Berkeley | Student Information Systems

SIS Job Aids #1121

Viewing Customer Accounts

This document will cover how to view a student's account in Campus Solutions.

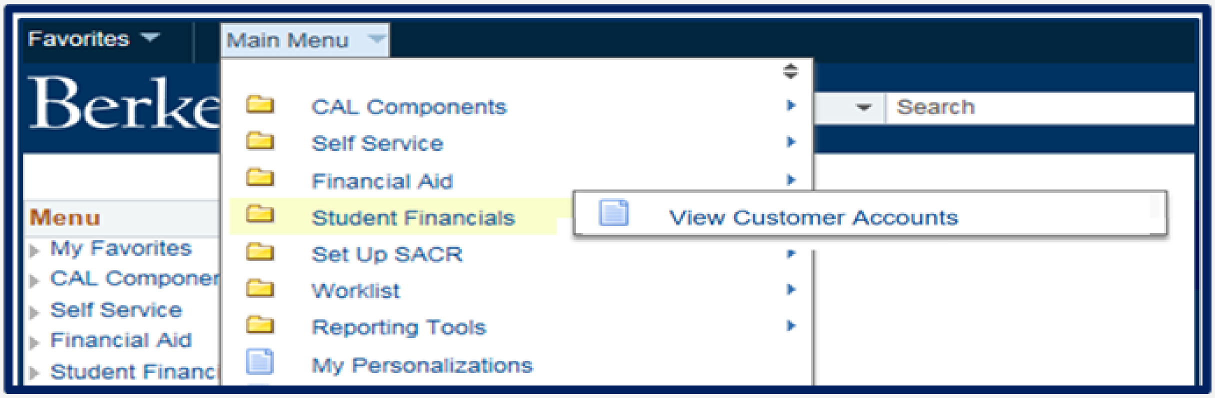
Please note:

- A student's account is only viewable once a charge or credit transaction has been posted.
- As of Fall 2016, tuition and fees are calculated under these conditions:
  - tuition is ready to be calculated (after the UC Regents meet and approve the fee amounts)
  - the student has enrolled in at least 1 unit
  - a student changes enrollment by dropping or adding a class
- In the previous system, due dates fell on the 15th of a month. Due dates in Campus Solutions are dynamic and can fall on any day of the month.

Path
Main Menu > Student Financials > View Customer Accounts

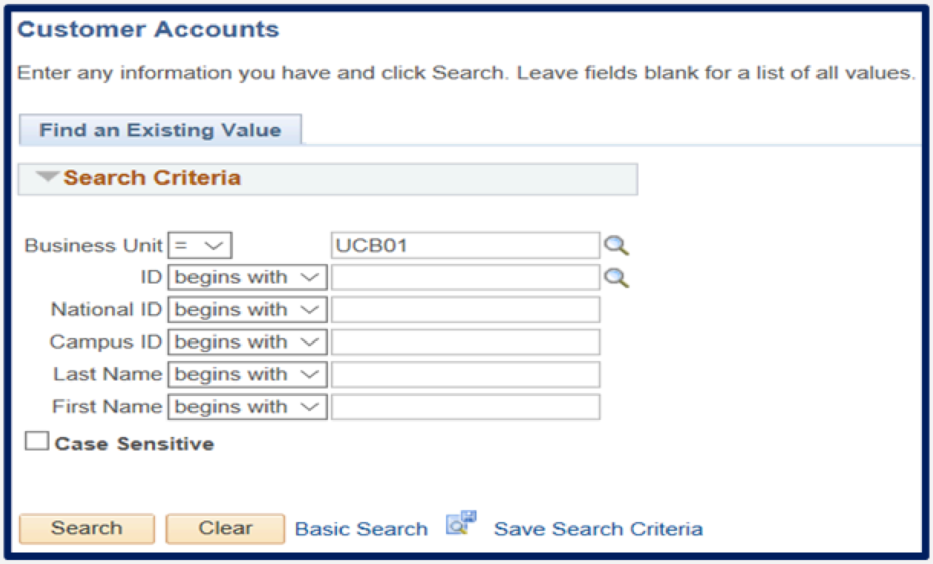
1. Log into Campus Solutions
2. Using either the Classic Menu or the Navigator icon, navigate to **Main Menu > Student Financials > View Customer Accounts**.

   The **Customer Accounts** search page displays.



3. Enter the **Student ID**.

4. Click the **Search** button.



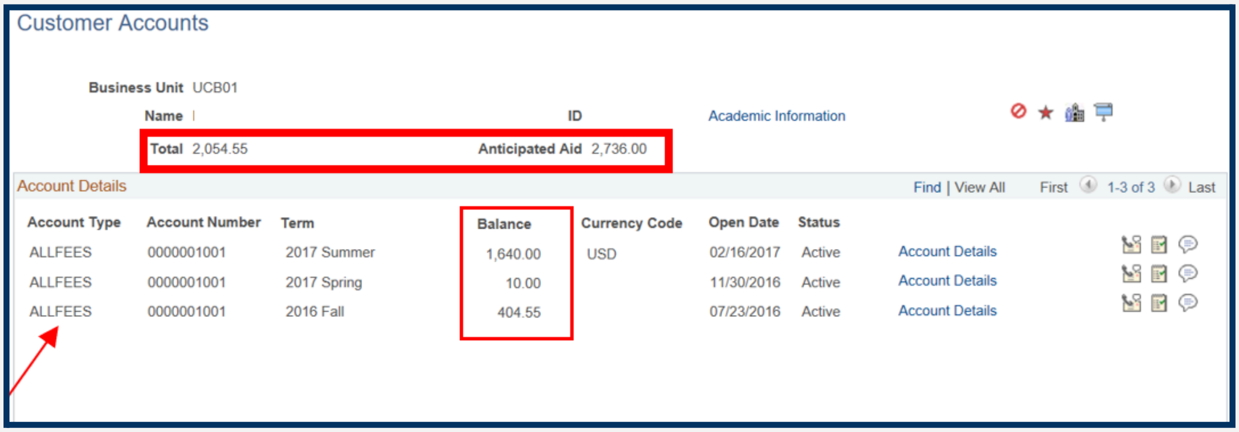
5. The **Customer Accounts** page displays.

