# ARIES/Banner 9

# Accounts Receivable TWARBUS User Guide

**Accounts Receivable Operations**

**AROperations@colostate.edu**

**970-491-2697**

# Why TWARBUS?

TWARBUS was designed by Accounts Receivable Operations (ARO) and developed by Information Systems (IS) at Colorado State University (CSU) to give campus departments the ability to enter billing transactions into the ARIES/Banner system. TWARBUS was designed as an integrated part of the ARIES system; as such, the name TWARBUS follows the ARIES/Banner standard naming conventions. The "T" in the first position represents the Accounts Receivable module. The "W" in the second position identifies this as having been created by Colorado State University. The "A" in the third position indicates this is an application. The final four characters, "RBUS", briefly indicate the function of the application. In this case, "RBUS" represents "Receivable Batch Upload System".

# Application Functions

## *Create / Modify Customers*

TWARBUS is used by campus departments to search for existing customers (students and non-students), modify mailing address information for non-student customers, and create new customers if they do not already exist in ARIES/Banner.

## *Enter Billing Transactions*

Billing transactions entered into TWARBUS are processed nightly, beginning at approximately 6:00 p.m., through an IS/AROS production schedule. The process posts the transactions to the student/customer accounts, along with payments received by the Cashier's Office, registration transactions, financial aid transactions, refunds, biographic updates, as well as any other applicable transactions. Detail codes are set up using KFS account number and object code strings (as well as subaccounts and sub-object codes when applicable) in order to post transactions via TWARBUS. When the transaction is loaded into TWARBUS, the overnight process will record the accounting transaction to the Kuali Financial System (KFS), recording revenue and booking a receivable.

## *Monthly Statements/eBilling Notifications*

Statements are compiled in an overnight process on the 15$^{th}$ of each month, unless the 15$^{th}$ falls on a weekend or holiday, in which case the statements are compiled on the following business day. Statements and eBilling notifications are printed/emailed on the following business day, with paper statements being sent to Mail Services for delivery the next business day following that day.

## *Payment Due Dates*

Payment due dates are the 10$^{th}$ of each month, unless the 10$^{th}$ falls on a weekend or holiday, in which case the due date would be the following business day. Payment of all University charges is to be received in the Cashier's Office by 4:00 p.m. on the due date to avoid payment deferral/late payment charges (postmarks do not apply). If additional time to pay is needed, the University will apply a 1.5% payment deferral/late payment charge to the account each month until the balance is paid in full. The University will not register a student, confer a degree or provide official transcripts to any student or former student who has a balance owed to the University. CSU and ARO may deny customers from receiving future University services if timely payment is not received

## *Approve Billing Transactions*

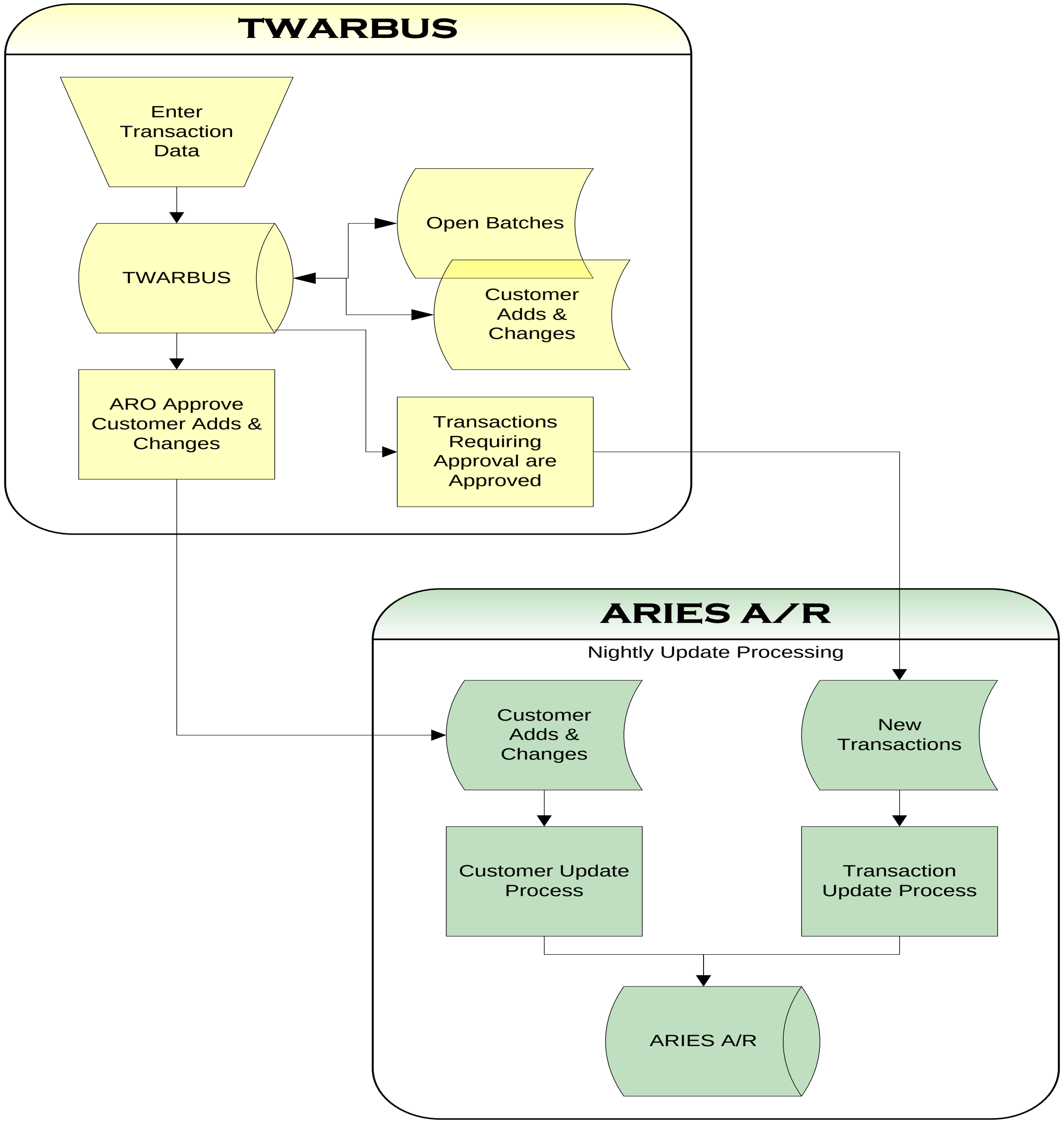
Certain types of transactions must be approved by the department's responsible signature authority and/or ARO before they will be posted to ARIES/Banner. These include transactions to a single customer totaling $50,000 or more, as well as all payment transactions. Emails are generated to both ARO and the department user when the batch amount is greater than $50,000.

## Contact Information

Accounts Receivable Operations
6024 Campus Delivery
Fort Collins, CO 80523-6024
(970) 491-2697
AROperations@colostate.edu

If you are experiencing error, try to notate any details about what happened at the time the error occurred (such as what data was being entered and in which fields, what web browser was being used, what keyboard functions were being used, etc.), as this information is helpful for programming staff to locate and correct application problems.  Screen prints are very useful to programming staff as well.

# Transaction Flow



# User Responsibilities

## Financial Procedure Statements

It is your responsibility to read and understand the following Financial Procedure Statements:

FPI 2-17 Accounts Receivable
FPI 2-5 Payments to Students

## System Security

ARIES/Banner and TWARBUS provide users with access to sensitive customer information. It is the user's responsibility to ensure this information remains confidential by keeping user IDs and passwords private, and locking your computer if the system is open and you are not present at your computer. If you suspect your user ID and/or password has been compromised, please contact BFS Financial System Services at (970) 491-2099.

## Customer Information

### *New Customers*

ARIES/Banner is an integrated system with modules for Accounts Receivable, Admissions, Financial Aid, and Registration. Duplicate customer records are extremely difficult to resolve and department users must make every effort to obtain enough customer information to prevent duplicate records. Keep in mind that you are extending credit to the customer on behalf of the University. If the customer does not wish to provide the required information to receive this credit, they must pay in advance or at the time of service in negotiable funds (cash, check, or credit card (if available)). The following information is REQUIRED for before extending credit: full legal name, including middle name or initial, or business name, mailing address, email address, cell, home and business phone numbers, date of birth, social security number or Employer Identification Number (EIN), and an alternate contact. The department can ask for additional information as deemed necessary for collections, such as a driver's license number.

### *Existing Customers*

It is the responsibility of the user/department to update the system with current contact information for non-student customers. If dealing with students and student accounts, users must understand and abide by the Family Educational Rights and Privacy Act (FERPA). See the FERPA – Student Privacy website for more information.

### *Delinquent Customers*

TWARBUS will notify you if a customer you are entering a transaction for is delinquent. If the system notifies you of a delinquent customer, you are not authorized to extend credit to that customer. The customer is required to pay the outstanding balance before additional University services are provided. You will not be able to enter transactions for customers that have been assigned to an external collection agency. For questions regarding these accounts, please contact ARO's internal collections department, Special Assets (phone: 491-7058, email: bfs_special_assets@mail.colostate.edu) or ARO.

# Transactions

## *Authenticity*

Ensure all charges that you enter are legitimate University transactions and are those that you have authority to approve. Ensure student charges are state board approved. If you enter payments, ensure you adhere to the policies governing payments to student accounts, including FPI 2-5 and the Policy for Discretionary Scholarships. Fund approval authorities must ensure payments are legitimate transactions and you have the authority to approve them. Users must also ensure the transactions entered were recorded correctly by reviewing the system generated email the day after the batch is transmitted. This email will provide the total transactions that were submitted and the grand total amount of those transactions.

## *Timeliness*

Transactions must be entered in a timely manner to be in accordance with Generally Accepted Accounting Principles. Timely entry of transactions will also improve collectability. Supporting documentation for transactions must be retained for 3 years after the account balance has been paid in full. Before disposing of records, if you are unsure if there is a balance remaining on an account or a list of accounts, please contact ARO.

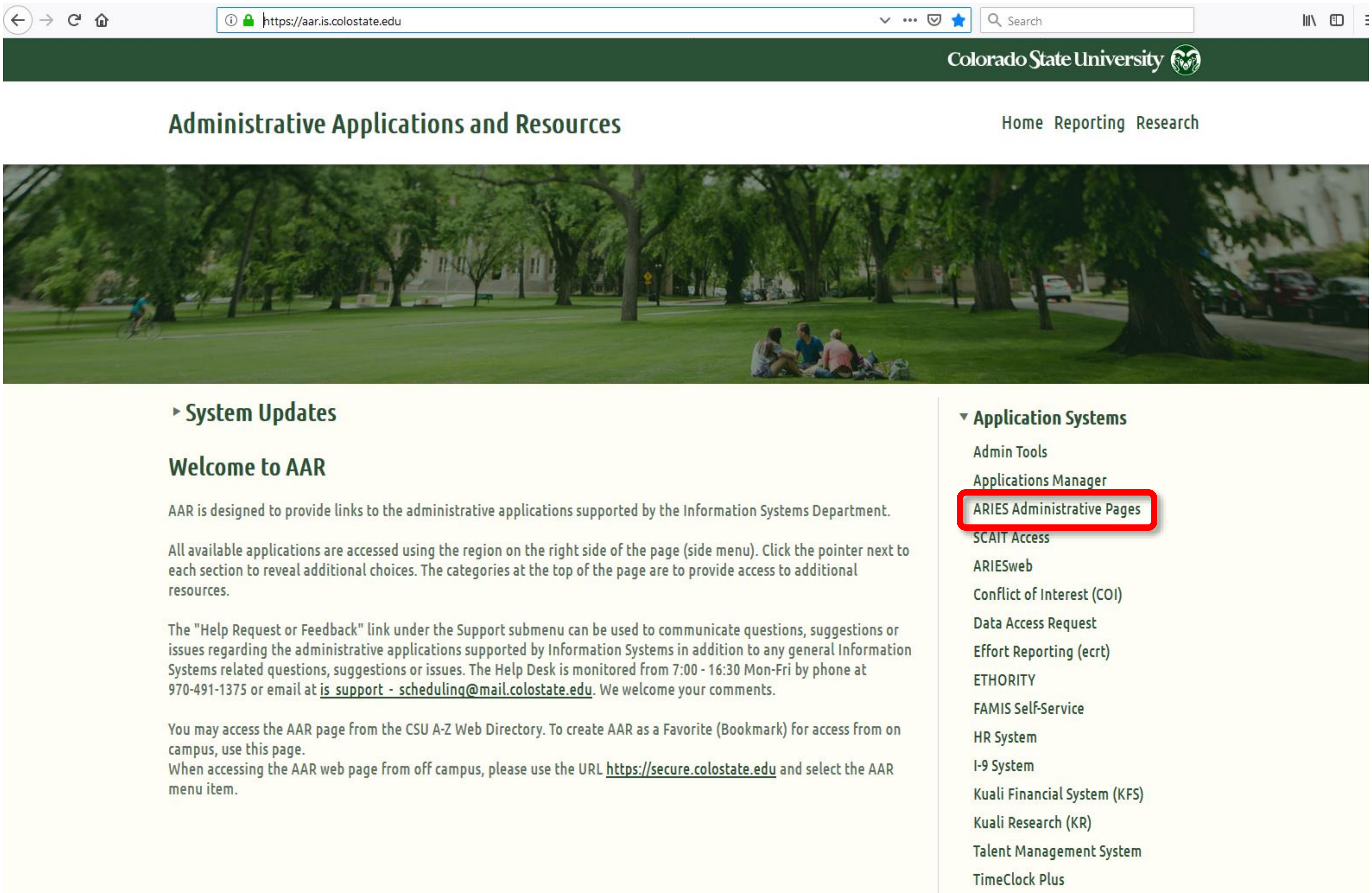
## *Collectability*

The following is a list of items to consider when extending credit to a customer:

1. Is this a new customer?
2. Do you have a customer contact name on file if different than the account name?
3. Did you collect a physical (street address) and billing address?
4. Did you collect a telephone number?
5. Did you collect a Tax ID number? (Social Security Number for individuals, Federal Tax ID for corporations or partnerships)
6. Does this customer have a good credit history?
    a. If applicable, good CSU payment history?
    b. Credit references from other businesses?
    c. Bank references – name of bank, bank contact person, account number, type of account, how long with bank?
    d. For large dollar extensions of credit, a credit bureau check is recommended.
    e. In the past 7 years, has this customer had non-discharged debts resulting from a bankruptcy order?
7. How long has this customer been in business?
8. Does the department have a business contract with this customer? If so, was it reviewed and approved by the University Contract Manager?
9. Did you request a deposit? Requesting a deposit is recommended for large dollar extensions of credit.

