







Service Indicators

Introduction:

Service indicators are used to provide or limit access to services. Service indicators have one or more impact values that identify the types of services that are provided or restricted.


Examples of negative service indicators include: do not accept personal checks, at collection agency or past due account balance. Positive service indicators might include: no finance charges, no late fees or a payment arrangement.

When a service indicator is assigned to a student, the corresponding negative  or positive  service indicator icon appears on most pages about that student. One icon can represent one or several service indicators. Click the icon to navigate to the details page on which you can determine how many and which restrictions apply.

The Service Indicator icon  or  appears on a page when a service indicator is assigned to and currently effective for a student. A student can have either a positive service indicator, negative service indicator or both.


The student in the following illustrations has one negative service indicator.

Customer Accounts

Business Unit: STLOU
 John Smith ID: 12345678 
 Total: 3,019.30 Anticipated Aid: 0.00

Account Type	Account Number	Balance	Open Date	Status
SAR	SAR001 - 2007 Fall Semester	3,019.30 USD	10/26/2007	Active

Go to: [Detail Trans](#) [Item Summary](#) [Items by Term](#) [Items by Date](#) [Due Charges](#) [Payment Plans](#)

By clicking on the service indicator icon  you will be taken to the screen below where you can see what type of service indicator it is.

Negative Service Indicators

DateTime:	01/03/2008 10:27:44AM	Institution:	Univ of Missouri - St. Louis
Active Date:	01/03/2008	Department:	
Service Indicator:	C44 Do Not Accept Personal Checks	Reason:	No Personal Checks Accepted

[Return](#)

Click on the [Detail](#) link for access to more information. (See screenshot at top of next page.)

Notes



Adding Service Indicators

► Menu Path

Campus Community > Service Indicators > Service Indicator Data

Service indicators can be added to a students account from the Service Indicator Data screen shown below. Only individuals with access to this screen will be able to add and remove service indicators.

To add a service indicator to a students account, fill in the blue highlighted fields shown in the screenshot below.

Service Indicator Data
John Smith 12345678

Service Indicator Data Find | View All First 1 of 1 Last

Date Time: 01/04/2008 2:04:08PM *Institution: STLOU UMSL

Service Ind Active Term: 0000 Begin Term - Svc Indicatr Use *Active Date: 01/04/2008

*Service Indicator Code: []

*Service Ind Reason Code: []

Reference: []

Amount: 0.00 Currency: USD Dollar

Contact ID: [] Contact Person: []

Placed Person ID: 98765432 Placed By: Lewis Jr,Cornell Edward

Department: []

Comments: []

Placed Method: Manual Placed Process: Release Proc:

User ID: LEWISCORN Lewis Jr,Cornell Edward

Save Return to Search Notify

Notes

This field may be used to enter a date when the service indicator will become effective.

Service Ind Active Term: Enter the four digit term into this field, or look it up with the lookup icon

Service Indicator Code: Enter the three character service indicator code into this field or look it up with the lookup icon.

Service Indicator Reason Code: Some service indicators do not have a reason code. Use the lookup icon and select the appropriate reason if any.

Amount: If you are adding a past due service indicator, you may enter the dollar amount owed in this field.



Comments: If you would like to associate any comments or notes with this service indicator, you may enter them into this field. Comments entered here can only be viewed by those with access to this service indicator data page. When the service indicator is removed, the comments will be removed also.

Press the Save button to add the service indicator to the students account.





Notes

Removing Service Indicators


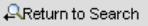

Removing a service indicator is as simple as clicking the  button then .

Service Indicator Data


John Smith 12345678  

Service Indicator Data Find View All First 1 of 2 Last

DateTime:	01/04/2008 3:14:30PM	Institution:	STLOU UMSL
Service Ind Active Term:	3543 2007 Fall Semester	Active Date:	01/04/2008
Service Indicator Code:	C22 No Late Fee	Positive Service Indicator	
Service Ind Reason Code:	LATE No Late Fee		
Reference:			
Amount:	0.00	Currency:	USD Dollar
Contact ID:		Contact Person:	
Placed Person ID:	98765432	Placed By:	Lewis Jr,Cornell Edward
Department:	UOFMO		
Comments:			
Placed Method:	Manual	Placed Process:	Release Proc:
User ID:	LEWISCORN		Lewis Jr,Cornell Edward

Notice the red circle around 1 of 2 in the top, right corner of the screenshot. This lets us know that there are two service indicators on this students account.

If the service indicator that is shown is not the one that we want to remove then we will need to click 'View all' to see the other one. Simply clicking the  button then the save button will remove the service indicator from the students account.

Note: An e-consent service indicator cannot be removed from a students account from the Service Indicator Data page. This service indicator will be removed automatically when the student grants e-consent. If a student withdraws e-consent, the service indicator will need to be manually added onto his account.



Reviewing Service Indicators

► Menu Path

Campus Community > Service Indicators > Service Indicator Audits

Information for service indicators that have been added, deleted or changed can be found on the Service Indicator Audit page.

See the highlighted information on the service indicator audit below. We can see that this is a 'No Late Fee' service indicator that was manually added by Cornell Lewis on 01/04/2008.

Service Indicator Audits

ID:	Name:	12345678	John Smith
Service Indicator Cd:	C22	No Late Fee	Positive Service Indicator? Y
Service Ind Reason Code:	LATE	No Late Fee	
Reference/Checklist:			
Amount:	\$0.00	Currency:	USD
<hr/>			
Service Ind Date Time:	01/04/2008 3:14:30PM		
Service Ind Active Term:	3543	2007 Fall Semester	
Active Dt:	01/04/2008		
Institution:	STLOU		
<hr/>			
Contact ID:			
Placed Person ID/Name:	10244814	Lewis Jr,Cornell Edward	
Department:	UOFMO		
Placed Method:	Manual		
Placed Process Name:	Release Process Name:		
<hr/>			
User ID	LEWISCORN	Name: Lewis Jr,Cornell Edward	
Date and Time Stamp:	01/04/2008 3:20:51.000000PM	Action:	Add

Notes