Jenzabar CX

Fee Collection

User Guide
JENZABAR, INC.
FEE COLLECTION USER GUIDE

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SECTION 1 - GETTING STARTED

Overview

Introduction

Fee Collection is a module developed by Jenzabar that allows you to enter and maintain student fee information. More specifically, Fee Collection distributes student fees to the proper accounts when they are collected and entered by personnel. Fee payments may be made by students (cash), financial aid, or a third party.

Product Differences

This guide contains information for using all features developed for the Fee Collection module. Your institution may or may not have all the features documented in this guide.

Purpose of This Guide

This guide serves as a learning tool and a reference guide for collecting fee payments.

Intended Audience

This guide is for menu users who collect fee payments. Menu users include the application coordinator, administrative assistants, and operators.

A basic understanding of how your institution bills students, combined with hands-on experience, ensures that you can easily and successfully collect payments and apply them to the proper fees.

Learning Objectives

Using this guide, you will be able to:
- Determine the type of payment (cash/charge, deferment, or financial aid) for each fee a student has accumulated and collect payments for each fee
- Receive payments from the student and apply them to the appropriate fees
- Allow payment of a single fee by a combination of payment types, or by more than one deferment
- Allow the menu user to toggle between the student's current paid fees and current outstanding fees
- Allow the menu user to view or print a statement of the student's billing history
- Allow the menu user to print a student's SDS (student data sheet) before or after saving the information to the database
- Identify the conditions for which you should refer students to the Business Office or the Financial Aid Office at your institution

How to Use This Guide

If you are not familiar with how your institution maintains its fee collection information, read this guide for detailed information about how to use Fee Collection.

If you are familiar with how your institution maintains this information and need information only in a particular area of the CX, look through the Table of Contents or Index; then refer to the pages you need.

Structure of Jenzabar User Guides

Jenzabar user guides contain the following sections:
- Section 1 - An overview of general information
• Section 2 - A reference of the screens, fields, and commands for the application
• Section 3 (and up) - Detailed procedures for using the application
• Last Section - A reference of application error and warning messages
• Index
Other Information Resources

Introduction

This user guide contains information about the screens, options and procedures that are specific to Fee Collection. However, some of these may be used in other Jenzabar products. Documentation for these common features appears in the manuals or guides to which they most specifically relate.

Resource List

The following provides references to other Jenzabar documentation for certain functions, screens, and options that are not described in this user guide.

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Before You Begin Using Fee Collection

Introduction

This section provides the following:
- A description of the fee payment collection process
- Information you need before collecting fee payments
- Information about how to use the command lines and the comment line associated with fee payment collection
- Information about how to complete the fields in the fee screens
- A description of the conventions used in this document

Purpose of Fee Collection

The purpose of Fee Collection is to enable you to record fee payments for tuition, board, and other expenses. These payments may be in the form of Financial Aid, Third Party payments or cash from a student.

Prerequisite Tasks

Jenzabar emphasizes that you use the following list to ensure that all necessary tasks and processes have been performed prior to collecting fee payments with Fee Collection.
1. The student must be enrolled and registered for this session.
2. All balances must be reconciled, if necessary.
3. All financial aid awards, applied or outstanding, for the student must already exist on the system.
4. All fees not covered by financial aid must be covered by either the student or other deferment agencies.

CAUTION: Once you enter these numbers, you cannot change or delete them without your Jenzabar coordinator’s help. Identify the specific catalog for which you are entering Fee Collection information.

Background Knowledge

This list describes the necessary background information that you should know.

Jenzabar CX

Know how to use the following, as described in the Getting Started User Guide:
- CX menu system
- CX screen command lines, ring menus, and comment lines
- CX universal commands, including:
  - Help
  - ID-type
  - Query
  - Scroll
  - Table Lookup

Authorized personnel

Know answers to the following questions:
- Who is authorized to change Fee Collection information?
- Who is authorized to access online fee information?
- Who is authorized to collect fee payments in your office?

Important dates
Know when the following occur:
- Student registration
- Student billing
- Student refunds
- Posting of financial aid

Fee Collection policies and procedures
Know answers to the following questions:
- What nonregistration fees does your institution assess?
- Must all prior balances be paid before a student can pay fees for the current session?
- What methods of payment are accepted by your institution?
- To which department(s) should you refer students in case of unusual circumstances?
Reporting Tools

Jenzabar provides several solutions to serve Fee Collection reporting needs. State institutions may find this especially useful for reporting fees to the state. In addition to standard reports located on the Fee Collection menus, your institution can choose from a variety of reporting tools. The reporting tools are as follows:

ACE Reports
The standard reports located in the CX menu system. You can access and run ACE reports from the menus to which they relate. For example, standard Fee Collection reports appear on the Fee Collection Reports menu.

The initial screen that appears when you select a report prompts you to enter any required parameters for producing it.

Note: For more information on running ACE reports, see Producing Standard and Customized Reports in the Getting Started User Guide.

Impromptu
A PC/Windows-based reporting tool intended for technical users. Using Impromptu and the Jenzabar CX ODBC driver, you can access CX data to produce reports. Impromptu organizes reporting information in catalogs. Jenzabar created the Fee Collection catalog to serve the reporting needs of Fee Collection.

Note: For more information on using Impromptu, see the online help provided with the product.

IQ
A UNIX/character-based reporting tool created by IQ Software Corporation. Using IQ, you can access CX data to produce reports. IQ organizes reporting information in categories. Jenzabar created the Fee Collection categories to serve the reporting needs of Fee Collection.

Note: For more information on using IQ, see the following:
- Producing Standard and Customized Reports in the Getting Started User Guide
- Intelligent Query® Users Guide (Jenzabar distributes this guide provided by the IQ Software Corporation)

PowerPlay
A PC/Windows-based executive and management data analysis tool. Using static data files downloaded from CX, you can use PowerPlay to display and analyze data in a graphical, multilevel, drill-down structure.

Note: For more information on using PowerPlay, see the online help provided with the product.

Prism
A PC/Windows-based reporting tool intended for nontechnical users. Using Prism and the Jenzabar CX ODBC driver, you can access CX data to produce reports. Prism contains specific information lookup and retrieval windows for Fee Collection.

Note: For more information on using Prism, see the online help provided with the product.

Fee Collection Forms
The Fee Collection module contains one form to support its various functions. You may specify a SDS form for printing within the Fee Collection module.
Fee Collection Process

The process of collecting fee payments includes all actions that must occur before, during, and after you have finished collecting payments from students.

For example, before you can bill students, Admissions must have entered student identification numbers and enrollment information. When applicable, students already must have applied for financial aid, and such financial aid must have been approved. Finally, students must have registered for courses in the current session.

