Billing**. For more information about applying distribution-specific restrictions, see “Adding an application restriction to a payment distribution” on page 445.

15. In the **Receipt address** field, select an address. After you select an address, to view or edit the address information, click the magnifying glass. The Edit Address screen appears.

16. In the **Comment** field, enter additional information about the payment.

17. In the **Payment method** field, select the method used to make the payment. Depending on the field entry you select, other payment fields appear.

   In compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements, the **Card number** field allows only 4 digits. For information about PCI DSS, visit http://www.blackbaud.com/pci or the PCI Security Standards Council website at www.pcisecuritystandards.org.

18. To add miscellaneous payments to split the payment between **Accounts Receivable** or **Student Billing** and **Cash Receipts**, click **New Miscellaneous Payment**. For more information about miscellaneous payments, see “Adding Miscellaneous Payments” on page 435. Miscellaneous payments are available only with the optional module **Cash Receipts**.

19. To create an advance deposit for the payment, mark the checkbox and enter the **Billing Item to use**, **For Relationship**, and **Amount** for the advance deposit. For more information about advance deposits, see “Advance Deposits” on page 459.

20. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see “Adding Payment Distributions” on page 446.

**Adding a payment to a Cash Receipts deposit**

1. On the navigation bar, click **Records**. The Records page appears.

Miscellaneous payments are payment line items used to split a single payment (such as a check) between accounts in **Accounts Receivable** or **Student Billing** and **Cash Receipts**. Miscellaneous payments ensure accurate revenue accounting and easy reconciliation.
2. Click **Payments**. The Payments page appears.

3. Click **Add a New Payment**. The Open screen for deposits appears, so you can find the deposit containing the payment.

4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.

5. After you enter your search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.
6. In the grid, select the deposit containing the payment, and click **Open**. The Open screen for deposits closes and the New Payment screen appears.

7. In the **Payment from** field, enter identifying information about the payer.

8. In the **Payment date** field, enter the effective date of the payment.

9. In the **Total amount** field, enter the total amount of payment received.

10. In the **Category** field, select a payment category.

11. In the **Description** field, enter a description of the payment.

12. In the **Payment Method** field, select the method used to make the payment. Depending on the field entry you select, other payment fields appear.

   In compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements, the **Card number** field allows only 4 digits. For information about PCI DSS, visit http://www.blackbaud.com/pci or the PCI Security Standards Council website at www.pcisecuritystandards.org.

13. In the **Receipt status** field, select the current print status of the receipt.
14. The **Post status** and **Post date** fields are for informational purposes and display the current post status and the status date.

15. In the **Print this address on receipts** field, enter an address.

16. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see “Adding Payment Distributions” on page 446.

**Adding Miscellaneous Payments**

Using the miscellaneous payments grid, you can add miscellaneous payment line items to the payment record. Miscellaneous payments are payment line items used to split a payment between accounts in *Cash Receipts* and *Student Billing*. Miscellaneous payments provide efficient revenue accounting and reconciliation for payments containing cash payments. In the miscellaneous payments grid, you can add and view miscellaneous payments and you can update the payment total to reflect changes you make in the grid.

Miscellaneous payments are available only with the optional module *Cash Receipts*.

- **Adding a miscellaneous payment to a payment record**
  1. On an open payment record, in the **Miscellaneous Payment** grid, click **New Miscellaneous Payment**. A new miscellaneous payment appears in the grid.

     ![New Miscellaneous Payment Grid](image)

     | Payment Type  | Details   | Amount  |
     |---------------|-----------|---------|
     | Student Billing| <Unapplied> | $250.00 |
     | Miscellaneous Payment | | |

  2. Select the **Miscellaneous Payment** row.
  3. In the **Details** column, select a payment type category.
  4. In the **Amount** column, enter the new payment amount.
5. To add additional details, click **Open**. The New Payment screen appears.

6. In the **Payment from** field, enter the payer’s name.

7. The **Payment date**, **Receipt status**, **Post status**, and **Post date** fields are for informational purposes only, and display information from the deposit record.

8. In the **Amount** field, enter the amount of the miscellaneous payment.

9. In the **Category** field, select a payment category.

10. In the **Description** field, enter a description.

11. To update the payment total with the new miscellaneous payment amounts, click **Adjust Total**.

12. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see “Adding Payment Distributions” on page 446.

## Managing Payment Applications

On the Student Billing Detail tab, you can view, add, and edit payee information, and apply the payment to charges and advance deposits. The way you configure **Student Billing** determines how you will use this tab. For example, if you use payer-centric billing, the program uses settings from the Payers tab on records and the **Distribute payments** business rule in **Configuration** to determine which charges the payment applies to by default. If you selected to use automatic applications, you will generally only use this tab to verify payment applications and occasionally update them manually. If you are not using automatic applications, you will need to use the Student Billing Detail tab to manually apply each payment you receive. We recommend using automatic applications to avoid reconciliation issues and reduce the amount of work required to apply payments.
For more information about how to set up your billing system for payment applications and how the application process works, see the Payment and Credit Applications chapter of the Configuration Guide for Student Billing “Payment and Credit Applications” on page 1.

**Student Billing Detail Tab**

If you use automatic applications, the Student Billing Detail tab is used primarily for viewing application information and making occasional changes. If you do not use automatic applications, you will use the tab regularly to make manual applications.

The Student Billing Detail tab contains two grids:

- The payer’s grid displays the default distributions and applications of the payment. *Student Billing* uses specific criteria and settings to determine which charges the payment can apply to. For a detailed explanation about payment application criteria, see the Payment and Credit Applications chapter of the Configuration Guide for Student Billing “Processing Applications” on page 5.

- Once a payment is applied, the charges the payment is applied to appear in the applications grid. If you use automatic applications, when you save the payment, the application is made automatically and the applied charges appear in the applications grid. If you do not use automatic applications, you must manually apply the distribution before charges appears in the applications grid. To use the default application from the payer’s grid, you can click **Apply Available Balance Automatically**. To manually add or edit payment applications, click **Add/Edit Applications**. For more information about adding and updating applications, see “Adding and Updating Applications” on page 440.
The Remaining field displays the undistributed amount remaining for the payment.

Payer’s Grid Columns

The payer’s grid displays how the payment will be distributed and applied to payees’ charges. This table explains each column of information found in the grid.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduces the Balance Of...</td>
<td>Displays the record selected in the Payment from field on the Payment tab by default. This record’s balance is reduced by the payment. If you use payer-centric billing, this record may not own the charge but was assigned responsibility for it because they are a payer for another record. If you use student-centric billing, this value is always the student. If you add additional payees, those records appear in this column as well.</td>
</tr>
<tr>
<td>Record ID</td>
<td>Displays the record ID for the record listed in the Reduces the Balance Of... column.</td>
</tr>
<tr>
<td>Relationship</td>
<td>Displays the relationship between the record listed in the Reduces the Balance Of... column and the record listed in the Transactions For column.</td>
</tr>
<tr>
<td>Transactions For</td>
<td>Displays each record with unpaid charges the payer is responsible for.</td>
</tr>
<tr>
<td>Apply This Amount</td>
<td>Displays the amount of the payment to apply to the balance of the record listed in the Transactions For column. For payer-centric billing systems, the method selected for the Distribute payments business rule determines the default amounts distributed to each payee. You can edit the amounts in this column if you need to quickly adjust an application.</td>
</tr>
<tr>
<td>Available to Apply</td>
<td>Displays the remaining unapplied amount of the payment.</td>
</tr>
<tr>
<td>Balance</td>
<td>Displays the current balance for the record selected in the Transactions For column.</td>
</tr>
<tr>
<td>Restricted?</td>
<td>If the payment distribution has an application restriction, the restriction appears in the Restricted column. For more information about application restrictions, see ”Adding an application restriction to a payment distribution“ on page 445.</td>
</tr>
</tbody>
</table>

Student Billing Detail Tab Buttons

The Student Billing Detail tab includes several buttons for managing payees and payment distributions and applications. This tables explains each of those buttons.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find Payee</td>
<td>If you have numerous payees in the grid, you can use Find Payee to locate one quickly.</td>
</tr>
<tr>
<td>View Payee</td>
<td>To open a payer or payee’s record, select the row and click the down arrow next to Find Payee and select View Payee. The payee/payer’s record opens.</td>
</tr>
<tr>
<td>Button</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Add Payee</td>
<td>To add a payee to the grid, click the down arrow next to Find Payee and select Add Payee. For more information, see “Adding a payee” on page 440. If you are using student-centric billing, Add Payee is disabled.</td>
</tr>
<tr>
<td>Add/Edit Applications</td>
<td>To add, edit, or view additional applications or their payers, click Add/Edit Applications. The Apply Payment for &lt;Record&gt; screen appears. For more information, see “Adding or editing payment applications” on page 442.</td>
</tr>
<tr>
<td>Use Unapplied Amount to Reduce Owner’s Balance</td>
<td>To apply the payment to only the payment owner’s balance, click the down arrow next to Add/Edit Applications and select Use Unapplied Amount to Reduce Owner’s Balance.</td>
</tr>
<tr>
<td>Unapply All and Distribute Evenly to Current Payers</td>
<td>To unapply all applications and distribute the full payment evenly to all records in the Transactions For column, click the down arrow next to Add/Edit Applications and select Unapply all and Distribute Evenly to Current Payers.</td>
</tr>
<tr>
<td>Delete</td>
<td>To delete a payee from the grid, select the row and click Delete. If you are using student-centric billing, Delete is disabled.</td>
</tr>
<tr>
<td>Columns</td>
<td>You can click Columns to open the Columns screen. On this screen, you can select which columns are included or hidden in the grid. You can use Columns to hide the Reduces the Balance Of column to make the grid appear more like the one in the 6.x version of Student Billing.</td>
</tr>
<tr>
<td>Application Restrictions</td>
<td>The Application Restrictions button is enabled if you selected “&lt;Distribution Specific Restrictions&gt;” in the Restriction to use field on the Payment tab. Using application restrictions may determine how you define rows in the payer’s grid. For more information about application restrictions, see “Adding an application restriction to a payment distribution” on page 445</td>
</tr>
<tr>
<td>$ and %</td>
<td>To enter distributions by amount, click the $ button. To enter distributions by percent, click %.</td>
</tr>
<tr>
<td>Apply Available Balance Automatically</td>
<td>To apply the default applications automatically, click Apply Available Balance Automatically.</td>
</tr>
<tr>
<td>Remove All Applications</td>
<td>To remove all applications listed in the applications grid, click Remove All Applications. You can now reapply the payment.</td>
</tr>
<tr>
<td>View Transaction</td>
<td>To open a transaction record, select the transaction in the applications grid and click View Transaction.</td>
</tr>
</tbody>
</table>
Adding and Updating Applications

If you are not using automatic applications or if you have a unique situation in which you need to manually adjust an automatic application, you can do this on the Student Billing Detail tab. For more information, see “Adding or editing payment applications” on page 442. You can also use Add Payee to add payees to the payment distribution. For more information, see “Adding a payee” on page 440.