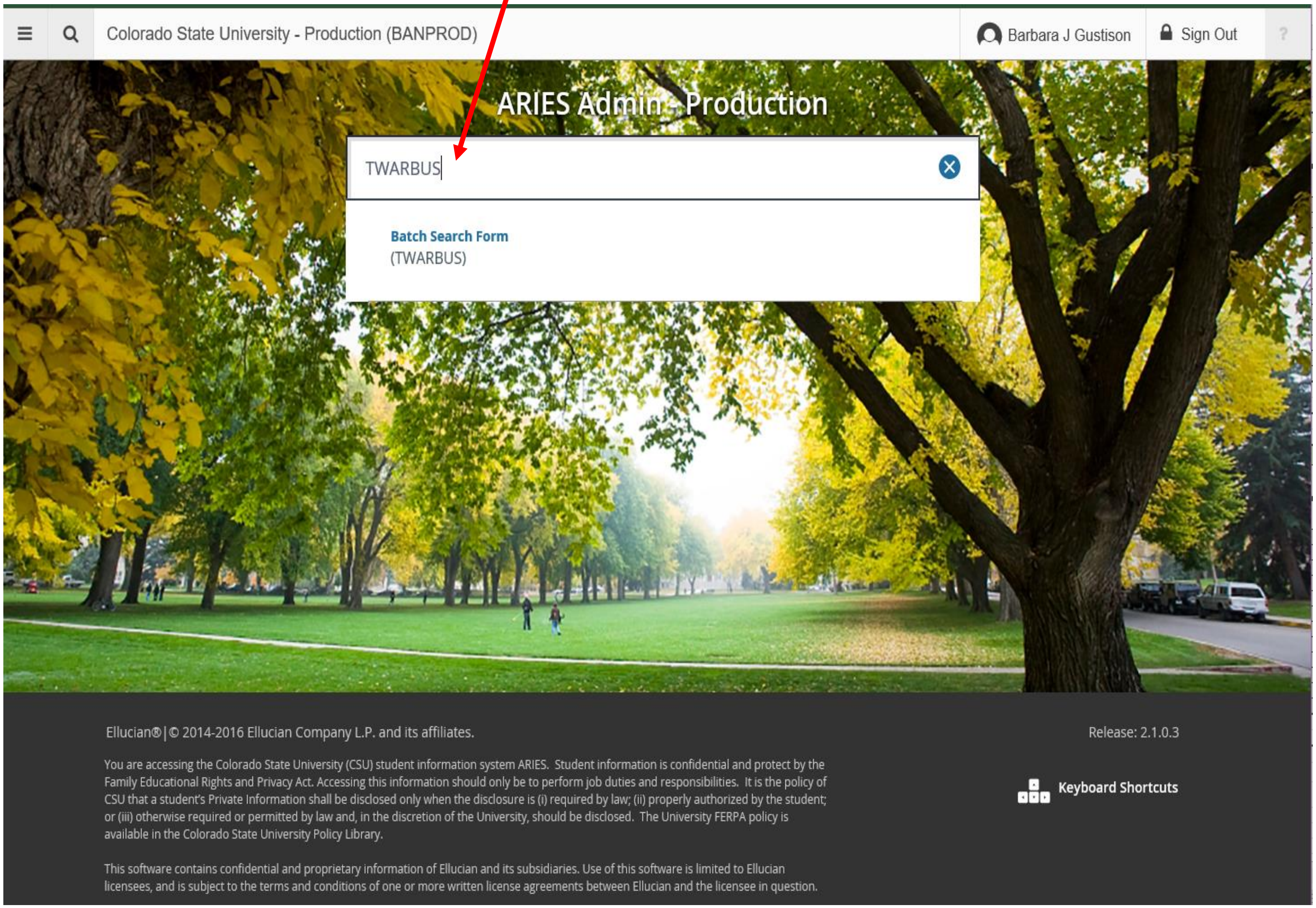
# Using Aries/Banner

Google Chrome or Firefox are the recommended web browers for use with Banner 9.
Access ARIES/Banner through the Administrative Applications and Resources (AAR) Portal https://aar.is.colostate.edu/. The ARIES Administrative Pages link is under the Application Systems menu on the right side of the screen. Click on this and then enter your eName and Password to login.

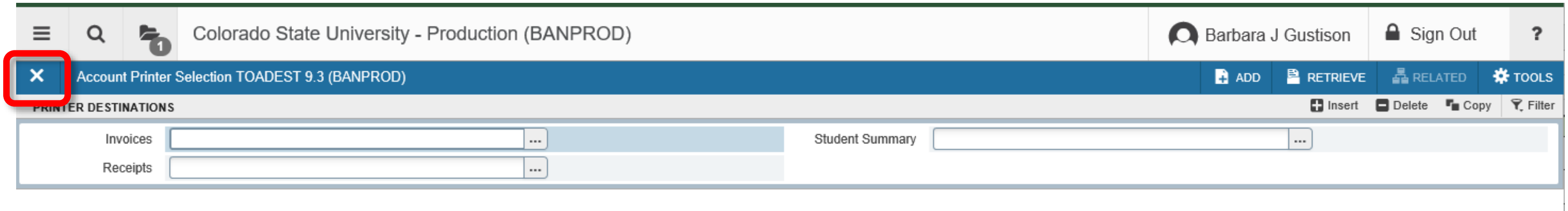


# The TWARBUS Main Screen

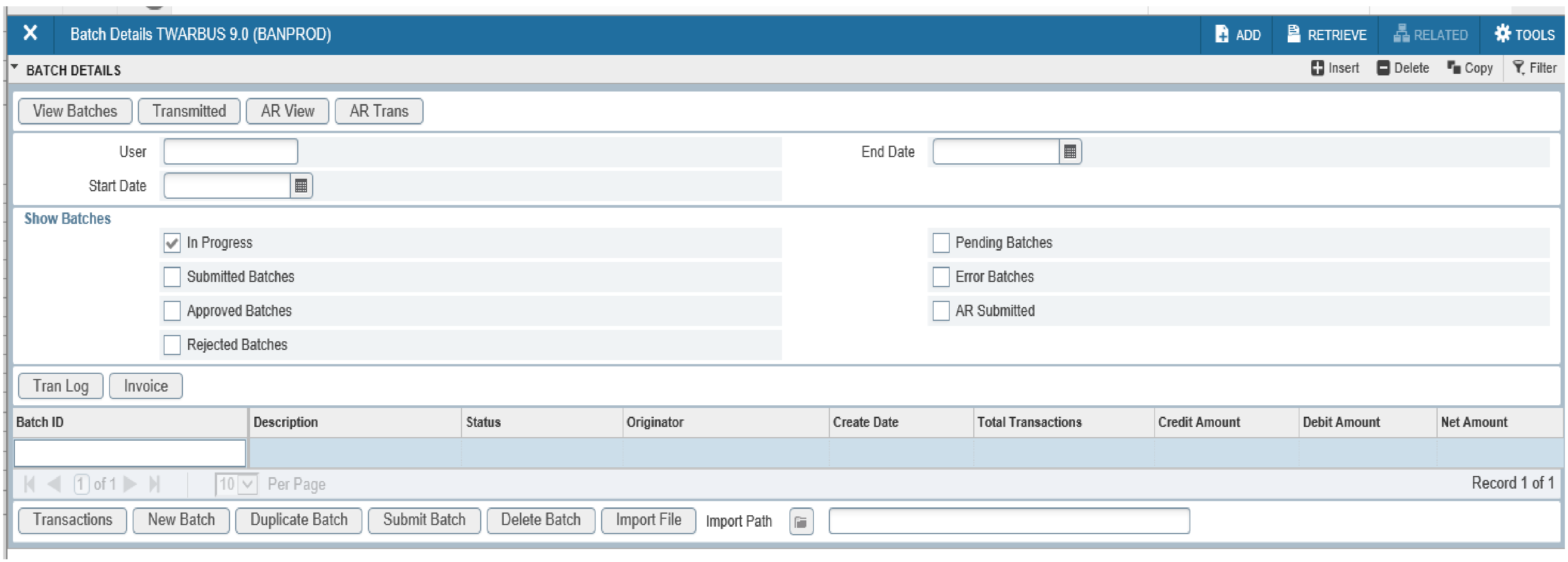
To get to the TWARBUS main screen, type “**TWARBUS**” in the white box.



Please note – if this is your first time logging in for the day, you will get a TOADEST form that opens before heading to TWARBUS. Just click on the X in the top left corner to close.

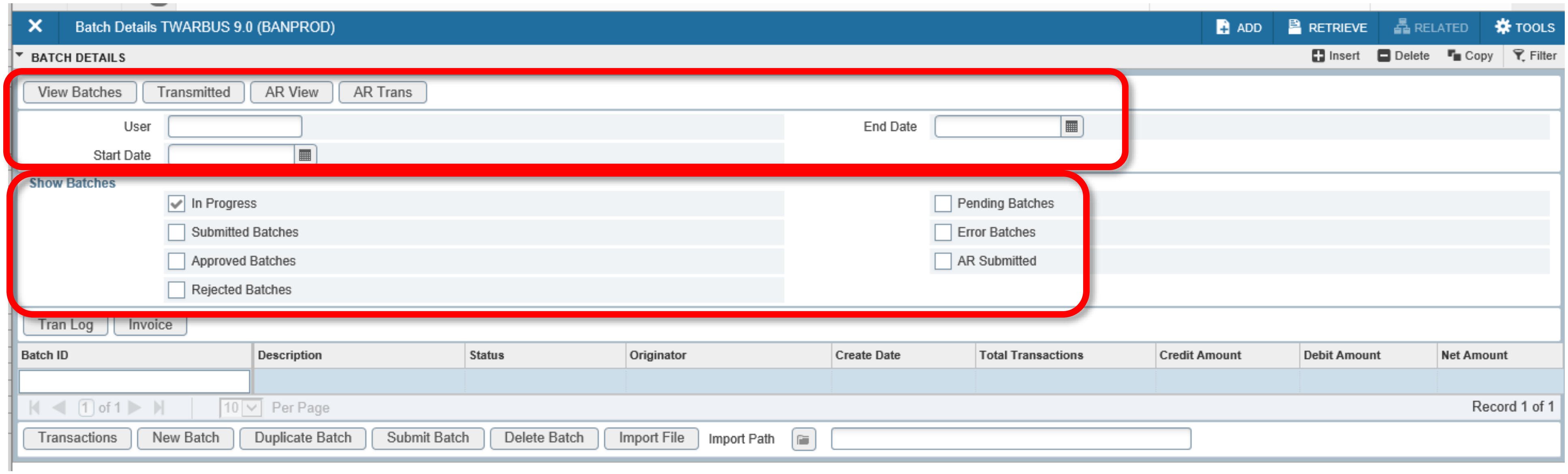



From here you can open a transaction batch, start a new transaction batch, duplicate a batch, submit a batch for processing, import a file into a batch, or print reports.



## Display Control Buttons & Fields

These buttons and fields control which batches are shown in the batch display area.




### View Batches

Selecting this button will display batches matching the selection criteria selected in the fields that follow.

### Transmitted

Selecting this button will display batches that have been processed by ARIES.

### AR View and AR Trans

*For ARO use only*. Selecting this button will display batches created by the user entered in the 'User' field and matching the selection criteria in the fields that follow.

### User

*For ARO use only*. Entering a user ID here will limit the batches displayed to those created by the specified user. If no user is entered, all batches matching the remaining criteria will be displayed.

### Start Date

Enter a begin date for the search process. Batches created after this date will be displayed.

### End Date

Enter an end date for the search process.  Batches created before this date will be displayed.

## Show Batches:

### In Progress

Check this box to display batches with a status of “In Progress”

### Submitted Batches

Check this box to display batches with a status of “Submitted”

### Approved Batches

Check this box to display batches with a status of “Approved”

### Rejected Batches

Check this box to display batches with a status of “Rejected”

### Pending Batches

Check this box to display batches with a status of “Pending”

### Error Batches

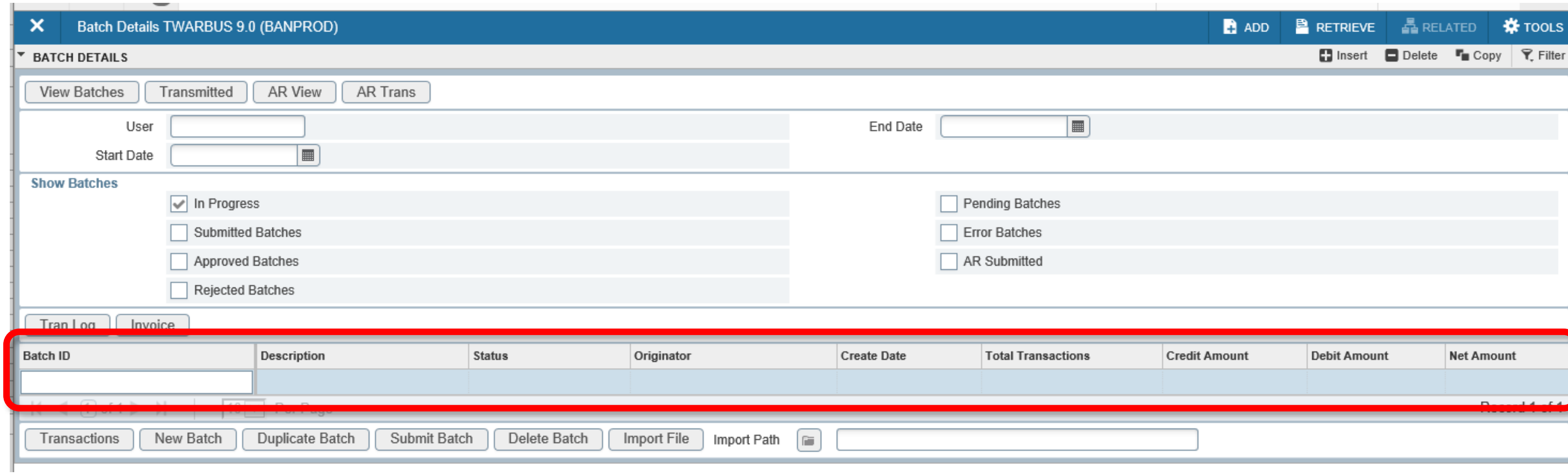
Check this box to display batches with a status of “Error”

### AR Submitted

This is for Accounts Receivable Operations staff only to view any batch that has been submitted

## Display Fields

These fields make up the bulk of the TWARBUS form and provide information about the types of batches that have been selected for display.




### Batch ID

This field contains the batch number. It is made up of your user ID, an 8 character date formatted yyyymmdd, and a four digit one-up number. The one-up number is re-set to 1 at the beginning of each day. If there are more than 20 batches to be displayed, the inner vertical scroll bar can be used to view those batches that do not fit on the screen.

### Description

When creating a batch, you can enter a description to help identify the types of transactions contained within the batch. If you entered a description when the batch was created, it will appear here.

### Status

This field gives you the current status of the batch. Possible status codes are:

- In Process – This batch has transactions in it, but it has not been completed and submitted to ARIES for processing. Transactions in these batches have no effect on customer account balances. Changes can be made to these batches at any time.
- Submitted – This batch has been completed and submitted for approval and/or processing. Transactions in these batches have no effect on customer account balances.
- Approved – This batch has been approved by the appropriate approving authority. Transactions in these batches have no effect on customer account balances. You cannot open a batch once it has been approved.

- Rejected – This batch has been reviewed by the signature authority and/or ARO and returned for corrections before it will be accepted for processing. You will receive an e-mail when an approving authority rejects your batch. Transactions in these batches have no effect on customer account balances.
- Transmitted – This batch has been loaded into the ARIES system and has updated customer account balances accordingly. You cannot open these batches, but they may be copied.

## Originator
This is the ARIES user ID of the person that created this batch.

## Create Date
This is the date this batch was created. This date will not change – even if subsequent transactions are added on later dates.