   At the top, the **Total** balance and **Anticipated Aid** show.

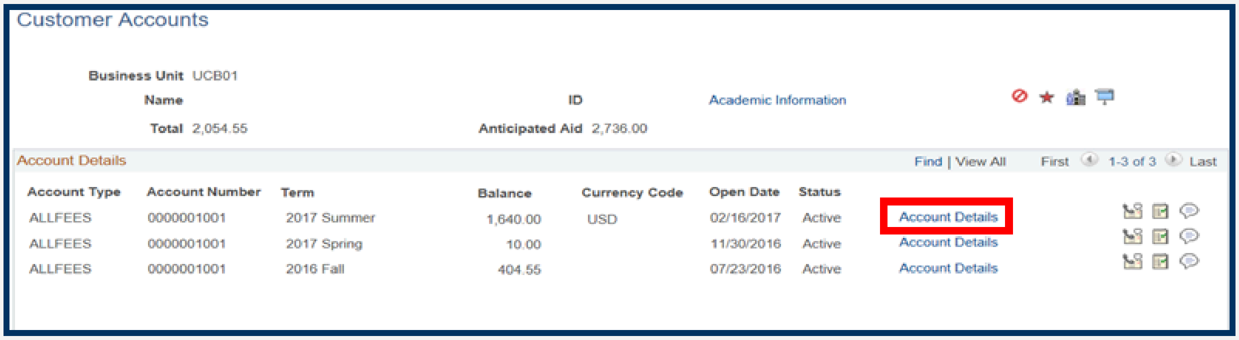
   Anticipated Aid is aid that has been awarded but not yet disbursed.

   The **Account Type** of **ALLFEES** is listed. Account Types are used to classify charges. **ALLFEES** is the most common Account Type.

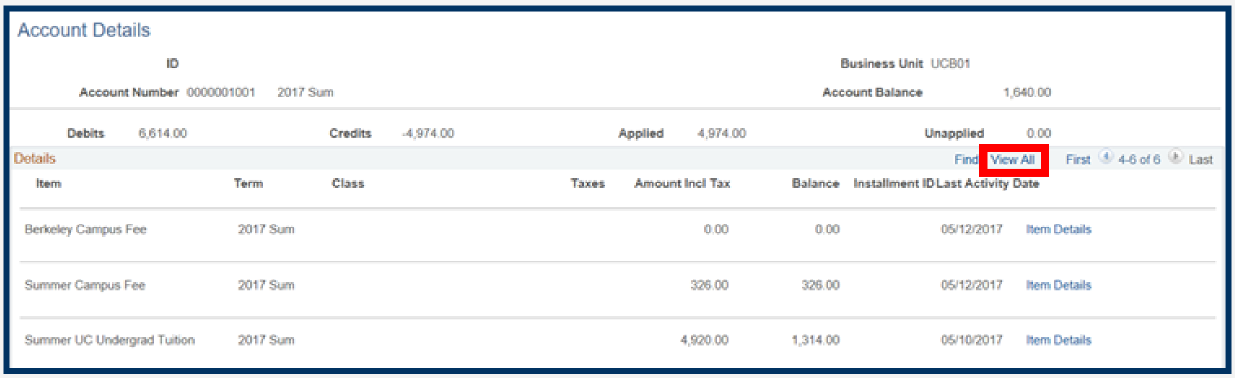
   The remaining **Balance** for each term is shown



6. Click on the **Account Details** link to view the transactions for this term.



7. Click on **View All** to see all transactions.



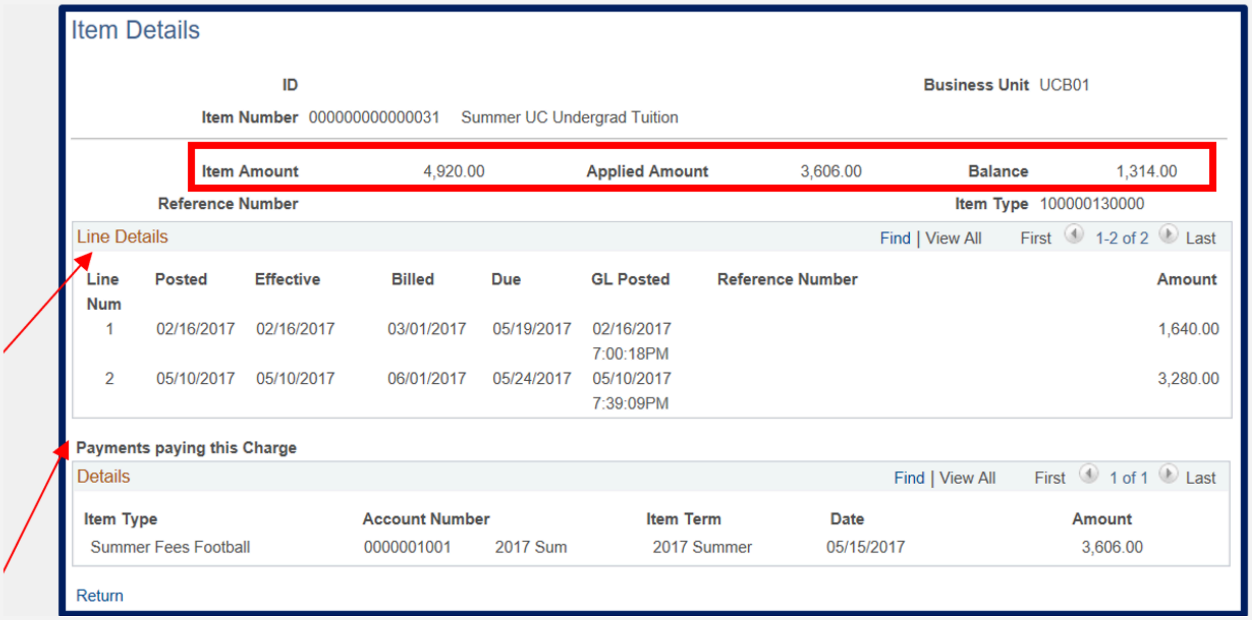
8. Click **Item Details** for a specific line item, to view its details, including:
   - When the item was posted to the account
   - Due Date for charge transactions
   - Payments which have been applied to charges

   This is the most detailed data for a transaction.