You can add application restrictions to restrict which transactions the payment can apply to. For more information, see “Using Application Restrictions” on page 445.

Adding a payee

The Add Payee and Delete buttons are disabled if you selected “Assign all charges to this student’s account” in the Billing option field on the Bio 2 tab of the student record. For more information, see “Adding billing information and billing defaults” on page 53 of this guide.

1. From an open payment record, select the Student Billing Detail tab.

2. On the Student Billing Detail tab, click the down arrow next to Find Payee and select Add Payee. The Open screen for records appears.
3. Find the record to add as a payee and click **Open**. The new payee appears in the **Reduces the balance** of column.

4. The **Transactions For** column displays “<All Records>” by default. If the payee is responsible for any of the records listed in the **Transaction For** column, you can select one of those records. The selected record’s balance appears in the **Balance** column. If the payee is not a payer for any of the records, just leave the column set to <All Records>.

5. In the **Apply This Amount** column, enter the amount of the payment to apply. To enter distributions by amount, click the $ button. To enter distributions by percent, click %.

6. To save your changes and close the payment record, click **Save and Close**.
Adding or editing payment applications

1. On an open payment record, select the Student Billing Detail tab.

   To edit existing applications, first click **Remove All Applications** and then complete the following steps.

2. You have four options for applying the payment:
   - To apply the balance automatically using the default applications, click **Apply Available Balance Automatically**.
     
     When using the automatic application process, some charges are excluded from the default application because they do not meet specific criteria. For a detailed explanation about payment application criteria, see the Payment and Credit Applications chapter of the *Configuration Guide for Student Billing*.
   
   - To add, edit, or view applications or their payers, click **Add/Edit Applications**. The Apply Payment screen appears. Mark the checkbox in the **Apply?** column for each charge you want the payment applied to. In the **Applied** column, you can enter the amount you want applied to the charge. Click **Save and Close** to save the applications and return to the Student Billing Detail Tab.
   
   - To apply the payment to the payment owner’s balance, click the down arrow next to **Add/Edit Applications** and select **Use Unapplied Amount to Reduce Owner’s Balance**.

For more information about other buttons and options on the Apply payment screen, see “Apply Payment Screen” on page 443.

For more information about the unapply payment application process, see “Unapplying Payments and Credits” on page 6.
• To unapply all applications and distribute the full payment evenly to all payees in the grid, click the down arrow next to **Add/Edit Applications** and select **Unapply all and Distribute Evenly to Current Payers**. The payment amount is distributed evenly among the records.

3. After you add applications on the Apply Payment for <Record> screen, to save your changes and return to the Student Billing Detail tab of the payment record, click **Save and Close**. All applied applications appear in the applications grid.

**Apply Payment Screen**

When you click **Add/Edit Application** on the Student Billing Detail tab, the Apply Payment screen appears so you can manually add or edit payment applications.

**Apply Payment Screen Fields**

The Apply Payment screen includes several fields that display information about the payment and its applications. This table explains each of those fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment owner/ID</td>
<td>Displays the payment owner and the owner’s record ID.</td>
</tr>
<tr>
<td>Payment</td>
<td>Displays the payment comment.</td>
</tr>
<tr>
<td>Amount/Date</td>
<td>Displays the amount of the payment and the payment date.</td>
</tr>
<tr>
<td>Apply the amount distributed to [ ]</td>
<td>Select the payment owner or “All Payees” to view the amounts in the Available for, Applied, and Available fields for the owner or all payees.</td>
</tr>
<tr>
<td>Available for</td>
<td>Displays the amount of the payment that can be applied to the payee(s) selected in the Apply the amount distributed to [ ] field.</td>
</tr>
<tr>
<td>Applied</td>
<td>Displays the amount of the payment already applied.</td>
</tr>
<tr>
<td>Available</td>
<td>Displays the amount of the payment not yet applied.</td>
</tr>
</tbody>
</table>

**Apply Payment Screen Buttons**

The Apply Payment screen includes several buttons for managing payees and payment distributions and applications. This tables explains each of those buttons.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Additional Charges or Adv Deposits</td>
<td>To apply the payment to charges or advance deposits other than those listed, click <strong>Select Additional Charges or Adv Deposits</strong>. The Open screen appears so you can select the other charge or advance deposit records.</td>
</tr>
<tr>
<td>Show All Unpaid Charges/Adv Deposits for This Payee</td>
<td>To view all of the record’s unpaid charges or advance deposits, click the down arrow next to <strong>Select Additional Charges or Adv Deposits</strong> and select <strong>Show All Unpaid Charges/Adv Deposits for This Payee</strong>.</td>
</tr>
</tbody>
</table>
Apply Payment Screen Columns

The Apply Payment screen displays how the payment will be distributed and applied to payees’ charges. This table explains each column of information found in the grid.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Displays the charge or advance deposit date.</td>
</tr>
<tr>
<td>Type</td>
<td>Displays whether the record is a charge or advance deposit.</td>
</tr>
<tr>
<td>ID</td>
<td>Displays the Record ID for the charge or advance deposit.</td>
</tr>
<tr>
<td>Description</td>
<td>Displays the billing item description.</td>
</tr>
<tr>
<td>Owner</td>
<td>Displays the charge’s owner.</td>
</tr>
<tr>
<td>Distributed To</td>
<td>Displays the record responsible for the payment.</td>
</tr>
<tr>
<td>Available</td>
<td>Displays the charge’s amount.</td>
</tr>
</tbody>
</table>
Using Application Restrictions

Application restrictions determine which transactions payments and credits can apply to.

The Application Restrictions button appears on the action bar if you selected “<Distribution Specific Restrictions>” in the Restriction to use field on the Payment tab. Using application restrictions may determine how you define rows in the payer’s grid.

- A payment is applied to different groups of specific charges for one student. For example, you have a $1000 payment from a father where $500 is applied to the son’s tuition and $500 is applied to the son’s bookstore charges. In this case, you would create two rows for the student for $500. For the first row, assign the Tuition restriction. For the second row, assign the Bookstore restriction.
- A payment is applied to different groups of specific charges for different students. For example, you have a $1000 payment from a father where $400 is applied to the son’s tuition, $100 is applied to the son’s bookstore charges, $350 is applied to the daughter’s tuition, and $150 is applied to the daughter’s incidentals. In this case, you would create two rows for the son and two rows for the daughter. In the son’s first row, assign the Tuition restriction and in the son’s second row, assign the Bookstore restriction. In the daughter’s first row, assign the Tuition restriction and in the daughter’s second row, assign the Incidentals restriction.

Adding an application restriction to a payment distribution

1. From an open payment record, select the Student Billing Detail tab.
2. Select a payment application in the grid and click Application Restrictions. The Application Restrictions screen appears.
3. In the Use the restriction from field, you have two options:
   - Select “Specific settings below” to use the filters grid to select products and billing items or product and billing item attributes.
• Select “Configuration” to choose a predefined set of restrictions defined in Application Restrictions. For more information about application restrictions, see the Student Billing Configuration Guide.

4. After making selections, click OK to return to the Student Billing Detail tab. The selected application appears in the Restricted? column.

Adding Payment Distributions

Payment distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in Configuration, you can quickly and easily assign activity to accounts. Student Billing automatically verifies that all distributions balance when you save the payment, so you are assured the distributions will post.

Because you cannot enter negative numbers into Student Billing, you must use miscellaneous entries or credits in lieu of negative cash amounts.

Every payment must have an associated credit account, but you do not have to enter a debit account. Debit account information defaults from the deposit record after you save the payment. The deposit displays the cash side of the distribution, and the payment displays the revenue or receivables side.

➤ Distributing a payment

1. On an open payment record, select the GL Distribution tab.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”. You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.

3. In the CR Account Number column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.

A miscellaneous entry is a one-time adjustment you use in lieu of using negative cash amounts.

You can edit or delete distributions at any time. Just remember that deleted distributions cannot be recovered!
4. To enter distributions by amount, click $. To enter distributions by percent, click %.

5. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.

If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, **Payroll**, or **Student Billing** because **Cash Management** settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

6. If you enter a credit account from different fund than the deposit’s debit account, **Student Billing** automatically inserts a valid interfund entry in the **Interfund** field to balance the accounts. If you have not created a balancing interfund entry for those accounts in **Configuration**, you cannot save the distribution. For more information about interfund entries and entry sets, see the **Configuration Guide for Student Billing**.

7. If you have the optional module **Projects and Grants**, enter a project identification number in the **Project ID** column. When you enter a valid project identification number, the description appears automatically.

8. In the **Class** column, select a class for the distribution.

9. If you have the optional module **Projects and Grants** and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

10. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.

    You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record GL Distribution tab.

11. To preview **General Ledger** debits, credits, and unapplied payment application records for the distribution, click **DR/CR Entries**.

12. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a charge record, see “Adding Payment Attributes and Notes” on page 448.

13. To delete all rows of the grid, click **Delete All**.

14. To save the payment and return to the Records page, click **Save and Close**.
Adding Payment Attributes and Notes

You can further define a payment record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification—a useful feature for sorting or filtering payments for reports. You can also define the type of data stored for each payment. For example, if you have defined an attribute for revenue categories, you can track payments by income.

With notes, you can easily maintain helpful pieces of information about the payment record. For example, you can record special information about the payment, payer, or application information you may need later. The note text box accepts free-form text.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.

