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Bill+Payment 6.0

Business User's Guide

For Users of Banner by Ellucian

September 2012

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About This Guide

The **TouchNet® Bill + Payment Business User's Guide** is for campus business office administrators.

This guide is your reference to campus business office tasks using TouchNet Bill + Payment. In addition to this guide, you may also want to refer to the **Payment Plans Guide** for all information related to setting up and managing payment plans.

Checking the Bill+Payment Version Number

If you need assistance from TouchNet, you may need to know your product version number. To check your Bill + Payment installation's version number, go to Administration > System Information. The System Information page shows your current version number as well as information about the Transaction Manager and Payment Gateway you use with Bill + Payment.

To Contact Customer Care

Please visit the TouchNet web site for the latest updates and information about your TouchNet solutions.

For technical assistance, continuing customer support, or other questions, contact us at:

Telephone:	888-621-4451 or 913-599-6699
Fax:	913-599-5588
E-mail:	customer@touchnet.com
Web site:	https://clientcommunity.touchnet.com/web
Address:	TouchNet Information Systems, Inc. 15520 College Boulevard Lenexa, Kansas 66219

TouchNet Customer Care is available Monday through Friday between 7:00 a.m. and 7:00 p.m. Central Time. Extended support hours are available by agreement with TouchNet.

Your Bill+Payment Documentation

TouchNet product documentation is available in the TouchNet Client Community. To browse documents, log into the Client Community and navigate to Products and Services > Bill + Payment.

Bill+Payment 6.0 Documentation

Title	Contents
Installation Guide or Upgrade Guide	Use these guides when you install or upgrade a Bill + Payment system.
Business User's Guide	Use this guide to learn day-to-day tasks and Bill + Payment work flows.
Payment Plans Guide	Use this guide to design, create, or manage payment plans.
Technical User's Guide	Use this guide to understand the technical concepts and components of Bill + Payment or to look up advanced configuration, log file, or troubleshooting information.
Marketing Kit	Use this kit as you design marketing materials for introducing Bill + Payment on campus.

1.0 Welcome to Bill+Payment

With TouchNet Bill + Payment, you can present student bills, process refunds, manage tuition payment plans, and accept payments online, even when your student system is unavailable, eliminating paper-intensive procedures.

Bill + Payment 6.0 includes the separately licensed Bill + Payment Account Center, eSeries, and Payment Plans.

Bill + Payment Account Center gives you student account payments, real-time views of account information, authorized third-party payments, and stored payment profiles. The Bill + Payment eSeries gives you online statement presentation, deposit payment, and electronic refunds features. And with Payment Plans, you set up online automatic payment plans.

All Bill + Payment users can accept online payments, let students view current activity online, and choose whether students and authorized users can schedule payments and set up personal and stored payment profiles.

1.1 What's New in Bill+Payment 6.0

Bill + Payment 6.0 has been updated to give you more flexibility in providing a streamlined student experience. From an easier and more customizable payment process flow to automated plan enrollment and mobile Bill + Payment, Bill + Payment 6.0 gives your school the tools to tailor your student experience to your business processes.

Improved Student Interface

The Bill + Payment 6.0 student interface has been streamlined to improve the student experience, with new, simpler workflow for making payments, account alerts displayed on the home page, a printer-friendly receipt, and the ability to set up a refund profile separately from the payment profiles.

Refund Account Improvements

The students' refund profile is now separated from the payment profiles. You can choose whether to use ACH pre-notes for refund profiles only. You can choose whether to re-verify the ACH pre-note only for refund profiles rather than for all ACH accounts.

Automatic Payment Plan Enrollment

You can pick a date upon which all students enrolled in one payment plan are automatically enrolled into another payment plan. This allows you to move students from plan to plan at the semester change or from plans that use estimated amounts to plans that use real-time amounts.

1098-T Forms

You can now present electronic 1098-T files generated by your ERP system through Bill + Payment. Students can consent to receive the 1098-T only in electronic form, and the new 1098-T Consent Report lets you see which students have opted for electronic-only forms.

You must be licensed for eBill to load 1098-T statements.

Mobile Bill Payment

Students can now make payments, look up account information, and set up both refund and payment profiles with their mobile phones.

You can also generate QR codes. These are mobile bar codes that you can use in printed or online material. When a student with a smart phone scans the code, the phone links directly to mobile Bill + Payment. Your students can use the QR codes instead of typing the URL. You can generate a QR code for any URL.

You must be licensed for mobile Bill + Payment, and it must be separately installed.

The Billable Moment™

You can now present students and authorized users with additional items for purchase when they make payments toward the student account.

Line Item Payments

With line item payments, the student payment can be directed first toward a list of immediately due items that you define, for example, parking fines or health insurance.

Standardized Closed-End Disclosures for Payment Plans

Bill + Payment 6.0 includes several new features to help your school provide a standardized closed-end disclosure statement to your payment plan users:

- New disclosure language in the payment plan agreement;
- Optional disclosure of the calculated APR;
- Ongoing disclosure notifications are available online when plan amounts increase or at the time of an automatic plan enrollment (users are notified when a new disclosure is available);
- Retention of disclosures and the ability to review disclosures sent;
- A payment plan history view in the student interface;
- The ability to freeze recalculation a number of days before the installment due date has been extended to all plans.

Term-based Payments

You can now enable payment by term. When payment by term is enabled, the student payments page will display the amounts due for any term you have set up in term management (if there is a balance due). The student can then select as many of the terms as they wish to pay toward. The student makes one payment, but separate records are posted to your student system for each term's amount.

(If you do not enable term-based payments, Bill + Payment will continue to post payments toward your designated default term.)

In addition, Bill + Payment 6.0 now posts payments toward the term you have specified for the host system account used to make the payment.

Important! If you used alternate host system accounts with Bill + Payment 5.0, you should revisit your host system account and term management settings to make sure payments are posted as you need.

Term-Based Balance Display

Bill + Payment now calculates the displayed welcome page balance from the terms you have set up in term management. This ensures the amounts shown on the welcome page and in account activity will match.

Errors in Batch Process

Bill + Payment now sends administrative e-mail notifications if problems occur that prevent the critical functions of the batch process.

BCC in Targeted E-mail

When you send a targeted e-mail to authorized users, their e-mail addresses are now used in the BCC field instead of the To field to protect their privacy.

Plan Enrollment Holds

You can now use hold codes to block payment plan enrollment.

Maximum Credit Card Attempts

In Payment Configuration, you can now set the maximum number of times that Bill + Payment will re-attempt a payment with a credit card.

Paper Bill Opt-In

In Bill + Payment 6.0, the student's choice to receive paper bills is now an opt-in decision, not an opt-out decision; if you allow students to choose to

receive paper bills, the student's paper bill option is defaulted to No. Students will not receive paper bills unless opting in.

New Authorized User Report

The Authorized User report shows name and e-mail contact information for all authorized users. If the authorized user has a payment history within Bill + Payment, the report also includes a link to the payment history.

This report also offers you the option to remove an authorized user so that they can no longer log in, be viewed in lists of users, or receive e-mails. You will still be able to see the user's historical data.

Disabling Plans

You can now disable a payment plan, which allows you to view plan agreements and historical data while preventing enrollments and recalculation. You can choose whether to include disabled plans when viewing your Bill + Payment reports.

Marking Installments Paid

For payment plans using estimated amounts, you can now mark installments as paid when the student makes a payment in person or by mail.

Plan Eligibility and Previous-Term Aid

For plans that deny enrollment based on unpaid balances, you can now choose on the plan worksheet to also consider previous-term, available financial aid when determining enrollment eligibility.

1.2 Critical Changes if You Are Upgrading

If you are upgrading from Bill + Payment 5.0, please review these items. They may require you to change your settings in the upgraded Operations Center.