The following list describes each of the processes that occur before, during, and after collecting student fee payments.

Note: The process shown below is an example and is not intended as policy guidance. Your institution's registration and financial aid entry process may vary.

1. The Admissions Office/Registration Office enters student ID numbers and other enrollment information, and processes transcripts.
2. The Financial Aid Office determines need, amount, and type of financial aid for each student.
3. The Registration Office registers students for courses.
4. The Registration Office/Student Billing Office bills and receives payment from students.
5. The Business Office/Financial Aid Office reconciles payments and refunds with deferment agencies and financial aid sources, and resolves discrepancies, special circumstances, and problems that may arise.

Relationship with Other Jenzabar CX Processes

Several other CX processes relate to Fee Collection. The following lists each CX process that relates to Fee Collection and provides a brief explanation of the relationship.

Registration
Registration relates to Fee Collection in the following ways:
• You can call Fee Collection directly from Registration
• Dropping and adding courses at Registration affects charges, and Financial Aid fees if a student’s status (fulltime vs. part time) changes

Cashier
Cashier relates to Fee Collection in the following ways:
• You can call Fee Collection directly from Cashier
• Applies cash payments against a charge

Financial Aid Entry
Fee Collection takes awarded Financial Aid and applies it to charges.

Note: For more information on Financial Aid Entry and screens, see the Financial Aid User Guide.

Billing
Fee Collection takes payment for charges generated by billing.

SA2SR (Student Account to Student Refund)
After financial aid fees have been collected Student Account to Student Refund moves any extra aid from the student’s account to the student’s refund account.

Note: For more information on setting up SA2SR see the Financial Aid User Guide.

Third Party Billing
Fee Collection takes Third Party Payments and applies them to charges.

**Note:** For more information on Third Party Billing screens and procedures see the *Third Party Billing User Guide*.

**Defaudit (Deferment Audit)**
This audit program checks the balances and the data integrity of the supporting database tables for Fee Collection.

**Note:** For more information on Defaudit see the Jenzabar guide *General Ledger Technical Manual*.

**Claim on Cash**
Claim on Cash is a CX feature that redistributes Financial Aid within Fee Collection if the aid is posted by the Financial Aid Office.

**Note:** For more information on Claim on Cash see the Jenzabar guide *Financial Technical Manual*.

**Batch Fee**
Batchfee is a process which processes amounts in all student accounts in a non-interactive batch mode. This process is typically run after business hours or overnight.

**Note:** For more information on this process, see the *Student Billing User Guide*. 
Conventions Used in This Guide

Introduction

Jenzabar has established a set of conventions to help you use this guide. The conventions presented below are not exhaustive, but they include the more frequently used styles and terms.

Style Conventions

Jenzabar guides observe the following style conventions:

**Boldface type**

Represents text that you type into the system (e.g., Type **UNDG**), command names (e.g., **Finish**), or keys you use to execute a command or function (e.g., `<Enter>`).

**Bulleted list**

Shows items not ranked or without a sequential performance.

**CAUTION:**

Indicates a caution or warning of a potential risk or condition.

`<Enter>`

Represents the Enter, Return, Line Feed, or \(\uparrow\) key on your keyboard.

**Italic type**

Is used in any of these ways:

- To represent a new or key term
- To add emphasis to a word
- To cross-reference a section of text
- To represent a variable for which you substitute another variable (e.g., substitute `filename` with an appropriate filename)

`<Key name>`

Represents a key that you must press.

**Note:**

Indicates a note, tip, hint, or additional information.

**Numbered list**

Shows ranking of items or sequence of performance.

**Parentheses**

When used around a field name, indicates the field is unlabeled. The field description includes the location of the field.

**Quotation marks**

Represent information written in this guide exactly as it appears on the screen.

**Example:** The message, "Now Running..." appears.

Jenzabar-Specific Terms

Some terms used in this guide may be unfamiliar to you, either because they are terms you have not used before or because Jenzabar has assigned a slightly different meaning to a familiar term. The following list identifies and explains the most common Jenzabar-specific terms:

**Application**
One or more software programs that enables you to perform a particular procedure, such as entering information.

**Data**
Specific information you enter into fields on a particular data entry screen.

**Enter**
To type information on a keyboard and execute by either of the following actions:
- Pressing the `<Enter>` key
- Clicking on the OK button

**F key**
Any of the function keys located on your keyboard (e.g., `<F1>`).

**Hot key**
The capitalized and highlighted letter of a command on a command line, menu bar, or ring menu.

**ID**
The number assigned to each student or organization associated with your institution (e.g., 12345).

**Parameter**
A variable in the system that is given a constant value for a specific application (e.g., a date can be a parameter for producing a report).

**Select**
To execute a command by any of the following actions:
- Performing the keystrokes
- Pressing the hot key
- Highlighting the command or option and pressing `<Enter>`
- Clicking the mouse

**Session**
The period of enrollment for which a student is registered and billed (e.g., SP91).

**System**
The Jenzabar product, CX.

**Keystrokes**
When you see two keys separated by a dash (e.g., `<Ctrl-c>`), hold down the first key ( `<Ctrl>` ) while pressing the second ( `<c>` ).
SECTION 2 - USING THE FEE COLLECTION SCREENS

Overview

Introduction

This section shows each screen that you may use in fee payment collection and describes each of the fields contained in those screens. Specifically, this section describes the commands, fields, and options for all of the following screens and windows.

- Fees and Payments screens
- Multiple window
- Prior Balance screen
- Reprint Receipt Parameters window
- Reprint Receipt screen
- Statement Parameters window
- Statement screen

Refer to this section when you have questions about a specific field or command, or when you are completing the procedures in this guide.

Organization

The screens, fields, and commands are listed in alphabetical order (unless otherwise noted) so you can locate the information quickly.

Screen Access

You can access the screen information in this guide by starting at one of the two following places:

- At the Registrar: Main Menu if you are performing Registration functions
- At the Fiscal Management: Cash Receipts menu if you are performing Cashiering functions

Screen Differences

The screens in this section represent those contained in the CX standard product in GUI format. Screen captures show question marks (?) for the Table Lookup option where space permits. If your institution changes these screens and windows to meet its specific needs, your screens will look different from those shown in this section. Your screens also will look different if you use CX in character-based format.

Commands in This Section

The command lines on CX screens can change, depending on procedures you perform or commands you have selected previously. For example, Query mode and Update mode display different commands. This guide describes all the commands associated with a screen. Remember that you can use a specific command only when it appears on the current command line.

The following list describes the commands that you can use on many screens. Note that on the GUI-format screens, you can access the commands in any of the following ways:

- Pressing the corresponding keys on your keyboard
- Clicking on the icons
- Selecting Commands from the menu bar and then selecting the desired command from the list of commands that appears

Cancel
Does either or both of the following:

- Cancels your field entries
- Exits from the current screen

**Finish**

Saves your field entries. Use this command when you have completed your entries and want to continue.