Adding an attribute

1. On an open payment record, select the Attributes/Notes tab.

2. In the Attribute type field, enter a specific attribute type or “All Categories”.

3. In the Attribute type column, enter an attribute. Attribute types are established in Configuration.

4. In the Description column, enter a description of the attribute.

5. In the Date column, enter a date.
6. In the **Comments** column, enter comments.

7. When you exit the Attributes/Notes tab, your changes are saved automatically.

**Adding a note**

1. On an open payment record, select the Attributes/Notes tab.
2. In the **Notes** field, enter additional information about the payment.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

### Changing Posted Payments

Before you post a payment, you can make changes as needed directly on the payment record. After you post the payment, however, you must void, reverse, or redistribute the payment to make changes.

To completely invalidate an entire payment or reduce the payment amount, from the menu bar, select **Payment, Void this Payment**. You can also click the **Void this Payment** button on the toolbar.

To reverse all or part of the payment and print a refund check, select **Payment, Reverse this Payment as Refund**. You can use this function only if the record has no outstanding charges.

To modify the distribution of miscellaneous payment line items within a payment, select **Payment, Redistribute Payment Amounts**.

### Voiding Payments

Using the **Void this Payment** option, you can void a posted payment unless its deposit is marked as cleared or closed, or if the deposit is reconciled. You cannot change a voided payment, therefore you should make any changes or add notes or attributes before voiding the payment.

If you are unable to void a payment, click **Why can’t I void this payment?** on the Payment tab of a payment record. A help file topic appears offering reasons why the payment cannot be voided, such as the deposit has been reconciled or cleared, the payment has been used in a 1098T calculation, or the payment has not been posted. The **Why can’t I void this payment?** link only appears on payment records that have not yet been voided.

When you void a payment, you have two options for adjusting the deposit amount. You can keep the current deposit amount or reduce the deposit by the payment amount. Retaining the current deposit amount is useful when you receive a payment that is later invalidated because the payment check is returned for insufficient funds. When you click **Void Payment Now, Student Billing** creates an adjustment, or reversal, for the payment amount while maintaining the same deposit amount.

Reducing the deposit by the payment amount is helpful if you make an error and need to change the deposit amount. When you click **Void Payment Now, Student Billing** reverses the incorrect payment and creates a new post with the correct deposit amount. After you void a payment, “Voided” appears on the status bar of the Payment tab.

For faster data entry when entering dates, press **F3** for today’s date or **F7** for a calendar.

You can edit or delete notes at any time. Just remember that deleted notes cannot be recovered!

You can adjust only payments that have been posted. Unposted payments can be edited or deleted at any time.
For information about voiding deposits, see the Deposits chapter.

- **Voiding a posted payment**

  1. On an open posted payment record, from the menu bar, select **Payment**, **Void this Payment**. If the deposit associated with the payment is closed, a screen appears prompting you to change the deposit’s status to open.

  ![Void Payment Screen](image)

  2. Click **OK**. The deposit’s status is changed to open and the Void Payment screen appears.

  ![Void Payment Screen](image)

  3. To void the payment and retain the same deposit amount, mark **Leave the total deposit amount the same and create an offsetting bank adjustment for <payment amount>**. To void the payment and subtract the payment amount from the deposit, mark **Reduce the total deposit amount by <payment amount>**.

  4. To save your changes and return to the voided payment record, click **Void Payment Now**.

  5. To save the payment record and return to the Payments page, click **Save and Close**.

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**Redistributing Payments**

If the total amount of a posted payment is correct but its miscellaneous payments are distributed incorrectly, you can redistribute them. When you redistribute a payment, you cannot change the total payment amount, and you must enter a reason for the redistribution. After you enter the new distribution amounts and click **Redistribute Now**, **Student Billing** creates unposted adjustments for any payment items that changed. You can redistribute payments only if they contain miscellaneous payments.
Payments

Redistributing payments

1. On an open posted payment record, from the menu bar, select Payment, Redistribute Payment Amounts. The Redistribute Payment screen appears.

2. The Payment Type, Details, and Current Amount columns of the grid are for informational purposes and display information from the payment record.

3. In the New Amount column, enter the new distribution amounts. The new amounts must total the same as the original payment total, and the balance in the Remaining display must equal zero before you can save the new distribution.

4. In the Reason for redistribution field, enter an explanation for redistributing the payment.

5. To close the Redistribute Payment screen and return to the payment record, click Redistribute Now.

Creating Refunds from Payments

If a record has either a zero or credit balance, you can reverse all or part of a payment and print a refund check. When you enter information and save the refund record, Student Billing reverses the original posted payment and creates another post with the new distributions.

To reverse a posted payment, from the menu bar of the payment record, select Payment, Reverse this Payment as Refund.
Reversing a payment record

1. On a posted payment record, from the menu bar, select **Payment**, **Reverse this Payment as Refund**. The New Refund for <Record> screen appears. For more information about refund records, see the Refunds chapter.

2. On the New Refund screen, you can refund all or part of the payment as long as the record does not have a balance due.

3. After you enter refund information, to close the refund record and return to the payment record, click **Save and Close**.

4. To save the payment record and return to the Payments page, click **Save and Close**.

Creating an Advance Deposit from a Payment

Creating advanced deposits from payments is useful if your organization does not need to bill for advanced deposits. You can create an advance deposit record directly from a payment record using default information from the payment.

To create an advance deposit, you can use fields on the payment record or select **Payment, Create Advance Deposit** from the menu bar. For more information about advance deposit records, see the Advance Deposits chapter.

Creating an advance deposit from a payment

1. On an open payment record, in the **Advance Deposit** field, select the advance deposit billing item to add.

2. In the **amount** field, enter the amount of the advance deposit. You can credit all or part of the payment as long as the record does not have a balance due.
3. In the **for** field, select the record to credit.

4. Click **Create Advance Deposit**. The New Advance Deposit screen appears. Fields are completed with information you entered for the advance deposit on the payment record.

5. After you enter advance deposit information, click **Save and Close** to close the advance deposit record and return to the payment record.
Generating Fixed Amount Automatic Payments

Fixed automatic payments are set up on a regular schedule for a pre-determined amount. By generating fixed amount automatic payments, you create fixed amount payments for student, individual, or organization records. For each record you select using filters, Student Billing automatically creates one deposit record for the process and a payment record for each of the fixed amount scheduled payments.

Generating fixed amount automatic payments


2. On the Filters tab of the Generate Fixed Amount Automatic Payments screen, select filters to use for this automatic payment.

3. Mark the For fixed schedules, include payments with these dates checkbox to include payments for fixed schedules with specified dates. In the Dates field, select a date or a date range for the payments.

4. Mark the For unlimited schedules, include payments that meet this criteria checkbox to include payments with unlimited schedules. In the field for unlimited schedules, select to “Generate payments through” and enter a date or “Generate specific number of payments” and enter a number in the field.
5. In the Filters grid, filter by Record Types, Records, Student Attributes, Individual Attributes, and Organization Attributes. For more information about filtering in Student Billing, see the Program Basics Guide.

6. Mark the Create output query of payment records checkbox to create an output query of records included.

7. Select the Deposit tab.

8. On the Deposit tab, enter deposit information. This information appears on the deposit record created as a result of the automatic payment generation process.

9. In the Deposit date field, enter a transaction date for the deposit.

10. In the Entry date field, enter an entry date for the deposit.

11. In the Status field, select “Open” or “Closed.”

12. In the Description field, enter a description for the deposit.

13. In the Post status field, select “Not yet posted” or “Do not post”.

14. In the Post date field, enter a posting date for the deposit.

15. In the Bank account field, select a Student Billing bank account.

16. The GL cash account field displays the cash account assigned to the selected Student Billing bank account.

17. In the Projected Deposit Totals frame, enter the Projected # of payments and Projected total. Use these numbers as accuracy checks before posting.
18. Select the Payment tab.

![Generate Fixed Amount Automatic Payments screen]

19. In the **Payment date** field, select “Use scheduled date” or “Use specific date” and enter the date.

20. The **Post status** and **Post date** fields display the post information for the payment.

21. In the **Source** field, select a payment source.

22. In the **Comment** field, enter a comment.

23. Click **Preview** to view payment records. The Payments to Generate screen appears listing the payments that met the specified criteria.
24. In the **Generate** column, you can mark all the payments you want to generate.

![Payments to Generate](image)

25. To generate directly from the preview screen, click **Generate Now**.

Or, if you did not preview, click **Generate** on the Generate Fixed Amount Automatic Payments screen. The automatic payments begin generating and a completion screen message appears when the process is complete listing information about the payments generated.

26. Mark **View Control Report** to view a detailed report about the payments.

27. Click **OK**. The control report appears. When finished viewing, click **X** to return to the Generate Fixed Amount Automatic Payments screen.

28. Select **File, Close** from the menu bar to return to the Payments page.
Advance deposits allow schools to accept money in order to reserve a place for a student. An advance deposit can be created before accepting payment and function as a charge except that it is not postable until a payment is applied. After the advance deposit is fully applied (fully funded; paid in full), it can generate credits. These credits “return” the monies to the student over time based on the schedule defined and can be applied to charges.

An advance deposit is typically defined for each established tuition fee schedule. This allows the distribution of advance payments to cover tuition charges as they are generated or billed. For example, if your school has a ten-pay tuition payment schedule, you would also want to have a ten-pay advance deposit schedule.

What do you want to do in advance deposits?

- Do you want to record an advance deposit payment? When you record an advance deposit payment from the Advance Deposits Records page, you skip to step three on the Adding a payment to a Student Billing deposit procedure. As well, the payment record automatically marks the Create advance deposits for this payment checkbox. When you enter payment information, the Advance Deposits information is automatically populated for you. For information about how to add a payment record, see “Adding Payment Records” on page 429.

  When should you record an advance deposit payment? For information about when, see “When to Record an Advance Deposit Payment” on page 429.

- Do you want to bill for an advance deposit? For information about how to add a new advance deposit record, see “Add Advance Deposit Records” on page 463.

  When should you create a new advance deposit record? For information about when, see “When to Bill for an Advance Deposit” on page 465.

- Do you want to generate credits from advance deposits? For more information about how to generate transactions automatically, see “Generating Transactions Automatically” on page 103.

  Want to know how application restrictions can help you? For more information about application restrictions, see “Application Restrictions Configuration” on page 176.

- Do you want to open an existing advance deposit record? For more information, see “Finding and Opening Advance Deposit Records” on page 462.

- Do you want to edit the options for advance deposits? For more information, see “Advance Deposit Options” on page 69.