## Total Transactions
This is a count of the number of transactions contained in each batch.

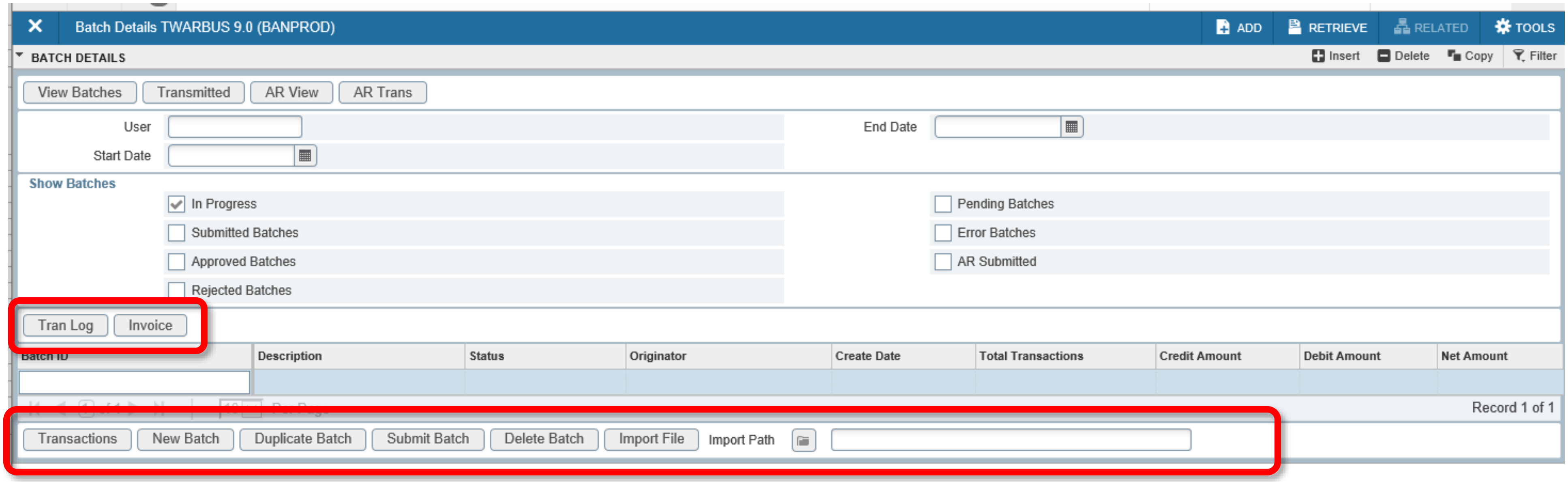
## Credit Amount
This is the total amount of transactions in each batch that will reduce customer balances (and reduce receivables).

## Debit Amount
This is the total amount of transactions in each batch that will increase customer balances (and increase receivables).

## Net Amount
This is the total of debit and credit transactions in each batch netted together.

## Action Buttons

Selection of one of these buttons allows you to perform one of the following functions:




### Transactions

Select this button to view or edit the transactions in the selected batch. Click Go and then click on the down arrow on the bottom left to see the transactions. Transactions in batches with a status of “In Progress,” “Submitted,” and “Rejected” may be viewed and edited. Transactions in batches with a status of “Transmitted” or “Approved” may not be opened.

### New Batch

Select this button to begin entering transactions in a new batch.

### Duplicate Batch

Selecting this button will create a new batch with the same transactions as are contained in the currently selected batch.

### Submit Batch

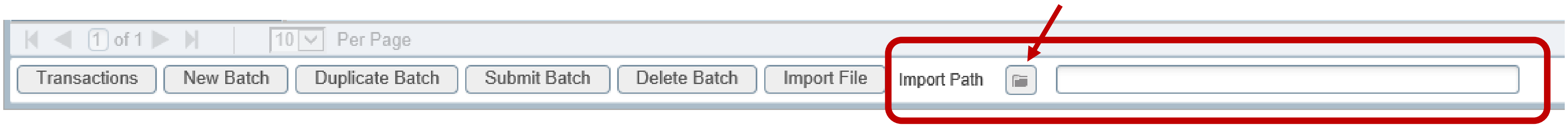
Selecting this button submits the batch which indicates you are done with the currently selected batch and it is ready for review and/or processing. The status of this batch will be changed to “Submitted”.

### Delete Batch

Select this button to delete the currently selected batch.

## Import File

Select this button to import transactions from a text file.  You must first import your file using the Import Path icon.




## Tran Log

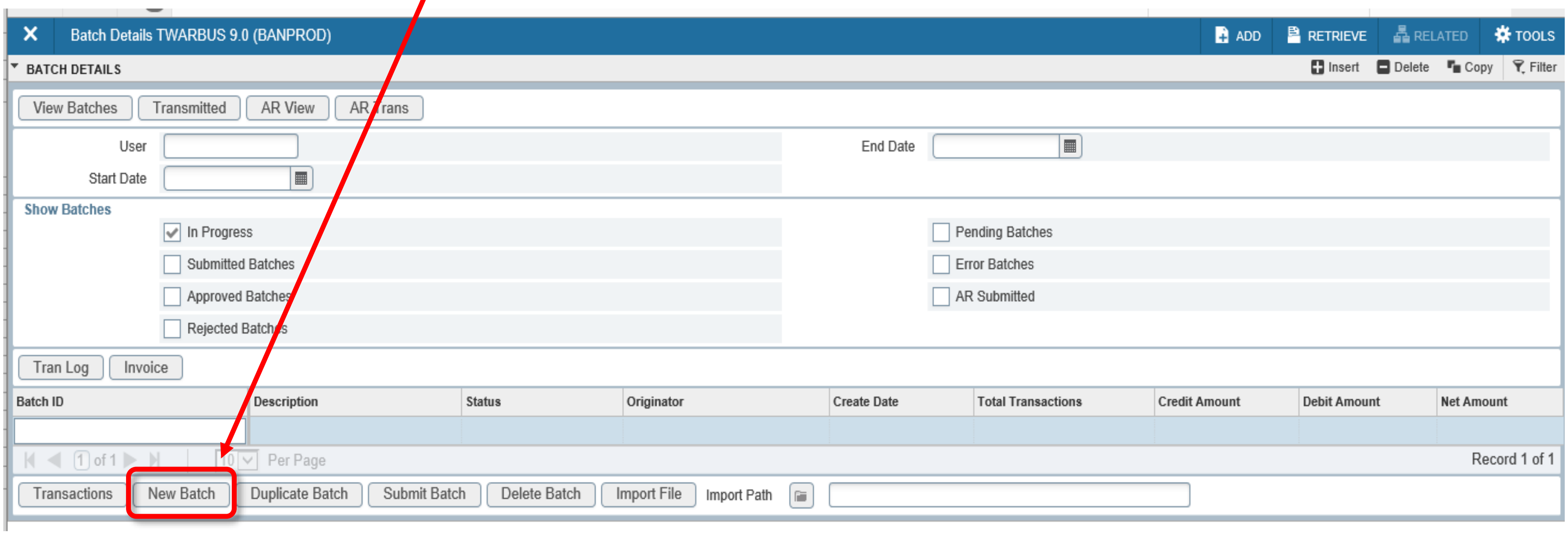
Select this button to print a report of the transactions in the selected batch.  The transaction log will be generated as an Adobe® Acrobat® .pdf document.

## Invoice

Select this button to print invoices for the selected batch.  Invoices will be generated as an Adobe® Acrobat® .pdf document.

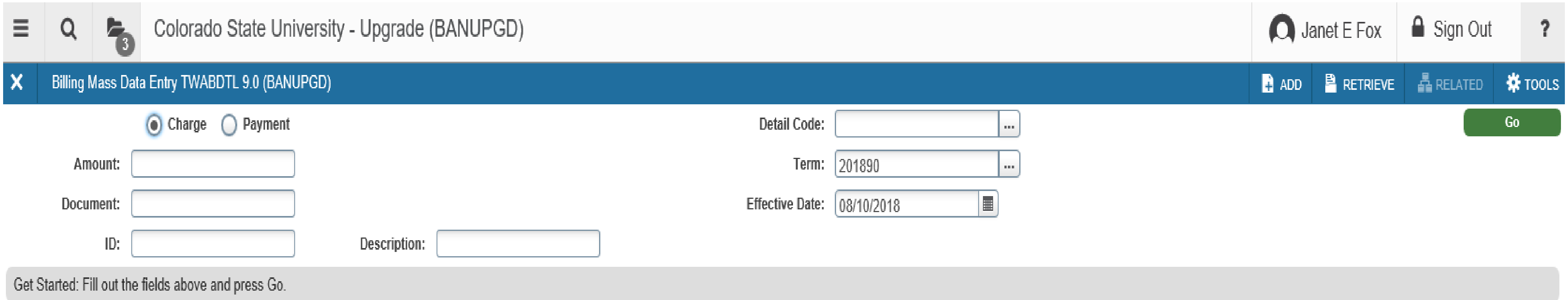
# Create a New Batch

To create a new batch, left click on the "New Batch" action button at the bottom of the TWARBUS form.




This will take you to the TWABDTL form where transactions can be entered.

## Main Key Block




This section reflects the default fields. If you are processing a lot of transactions using a majority of the same fields, you can enter the information in these fields so that you do not have to type them in each time.

### Charge / Payment Radial Buttons

Select whether the transactions in this batch will be charge or payment transactions.  All transactions in a batch must be of the same type.  Selecting one of the options is required.

### Detail Code

Enter a detail code here if you want all transactions entered to default to a specific code.  This field is optional.

### Amount

Enter a dollar amount here if you want all transactions entered to default to the same amount.  This field is optional.

### Term

Enter a term code here if you want all transactions entered to default to the same term.  This field will default to the current term code based on the system date.

### Document

Enter a document number here if you want all transactions to default to the same document.  This field is optional.

### Effective Date

Enter an effective date here if you want all transactions entered to default to the same effective date.  This field is optional and will default to the system date.  Transactions cannot have an effective date less than the system date.

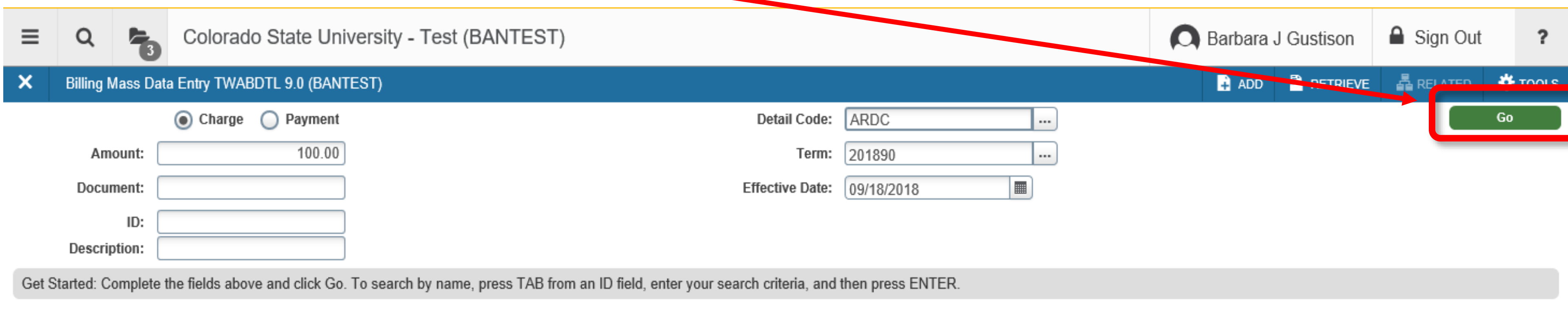
## ID

Enter a customer ID number here if you want all transactions entered to default to this customer.  This field is optional.

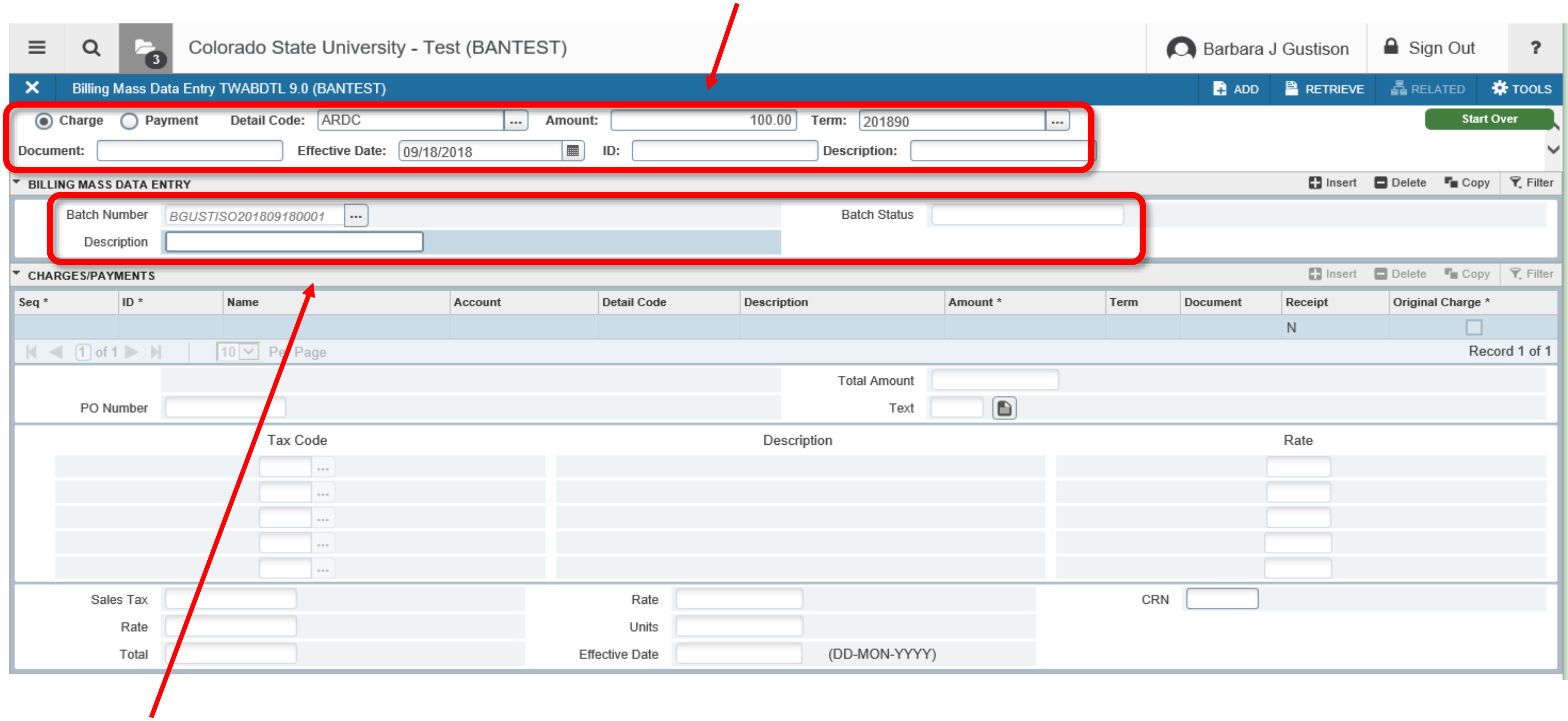
## Description

Enter a transaction description here if you want all transactions entered to default to the same description.  This field is optional.

**Click on the green link that says GO to get to the next page.**



If you entered any information in the Main Key Block default fields, they will show in the top section.