- **The Payment Configuration page** now asks you to select the payment options you want users to see. You must enable the payment options that students and authorized users should be able to pay toward.
- **Your list of terms**, located in the Host System Integration page, now governs many critical items. You should review your list of terms and add or edit terms in light of these changes:
 - The student account balance will only include balances from the terms you have set up. If a student has a balance from a term that has not been set up, the balance will not reflect that term.

- If you want to show activity or make a payment toward a term, that term must be added in your Host System Integration page.
- You must mark the “Use for Deposit” checkbox for any term that can be used for paying a deposit.
- **The Host System Integration page** now allows you to choose whether you want to show terms that have zero balances. After your upgrade, this setting will be defaulted to “No,” and if you want to show these terms, you must change the setting.
- **The Host System Integration page** allows you to select the amount to display on the Welcome page. After your upgrade, this amount will be defaulted to the “Total Amount.” If instead you want to display the Amount Due, you can change this setting.

1.3 Bill+Payment Online Components

In Bill + Payment, you'll become familiar with two web-based interfaces: the Bill + Payment student interface, where students and their authorized users log in, and the Bill + Payment Operations Center, where you configure and conduct all the business office tasks of Bill + Payment.

The Bill+Payment Student Interface

In this web-based interface, students and authorized users see current activity, make payments, and manage profiles. Depending on your licensed components, users can also see loaded bills, enroll in payment plans, pay deposits, and set up refund profiles to receive direct deposits of refunds.

The Bill+Payment Operations Center

The Bill + Payment Operations Center is your management console for configuration and daily business operations. Here, you configure Bill + Payment, load bills, launch refunds, set up payment plans, and look up information to help you work with students.

You'll open the Operations Center from the Bill + Payment tab of U.Commerce Central.

Operations Center users with the administrator's role see all configuration, management, and report options. Administrators also see the Customer Service field on every page. In this field, enter a student ID to review and manage that student's activity.

Operations Center users with the Customer Service role see only the Customer Service field.

TouchNet [BILL+PAYMENT] Home | Change Password | Help | Logout

Bill+Payment Home

- Administration
- Communications
- Reports
- Deposits
- eBill
- Refunds
- Payment Plans

Customer Service

Student ID: [View](#)

Bill+Payment Operations Center Home

Time Period

From: 12/1/10 To: 11/24/10 [View](#)

Usage Statistics

	All Users	Students	Authorized Users
Total number of users:	1130	1010	120
Number who have logged in:	900	820	80
Number who have NOT logged in:	230	190	40

Payment Statistics

	Credit Cards	Debit ATM Cards	ACH
Revenue by tender:	39.97%	37.03%	23.00%

Bill + Payment Operations Center Home page

Note: In the Bill + Payment Operations Center, you will see configuration options only for your licensed components. For example, if you are not licensed to use electronic Refunds, you will not see Refunds options.

Bill+Payment and TouchNet Payment Gateway

Although TouchNet Payment Gateway is not part of Bill + Payment, you'll need to know how it works together with Bill + Payment.

Whenever a payment is made through Bill + Payment, that payment transaction is processed through TouchNet Payment Gateway. Payment Gateway also generates the transactions associated with refunds. Payment Gateway is a powerful source of reporting for payment activity on your campus.

Important! Any test environment should include a full test installation of Bill + Payment 6.0 and Payment Gateway 6.0, and the production environment should be completely separate from the test environment of these solutions. The test environment should not be cloned from a live production environment.

1.4 Routine Administrative Tasks

If Bill + Payment is installed on your campus (and not in the TouchNet Certified DataCenter), your campus IT professionals will need to perform additional tasks such as routine file backups. These tasks are detailed in the *Bill + Payment Technical User's Guide*.

Routine Tasks for All Bill+Payment Users

When	Task
Daily	Monitor the e-mail accounts used for your help e-mail address and your administrative e-mail address.
Frequently; perhaps even daily	Update announcement text for the Bill + Payment student interface home page.
At the beginning of every term	Review your terms list to ensure it contains all the terms you want to include in balance calculations. Also, update your selection of current term for the default host system account and any alternate host system accounts.
As needed	Check your automated e-mail and text messages to see if their content is outdated. Update the content of any pages that the automated messages link to.
As needed by your students	Address disputed payments, duplicate payments, or overdue payments.
As deposit items pass their pay-by dates	Update the start and end dates for deposit items for your upcoming term.
When electronic checks return due to insufficient funds	Adjust accounts on the host system for the initial payment and any fees incurred.

Routine Tasks for Statements

When	Task
Before you load bills	Load e-mail addresses for new students (if address is not in billing file).
According to your campus schedule	Load new bills.
Either before or immediately after you load bills	If you allow students to opt into paper billing: Use the Paper Bill Opt-Out report to see which students still want paper bills.
Once a year	Load new 1098-T statements.

Routine Tasks for Payment Plans

When	Task
Daily	Review the Charge Posting Report and Plan Recalculation Charges Posting Report to verify that charges have posted correctly to student accounts (and to retry or clear any that have not).
Frequently	Review the Plan Aging Report and Plan Delinquency Report to identify students who may need assistance.
On each plan installment due date, but only if you do not recalculate daily	Recalculate the plan.
As needed by your students	Work with students: enroll them in plans; disable a student's plan's recalculation; recalculate an individual plan; remove a student from a plan; and move a student from plan to plan.
As required by campus reporting needs	Review reports of plan enrollment and projected plan revenue.

Routine Tasks for Electronic Refunds

When	Task
Frequently or according to your campus schedule	Follow the refunds process, completing all required steps in your student system and Bill + Payment.
After you run refunds	Review the Refund Posting Report to verify that refunds have posted correctly on student accounts (and to retry or clear any that have not).
At least once per term	Review the Refund Accounts Report to identify students who may need to be reminded to set up refund accounts in their profiles.
As needed when working with students	Review the Refund Report to see how refunds were processed and in what amounts.

Infrequent Tasks or Assistance Required by System Changes

If this happens...	What you should do
If the IP address changes for the server where Operations Center is installed...	Contact TouchNet for assistance. If your Bill + Payment installation is on campus and not hosted in the TouchNet Certified DataCenter, you will need to obtain a new license key.
If your school's domain name or help e-mail address changes...	Contact TouchNet for assistance. If your Bill + Payment installation is on campus and not hosted in the TouchNet Certified DataCenter, you will need to obtain a new license key.
If you add a new Bill + Payment component...	Contact TouchNet for assistance. If your Bill + Payment installation is on campus and not hosted in the TouchNet Certified DataCenter, you will need to obtain a new license key.
If you change your database type (example: from MySQL to Oracle)...	Contact TouchNet to discuss the setup update and obtain information about implementation changes.
If the URL changes for the Bill + Payment end-user application...	Update the URL in the Operations Center's System Settings page. (Go to Administration > System Settings > General Configuration.)
eBill users, if you need to load bills for an additional account or if there are changes to your bill format...	Contact TouchNet to discuss the implementation change.

Part 1
**Managing Your
Bill+Payment Environment**

2.0 Managing Your Bill+Payment Environment

This chapter describes the tasks in managing the Bill + Payment system, such as scheduling offline periods and running automated processes on command as needed.

2.1 Setting License and Student System Options

You will typically set the following configuration options once, then leave them unchanged throughout your use of Bill + Payment.

Edit license key

An invalid license key will de-activate the Operations Center features. If you attempt to save an invalid key, you will be required to enter a valid license key and domain name combination to use the Operations Center.

Contact TouchNet for a new license key if:

- you have expanded your license to include additional Bill + Payment functions.
- OR
- your domain name has changed (for example, **campus.edu** changes to **university.edu**).
- OR
- the IP address of your application server changes.

If TouchNet directs you to edit your license key, mark the **Edit license key** checkbox to make your key editable. This option is located on the Bill + Payment Home > Administration > System Settings > General Configuration page.

Select your student system type

Contact TouchNet before changing your student system type. Changing your student system includes complex setup and requires assistance from TouchNet. Changing the setting in the Operations Center is the last step in this process.

This option is located on the Administration > System Settings > Host System Integration page.

