MONTCLAIR STATE UNIVERSITY

Banner 9: Review, Enter and Remove Comments

What does the Comment Central (TGACOMC) Form do?

The Comment Central form will display all comments entered on forms in the Accounts Receivable module. This form provides the ability to view any or all comments in one place, regardless of the original entry form.

The user may access the Comment Central form (TGACOMC) from the following forms:

- Account Detail Review Form (TSAAREV)
- Collections Form (TGACOLC)
- Customer Profile Definition Form (TGACPRF)
- Student Payment Form (TSASPAY)
- Student Account Detail Form (TSADETL)

Form Etiquette

There are a few very important facts to remember about the Comment Central (TGACOMC) form. The comments made about an individual can be viewed by others. The individual who made the comments will have their User ID associated with the comment.

For this reason:

- Only comments that are factual should be entered.
- It is important not to make a judgement about an individual.
- All comments should be appropriate in nature.
- Negative comments about an individual should never be made or entered into the system.
- There will be standard abbreviations that will be acceptable. Please refrain from using shorthand in the comment section.
- Ensure grammar is correct and appropriate.
- Do not use upper case for the entire entry.
- When adding to a previous comment, you must enter your first initial, last name and date of entry.
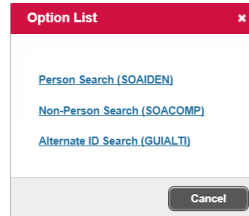
How do I review comments?

1. Navigate to the Comment Central (**TGACOMC**) form from the landing page
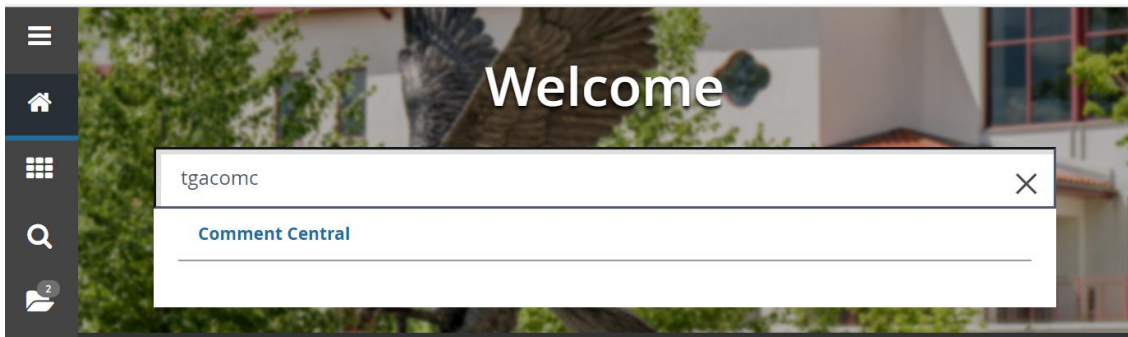
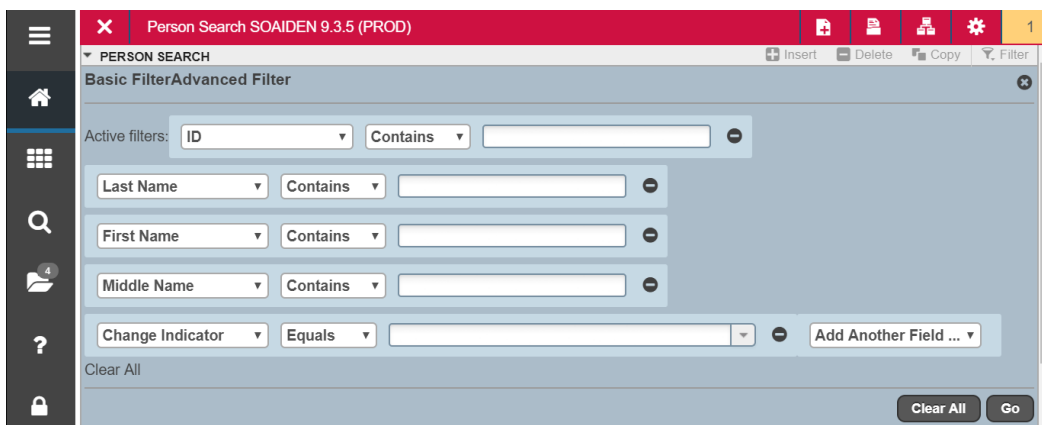2. Click **search** in the **ID** field
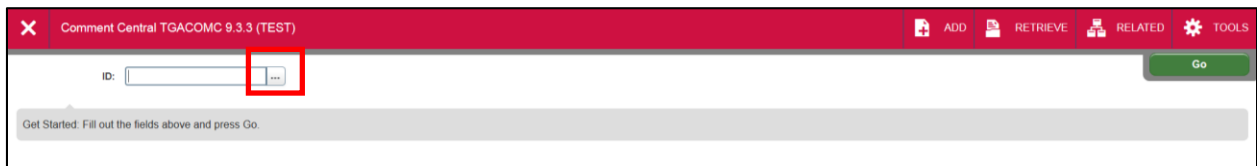
3. Click **Person Search**