9. For charge items, the **Item Amount** total is displayed at the top of the page. The **Applied Amount** represents the credits applied against the charge.

   The **Line Details** shows multiple lines for the transaction including relevant dates.

   Payments paying this Charge shows the credit items that were applied to the charge.



Item Details

ID

Business Unit UCB01

Item Number 000000000000031 Summer UC Undergrad Tuition

Item Amount 4,920.00 Applied Amount 3,606.00 Balance 1,314.00

Reference Number

Item Type 100000130000

Line Details — Find | View All — First 1-2 of 2 Last

Line Num	Posted	Effective	Billed	Due	GL Posted	Reference Number	Amount
1	02/16/2017	02/16/2017	03/01/2017	05/19/2017	02/16/2017 7:00:18PM		1,640.00
2	05/10/2017	05/10/2017	06/01/2017	05/24/2017	05/10/2017 7:39:09PM		3,280.00

Payments paying this Charge

Details — Find | View All — First 1 of 1 Last

Item Type	Account Number		Item Term	Date	Amount
Summer Fees Football	0000001001	2017 Sum	2017 Summer	05/15/2017	3,606.00

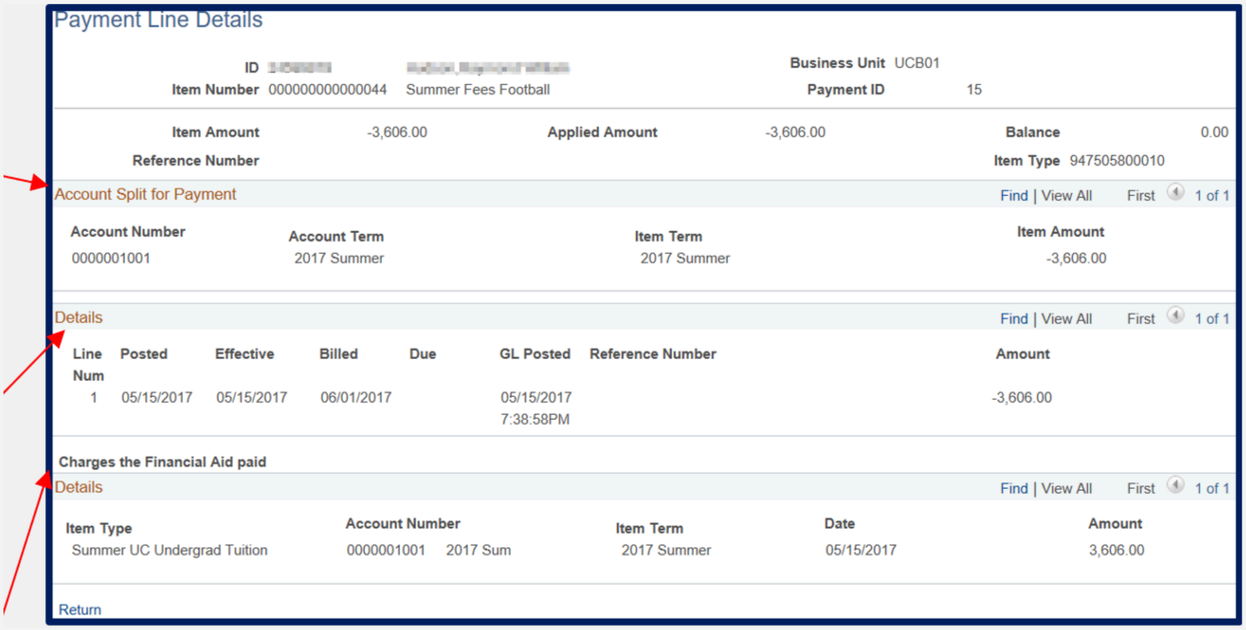
Return

10. If the transaction is a credit, **Payment Line Details** displays.

    Account Split for Payment displays to what accounts the payment has been applied.

    Details identify the relevant dates for the transaction; Posted, Effective, Billed, Due and GL Posted.

    Charges the Financial Aid paid lists the charge transactions paid by this credit.



Payment Line Details

ID	[redacted]	[redacted]	Business Unit UCB01
Item Number	000000000000044	Summer Fees Football	Payment ID 15

Item Amount	-3,606.00	Applied Amount	-3,606.00	Balance	0.00
Reference Number				Item Type	947505800010

Account Split for Payment — Find \| View All — First 1 of 1

Account Number	Account Term	Item Term	Item Amount
0000001001	2017 Summer	2017 Summer	-3,606.00

Details — Find \| View All — First 1 of 1

Line Num	Posted	Effective	Billed	Due	GL Posted	Reference Number	Amount
1	05/15/2017	05/15/2017	06/01/2017		05/15/2017 7:38:58PM		-3,606.00

Charges the Financial Aid paid

Details — Find \| View All — First 1 of 1

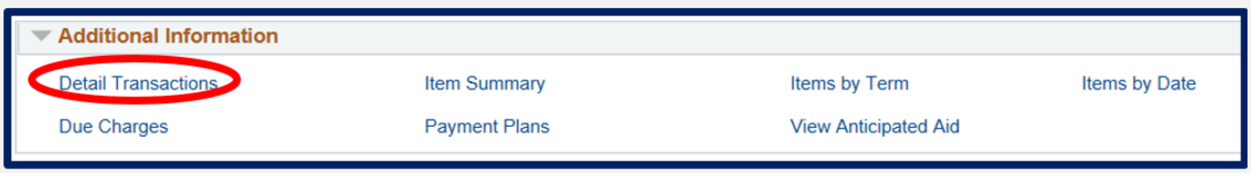
Item Type	Account Number	Item Term	Date	Amount
Summer UC Undergrad Tuition	0000001001 2017 Sum	2017 Summer	05/15/2017	3,606.00

Return

Click **Return** to return to the **Customer Accounts** page.