**Accessing Advance Deposit Records**

Because records are such an important part of Student Billing, we have placed all record types on the Records page so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including advance deposit records.
To access a new advance deposit record, on the navigation bar, click **Records**, then click **Advance Deposits**. The Advance Deposits page appears.

Consider the Advance Deposits page the starting point for advance deposit records. On this page, you can add a new advance deposit record, generate credits from advance deposits, record an advance deposit payment, or open an existing one. You can also edit advance deposit options by clicking **Edit options for Advance Deposits**.

To save time when searching for a specific advance deposit record, you can use the **Search for an Advance deposit by Advance Deposit ID** field.

The Advance Deposits page also lists recently accessed advance deposit records and provides a quick find option. Procedures for accessing records on the Records page are discussed thoroughly in the **Program Basics Guide**, but this chapter gets you started by showing you how to add a new record and open an existing record on the Advance Deposits page.

For more information about advance deposits, see:

- **Do you want to record an advance deposit payment?** When you record an advance deposit payment from the Advance Deposits Records page, you skip to step three on the Adding a payment to a Student Billing deposit procedure. As well, the payment record automatically marks the **Create advance deposits for this payment** checkbox. When you enter payment information, the Advance Deposits information is automatically populated for you. For information about how to add a payment record, see “Adding Payment Records” on page 429.

  When should you record an advance deposit payment? For information about when, see “When to Record an Advance Deposit Payment” on page 429.

- **Do you want to bill for an advance deposit?** For information about how to add a new advance deposit record, see “Add Advance Deposit Records” on page 463.

  When should you create a new advance deposit record? For information about when, see “When to Bill for an Advance Deposit” on page 465.

- **Do you want to generate credits from advance deposits?** For more information about how to generate transactions automatically, see “Generating Transactions Automatically” on page 103.
Want to know how application restrictions can help you? For more information about application restrictions, see “Application Restrictions Configuration” on page 176.

- Do you want to open an existing advance deposit record? For more information, see “Finding and Opening Advance Deposit Records” on page 462.
- Do you want to edit the options for advance deposits? For more information, see “Advance Deposit Options” on page 69.

**Finding and Opening Advance Deposit Records**

When you click *Open an Advance Deposit* on the Advance Deposits page, the Open screen for advance deposits appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the advance deposit you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the *Query Guide*.

To access the Open screen, select File, Open, or on the Advance Deposits page, click *Open an Advance Deposit*.

- OPENING AN ADVANCE DEPOSIT RECORD FROM THE ADVANCE DEPOSITS PAGE
  2. Click Advance Deposits. The Deposits page appears.
  3. Click Open an Advance Deposit. The Open screen for deposits appears.
4. In the **Find Advance Deposits that meet these criteria** frame, enter the criteria you are using to search for the advance deposit.

5. After you enter search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria. In the grid, select the advance deposit to open.

6. Click **Open**. The advance deposit record appears.

7. To save the advance deposit record and return to the Advance Deposits page, click **Save and Close**.

### Add Advance Deposit Records

When you create a new advance deposit record, you must first enter basic information about the advance deposit, such as transaction date, due date, description, and amount. If you are billing students and assigning responsibility to parents, create the advance deposit with the student as the owner. The transaction date determines which advance deposit billing item to use based on the dates the item is active.

For faster data entry, you can set default values for advance deposit record fields. To add default field values, on the menu bar, select **Tools, Options**. For more information about deposit options, see the Options chapter of the *Program Basics Guide*.

Deposit distributions default from related payment records, so the GL Distribution tab on a new advance deposit record is blank until you add payments.

For information about creating deposits in *Banks*, see the Deposits Tasks chapter of the *Banks Guide*.

- **Add an advance deposit from the Records page**

  1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Advance Deposits**. The Advance Deposits page appears.

3. Click **Add a New Advance Deposit**. The Add a New Advance Deposit screen appears displaying the Transaction tab.

4. In the **Advance deposit for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. If you are billing students and assigning responsibility to parents, create the advance deposit with the student as the owner.

   You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

5. In the **Transaction date** field, enter the effective date of the advance deposit. This date determines which advance deposit billing item to use based on the dates the item is active.
6. In the **Due date** field, enter the due date of the advance deposit.

7. In the **Item/Description** field, enter an item or use the binoculars to locate an item. When you enter an item, the description appears automatically.

8. Enter an **Amount** for the advance deposit.

9. Enter a **Comment** for the advance deposit. Information you enter in this field is printed on statements.

10. Mark **Hide this transaction on printed statements** to hide the advance deposit on printed statements.

11. Mark the **Include in 1098Ts as [ ]** checkbox to include this transaction in 1098T calculations.

12. To save the advance deposit and return to the Records page, click **Save and Close**.

**When to Bill for an Advance Deposit**

As soon as you want to record money you expect to receive for an advance deposit, create the advance deposit charge. The balance on the student record shows money that is due. Also, when you create the advance deposit charge, you are able to send out statements to payers requesting the payment for the advance deposit. However, the money is not recognized in **General Ledger**.

**Managing Advance Deposit Payments and Applications**

Using the Payments/Credits tab, you designate the student, individual, or organization records who are responsible for paying advance deposits. You also apply payments and credits to reduce the balance due, and you can specify the amounts due from each record.

**Managing Payers**

On the Payments/Credits tab, you can add payers that are responsible for the advance deposits, find specific payers that were previously added, and add payers to the advance deposit record.

To save time when entering applications, you can establish default payers on the Payers tab of the student, individual, or organization record, then use buttons on the Payments/Credits tab to distribute the amount due to the primary default payer or to all default payers evenly. You can also add specific information about the advance deposit amount and how to apply it to each payer.

To find, add, or view payers, click the down arrow beside **Find Payer**. A submenu appears so you can access payer records.

The **Add Payer** and **Delete** buttons are disabled if you selected “Assign all charges to this student’s account” in the **Billing option** field on the Bio 2 tab of the student record. For more information, see “Adding billing information and billing defaults” on page 53 of this guide.

For faster data entry when entering dates, press **F3** for today’s date or **F7** for a calendar.
Adding a payer

1. From an advance deposit record, select the Payments/Credits tab.

2. Click the down arrow beside Find Payer and select Add Payer. The Open screen for records appears.

3. To add an existing record as a payer, in the Find Records that meet these criteria frame, enter criteria you are using to search for the record.
4. After you find the record you want to add as a payer, click **Open**. The new payer appears in the payer grid.

5. To delete the payer from the record, in the grid, select the payer and click **Delete**.

6. The **Remaining** display shows the undistributed amount of the advance deposit remaining.

7. In the **Responsible for Payment** column of the payer grid, you can change the name of the payer or use the binoculars to locate another payer.

8. The **Record ID** and **Relationship** columns are for informational purposes and display information from the student, individual, or organization record.

9. In the **Responsible For** column, enter the amount of the advance deposit this record must pay. To enter distributions by amount, click **$**. To enter distributions by percent, click **%**.

10. The **Unpaid** column is for informational purposes and displays the remaining unpaid balance.

11. To save your changes and close the advance deposit record, click **Save and Close**.
Finding a payer

1. On the Payments/Credits tab of an open advance deposit record, click **Find Payer**. The Find screen appears.

2. In the **Field** field, select a search category, such as “Responsible for Payment” or “Record ID”.

3. In the **Find what** field, enter specific field information you want to find. For example, if you entered “Responsible for Payment” in the **Field** field, you could enter the first three letters of the record’s name to find the payer.

4. In the **Match** field, select the part of the field to search.

5. To find only records with identical upper and lower case letters, mark **Match case**.

6. When you have entered your search criteria, click **Find First** or **Find Next**. **Student Billing** highlights the first or next record matching your criteria.

7. To close the Find screen and return to the advance deposit record, click **Close**.

8. To save the advance deposit record and return to the Advance Deposit page, click **Save and Close**.

Viewing a payer

1. From the Payments/Credits tab of an open advance deposit record, in the payer grid, select a payer.

2. Click the down arrow beside **Find Payer** and select **View payer**. The record opens.

3. To save the record and return to the advance deposit record, click **Save and Close**.

Managing Applications

With the **Add/Edit Applications** button, you can add and edit applications, apply payments and credits to the advance deposit, and unapply applications. To save time when entering applications, you can use the Automatically apply new payments and Automatically apply new credits business rules in **Configuration**. With these business rules, payments and credits for a record apply automatically so you do not have to enter them manually on the Payments/Credits tab. Before you use these business rules, make sure you always want payments and credits applied automatically.
To access the applications submenu, click the down arrow beside Add/Edit Applications. The applications submenu appears. From the applications submenu, you can add, apply, and unapply applications.

- **Adding an application**
  1. From the Payments/Credits tab of an open advance deposit record, click Add/Edit Applications. The Apply Payments to <Advance Deposit> screen appears.

    ![Apply Payments to Advance Deposit Screen](image)

  2. The Adv Deposit owner/ID, Adv Deposit, and Amount/Date fields are for informational purposes only, and display information from the advance deposit record.

  3. In the Pay the balance due from field, select a payer to apply this payment or credit to, or select “All Payers”.

  4. The Available for <All Payers>, Applied, and Available displays show the total available amount, the applied amount, and the remaining available amount.

  5. To add more payments or credits, in the applications grid, click Select Additional Payments or Credits. The Open screen for payments and credits appears, so you can find the payment or credit records. Once you select a payment or credit to add, the payment or credit information appears in the applications grid of the Add/Edit Applications screen.

  6. You can use the down arrow beside Select Additional Payments or Credits to access a submenu where you can make other changes to applications:

     - To add all available payments or credits to the record’s charges, select Add All Payments/Credits That Can Be Applied.

     - To apply payments and credits other than those listed, click Select Additional Payments or Credits. The Open screen for payments and credits appears so you can locate the other payment or credit records.

     - To apply the payments or credits to a different record’s balance due, click Select Other Record's Payments or Credits. The Open screen for records appears so you can locate the other record.

Before you can save an advance deposit record, the Remaining display at the bottom of the record must show a zero balance.
You establish default payers and their distribution amounts or percentages on the Payers tab of the student, individual, or organization’s record.

• To apply the payment or credit to only the primary default payer, select Assign Unapplied Balance to Charge Owner. Student Billing automatically applies the payment or credit to the primary default payer’s balance due.