**Help**

Displays help information about the associated screen or process.
Fees and Payments Screens

Purpose

The Fees and Payments screens enable you to enter the necessary information for completing the process of collecting fee payments from students. After you complete the Fees screen, the SDS (student data sheet) will be printed, and you will be ready to complete the process again for the next student.

Access

Access the Fees screen in one of the following ways:

- Registering a student for courses and then selecting Finish from the Registration screen.
- Selecting Fees from the Cashier screen command line

Note: When the cursor moves to the Form of Payment field in the lower portion of the Fees screen, the screen title changes to Payments screen, the command line changes, and you begin entering information about the payments, not the fees.

Example - Fees Screen

Following is an example of the Fees screen when you first access it. The cursor appears in the Code field in the top portion of the screen.

Example - Payments Screen

The Payments screen is essentially the same as the preceding Fees screen. When the cursor moves to the Form of Payment field in the lower portion of the Fees screen, the screen title and the command line change, and you begin entering information about the payments, not the fees. Its title changes to the Payments screen because of its different function (you are now entering payment information, not reconciling fees).
Note: Notice that these screens are divided into three sections:

- The upper section of the screen provides a listing of all current fees and amounts due from the student.
- The lower left section of the screen is where you will enter information about the forms of payment. When you move the cursor to this part of the screen, the command line changes and its title becomes the Payments screen.
- The lower right section of the screen automatically provides totals of prior balance, prior payments, deferments, financial aid, and cash/charge in display-only fields.

**Fields**

The following is a list of fields and their descriptions that appear on the Fees and Payments screens:

**Auth**
The six-digit authorization number obtained from the digital readout on the magnetic stripe reader, indicating that the student's charge card has been accepted as payment.

**Cash/Charge**
Display only - The amount of a student's fees paid by the student with cash, check, money order, or charge during the current fee payment session (this amount does not reflect payments previously applied to a fee).

**Code**
A four-character code indicating the type of aid or deferment used for each particular fee (e.g., NAFB is the code for Norton Air Force Base, a deferment agency). Select Table Lookup for a list of valid codes for your institution. Asterisks in this field indicate that the fee has been paid by multiple deferment agencies.

**Defer**
The amount of the assessed fee paid by either a deferment agency or financial aid.

**Deferments**
Display only - The total amount of a student’s fees paid by deferments during the current fee payment session.

Exp
The date (mmyy) a charge card becomes invalid.

Fee Amt
Display only - The exact amount of the fee a student owes.

Fee Description
The four-character code and description of each type of fee charged to a student (e.g., ENRL Enrollment Fees).

Financial Aid
Display only - The amount of a student’s fees paid by financial aid during the current fee payment session.

Form of Payment
The specific cash or charge type by which a fee will be paid (e.g., VS for Visa). Select Table Lookup to find valid forms of payment for your institution.

ID
The number that identifies a particular student at your institution (e.g., 1267027).

Fees and Payments (Level . . .)
Display only - In the upper right corner of the toolbar. Selecting Fee and then Toggle switches you between the Due and All level. Due displays all unpaid fees. All displays all current fees, including those due and those already paid.

Net
Display only - The amount due after payments have been made in the Defer and Nondefer columns.

Nondefer
The amount of the fee actually paid by a student (by cash, check, money order, or charge).

Pay Amount
The amount of the fees that will be paid by a particular form of payment.

Prior Balance
Display only - The balance carried over from a previous session.

Prior Payments
Display only - The total amount of payments applied to the prior balance.

Prog
A code specifying the student’s degree program.

Remaining Balance
Display only - The balance that remains after subtracting payments from deferments, financial aid, and cash or charge, for the current fee payment session.

SESS
Display only - The session in which a student has registered for courses and for which you are billing that student. The first two digits are alphabetic, representing the time of year; the last two digits are numeric, representing the year (e.g., SP96).

Note: This field is display only when you access it through Registration. It is an active field when you access it through Cashier.

SSN
Display only - The student’s social security number (e.g., 562883021).

(Totals)
The totals of the amounts in the Fee Amt, Defer, Nondefer and Net fields in the Fees portion of the screen.

Commands

The commands that appear on the Fees/Payments screen and their purposes are the following. Remember that you can use a specific command only when it appears as an icon on a toolbar or as a command on the current command line.

Add-line
Open a blank line for you to add information.

Cancel
If you are in the Fees portion of the screen, returns you to the Cashier screen. If you are in the Payments portion of the screen, returns you to the Fees portion of the screen.

Del-line
Deletes a line of information.

Fee
The Fees menu window appears with command options.

Finished
If you are in the Fees screen sends you to the Payments screen with the cursor in the Form of Payment field. If you are in the Payments screen, saves your entries and returns you to the Cashier screen.
Multiple Window

Purpose

Use the Multiple window when more than one deferment code will pay a single fee. When you use Multiple, the Code field for that fee on the Fees screen will have four asterisks (****).

These asterisks also indicate that the only way to change payment of a particular fee is by using Multiple. (See Entering Multiple Deferment Codes later in this guide for more information about this command option.)

Access

Access the Multiple window by entering more than one code in the Deferments field when you are using the Fees screen, or by selecting Multiple from the Fee Options menu.

Example

The following screen is an example a Multiple window after you have added multiple deferments to a fee payment.

Fields

The following is a list of fields and their descriptions that appear on the Multiple window:

(Fee name and amount)
This unlabeled field is located on the top line of the window and includes the name and amount of the fee (e.g., PARK).

(Names and amounts of each deferment paying this fee)
This unlabeled field is located below the top line of the window and allows you to enter names and amounts of each deferment paying this fee (e.g., PELL).

**Commands**

The commands that appear on the Multiple window command line and their purposes are the following. Remember that you can use a specific command only when that command appears as an icon on a toolbar or as a command on the current command line.

- **Add-line**
  Opens a blank line for you to add information.

- **Cancel**
  Returns you to the Fees/Payments screen and does not save your entries.

- **Del-line**
  Deletes a line of information.

- **Finish**
  Saves the entries you have made and returns you to the Fees/Payments screen.
Prior Balance Screen

Purpose

The Prior Balance screen enables you to view or reconcile fees from a prior academic session that have been incurred by a student, but have not been paid.

Access

Access the Prior Balance screen by selecting Balance from the Fees Options menu.

Example

Following is an example of the Prior Balance screen when you first access it.