11. At the bottom of the Customer Accounts page is a box labeled **Additional Information**

    Click the **Detail Transactions** link.

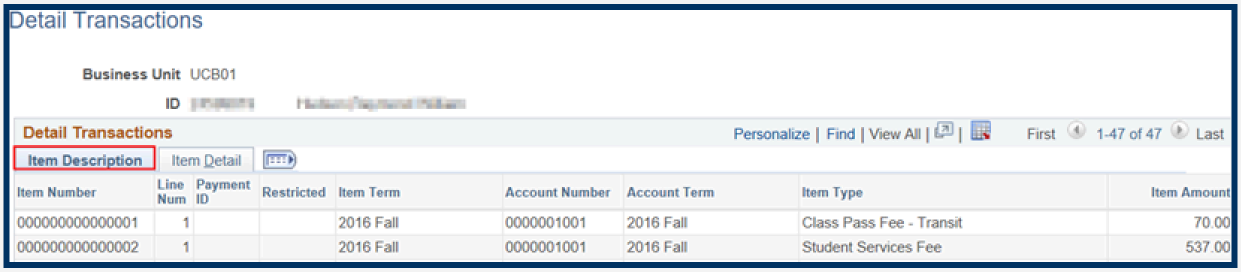


Additional Information

Detail Transactions	Item Summary	Items by Term	Items by Date
Due Charges	Payment Plans	View Anticipated Aid	

12. The **Item Description** tab displays each transaction by Item Number. Item numbers are "counters" generated as transaction posts.

    If the transaction is a payment, a **Payment ID** is displayed.



Detail Transactions

Business Unit UCB01

ID [redacted]

Detail Transactions — Personalize \| Find \| View All \| First 1-47 of 47 Last

Item Description \| Item Detail

Item Number	Line Num	Payment ID	Restricted	Item Term	Account Number	Account Term	Item Type	Item Amount
000000000000001	1			2016 Fall	0000001001	2016 Fall	Class Pass Fee - Transit	70.00
000000000000002	1			2016 Fall	0000001001	2016 Fall	Student Services Fee	537.00

The **Item Detail** tab displays relevant dates for the transaction as well as identifying the action used to post it.

Clicking on any of the column headings sorts by that field.

Click **Return** to go back.

Detail Transactions

Business Unit UCB01

ID [illegible] [illegible]

Detail Transactions Personalize | Find | View All | | First 1-47

Item Description | **Item Detail**

Item Number	Line Num	Due Date	Billing Date	Actual Billing Date	Item Effective Date	Posted Date & Time	Action
000000000000001	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
000000000000002	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
000000000000003	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
000000000000004	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
000000000000007	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 10:17:36AM	TUI
000000000000008	1			09/01/2016	08/16/2016	08/16/2016 10:41:26AM	GRP
000000000000009	1			09/01/2016	08/16/2016	08/16/2016 10:41:26AM	GRP

13. Click on the **Item Summary** link.

    The **Item Summary** page has three tabs and is organized by **Item Type**.

    Item Types are codes created in Student Financials which describe the transaction. They also define the General Ledger accounts to which the transactions will be posted.

    The **Item Description** tab shows each Item Type along with the Term and Item Amount.

Item Summary

Business Unit UCB01

ID [illegible] [illegible]

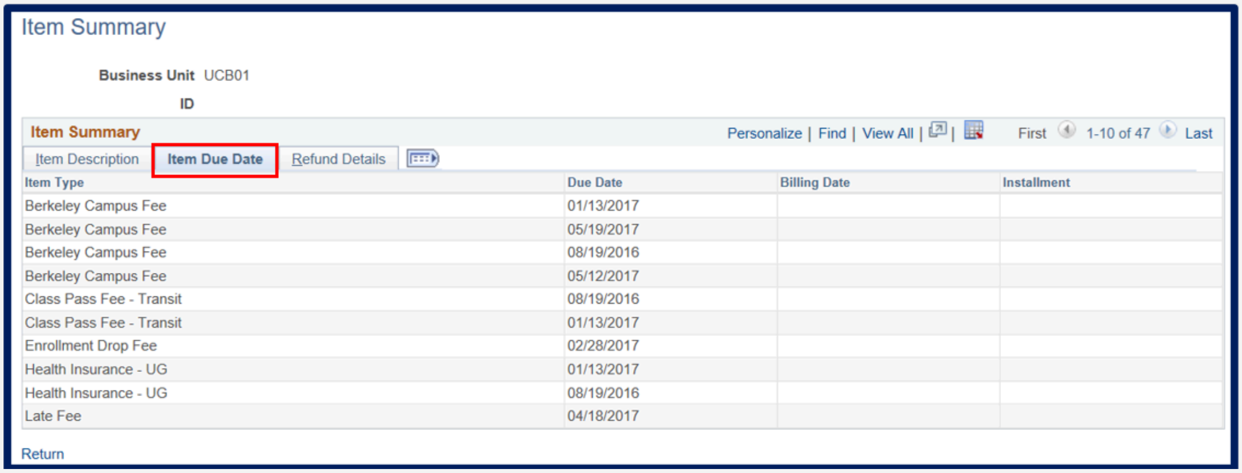
Item Summary Personalize | Find | View All | | First 1-10 of 47 Last

Item Description | Item Due Date | Refund Details

Item Type	Payment ID	Restricted	Item Term	Account Number	Account Term	Item Amount	Balance
Berkeley Campus Fee			2017 Spring	0000001001	2017 Spring	537.25	0.00
Berkeley Campus Fee			2017 Summer	0000001001	2017 Summer	330.00	330.00
Berkeley Campus Fee			2016 Fall	0000001001	2016 Fall	537.25	0.00
Berkeley Campus Fee			2017 Summer	0000001001	2017 Summer	-330.00	-330.00
Class Pass Fee - Transit			2016 Fall	0000001001	2016 Fall	70.00	0.00
Class Pass Fee - Transit			2017 Spring	0000001001	2017 Spring	70.00	0.00
Enrollment Drop Fee			2017 Spring	0000001001	2017 Spring	10.00	10.00
Health Insurance - UG			2017 Spring	0000001001	2017 Spring	1,306.00	0.00
Health Insurance - UG			2016 Fall	0000001001	2016 Fall	1,306.00	0.00
Late Fee			2016 Fall	0000001001	2016 Fall	25.00	25.00

Return

The **Item Due Date** tab displays the Item Type description and Due Date for charge transactions. For credits, no date is displayed.