• To unapply all payments and credits and remove them from the payer grid, select Unapply and Hide All Payments/Credits.

7. To save the advance deposit record and return to the Advance Deposits page, click Save and Close.

Applying the unpaid amount to the primary default payer

You can use the submenu beside Add/Edit Applications to quickly distribute unpaid charges to the default payer.

1. From the Payments/Credits tab of an open advance deposit record, click the down arrow beside Add/Edit Applications and select Make <Primary Default Payer> Responsible for the Unpaid Amount.

2. All payers except the primary default payer disappear and the total amount due appears in the Responsible for column.

3. To save the record and return to the Advance Deposits page, click Save and Close.

Unapplying applications

1. On the Payments/Credits tab of an open advance deposit record, click the down arrow beside Add/Edit Applications and select Unapply All and Restore Default Payers.

2. All payers except the default payers disappear and the total amount due appears in the Responsible for column.

3. To unapply all applications and distribute the full amount due evenly to all payers, from the submenu, select Unapply All and Distribute Evenly to Current Payers. The total amount due is distributed evenly to all payers.

4. To save the record and return to the Advance Deposits page, click Save and Close.

Scheduling Advance Deposit Credits

On the Schedule tab, you can set the schedule for generating credits from an advance deposit record. This tab lists all of the scheduled and generated credits. Credits cannot be generated from an advance deposit until the advance deposit is fully paid.
Scheduling an advance deposit credit

1. From an open advance deposit record, click the Schedule tab.

2. Click Modify Schedule. The Schedule Ungenerated Amount screen appears.

   - If you select “Annually”, in the On field, select the date to make the payment.
   - If you select “Monthly”, mark Every [ ] month(s) on day [ ] or Every [ ] month(s) on the [ ].

   If you mark Every [ ] month(s) on day [ ], select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.
If you mark Every [ ] month(s) on the [ ], select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.

- If you select “Semi-monthly”, in the Every [ ] month(s) on day [ ] and the [ ] field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

- If you select “Weekly”, in the Every [ ] week(s) on field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

- If you select “Irregular”, enter the payment dates in the grid.

4. In the Starting on field, enter the date for the first payment of the schedule.
   
   The Next field is for information purposes only and displays the next scheduled payment date.

5. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click Update.

6. Click OK. You return to the Schedule tab.

## Adding Advance Deposit Distributions

Advance deposits can appear on statements but are not postable transactions.

Advance deposit distributions are default distributions for the credits generated from the advance deposit. If you assign a pre-defined billing item to the advance deposit record, distribution information from the billing item defaults to the advance deposit. **Student Billing** automatically verifies that all distributions balance when you save the advance deposit credit, so you are assured the distributions will post.
Distributing an advance deposit credit

1. From an open advance deposit record, select the Default GL Distribution tab.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

3. If you entered a default debit account on the billing item, it appears automatically in the DR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a debit account number, the description appears automatically in the DR Account Description column.

4. Enter the percentage of the distribution in the Percent column. To distribute percents equally among the selected accounts, click Distribute Evenly.

5. If you enter debit and credit accounts from different funds, Student Billing automatically inserts a valid interfund entry in the Interfund field to balance the accounts. If you have not created a balancing interfund entry for those accounts in Configuration, you cannot save the distribution. For more information about interfund entries and entry sets, see the Configuration Guide for Student Billing.

6. If you have the optional module Projects and Grants, enter a project identification number in the Project ID column. When you enter a valid project identification number, the description appears automatically.

7. In the Class column, select a class for the distribution.

8. If you have the optional module Projects and Grants and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.
At the bottom of each tab, in the **Scheduled** and **Generated** displays, you can quickly view the total schedule amount and generated amount. To view a summary of the record’s account balance and available credit, click the page icon beside **Balance**.

9. To enter different transaction distributions for the debit accounts in a distribution row, select the row and click **Distribution**. You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit account. When you have finished entering information, click **OK** to return to the Default GL Distribution tab.

10. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to an advance deposit record, see “Adding Advance Deposit Attributes and Notes” on page 476.

11. To delete all rows of the grid, click **Delete All**.

12. The **Remaining** field displays the percentage that remains after distribution.

13. To save the advance deposit credit and return to the Advance Deposit page, click **Save and Close**.

## Managing Advance Deposit Applications

Using the Apply To tab, you designate the records that should receive the advance deposit credits, and you can also specify which charges the advance deposit credits can be applied to based on certain restrictions. Restrictions default from the advance deposit billing item and define charges the generated credits will apply to.

The payer will receive the benefit of the credits that will be generated next year after the payment is received.
Managing advance deposit applications

1. On an open advance deposit record, select the Apply To tab.

2. In the **Credits generated from this advance deposit record are distributed to records specified in this grid** frame, you can specify records to receive credits generated from the advance deposit record.

3. The **Generate Credits For** column displays the owner of the advance deposit. To distribute a portion of the amount to other records, in the rows below, click the binoculars to select the student, individual, or organization record.

4. The **Default %** column is for informational purposes only and displays a percentage based on the amount you enter in the **Scheduled** field.

5. In the **Scheduled** column, enter the amount to distribute for the record.

6. The **Generated** and **Total** columns are for informational purposes only and display the generated and total amounts.

7. To distribute amounts equally among the records, click **Distribute evenly**.
   - To clear the grid, click **Clear all**.
   - The **Remaining** display shows the undistributed credit amount.

8. In the panel at the bottom, you can set application restrictions for the credits generated for the records listed in the **Generate Credits for** column.
   - If the advance deposit billing item selected on the Advance Deposit tab has selected application restrictions, those values default into this panel. You can use the defaults or change the values.

9. Select the row for the record you want to apply restrictions to.

10. In the **Use the restriction from** field, you have two options:
For more information about defining application restrictions in Configuration, see the Configuration Guide for Student Billing.

- Select “Configuration” to choose a predefined set of restrictions defined in Application Restrictions.
- Select “Specific settings below” to use the filters grid to select products and billing items or product and billing item attributes.

11. To save the advance deposit credit and return to the Advance Deposit page, click **Save and Close**.

## Adding Advance Deposit Attributes and Notes

You can further define an advance deposit record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering advance deposits for reports. You can also define the type of data stored for each advance deposit.

With notes, you can easily maintain helpful pieces of information about the advance deposit record. For example, you can record special information about the advance deposit or application information you may need later. The note text box accepts free-form text.

### Adding an attribute to an advance deposit

1. From an open advance deposit record, select the Attributes/Notes tab.

2. In the **Attribute Type** column, select an attribute type.
3. In the **Description** column, select or enter a description of the attribute.

4. If you selected a table type attribute that uses short descriptions, in the **Short Description** column, select the attribute description. The **Description** column completes automatically.

5. In the **Date** column, enter a date to record when you add the attribute.

6. If this attribute type is required on an advance deposit record, the program automatically marks the checkbox in the **Required** column. You cannot edit this from the Attributes/Notes tab.

7. In the **Comments** column, enter any additional comments or more detailed information about the attribute. You can enter free-form text in this column.

8. To save the attribute, click the **Save** button on the toolbar.

**Adding a note to an advance deposit**

1. On an open advance deposit record, select the Attributes/Notes tab.

2. In the **Notes** field, enter additional information about the advance deposit.

3. To save the note, click the **Save** button on the toolbar.

**Generating Advance Deposit Credits**

Generating advance deposit transactions reduces the ungenerated balance of the advance deposit and updates the advance deposit record with a link to the generated credits. Credit records are created using the settings on the advance deposit record, such as the CR account and the applications.
To generate all scheduled credits for an advance deposit record within a specified time period, select **Transaction, Generate Credits** from the menu bar of an open advance deposit record.

**Generating advance deposit credits**

1. From the **Transaction** menu, select **Generate Credits**. The Generate Transactions Automatically for Advance Deposit screen appears.

2. The **Generate** field is set to “Scheduled Charges/Credits Only” by default and cannot be changed.

3. In the **For this range** field, select the date range for advance deposit transactions to generate.

4. In the **Add this comment to each transaction** field, you can enter a comment to add to each generated transaction.

5. To create a query of records not included in the processing, mark **Create an exception query**.

6. To print a control report, mark **Print control report on** and select a printer to print a control report on.
7. Select the Transaction Defaults tab.

8. In the **Post date** field, select how to determine the post date to use.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

9. In the **Post Status** field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

10. To review the transactions that will be generated before actually generating them, click **Pre-Generation Report**.

11. When you are ready to generate the transactions, click **Generate Now**.

12. After the transactions generate, a control report appears with more detail about the processing.

13. Click **X** to close the report and return to the advance deposit record.
Adding an Advance Deposit to a Group of Records

If you need to add the same advance deposit to multiple records, you can save time by adding it to a group, rather than on each individual record. To add an advance deposit to a group of records, create a new advance deposit record and select **Transaction, Add this Advance Deposit to a Group of Records**. You will need to create a query to specify which records to add the advance deposit to.

1. From an open advance deposit record, select **Transaction, Add this Advance Deposit to a Group of Records** from the menu bar. The Add Advance Deposits to a Group screen appears.

2. In the **Add this advance deposit to records in this query** field, click the binoculars to find a record query or add a new record query.

3. Mark **Skip the current record if they are included in the query** to prevent the student, individual, or organization whose record you have open from appearing in the report twice.

4. To designate the printer on which to print a control report, mark **Print control report on [ ]**. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in Windows. For information about setting up printers, see the Program Basics Guide.

5. To preview the list of records before adding advance deposit to the group, mark **Preview records before advance deposits are added**.

6. To view a list of all the advance deposit records successfully added, mark **Create an output query of advance deposits that were added**.

7. To view a list of records to which advance deposit were not added, mark **Create an exception query of records to whom advance deposits could not be added**.

8. To add the advance deposit to the records and return to the advance deposit record, click **Add Advance Deposits Now**.
You use the Financial Aid page of *Student Billing* to create and maintain information about types of financial aid, such as scholarships or awards, that you want to apply to a student’s future charges. You can use these financial aid records to generate credits that can correspond to tuition schedules.

There are two concepts related to how *Student Billing* handles financial aid that you should understand: Financial Aid Applications and Financial Aid Schedules. The Financial Aid application describes the information needed in order for a student to be eligible for financial aid. The Financial Aid schedule describes a single or series of credits awarded to the student to reduce the balance of their account. You can create Financial Aid schedules from the main Records page or from a specific student, individual, or organization’s activity tab.