## Sub Key Block

### Batch Number

This field is automatically populated with the batch number identifying this set of transactions. The batch number is made up of:

- User ID
- Date the batch was created
- Four digit one-up number

## Description

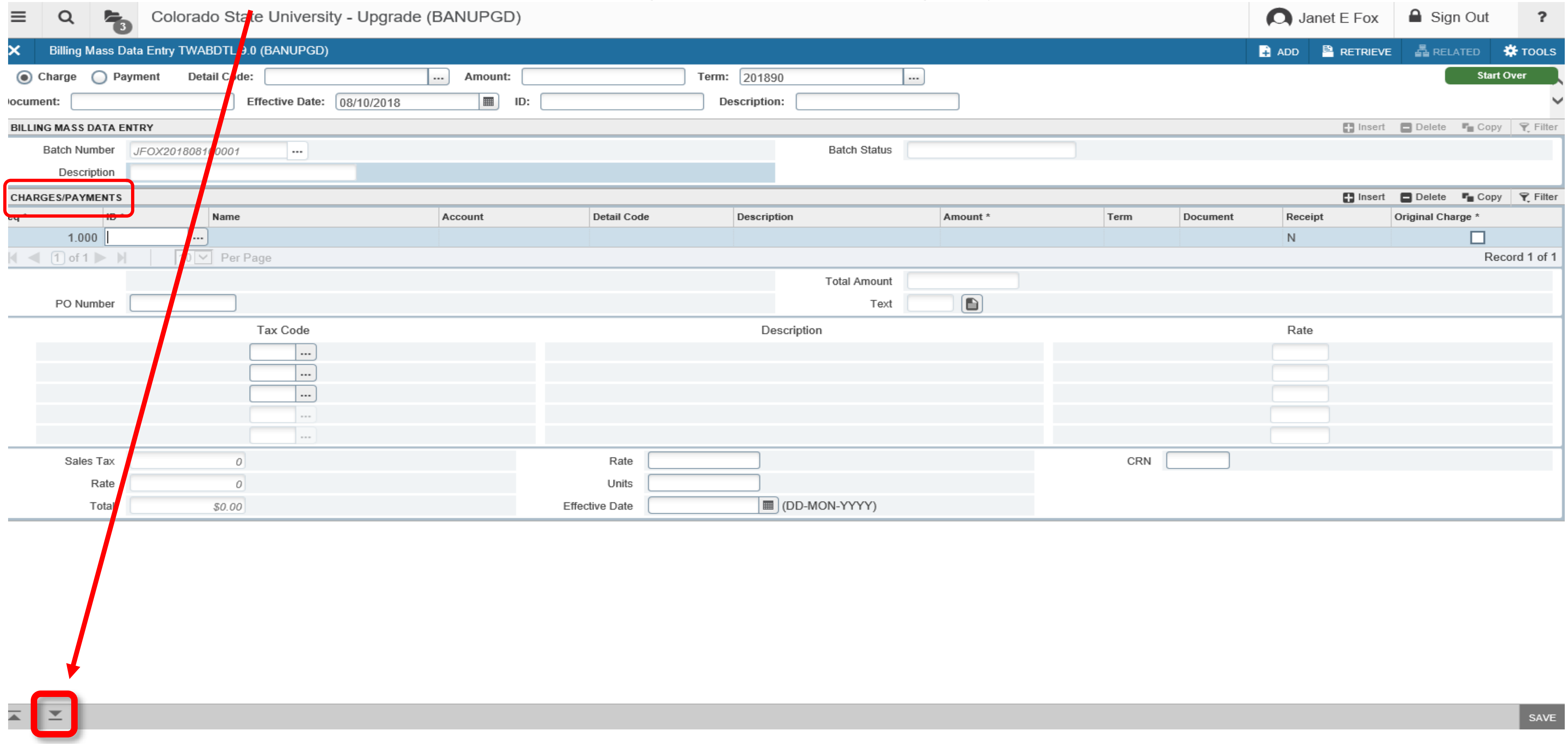
You may enter up to 60 characters to help identify the type of transactions contained in this batch.  This field is optional and disappears when the batch is transmitted.

## Batch Status

This field gives you the status of the batch.  This field will be blank for a new batch.  Possible status codes are:

- In Progress – This batch has transactions in it, but it has not been completed and submitted to ARIES for processing.  Transactions in these batches have no effect on customer account balances.  Changes can be made to these batches at any time.
- Submitted – This batch has been completed and submitted for approval and/or processing.  Transactions in these batches have no effect on customer account balances.
- Rejected – This batch has been reviewed by the approving authority and/or ARO and returned for corrections before it will be accepted for processing.  You will receive an e-mail when an approving authority rejects your batch.  Transactions in these batches have no effect on customer account balances.

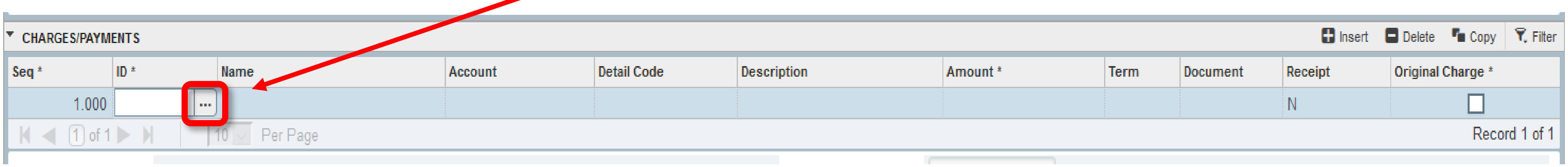
Click Next Section (down arrow on the bottom left of the form) to get to the next section, Charges/Payments Block.




## ID

Enter the customer's CSU ID number.

If you do not know the customer's CSU ID number, click the three dots to the right of the ID field to bring up the search screen (TWACUST). See "Searching for a Customer" below.



## Name

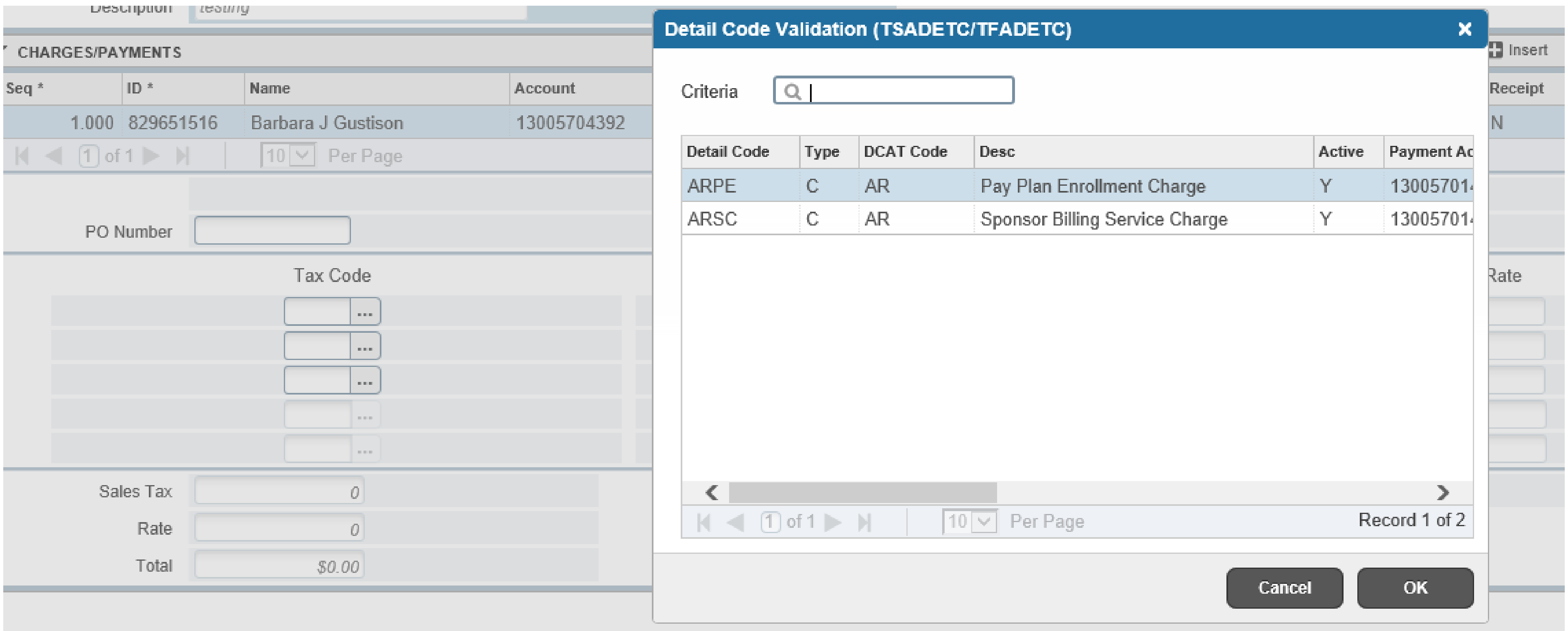
The customer's name will automatically be filled in once the ID field is completed and you hit TAB.

## Account

If you know the detail code, the account field does not need to be entered; it will automatically fill in when the detail code is selected from the drop down menu. Accounts Receivable Operations (ARO) recommends skipping the account field and tabbing to the detail code field. Each user will only see their approved detail codes. A detail code will need to be created prior to being able to enter a new charge or payment. If you need to create a new detail code, use the Detail Code Request Form located on the [Accounts Receivable website](). If you have questions, please contact ARO.

If you would like to enter the account numbers: for charge transactions, enter the KFS account number and object code that will record the revenue; for payment transactions, enter the KFS account number and object code that will record the expense. Please note, if using subaccounts and/or sub-object codes, these will also be entered here. You must use a valid and active KFS account number and object code.

It is possible that the account number entered will correspond to multiple detail codes. If this happens, when you tab over to the detail code field you will receive a pop up and be asked to select the appropriate detail code from a provided list.



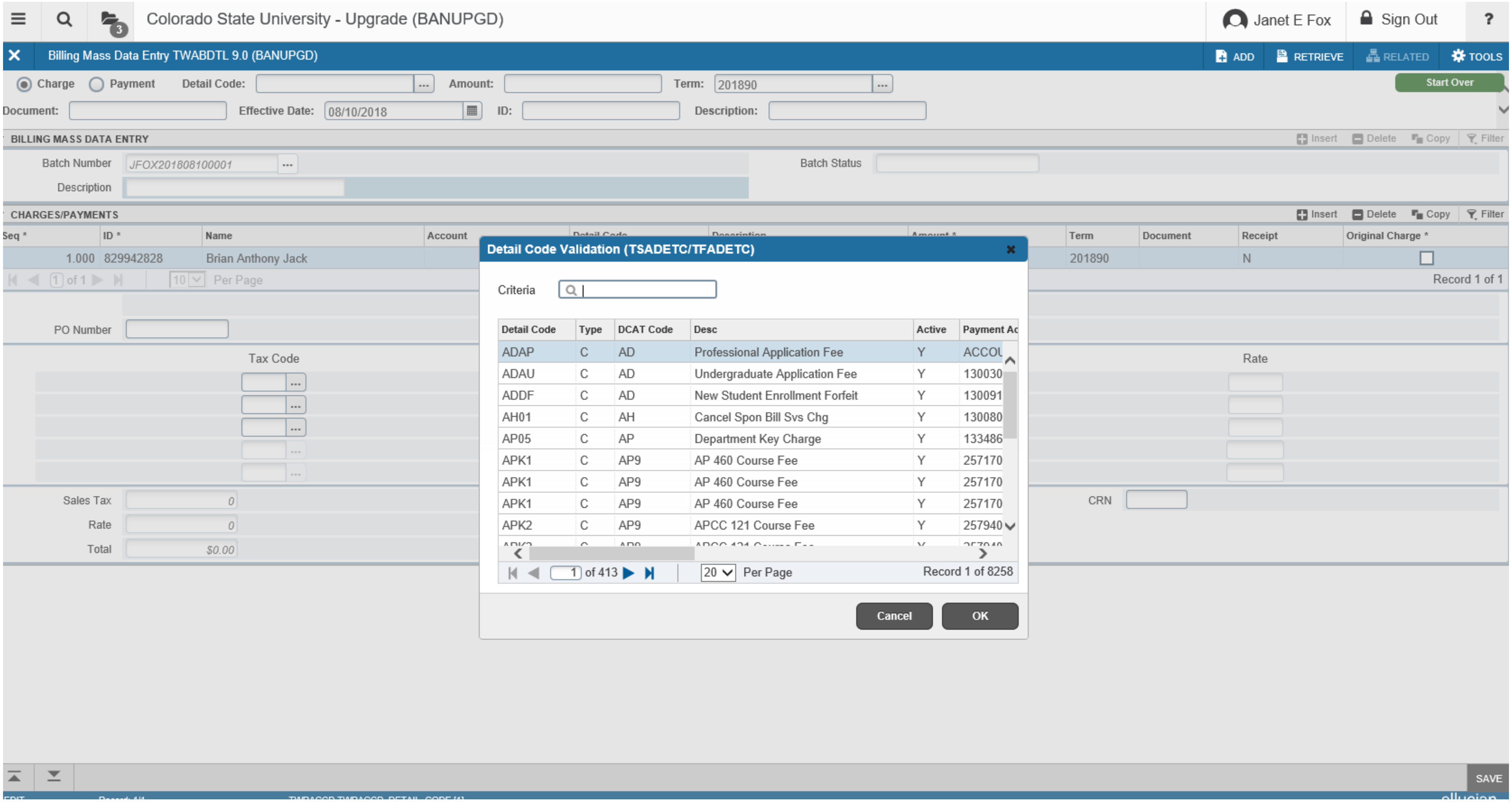
## Detail Code

Enter the ARIES detail code for the transaction. If you do not know the detail code, you can enter the KFS account number in the previous field, or you can click on the search function, which is the three dots to the right of the detail code field, to search for the appropriate code.

## Searching for a Detail Code

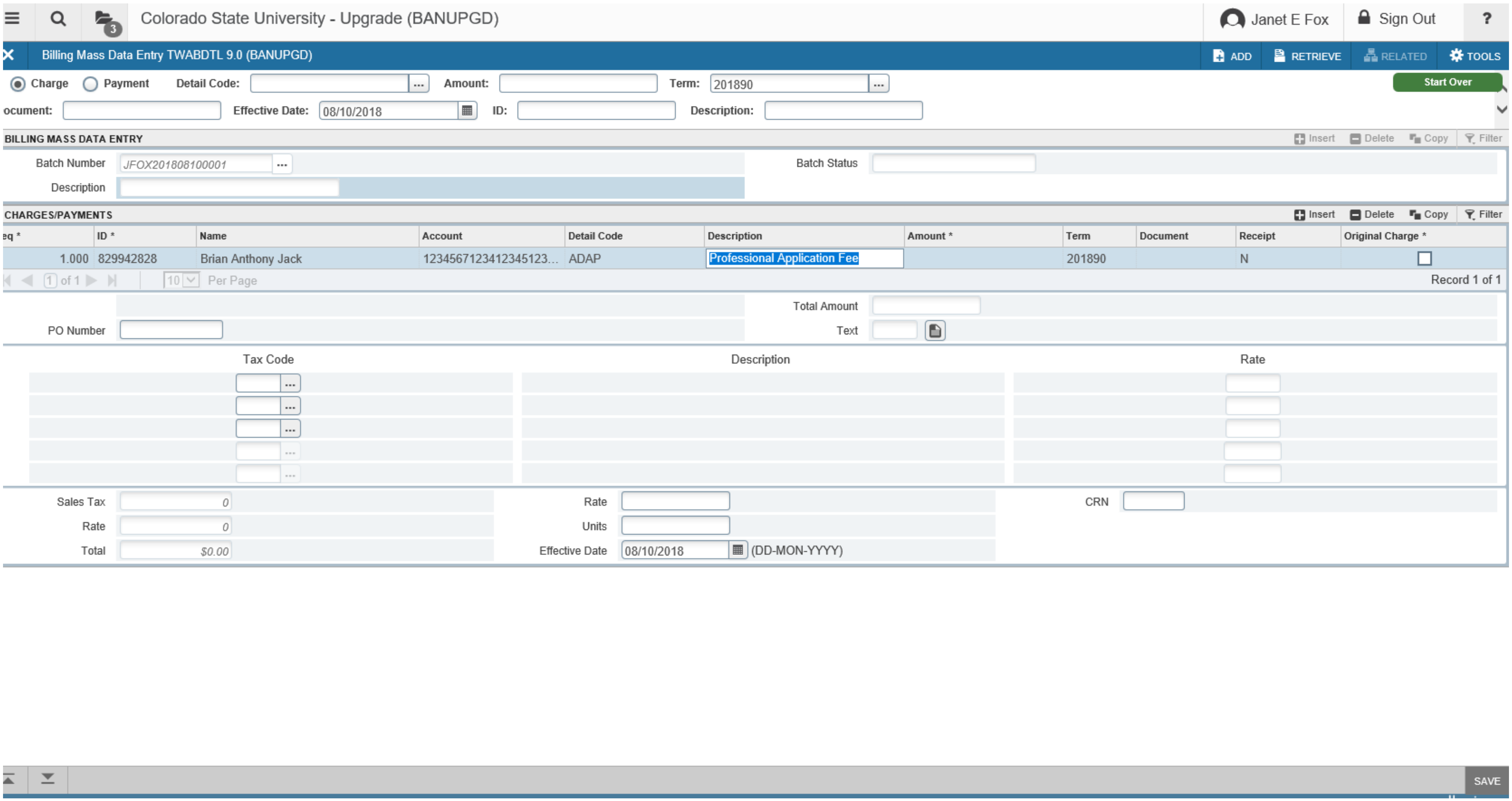
After clicking on the three dots to the right of the detail code field, a list of available detail codes will be displayed based on your assigned department. Various pieces of information about the detail codes are displayed to assist in selecting the appropriate code:

- Detail Code The four digit detail code
- Type C = Charge, P = Payment
- Category Code A three digit code used to identify the department the code belongs to
- Description The default description for the detail code
- Active Indicator Y = Detail code is active
- Account A The account that will be debited (if a positive transaction). The first 10 digits represents the KFS account and object code, the remaining text is a description of the account.
- Account B The account that will be credited (if a positive transaction). The first 10 digits represents the KFS account and object code, the remaining text is a description of the account.




