

Viewing Customer Accounts

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

Please note:

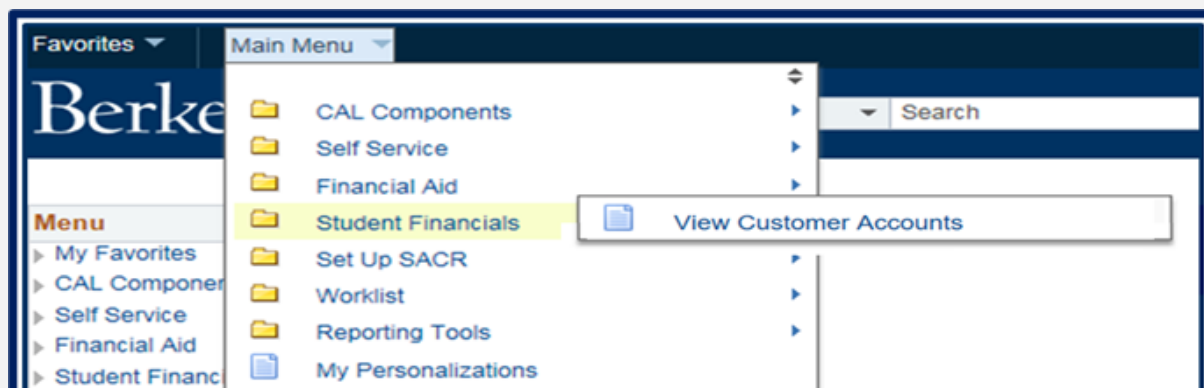
- A student's account is only viewable once a charge or credit transaction has been posted.
- As of Fall 2016, tuition and fees are calculated under these conditions:
 - tuition is ready to be calculated (after the UC Regents meet and approve the fee amounts)
 - the student has enrolled in at least 1 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

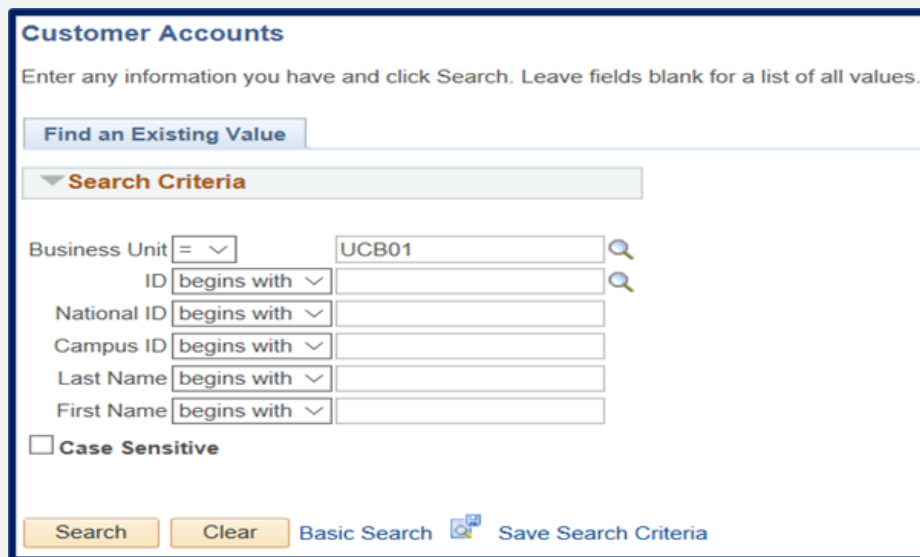
1. Log into Campus Solutions
2. Using either the Classic Menu or the Navigator icon, navigate to **Main Menu > Student Financials > View Customer Accounts**.

The **Customer Accounts** search page displays.



