GENERAL PERSON MANUAL

General Person and Non-Person Records Concepts & Procedures

Developed for use at the:

University of Idaho

Moscow, Idaho

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1. GENERAL INFORMATION

BACKGROUND
The Address Maintenance Committee developed the original manual, as part of the conversion process for files from the legacy systems to Banner. A subcommittee was formed in 1994 to make decisions concerning abbreviations and other standards for addresses and name data, the General Name and Address Team (GNAT.) This committee was composed of representatives from offices that have large numbers of updates each year. Currently, approvals and updates are being provided from the General Person Coordination Team that was appointed in 1999 by the Management Systems Directors Group (MSDG), now associated with the General Module leaders.

PURPOSE OF MANUAL
This manual was constructed to ensure that General Person data is maintained as accurately, consistently, and completely as possible and that no duplications of data occur within the Banner database. Data within a shared database is to be maintained within certain standards to allow functionality and usage for all modules. The procedures for creating and maintaining General Person information are detailed in this manual.

MODULE FORMS
Each module has similar general person forms; the first character defines what module a form belongs to:

F - Finance
G - General
P - Human Resources/Payroll
R - Financial Aid
S - Student
T - Accounts Receivable

General person data may be entered on a variety of forms, depending on the module used. Most name and address data are entered on the *Identification Form*; forms ending in IDEN (i.e., the Student module uses SPAIDEN, HRS uses PPAIDEN, etc.). Because Banner is a **shared database**, updates affect <u>everyone in all modules</u>. **It is critical that new records do not duplicate existing entries on the database—one entity having multiple records.**

COMMON MATCHING
University of Idaho uses the Banner delivered algorithms to employ common matching checks prior to new record creation. Only users approved for access to GOAMTCH will have the ability to create new records in the database. This access requires additional training with the General Person or Non-Person coordinator prior to access being granted. Access only to a modules xxxIDEN form allows for data updates (i.e. address information), but not creation of new records.

GENERAL PERSON COORDINATOR ROLE and REPSONSIBLITIES
The General Person Coordinator works as a liaison with the owner offices and the General Module leaders to develop, recommend, and facilitate policies and procedures in regards to general person data. The General Person Coordinator must approve appointments of all training organizers in the owner offices. The General Person Coordinator must review requests for and grant all maintenance access to Banner forms that handle general person data through the General Person security classes. Training organizers must submit a completed Request for General Person Access form for users, upon completion of training to the General Person Coordinator. All general person access is monitored and any maintenance access granted by a specific module to a general person form will be revoked until proper request is made. The General Person Coordinator is responsible for granting, maintaining records of, and reviewing access for users, moderating user issues, and representing the users to General Module leaders.

TRAINING ORGANIZERS AND OWNER OFFICES

A General Person training organizer must have extensive experience with Banner record generation and general data maintenance in order to be able to effectively train users to the appropriate standards set forth in this manual. For approval as a training organizer, the user must have at least two years of experience with general person data entry as well as sufficient knowledge of their own module. Entries to the Banner General module affect the overall integrity of the database used by all Banner modules therefore training is mandatory. Training organizers must be approved by the General Person Coordinator. Training organizers may delegate the training duties to another experienced user in their area, but they retain responsibility for overseeing training and access. Following is a list of the designated General Person training organizers:

Admissions ..... Melissa Goodwin
Advancement/Foundation ..... Josh Tomlin
Finance ..... TBA
Financial Aid ..... TBA
Human Resources ..... Allie Schumacker
Student ..... Chris Menter
Student Accounts ..... Michelle Beagley

BOARD APPOINTED EMPLOYEE MAINTENANCE ACCESS

Training and access is only given to individuals employed by the above noted core University offices whose job duties specifically require them to create and/or update general record information in the database. The respective module training organizer is responsible for training employees within their module or assigning another experienced user from their module as a proxy. General Person access is awarded only after appropriate, tailored training is received and the training organizer is ultimately responsible to ensure the quality of training. Once training has been completed, the module training organizer must submit a Request for General Person Access form to the General Person Coordinator, Chris Menter, to request access for the user. The General Person Coordinator has the authority to accept or reject requests for access based upon the position of the user or lack of information from the training organizer. Access is monitored by the General Person Coordinator and will not be allowed for non-approved personnel.

NON-BOARD APPOINTED EMPLOYEE MAINTENANCE ACCESS

General Person maintenance access will be granted to temporary employees (work study students are not eligible) very restrictively on the following basis:

- Maintenance access to General Person for this category of employees is granted only on a special case basis to individuals employed in the above core University offices whose job duties specifically require them to update general record information in the database (create access not allowed for temporary employees).
- The area General Person training organizer must act as sponsor for access to employee, and will be responsible for misuse by the user.
- Access will be limited to a period no longer than four-months, under review, with sponsorship renewable.
- Approval for access must be approved by the General Person Coordinator.
- If the user leaves their position prior to expiration of approved access, the training organizer is responsible for notifying the General Person Coordinator immediately.

Offices that are authorized to create Person records are:

Graduate Admissions	Gifts
Undergraduate Admissions	Financial Aid
Law Admissions	Student Accounts
Human Resources/Payroll	Registrar
Information Technology Services	

Offices that are authorized to create Non-Person records are:

Student Accounts	Accounts Payable
Gifts	Financial Aid

FAILURE TO ABIDE BY GENERAL PERSON RULES

Failure to abide by the rules and guidelines outlined in this manual for creating and maintaining general person records will result in removal of access and a subsequent reassignment of duties as outlined:

1. At first notification of failure to abide by rules, the employee will be counseled about problems and retraining provided as necessary by the General Person training organizer for the employee's area. The General Person training organizer will notify the General Person Coordinator of the situation by forwarding documentation of problem and resolution with employee.

2. At second notification of failure to abide by rules, employee will receive a written warning from the General Person Coordinator; a copy of this warning will be sent to the employee's supervisor and/or director.