Note: Notice the following when you first access the Prior Balance screen:

- The cursor is in the Applied field, which is the only field into which you may enter payment information
- The total amount of applied payments (the number in the lower right corner of the Prior Balance screen) changes automatically to reflect the most current payments

Fields

The following is a list of fields and their descriptions that appear on the Prior Balance screen:

Applied
The dollar amount applied to any outstanding charge.

Code
Display only - The source of a fee. Generally, this code is “SB” (for Session Billing), but other options could be:

- BOOK (bookstore fees)
- PHON (telephone fees)
**Fee Amt**
Display only - The dollar amount due on a fee charged to a student.

**Fee Description**
Display only - A four-character code and description of each type of fee charged to a student (e.g., PARK Parking Fine).

**Sess**
The session in which a fee was assessed. The first two digits are alphabetic, representing the time of year; the last two digits are numeric, representing the year (e.g., FA90).

**Commands**
The commands that appear on the Prior Balance screen command line and their purposes are the following. Remember that you can use a specific command only when that command appears on the toolbar as an icon or as a command on the current command line.

**Cancel**
Returns you to the Fees/Payments screen without saving your changes.

**Fee**
The Fees menu window appears with command options.

**Finished**
Saves your entries and returns you to the Fees/Payments screen.
Reprint Receipt Parameters Window

Purpose

The Reprint Receipt Parameters window enables you to change parameters for reprinting a receipt.

Access

Access the Reprint Receipt Parameters window by selecting **Parameters** from the Reprint Receipt screen command menu.

Example

Following is an example of the Reprint Receipt Parameters window.

![Example Image](image-url)

**Fields**

The following is a list of fields and their descriptions that appear on the Reprint Receipt Parameters window:

**Device**

The name of the printer on which the receipt will be printed.

**Form**

The cash receipt code for the form you wish to print.

**Runcode**


The style to use for printing a student’s name and address. This code is required to print the receipt.

**Commands**

The commands that appear on the Reprint Receipt Parameters window command line and their purposes are the following. Remember that you can use a specific command only when that command appears as an icon on a toolbar or as a command on the current command line.

**Cancel**
- Displays the Reprint Receipt screen.

**Finished**
- Saves the parameters and displays the Reprint Receipt screen.
# Reprint Receipt Screen

## Purpose

The Reprint Receipt screen enables you to reprint a receipt of a transaction.

## Access

Access the Reprint Receipt screen by selecting **Reprint Receipt** from the Fee Options menu.

## Example

Following is an example of the Reprint Receipt screen.

![Reprint Receipt Screen Example](image)

## Fields

The following is a list of fields and their descriptions that appear on the Reprint Receipt screen:

- **Code**
  
  A four-character code indicating the type of aid or deferment used for each particular fee (e.g., NAFB is the code for Norton Air Force Base, a deferment agency). Select **Table Lookup** for a list of valid codes for your institution.

- **Defer**
  
  The amount of the assessed fee paid by either a deferment agency or financial aid.

- **Fee Amt**
  
  The amount of the assessed fee paid by either a deferment agency or financial aid.

- **Fee Description**
  
  The four-character code and description of each type of fee charged to a student (e.g., ENRL Enrollment Fees).
Display only - The number that identifies a particular student at your institution (e.g., 1267027).

**Net**
Display only - The amount due after payments have been made in the Defer and Nondefer columns.

**Nondefer**
The amount of the fee actually paid by a student (by cash, check, money order, or charge).

**Prog**
Display only - A code that specifies the degree program of the student.

**SESS**
Display only - The session in which a student has registered for courses and for which you are billing that student. The first two digits are alphabetic, representing the time of year; the last two digits are numeric, representing the year (e.g., SP96).

**SSN**
Display only - The student’s social security number (e.g., 562883021).

**Commands**
The commands that appear on the Reprint Receipt screen command line and their purposes are the following. Remember that you can use a specific command only when that command appears as an icon on a toolbar or as a command on the current command line.

**Cancel**
Cancels your changes and displays the Fees and Payments screen.

**Finished**
Displays a list of receipts from which you may print.

**Parameters**
Displays the Reprint Receipt Parameters window.
Statement Parameters Window

Purpose

The Statement Parameters window enables you to define the information that will be contained on a statement, and on which type of form the statement will be printed.

Access

Access the Statement Parameters window by selecting Statement from the Fee Options menu, and then selecting Display or Output from the Statement Options menu.

Example

Following is an example of the Statement Parameters window.

Note: Notice the following when you first access the Statement Parameters window:

- All of the fields are already completed with default values except for the Beginning and Ending date fields.
- Every field is a required entry field except for the Beginning and Ending Date fields, which are optional entry fields.

Fields

The following is a list of fields and their descriptions that appear on the Statement Parameters window.

- **Academic Year**
  Required - The academic year for which a statement is being printed (e.g., 1996).

- **ADR Run Code**
  Required - The alternate address run code to be used for address formatting. Select Table Lookup to find valid entries for this field (e.g., STMT stands for Student Statement).

- **Amount Types**
Required - The types of amounts that will be shown on the statement. Valid entries are: (A) for actual amounts, and (B) for both actual and encumbered amounts.

**Balance Code**
Required - The source of a fee. Generally, this code is SB (Student Billing); other options are:
- BOOK (bookstore fees)
- PHON (telephone fees)

**Balance Period**
Required - The balance period for which pending financial aid is to be researched and displayed (e.g., SP96).

**Beginning Date**
Optional - The date (mm/dd/yyyy) of the first transaction listed on the statement. This and the Ending Date restrict the transactions listed on the statement to those occurring only between the dates specified. If no date is specified, then all transactions will be listed.

**Ending Date**
Optional - The date (mm/dd/yyyy) of the last transaction listed on the statement. This and the Beginning Date restrict the transactions listed on the statement to those occurring only between the dates specified. If no date is specified, then all transactions will be listed.

**Form**
Required - The statement form name. You may select Table Lookup, which provides statement form names, whether it is a valid form, and whether you can view it on the screen (e.g., stmt2).

**ID**
Required - The identification number of the student whose statement you wish to view or print. The default ID is the student from whom you are currently collecting fee payments. You may select Name Query if you want to print a statement for an ID number other than that which is provided.

**Multi Subs STMT**
Optional - A Y/N flag indicating whether you want to produce a statement that consolidates subsidiaries. This parameter appears on the Statement Parameters window if your institution sets appropriate values in the Configuration table. For more information, see *Implementing Student Billing, General Ledger User Guide*, and the *Financial Technical Manual*.

**Printer**
Required - The printer on which the statement will be printed. Select Table Lookup for a list of valid printer names.

**Session**
Required - The academic session for which this statement is being printed (e.g., SP stands for Spring session).

**Subsidiary**
Required - The subsidiary code to be researched for this statement. Select Table Lookup for a list of valid codes (e.g., S/A stands for Student Accounts).