- Use the Criteria search field at the top to narrow your search by entering what you know. For example, if you know your detail code begins with ARL, enter that in the search field.
- Use the page over arrows to scroll through the list of detail codes.
- Use the down arrow next to “Per Page” to change the number of detail codes that are displayed on the screen at one time.

Double click the appropriate detail code or select the appropriate detail code and select "OK" to return back to the TWABDTL form. Your detail code should now be displayed.




## Description

The description will default to the detail code description that was entered when the detail code was created. This may be overwritten by the user. Whatever text is entered here is what will appear on the customer's statement.

## Amount

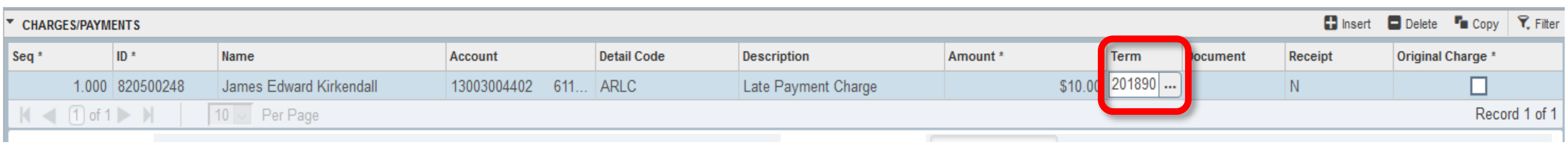
Enter the amount of the transaction. Negative values may be entered if you are trying to reverse a charge or payment. (Be sure that you are using the same detail code that was used when you initially posted the charge/payment.) This field may be left blank if you wish to enter a quantity of units and rate for each unit (see below).

## Term

Enter the term code that corresponds to the term the transaction is for. The term code is structured as follows:

- Positions 1-4 = the calendar year
- Position 5
    - 1 = Spring
    - 6 = Summer
    - 7 = Senior Vet Med
    - 9 = Fall
- Position 6 = 0 (zero)
- Example: Fall 2018 is Term 201890; Spring 2019 is Term 201910

This will automatically default to the current term. Click on the three dots to the right of the Term field to display a list of valid term codes.




## Document

Enter an alpha/numeric document number that identifies this transaction. This "number" will appear as the invoice number if you print an invoice for this transaction. This "number" will also appear on the customer's statement if this is a commercial transaction (the control code for the associated receivable account is 1415).

All transactions will be assigned a document number. If you do not have a designated document number, you can click on the three dots to the right of the Document field to have the system generate a document number for you, or you can leave the document number blank and the system will generate document numbers when you save the batch.

## Receipt

This field is not used. An "N" will automatically populate.

## Original Charge

This field is currently not used.

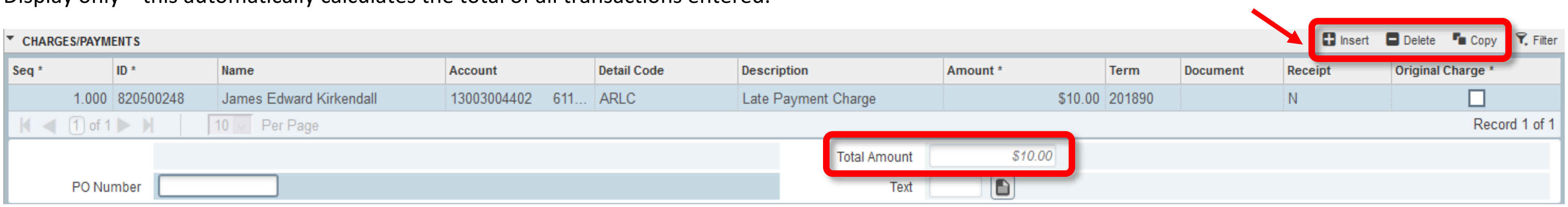
## PO Number

Enter the customer's Purchase Order Number.  This PO Number will print on the invoice.  This field is optional.

To enter another line item, use the down arrow on the keyboard, or us the Insert button located at the top of the section.  You can also use the Delete or Copy buttons to delete a line or copy the previous line.  If copying a line, the Seq number will need to be changed to the next number in sequence.

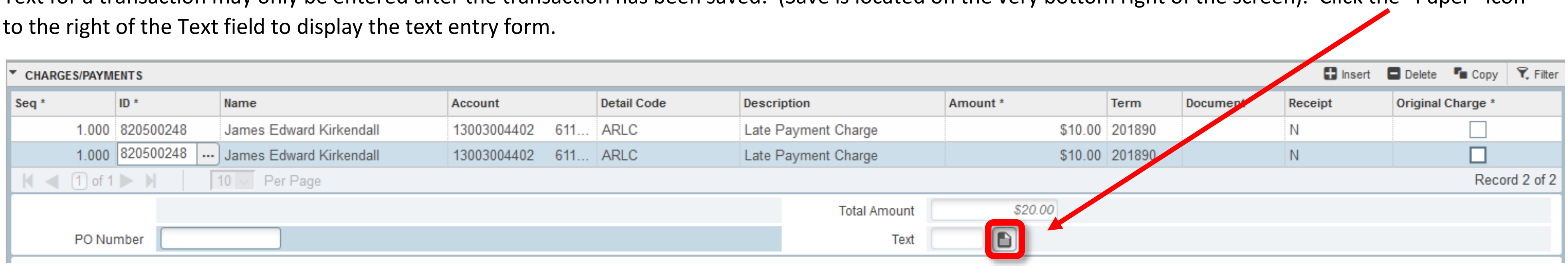
## Total Amount

Display only – this automatically calculates the total of all transactions entered.

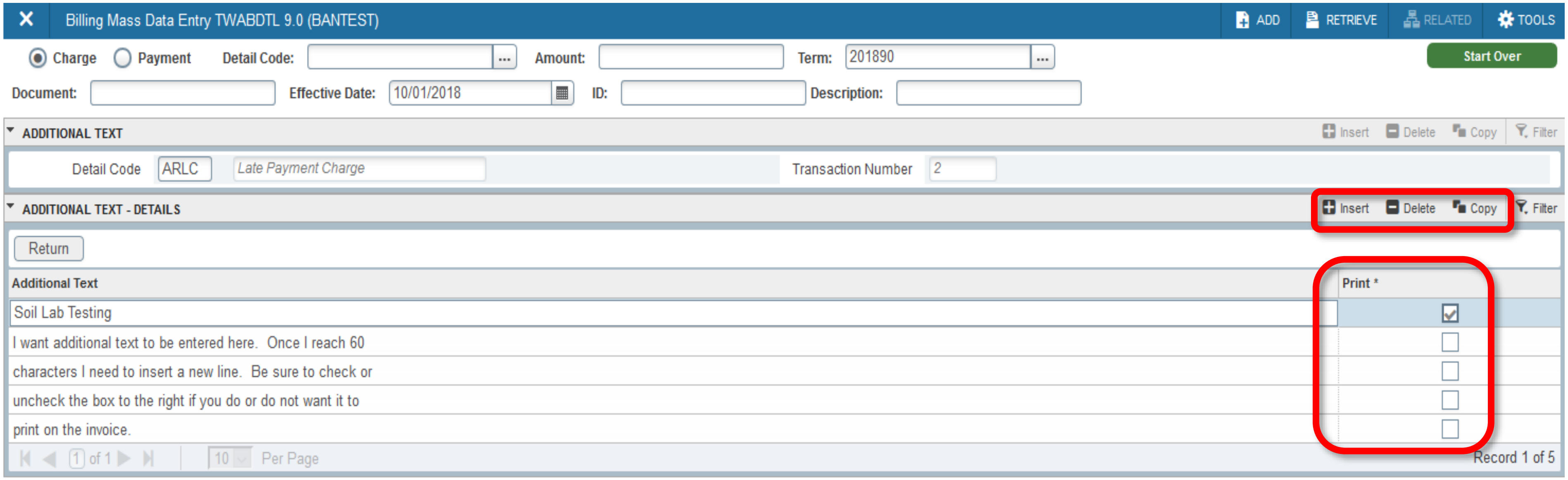



## Text

Text for a transaction may only be entered after the transaction has been saved.  (Save is located on the very bottom right of the screen).  Click the "Paper" icon to the right of the Text field to display the text entry form.



After clicking the Paper icon, the below screen will be displayed.

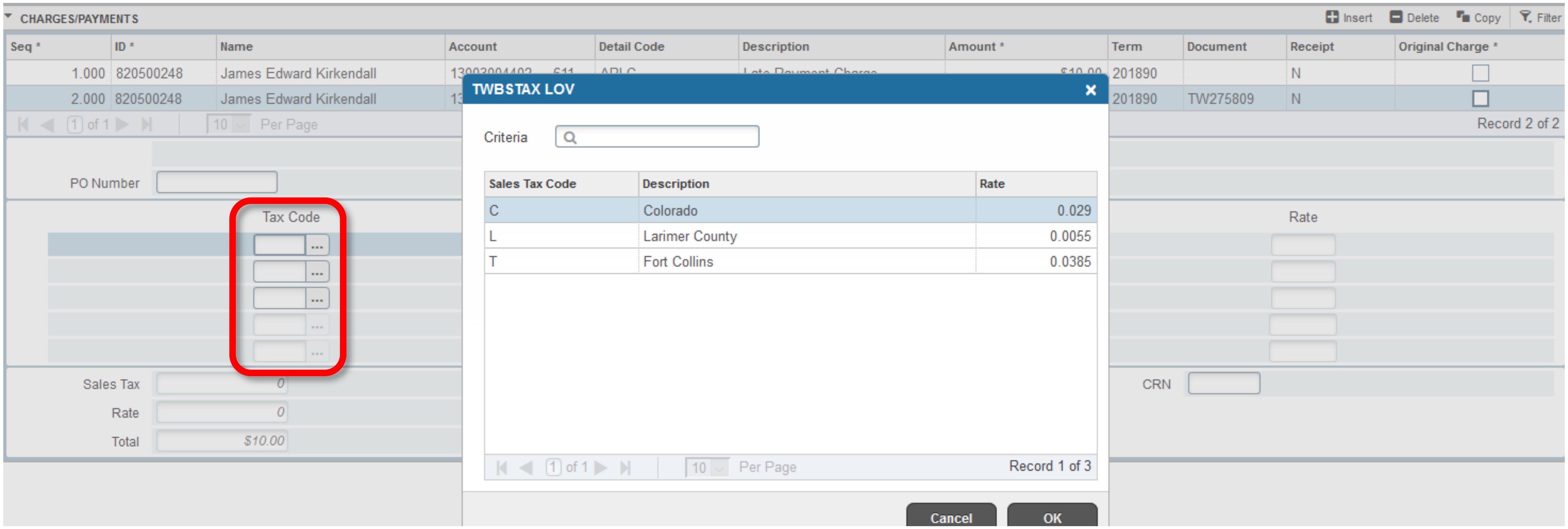



Enter up to 60 characters of text associated with this transaction. This form does not word-wrap – you will need to click the insert button to move to the next line once you reach 60 characters. If the print box next to the line is checked, the text will print on the invoice. If it is not checked, it will not print on the invoice. Click the “Return” button to save the text entry and return to the transaction entry from.

## Tax Code

Enter the code for the sales tax authority if this transaction is taxable. Up to 5 may be entered. Click on the three dots to the right of the Tax Code field to display the tax codes that are available. Current codes are:

- C – Colorado Sales Tax
- L – Larimer County Sales Tax
- F – Fort Collins Sales Tax

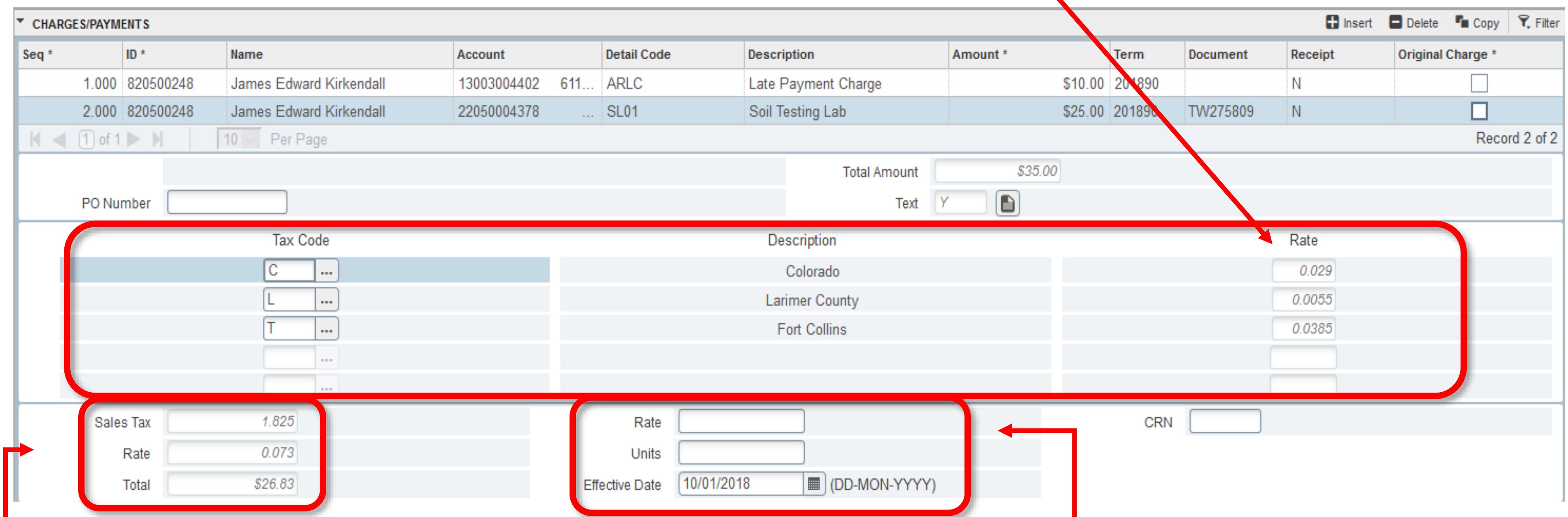



## Description

Will automatically fill in when the tax code is entered.

## Rate

The sales tax rate for the associated sales tax authority will be automatically display when the tax code is entered.




## Sales Tax

The total amount of sales tax for this transaction line is automatically calculated and displayed here.

