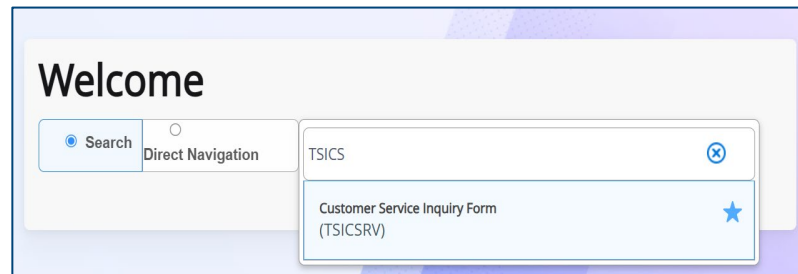


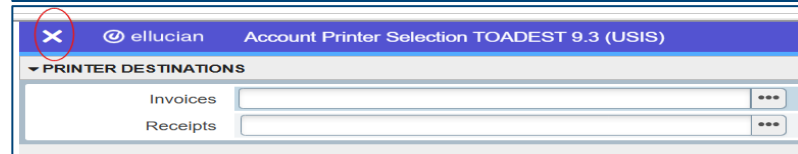
How to use TSICSRV - Customer Service Inquiry Form

TSICSRV is used to check fee account information for a particular student.

- Log into Banner.
- Type **TSICSRV** into the **Welcome** field in Banner and hit the return key.
Tip! Click the star to save it as a Favourite.
- If brought to the **TOADEST** form, exit using the white X on the left.

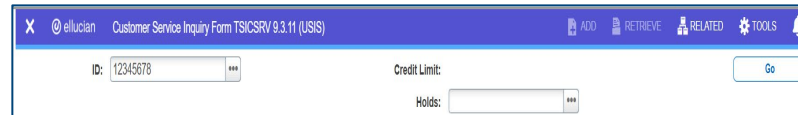


The image shows the Banner 'Welcome' screen. At the top, there is a search bar with 'TSICS' entered. Below the search bar, a dropdown menu is open, showing 'Customer Service Inquiry Form (TSICSRV)' with a blue star icon to its right, indicating it is a favorite. The search bar also has a white 'X' icon to its right.



The image shows the Banner 'Account Printer Selection TOADEST 9.3 (USIS)' screen. The title bar includes the elLucian logo and a white 'X' icon circled in red. Below the title bar, there is a section for 'PRINTER DESTINATIONS' with two rows: 'Invoices' and 'Receipts', each with a text input field and a three-dot menu icon.

- Enter the **Student ID** and press **Go**.
- This will bring you to the **Account Summary** of the student.



The image shows the Banner 'Customer Service Inquiry Form TSICSRV 9.3.11 (USIS)' screen. The title bar includes the elLucian logo, a white 'X' icon, and navigation icons for ADD, RETRIEVE, RELATED, and TOOLS. Below the title bar, there is a form with an 'ID' field containing '12345678', a 'Credit Limit' field, and a 'Holds' field. A 'Go' button is located to the right of the 'Credit Limit' field.

How to use TSICSRV - Customer Service Inquiry Form

- In the **Account Summary** section, information for the most recent academic term is shown first.
- The **Description** column shows the type of charge or payment.
- The **Charge** column shows what is owed.
- The **Payment** column shows what has been paid.
- Use the **Filter** option (on toolbar of the Account Summary section) if you want to refine your search e.g. for a particular Term or Detail Code.
- The **Details** section will show the balance on the account and any money due.
- To search for another student, use the **Start Over** button (top right).

The screenshot displays the 'Customer Service Inquiry Form TSICSRV 9.3.11 (USIS)' interface. At the top, the user is logged in as '@ellucian'. The form ID is '12345678' for student 'Ms Test UG Test'. The 'Start Over' button is visible in the top right corner.

The 'ACCOUNT SUMMARY' section shows a table with the following data:

Detail Code *	Description *	Term *	Aid Year	Period	Charge	Payment	Balance	Effective Date *
EPAY	Online payment	202400					2,253.80	-2,253.80
HEA	HEA 'free' fees funding	202400					3,625.80	-3,625.80
SCEN	Student Centre Levy	202400				254.00		254.00
SSFE	Student Contribution Chg	202400				1,999.80		1,999.80
TUHM	Undergraduate Tuition c...	202400				3,625.80		3,625.80
EPAY	Online payment	202300					2,253.80	-2,253.80
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SSFE	Student Contribution Chg	202300				1,999.80		1,999.80
TUHM	Undergraduate Tuition c...	202300				3,625.80		3,625.80

The 'DETAILS' section shows the following information:

Query Balance	0.00	Financial Aid Memo	0.00
Account Balance	0.00	Balance	
Current Due	0.00	Financial Aid	
Other Memos	0.00***	Authorised Aid	0.00
		Balance	
		NSF	0