**Commands**
The commands that appear on the Statement Parameters window command line and their purposes are the following. Remember that you can use a specific command only when that command appears as an icon on a toolbar or as a command on the current command line.

**Cancel**
Returns you to the Statement screen without saving your entries.

**Finished**
Saves your entries and returns you the Statement screen.

**Lookup**
Displays a list of valid entry codes for a particular field.
Statement Screen

Purpose

The Statement screen allows you to view or print account information. The form will print as it appears on the screen.

Note: The statement screens are view-only, and they show only amounts that have been posted to the general ledger.

Access

Access the Statement screen by selecting Statement from the Fee Options menu, and then selecting Display.

Example

Following is an example of one of the forms as it appears on the Statement screen.

Note: While there are several statement form types that are provided with the CX standard product and others that your institution may have customized, the following example contains commonly-used fields.

Fields

The following is a list of fields and their descriptions that appear on the Statement screen. There are more fields described here than exist in the example screen; the extra fields exist on some of the other statement forms.

Amount
The amount of a given transaction (can be a charge or a credit).

Balance
The total amount a student owes, including prior and current balances.

Charges
The amount charged for a given transaction.

Credits
The amount paid for each itemized transaction.

Cumulative
The running total of transaction amounts (can be positive or negative).

Date
The date on which a transaction was saved to the database.

Description of Transaction
A description providing a more detailed account of each transaction (e.g., Student Activity Fee).

ID
The number that identifies a particular student at your institution.

SESS
The session in which the transaction took place (e.g., SP95).

SS No
A student’s social security number.

Totals
The total dollar amount from a given column of transaction amounts.

Commands
The commands that appear on the Statement screen command line and their purposes are the following. Remember that you can use a specific command only when that command appears as an icon on a toolbar or as a command on the current command line.

Cancel
Cancels changes and returns you the Fees and Payments screen.

Down
Moves the cursor to the next transaction.

Finished
Saves any information you have entered and returns you to the Cashier screen.

Output
Sends the statement to the printer.

Page Backward
Returns the cursor to the previous page of transactions.

Page Forward
Moves the cursor to the next page of transactions.

Parameters
The Statement Parameters window appears.

Toggle
The screen displays more detailed descriptions of the descriptions.

Up
Returns the cursor to the previous transaction.
SECTION 3 - ENTERING DETAILED FEE PAYMENT INFORMATION

Overview

Introduction

This section provides the following:

- Prerequisite information you need before you can collect a student’s fee payments
- The phases of the overall collection process
- Problems you may encounter while collecting fee payments, as well as probable solutions to those problems
- The step-by-step procedure to follow for collecting payments from students and applying those payments to specific fees

Note: In this section, cash and deferments refer to general categories of payment. Use the following to help you remember what each category includes:

- cash = cash, check, money order, charge
- deferments = third party, financial aid

Before You Begin

Before you begin to use the procedure for recording fee payments, remember the following:

- The student must have registered for courses
- The student must have applied for financial aid, if applicable
- The student must have written evidence that a third party agency will pay all or part of the fees, if applicable

The Process

This list shows the general phases that take place before, during, and after collecting fee payments:

1. Access the Fees screen in one of the following ways:
   - Complete registration for a student
   - Use Cashier to collect fees for a student
2. Complete data entry of the Fees screen fields and the Prior Balance screen fields, if applicable.
3. Enter payment information on the Payments screen.
4. Select Finished to complete the collection process for the student, and print a student data sheet.

Problems and Solutions

This list shows problems that may occur while you are processing payment information for a student, as well as probable solutions. However, you also should know your institution’s policies regarding discrepancies and other problems with fees.

An error occurs while processing the previous student’s fee record, and you are unable to process the current student’s fee record.

See the Jenzabarcoordinator for instructions on how to go back into the fee payment collection process for the current student.

Financial aid is not in the system for the student, but the student is expecting it.

Refer the student to the Financial Aid Office.

No ID exists for the student on the Jenzabar CX database.
Refer the student to the Admissions Office.

The student decides to add or drop a course before paying his or her fees.
Select Cancel at any point in the collection process to go back to the Registration screen.

The student does not have enough money to fully pay his or her fees.
Check the billing policies at your institution; although the system does not require the student to fully pay the remaining balance, your institution may.
Entering and Distributing Fees Manually

How to Collect Payments

Follow these steps when you collect cash, check, or charge payments from a student and want to enter and distribute them manually. For information on entering payment totals and having them distributed across the fees by the system, see Entering Fee Payments To Be Distributed By the System in this guide.

1. Access the Fees Screen in one of the following ways:
   - Select Finish from the Registration screen
   - Select Fees from the Cashier screen command line

   One of these appears:
   - The Fees screen; go to step 2.
   - The No Outstanding Fees menu; go to step 13.

2. Apply payments to fees:
   - For a prior balance, go to step 3.
   - For nondeferments, go to step 4.
   - For deferments, go to step 6.
   - For a combination of nondeferments and deferments, go to step 9.
   - For multiple deferments, see Entering Multiple Deferment Codes in this guide.

3. To pay a prior balance with cash (check, charge), do the following:
   - Select Fee, then Balance. The Prior Balance screen appears.
   - Enter the dollar amount in the Nondefer field of each fee being paid.

   Note: You may select Prior, then Payall, to pay all fees at once.

   - Select Finished when the prior balance is paid. The Fees screen displays with the cursor in the Code field.

   Note: If the No Outstanding Fees menu appears after paying a prior balance, go to step 13.

4. Press <Tab> to move the cursor to the Nondefer field of the first fee.

5. Enter the amount paid by cash. The Nondefer, Net and Totals fields adjust to reflect this payment. Go to step 12.

   Note: If an amount already exists in the nondefer field you must add and manually enter the sum of the existing amount and the new amount.

6. Enter the deferment code in the Code field of the fee. (Select Table Lookup for a list of valid codes.) The cursor moves to the Defer field.

7. Enter the amount paid by a deferment source in the Defer field, then press. The Defer and Net totals fields adjust to reflect this payment.

8. Does the payment satisfy the total fee?
   - If Yes, the cursor moves to the Code field of the next fee, repeat step 6 if you wish to enter payments for the next fee, otherwise go to step 12.
   - If No, the cursor moves to the Nondefer field. Pay the remaining portion either by cash or by an additional deferment (see Entering Multiple Deferment Codes). Go to step 12.

9. Move the cursor to the Code field and enter the new deferment code.

10. Enter the portion of the fee that the deferment agency will pay. The cursor moves to the
11. Enter the portion of the fee that the student will pay with cash. The cursor moves to the code field of the next fee.

12. Do you want this fee to reflect deferred and nondeferred payment information?
   • If yes, go to step 9.
   • If no, go to step 14.
   