3. After 30 days without improvement in performance, the employee's maintenance access to the General Person module will be terminated.

4. Any employee with terminated maintenance access will have the right to appeal the decision in writing, directly to the General Person Coordinator. A meeting between the employee, General Person training organizer, employee's supervisor, and General Person Coordinator will be arranged upon receipt of appeal.

5. Should maintenance access need to be regained by an employee whose rights were terminated, the employee must attend formal training sessions as though they were considered a new employee.

LEGAL ISSUES

Employees who have General Person access are reminded of their legal obligations for data access and disclosure:

1. Users must be aware of federal regulations (FERPA, etc.), State of Idaho code, and University of Idaho policies (as outlined in the Faculty-Staff Handbook) applicable to data under the jurisdictions of their offices.
2. Disclosure of information is restricted to custodians or their representatives. Contact a custodian or direct representative (i.e., the Registrar for student information, HRS for employee information) prior to disclosure of information.
3. Data is private and shall be used only for the legitimate business of the University of Idaho.

LOCKED KEYBOARD/TIMEOUT

For security and load issues there is a 60-minute inactivity timeout for each Banner session. If the user does not actively use Banner for the 60-minute period, they are automatically logged off the system. Users must login again to reactivate their Banner session.

GLOSSARY OF GENERAL BANNER TERMINOLOGY

There is some standard terminology used throughout all modules in Banner that General Person users should be familiar with.

Current Name ..... Name in the KEY BLOCK that is the legal name of the person; commonly referred to as the V number name.

Alternate Name..... Additional names associated with the record that are searchable to locate a person.

Alternate ID ..... Additional ID's associated with a record as secondary identifiers (e.g. student ID)

GID ..... Generated Identification Number issued by Banner when a new record is created. PERSON records have a GID starting with the letter **V**; NON-PERSON records do <u>not</u> have a generated ID number, but are given one based on their name.

PIDM..... System identification number issued by Banner when a new record is created. This number is <u>not</u> visible to users and can only be deleted by a DBA.

Sensitive Personal Information (SPI)... Data elements that are protected from general access for information security (e.g. SSN, gender, ethnicity, driver's licence).

2. RECORD CREATION PROCEDURES

The main goal when creating Banner records is **not to create duplicate/multiple records for the same person or entity**. Research and resolution of duplicate records is a very time consuming process for all modules involved. Exhaustive searching before creation of a record is a necessary step to alleviate duplication of records and maintain database integrity.

PERSON SEARCHES:

- ID SEARCH:
  In the **ID** field on any page in your module, enter the known ID number to see if a record is retrieved. Make sure to enter the dash (-) if using a student ID number after the first three digits; social security number entry is done without dashes (this function is limited to specific users with extraordinary access based on job duties). Be careful, if the ID does not exist in Banner, authorized users will be forwarded to GOAMTCH to create a new record, but the entered ID will remain—this must be changed to GENERATED to create a new record.

- NAME SEARCH:
  In the **ID** field on any page in your module, click **Search** which will forward user to a name search form, such as SOAIDEN. Enter the name to be searched form using wildcards to broaden the search, unless you are sure of the name spelling. The % wildcard replaces any number of characters, while the _ wildcard replaces a single character. Multiple wildcards may be used for searching.

EXAMPLE:	Record	=	Joesph I. Vandal
Search As:	Last Name	=	Vandal
	First Name	=	Joe%
or	Just Last Name	of	Vandal%
EXAMPLE:	Record	=	Ronald McDonald
Search As:	Last Name	=	McDonald (without spaces)
	and/or		Mc Donald (with spaces)
	First Name	=	Ron%

  Since many persons use either their full or common names for records, such as Ron/Ronald, Bill/William, Kris/Kristine, etc… be sure to broaden search using the % wildcard and/or search for both names.

  For common names with various spellings, it may be helpful to use the _ wildcard.

EXAMPLE:	Record	=	Anderson or Andersen
Search As:	Last Name	=	Anders_n

  Use the middle name field also to narrow your searches, especially for persons who are commonly known by their middle name, such as J. Idaho Vandal. Search using the middle name in both the first and last name fields.

  Remember that name suffixes such as Jr., Sr. II, III, etc…are not part of the name but kept in the separate suffix field.

  International names can be especially difficult, so be sure to search using wildcards and variations. Many times, what normally would be considered a last name may actually be the first name.

  **Note: When using module specific forms, searches may only retrieve records of those persons who have records existing within the module. To do a broader search of the database, use an xxxIDEN or xxxVEND pages.*

  If a record is found from the search, verify it is truly the same person by confirming personal information such as birth date, middle name, and even address if necessary. It is just as important, as not creating duplicate records, to not merge data from two persons into one record.

NON-PERSON SEARCHES:
Note: If using finance pages such as FTMVEND, remember to search the entire database by entering an **A (all) in the **V** (vendor) column. Otherwise, searches are restricted to only those records that have finance transactions.*

- Non-person names may only be matched to their names. Use the % wildcard when searching on ID in case there is punctuation or digits as part of the name, such as I.B.M. or BONMAR1. The safest way to search for a name is to include the wildcard at the front and back of the name.
  EXAMPLE: %Bon Marche% would retrieve *The Bon Marche* or
  Bon Marche, Inc.
  EXAMPLE: Search on all separate portions of the name—
  %Bon% and %Marche%

IF A MATCH IS FOUND:

1) Highlight the record that matches and click on the SELECT button to return to original form.
2) Check to be sure that the data matches the data you are using. View displayed records (if there are multiple entries for address, etc.) in Match section.
3) Input new data according to guidelines in this manual and the needs of your particular module. If you find a non-person GID already exists, after a name search, with the same letter sequence you are trying to use for a different vendor or donor that you are entering, create a new record (see below) with a number following the letter sequence (i.e. 1, 2, 3, etc…depending on how many GID's exist with the same letter sequence).
4) Update or correct any information such as xxxPERS data that may be missing.

