MANAGING SERVICE INDICATORS

Overview

Service Indicators are used to identify special circumstances for students. We have both positive and negative Service Indicators that are used at UWM. A positive Service Indicator may be for “Payment Agreement” for tuition. And a negative Service Agreement may be for failure to return a book or for a non-sufficient fund check.

The following procedures will allow you to efficiently add or remove a Service Indicator on PAWS V9.0.

Add a Service Indicator

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigate to: Campus Community &gt; Service Indicators &gt; Person &gt; Manage Service Indicators</td>
<td>![Image of navigation steps]</td>
</tr>
<tr>
<td>2.</td>
<td>Search for Student.</td>
<td>![Image of search interface]</td>
</tr>
</tbody>
</table>
3. Select the **Add Service Indicator** link.

4. Fill in the appropriate information.

Typically, this includes:
- Service Indicator Code
- Service Ind Reason Code
- Start Term
- Start Date

5. Click **Apply** button.
Filling in the Service Indicator Page:

In V9.0 Service Indicators have changed slightly. There are additional fields that were not available in previous versions of PAWS. Under the Effective Period, there are the following fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Term</td>
<td>Service Indicator beginning on a specific term. This could be any given future term.</td>
</tr>
<tr>
<td>Start Date</td>
<td>Service Indicator beginning on a specific date. The date could be a current or future dated row.</td>
</tr>
<tr>
<td>End Term</td>
<td>Service Indicator ending at the end of a specific term. This could be any future term.</td>
</tr>
<tr>
<td>End Date</td>
<td>Service Indicator ending on a specific date. The date could be a current or future dated row.</td>
</tr>
</tbody>
</table>

Depending upon how the Service Indicator was set-up on the Service Indicator Table, these fields may or may not be needed. If a field is needed and is not filled in, the field will turn red when attempting to apply.

In most cases the following fields should be filled in on the Service Indicator page:

- Service Indicator Code
- Service Ind Reason Code
- Start Term
- Start Date

“End Term” and “End Date” are new in V9.0. These are optional fields that are not required, but would be useful if you want a Service Indicator to automatically expire as of a specific term or date.

See the next page for an example of a completed Service Indicator.
### Service Indicator Details Page:

#### Edit Service Indicator

**Institution:** University of Wisconsin-Milwaukee

**Service Indicator Code:** BKS

**Service Ind Reason Code:** BKCH

**Description:** Returned Checks - Contact the Bookstore at (414) 228-6375 for additional information.

**Effect:** Negative

#### Effective Period

- **Start Term:** Fall 2009
- **Start Date:** 09/01/2009

#### Assignment Details

- **Department:** BOOKSTORE
- **Reference:**
- **Amount:** 0.000
- **Currency:** USD

#### Contact Information

- **Contact ID:**
- **Contact Person:**
- **Placed Person ID:** 01003093
- **Placed By:** Bednar, Shelly M
- **Placed Method:** Manual
- **Placed Process:** Release Process

#### Comments

#### Services Impacted

<table>
<thead>
<tr>
<th>Impact</th>
<th>Description</th>
<th>Basis - Date</th>
<th>Basis - Term</th>
<th>Term Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DIPL - Prohibit release of diploma</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>EN - Restrict Initial Enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>NREF - Hold Refunds</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Service Indicator Date Time:** 02/06/2009 8:11:08 AM

**User ID:** BES3BNAR

**Contact Person:** Bednar, Shelly M
### Release a Service Indicator

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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<td></td>
</tr>
<tr>
<td>2.</td>
<td><strong>Search for Student.</strong></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td><strong>Select the code on the left hand side for the Service Indicator to remove.</strong></td>
<td></td>
</tr>
</tbody>
</table>
4. Select **Release** button.

5. Click **OK** button.