   **Note:** To add another deferment to a fee, see *Entering Multiple Deferment Codes*.

13. Repeat steps 2-12 as required until the information on the screen accurately reflects payment information.

14. Select **Finished** when you have completed the top portion of the Fees screen as accurately and completely as possible. The cursor will move to the Form of Payment field in the lower left portion of the screen. Notice that the name of the screen and the command line change.

   **Note:** For information on entering payments by form of payment, see the *Entering Payments* section in this guide.

15. When you see the No Outstanding Fees menu, select one of the following:
   • **Complete:** The SDS will be printed, the information will be saved to the database, and either the Registration or Cashier screen appears.
   • **Fees:** The Fees screen appears. You may make changes in the fee payment information.
   • **Payments:** The Payments screen appears. You may complete or change payment information.
   • **Cancel:** The Registration or Cashier screen appears without saving any information to the database.
Entering Fee Payments To Be Distributed By the System

Purpose

You may also enter fee payments, to be calculated and distributed across fees by Fee Collection. You may choose to enter partial payments using the Partial Payment option, or if a student is making a full payment of all outstanding fees you may use the Payall option.

How to Enter System-Distributed Fee Payments

Do you wish to make a partial payment or a payment in full?
• For partial payment go to step 1.
• For payment in full go to step 4.

1. Select Fee from the command menu. The Fee Command Option box appears.

2. Select Partial from the list of options. The Partial Payment window appears.

3. Enter the amount of the payment. Fee Collection distributes the payment amount across all unpaid fields. All total fields adjust to reflect this payment. Go to step 6.

4. Select Fee from the command menu. The Fee Command Options box appears.

5. Select Payall from the list of options. Fee Collection records a total payment of all fees. All total fields adjust to reflect the payment.

6. Select Finish to save the changes and totals. The cursor moves to the Payment Form field in the Payment portion of the screen.

Note: For information on entering payments by form of payment, see the Entering Payments section in this guide.
SECTION 4 - ENTERING PAYMENTS BY FORM TYPE

Overview

Introduction

This section provides the following:
- Prerequisite tasks you need to complete before you can enter payments by form of payment
- The phases of the overall collection process
- Problems you may encounter while recording fee payments, as well as probable solutions to those problems
- The step-by-step procedure to follow for entering payment information by form of payment to ensure that the proper parties are billed accurately

While payments at the top portion of the Fees screen are itemized according to each specific fee, the payment records at the bottom portion of the screen (Payments screen) are itemized by form of payment, not by fee. This way, for example, all fees that are to be paid by check are grouped together as one sum, so that only one check needs to be written.

Before You Begin

Before you begin to use the procedure for recording fee payments, remember the following:
- The student must have registered for courses
- The student must have applied for financial aid, if applicable
- You must have completed the Fees portion of the screen and selected Finished, or the student must not have had any outstanding fees
- The cursor must be in the Form of Payment field on the lower portion of the screen, now titled “Payments”

The Process

This list shows the general phases that take place before, during, and after collecting fee payments:
1. Access the Fees screen.
2. Complete data entry of the Fees screen fields and the Prior Balance screen, if applicable.
3. Enter payment information on the Payments screen.
4. Select Finished to complete the collection process for the student and print a student data sheet.

Problems and Solutions

The following list shows problems that may occur while you are recording form type payment information for a student, as well as probable solutions. However, you also should know your institution’s policies regarding discrepancies and other problems.

The student decides to add or drop a course before paying his or her fees, while the menu user is using one of the Fee screens.
- Select Cancel until you have returned to the Registration screen or the main menu, and begin the procedure for dropping or adding a course. For more information on Registering a student see the Registration User Guide.

The student does not have enough money to fully pay fees.
Check the billing policies at your institution; although the system does not require the student to fully pay the remaining balance, your institution may.
**Entering Summary Payment Information**

**How to Enter Payments**

Follow these steps when you record payment information made by cash, check, money order, or charge.

Deferment payments will be grouped together, and the total amount paid by all deferments will be reflected in the Pay Amount field on the Fees and Payments screen with a Code of DF.

**Note:** You may select Multiple from the Fee Options menu to view detailed information about deferments.

1. Access the Payments screen by selecting Finished from the Fees screen. The cursor will move to the Payment Form Code field.

2. Type the two-letter code indicating the form of payment (select Table Lookup for a list of valid codes). Is the Payment Code CA for cash?
   - If yes, go to step 6.
   - If no, go to step 3.

3. Enter the non-cash payment code (select Table Lookup for a list of valid codes). Is the Payment Form code CK for check or MO for money order?
   - If yes, go to step 7.
   - If no, go to step 4.

4. The cursor will move the Exp field. Enter the four-digit expiration date of the charge card. The cursor moves to the Auth field.

5. Enter the six-digit authorization code from the magnetic stripe reader. The cursor moves to the Pay Amount field.

6. Enter the total amount of the payment. The cursor will move to the next Payment Form Code field, or you will hear a tone and see a message on the comment line that says "End of data" indicating there is no more payment information. Go to step 8.

7. Enter the serial number of the check or money order in the unlabeled field that appears to the right of the Code field. The cursor moves to the Pay Amount field. Go to step 6.

8. Do you want to enter another form of payment?
   - If yes, repeat steps 2-7 for the correct form of payment.
   - If no, go to step 9.

9. Do you want to add or delete a line of payment information?
   - If yes, select add-line to add a line and repeat steps 2-7, or del-line to delete the current line.
   - If no, go to step 10.

10. When you have completed entering payment information, select Finished. The SDS will print, the information will be saved to the database, and the Registration or Cashier screen will appear.
SECTION 5 - ENTERING MULTIPLE DEFERMENT CODES

Overview

Introduction

More than one deferment agency or financial aid source can pay a single fee. This section provides the information you need to enter multiple codes and includes:

- Prerequisite information you need to enter multiple codes
- The phases of the overall student billing process
- Helpful hints for entering multiple codes
- The step-by-step procedure to follow for entering multiple fee payment code error messages

Before You Begin

Before you begin to use the procedure for entering multiple codes to pay a single fee, remember the following:

- The student must have registered for courses
- A fee may be paid by more than one deferment, and the student must have proof that the deferment agencies will pay their portions of the fee
- The cursor must be in the Fees screen on the fee that will be paid by more than one deferment

The Process

This list shows the overall phases that take place before, during, and after collecting fee payments:

1. Access the Fees screen.
2. Complete data entry of the Fees screen fields and the Prior Balance screen fields, including multiple deferment information, if applicable.
3. Enter payment information in the nondefer field on the Payments screen.
4. Select Finished to complete the collection process for the student and to print a student data sheet.
Entering Multiple Codes

How to Enter Multiple Codes

Follow these steps when you enter more than one code for a single fee:

1. Place the cursor on the fee you want to pay with multiple deferments.
2. Select Fee. The Fee Options menu appears.
3. Select Multiple. The Multiple window appears, containing the name and amount of the fee, as well as any deferments already applied toward this fee.
4. Select Add. The cursor will move to a blank line in the Multiple window.
5. Enter the code of the deferment you want to pay this fee. (Select Table Lookup for a list of valid codes.) The cursor will move to the right column on the Multiple window.
6. Enter the dollar amount paid by this new deferment agency. The cursor moves to the code of the next deferment.
7. Repeat steps 5-7 to add more deferments to this fee. In addition, make any changes to payment amounts at this time.
8. Select Finish when you have entered all the deferment codes paying this single fee. The Multiple window disappears.