Berkeley | Student Information Systems

3. Enter the **Student ID**.
4. Click the **Search** button.



Customer Accounts

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria

Business Unit

ID

National ID

Campus ID

Last Name

First Name

☐ Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

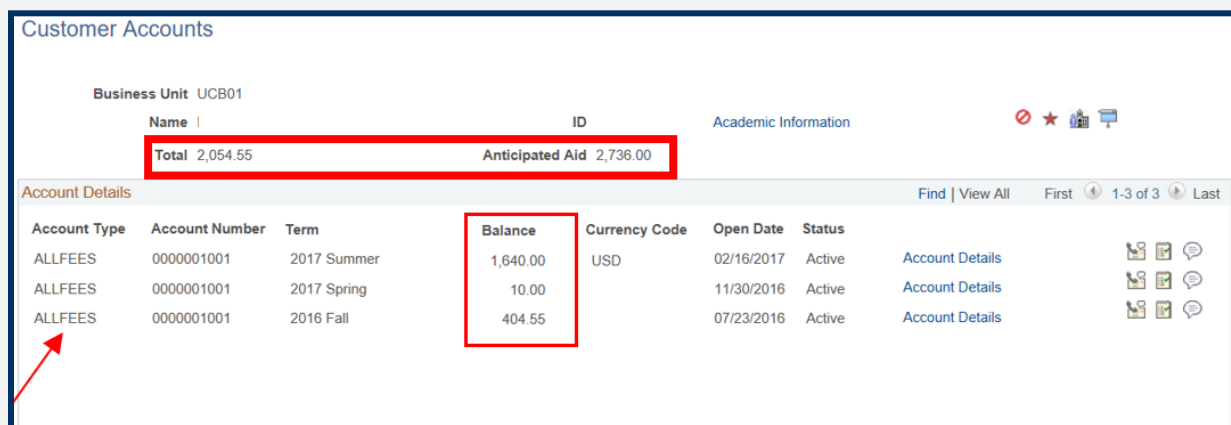
5. The **Customer Accounts** page displays.

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



Customer Accounts

Business Unit UCB01

Name | ID | Academic Information

Total 2,054.55 **Anticipated Aid 2,736.00**

Account Details Find | View All First 1-3 of 3 Last

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

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

Customer Accounts

Business Unit

UCB01

Name

ID

Academic Information

Total

2,054.55

Anticipated Aid

2,736.00

Account Details

Find | View All

First

1-3 of 3

Last

Account Type

Account Number

Term

Balance

Currency Code

Open Date

Status

Account Details

Account Details

Account Details

ALLFEES

0000001001

2017 Summer

1,640.00

USD

02/16/2017

Active

Account Details

Account Details

Account Details

ALLFEES

0000001001

2017 Spring

10.00

11/30/2016

Active

Account Details

Account Details

Account Details

ALLFEES

0000001001

2016 Fall

404.55

07/23/2016

Active

Account Details

Account Details

Account Details

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

Account Details

ID				Business Unit	UCB01									
Account Number	0000001001		2017 Sum	Account Balance	1,640.00									
Debits	6,614.00		Credits	-4,974.00		Applied	4,974.00		Unapplied	0.00				
Details														
										Find	View All	First	4-6 of 6	Last
Item	Term	Class	Taxes	Amount Incl Tax	Balance	Installment ID	Last Activity	Date						
Berkeley Campus Fee	2017 Sum			0.00	0.00		05/12/2017		Item Details					
Summer Campus Fee	2017 Sum			326.00	326.00		05/12/2017		Item Details					
Summer UC Undergrad Tuition	2017 Sum			4,920.00	1,314.00		05/10/2017		Item Details					

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.

Fin Aid Refund	2017 Sum			1,368.00	0.00		05/16/2017	Item Details
Summer Fees Football	2017 Sum			-3,606.00	0.00		05/15/2017	Item Details
Summer Stipend Football	2017 Sum			-1,368.00	0.00		05/15/2017	Item Details
Berkeley Campus Fee	2017 Sum			0.00	0.00		05/12/2017	Item Details
Summer Campus Fee	2017 Sum			326.00	326.00		05/12/2017	Item Details
Summer UC Undergrad Tuition	2017 Sum			4,920.00	1,314.00		05/10/2017	Item Details
Return								

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 Amount4,920.00Applied Amount3,606.00Balance1,314.00

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

[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.

[illegible]

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] History/Summary/PK/Exp

Detail Transactions Personalize | Find | View All | [REDACTED] First 1-47 of 47 Last

Item Description	Item Detail	[REDACTED]
Item Number	Line Num	Payment ID
0000000000000001	1	
0000000000000002	1	