IF A MATCH IS NOT FOUND, CREATE A NEW RECORD:

1) Using GOAMTCH, verify that the ID field contains GENERATED and select the appropriate Matching Source.
2) Go to name fields, enter full name using upper and lower case letters, use punctuation and spacing as appropriate. If it is a person with only one name, enter a single dash (-) in the name field that does not have data.
3) Using the appropriate Address Type, enter the address information using address data entry standards (see section 6).
4) Enter the SSN, if it has been provided and is appropriate use for the record and the Birth Date (careful of the format) and select Gender (use best guess if not provided).
5) Enter Telephone Type and number and Email Type and address if information available.
6) SAVE the information; at this point the Common Matching algorithm will run to locate matching or potential matching records. If a match is located, Select the ID and update the record—without creating a new one. If a potential match(es) are found, research each record to verify if it is a match or not to the one being created. If no matches are found, proceed with creating a new record.
7) Add alternative or previous names and alternate spellings as Alternate Identification records. This includes non-person records also; for example: American Dairy Farmers – add Amer. Dairy Farmers as Alternate Identification. If a person is the owner of a company, two records may be created: one for the person and one for the non-person. A cross-reference between these two records should be created on APAEHIS.
8) Enter alternate ID numbers as Alternate Identification (not SSN). Only ID's that have at least one non-numeric character will be allowed.
9) Enter module specific data on record.

3. GID/ID FORMATTING

Even though only the ID and name fields are required, it is imperative that **all** available information be added so that it may be referenced by all modules. Duplicate records will be less likely to occur if records are as complete and accurate as possible.

- **ID FORMATTING:**
  Banner system-generated ID number (GID's) for person records all begin with a **V** (for Vandal) and are followed by eight digits. Only capital letters or numbers are used in non-person ID's; generally they consist of six characters. Punctuation such as spaces, hyphens, periods, etc…are never used in GID's.

- **PERSON RECORDS:**
  A person GID will always be GENERATED (or assigned by Banner) and begin with the letter **V**. Former ID numbers from legacy files are cross-referenced as Alternate Identification and may be used to search and retrieve records from pages.

- **GRANT AND CONTRACTS/ACCOUNTS RECEIVABLE CUSTOMERS:**
  The GID for these records will be manually assigned as a combination of characters and numbers. This combination will be the same as the grants organization number or letter of credit payment management system number.

  EXAMPLES: AAK104
  USK102
  2903L
  USDA

- **OTHER NON-PERSON ACCOUNTS:**
  The GID for other non-person accounts will be based on the first three letters of the first word and the first three letters of the second word of the non-person name.

  EXAMPLES: BONMAR = Bon Marche
  SIGCHE = Sigma Chemical Company

  For non-persons that have only one name, use up to the first six alphanumeric characters.

  EXAMPLES: SAFEWA = Safeway
  DEPART = Departures
  INMAC = Inmac

1. FEDERAL AGENCIES:

Create GID's for Federal agencies by the "working" agency name. Include the "parent" agency in the title. Create Alternate Identification records for various possible combinations of the name.

EXAMPLES:

PARENT	WORKING	GID	TITLE IN BANNER
United States Department of Agriculture	Ag Research Service	AGRES	USDA Ag Research Service
United States Department of Interior	Bureau of Land Management	BURLAN	USDI Bureau of Land Management
United States Department of Defense	Airforce	AIRFOR	DOD Airforce

2. STATE AGENCIES:

Create the title of State agencies with the state name then Dept of… Create the GID with normal rules, skipping the word *Department.* Create Alternate Identification records for various possible combinations of the name.

EXAMPLES:

AGENCY NAME	GID	TITLE IN BANNER
State of Idaho Department of Health and Welfare	IDAHEA	Idaho Dept. of Health and Welfare
State of Idaho Department of Parks and Recreation	IDAPAR	Idaho Dept. of Parks and Recreation
State of Alaska Department of Fish and Game	ALAFIS	Alaska Dept. of Fish and Game

3. SAME NAME VENDORS:

If two different vendors have the same vendor characters, use a numerical sequence to identify each succeeding vendor.

EXAMPLES: MICCOM = Michie Company
MICCOM1 = Micron Computer

4. ACRONYM NAMES:

The GID for vendors known by an acronym shall be created using the actual words in their name. The title shall be the words spelled out. Create an Alternate Identification record for the acronym. It is too hard to determine what is the "known" acronym. Others do not necessarily know what one office or group knows. **Acronyms are not acceptable as GID's.**

If the actual words of the vendor name are unknown, and every effort has been made to acquire the correct information, then the acronym should be treated as a one-word vendor name and the GID created appropriately.

EXAMPLES:

ACRONYM	TITLE	GID	TITLE IN BANNER
IBM	International Business Machines	INTBUS	International Business Machines
ASCE	American Society of Civil Engineers	AMESOC	American Society of Civil Engineers
AASCU	American Association of State Colleges and Universities	AMEASS	American Association of State Colleges and Universities

5. V NAME VENDORS

Since all person GID's begin with the letter **V**, all vendor names that begin with the letter V must start with an **X** as the first character plus the normal six characters.

EXAMPLES: XVAIOFF = Vail's Office Supply
XVWRSCI = VWR Scientific

6. SPECIAL CONSIDERATIONS:

If a vendor name contains two words separated by a hyphen on slash, treat it as two separate words/names.

EXAMPLE: PERELM = Perkin-Elmer Corporation

If a vendor has only two characters in the first word of the name, use only those two characters.

EXAMPLE: USWEL = US Welding, Inc.

Vendors who use initials and abbreviations as their official name will be entered in the same manner.

EXAMPLES:	ABCOFF	=	ABC Office Supply
	AZSUP	=	AZ Supply House

To reduce duplicate vendor numbers, drop the words: **and, by, for, of,** and **the** from the vendor name.