When validating user login, allow the student system [x] seconds before timing out

This timeout may occur when a student or authorized user is trying to log into the Bill + Payment end-user application. If your student system is unavailable, Bill + Payment will wait this long before it stops trying to validate a student login. Then, Bill + Payment will try to validate the student against information cached in the Bill + Payment database.

After the timeout seconds pass, the user will be able to log in if the validation against the cached information in the Bill + Payment database succeeds. However, host data will be unavailable. The user will not be able to see current activity or enroll in a payment plan.

This option is located on the Administration > System Settings > Host System Integration page.

Current activity date format used by your student system

Your TouchNet host integration module (Banner Connect) uses a particular date format when it provides account activity. Bill + Payment must know that particular date format to correctly process and display real-time activity.

This option is located on the Administration > System Settings > Host System Integration page.

If you select a date format not typically used with your student system, Bill + Payment will prompt you to change it.

Important! If you use an incorrect date format, Bill + Payment may not be able to correctly retrieve student account data from your student system. For example, memo aid will not be included in the student balance if your date format is incorrect.

3.0 Managing Bill+Payment Operations Center Users

As you get started in Bill + Payment, you may want to assign Bill + Payment roles to users who can help configure the system.

Throughout your use of Bill + Payment, you'll want to add and remove roles for cashiers and others who need to work with student accounts.

3.1 Operations Center User Roles

On campus, you may need to assign different roles to the people who use the Bill + Payment Operations Center.

Some users will need to be administrators, who can use all the Operations Center functions and settings. Other users may be limited to the Support role so that they can help students but not change settings.

What Can Users with the Support Role Do?

- Review users' account activity and their activity within the Bill + Payment application.
- Send e-mail messages to individual users.
- Take actions on behalf of students, such as deleting invalid payment methods.
- Review users' payment plan activity and help users with plan activity such as enrolling a user, removing a user from a plan or recalculating a user's plan.

What Can Administrators Do?

Everything that Support users can do, plus:

- Change all settings in the Bill + Payment Operations Center.
- Launch the Bill + Payment batch process, initiate electronic refunds, and load bills.
- Create new plans and change plan settings.
- Review reports.
- Change the content of automated messages and send e-mail and text message announcements to groups of users.

3.2 Adding Users to Bill+Payment

You can give a Bill + Payment user role to any existing Payment Gateway user. Users must exist in Payment Gateway before you can add them in Bill + Payment.

To add an existing Payment Gateway user to Bill + Payment, follow these steps:

- 1 Go to: Bill + Payment Home > Administration > Administrative Users. The Manage Administrative Users page opens.
- 2 Click the Add User to Bill + Payment button. The Add User to Bill + Payment page opens.

Adding a Payment Gateway user to Bill + Payment

- 3 Select the user from the **Username** dropdown list.
- 4 Select the user's role, either TBP Support or Administrator, from the **Assign Role** dropdown list.
- 5 Click Save.

The next time the user logs in with their current username and password, they will be able to use all features associated with their new Bill + Payment role.

Note: All Operations Center user passwords can be changed in the User Management section of the U.Commerce Central web application.

3.3 Managing User Roles

You will manage users' roles in the Administration > Administrative Users page.

Manage Administrative Users

Users cannot log into the Bill+Payment Operations Center after you remove their roles. You can reassign roles later to make users active again.

Add User to Bill+Payment

Full Name	Username	Action	
Campus Admin	ouradmin	Update User	Remove Bill+Payment Role
Susan Bursar	sbursar	Update User	Remove Bill+Payment Role
Ron Admin	rkadmin	Update User	Remove Bill+Payment Role

Manage Administrative Users page

From the Manage Administrative Users page, you can add a user to Bill + Payment, change a user's role, or remove a user's role.

Changing User Roles

Complete these steps to change a user's role.

- 1 Go to: Bill + Payment Home > Administration > Administrative Users.
- 2 Click the Update User link for the user whose role you want to change.
- 3 Change the role in the **Assign Role** dropdown list, then click the Update User button.

Removing a User's Role

Complete these steps to remove a user's role.

- 1 Go to: Bill + Payment Home > Administration > Administrative Users.
- 2 Click the user's Remove Bill + Payment Role link.

Note: You can add roles back for a user after they are removed. Follow the steps in "Adding Users to Bill + Payment" on page 18.

4.0 Managing the Batch Process and the Timing of Automated Processes

The Bill + Payment batch process automatically completes Bill + Payment's basic functions, like sending e-mail and text messages, processing payments on the day they are scheduled, recalculating payment plans, processing automatic payment plan enrollments, and deleting old, inactive information from the database.

The Bill + Payment batch process requires little or no management, though you can set options related to it.

However, should there be a problem completing any of the following actions in the batch process, Bill + Payment will automatically send an e-mail notification to your Bill + Payment administrator e-mail address:

- loading the list of users who have unpaid payment plans;
- loading scheduled payments either for processing or sending payment reminders;
- loading the list of users who need payment plan installment reminders;
- loading the list of users who owe late payment fees;
- releasing refunds that are on hold pending a refund profile update;
- or any unexpected error that may prevent the batch from running.

When Does the Bill+Payment Batch Process Run?

The Bill + Payment batch process runs every day at a time you set in System Settings. You can run the batch process on command at any time, though if you run the batch process on command, it does not run automatically later on that same day.

What Does the Bill+Payment Batch Process Do?

In the batch process, Bill + Payment checks its database for that day's scheduled payments. The payments are sent to TouchNet Payment Gateway for processing.

Payment Gateway processes payments and returns success or failure responses; the student account is updated in the host system, and Bill + Payment sends an e-mail confirmation of payment to the user.

Note: If the host system is unavailable, Payment Gateway stores payment data and automatically updates the account when the host system becomes available again.

In the batch process, Bill + Payment also:

- Sends automated e-mails to users about their statements and payments.
- Sends scheduled payments to Payment Gateway for processing.
- Deletes inactive users and disabled authorized users. (See below: [What Information is Deleted for Inactive Users?](#))
- Deletes old statements; by default Bill + Payment retains the 18 most recent statements.
- Purges archived plan agreements and disclosures as defined by your configuration choices.
- Checks the status of ACH pre-notes, if you require them.
- Recalculates payment plan installment amounts, recognizes new enrollments, and processes late payment fees.
- Completes automatic payment plan enrollments.
- For students on payment plans, sends an automated e-mail if the balance has changed when the plan is recalculated.

What Information is Deleted for Inactive Users?

Bill + Payment retains user information for a default period of 730 days (two years) after the user is inactive, then removes the user's information from the database.

Users are inactive if they:

- have no plan enrollments that are either unpaid or include installments that were paid within the previous two years, the default period for determining Bill + Payment activity
- AND
- have not logged in or received a bill within the previous two years, the default period for determining Bill + Payment activity.

The following information is removed:

- The student's general information (such as name, phone number, and login), and any addresses set up for the user.
- The general information for the student's authorized users, as long as those authorized users are not linked to other students.
- All FERPA-type agreements signed by the student granting access to authorized users.
- The student's Bill + Payment setup and history, including records of which host system accounts were linked to the student, the student's login history, paper bill settings, stored payment profile data, and automatic payments setup.

- Automatic payments and any scheduled payments tied to the payment methods and plans that are being deleted.
- Any statements connected to the student as well as records of the student's choice to opt into an electronic 1098-T.
- The student's payment plans as well as term information, installment payments, worksheet item detail amounts and codes, and late fees linked to those plans.
- Payment plan agreements and disclosures, which are then archived. Note that even if the student is deleted from the database, these plan agreements and disclosures are archived for you within Bill + Payment and can be retrieved for a minimum of two years from the agreement or disclosure date, up to the time you set in batch configuration for deleting archived plan disclosure information.

Can I Change How the Bill+Payment Batch Process Works?

The following options can all be changed through the Operations Center in Bill + Payment Home > Administration > System Settings > Batch Process Configuration.