Note:
- “****” in the Code field for this fee indicates that the only method of changing deferment information is by using Multiple.
SECTION 6 - USING STATEMENT

Overview

Introduction

This section provides the following:
• Prerequisite information you need to produce statements
• The phases of the overall billing process
• Helpful hints for producing a statement
• Step-by-step procedures to follow for defining statement parameters and displaying and printing statements

Before You Begin

It may be helpful for you to know that the Statement option is offered not only in Fee Collection, but also in other CX products. You will see this option on several of the menus while you are collecting student fee payments. However, the Statement option operates similarly throughout CX.

The Process

This list shows the general phases that take place before, during, and after using Statement.

1. Access the Fees screen.
2. Select Statement from the Fees screen in order to access the Statement Options menu.
3. Select the appropriate Statement option and complete the Statement Parameter screen, if necessary.
4. Select Finished when you are finished using Statement.
Changing Statement Parameters

When to Use

Once the statement parameters are set (usually during processing of the first student after you access a function or application), the values will stay the same for all viewed or printed statements, until you change them again. The following are instances when you can access the Statement Parameters window:

- The first time you select Display or Output from the Statement Option menu to view a student's statement
- Any time you select Parameter from the Statement Option menu or from a Statement screen

How to Change the Statement Parameters

Follow these steps to change the statement parameters for viewing or printing a statement.

1. Access the Fees screen. The cursor is in the first Code field.
2. Select Fee from the command line on the Fees screen. The Fee Options menu appears.
3. Select Statement from the Fee menu. The Statement Parameters window will be displayed on the screen. The cursor will move to the ID field.
   
   **Note:** The Statement Parameters window will also appear automatically the first time you select Display or Output after you have logged on. Regardless of when it appears, complete the screen the same way.

4. Enter the beginning and ending dates to limit the information on the statement to specific dates. The cursor moves to the next active field.
   
   **Note:** If the date fields are left blank, all transactions will be shown on the statement.

5. Enter the desired parameters for each field. Most fields have a Table Lookup so you can select valid entries.
   
   **Note:** For detailed information on each of the fields in the Statement Parameters window, see the Statement Parameters Window section in this guide.

6. Do you want to save your changes?
   - If yes, select Finish. The Statement Parameters window will disappear, saving the field information. Any process you began with Display or Output will resume. Otherwise, you will return to the Fees screen.
   - If no, select Cancel. Any new field information will not be saved. You will return to the Statement Options menu.
Printing a Statement

When to Use

Use the Output options from the Statement Options menu when you want to view a paper copy of an account statement.

How Print a Statement

Follow these steps to print a statement:

1. Access the Fees screen. The cursor is in the Code field.
2. Select Fee from the command line on the Fees screen. The Fee Options menu appears on the screen.
3. Select Statement from the Fee Options menu. The Statement Options menu will appear on the screen.
4. To print a statement, select Output. One of the following will occur:
   - The Statement Parameters window will appear. Go to step 5.
   - The statement will be printed. Go to step 6.
5. If you want to change any fields on the Statement Parameters window, make the changes and select Finish. (For the procedure on completing the fields in the Statement Parameters window, see Changing the Statement Parameters). The actual statement will be displayed on the screen.
6. Do you want to print another statement?
   - If yes, select Parameters. Change the Parameters and Select Output from the Statement Options menu.
   - If no, go to step 7.
7. Select Finished when you have printed the statement. You will return to the Fees screen.
Viewing a Statement

When to Use

Use the Display option on the Statement Options menu when you want to view a statement on the screen without printing it. You might select this option when you want to research payments and charges that have occurred for a student.

How to View a Statement

Follow these steps to view a statement on your screen:

1. Access the Fees screen. The cursor is in the code field.
2. Select Fee from the command line on the Fees screen. The Fee Options menu appears on the screen.
3. Select Statement from the Fee Options menu. The Statement Options menu appears:
4. Select Display to view a statement. One of the following will occur:
   • The Statement Parameters window will appear. Go to step 5
   • The Statement will display on the screen. Go to step 6.
5. If you want to change any fields on the Statement Parameters window, make the changes and select Finish. (For the procedure on completing the fields in the Statement Parameters window, see Changing the Statement Parameters). The actual statement will be displayed on the screen.
6. Do you want to view another statement?
   • If yes, select Parameters. Change the Parameters and select Display from the Statement options menu.
   • If no, go to step 7.
7. Select Finished when you are done viewing the statement. You will return to the Fees screen.
SECTION 7 - RESPONDING TO SYSTEM MESSAGES

Overview

Introduction

This section provides the following:

- Descriptions of the status, warning, field error, and fatal error messages that can appear during the process of collecting fee payments
- Information you need to respond to status, warning, and error messages

Four Types of Messages

Four types of messages can appear while you are collecting fee payments. The messages can appear on the comment line, on the error line, in a dialog box, or in your electronic mail. The types of messages follow:

- Status
- Field error
- Warning
- Fatal error

Descriptions of Message Types

This table describes each of the four types of messages, by increasing degree of severity:

Status
Assures you that the program is working properly when you select an option that involves a long pause.
- Can appear after you select a command or option, type data, or press a key
- Appears on the comment line
- Requires no action by you

Example: “Opening files...”

Field error
Tells you of an invalid field value entered and provides valid field values from which to choose.
- Can appear after you enter an invalid code in a field
- Appears on the error line
- Requires that you select a valid code from those provided in the field error message, a Table Lookup, or a Query, and enter it into the field

Example: “Invalid code. Valid values: (A,I)”

Warning
Informs you of a condition of which you must be aware in order to continue.
- Can appear after you select a command or option, type data, or press a key to begin or end a process that requires a decision
- Appears in a dialog box
- Requires you to act or make a decision
- It is instructional and does not terminate processing

Example: “Are you sure you want to exit? (Y/N)”

Fatal error
Informs you of a serious problem occurring within the system.