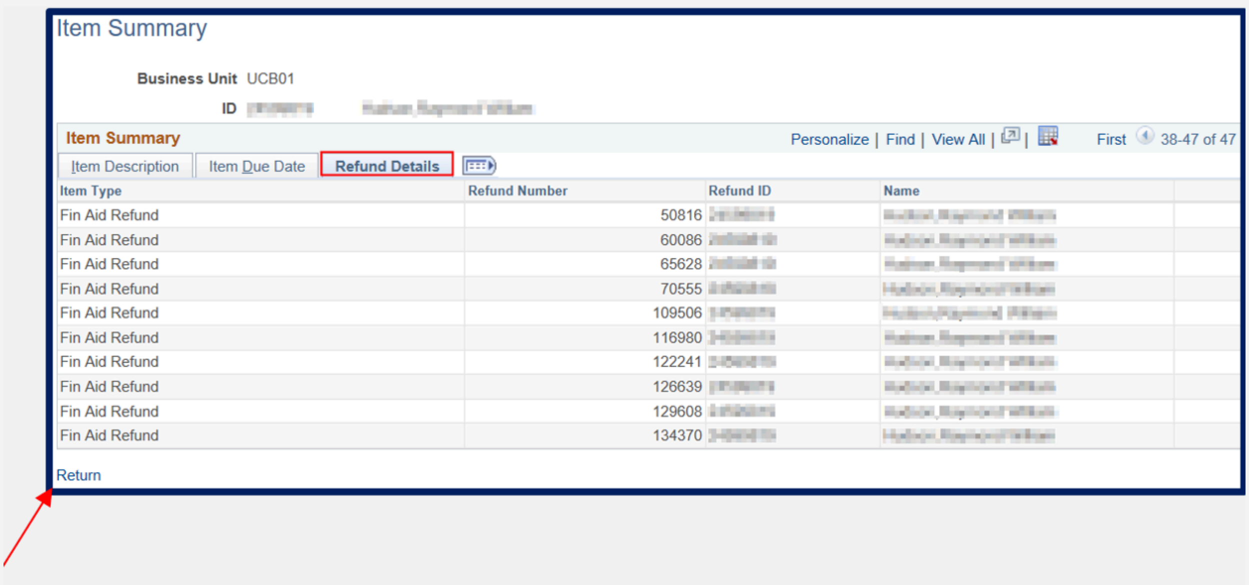


If a refund has been processed, a **Refund Number** will display.

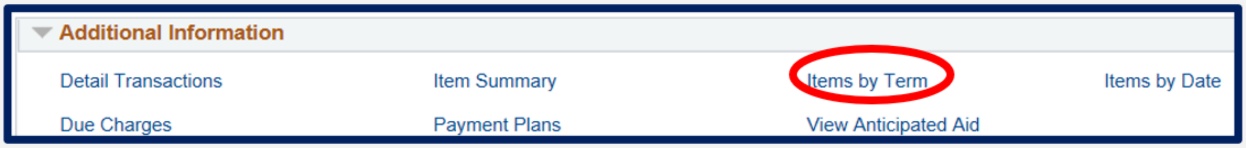
The Refund Number is another "counter" to differentiate transactions.

Note: A refund is not a "reimbursement", it is funds disbursed to the student.

Click **Return** to get back to **Customer Accounts**.

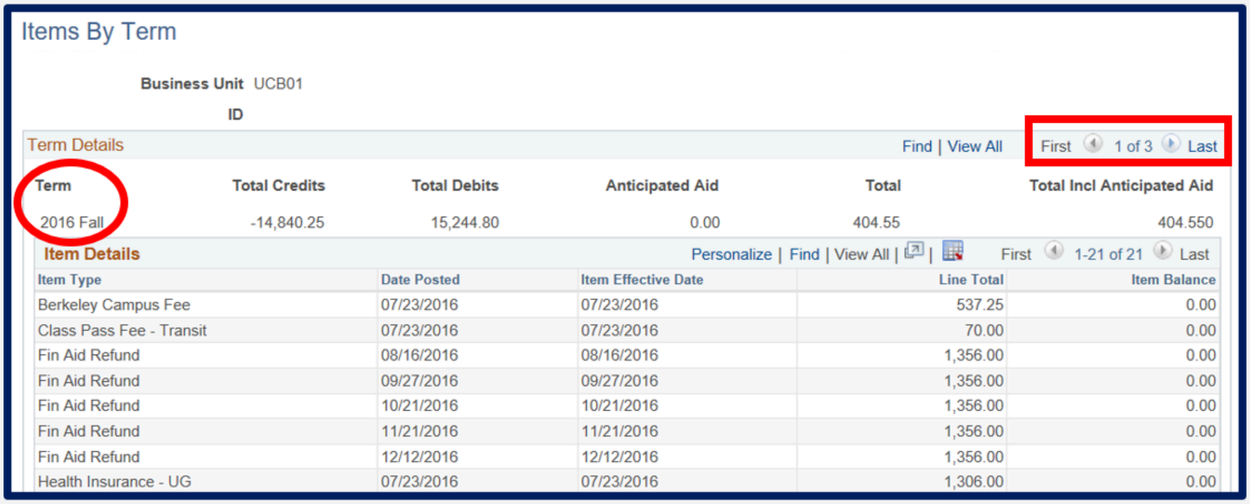


14. Click on the **Items by Term** link.



Items By Term displays transactions by term. To change terms, use the arrows in the upper right.