- What time the batch process runs. (Note that time is specified in Central Standard Time and may need to be adjusted so that it runs in the correct time for your time zone.)
- How often the Bill + Payment system manager checks to see if it's time to start the batch process. A few minutes usually pass between the scheduled batch time and the actual batch time while waiting for the system manager to check. A shorter wait time means the actual batch time is closer to the scheduled time; however, shorter times increase processing demands. If needed, increase or decrease the frequency value by small increments until you find the optimal setting. If you set the value too high, the batch start time may pass between the system's checking intervals, and the batch will not start.
- The number of days before archived payment plan disclosures and agreements are deleted.
- How often the batch process will recalculate payment plans. (Plans are recalculated to show actual amounts remaining to be paid.)

Important! If you choose not to recalculate daily, remember to run the Bill + Payment batch process on command on the payment plan due date. In this case, the daily batch process may not include the required due-date recalculation; you must run the batch process on command.

Best Practices for the Batch Process

To make sure Bill + Payment operates as expected and reduce troubleshooting, follow these best practices for your batch process.

Do Not Run the Batch Process During Student System Downtime

Avoid starting the Bill + Payment batch process time close to your scheduled student system downtime. Bill + Payment will not be able to immediately post payments to the student account during this downtime.

If you use Payment Plans, plan recalculation cannot occur if the student system is down. (The Plan Recalculation Charges Posting Report shows any charges that could not be posted to the student system. See "Recalculation Charge Posting Report" on page 172.)

However, if the student system is down when the Bill + Payment batch process runs, Payment Gateway will still receive scheduled payments and will attempt to post them.

Complete Application of Payment Before Starting the Batch

If you use payment plans, be sure to set the Bill + Payment batch process start time to occur after the time that your application of payment process is typically complete.

Bill + Payment depends on finding updated account information during plan recalculation.

Over time, monitor your automated processes. As automated processes may be added to an environment, the start time of application of payment may be later than expected.

4.1 Configuring the Batch Process

Batch Process Configuration	
Bill+Payment batch start time: 24-hour / HH:MM format(Example: 23:30 for 11:30 pm)	23:30 CDT
Check for need to run batch every (valid range is from 1 to 60, default is 5)	0 minutes
Delete archived payment plan disclosures from the database after (setting cannot be less than 730 days/2 years)	730 days
Payment plan recalculation frequency:	Daily
<input type="button" value="Save"/>	

Batch Process Configuration page

To manage your batch configuration settings:

- 1 Go to Administration > System Settings > Batch Process Configuration.
- 2 Update the following settings as needed, then click Save Changes.

Bill+Payment batch start time

Enter the time to start the batch in 24-hour format. For example, enter 08:00 for 8 A.M., 14:00 for 2 P.M., or 22:30 for 10:30 P.M.

This start time is approximate. The Bill + Payment batch process will always start a few minutes after the time specified in this setting.

Important! Be sure to set the start time to occur after your application of payment process is complete.

Note: Note that time is specified in Central Standard Time and may need to be adjusted so that it runs in the correct time for your time zone. If your implementation is hosted in the TouchNet DataCenter (which is in the Central Time Zone), your batch will run at the Central Time Zone time shown. The following table shows how time zone difference may affect your batch process.

The Bill + Payment batch start time that you configure in the Operations Center is set for the Central Time Zone. The following table shows how time zone differences may affect your processes.

Batch Run Times for a Batch Configured to Run at Midnight

Your Time Zone	Your Local Time When the Batch Runs
Hawaii-Aleutian Standard Time (HST)	8 PM
Alaskan Standard Time (AKST)	9 PM
Pacific Standard Time (PST)	10 PM
Mountain Standard Time (MST)	11 PM
Central Standard Time (CST)	12 AM (midnight)
Eastern Standard Time (EST)	1 AM

Important! Avoid starting the Bill + Payment batch process time close to your scheduled student system downtime.

Check for need to run batch every [x] minutes

This is a minor control setting. It governs how often your system periodically checks for your Bill + Payment batch process start time. A setting of 15 minutes is recommended for most schools, and should not need to be changed once set.

Delete archived plan disclosures from the database after[x] days

Bill + Payment will retain a user's agreements and disclosures for a configured period of time following their creation. Further, Bill + Payment will not delete the disclosures unless one of the following conditions is true:

- The user has been removed from the plan.
- The inactive user has been removed from the Bill + Payment database.

If the time period elapses but the user is still active and was never removed from the plan, that user's disclosures will not yet be deleted.

Further, if the user is inactive and has been removed from the Bill + Payment database, but the time period for plan disclosures has not elapsed, the disclosures will not yet be deleted.

Your entry in this field must be a minimum of 730 days, which is two years.

Payment plan recalculation frequency

Note: This option is for payment plan users only.

You do not have to recalculate payment plans every time the Bill + Payment batch process runs. However, if you don't recalculate every day, then you must run the batch process on command through the Operations Center on your payment due date so that recalculation occurs then. The **Payment plan recalculation frequency setting** will apply to all your payment plans.

Note: Changing the frequency of recalculation does not affect the frequency of other batch processes.

Note: Regardless of your **Payment plan recalculation frequency** setting, recalculation will always occur when the batch process is run on command.

Note: If you have set your plans to recalculate less frequently, running the batch process on command will "reset" the schedule for this recalculation. For example, if you recalculate plans weekly, if you run the batch process on command on a Monday, plans will then recalculate the following Monday.

4.2 Running the Bill+Payment Batch Process

From time to time, you may need to run the Bill + Payment batch process immediately, for instance, to force automated e-mails to be sent or to recalculate payment plans.

Note: If you run the batch process on command, it will not run automatically later on the same day. For instance, if your Bill + Payment batch is scheduled to run at 6 A.M. and you run it on command at 5 A.M., it will not run at 6 A.M.

The Batch Process and Payment Plans

Payment plan users, please note the following items that can affect your use of the batch process.

Recalculating a Single Plan

If you are running the batch to recalculate plans, and you want to recalculate a single plan instead, you can do so through Customer Service options.

Recalculating Less Frequently

Important! For payment plan users: If you choose not to recalculate payment plans daily, remember to run the Bill + Payment batch process on command, on the payment plan due date, after application of payment has completed.

If you have set your plans to recalculate less frequently, running the batch process on command will "reset" the schedule for this recalculation. For example, if you recalculate plans weekly, if you run the batch process on command on a Monday, plans will then recalculate the following Monday.

Excluding Short-Term Plans From Recalculation

If you have short-term loan plans with enrolled students, and there is any chance that payments can be made between application of payment and the manual batch process, then you should mark the **Do not recalculate short-term loans during manual batch process** checkbox before you run the manual batch process.

If payments are made toward short-term loan plans between application of payment and the manual batch process, those plans will be corrupted with irreversible errors. This differs from other plans, which would be corrected the next time that application of payment and recalculation are run.

How to Run the Batch Process On Command

To run the Bill + Payment batch process:

- 1 Go to Bill + Payment Home > Administration > Batch Process. The Manage Bill + Payment batch page opens.

Manage Bill+Payment Batch Process

The Bill+Payment batch process handles several important operations, such as processing scheduled payments and deleting inactive users. It also performs payment plan recalculations and sends e-mail reminders as necessary.

Bill+Payment batch status:	Done For Today
Last batch start time:	6/18/10 11:31:37 PM CDT
Last batch end time:	6/18/10 11:31:53 PM CDT
Last batch duration:	16 Seconds
Next scheduled start time:	6/19/10 11:30:00 PM CDT

Do not recalculate short-term loans during manual batch process

Refresh
Start

Starting the Bill + Payment batch process

- 2 If you have short-term loan plans with enrolled students, mark the **Do not recalculate short-term loans during manual batch process** checkbox. This is recommended to prevent irreversible errors that can occur if payments are made between application of payment and the manual batch process.
- 3 Click the Start button.
- 4 Click the Refresh button to see the results of the batch process. (You may need to click the Refresh button again if your batch process is still running.)