## Rate

The total combined sales tax rate for this transaction is displayed.

## Total

The total of the transaction amount plus the associated sales tax is displayed.

## Rate

If desired, you may enter a per-unit rate.

## Units

The number of items purchased at the associated rate.  Completing these two fields (Rate and Units) will automatically calculate the Amount.

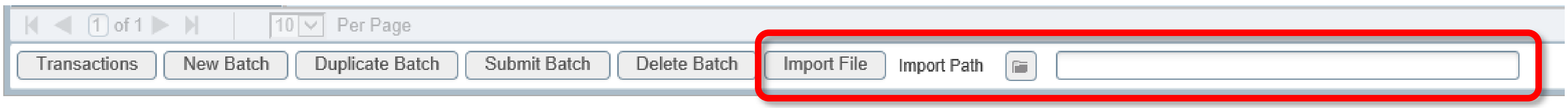
### Effective Date

Date this transaction is to become effective on the customer's account.  This is also the date the transaction becomes eligible to be fed to the General Ledger system.

To get to the next line item, you can use the down arrow on your keyboard or click Insert.

# Importing Transactions

Transactions can be loaded into a TWARBUS batch from a flat file by selecting "Import File".  This could be used to load transactions into Banner/ARIES from an external invoicing system or from a list of transactions maintained in a separate database.




## Import File Format

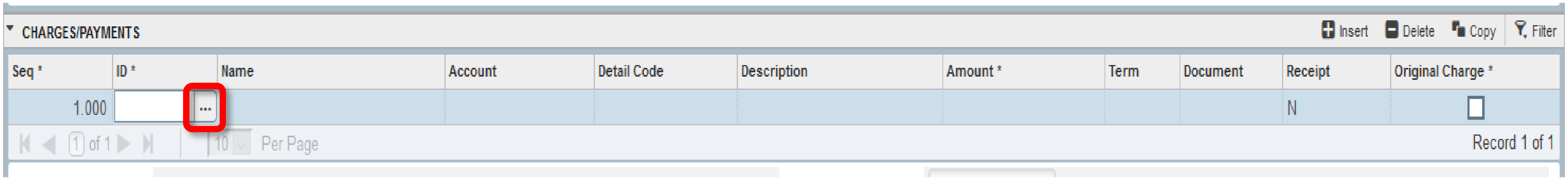
The file to be imported must be defined as follows. Fields highlighted yellow are required.  Leave blank spaces for positions you are not using.

| Field | Type | Length | Position | Required | Description |
|---|---|---|---|---|---|
| ID | Char | 9 | 1-9 | Yes | CSU ID Number |
| Term Code | Num | 6 | 10-15 | No | Term associated with this transaction. If left blank, a term will be calculated based on effective date. |
| Detail Code | Char | 4 | 16-19 | Yes | The detail code for this transaction. Either the detail code or the KFS account number/object code must be entered. |
| KFS Account Number/Object Code | Char | 10 | 20-29 | Not Used | NOT USED. Enter valid detail code to charge to the appropriate account number/object code. |
| Tran Type | Char | 1 | 30 | Yes | C = Charge, P = Payment |

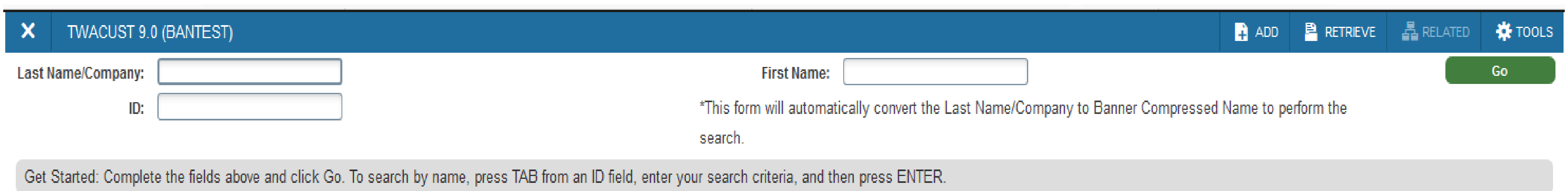
| Field | Type | Length | Position | Required | Description |
|---|---|---|---|---|---|
| Amount | Num | 12 | 32-42 | Yes | Zero fill to the left, include the decimal point. Negative values must have '-' sign in position 32. Positive charge increases the balance the customer owes, positive payment decreases the balance the customer owes. |
| Effective Date | Num | 8 | 43-50 | Not Used | NOT USED. Effective Date will always be date file was loaded. |
| Description | Char | 30 | 51-80 | No | Defaults to detail code's description if left blank. This description will appear on the customer's statement. |
| Document Number | Char | 8 | 81-88 | No | Appears on the statement if a commercial transaction. |
| Invoice Number | Char | 8 | 91-98 | No | If used, must be unique to the customer. |
| Receipt Number | Char | 6 | 99-104 | No | Not used. |
| Crossref ID | Char | 10 | 105-114 | No | Used for 3rd Party transactions. |
| Rate | Num | 12 | 135-146 | No | Rate per unit. |
| Units | Num | 12 | 147-158 | No | Number of units. |
| Tax Indicator | Alpha | 5 | 159-163 | No | Code for each tax authority applied to this transaction. C = Colorado, L = Larimer County, F = Fort Collins. |
| PO Number | Alpha | 20 | 164-183 | No | Purchase order number. |

# Searching for a Customer

When entering transactions (from the TWABDTL form), you can search for a customer if you do not know their CSU ID number. Click on the three dots to the right of the ID field.



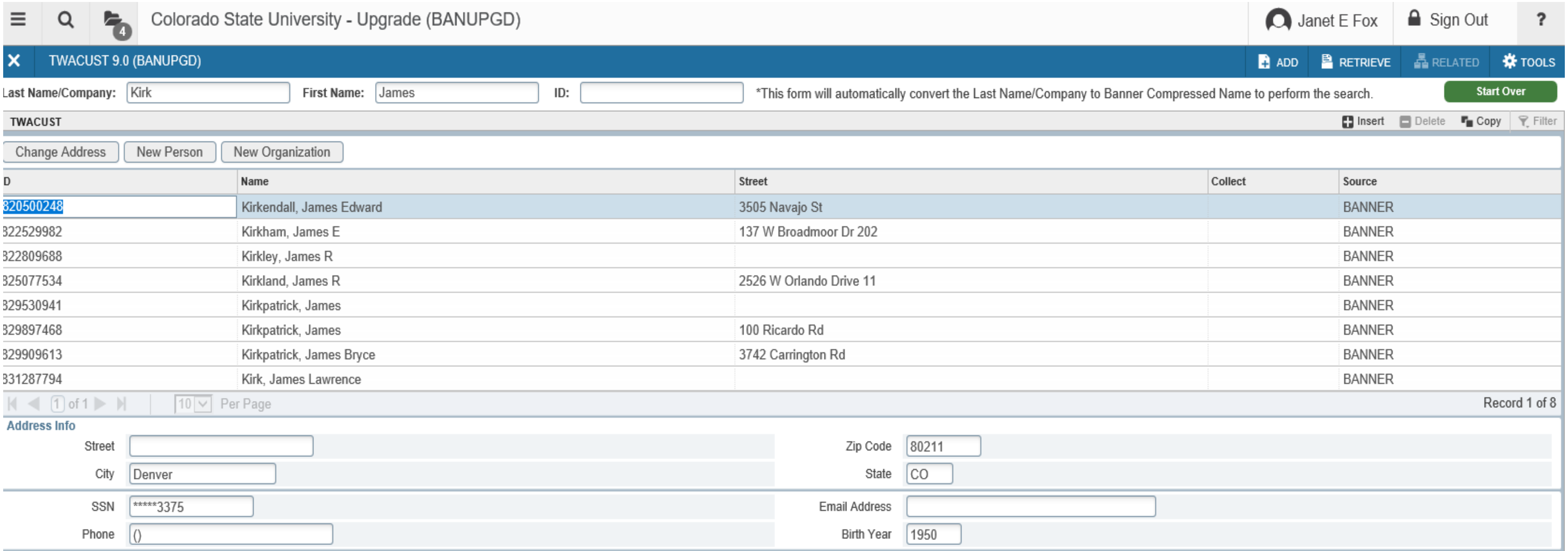

This will take you to the TWACUST form where you can search for a person or entity based on their name or a portion of their name.




- Company names will only appear in the “Last Name/Company” field.
- “First Name” is not used for entities.
- For persons, you may search on “Last Name/Company”, “First Name”, or a combination of the two.

To execute your search, enter the desired search criteria in “Last Name/Company” and/or “First Name”. If you only know a portion of the name, enter what you know and then click Go. This will bring up anyone that meets the criteria you have entered. You can then double click on the correct person to return their ID and go back to the TWABDTL form.

Wildcards may be used in your search criteria (“%” to represent any number of characters or “-“ to represent one character). Use of wildcards may significantly increase the amount of time it takes for a search to complete.




__Examples__:

- A search with “Kirk” in the Last Name/Company field will return all customers whose last name begins with “Kirk” such as Kirk, Kirkwood, Kirksey, Kirkpatrick, etc.
- A search with “Kirk” in the Last Name/Company field and “James” in the First Name field will return all customers whose last name begins with “Kirk” and whose first name begins with “James” such as Kirkendall, James; Kirkely, James; Kirk, James; Kirkland, Jameson; etc.
- A search with “_cott” in the “Last Name/Company” field and “M%” in the “First Name” field will return all customers whose last name begins with any character in the first position and “cott” after the first position and whose first name begins with the letter “M” – such as Scott, Montgomery; Scott, Michelle; Acott, Matt; etc.
- A search with “%Arizona%” in the “Last Name/Company” field will return all customers with “Arizona” in the company name such as “Arizona, University of”, “Arizona State University”, etc.

## Display Fields

The display fields will help you decide which of the returned customers is the particular customer you are searching for.  Information displayed includes:

### ID

This is the CSU ID number for the customer.

### Name

This is the customer's name.  Person names are displayed Last Name, First Name, Middle Name.  Non-persons are displayed as they appear on the customer's record.  If the name is too long to be displayed in the space allotted, you can left click on the name and use the arrow keys to scroll to view the hidden portion of the name.

### Street

This is the first line of the customer's street address.  If the street address is too long to be displayed in the space allotted, you can left click on the address and use the arrow keys to scroll to view the hidden portion of the address.

### Source

This is the system this record was found in.  "Banner" will be displayed if the customer record was found in the ARIES system.  "TWARBUS" will be displayed if the customer record was found in the TWARBUS temporary tables.

Additional information is displayed for the currently selected customer:

### Address Info

These fields include the 2nd line of the street address, the City, State, and Zip Code of the customer's address.

### SSN

This is the last four digits of the customer's Social Security Number (if a person), or the Tax Identification/EIN Number (if a company).

### Phone

This is the customer's telephone number.

### Email Address

This is the customer's e-mail address.

### Birth Date

This is the customer's date of birth.

## Action Buttons

If the desired customer is displayed, you may double-click on their ID to “pull” it back to the transaction form and continue entering transaction data.  If the customer has a new address, or this is a new customer, you can select one of the action buttons located at the bottom of the form.

### Change Address

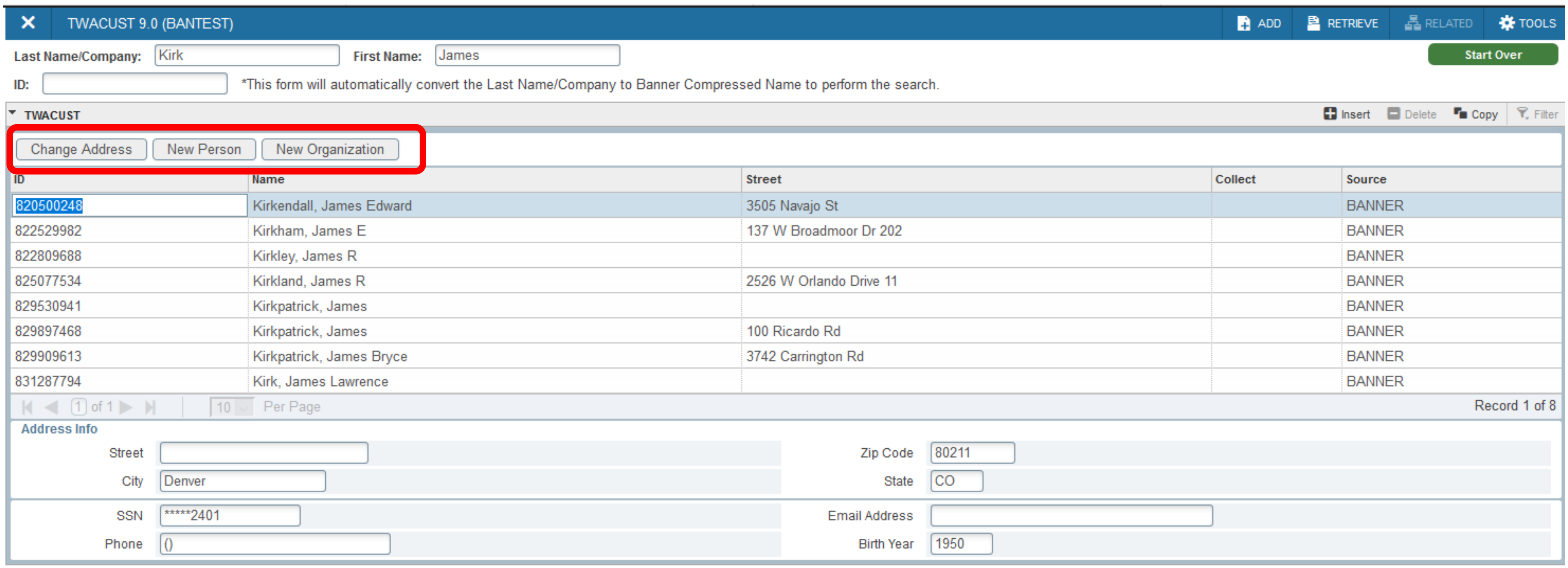
Select this action button to change the selected customer’s address or telephone number.  See “Change Address” below.

### New Person

Select this action button to create a new customer that is a person.  See “Create a New Person” below.

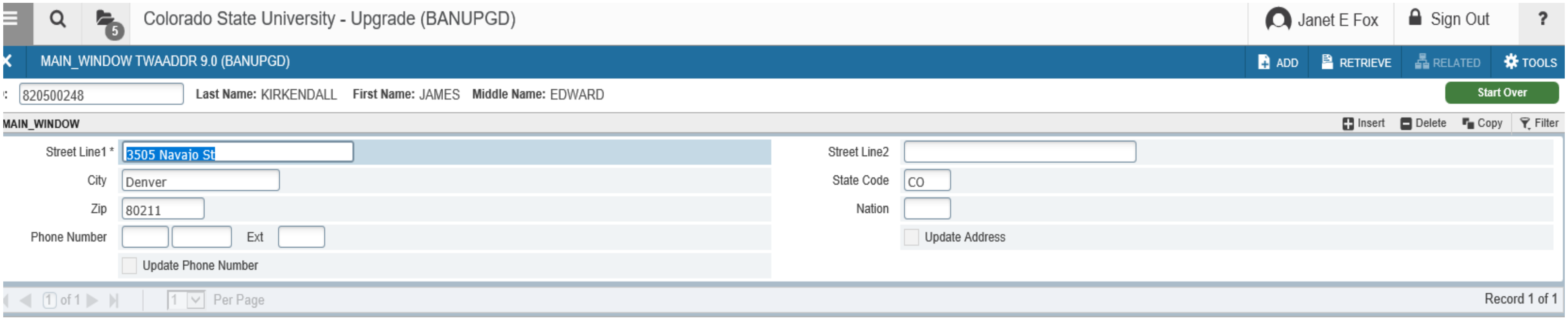
### New Organization

Select this action button to create a new customer that is a company.  See “Create a New Organization” below.