Additionally, the Create Financial Aid Schedules utility, located in *Administration*, automatically creates financial aid schedules from selected Financial Aid applications in order to streamline the Financial Aid process for schools.

To quickly open or add financial aid records, you can add links on the *Favorites* menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

In *Student Billing*, financial aid records are entered, edited, and deleted from the Financial Aid page of *Records*. 
Accessing Financial Aid Records

Because records are such an important part of Student Billing, we have placed all record types in one area so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including financial aid records. To access financial aids, click Records on the navigation bar, then click Financial Aid. The Financial Aid page appears.

![Financial Aid Records Interface]

Consider the Financial Aid page the starting point for financial aid records. From this page, you can add a new financial aid record or open existing financial aid records.

To edit financial aid record options, click Edit options for Financial Aid.

To save time when searching for a specific financial aid record, use the Search for a Financial Aid by Financial Aid ID field. The financial aid page also lists recently accessed financial aid records.

Do you want to know how application restrictions can help you with financial aid records? For more information about application restrictions, see “Application Restrictions Configuration” on page 176.
Finding and Opening Financial Aid Records

When you click **Open a Financial Aid** on the Financial Aid page, the Open screen for financial aid records appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the financial aid record you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH as the record name and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or on the Financial Aid page, click **Open a Financial Aid**.

- **Opening a financial aid record from the Financial Aid page**

  1. On the navigation bar, click **Records**. The Records page appears.
  2. Click **Financial Aid**. The Financial Aid page appears.
  3. Click **Open a Financial Aid**. The Open screen for financial aid records appears.

  ![Open Screen Screenshot](https://via.placeholder.com/150)

  4. In the **Find Financial Aids that meet these criteria** frame, enter the criteria you are using to search for the financial aid record.
  5. After you enter search criteria, click **Find Now**. The program searches the database and displays all financial aid records meeting your criteria.

For more information about filtering criteria on an Open screen, see the *Program Basics Guide*.
6. In the grid, select the financial aid record you want to open, and click **Open**. The financial aid record appears.

![Financial Aid Record](image)

7. To save the financial aid record and return to the Financial Aid page, click **Save and Close**.

### Add Financial Aid Records

When you add a financial aid record, you create a new record in the database. A financial aid record stores financial aid, schedule, distribution, application, attribute information, and notes about financial aid.

If you enter common values repeatedly for multiple financial aid records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Transaction, Load Defaults from** to select an existing default set or create a new default set for the record type. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

We recommend that, in **Configuration**, you specify duplicate search criteria and set the business rule to check for duplicate financial aid records automatically. For more information about business rules, see the *Configuration Guide for Student Billing*. To search for a duplicate record from an existing record, from the menu bar, select **Transaction, Duplicate Search**.

Do you want to know how application restrictions can help you with financial aid records? For more information about application restrictions, see “Application Restrictions Configuration” on page 176.

- **Add a financial aid record**
  1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Financial Aid**. The Financial Aid page appears.


4. In the **Financial aid for** grid, enter a record name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
5. In the **Transaction date** field, enter the effective date of the financial aid. If the date you enter falls within a billing cycle, the billing cycle and session appear next to the field.

6. In the **Award year** field, select the academic year you want to match with the award year created in *PowerFAIDS*.

7. In the **Session** field, select the session you want to match with the period of enrollment created in *PowerFAIDS*.

8. In the **Item/Description** field, enter an item or use the binoculars to locate a financial aid item. When you enter an item, the description appears automatically.

9. In the **Amount** field, enter the total amount of the financial aid that you want to credit.

10. In the **Comment** field, you can enter additional information about the financial aid credit.

11. To include generated credits in the 1098T calculation, mark the **Include generated credits in 1098T calculations as []** checkbox.

12. Before you can save the financial aid record, you must enter a schedule on the Schedule tab. For more information about scheduling financial aid credits, see “Scheduling Financial Aid Credits” on page 487.

**Scheduling Financial Aid Credits**

On the Schedule tab, you can set the schedule for generating credits from a financial aid record.
Scheduling financial aid credits

1. From an open financial aid record, select the Schedule tab.

2. Click Modify Schedule. The Schedule Ungenerated Amount screen appears.

   - If you select “Annually”, in the On field, select the date to make the payment.
   - If you select “Monthly”, mark Every [ ] month(s) on day [ ] or Every [ ] month(s) on the [ ].
     If you mark Every [ ] month(s) on day [ ], select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.
If you mark **Every [ ] month(s) on the [ ]**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.

- **If you select “Semi-monthly”,** in the **Every [ ] month(s) on day [ ] and the [ ] field,** select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

- **If you select “Weekly”,** in the **Every [ ] week(s) on** field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.

- **If you select “Irregular”,** enter the payment dates in the grid.

4. In the **Starting on** field, enter the date for the first payment of the schedule.

   The **Next** field is for information purposes only and displays the next scheduled payment date.

5. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click **Update.**

6. Click **OK.** You return to the Schedule tab.

## Adding Financial Aid Distributions

Financial aid distributions are default distributions for the credits generated from the financial aid. If you assign a pre-defined billing item to the financial aid record, distribution information from the billing item defaults to the financial aid. **Student Billing** automatically verifies that all distributions balance when you save the financial aid credit, so you are assured the distributions will post.

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To create a distribution from an existing distribution template, click **Load Distribution.**
Distributing a financial aid credit

1. From an open financial aid record, select the Default GL Distribution tab.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

3. If you entered a default debit account on the billing item, it appears automatically in the **DR Account Number** column. You can also click **Load Distribution** to use a default account distribution from **Configuration**, or you can enter a distribution manually. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.

4. Enter the percentage of the distribution in the **Percent** column. To distribute percents equally among the selected accounts, click **Distribute Evenly**.

5. If you enter debit and credit accounts from different funds, **Student Billing** automatically inserts a valid interfund entry in the **Interfund** field to balance the accounts. If you have not created a balancing interfund entry for those accounts in **Configuration**, you cannot save the distribution. For more information about interfund entries and entry sets, see the **Configuration Guide for Student Billing**.

6. If you have the optional module **Projects and Grants**, enter a project identification number in the **Project ID** column. When you enter a valid project identification number, the description appears automatically.

7. In the **Class** column, select a class for the distribution.

8. If you have the optional module **Projects and Grants** and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.
9. To enter different transaction distributions for the debit accounts in a distribution row, select the row and click **Distribution**.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit account. When you have finished entering information, click **OK** to return to the Default GL Distribution tab.

10. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a financial aid record, see “Adding Financial Aid Attributes and Notes” on page 492.

11. To delete all rows of the grid, click **Delete All**.

12. The **Remaining** field displays the percentage that remains after distribution.

13. To save the financial aid credit and return to the Financial Aid page, click **Save and Close**.

### Managing Financial Aid Applications

Using the Apply To tab, you designate the records that receive the financial aid credits. You can also specify which charges financial aid can be applied to based on certain restrictions.

- **Managing financial aid applications**

  1. On an open financial aid record, select the Apply To tab.

  ![Image of Apply To tab](image)

  2. In the **Credits generated from this financial aid record are distributed to records specified in this grid** frame, you can specify records to receive credits generated from the financial aid record.
3. The **Generate Credits For** column displays the owner of the financial aid. To distribute a portion of the amount to other records, in the rows below, click the binoculars to select the student, individual, or organization record.

4. The **Default %** column is for informational purposes only and displays a percentage based on the amount you enter in the **Scheduled** field.

5. In the **Scheduled** column, enter the amount to distribute for the record.

6. The **Generated** and **Total** columns are for informational purposes only and display the generated and total amounts.

7. To distribute amounts equally among the records, click **Distribute evenly**.

   To clear the grid, click **Clear all**.

   The **Remaining** display shows the undistributed credit amount.

8. In the panel at the bottom, you can set application restrictions for the credits generated for the records listed in the **Generate Credits for** column.

   If the financial aid billing item selected on the Financial Aid tab has selected application restrictions, those values default into this panel. You can use the defaults or change the values.

9. Select the row for the record you want to apply restrictions to.

10. In the **Use the restriction from** field, you have two options:

    • Select “Configuration” to choose a predefined set of restrictions defined in Application Restrictions.

    • Select “Specific settings below” to use the filters grid to select products and billing items or product and billing item attributes.

11. To save the financial aid credit and return to the Financial Aid page, click **Save and Close**.

### Adding Financial Aid Attributes and Notes

You can further define a financial aid record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering financial aid for reports. You can also define the type of data stored for each financial aid.

With notes, you can easily maintain helpful pieces of information about the financial aid record. For example, you can record special information about the financial aid or application information you may need later. The note text box accepts free-form text.
For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.

Adding an attribute to an financial aid

1. From an open financial aid record, select the Attributes/Notes tab.

2. In the Attribute Type column, select an attribute type.

3. In the Description column, select or enter a description of the attribute.

4. If you selected a table type attribute that uses short descriptions, in the Short Description column, select the attribute description. The Description column completes automatically.

5. In the Date column, enter a date to record when you add the attribute.

6. If this attribute type is required on an financial aid record, the program automatically marks the checkbox in the Required column. You cannot edit this from the Attributes/Notes tab.

7. In the Comments column, enter any additional comments or more detailed information about the attribute. You can enter free-form text in this column.

8. To save the attribute, click the Save button on the toolbar.
Adding a note to an financial aid

1. On an open financial aid record, select the Attributes/Notes tab.

2. In the Notes field, enter additional information about the financial aid.

3. To save the note, click the Save button on the toolbar.

Generating Financial Aid Credits

To generate all scheduled credits for a financial aid record within a specified time period, select Transaction, Generate Credits from the menu bar of an open financial aid record. Generating financial aid transactions reduces the ungenerated balance of the financial aid and updates the financial aid record with a link to the generated credits. Credit records are created using the settings on the financial aid record, such as the CR account and the applications.
Generating financial aid credits

1. From the Transaction menu, select Generate Credits. The Generate Transactions Automatically for Financial Aid screen appears.

2. The Generate field is set to “Scheduled Charges/Credits Only” by default and cannot be changed.

3. In the For this range field, select the date range for financial aid transactions to generate.

4. In the Add this comment to each transaction field, you can enter a comment to add to each generated transaction.

5. To create a query of records not included in the processing, mark Create an exception query.

6. To print a control report, mark Print control report on and select a printer to print a control report on.
7. Select the Transaction Defaults tab.