Viewing Bill+Payment Batch Statistics and Status

The Manage Bill + Payment batch page shows the status of the last Bill + Payment batch. It also shows the start and end times and duration of the last Bill + Payment batch and the time the next Bill + Payment batch should run.

Bill+Payment batch status:	Done For Today
Last batch start time:	4/4/10 11:32:48 PM CDT
Last batch end time:	4/4/10 11:33:00 PM CDT
Last batch duration:	12 Seconds
Next scheduled start time:	4/5/10 11:30:00 PM CDT

Bill + Payment batch statistics

To refresh statistics and status, click the Refresh button in the Bill + Payment Batch Process page.

5.0 Scheduling Offline Periods

Offline scheduling keeps users from logging in during the offline period. Your Bill + Payment batch process will run as scheduled while the end-user application is offline. By default, the site is online 24 hours a day, seven days a week.

Note: If your Bill + Payment implementation is hosted in the TouchNet Certified DataCenter, all times are local to the Central time zone.

You can automate offline periods for the Bill + Payment student interface. To do this, go to the Administration > Offline Scheduling page.

Bill+Payment Offline Scheduling

Set Offline General Settings

Allow use of the site 24 hours a day, 7 days a week.

Take site offline - select start and end times and dates.

Set a daily offline time - select start and end hours.

Select a daily offline time for specific dates - select start and end hours and dates.

Offline Time of Day

You can set the offline hour later than the online hour. The application will be brought back online the next day.

Time of day to take the application offline:	<input type="text" value="00"/> : <input type="text" value="00"/> CST(HH:MM, ex: 23:30 for 11:30 pm)
Time of day to bring the application back online:	<input type="text" value="00"/> : <input type="text" value="00"/> CST(HH:MM, ex: 02:30 for 2:30 am)

Offline Date Range

For a one day period, enter the same start and end dates.

First date for Bill+Payment to be offline:	<input type="text"/>
Last date for Bill+Payment to be offline:	<input type="text"/>

Offline scheduling options

Options for Offline Scheduling

Option	Effect
Allow use of the site 24 hours a day, 7 days a week.	Leaves the site online all the time.
Take site offline - select start and end times and dates.	Takes the site offline for a continuous period, beginning and ending on the days and hours you set.
Set a daily offline time - select start and end hours.	Takes the site offline daily, beginning and ending each day at the hours you set.
Select a daily offline time for specific dates - select start and end hours and dates.	Takes the site offline daily on specific dates that you choose and for the period of hours you choose.

Taking the Site Offline for a Continuous Period

To take your site offline for a continuous period:

- 1 Navigate to Administration >Offline Scheduling.
- 2 In the Offline Scheduling page, select the **Take site offline - select start and end times and dates** option.
- 3 In the Offline Time of Day fields, set the hour when the site will go offline on the first day of the offline period and the hour that the site will come back online on the last day.
- 4 In the Offline Date Range fields, set dates for the first day and last day of the continuously offline period.
- 5 Click Save.

Offline Scheduling Example: Continuously Offline for a Range of Days

In this example, Bill + Payment will be offline from 12:15 AM on December 24 until 8 PM. on December 28.

Bill+Payment Offline Scheduling

Set Offline General Settings

Allow use of the site 24 hours a day, 7 days a week.

Take site offline - select start and end times and dates.

Set a daily offline time - select start and end hours.

Select a daily offline time for specific dates - select start and end hours and dates.

Offline Time of Day

You can set the offline hour later than the online hour. The application will be brought back online the next day.

Time of day to take the application offline: : CST(HH:MM, ex: 23:30 for 11:30 pm)

Time of day to bring the application back online: : CST(HH:MM, ex: 02:30 for 2:30 am)

Offline Date Range

For a one day period, enter the same start and end dates.

First date for Bill+Payment to be offline:

Last date for Bill+Payment to be offline:

Offline scheduling - continuously offline for a range of days

Taking the Site Offline Every Day

With this option, Bill + Payment will go offline every day during the hours you specify.

To take your site offline at the same time every day:

- 1 Navigate to Administration > Offline Scheduling.
- 2 In the Offline Scheduling page, select the **Set a daily offline time - select start and end hours** option.
- 3 In the Offline Time of Day fields, set the hours when the site will go offline and come back online every day.

Note: To take the site offline overnight, set the offline hour to a time later than the online hour, as in the example below.

- 4 Click Save.

Offline Scheduling Example: Offline Daily

In this example, Bill + Payment will be offline for an hour every day, between 11:45 PM and 12:45 AM.

Bill+Payment Offline Scheduling

Set Offline General Settings

Allow use of the site 24 hours a day, 7 days a week.

Take site offline - select start and end times and dates.

Set a daily offline time - select start and end hours.

Select a daily offline time for specific dates - select start and end hours and dates.

Offline Time of Day

You can set the offline hour later than the online hour. The application will be brought back online the next day.

Time of day to take the application offline:	23 : 45 CST(HH:MM, ex: 23:30 for 11:30 pm)
Time of day to bring the application back online:	00 : 45 CST(HH:MM, ex: 02:30 for 2:30 am)

Offline Date Range

For a one day period, enter the same start and end dates.

First date for Bill+Payment to be offline:	<input type="text"/>
Last date for Bill+Payment to be offline:	<input type="text"/>

Offline scheduling - daily offline period

Taking the Site Offline Daily for a Number of Days

To take your site offline during selected hours daily over a period of days:

- 1 Navigate to Administration > Offline Scheduling.
- 2 In the Offline Scheduling page, select the **Select a daily offline time for specific dates - select start and end hours and dates** option.
- 3 In the Offline Time of Day fields, set the hours to go offline and come back online on each day of the offline period.

Note: To take the site offline overnight, set the offline hour to a time later than the online hour.

Offline Scheduling Example: Offline for a Daily Period Over a Range of Days

In this example, Bill + Payment would be offline from 11:45 PM to 12:45 AM every day from June 14 through June 30. On July 1, Bill + Payment would no longer go offline every day.

Bill+Payment Offline Scheduling

Set Offline General Settings

Allow use of the site 24 hours a day, 7 days a week.

Take site offline - select start and end times and dates.

Set a daily offline time - select start and end hours.

Select a daily offline time for specific dates - select start and end hours and dates.

Offline Time of Day

You can set the offline hour later than the online hour. The application will be brought back online the next day.

Time of day to take the application offline: : CST(HH:MM, ex: 23:30 for 11:30 pm)

Time of day to bring the application back online: : CST(HH:MM, ex: 02:30 for 2:30 am)

Offline Date Range

For a one day period, enter the same start and end dates.

First date for Bill+Payment to be offline:

Last date for Bill+Payment to be offline:

Save

Offline scheduling - offline daily on specific dates

6.0 Managing Administrative E-mail

Bill + Payment sends the following e-mail messages to an administrative address:

- E-mail messages that indicate Bill + Payment errors or system events requiring your attention.
- General status messages.
- Bounced e-mails from invalid student or authorized user accounts.

As you begin using Bill + Payment, consider who should see and act on these messages.

6.1 Setting Administrative E-mail Options

E-mail Configuration	
E-mail Configuration Options	
Mail server for outgoing messages:	<input type="text" value="mail.university.edu"/>
Return e-mail address: (used as "from" address in outgoing e-mails)	<input type="text" value="ebill@university.edu"/>
Bill+Payment administrator e-mail address: (error notifications are sent to this address)	<input type="text" value="bmingroup@university.edu"/>
End-user help e-mail address: (mail icon address for students and authorized users) <i>Please contact TouchNet to change the domain portion of this e-mail address.</i>	<input type="text" value="help"/> @touchnet.edu
Default e-mail ending:	<input type="text" value="Sincerely,
Your University Business Office"/>
<input type="button" value="Save"/>	

E-mail Configuration settings

Note: You may need to check your school's spam filtering software to make sure it allows incoming e-mail messages to addresses entered on this screen.