EXAMPLES:	FILHUM	=	Films for the Humanities
	RAIREN	=	Rain for Rent

If the vendor is a University, use UNIVERSITY name last. With those institutions that have a name that ends in university, but the GID is already used by one that begins with university, apply the same name rules for creation.

EXAMPLES:	WASUNI	=	University of Washington
	IOWUNI	=	University of Iowa

For unique situations where a couple needs to be paid with one check, they will be treated as a non-person record.

- **HISTORICAL ID's FROM CONVERTED DATA AND ALTERNATE ID's**

ID numbers from the legacy system were brought to Banner with the conversion or as unique identifiers for certain programs. These ID numbers have letter prefixes other than a V. All Banner person records will have a V number and these will be considered Alternate Identification for locating a record.

A = Alumni & Associate Alumni
B = Faculty
CEU = Continuing Education Student
D = Donors/Gift Receipting
F = Friends of the University
INL = INEEL (Idaho Falls) Badge Number
L = Law School Admission Council Numbers
M = Miscellaneous Faculty, Staff, or Friends
P = Parents
R = Railroad Employee Social Security Numbers
RC = Ruffalo Cody Marketing Agency Identifiers

4. GENERAL PERSON DATA

SOCIAL SECURITY NUMBERS:
Each individual in Banner will only have one social security number (SSN). While SSN data comes from various sources, the validity may vary. While all SSN's are entered on SPAPERS or PPAIDEN, adjustments should only be made with documentation to authenticate by Human Resources, Financial Aid, or Registrar. SSN's are essential to the function of various modules, which makes the importance of having correct data crucial. Never enter invalid or made-up SSN's, such as all zeros on records, as this will cause various data issues across all modules.

SSN's are **NEVER** entered as Alternate Identification.

SSN's are considered sensitive personal information (SPI) and are to be treated with the utmost care and confidentiality. Access to SSN data will be granted only to those users who need it to perform their job duties and is considered extraordinary access.

GENDER:
Select the reported gender from the available options: *Male, Female, or Not Available*. *Not Available* is an option that may be used when gender determination is not possible, such as with non-specific names (i.e. Pat, Terry, Chris), or if it has not been expressly reported. While gender is required for some module programs, it is important to enter this information on each person record if it is reported or available. However, due to gender identity sensitivity, it is not required that an individual supply this information. Some business process are not able to make assumptions, therefore gender will not be identified on the record.

DATE OF BIRTH:
This field is only required for Human Resource records, but is extremely helpful on all records to reduce the occurrence of duplicates. If the person's birth date is not known, **DO NOT** enter all zeroes or nines, or leave the field blank. Also be very careful of adding a birth date under the current year and in the correct format (day first, then month) on GOAMTCH when creating a new record.

CITIZENSHIP:
Select the reported data for this field. The available citizenship codes are:

N	=	Non-Citizen
P	=	Permanent Resident/Eligible Non-Citizen
Y	=	US Citizen

NEW ETHNICITY:
Select the reported option for this field; the *None* option should not be used when entering new data unless no information is reported or does not apply. The available values are:

Not Hispanic or Latino
Hispanic or Latino
None

RACE:
Used in conjunction with the *New* Ethnicity, select the reported option(s) for this field; multiple options can be selected and multiple lines used for each individual. The available ethnicity codes are:

1	=	American Indian or Alaska Native
2	=	Asian
3	=	Black or African American
4	=	Native Hawaiian or Other Pacific Islander
5	=	White

MARITAL STATUS:
Select the reported data for this field. Generally, this field is populated by HR as it is applicable to their data. The available marital status codes are:

D	=	Divorced
M	=	Married
O	=	Other
P	=	Separated
S	=	Single
U	=	Unknown
W	=	Widowed

LEGACY:
The legacy field defines if any relative of the person has attended or is also attending the University of Idaho; this field is used by the Admissions Offices. The available legacy codes are:

A	=	Aunt
B	=	Brother
C	=	Cousin
F	=	Father
G	=	Grandparent
M	=	Mother
P	=	Parents
S	=	Sister
U	=	Uncle

5. NAME FORMATTING

LAST NAMES:

- Hyphens may be used to separate double last names for person records, such as *Cooper-Smith.* However, if there are two last names non-hyphenated, use only the last listed name as the person's last name. Each last name listed should be added as an Alternate Identification record. It can also be entered as a secondary middle name.

  Example: Monica Lou Creton Quinn =

Last	First	Middle
Quinn	Monica	Lou Creton

- Apostrophes must be used for names such as O'Leary, O'Connor, etc.
- NO spaces should be entered between syllables, unless a specific request is made by the person or there are actually two words.

  Examples: Mc Donald = McDonald St. John = St. John

- Always add the alternate version/spelling as an Alternate Identification.

FIRST NAMES:

- Hyphens may be used for dual names. Example: Ann-Marie
- Apostrophes may be used. Example: L'Ann
- Use periods where applicable, but NO commas. Example: S. Paul
- Spaces should be used where applicable. Example: Mary Ann

MIDDLE NAMES:

- Hyphens may be used for dual names. Example: Ann-Marie
- Apostrophes may be used. Example: L'Ann
- Use periods after single initials. Example: Paul S.

FOREIGN NAMES:

Due to limited characters available on a normal keyboard, make every effort to approximate the foreign name as closely as possible. Use punctuation such as dashes, apostrophes, and periods as applicable. Only abbreviate if necessary due to space limitations. If the person has a nickname or if there are any alternative versions/spellings, make sure to add as Alternate Identification.

MISSING or NO NAMES:

Occasionally, individuals may have only one name. This could be either a first name or last name; however, we cannot administratively decide to record the name other than as requested by the individual. Therefore, in any case of a non-existent name enter a hyphen (-) in the appropriate field. Add additional variations of the one name as an Alternate Identification.