Balances owed for each Item Type are shown in the far right column.


Items By Term

Business Unit UCB01

ID

Term Details — Find | View All — First 1 of 3 Last

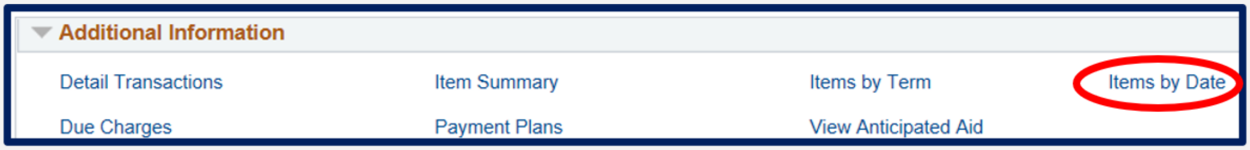
Term	Total Credits	Total Debits	Anticipated Aid	Total	Total Incl Anticipated Aid
2016 Fall	-14,840.25	15,244.80	0.00	404.55	404.550

Item Details — Personalize | Find | View All | First 1-21 of 21 Last

Item Type	Date Posted	Item Effective Date	Line Total	Item Balance
Berkeley Campus Fee	07/23/2016	07/23/2016	537.25	0.00
Class Pass Fee - Transit	07/23/2016	07/23/2016	70.00	0.00
Fin Aid Refund	08/16/2016	08/16/2016	1,356.00	0.00
Fin Aid Refund	09/27/2016	09/27/2016	1,356.00	0.00
Fin Aid Refund	10/21/2016	10/21/2016	1,356.00	0.00
Fin Aid Refund	11/21/2016	11/21/2016	1,356.00	0.00
Fin Aid Refund	12/12/2016	12/12/2016	1,356.00	0.00
Health Insurance - UG	07/23/2016	07/23/2016	1,306.00	0.00

15. Click the **Return** link to go back to **Customer Accounts**.

16. Then click on the **Items by Date** link.



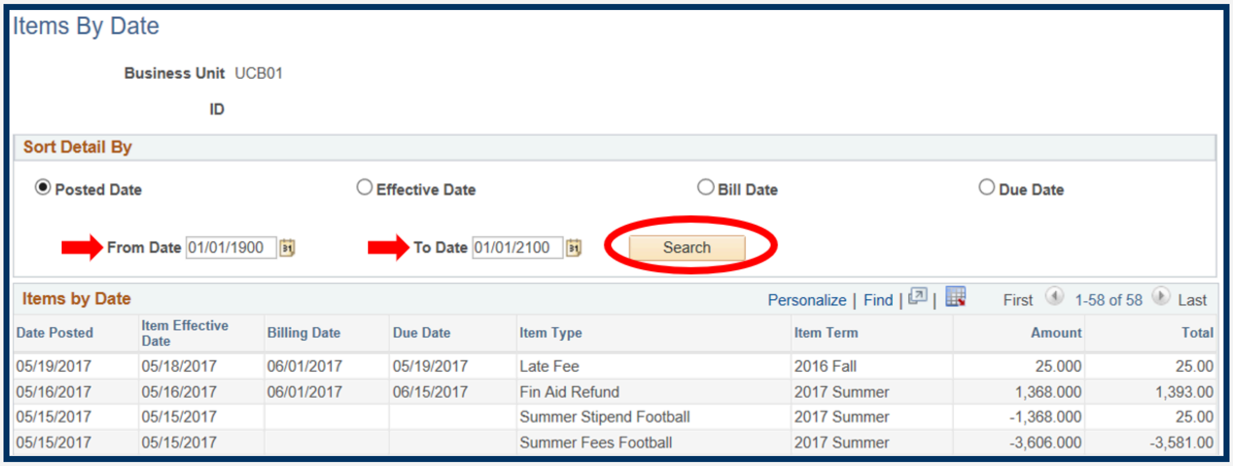
At the top of the page there are 4 date search options: **Posted Date**, **Effect**ive Date, **Billing Date**, or **Due Date**. The default is Posted Date.

Enter a date range in the **From Date** and **To Date** fields.

Click on the **Search** button.

Negative numbers are credits; positive numbers are charges.

The **Total** column shows a running total of the transactions.


Items By Date

Business Unit UCB01

ID

Sort Detail By

Posted Date | Effective Date | Bill Date | Due Date

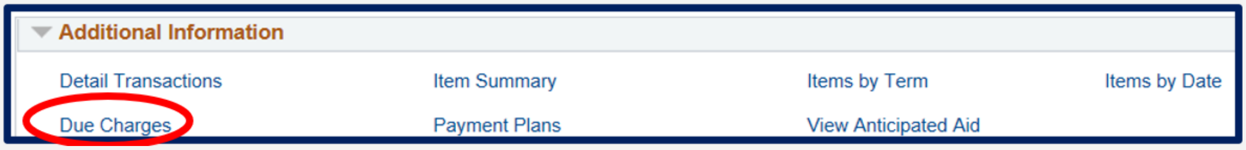
From Date 01/01/1900 To Date 01/01/2100 Search