To update your e-mail configuration settings:

- 1 Go to Administration > System Settings > E-mail Configuration.
- 2 Change the following settings as needed, then click Save.

Mail server for outgoing messages

Bill + Payment sends out automatic e-mail messages (and optional text messages that are sent using e-mail technology) to students and authorized users for a number of events.

Specify the mail server to be used for these messages.

Note: When you are testing Bill + Payment, please be aware that the test system will generate e-mail notifications. If you are using actual students as your test students, this may result in students receiving test messages. To ensure students are not sent confusing test e-mail messages, enter a text string such as **OFF** or **TESTONLY** in the field.

Note: Return e-mail address

Enter the "from" address to use in the automatic e-mails sent to students and authorized users. Make sure the address belongs to a valid e-mail account for the mail server specified.

Note: Automatic e-mail messages that "bounce" will return to this address.

Bill+Payment administrator e-mail address

Enter the e-mail address that should receive notifications about Bill + Payment system problems, for instance, recalculation failures for individual students or failure to update the student system.

Note: For error notifications, you may want to consider setting up an e-mail address that automatically goes to a list of people.

End-user help e-mail address

This e-mail address is populated as the To: line in an e-mail when the user clicks the "Ask for Help" link. This address also appears in online agreements that the student or authorized user signs.

You must contact TouchNet if you need to change the domain shown in the address. The domain of this address is used to verify your license key.

Default e-mail ending

The default text you enter in this field in the E-mail Configuration page becomes the ending of all automated e-mail messages. It is not used in automated text messages.

Note: You can customize an individual e-mail message to override the default text. See "Changing Automated E-Mail Content" on page 151.

Note: In your test environment, consider adding wording to this field to indicate that the message was generated from a test system.

7.0 Setting Up Mobile Bill+Payment

With Mobile Bill + Payment, students can log into the mobile application to make payments, review account information, and set up new payment and refund account profiles.

You can also generate QR codes, which are mobile bar codes that let your students using smart phones link directly to mobile Bill + Payment or to refund profile setup within mobile Bill + Payment.

You must be licensed to use Mobile Bill + Payment and install the Mobile Bill + Payment application before you can begin configuration. Instructions for the installation of Mobile Bill + Payment are in the *Bill + Payment Installation Guide* and the *Bill + Payment Upgrade Guide*.

7.1 About Mobile Login

Students must log into Bill + Payment before they can login to Mobile Bill + Payment. After that, the student login to Mobile Bill + Payment will be one of the following:

- The student ID and password used with Bill + Payment, if your mobile configuration requires they use this login method.
- An LDAP username and password, if your school uses LDAP and your mobile configuration requires they log in with the student ID.
- The mobile phone number and PIN, if your mobile configuration requires they use this login method and if the student has set up the login in the User Profile.

7.2 Mobile Configuration

Mobile Configuration	
Mobile Options	
Allow mobile payments:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Mobile URL:	<input type="text" value="https://ourschool:8080/tbpmobile"/>
Mobile login label:	<input type="text" value="Student ID"/>
Mobile login method:	<input checked="" type="radio"/> Student ID <input type="radio"/> Mobile Phone
Mobile AVS options:	<input type="text" value="Postal code AVS validation"/>
Mobile ACH account confirmation options:	<input type="text" value="Re-enter the account number as hidden"/>
<input type="button" value="Save"/>	

Mobile Configuration

To configure your use of Mobile Bill + Payment:

- 1 Go to Administration > System Settings > Mobile Configuration.
- 2 Change the following settings as needed, then click Save.

Allow mobile payments

Select Yes to turn on mobile payments or No to turn off mobile payments. If you turn mobile payments off, a student who navigates to the Mobile Bill + Payment URL will see a Mobile Bill + Payment screen that says the application cannot be initialized.

Mobile URL

Enter the URL where you have installed Mobile Bill + Payment. Typically this URL is https://[your server name and port]/tbpmobile.

Mobile login label

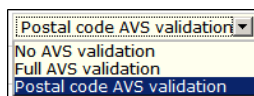
Enter the label that will appear next to the login field. For instance, if you want students to log in with the student ID, you might enter **Student ID** as the label.

Mobile login method

Choose whether you want students to log in using their student ID or mobile phone number. If students must log in with their phone number, they will be required to first enter the phone number in their personal profile within the student application.

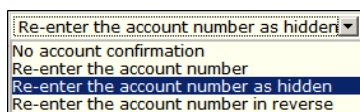
Mobile AVS options

For credit card payments, you can use address validation. You can have the student enter the full address or only the postal code; you can also choose not to use AVS validation.



Mobile account confirmation options

For ACH account number entry, you can choose whether you want the student to enter the account number twice, and if so, how you want the student to confirm the account number.



7.3 Generating QR Code Images

QR codes are mobile bar codes that contain encoded information, typically the URL to a web site. When someone scans the QR code with a smart phone, the phone links directly to the web site.

In Bill + Payment, you can generate a QR code image for any URL, including any mobile URL, and use these codes to publicize Bill + Payment mobile to your students.

For instance, you can generate:

- A code that links to the mobile Bill + Payment home page.
- A code that links to the refund profile setup within mobile Bill + Payment.

Then, when you market Bill + Payment services to your students, you can use the QR code images in your printed or online material. Then, your students who have smart phones can link directly to mobile Bill + Payment.

Note that a smart phone user must also have QR code reader software, which is available for free from multiple vendors, installed on his or her smart phone.

To generate QR code images:

- 1 Go to Administration > System Settings > Mobile Configuration.
- 2 Go to the QR Code Management section of the page:

QR Code Management	
Generate a QR code for a mobile URL:	<input type="text" value="https://ourschool:8080/tbpmobile"/>
Code Size:	<input type="text" value="Small"/>
File Type:	<input type="text" value="png"/>
<input type="button" value="Generate"/>	

QR Code Management options

- 3 In the Generate a QR code for a mobile URL field, enter the mobile URL for your new QR code.

Note: Once you have saved the mobile URL in configuration, it will appear as the default URL for QR code generation.

Note: To generate a code that goes directly to refund profile setup, enter this URL, using the host, port, and context values from your mobile URL:

```
https://[host]:[port]/[context]/login.xhtml?newSession=
true&landingPage=refund_profile
```

- 4 In the Code Size field, select the size of the code you want to generate.

Size	Dimensions
Small	250 x 250 pixels
Medium	350 x 350 pixels
Large	550 x 550 pixels

- 5 Select the type of image file to generate. Available file types are PNG (default), JPG, GIF, BMP, and PDF.

- 6 Click the Generate button.

The generated code displays:

QR Code Management


Generate a QR code for a mobile URL:

Code Size:

File Type:

Generate

Image:



Download Image

QR code available for download

- 7 Click the Download Image button to download and save the image file.

Part 2
**Managing the Student
Interface**

8.0 Managing Student Account Information

Many of your administrative choices affect how students and their authorized users will see and pay toward their student accounts.

This and the following two chapters cover configuring the display of amounts from the student account; term management; and setup of integration with the student account and multiple accounts.

Note: If you use the Banner student system and previously used Bill + Payment 5.0, please pay particular attention to the section on host system account setup ("Managing Host System Accounts" on page 53). If you use alternate host system accounts, you can now specify a default term for them.

8.1 Configuring General Integration Settings

After Bill + Payment is set up and working properly, you should rarely need to change the General Integration settings. These settings govern the basic display of amount information from the student account.

To configure your General Integration settings, navigate to Administration > System Settings > Host System Integration.