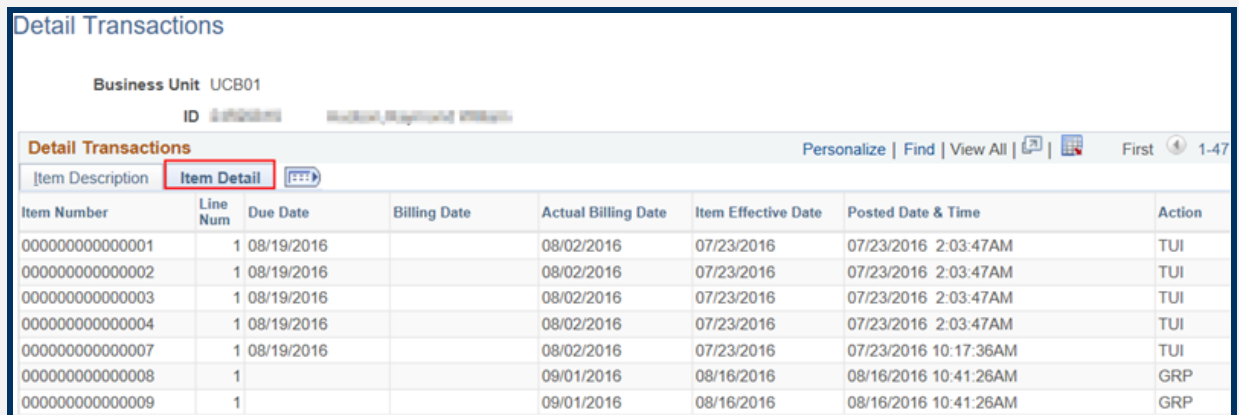
Restricted	Item Term	Account Number	Account Term	Item Type	Item Amount
	2016 Fall	0000001001	2016 Fall	Class Pass Fee - Transit	70.00
	2016 Fall	0000001001	2016 Fall	Student Services Fee	537.00

Berkeley | Student Information Systems

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.



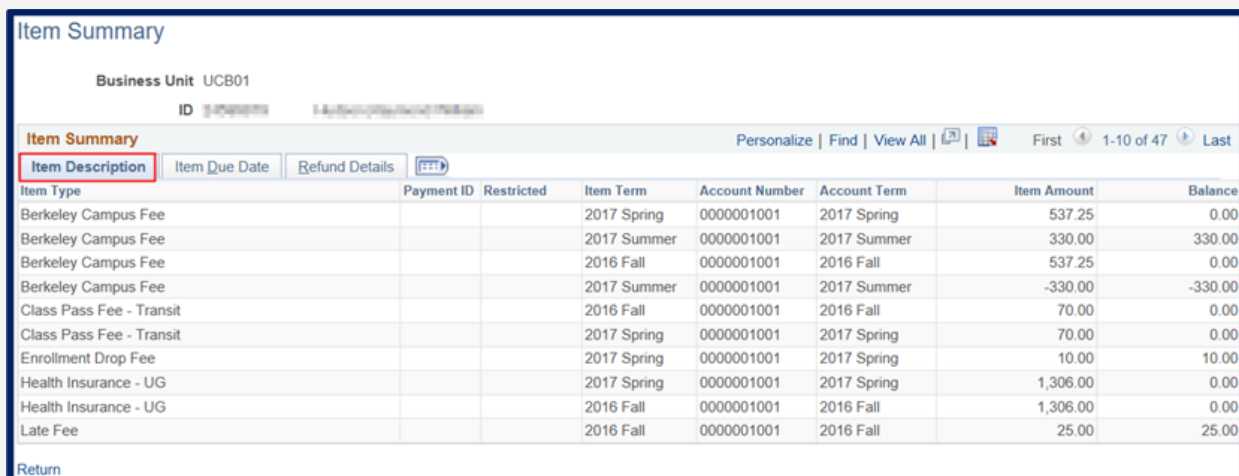
Business Unit UCB01							
ID [REDACTED] [REDACTED]							
Detail Transactions Personalize Find View All [REDACTED] First 1-47							
Item Description Item Detail [REDACTED]							
Item Number	Line Num	Due Date	Billing Date	Actual Billing Date	Item Effective Date	Posted Date & Time	Action
0000000000000001	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
0000000000000002	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
0000000000000003	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
0000000000000004	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 2:03:47AM	TUI
0000000000000007	1	08/19/2016		08/02/2016	07/23/2016	07/23/2016 10:17:36AM	TUI
0000000000000008	1			09/01/2016	08/16/2016	08/16/2016 10:41:26AM	GRP
0000000000000009	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.