PREVIOUS (Birth/Maiden) NAMES:

Add any known previous names as Alternate Identification for searching purposes.

PREFIXES and SUFFIXES:

Prefixes and suffixes have their own field on the xxxIDEN form. DO NOT enter these as part of the person's last or first names.

As a general rule, name prefixes are spelled out or a period is used after an abbreviation.

Examples: Dr., Mrs., Mr., Major, Ensign

Suffixes should be entered in upper/lower case with punctuation if applicable.

Examples: Jr., Sr., II, III, IV

NAME CHANGES

CURRENT NAME:
A person's current name is attached to the **V** number and will be the name that will appear on reports and associated in VandalWeb. Other names should be added as Alternate Identification records.

To change:
1. Enter the ID number or search and select the record for the person on the xxxIDEN form.
2. Go to Current Identification tab.
3. Enter the new name information over the name that is displayed and SAVE. The former name will automatically become an Alternate Identification record, making it a previous name that can be used in searches.
4. Misspellings should be corrected by updating the person's name on the xxxIDEN form and removing the incorrectly spelled Alternate Identification record.

PREFERRED FIRST NAME:
While there is a Preferred First Name field that can be used to capture data, it is not currently used for reports, lists, or display in VandalWeb.

LEGAL NAME:
While there is a Full Legal Name field on xxxIDEN form, it is NOT used, as searches cannot be done from this data. The University of Idaho considers SSN name a legal name which is stored on PEAEMPL and is the responsibility of Human Resources. Changes to the names attached to the SSN must be directed through Human Resources. The Registrar's Office is responsible for student name changes. Legal documentation is required along with a request from the individual for this type of name change.

NON-PERSON NAMES:
Name changes for non-person records are processed in the LAST name field only.

To change:
Enter the ID number or search and select the record for the entity on the xxxIDEN form.
Go to Current Identification block.
Enter the new name information over the name that is displayed and click on SAVE button. The former name will automatically become an Alternate Identification record, making it a previous name that can be used in searches.

6. ADDRESS FORMATTING

ADDRESS TYPES:
Banner contains multiple address types, which are used as follows:

CODE	DESCRIPTION	EXPLANATION	USED BY
A1	Accounts Payable (100-199)	AP & Travel Use	AP & Travel
A2	Accounts Payable (200-299)	AP & Travel Use	AP & Travel
AP	Accounts Payable (1-99)	AP & Travel Use	AP & Travel
BI	Refund Address	AR & Grants refund checks	AR, AP, Travel, Grants & Contracts
BU	Business	Business' primary address or individual's work address	Alumni, Development, Gift Receipting, HR
CD	Campus Directory	To capture information for Campus Directory	HR
CM	Campus Mail	UI department address for employees campus mail delivery; not dorm addresses	HR
EA	Short-Lived Summer	Temporary address of contact	Housing, Alumni, Financial Aid
EM	Emergency	Emergency address contact	Any
FR	Foreign – HR USE ONLY	International employment requirement	HR
GC	Grants & Contracts	Billing address for Grants & Contracts	Grants & Contracts
GR	Gift Receipting	Gift Receipting address	Gift Receipting
HR	Payroll Check Address	Check routing address for non-direct deposit	HR
IN	International Address-DO NOT UPDATE OR INACTIVATE	International information for SEVIS	Admissions
MA	Mailing/ Local	US mail contact address	Financial Aid, Registrar, Admissions, Alumni, Development, Gift Receipting, HR, NSS
MG	Matching Gift	Matching gift company's address	Gift Receipting, Development
OR	Origin address-DO NOT UPDATE OR INACTIVATE	Students point of origin for historical reference	Admissions, Registrar, Financial Aid
P1	Purchase Order (100-199)	Company address for purchase order	Purchasing
PA	Tape Load-Student	Student address received via tape load of financial aid or test score information. May contain inaccurate data	Admissions, Financial Aid, NSS
PF	Parent-Father	Students father address	Financial Aid, Registrar, Admissions, Alumni, Development
PH	Phone Systems Billing	Telephone systems billing address	Telephone Systems
PM	Parent-Mother	Students mother address	Financial Aid, Registrar, Admissions, Alumni, Development
PO	Purchase Order (1-99)	Company address for purchase order	Purchasing
PP	Tape Load-Parent	Parent address received via tape load of financial aid or test score information. May contain inaccurate data	Admissions, Financial Aid, NSS
PR	Permanent	Permanent address	Financial Aid, Registrar, Admissions, Alumni, Development, Student Accounts, HR, NSS
RE	Resides At	Physical address for PO Box holders	Any
RM	Registration Materials-DO NOT UPDATE or INACTIVATE	Cashiers window location	Student Accounts
SA	Temporary/Seasonal	Contact address for seasonal residence	Alumni, Development
W2	W2 Printing-DO NOT INACTIVATE	Delivery address for W2 forms	HR

ADDRESS DATA-ENTRY STANDARDS

All addresses should be entered in upper and lower-case letters. Punctuation such as hyphens, periods, and slashes are used **only** when required for clarity. Always include a Source Code as to how the address information was collected. This allows other uses to easily understand the reliability of the data.

Examples: 39.2 Road
101 1/2 Main Street
C/O Johnson Motors

- **STREET STANDARDS:**
  If possible spell out words in an address such as: Apartment, Building, Suite, etc. Use multiple address lines only if necessary for space; put all information on Line 1 if possible. Abbreviate, if necessary, due to space restrictions (see the ABBREVIATIONS section of this manual for data-entry standards).

  Examples: 123 Main Street Apt 7

  1000 Wilshire Boulevard Ste 1500

  1080 W Sixth St MSC 5555

  Directional signals, either single or double letter, are entered without punctuation. If the directional signal is used in conjunction with a single-character street name, then the directional signal should be spelled out. Directional signals listed before the street number should be converted to appear after the street number.