Host System Integration	
General Integration Settings	
Select your student system type:	Banner <input type="text"/>
Default host system account:	1 - Bill+Payment Student <input type="text"/>
When validating user login, allow the student system:	15 seconds before timing out
Current activity date format used by your student system:	dd-MMM-yy (Example: MM/dd/yyyy or dd-MMM-yy)
Select amount to display on the Welcome page:	Total Amount <input type="text"/>
Include estimated aid in current account balance:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Include terms with a zero balance in Account Activity:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Exclude codes:	Exclude codes from current activity display
<input type="button" value="Save"/>	

Host System Integration – General Integration Settings

Note: The **Default host system account** setting is discussed in 10.0 "Managing Host System Accounts" on page 53. Before you set the **Default host system account** option, you should review the material related to host

system accounts so that you understand all your options for host system integration.

Choosing Your Student System and Date Format

As long as you have not changed your ERP system, you will not need to change either your student system type or date format settings.

Select your student system type

Contact TouchNet before changing your student system type. Changing your student system includes complex setup and requires assistance from TouchNet. Changing the setting in the Operations Center is the last step in this process.

Current activity date format used by your student system

Your TouchNet host integration module (Banner Connect) uses a particular date format when it provides account activity. Bill + Payment must know that particular date format to correctly process and display real-time activity.

If you select a date format not typically used with your student system, Bill + Payment will prompt you to change it.

Important! If you use an incorrect date format, Bill + Payment may not be able to correctly retrieve student account data from your student system. For example, memo aid will not be included in the student balance if your date format is incorrect.

Setting the User Login Timeout

A timeout may occur when a student or authorized user is trying to log into the Bill + Payment end-user application. If your student system is unavailable, Bill + Payment will wait this long before it stops trying to validate a student login. Then, Bill + Payment will try to validate the student against information cached in the Bill + Payment database.

To set this timeout, go to Administration > System Settings > Host System Integration and look for this option:

When validating user login, allow the student system [x] seconds before timing out

After the timeout seconds pass, the user will be able to log in if the validation against the cached information in the Bill + Payment database succeeds. However, host data will be unavailable. The user will not be able to see current activity or enroll in a payment plan.

About the Welcome Page Amount

At login, the student or authorized user sees an amount displayed on the welcome page. This amount may be either the total balance of enabled terms for the student's account or the amount currently due for all enabled terms.

My Account	
Current Account Status	
Amount Due:	\$12,466.61
Make a Payment	View Current Activity

Welcome page – Amount displayed is the current amount due

Note: Other amounts, such as estimated financial aid and charges not included on a payment plan, may also be displayed depending on other settings in Host Integration (see "Including Estimated Aid in the Displayed Balance" on page 45) and Payment Configuration (see "Show Payment Options for Amounts Not in Plans" on page 68). If the student is enrolled in a plan, its amount will also be displayed.

To choose the amount displayed, go to Administration > System Settings > Host System Integration. Look for this option:

Select Amount to Display on the Welcome Page

From the dropdown list, select Total Amount to show the student's total balance from all enabled terms or Amount Due to show the amount currently due.

Including Estimated Aid in the Displayed Balance

You can show the student's estimated aid along with displays of account amounts. In the Welcome page, the amounts are displayed like this:

My Account	
Current Account Status	
Balance:	\$12,466.61
Estimated Financial Aid:	\$700.00
Current Balance Including Estimated Aid:	\$11,766.61
Make a Payment	View Current Activity

Welcome page – Amount displayed is the student's balance

Note: You can separately configure Bill + Payment to include estimated aid when calculating allowable overpayment amounts. If you do include estimated aid in overpayments, you must include estimated aid in the displayed balance. Bill + Payment will prompt you if your two settings do not match. For more on including aid in overpayment calculations, see "Including Estimated Aid When Calculating Overpayments" on page 74

To set this option, go to Administration > System Settings > Host System Integration and look for this setting:

Include estimated aid in current account balance

This setting applies to all displays of current account balances. Set it to Yes to show estimated aid and the current balance including estimated aid to your users. Set it to No if you do not want to show these amounts.

"Estimated aid" includes both memo and authorized aid. Expired memo items are not included.

**Including
Zero-Balance
Terms**

You can decide whether you want to show or hide terms that have zero balances. This configuration affects what the student or authorized user sees:

- In the Account Activity page. Here, a user selects a term to view its activity.
- On the Welcome page, if you have enabled payment by term. In that case, the user sees a display of term balances for the applicable terms. If zero-balance terms are included, those terms will be displayed on the Welcome page.

To set this option, go to Administration > System Settings > Host System Integration and look for this option:

Include terms with a zero balance in Account Activity

Set this option to Yes if you want lists of terms to include terms for which the student has a zero balance. Set the option to No if you want to exclude terms with zero balances from display.

Note: This setting does not affect terms and amounts shown when the user makes a payment. The Account Payment page will show only terms for which the student has a positive balance.

Excluding Account Line Items from Displays

You can exclude items as needed from displays of current activity and the payment history. For instance, you may not want to show some types of miscellaneous account credits in current activity or the payment history.

This feature is typically used only in special circumstances when items, if visible, would cause user confusion. When you exclude items from displays of current activity, line items may not add up to the total displayed, which may also generate questions from users. However, you may encounter situations where you decide it is preferable to hide problematic items.

To exclude a code from display:

- 1 Go to Administration > System Settings > Host System Integration.
- 2 Click the **Exclude codes from current activity display** link. The Account Activity Exclusion List page opens.

Current Activity Exclusion List

Detail codes on this list will be hidden from the current activity view for students and authorized users.
At this time you do not have any such detail codes defined.

Detail code: [Add New](#)

Creating a list of items to exclude from current activity totals

- 3 To exclude an item from displayed amounts, enter its detail code in the blank field, then click Add New.

To return an item to the displayed amounts, click its Remove link. Its amounts will be displayed at the student or authorized user's next login.

9.0 Setting Up Terms

When you add and enable a term in the Host System Integration page, it is then used in the calculation of the student's account balance for Bill + Payment.

The enabled term can also be used in displays and term selections in both the Operations Center and the Bill + Payment student interface.

If you allow payment by term, remember that terms must be added and enabled in order for students to pay toward them.

To work with terms, go to Administration > System Settings > Host System Integration.

Term Management				
Current Term	Description	Code	Use For Deposit	Action
<input checked="" type="radio"/>	Spring 2011	200901	No	Edit Disable
<input checked="" type="radio"/>	Fall 2011	200909	No	Edit Disable
<input checked="" type="radio"/>	Spring 2010	201001	Yes	Edit Disable
<input checked="" type="radio"/>	Summer I 2010	201006	No	Edit Disable
<input checked="" type="radio"/>	Fall 2010	201009	No	Edit Disable
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Add New

[View Disabled Terms](#)

Term Management in the Host System Integration page

Terms in the Operations Center are listed in the order that you add them, with the latest additions at the bottom of the list. In the student interface, terms in selection lists are displayed in term code order, with the most recent term first.

Note: If you used Bill + Payment 5.0, you will notice that the "Use for Payment" selection is no longer required. You can now configure payment by term in the Payment Configuration page.

9.1 Adding a New Term

To add a new term:

- 1 Go to Administration > System Settings > Host System Integration. In the Term Management section, go to the last row of the terms table and enter information in the empty fields.
 - **Description** entries appear in dropdown boxes for the student's selection.
 - The **Code** entry must match the term code used in your student system.

- Mark the **Use for Deposit** checkbox if users will need to pay toward deposit items for that term.
- 2 Click the Add New link.

9.2 Maintaining Terms

Your enabled terms are used as the basis for calculating the student's account balance. Periodic review of your terms settings ensures that balances calculate and display as you intend.

Important! If you use the Banner student system and previously used Bill + Payment 5.0, be aware that you can now associate a default term with every host system account. These terms configure how payments are posted Banner. You should consider whether you want to assign terms to host system accounts or use your specified current term for all host system accounts. It is also critical that you review and update your default terms at the change of each term.

At each new term, review your Term Management settings:

- Ensure that your list of terms includes all the terms you need.
- Enable terms that should be used in Bill + Payment and disable terms you wish not to display.
- Set the **Current Term** selection to the current term.
- Ensure that the Use for Deposit checkbox is marked only for terms that have deposit items to be paid.
- If you have created alternate host system accounts, ensure that the default term for each host system account is correct. (You may have chosen not to set a default term for each host system account; in this case Bill + Payment uses your current term setting to post payments for all host system accounts.)