Items by Date — Personalize | Find | First 1-58 of 58 Last

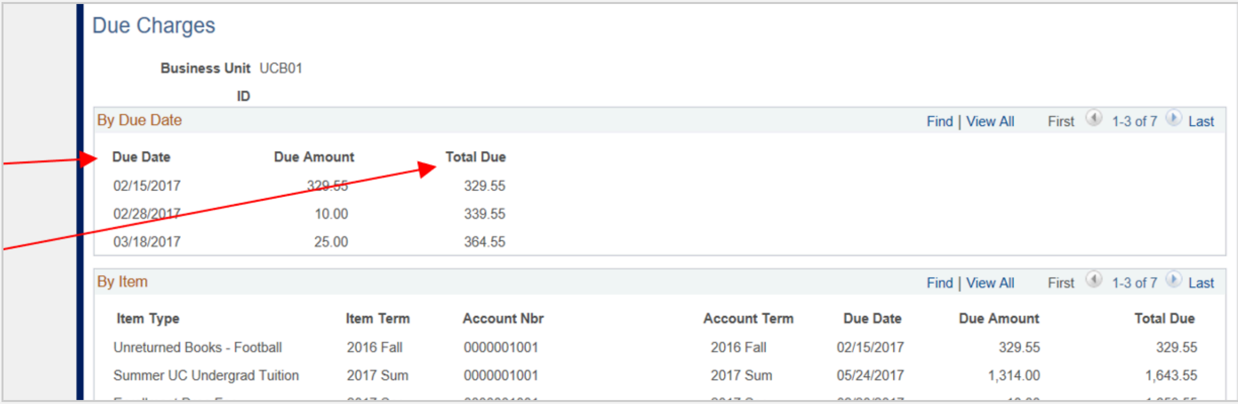
Date Posted	Item Effective Date	Billing Date	Due Date	Item Type	Item Term	Amount	Total
05/19/2017	05/18/2017	06/01/2017	05/19/2017	Late Fee	2016 Fall	25.000	25.00
05/16/2017	05/16/2017	06/01/2017	06/15/2017	Fin Aid Refund	2017 Summer	1,368.000	1,393.00
05/15/2017	05/15/2017			Summer Stipend Football	2017 Summer	-1,368.000	25.00
05/15/2017	05/15/2017			Summer Fees Football	2017 Summer	-3,606.000	-3,581.00

17. Click on **Return** at the bottom of the page.

18. Then, click the **Due Charges** link.



The **By Due Date** section of the page displays the total of transactions by Due Date. With multiple due dates, the **Total Due** shows a running total.


Due Charges

Business Unit UCB01

ID

By Due Date — Find | View All First 1-3 of 7 Last

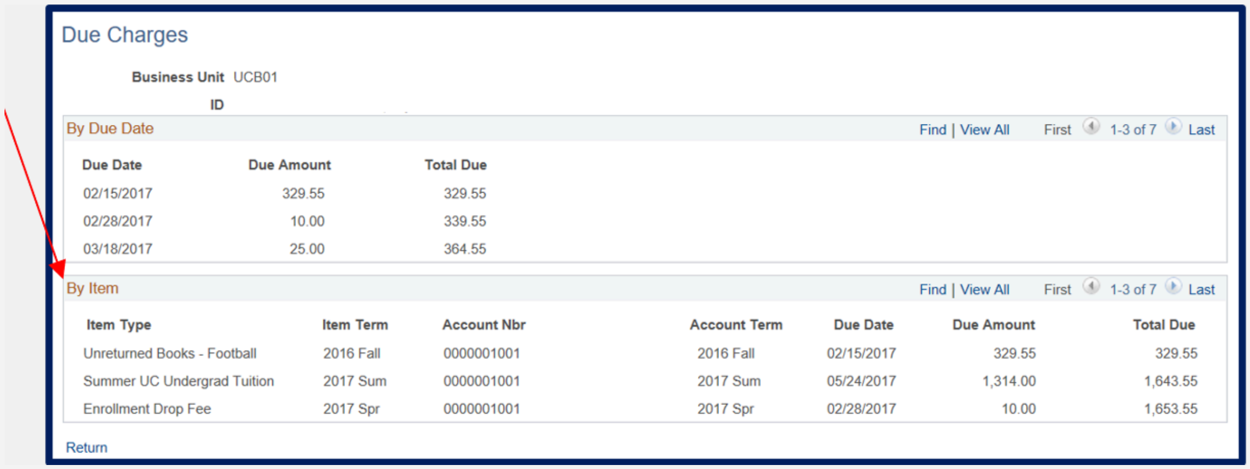
Due Date	Due Amount	Total Due
02/15/2017	329.55	329.55
02/28/2017	10.00	339.55
03/18/2017	25.00	364.55

By Item — Find | View All First 1-3 of 7 Last

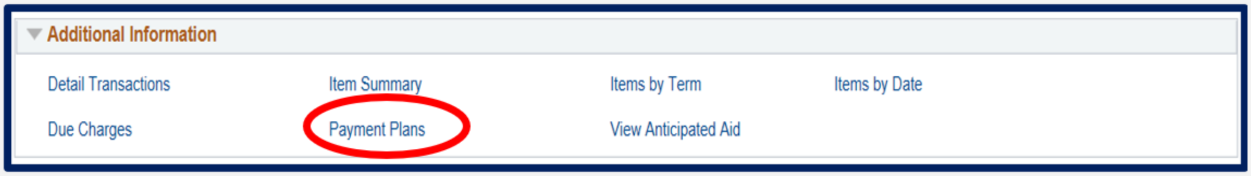
Item Type	Item Term	Account Nbr	Account Term	Due Date	Due Amount	Total Due
Unreturned Books - Football	2016 Fall	0000001001	2016 Fall	02/15/2017	329.55	329.55
Summer UC Undergrad Tuition	2017 Sum	0000001001	2017 Sum	05/24/2017	1,314.00	1,643.55

By Item shows the Item Types and their Due Dates along with a running total on the far right.

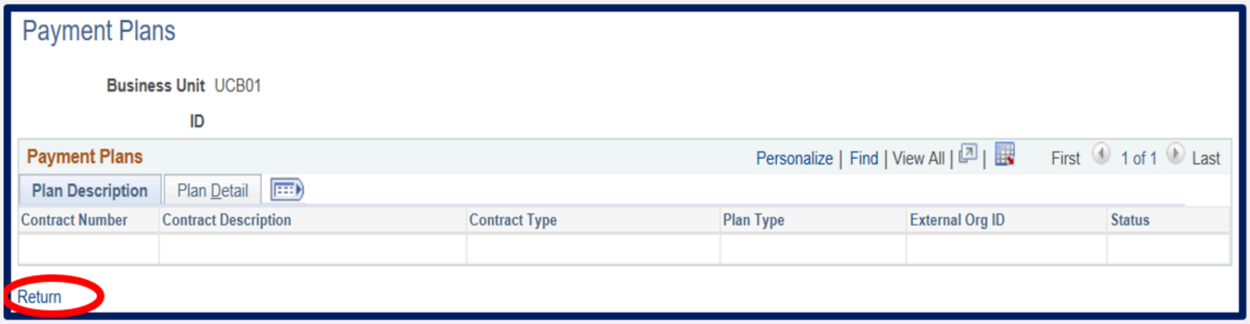
Click the **Return** link to return to the **Customer Accounts** page.