  Examples: N 600 S 300 or North 600 South 300

  222 NW Sunshine Avenue
  (in lieu of NW 222 Sunshine Avenue)

  1140 West A Street

  Numeric street names should be listed with the suffix. Numeric street names less than 10 may also be spelled out.

  Examples: 3145 52nd Street

  205 3rd Avenue or 205 Third Avenue

  For Business addresses (BU), Line 1 should contain the name of the business and Line 2 the actual street address.

  Example: Vandal Enterprises, Inc (Line 1)
  568 Gold Avenue

- **POST OFFICE BOX STANDARDS:**
  Always abbreviate Post Office Box addresses as: **PO Box**, without punctuation. If the physical address is also known, enter it as a RE (Resides At) address type.

- **CITY STANDARDS:**
  The full name of the city should be spelled out, unless space is limited. Generally, by entering the ZIP CODE only, the corresponding City information will be retrieved along with the State and County information automatically from the GTVZIPC table.

- **STATE/PROVINCE STANDARDS:**
  Always use the two-letter state abbreviation. Generally, by entering the ZIP CODE only, the corresponding State information will be retrieved along with the City and County information automatically from the GTVZIPC table. Canadian zip codes are not stored on the GTVZIPC table, but the two-letter codes for the provinces can be found by clicking on the STATE/PROV button.

- **COUNTY STANDARDS:**
  County codes and names are searchable clicking on the COUNTY button. Generally by entering the ZIP CODE only, the corresponding County information will be retrieved along with the City and State information automatically from the GTVZIPC table. County information is used for many reports, so please make every attempt to make sure this field is populated.

- **ZIP CODE STANDARDS:**
  Zip codes can be searched for and retrieved by clicking on the ZIP/PC button from the GTVZIPC table or manually entered. Corresponding City, State, and County information is automatically populated by zip code entry. If a zip code cannot be found on the GTVZIPC table, contact Chris Menter (885-2029 or cmenter@uidaho.edu). *Note: Multiple towns may share the same zip code, but Banner will not allow multiple entries of the same zip code. If the city name is different than the attached name, but the zip code is correct, you may key the correct city name on the person or entities record after you retrieved the data from the GTVZIPC table. This action will <u>not</u> change the data in the GTVZIPC table, only on the specific record.

  Zip codes <u>must</u> be entered for all US and Canadian addresses.

  The GTVZIPC table does not contain the four-digit zip extensions. This information can be entered manually after the zip code is retrieved from the table. Make sure to use a hyphen to separate a nine-digit entry

  Example: 83844-1234

  Canadian zip codes are entered as six characters <u>with one</u> space. The Canadian format is letter/number/letter/number/letter/number (make sure to capitalize the letters).

  Example: T2T 2Y5

- **CAMPUS MAIL STANDARDS:**
  For proper campus delivery, employee addresses should read as follows:

  Line 1 = *Department*
  Line 2 = 875 Perimeter Drive MS xxxx
  Line 3 = *Building and Room Number*
  City = Moscow
  State = ID
  ZIP = 83844-xxxx (Moscow campus ZIP + MS extension)

  Departmental CM addresses should be used only for board-appointed employees, not temporary or work study personnel. Off-campus board-appointed employees may also have a CM address formatted correctly for their specific location.

  Human Resources will maintain CM address information for employees.

  All university housing, dorms and apartments, are considered off-campus and use regular US Postal delivery; these address should be entered as MA and/or PR type, **not CM**.

- **MILITARY ADDRESS STANDARDS:**
  Military addresses may contain abbreviations if appropriate such as AFB for Air Force Base. State codes for overseas military addresses are:

City = APO or AFO (Americas)	State = AA	Zip Range = 340xx
City = APO or AFO or FPO (Europe)	State = AE	Zip Range = 962xx-966xx
City = APO or AFO (Pacific)	State = AP	Zip Range = 090xx-098xx

- **NATION STANDARDS:**
  A valid nation code is required for NON-US addresses only; **DO NOT** enter a nation code for US addresses. State and County fields **MUST** be blank for all foreign addresses. The Zip Code field **MUST** be blank for all foreign addresses, except Canadian (see zip code information above for Canadian standards). Although, many foreign addresses often have numbers following the city, do not use these as zip codes, but enter the number in the City field, following the City name, if space allows.

  Example: 12-1 Floor
  62 Fu Hsing North Road
  Taipei 10440
  Taiwan

ADDRESS CHANGES
Address updates for students and employees may be done via the VandalWeb.

Invalid addresses should be inactivated by checking the *Inactive* check box and entering an effective *To* date. Also the Source for inactivation should be entered, if available. Available Source codes are found by using the field search button.

STANDARD ADDRESS ABBREVIATIONS
If space constraints restrict from spelling each word in its entirety, these standard abbreviations without punctuation may be used:

FULL NAME	ABBREVIATION	FULL NAME	ABBREVIATION
AFO, APO	AFO, APO	Home Carrier	HC
American	Amer	Home Carrier Route	HCR
Apartment	Apt	Incorporated	Inc
Association	Assoc/Assn	Institute	Inst
Avenue	Ave	International	Intl
Boulevard	Blvd	Island	Is
Building	Bldg	Junction	Jct
Branch	Br	Lake	Lk
Center	Ctr	Lane	Ln
College Station	CS	Mount	Mt
Company	Co	Mountain	Mtn
Court	Ct	Mail Stop	MS
Creek	Crk	National	Natl
Department	Dept	Place	Pl
Drive	Dr	Point	Pt
Estates	Est	Post Office Box	PO Box
Extension	Ext	Route	Rte
Fort	Ft	Rural Route	RR
FPO	FPO	Space	Spc
Freeway	Fwy	Street	St
Heights	Hts	Suite	Ste
Highway	Hwy	University	Univ

TELEPHONE NUMBERS

There is a connection between Address and Phone via the sequence number and address type. Add the phone number along with the address on the xxxIDEN form with the appropriate phone Type. The available types can be found by searching the *Type* field. Banner will automatically generate a sequence number and, if this is the first sequence for a specific phone Type, the primary check-box is checked on xxxTELE (Telephone tab of xxxIDEN). The primary flag indicates the number to be used for reports and can only be updated on the xxxTELE form (or Telephone tab of xxxIDEN). When any phone number is updated, make sure to change the sequence number and primary check on the xxxTELE form. The phone sequence number must match the corresponding address sequence number.