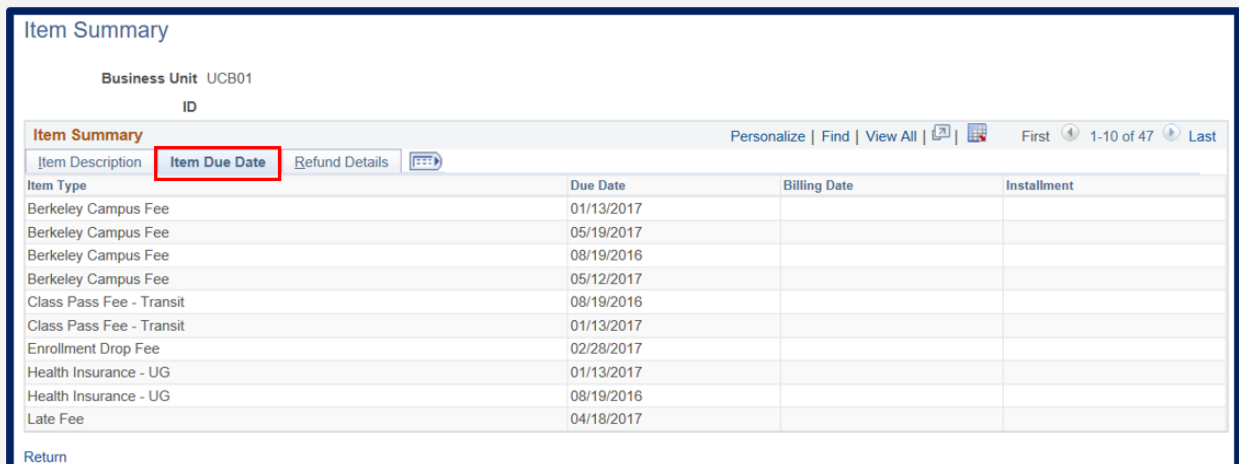


Business Unit UCB01							
ID [REDACTED] [REDACTED]							
Item Summary Personalize Find View All [REDACTED] First 1-10 of 47 Last							
Item Description Item Due Date Refund Details [REDACTED]							
Item Type	Payment ID	Restricted	Item Term	Account Number	Account Term	Item Amount	Balance
Berkeley 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

Berkeley | Student Information Systems

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



Item Summary

Business Unit UCB01
ID

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

Item Description	Item Due Date	Refund Details	Item Type	Due Date	Billing Date	Installment
Berkeley Campus Fee				01/13/2017		
Berkeley Campus Fee				05/19/2017		
Berkeley Campus Fee				08/19/2016		
Berkeley Campus Fee				05/12/2017		
Class Pass Fee - Transit				08/19/2016		
Class Pass Fee - Transit				01/13/2017		
Enrollment Drop Fee				02/28/2017		
Health Insurance - UG				01/13/2017		
Health Insurance - UG				08/19/2016		
Late Fee				04/18/2017		

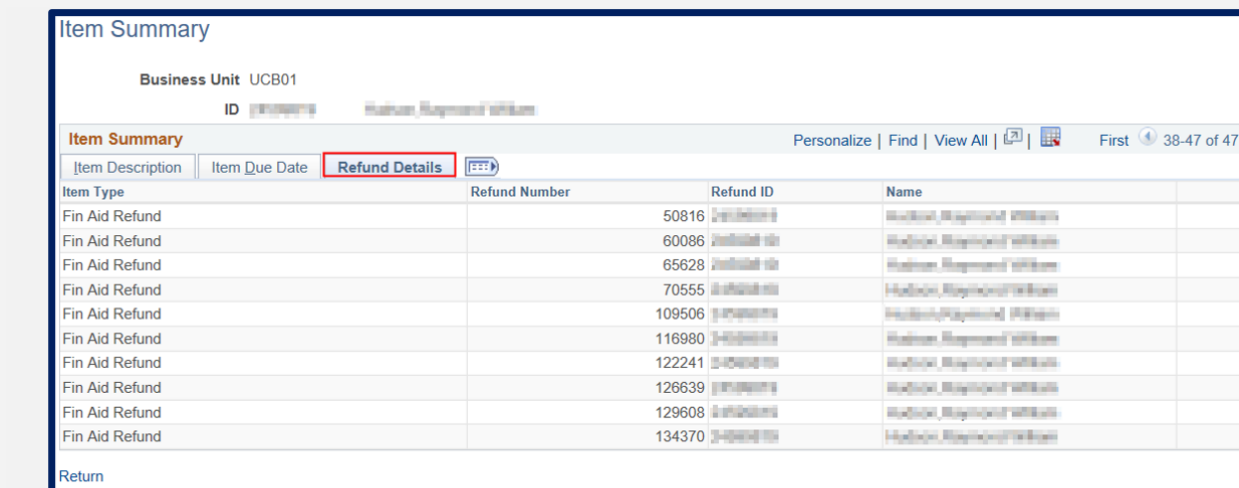
Return

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**.