This will open the **SOAIDEN** Person Search form.

4. Enter the search criteria in the appropriate field(s)
5. Click **Go** to execute the query

6. In the Person Search results, double-click on the ID field of the person you are searching for or click on the ID field and click **SELECT**
7. Click **GO** to execute the query

Any comments associated with the student will be displayed.

How do I enter comments?

When entering comments, it is important that you understand the fields available.

| Item	Description
Comment Type	Indicated the specific type of hold you would like to place on the student account. (For example: General Hold, Collection Hold, etc.) Manually type in the code or select from the dropdown.
Originator	Indicates the office that is placing the hold. (For example: Bursar, Advising)
Term	Term/Semester Code for the comment
Restrict Update	"Y" indicates the comment can only be updated by the user that created the comment. "N" indicates any user can update the comment.
Purge	"Y" indicates comments can be purged. "N" indicates the comments cannot be purged.
End Date	Indicates the date you want the hold to be released. Otherwise, it can be left blank.

1. Click **search** in the **Comment Type** field

2. Select a **Comment Type**
3. Click **OK**
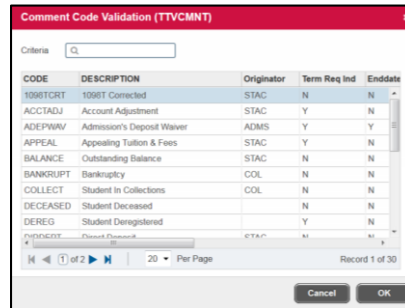
4. Input data into the necessary fields, using the select button if needed
5. Click in the **Comment** field and enter the comment

Note: Be sure to follow the form etiquette when writing a comment for a student. If adding or updating a note entered by a colleague, you must include the first letter of your first name, last name and date of entry after the comment. (Example J. Smith 3/3/2018)
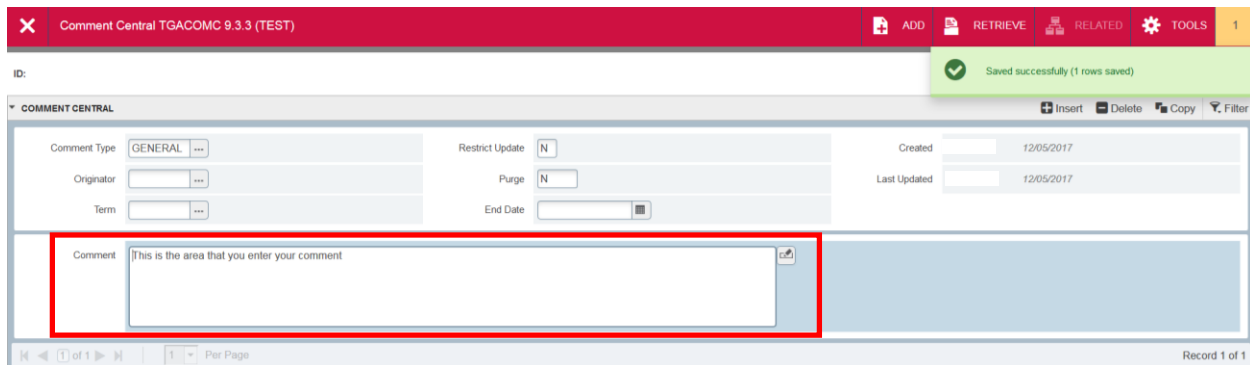
6. Click **Save**

To remove a comment:

1. Navigate to the student's record
2. Navigate to the comment you wish to remove
3. Click **Delete**
4. Click **Save**