# Change Address

If the customer has moved, or there is an error in their address record, use the TWAADDR form to change their address. **Note:** *TWARBUS cannot be used to change student or employee addresses. Students will need to update their address in RAMweb and employees will need to contact their department HR Liaison.*




## Updateable Fields

### Street Line 1

Enter or change the first line of the customer's street address.

### Street Line 2

Enter or change the 2nd line of the customer's street address.

### City

Enter or change the customer's city.

### State Code

Enter or change the customer's state. This field is checked against a table of valid state codes. You can display the list of valid codes by pressing CTRL-L.

### Zip

Enter or change the customer's zip code.

### Nation

Enter or change the customer's nation code. This field is checked against a table of valid nation codes. You can display a list of the valid codes by pressing CTRL-L. Leave blank for United States addresses.

### Phone Number
Enter or change the customer’s telephone number (including area code).

### Ext
Enter or change the customer’s telephone extension if applicable.

## Display Only Fields

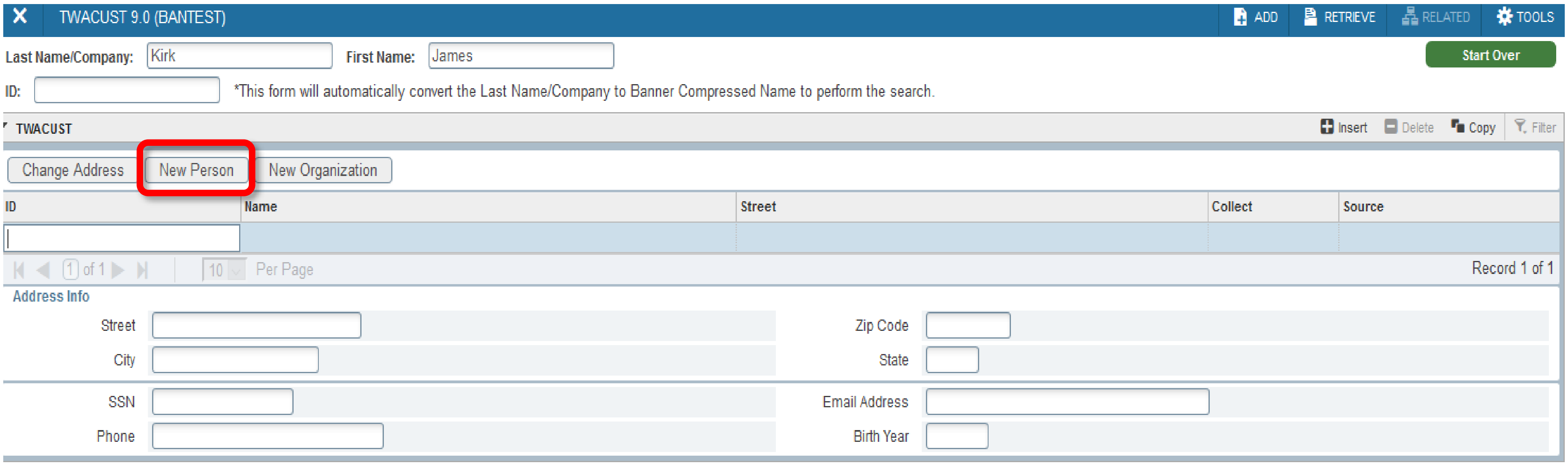
### Update Address
This box will be automatically checked if a change is made to the customer’s address information.

### Update Phone Number
This box will be automatically checked if a change is made to the customer’s telephone information.

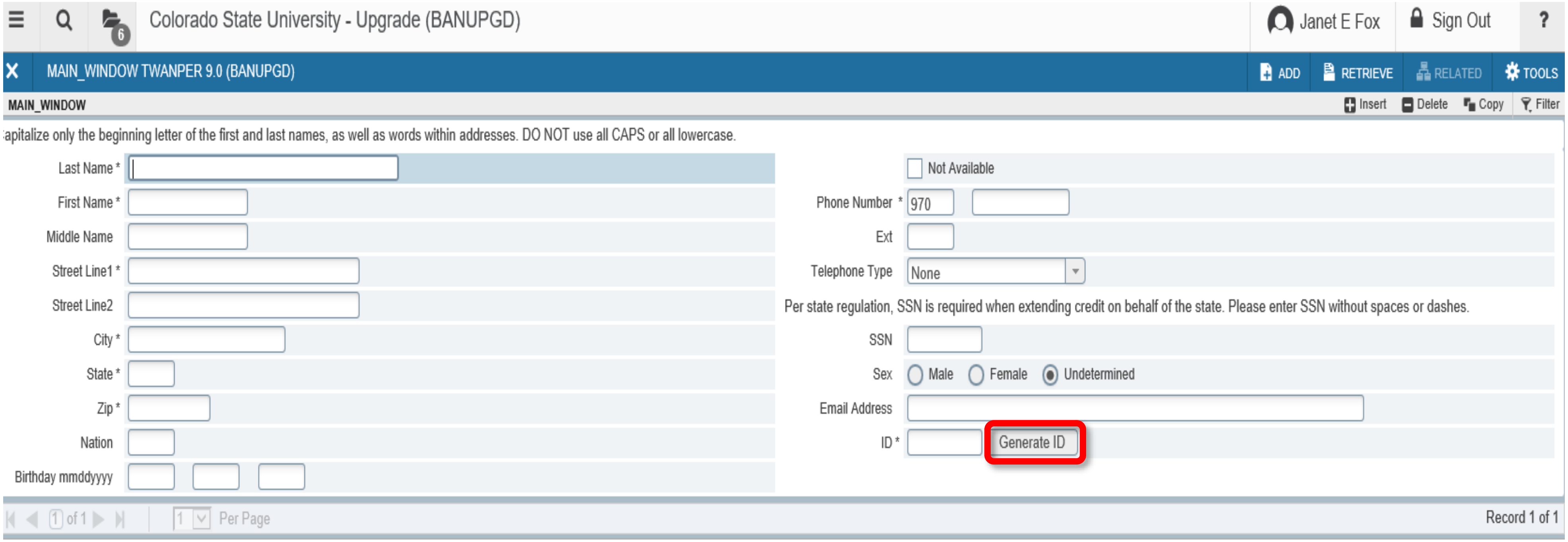
# Create a New Person

If this customer is a person and you cannot find an existing record for them, click the New Person button to open the TWANPER form to create a new person customer record.

**Note:** *These customer records are part of an integrated system and are shared by ARO, Admissions, the Registrar's Office, Financial Aid and others. Duplicate customer records are extremely difficult to resolve. Please make every effort to ensure your "new" customer does not already exist. If there is already a student record that exists, that should always be used.*



TWANPER:




## Fields

All fields with an * must be completed.

### Last Name

Required – Enter the customer's last name.

### First Name

Required – Enter the customer's first name.

### Middle Name

Enter the customer's middle name.

### Street Line 1

Required – Enter the first line of the customer's street address.

## Street Line 2

Enter the 2nd line of the customer’s street address.

## City

Required – Enter the customer’s city.

## State

Required – Enter the customer’s state. This field is checked against a table of valid state codes.  You can display the list of valid codes by pressing CTRL-L.

## Zip

Required – Enter the customer’s zip code.

## Nation

Enter the customer’s nation code.  This field is checked against a table of valid nation codes.  You can display a list of the valid codes by pressing CTRL-L.  Leave blank for United States addresses.

## Birthday

Enter the customer’s birth date in Month, Day, and four-digit Year format.  If the customer’s birth date is unknown, check the “Not Available” box.

## Phone Number

Required – Enter the customer’s telephone number, including are code.  The area code will default to “970”.

## Telephone Type

Use the drop-down arrow to select the type of telephone number entered.  Options are “Home Phone”, Work Phone”, and “Cell Phone”.

## SSN

Enter the customer’s social security number.  Although this field does not have an asterisk *, this field is required by ARO if you are extending credit (not collecting payment up front or at the time of service).

## Sex

Not required but highly desired.  Enter the customer’s gender.  If unknown, select “Undetermined”.

## Email Address

Enter the customer’s e-mail address.

## Action Button

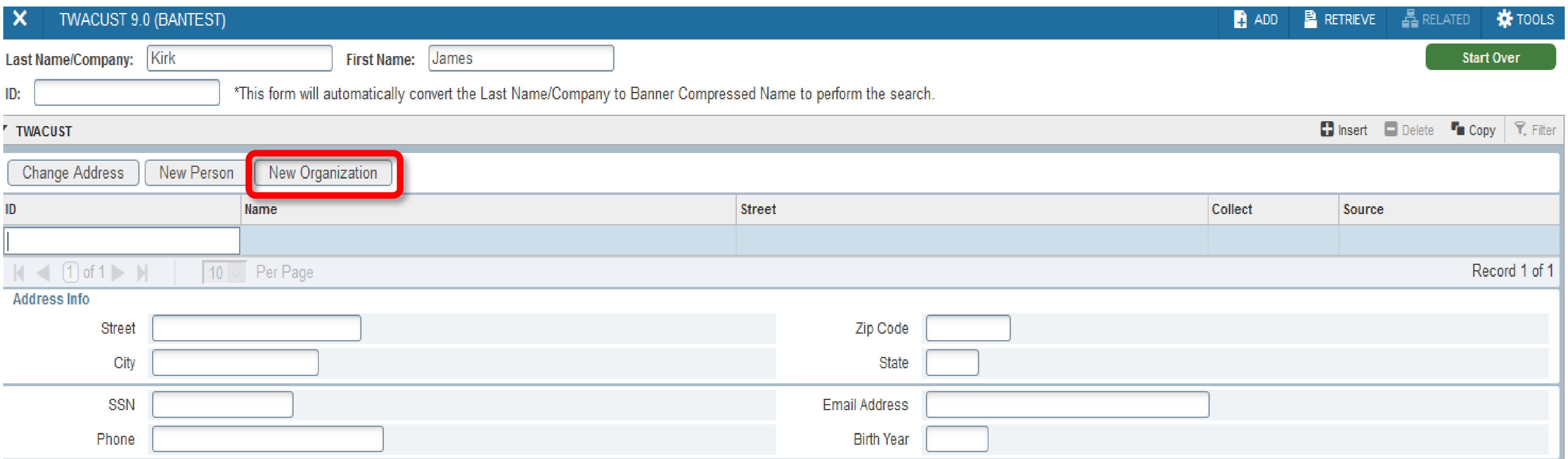
### Generate ID

Once all of the customer's information is entered, select the "Generate ID" button. The system will use the ARIES common matching algorithms to determine if the customer already exists. If a positive match is found, the existing ID number will be returned. If no match is found, an ID number will be created and the person's record will be immediately added to the ARIES database. If there is a possible match, a new ID number will be created and the customer's record will be held in TWARBUS until it has been manually reviewed by ARO.

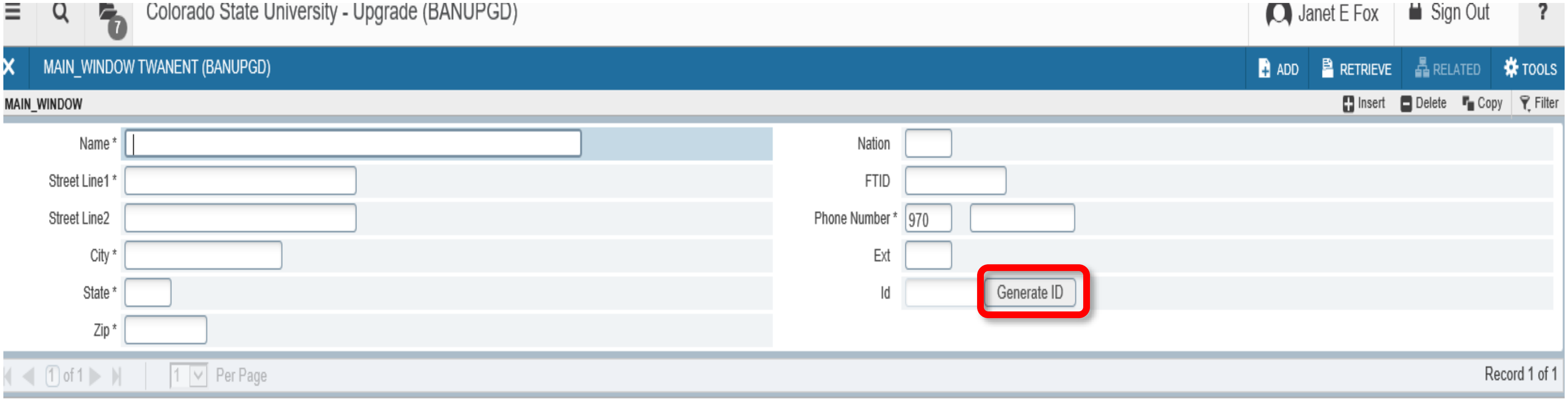
# Create a New Organization

If this customer is a company and you cannot find an existing record for them, click the New Organization button to open the TWANENT form to create a new entity customer record.

**Note:** *These customer records are part of an integrated system and are shared by ARO, Admissions, the Registrar's Office, Financial Aid and others. Duplicate customer records are extremely difficult to resolve. Please make every effort to ensure your "new" customer does not already exist.*



TWANENT:




## Fields

### Name

Required – Enter the customer's name.

### Street Line 1

Required – Enter the first line of the customer's street address.

### Street Line 2

Enter the 2nd line of the customer's street address.

### City

Required – Enter the customer's city.

### State

Required – Enter the customer's state. This field is checked against a table of valid state codes. You can display the list of valid codes by pressing CTRL-L.

### Zip

Required – Enter the customer's zip code.

### Nation

Enter the customer's nation code. This field is checked against a table of valid nation codes. You can display a list of the valid codes by pressing CTRL-L. Leave blank for United States addresses.

### FTID

Enter the customer's Federal Tax Identification number, EIN or social security number. Although this field does not have an asterisk *, this field is required by ARO if you are extending credit (not collecting payment up front or at the time of service).

### Phone Number

Required – Enter the customer's telephone number, including are code. The area code will default to "970".

## Action Button

### Generate ID

Once all of the customer's information is entered, select the "Generate ID" button. A new ID number will be created and the customer's record will be held in TWARBUS until it has been manually reviewed by ARO.

# Transaction Approval Process

## Payment Transactions

In general, payment transactions are not allowed in TWARBUS – they must be submitted to ARO for processing. In the few instances where entry of payment transactions has been authorized, they must be approved by the responsible signature authority.

The department authorized to enter payment transactions must provide ARO with the information of the person responsible for the account and the payment transactions. Payment transactions will not be processed by ARIES until they have been thoroughly reviewed and then approved by the responsible person.

## Approval Form

The form used by the responsible person to approve payment transactions is TWAAPPR.

## Display Fields

The top half of the TWAAPPR form lists all of the batches awaiting approval of the fund responsible person.

<u>User ID</u> - This is the ID of the ARIES user who created the payment batch.

<u>User Name</u> - This is the name of the user who created the payment batch.

<u>Batch Number</u> - This is the ID of the batch containing payment transactions.

<u>Create Date</u> - This is the date the batch was created.

<u>Total Amount</u> - This is the total amount of the transactions in the batch.

Status - This is the status of the batch.  If the batch is waiting for approval, it will display “PMT-PENDING”; if the batch has been approved, it will display “PMT-APPROVED” and the transaction will appear on the form twice.

The bottom half of the TWAAPPR form lists all of the transactions in the selected batch.

Term Code - This is the term the transaction applies to.

Detail Code - This is the detail code of the transaction.