Item Summary

Business Unit UCB01
ID

Item Summary Personalize Find View All First 38-47 of 47

Item Description	Item Due Date	Refund Details	Item Type	Refund Number	Refund ID	Name
Fin Aid Refund					50816	
Fin Aid Refund					60086	
Fin Aid Refund					65628	
Fin Aid Refund					70555	
Fin Aid Refund					109506	
Fin Aid Refund					116980	
Fin Aid Refund					122241	
Fin Aid Refund					126639	
Fin Aid Refund					129608	
Fin Aid Refund					134370	

Return

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

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

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	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.

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

At the top of the page there are 4 date search options: **Posted Date**, **Effective 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.

Additional Information

[Detail Transactions](#)
[Item Summary](#)
[Items by Term](#)
[Items by Date](#)

[Due Charges](#)
[Payment Plans](#)
[View Anticipated Aid](#)

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.

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
Enrollment Drop Fee	2017 Spr	0000001001	2017 Spr	02/28/2017	10.00	1,653.55

[Return](#)

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

Additional Information

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

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

Payment Plans

Business Unit UCB01

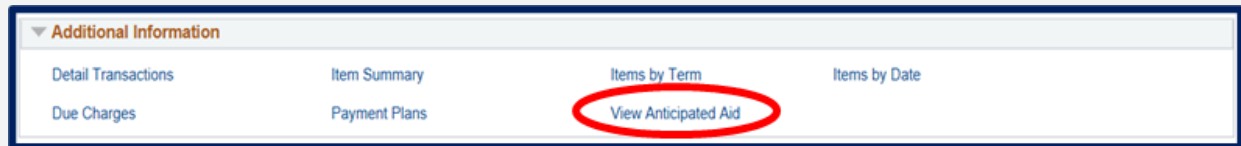
ID

Payment Plans Personalize | Find | View All | First 1 of 1 Last

Plan Description	Plan Detail	Contract Number	Contract Description	Contract Type	Plan Type	External Org ID	Status

[Return](#)

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**.

A screenshot of the 'Anticipated Aid Details' page. The page has a title 'Anticipated Aid Details' and a 'Find' button. Below the title, there is a table with columns: 'Item Type', 'Career', 'Date', 'Apply Dt', 'Expire Dt', and 'Net Award'. The table shows two rows of data for 'Summer Stipend Football' awards. The 'Term' is '2017 Summer' and the 'Term Total' is '2,736.00'. The 'Date' column shows '05/15/2017 5:48:23PM' for both rows. The 'Apply Dt' is '07/15/2017' for the first row and '06/15/2017' for the second row. The 'Expire Dt' is '08/29/2017' for the first row and '07/30/2017' for the second row. The 'Net Award' is '1,368.00' for both rows. There is a 'Return' button at the bottom left of the page.

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*.

Berkeley | Student Information Systems

The screenshot displays the Berkeley TST 9.2 Student Information Systems interface. At the top, there is a navigation bar with 'Favorites', 'Main Menu', and 'View Customer Accounts'. Below this, the 'Berkeley TST 9.2' header is visible. The main content area is titled 'Customer Accounts' and shows a summary for Business Unit UCB01, including a 'Total' of 2,054.55 and 'Anticipated Aid' of 2,736.00. A table titled 'Account Details' lists three accounts with columns for Account Type, Account Number, Term, Balance, Currency Code, Open Date, and Status. Each account row has a link to 'Account Details' and a set of icons. Below the table, an 'Additional Information' section contains links for 'Detail Transactions', 'Item Summary', 'Items by Term', 'Items by Date', 'Due Charges', 'Payment Plans', and 'View Anticipated Aid'. At the bottom left, there is a 'Return to Search' button and a 'Notify' button. On the right side, a dropdown menu is open, showing options: 'Add To Homepage', 'Add To NavBar', 'Add To Favorites', 'My Preferences', and 'Sign out'. The 'Sign out' option is circled in red.

Account Type	Account Number	Term	Balance	Currency Code	Open Date	Status
ALLFEES	0000001001	2017 Summer	1,640.00	USD	02/16/2017	Active
ALLFEES	0000001001	2017 Spring	10.00		11/30/2016	Active
ALLFEES	0000001001	2016 Fall	404.55		07/23/2016	Active