When an address is inactivated on the xxxIDEN form, some modules inactivate the phone number on xxxTELE (Telephone tab of xxxIDEN) as well. If a current phone number is available, but a current address is not, add the phone number directly to the xxxTELE form (or Telephone tab of xxxIDEN). If a current address is available but the phone number is not, update the xxxTELE form (or Telephone tab of xxxIDEN) sequence number.

Area code is located in the first box of the Phone field and **MUST** be entered for all phone numbers. Do not enter hyphens when entering a phone number. If an extension is provided enter that data in the last box of the Phone field. International Access numbers can be entered and updated directly on the xxxTELE form (or Telephone tab of xxxIDEN). Since this is a free-form field, enter the data just as it is provided on the source information. The intent of the International Access field is to capture only the preceding code required to access the country and city, not the entire number.

Add fax numbers directly to the xxxTELE form (or Telephone tab of xxxIDEN) with the FAX phone type code. If the given phone number is an unlisted one, the Unlist check-box may be checked on the xxxTELE form (or Telephone tab of xxxIDEN).

TELEPHONE TYPES

CODE	DESCRIPTION	USE
BI	Refund Address	Invoicing phone if different from business phone
BU	Business	Primary phone for business or individual's business phone number
CELL	Cellular Phone	Cellular contact number
CM	Campus	Campus phone number; used in Campus Directory
EA	Temporary Address	Temporary address phone number
EM	Emergency	Emergency contact phone number
FAX	Fax	Fax number
GC	Grants & Contracts	Phone number associated with Grants & Contract address
GR	Gift Receipting	Phone number associated with Gift Receipting address
HQ	Corporate Headquarters	Business headquarters phone number if different than business phone number
MA	Mailing/Local	Phone number associated with Mailing address
MG	Matching Gift	Phone number associated with Matching Gift address
OR	Origin	Phone number associated with Origin address
PA	Tape Load-Student	Student phone number from tape load data
PG	Parent/Guardian	Parent phone number used with PF and/or PM address types
PP	Tape Load-Parent	Parent phone number from tape load data
PR	Permanent	Phone number associated with Permanent address
RE	Resides At	Phone number associated with Residence address
SA	Temporary/Seasonal	Phone number associated with Seasonal address
SB	Corporate Subsidiary	Phone number of other companies owned by a corporation

EMAIL ADDRESSES

There are several types of email address used to accomplish a distinction within Banner and allow for offices to select the appropriate address for their correspondence. Students are automatically given an **OF** (official) University of Idaho VandalMail email address that all official student correspondence is sent to. This same address is used in VandalWeb faculty email entire class, advisees, wait list, etc functionality. Some email addresses are updatable by the user via VandalWeb; all are stored on the GOAEMAL form (or E-mail tab of xxxIDEN). Only one email address/type can be marked as Preferred.

EMAIL TYPES

CODE	DESCRIPTION	USE
ALTR	Alternate	Alternate contact if BU & PERS types unusable
AP	Accounts Payable	Accounts Payable email contact
BU	Business	Business email address
FOLK	Parent Email Address	Student's parent email address for general communications
IVLE	Idaho Vandals Forwarding Email	Use in conjunction with idahovandals.com domain
OF	Official UI Email Address	Type used for all students; students must use VandalMail email address for official correspondence
PERS	Personal	Personal email address
UI	University of Idaho	UI email address; often used for staff and faculty as preferred

7. DECEASED RECORDS

The issue of deceased records is a complex one and involves more than just a “deceased flag”. Due to the implications involved, each case is handled individually within established guidelines. The following protocol is intended to provide guidance for the institution in responding in an efficient and sensitive manner.

Confirmation of exact identity and valid, reliable verification of the death of an individual must be obtained. This may be accomplished with either a dated copy of a newspaper obituary and/or a copy of a death certificate. Information received via phone conversations should **not** be accepted as reliable.
The documentation must contain the individual's full name and identity to include items such as date of birth, and dates of attendance. This documentation will allow for proper identification of the record and will become a permanent part of the record.

Determine which module the individual "belongs" to from GUASYST and send the documentation to that owner office **immediately** for processing:

Employee ..... Human Resources
Students (current & former) ..... Registrar
Vendor..... Finance

If the individual has a multiple affiliation with the university, such as an employee and student, then those offices must work closely to update the record.

STEPS TAKEN BY OWNER OFFICE TO CLOSE THE RECORD:

1. Update the ADDRESS information on xxxIDEN:
   Create a new MA address sequence effective the date of death and enter address line 1 and the zip to create:

Deceased	(Address line 1)
DECEASED	(City)
ZZ	(State)
00000	(Zip)

   Inactivate all other addresses effective the date of death, except OR, RM and W2 types.