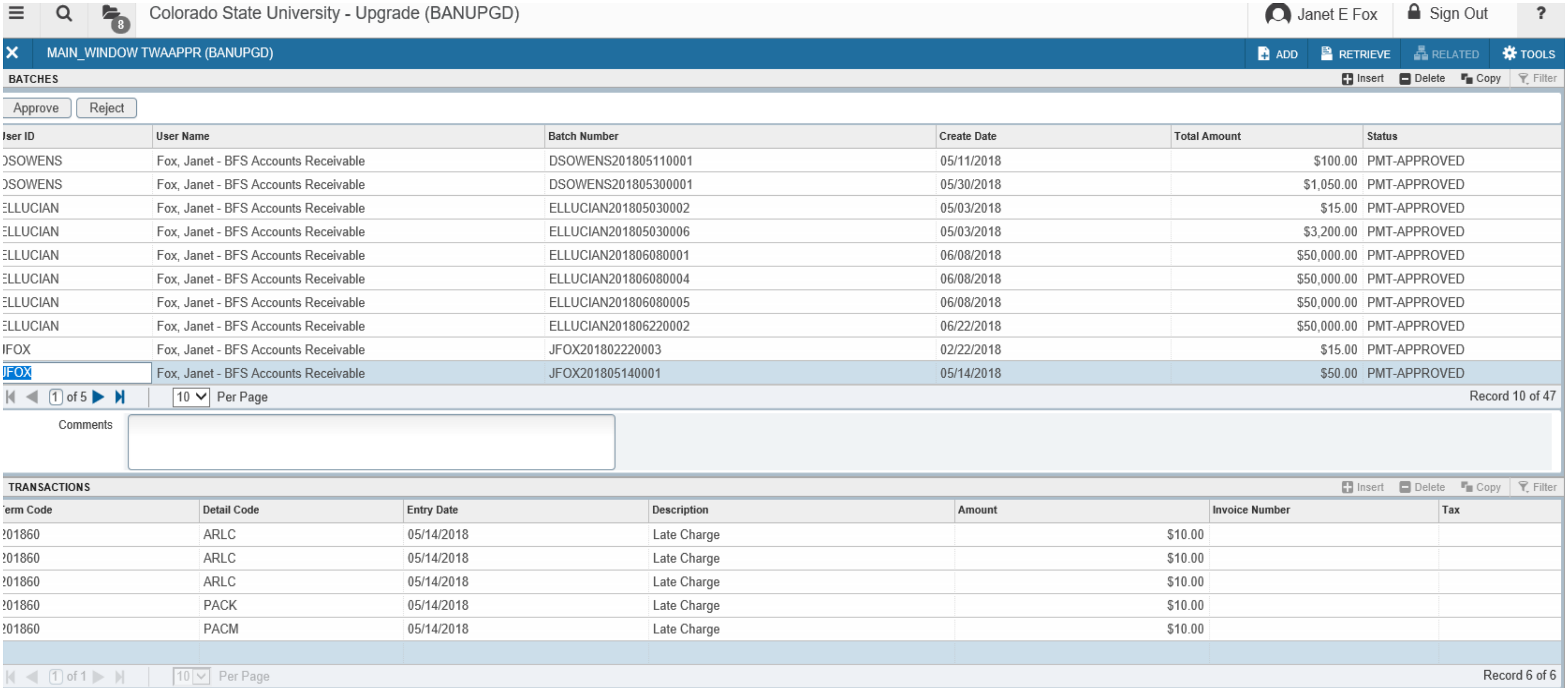
Entry Date - This is the date the transaction was entered.

Description - This is the description for the transaction that will appear on the statement.

Amount - This is the amount of the transaction.

Invoice Number - This is the document number identifying the transaction.

Tax - This is the amount of sales tax associated with the transaction.



Colorado State University - Upgrade (BANUPGD)　Janet E Fox　Sign Out

MAIN_WINDOW TWAAPPR (BANUPGD)　ADD　RETRIEVE　RELATED　TOOLS

BATCHES　Insert　Delete　Copy　Filter

Approve　Reject

| ser ID | User Name | Batch Number | Create Date | Total Amount | Status |
|---|---|---|---|---|---|
| SOWENS | Fox, Janet - BFS Accounts Receivable | DSOWENS201805110001 | 05/11/2018 | $100.00 | PMT-APPROVED |
| SOWENS | Fox, Janet - BFS Accounts Receivable | DSOWENS201805300001 | 05/30/2018 | $1,050.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201805030002 | 05/03/2018 | $15.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201805030006 | 05/03/2018 | $3,200.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201806080001 | 06/08/2018 | $50,000.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201806080004 | 06/08/2018 | $50,000.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201806080005 | 06/08/2018 | $50,000.00 | PMT-APPROVED |
| LLUCIAN | Fox, Janet - BFS Accounts Receivable | ELLUCIAN201806220002 | 06/22/2018 | $50,000.00 | PMT-APPROVED |
| FOX | Fox, Janet - BFS Accounts Receivable | JFOX201802220003 | 02/22/2018 | $15.00 | PMT-APPROVED |
| FOX | Fox, Janet - BFS Accounts Receivable | JFOX201805140001 | 05/14/2018 | $50.00 | PMT-APPROVED |

1 of 5　10 Per Page　Record 10 of 47

Comments

TRANSACTIONS　Insert　Delete　Copy　Filter

| erm Code | Detail Code | Entry Date | Description | Amount | Invoice Number | Tax |
|---|---|---|---|---|---|---|
| 01860 | ARLC | 05/14/2018 | Late Charge | $10.00 | | |
| 01860 | ARLC | 05/14/2018 | Late Charge | $10.00 | | |
| 01860 | ARLC | 05/14/2018 | Late Charge | $10.00 | | |
| 01860 | PACK | 05/14/2018 | Late Charge | $10.00 | | |
| 01860 | PACM | 05/14/2018 | Late Charge | $10.00 | | |

1 of 1　10 Per Page　Record 6 of 6

## Updateable Field

Comments - The approver can enter comments related to the selected batch. Use CTRL-E to open a text editor if desired. These comments will be e-mailed to the person who created the batch if the approver rejects the batch.

## Action Buttons

Approve - Select the “Approve” button to allow the selected batch to be processed by ARIES. A batch cannot be changed once it has been approved.

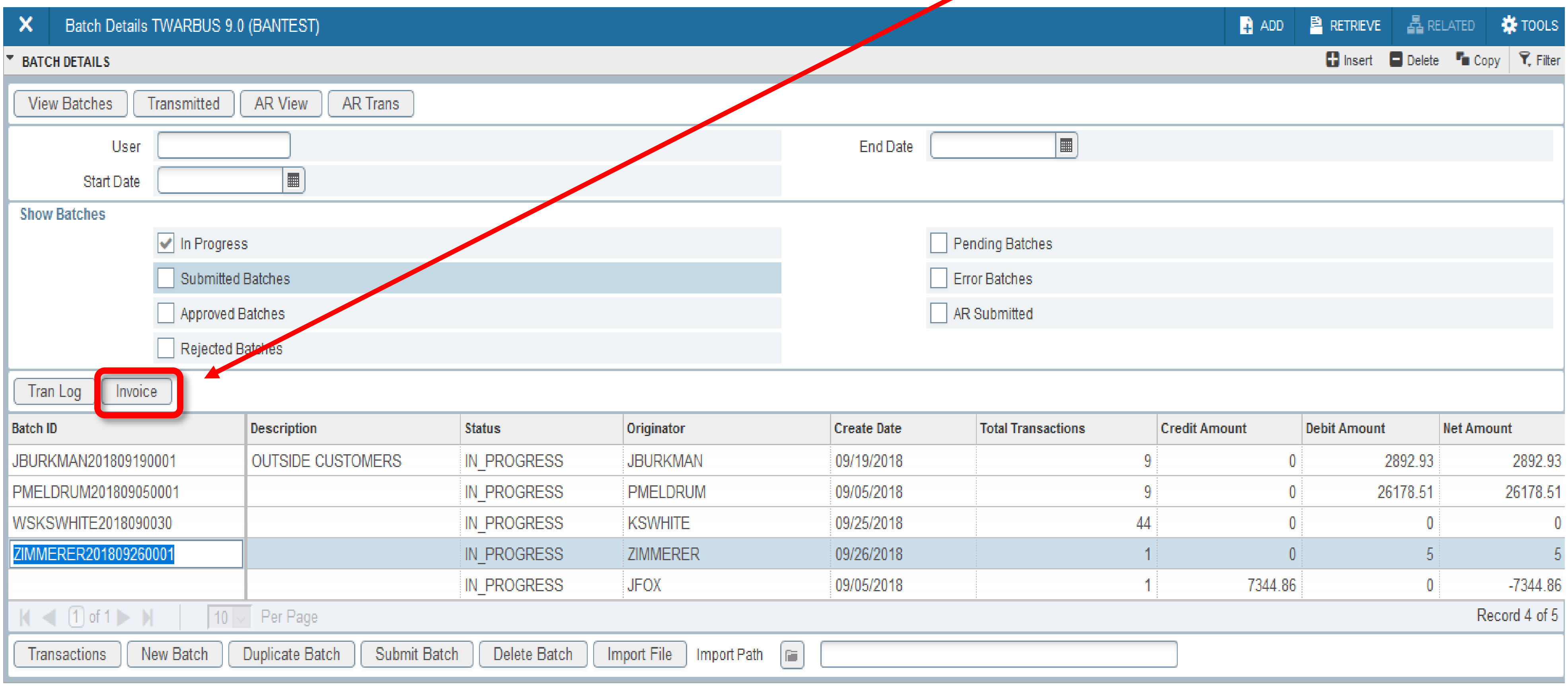
Reject - Select the “Reject” button to prevent the batch from being processed and return it to the creator for correction.

## Invoices > $50,000

Transactions to the same customer within a batch totaling $50,000 or more must be approved by ARO before it will be processed by ARIES. If you enter a large dollar invoice, be prepared to provide additional information to ARO for review and approval.

## Invoices

To generate an invoice, from the main TWARBUS form select the desired batch and then left click on the "Invoice" button.




A new web browse tab will open with your invoices in Adobe® Acrobat®. From here, you can select invoices to print or save them to a file. See your department network support personnel if you need instructions on how to use Adobe® Acrobat®.

# Invoice

| | |
|---|---|
| Invoice Date: | 08/10/2018 |
| Invoice Number: | TW266551 |

COLORADO STATE UNIVERSITY

Fort Collins, CO 80523
Federal ID NO: 84-6000-545

| | |
|---|---|
| CSU Contact: | Janet Fox |
| Phone Number: | (970) 491-6663 |

SOLD TO

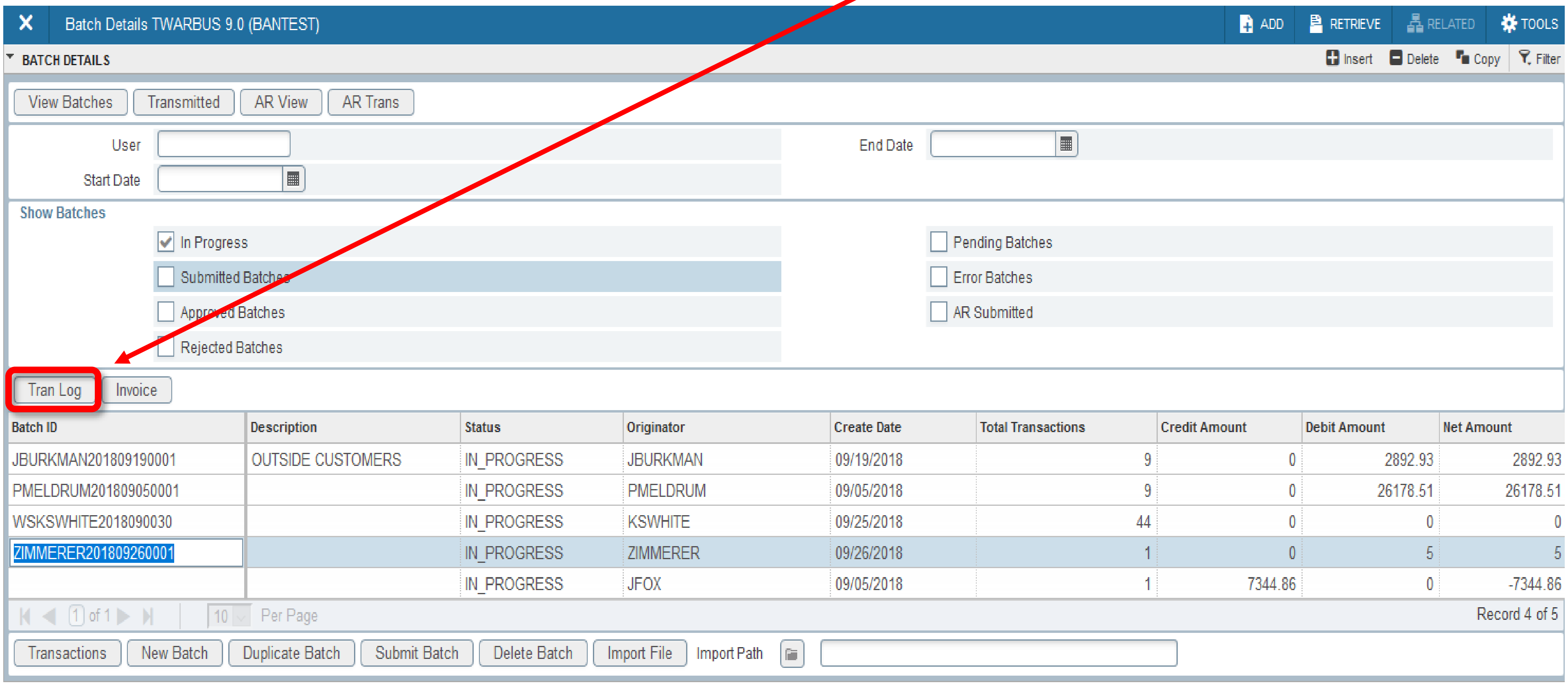
Brian Anthony Jack
6384 S Monaco Ct
Centennial, CO 80111-4658

| | |
|---|---|
| Customer Number: | 829942828 |
| PO Number: | |

| Date | Description | Qty | Amount | Extension |
|---|---|---|---|---|
| 08/10/2018 | Professional Application Fee<br>Soils Lab Test invoice | | | 10.00 |

# Transaction (Tran) Log

To print a report of the transactions in a batch, select the desired batch and then click on the "Tran Log" button. (The Tran Log can be printed and provided with the backup documentation to the responsible person for approval of the batch.)




A new web browser tab will open with the batch transaction log in Adobe® Acrobat®. From here, you can select pages to print or save the report to a file. See your department network support personnel if you need instructions on how to use Adobe® Acrobat®.

Rept: TWJTLOG
Vers: 08.07.18

COLORADO STATE UNIVERSITY
TWARBUS BATCH UPDATE SYSTEM
Batch Transaction Log in Entry Order

Date: 08/10/2018
Time: 12:46 PM
Page: 1 of 1

Final Batch Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Batch ID: | JFOX201808100001 | Date transmitted to | 08/10/2018 | Date Created: | 08/10/2018 | Originator: | JFOX |
| Credit: | $0.00 | Debit: | $10.00 | Net: | $10.00 | Count: | 1 |

| Customer Name | ID | Invoice Number | CRN | Sequence | Description | Detail Code | Acct Number | Eff. Date | Amount | Term |
|---|---|---|---|---|---|---|---|---|---|---|
| Jack, Brian | 829942828 | TW266551 | | 1.000 | Professional | ADAP | 1234567123412345123 | 08/10/2018 | 10.00 | 201890 |

*** END OF REPORT ***

| Approval Signature | Approver's Printed Name | Date |
|---|---|---|
| | | |
| | | |
| | | |