![Generate Transactions Automatically for Financial Aid 153](image)

8. In the **Post date** field, select how to determine the post date to use.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

9. In the **Post Status** field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

10. To review the transactions that will be generated before actually generating them, click **Pre-Generation Report**.

11. When you are ready to generate the transactions, click **Generate Now**.

12. After the transactions generate, a control report appears with more detail about the processing.

13. Click **X** to close the report and return to the financial aid record.
Adding Financial Aid to a Group

If you need to add the same financial aid to multiple records, you can save time by adding it to a group, rather than on each individual record. To add financial aid to a group of records, create a new financial aid record and select Transaction, Add Financial Aid to a Group of Records. You will need to create a query to specify which records to add the financial aid to.

- Adding financial aid to a group of records
  1. From an open financial aid record, from the menu bar, select Transaction, Add Financial Aid to a Group of Records. The Add Financial Aid to a Group screen appears.
  2. In the Add this financial aid to records in this query field, click the binoculars to find a record query or add a new record query.
  3. Mark Skip the current record if they are included in the query to prevent the student, individual, or organization whose record you have open from appearing in the report twice.
  4. To designate the printer on which to print a control report, mark Print control report on [ ]. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in Windows.
  5. To preview the list of records before adding financial aid to the group, mark Preview records before financial aids are added.
  6. To view a list of all the financial aid records successfully added, mark Create an output query of financial aids that were added.
  7. To view a list of records to which financial aid were not added, mark Create an exception query of records to whom financial aids could not be added.
  8. To add the financial aid to the records and return to the financial aid record, click Add Financial Aids Now.

For information about setting up printers, see the Program Basics Guide.
Billing Schedules

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Billing schedules are records you create to schedule and generate transactions. They provide an efficient method to plan and generate charges over a specified period of time. Billing schedules are not postable transactions, however, they are used to generate transactions that can then be posted.

You can create billing schedules manually or automatically. To automatically create billing schedules with bill codes, you use the Generate Transactions Automatically utility in Administration. For more information about automatically generating billing schedules and transactions, see the Administration Guide.

**Accessing Billing Schedule Records**

Because records are such an important part of *Student Billing*, we have placed all record types on the Records page so you can quickly access them. Think of Records as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open Records, you can directly access several record types, including charge records. To access charges, click Records on the navigation bar, then click Billing Schedule. The Billing Schedule page appears.

Consider the Billing Schedule page the starting point for billing schedule records. On this page, you can add a new billing schedule or open an existing one. You can also edit billing schedule options by clicking Edit options for Billing Schedule.
To save time when searching for a specific billing schedule record, you can use the **Search for a Billing Schedule by Billing Schedule ID** field. The Billing Schedule page also lists recently accessed charge records. Procedures for accessing records on the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record on the Billing Schedule page.

### Finding and Opening Billing Schedule Records

When you click **Open a Billing Schedule** on the Billing Schedule page, the Open screen for billing schedules appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the billing schedule you want to open. The search process is not case-sensitive, so to locate a charge by the record name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File**, **Open**, or on the Billing Schedule page, click **Open a Billing Schedule**.

1. **Opening a billing schedule record from the Billing Schedule page**
   1. On the navigation bar, click **Records**. The Records page appears.
   2. Click **Billing Schedule**. The Billing Schedule page appears.
   3. Click **Open a Billing Schedule**. The Open screen for billing schedules appears.
   4. In the **Find Billing Schedules that meet these criteria** frame, enter criteria you are using to search for the billing schedule.
5. After you enter search criteria, click Find Now. The program searches the database and displays all billing schedules meeting your criteria.

6. In the grid, select the billing schedule to open.

7. Click Open. The billing schedule record appears.

8. To save the billing schedule record and return to the Billing Schedule page, click Save and Close.

**Adding Billing Schedule Records**

On the Billing Schedule tab, you enter basic information about the billing schedule record, such as record name, transaction date, category, description, and amount. You can add billing schedules from the Billing Schedules page of Records, the Open screen for billing schedules, or by selecting File, New from a billing record. You can also add billing schedules on the Activity tab of a student, individual, or organization record.

If you enter common values repeatedly for multiple billing schedule records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select Transaction, Load Defaults from to select an existing default set or create a new default set for the record type. To manage default sets for all record types in the program, select Tools, Organize/Create Defaults. For more information about default sets, see the Program Basics Guide.

We recommend that, in Configuration, you specify duplicate search criteria and set the business rule to check for duplicate charges automatically. For more information about business rules, see the Configuration Guide for Student Billing. To search for a duplicate record from an existing record, from the menu bar, select Transaction, Duplicate Search.
Adding a billing schedule record

2. Click Billing Schedule. The Billing Schedule page appears.


If you enter common values repeatedly for multiple charges, you can create a default set with these values to save time during data entry. On the menu bar, select Transaction, Load Defaults from.
On the Options screen, you can hide the Record Name, Record ID, or SSN/CFDA # columns to prevent data entry. You can also designate the default tab that appears when you add or open a billing schedule record. To access options, from the menu bar, select Tools, Options. For more information about charge options, see the Program Basics Guide.

To view the record owner, from the menu bar, select Transaction, Go to Owner.

At the bottom of each tab, in the Amount and Balance displays, you can quickly view the total charge amount and remaining unapplied balance.

4. In the Billing Schedule for grid, enter a record name, Identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.

5. In the Transaction date field, enter the effective date of the billing schedule.

6. In the Category field, select a billing schedule category.

7. In the Item/description field, enter a billing item or use the binoculars to locate an item. When you enter an item, the description appears automatically.

8. In the Amount field, enter the total amount to be billed.

9. In the Comment field, you can enter additional information about the billing schedule.

10. Before you can save the charge record, you must enter a distribution on the Default GL Distribution tab. For more information, see “Adding Billing Schedule Distributions” on page 506.

11. Click Save and Close to save the billing schedule and return to the Billing Schedule page.

Scheduling Transactions

On the Schedule tab of a billing schedule record, you can set the schedule for generating transactions.

A single billing schedule can generate charges or credits, but not both. If you want to generate charges and credits with billing schedules, you will need to set up separate schedules for each. A billing schedule with a negative amount will produce credits, and are useful for discounts.

If a generated charge is deleted before or after it is posted, the schedule tab displays a status of “Scheduled” for the charge.
Scheduling transactions on a billing schedule

1. From an open billing schedule record, click the Schedule tab.

2. Click Modify Schedule. The Schedule Ungenerated Amount screen appears.

   - If you select “Annually”, in the **On** field, select the date to make the transaction.
   - If you select “Monthly”, mark **Every [ ] month(s) on day [ ]** or **Every [ ] month(s) on the [ ]**.
     
     If you mark **Every [ ] month(s) on day [ ]**, select the frequency of monthly transactions and the date. For example, you can schedule transactions every month on the 15th.
If you mark *Every [ ] month(s) on the [ ]*, select the frequency of monthly transactions and the day to schedule them. For example, you can schedule transaction every month on the first Friday of the month.

- If you select “Semi-monthly”, in the *Every [ ] month(s) on day [ ] and the [ ]* field, select the frequency of semi-monthly transactions and the dates to schedule them. For example, you can schedule transactions every two months on the first and 15th days of the month.

- If you select “Weekly”, in the *Every [ ] week(s) on [ ]* field, select the frequency of weekly transactions and mark the checkboxes for the days to schedule transactions. For example, you can schedule transactions every week on Thursday.

- If you select “Irregular”, enter the transaction dates in the grid.

4. In the *Starting on* field, enter the date for the first transaction of the schedule.

   The *Next* field is for information purposes only and displays the next scheduled transaction date.

5. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click *Update*.

6. Click **OK**. You return to the Schedule tab.

### Adding Billing Schedule Distributions

Billing schedule distributions are default distributions for the transactions generated from the billing schedule.
Distributing a billing schedule

1. On an open billing schedule record, select the Default GL Distribution tab.

2. In the field above the distribution grid, select “Distribution”.

3. If you entered a default credit account on the product record, it appears automatically in the CR Account Number column. You can also click Load Distribution to use a default account distribution from Configuration, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the CR Account Description column.

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Student Billing Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, Payroll, or Student Billing because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

4. Enter the percentage of the distribution in the Percent column. To distribute percents equally among the selected accounts, click Distribute Evenly.

5. If you defined a default accounts receivable summary account in Configuration, it appears automatically in the DR Account Number column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the DR Account Description column.
6. If you enter debit and credit accounts from different funds, *Student Billing* automatically inserts a valid interfund entry in the *Interfund* field to balance the accounts. If you have not created a balancing interfund entry for those accounts in *Configuration*, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Student Billing*.

7. If you have the optional module *Projects and Grants*, enter a project identification number in the *Project ID* column. When you enter a valid project identification number, the description appears automatically.

8. In the *Class* column, select a class for the distribution.

9. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

10. To add attributes to the distribution, click *Attributes*. For more information about adding attributes to a charge record, see “Adding Billing Schedule Attributes and Notes” on page 510.

11. To delete all rows of the grid, click *Delete All*.

12. To save the charge and return to the Charges page, click *Save and Close*.

### Managing Default Billing Schedule Responsibility

Using the Apply To tab, you enter default responsibility for transactions generated from the billing schedules.
Managing default billing schedule responsibility

1. On a billing schedule record, select the Apply To tab.

2. In the **Transactions generated from this billing schedule are distributed to records specified in this grid** frame, you can specify records to receive transactions generated from the billing schedule record.

3. The **Default %** column is for informational purposes only and displays a percentage based on the amount you enter in the **Scheduled** field.

4. In the **Scheduled** column, enter the amount to distribute for the record.

5. The **Generated** and **Total** columns are for informational purposes only and display the generated and total amounts.

6. To distribute amounts equally among the records, click **Distribute evenly**.

   To clear the grid, click **Clear all**.

   The **Remaining** display shows the undistributed credit amount.

7. To save the application settings and return to the Billing Schedule page, click **Save and Close**.
Adding Billing Schedule Attributes and Notes

You can further define a billing schedule record by adding information to the Attributes/Notes tab. An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specification — a useful feature for sorting or filtering billing schedules for reports. You can also define the type of data stored for each charge. For example, if you have defined an attribute for revenue categories, you can track charges by income.

