



**Accounts Receivable
Account Review**

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Reviewing Account Information Using the TSICSRV Form

The **Customer Service Inquiry (TSICSRV)** form provides any charge and payment information on the student's account in an easy-to-use display format, so that you can quickly review student account information. This form defines various amounts as being either payment or charge transactions.

Instructions

1. To access the **TSICSRV** form, type **TSICSRV** in the **Go To** field in the **Main Menu**.
2. Press **ENTER**.

If this is the first form you have opened in your current Banner session, the **TOADEST** form will appear as soon as the **TSICSRV** form begins to load. If you have already been working another Banner form that has caused the **TOADEST** form to appear, then the **TOADEST** form does not appear before the **TSICSRV** form appears.



The **TOADEST** form only appears before certain forms load, and it only appears once per logged in session. If the **TOADEST** form does not appear, the form you want to use will appear.

3. If the **TOADEST** form does appear before the **TSICSRV** form appears, then you will select values for two **Printer Destinations** fields in the **TOADEST** form. Select identical printers in the **Invoices** and **Receipts** fields by clicking on the



drop-down arrow to the right of each field, and selecting the appropriate printer.

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8. Double click on the ID you want to select.

The **TSICSRV** form will appear, and the ID number you selected will be displayed in the **ID** field.

9. Click the **Next Block** button  to review detailed account information.

The cursor should move into **Account Details** block.

10. Use the bottom and side scroll bars to see all fields.

Account Details Fields	Description
Detail Code	Displays the code associated with the type of transaction you are reviewing.
Term	Displays the term for which the transactions are applied.
Charge	If the detail code for this transaction is a charge code, then the charge amount will be there; otherwise, it will be blank.
Payment	If the detail code for this transaction is a payment code, then the payment amount will be here; otherwise, it will be blank.
Balance	The balance associated with the transaction.