2. Contact the other campus offices via email that have an interest in the person so that they may complete their files. The contacts are as follows:

Accounts Payable	Linda Keeney	lkeeney@uidaho.edu
Alumni/Advancement	*general*	advserv@uidaho.edu
Financial Aid	*general*	finaid@uidaho.edu
Graduate Admissions	*general*	gadms@uidaho.edu
Human Resources	Judy Colbeck	judyc@uidaho.edu
Information Technology Services	*general*	help@uidaho.edu
Registrar	*general*	registrar@uidaho.edu
Student Accounts	Connie Wambeke	cwambeke@uidaho.edu
Student Loans	Abbigail Dallas	dallas@uidaho.edu
Undergraduate Admissions	*general*	admissions@uidaho.edu
University Residences	*general*	housing@uidaho.edu
Vandal Card Office	*general*	vcoffice@uidaho.edu

3. If the individual is a student and has been enrolled during the past year, then all offices are contacted if the individual is a former student and has not been enrolled in the past year, then only those offices with an interest flagged on GUASYST will be contacted.
4. Also, if the individual is a currently enrolled student and it is past midterm of the semester, the Registrar's Office will contact the student's Dean and each instructor to verify their wishes to either drop the courses or submit final grades for the courses.
5. Only after all offices have responded that they have completed their files **or** there is no response to the owner office after 10 days, will the deceased flag be set on Banner. To set the flag, go to the xxxPERS form and click on the Deceased check-box. Make sure to also enter the Deceased Date.

RESPONSIBILITIES OF CONTACTS:

ACCOUNTS PAYABLE:
- Coordinate payment of open invoices.
- Close any outstanding requisitions.
- Create "Estate of" GID for employees.
- Coordinate with HRIS to pay employees.

ALUMNI/ADVANCEMENT:
- Forward verified documentation to Registrar about deceased former students.
- Update individual's record cross-reference with spousal record.

FINANCIAL AID:
- Take appropriate action with lending agencies of a student.
- Coordinate with Student Accounts as related to outstanding balances due.

GRADUATE ADMISSIONS:
- Forward verified documentation to Registrar about deceased students.
- Update individual's application status if applied term has not begun yet.

HUMAN RESOURCES:
- Verify individual's employment status and determine if salaries are still payable. If pay is due to the individual, a signed and notarized affidavit must be submitted by the estate representative for release in the Payroll Office.
- Coordinate benefits.
- Enter the deceased flag on a former or current employee's record upon receipt of clearance from other involved offices.

INFORMATION TECHNOLOGY SERVICES
- Inactivate email, AD, and Banner accounts of individual.

REGISTRAR:
- Determine if individual is a current (enrolled in past year) student.
- Notify contacts of official information about current and former students.
- Adjust registration and student status.
- Enter the deceased flag on a former or current student's record upon receipt of clearance from other involved offices.
- Make notation on imaged transcript, if applicable

STUDENT ACCOUNTS/LOANS:
- Coordinate with the Financial Aid Office to take appropriate action with lending agencies of a student.
- Determine and resolve issues in regards to outstanding account balances of individual.

UNDERGRADUATE ADMISSIONS:

- Forward verified documentation to Registrar about deceased current or former students.
- Update individual's application status if applied term has not begun yet.

UNIVERSITY RESIDENCES:

- Coordinate with the Dean of Students in resolving any issues of personal belongings for currently enrolled students.
- Coordinate with Dean of Students in providing adequate university resources/referrals for counseling and other services.
- Insure that all outstanding bills have been posted to the individual's account for action by Student Accounts.

VANDAL CARD OFFICE:

- Inactivate VandalCard of individual.

8. CONFIDENTIALITY OF RECORDS

Individuals who wish to keep all or parts of their directory information confidential may do so by written request to the record owner offices, generally the Registrar's Office or Human Resources. These offices update flag records as confidential on the xxxPERS. A warning will appear on any record with a confidential flag. Since there is only one indication of confidential for the entire record, full confidentiality is assumed for any module unless a written release is obtained for information to be released under appropriate policies and procedures of the module.

9. CROSS-FUNCTIONAL FORMS

- **GUASYST**

The System Identification Form indicates all Banner modules where data is entered on a specific GID/ID. This is helpful in identifying what relationship the individual or entity has with the University.

- **GUAIDEN**

The User Identification Control Form contains user ID and name for all Banner query and/or maintenance accounts. Queries on this form can be performed to identify a user ID, name, and/or account status.

- **GOAEMAL**

The E-mail Address Form collects e-mail addresses associated with an individual or entity. Due to the Official Email Policy (effective 7/1/03), students **OF** email type is the selected "Preferred" address and may not be updated; all official email correspondence will be sent only to the **OF** email address.

- **GOAMTCH**

The Common Matching Entry form is accessed whenever a user is attempting creation of a new GID. Identification data is entered on this form and then Banner performs a check for matches or potential matches prior to creation.

- **TAPE LOADS**

Information for Financial Aid or student test scores are received from outside sources by tape. These tapes of information may contain data that does not conform to our Banner standards. Because of this, two address types, PA (tape load student address) and PP (tape load parent address), were created to store this information. Some letters are generated using the PA or PP address type and will reflect the tape-loaded information.

10. DUPLICATE RECORDS/GID'S

DUPLICATE GID'S/ID'S:
The term "duplicate GID" means multiple ID's that exist for a single entity (whether person or non-person); more than one Banner record exits. This defeats the whole purpose of a relational database, creating either multiple versions of the truth or incomplete information for the entity.

When duplicate GID's are discovered they are referred to a Duplicate GID Coordinator for resolution. The coordinator will decide which ID number will be the "good" number and all data from the "bad" number is transferred. The "bad" number is then deleted from the database, unless data on the record must be maintained for historical purposes (financial records). Duplicate records that have financial transactions cannot be deleted due to the auditor's requirements. In this case, the "bad" records are flagged so that no further transactions will take place on them.

If you create or locate a duplicate GID, IMMEDIATELY STOP PROCESSING and contact the appropriate Duplicate GID Coordinator for resolution:

- Person Records.....Chris Menter; cmenter@uidaho.edu
- Non-Person Records.....Linda Keeney; lkeeney@uidaho.edu

Each identified duplicate GID can take extensive time to analyze and repair. Delays in handling duplicate entries make successful resolution more complicated and time consuming; it is imperative modules take quick action for resolution.

Module users responsible for duplicate GID resolution should refer to the *Duplicate GID Manual* for specific instructions