With notes, you can easily maintain helpful pieces of information about the charge record. For example, you can record special information about the charge, payer, or application information you may need later. The note text box accepts free-form text.

For more information about attributes, including adding attribute types, see the Configuration Guide for Student Billing.

Adding an attribute to a billing schedule

1. On an open billing schedule record, select the Attributes/Notes tab.

2. In the Attribute type field, enter a specific attribute type or “All Categories”.

3. In the Attribute type column, enter an attribute. Attribute types are established in Configuration.

4. In the Description column, enter a description of the attribute.

5. In the Date column, enter a date.
6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

➢ **Adding a note to a billing schedule**

1. On an open billing schedule record, select the Attributes/Notes tab.
2. In the **Notes** field, enter additional information about the charge.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

---

**Generating Billing Schedule Transactions**

To generate all billing schedule transactions within a specified time period, select **Transaction, Generate Billing Schedule Transactions** from the menu bar of an open billing schedule record. The **Generate Billing Schedule Transactions** menu option is enabled only if the remaining portion of the billing schedule is greater than or equal to the next charge to be generated.

➢ **Generating billing schedule transactions**

1. From an open billing schedule record, access the **Transaction** menu and select **Generate Billing Schedule Transactions**. The Generate Transactions Automatically screen appears.

![Image](image.png)

2. The **Generate** field is set to “Scheduled Charges/Credits Only” by default and cannot be changed.

For faster data entry when entering dates, press **F3** for today’s date or **F7** for a calendar.

You can edit or delete notes at any time. Just remember that deleted notes cannot be recovered!
3. In the **For this range** field, select the date range for billing schedule transactions to generate.

4. In the **Add this comment to each transaction** field, you can enter a comment to add to each generated transaction.

5. To generate transactions for payers on credit hold, mark **Include payers on credit hold**.

6. To create a query of records not included in the processing, mark **Create an exception query**.

7. To print a control report, mark **Print control report on** and select a printer.

8. Select the Transaction Defaults tab.

9. If you are generating charges, you can set a due date for payment in the **Due date** field.
   - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
   - If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
   - If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

10. In the **Post date** field, select how to determine the post date to use.
    - If you select “Based on transaction date”, you can select to use the transaction date, a specific number of days from the transaction date, a specific day of the current or next month, or the same transaction date of the next month.
• If you select “Specific date”, a field appears for you to enter the date. If you use a specific date, be aware that this date will be used for all transactions included in the process.
• If you select “Last date of GL Fiscal Period”, the last date of the current fiscal period is used.

11. In the Post Status field, select the post status to use on the transactions, either “Not Yet Posted” or “Do Not Post”.

12. To review the transactions that will be generated before actually generating them, click Pre-Generation Report.

13. When you are ready to generate the transactions, click Generate Now.

14. After the transactions generate, a control report appears with more detail about the processing.

15. Click X to close the report and return to the billing schedule.

Adding a Billing Schedule to a Group of Records

If you need to add the same billing schedule to multiple records, you can save time by adding it to a group, rather than on each individual record. To add a billing schedule to a group of records, create a new billing schedule record or open an existing schedule and select Transaction, Add this Billing Schedule to a Group of Records. You will need to create a query to specify which records to add the billing schedule to.

Adding a billing schedule to a group of records

1. From an open billing schedule record, select Transaction, Add this Billing Schedule to a Group of Records from the menu bar. The Add Billing Schedules to a Group screen appears.

2. In the Add this billing schedule to records in this query field, click the binoculars to find a record query or add a new record query.
3. Mark **Skip the current record if they are included in the query** to prevent the student, individual, or organization whose record you have open from appearing in the report twice.

4. To designate the printer on which to print a control report, mark **Print control report on [ ]** and select a printer. If no printers appear in the printer field, you must add printers in *Windows*. 

5. To preview the list of records before adding the billing schedule to the group, mark **Preview records before billing schedules are added**.

6. To view a list of records to which billing schedules were successfully added, mark **Create an output query of billing schedules that were added**.

7. To view a list of records to which billing schedules were not added, mark **Create an exception query of records to whom billing schedules could not be added**.

8. To add the billing schedule to the records and return to the billing schedule record, click **Add Billing Schedules Now**.
Courses

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If you have Registrar’s Office, course records are available in Student Billing for billing purposes. Information on the Billing tab is shared between Student Billing and Registrar’s Office so if you make changes to the Billing tab in one program, the changes appear in the other program.

You cannot add a new course record in Student Billing; you can only open existing records created in Registrar’s Office. You can view information on the Course tab in Student Billing, but you cannot edit it.

Accessing Course Records

Because records are such an important part of Student Billing, we have placed all record types on the Records page so you can quickly access them. To access courses, click Records on the navigation bar, and then click Courses. The Courses page appears. From this page, you can open an existing course record.

To save time when searching for a specific record, you can use the Search for a Course by Course Name field. The Courses page lists recently accessed records. You can open a course in the list by clicking the course name.

When you click Open a Course on the Courses page, the Open screen for course records appears. The Open screen has filters you can use to narrow your search and quickly locate the course record you want to open. The search process is not case-sensitive, so you can enter Calculus, calculus, or CALCULUS and get the same results.

You can use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query Guide for The Financial Edge.
Opening a course record

2. Click Courses. The Courses page appears.
3. Click Open a Course. The Open screen for course records appears.

4. In the Find Courses that meet these criteria frame, enter criteria to use to search for the course.
5. After you enter search criteria, click Find Now. The program searches the database and displays all records meeting your criteria.
6. In the grid, select the course record to open.

7. Click Open. The course record appears.

8. To save the record and return to the Courses page, click Save and Close.
Adding Billing and Distribution Information

On the Billing and GL Distribution tabs, you can define fees that are specific to a course that may be incurred in addition to or instead of standard course fees defined in the determination table and where those fees need to be distributed. For example, all courses at your school are $200 per credit except for Engineering courses which are $250 per credit. To address this variation, you can define a course fee for $250 per credit on the Billing tab of an Engineering course. You can also add course fees on the Billing tab for any additional fixed amount fees associated with the course such as lab or technology fees.

Because students are billed automatically for the fees assigned to a course, you should consider whether some expenses associated with the course should be billed separately and, therefore, not added on the Billing tab. For example, you can include textbooks on student schedules so that parents and students know which books are required for each course. If you want students billed for textbooks when they are billed for the courses, include the textbook fees on the Billing tab. However, if students buy their textbooks later at the bookstore, do not include the textbook fees on the Billing tab. You can enter the required textbooks as attributes on the Attributes tab if you need them to display on the schedule.

Once you determine how a course fee is billed, you also define which account number to apply revenue. In this example, your school distributes tuition revenue by department. Therefore in Configuration, Business Rules, you mask the “Department” segment. On the billing item setup, you specify the distribution using the masked segment and on the course record, you choose to combine the billing item distribution with the specified account segment. When you set up distribution in this manner, you enable the entire $250, including the extra $50, per credit for engineering courses to apply to the Engineering Department revenue account.

On the GL Distribution tab, when you use the same billing item for courses yet apply the revenue to different General Ledger accounts, you can generate reports by billing group. For example, you create billing items for full time undergraduate and part time undergraduate. However, you want to distribute the tuition revenue by department. When you mask a segment on the account number, you keep the same number of billing items yet enable different accounts to receive the revenue. You can then report on how much tuition is billed for each group and also by each account.

If you update the GL Distribution tab on a course record after you have generated student transactions the existing transactions are not automatically updated. We recommend you manually update the distribution on the transactions, delete the transactions and re-generate, or open your parameter file and recalculate all students.

For more information about setting up courses for Registrar’s Office and billing integration, see “Registrar’s Office and Billing Integration” on page 79.
Adding billing information

1. From an open course record, select the Billing tab.

2. In the Academic Year field, select the academic year you want to define course fees for.

3. In the Session field, select the session you want to define course fees for.

4. In the Fee Description column, select the description of the fee. Fees are defined in the Fee table in Registrar’s Office Configuration.

5. In the Fee Type column, select “Fixed Amount (Flat Rate)” or “Amount per Credit (Per Usage)”.
   - If you select “Fixed Amount (Flat Rate)”, a fixed fee is charged for the course regardless of the credits. Fixed amount fees are charged in addition to the standard fees defined in the determination table.
   - If you select “Amount per Credit (Per Usage)”, the program multiplies the number of credits for the course by the amount to determine a total billing amount. This fee is charged instead of the standard course fees defined in the determination table.

6. In the Amount column, enter the amount of the fee.
7. In the **Billing Item** column, select the billing item ID. The options available depend on the fee type you chose in step 5. The ID and not the specific billing item is used which enables you to copy record information from year to year.

8. To save the record and return to the Courses page, click **Save and Close**.

---

**Adding distribution information**

1. From an open course record, select the GL Distribution tab.

2. To define the account segment in which to apply the billing item distribution, select **Combine billing item distribution with this account segment** and enter the account segment.

   The account segment you can choose depends on the option you chose for the general business rule in **Configuration**. For more information, see the **Configuration Guide for Student Billing**.

3. To define the distribution on the course record instead of combining the billing item distribution and the account segment chosen in step 2, select **Always use defined distribution**.

4. In the **CR Account Number** column, if you enter a default credit account, it appears automatically in charge, credit, and refunds. You can click **Load Distribution** to use a default account distribution from the Distributions page, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.
If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule, you cannot use cash accounts for any non-bank transactions in **Accounts Payable, Accounts Receivable, Cash Receipts, Payroll**, or **Student Billing** because **Cash Management** settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

5. Enter the percentage in the **Percent** column. To distribute percents equally among the selected accounts, click **Distribute Evenly**.

6. If you enter debit and credit accounts from different funds, **Student Billing** automatically inserts a valid interfund entry in the **Interfund** field to balance the accounts. If you have not created a balancing interfund entry for those accounts on the Interfunds page, you cannot save the distribution.

7. If you have the optional module **Projects and Grants**, enter a project identification number in the **Project ID** column. When you enter a valid project identification number, the description appears automatically.

8. In the **Class** column, select a class for the distribution.

9. If you have the optional module **Projects and Grants** and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

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Distributions can be edited or deleted at any time. Remember that the deleted distributions cannot be recovered!
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