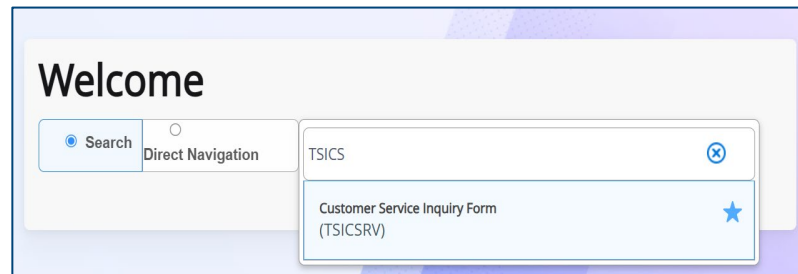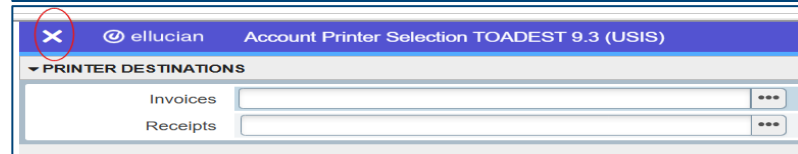# How to use TSICSRV - Customer Service Inquiry Form

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.

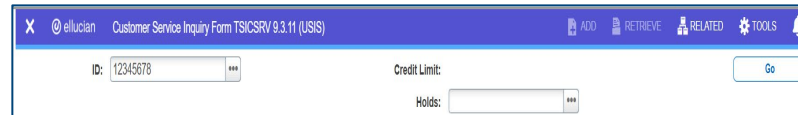- If brought to the **TOADEST** form, exit using the white X on the left.

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

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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).

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Updated February 2025