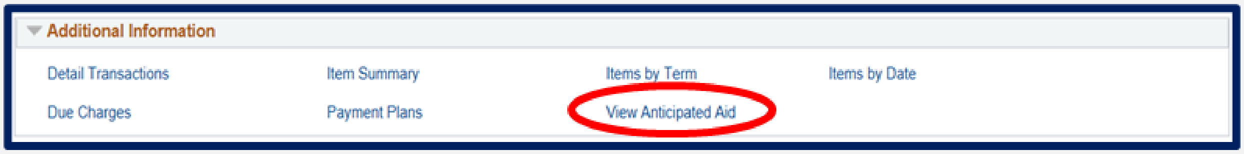
19. If the student is enrolled in a payment plan, click on the **Payment Plans** link to view details.



Click the **Return** link to go back to **Customer Accounts**.



20. Click the **View Anticipated Aid** link.



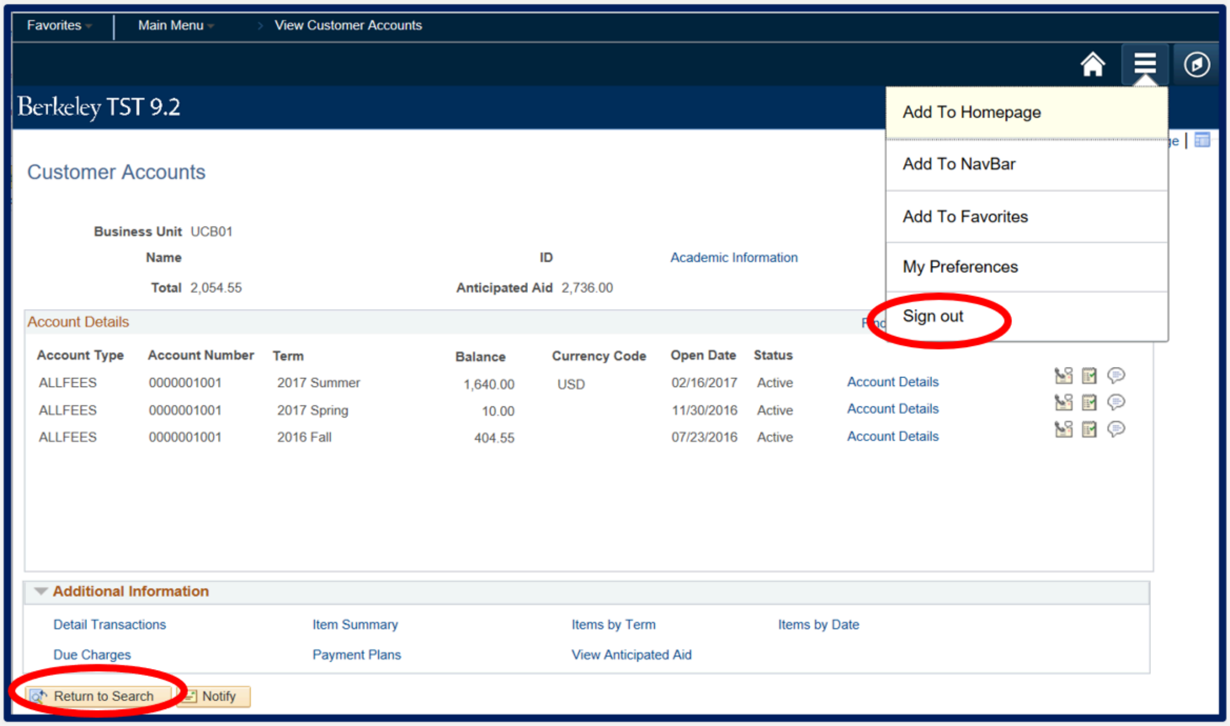
Anticipated Aid Details is a preview of awards.

Date is when the aid became anticipated. **Apply Date** is when the aid is expected to disburse. **Expire Date** is when the aid will expire. If the aid expires, it does not disappear from the student's awards.

Click **Return** to go back to **Customer Accounts**.

Item Type	Career	Date	Apply Dt	Expire Dt	Net Award
Summer Stipend Football	UGRD	05/15/2017 5:48:23PM	07/15/2017	08/29/2017	1,368.00
Summer Stipend Football	UGRD	05/15/2017 5:48:23PM	06/15/2017	07/30/2017	1,368.00

21. Click the **Return to Search** button to search for another student.
22. Or click the **Actions List** icon to exit *Campus Solutions*.


Favorites
Main Menu
View Customer Accounts
Berkeley TST 9.2
Add To Homepage
Add To NavBar
Add To Favorites
My Preferences
Sign out
Customer Accounts
Business Unit UCB01
Name
ID
Academic Information
Total 2,054.55
Anticipated Aid 2,736.00
Account Details
Account Type
Account Number
Term
Balance
Currency Code
Open Date
Status
ALLFEES 0000001001 2017 Summer 1,640.00 USD 02/16/2017 Active Account Details
ALLFEES 0000001001 2017 Spring 10.00 11/30/2016 Active Account Details
ALLFEES 0000001001 2016 Fall 404.55 07/23/2016 Active Account Details
Additional Information
Detail Transactions
Item Summary
Items by Term
Items by Date
Due Charges
Payment Plans
View Anticipated Aid
Return to Search
Notify