- Can appear when the system is missing information (such as a required table or record) needed to continue processing, or when there is a program error
- Appears in a dialog box, in your electronic mail, and/or in your Jenzabar coordinator’s electronic mail
- Requires that you contact the Jenzabar coordinator immediately to resolve the problem
- Terminates processing

**Example:** “An unrecoverable error has occurred. Contact your Jenzabar coordinator.”

**Electronic Mail Messages**

Occasionally, CX programs send status or error messages to your electronic mail, as well as to the comment or error line. Programs do not send messages about background processes to the comment or error line, but only to your electronic mail. Such messages tell you any of the following information:

**A process was completed successfully**
You can delete or save them according to your preferences or established policy.

**Errors have occurred while trying to complete a process**
Notify your Jenzabar coordinator about the message.

**Information cannot be found**
Try the process again with new field values.
Warning and Error Messages

Messages You Might Receive

The following list contains examples of some of the field error, warning, and fatal error messages that can appear when you use Fee Collection.

**CAUTION:** Warning messages do not affect program processing, while field error messages indicate problems you can correct by following the directions in the message. However, fatal error messages stop the processing of a program; if you receive a fatal error message, contact your Jenzabar coordinator immediately.

**Academic year cannot be zero.**
- Enter a year other than zero (e.g., 1997). Do not leave the Academic Year field blank.

**Beginning of data.**
- You are at the beginning of this information. You cannot go back (or up) any further.

**Cannot apply deferment code ‘DDDD’ to ‘FFFF’**
- This deferment agency or financial aid source (DDDD) will not pay this particular fee (FFFF).
  - Try another code.

**Cannot enter negative amounts.**
- You may enter only positive numbers in this field. Enter another number.

**Could not find subsidiary account record. Key ‘S/A - 12345’.**
- Either a subsidiary you entered does not exist, or it is invalid for this particular ID number.
  - Enter a valid subsidiary code.

**End of data.**
- You have reached the end (or bottom) of this information. Instead of going further, you may go back to the beginning (or top) or you may select a new command.

**ID XXXXX has no financial aid for SP9X.**
- You have selected Aid from the Fee menu, only to find that the student has not been granted financial aid. Ignore this message if the student is not expecting financial aid; however, if he or she is expecting financial aid, refer the student to the Financial Aid Office to correct the problem.

**ID number cannot be zero.**
- You may not use an ID number of zero, nor may you leave this field blank. Enter a valid ID number.

**Invalid command.**
- You have used a command that is not functional. Use a valid command provided at the top of the screen on the command line.

**Invalid date value. Please re-enter.**
- Either this date (mm/dd/yyyy) is incorrect, or it was entered in an invalid format.

**Invalid item, re-select [a-f].**
- You have entered an invalid selection from a Table Lookup. Select one of the valid options, in this case, a-f.

**Invalid option.**
- You have pressed a key or keys that the system does not accept as a command or as a field value. Enter only valid information.

**Invalid table value. Use CTRL-T to list valid values.**

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Fee Collection 49 System Messages
You have entered an invalid selection. Select Table Lookup to find valid values for this field.

**Lookup not available on this field.**
You have tried to select Table Lookup on a field for which there is none. Enter a valid value.

**NO OUTSTANDING FEES: Complete - Fees - Payments - Cancel**
The student does not have outstanding fees for this session. Select one of the options in order to continue the fee collection process.

**Payment exceeds fee amount.**
You have entered a payment amount (e.g., $65,000) that exceeds the fee amount (e.g., $6,500). Enter an amount equal to or less than the fee amount.

**Prior balance must be paid.**
You cannot bypass the Prior Balance screen; either select Payall to complete this screen and continue to the Fees screen, or select Cancel to end the fee payment session for the student.

**Prior balance processed for ID XXXXX.**
The prior balance has been paid for the student. Continue with the fee collection process.

**Statement balance period cannot be blank.**
You cannot leave the Balance Period field blank. Enter a valid value (e.g., SP91).

**Statement form cannot be blank.**
You must select a form type; the Form field cannot be blank. Either enter a valid form type, or select Table Lookup to select a valid form type.

**Statement form ‘stmt6’: Either does not exist or is not installed.**
The system is unable to identify this statement form type. Either enter a valid form type, or select Table Lookup to find a valid form type.

**There are no records satisfying the conditions.**
You have entered a name that does not exist on the system for a name query. Do one of the following:
- Check the spelling of the name
- Type an asterisk (*) next to the name to find all occurrences of that name
- Query on other fields using the ID Query screen to broaden your search

**Valid values: (A,B)**
You have entered an incorrect value for this field. Select one of the values from those provided.

**Valid values: (F,I,M,N,P)**
You have entered an incorrect value for this field. Select one of the values from those provided.
Messages to Give to the Jenzabar Coordinator

The messages listed in the preceding portion of this section are messages for problems that can be remedied fairly easily. The following list of messages warn you of processes with a severe error. If you receive any of these messages, inform the Jenzabar coordinator immediately.

Communication errors
- Billing: Cannot start bgvoucher.
- Calcbill(): Not on required BAL level. Level is XX.
- Cannot open temporary output file needed for the verify report.
- Could not get status from the calling program. status = XX.
- Error posting voucher 'CCXXXXX'. Run vchrecover, correct the problem, and run student billing again.
- Expected sum level not found XX.
- Fatal bgvoucher error. Please correct the problem and rerun billing.
- PTP Usage: Billing: -s session -p program -y year [-d post_date].
- PTP-WRITE error on aid record.
- PTP-WRITE error on number of aids.
- PTP-WRITE error on number of charges.
- PTP-WRITE error on sb_stu_ec.
- PTP-WRITE error on the bursar_dmlt; status = NN.
- ptp_write error: NN.

Database issues:
- DBFIND error on suba_rec: XXXXX.
- DBFIND error on subb_rec: XXXXX.
- DBFIND error on subt_rec: XXXXX.
- DBFIND error: XXXXX - stu_acad_rec.
- ID XXXXX: DBFIND error on id_rec: NNNNN.
- ID XXXXX: DBFIND error on reg_rec: NNNNN.
- ID XXXXX: DBFIND on prog_enr_rec: NNNNN.
- LOAD of BILL_SCR failed.
- LOAD of INSTR_SCR failed.
- LOAD of test HELP_SCR failed.
- LOAD of TEST_SCR failed.
- Refund Table. DBFIND: status=NNNNN.
- SCR_INIT failed: NNNNN.
- Status from OPEN/CLOSE CCCCCC: NNNNN.
- Status from Open Database: NNNNN.
- Status from STRUCTVIEW CCCCC: NNNNN.
- Student XXXXX not charged due to voucher error.
- Student Academic Record not found: Cannot calculate student bill.
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