9.3 Changing a Term's Settings

To update a term's settings:

- 1 Go to Administration > System Settings > Host System Integration.
- 2 In the Term Management section, click the term's Edit link. The fields become editable.
- 3 Enter the new information, then click the Save link.

9.4 Specifying the Current Term

Your current term selection appears as the default term in dropdown selections for the end user. You must return to this page at every term and update the current term setting.

Note: If loaded bills do not include a term, the current term you select here is used instead.

To specify the current term:

- 1 Go to Administration > System Settings > Host System Integration.
- 2 In the Term Management section of the page, find the term that should be marked as current and click its Edit link.
- 3 Mark the **Current Term** option for the term, then click Save.

9.5 Enabling or Disabling Terms

Enabled terms are used to calculate the student's account balance. They display when the user makes a payment or views recent activity, if you have marked those options for the term. Disabled terms will not appear in any dropdown selection lists or displays of current activity.

To see the status of a term, go to Administration > System Settings > Host System Integration and look for the Term Management section of the page.

If a term is currently enabled, the Disable link will be displayed; click the Disable link to disable the term.

If a term is currently disabled, the Enable link will be displayed; click the Enable link to enable the term.

9.6 Viewing Enabled or Disabled Terms

In the Administration > System Settings > Host System Integration page, the Term Management list shows the enabled terms by default. The View Disabled Terms button appears below the terms list. Click it to switch to the list of disabled terms.

If the terms list currently shows disabled terms, the View Enabled Terms button appears below the list. Click it to switch to the list of enabled terms.

Note: You may see terms in your Disabled Terms list that you did not add through term management. If your billing files include terms, those term codes will automatically be added to the disabled terms list with no other information or settings. The best practice is to enter the terms you will need through the Term Management page before you load bills.

10.0 Managing Host System Accounts

Host system accounts determine what payment methods are allowed when paying through Bill + Payment. They also determine which campus merchant is used to process these payments.

Host system accounts also help govern whether students see multiple accounts in Account Activity and when paying toward an account. If you want different types of students on your campus (for instance, undergraduates and graduates) to see account information based on their campus code and student level you will use alternate host system accounts to separate these account displays and to assign payment methods for each type of student.

This chapter describes your choices and the typical setup of host system accounts in Bill + Payment.

Alternate Host System Accounts and Default Terms

If you use the Banner student system and previously used Bill + Payment 5.0 to set up alternate host system accounts, you can set a default term for each of your existing alternate accounts.

If you do not set a default term for a host system account, Bill + Payment will use your specified current term when posting payments to Banner for that account.

10.1 How Do Host System Accounts Work?

Your host system account setup determines what accounts your students see in Account Activity. When a student logs in, Bill + Payment collects from your student system all the information needed to determine which host system accounts apply to that student. Then, Bill + Payment can display the amounts due for that student for these accounts.

What is a Host System Account?

The host system account is simply a “container” you create for all the information needed to process payments and update accounts correctly.

You create host system accounts because Bill + Payment needs to know what payment methods (Visa, MasterCard, American Express, electronic checks, PayPath, etc.) are allowed for payable items. Bill + Payment also needs to know which term to post payments toward when students pay toward an account. Host system accounts provide all this information.

Payment Gateway also needs to recognize which campus account to update. Bill + Payment sends the host system account ID with the payment, and Payment Gateway updates that account with the amount paid.

Host system accounts are set up in TouchNet Payment Gateway, then further configured within Bill + Payment.

When Will I Manage My Host System Accounts?

You will work with host system accounts in Bill + Payment when you:

- Select a default host system account used for processing payments.
- Set up any alternate host system accounts used for payments from specific student groups.
- Choose the host system account to use with a payment plan.
- Set up deposit items for payment.
- Select the host system account to use for refunds.
- Load bills for multiple accounts.

Host System Accounts Throughout Bill+Payment

Here are the basics for each use of host system accounts in the Bill + Payment Operations Center.

The Default Host System Account

When you choose a default host system account in the Host System Integration page, you are choosing the account that Bill + Payment will use to display and update real-time data. Since the default host system account is associated with a term, you are also selecting the term to which Bill + Payment will post payments when students pay toward the account.

The default account should be the primary account used for student billing.

For more details, see ["Choosing the Default Host System Account"](#) on page 58

Alternate Host System Accounts

You can set up alternate host system accounts for specific student levels, campus codes, or combinations of the two. When a student logs in, Bill + Payment checks to see which host system accounts the student belongs to. Bill + Payment then displays amounts for each account in the student's Account Activity view.

For more details, see ["Configuring Alternate Host System Accounts"](#) on page 62.

Host System Accounts for Payment Plans

When you set up a payment plan, you choose which host system account to use with it. This determines what payment methods are allowed for the plan.

The host system account you choose must be either the default account, or if you want to limit the plan to a specific student group, one of the alternate host system accounts you have configured.

Host System Accounts for Deposits

Each deposit item payable through Bill + Payment has its own host system account in Payment Gateway.

The Host System Account for Refunds

Typically, you will choose the default host system account as the refund account. You also have the option to set up an separate host system account in Payment Gateway for use only with refunds, allowing you to use a different ACH merchant than the one used for payments. To use a host system account for refunds, it must include an ACH payment method.

Bills for Multiple Accounts

The host system account used with your bills is specified behind the scenes, in the *loader.properties* file. If you load bills for multiple accounts, you will have multiple *loader.properties* files, one for each bill and each with its own host system account.

You will select the correct properties file to use at bill loading time.

Note: The host system account name that appears in the *loader.properties* file is the account name that appears to students in dropdown selections of multiple accounts.

10.2 Setting Up a New Host System Account

To add a host system account for use with Bill + Payment, you will first add the host system account in Payment Gateway and then add its entry in the *updatebalance.xml* file.

Adding a Host System Account in Payment Gateway

Complete these steps:

- 1 Open the Payment Gateway Operations Center.
- 2 From the home page, navigate to Commerce Configuration > Host Systems.
- 3 In the Host Systems page, locate the host system and click its View/Edit Accounts button.

Note: If you are adding a host system account for a new deposit item, be sure to choose the host system that was created for Bill + Payment Deposits. If you are adding a host system account for any other purpose, choose the host system that was created for Bill + Payment student accounts.

- 4 In the Host System Accounts page, enter information for the new account.
 - a **Name** - If the host system account is not for a deposit item, enter a descriptive name that will be understandable to all users.

If the host system account is for a deposit item, enter the deposit's detail code.
 - b **Account Code** - Leave the Account Code field blank.
- 5 Click the Add Host System Account button.
- 6 Click the Link Payment Methods button for your new host system account.

Note: You must link at least one payment method to a new host system account before you can use it with Bill + Payment.

- 7 In the Link Payment Methods page, link payment methods to the host system account:
 - a Choose a payment method list option, by selecting either the Standard or Expanded radio button. To set up a payment method for accepting ACH payments, choose WebCheck from the Standard list. To set up credit card payment methods, select the credit card type (Visa, MasterCard, American Express, Discover, etc.) from the Expanded list.

(Once you finish the setup for this payment method, you can add additional methods.)

Choose a payment method that reflects how you intend to use the host system account. For instance, if you plan to designate this host system account for use only by undergraduates in Bill + Payment, you would pick a payment method that undergraduates are allowed to use.
 - b From the **Merchant** dropdown list, choose the Payment Gateway merchant account that should be used to process payments for that payment method.
 - c In the **Host Payment Method ID** field, enter the detail code your school uses to record payments using this method.
- 8 Click the Link Payment Method button. Add additional payment methods for the host system account as needed.

Note: If you use TouchNet PayPath with Bill + Payment 6.0, be sure to link the TouchNet PayPath payment method to the host system accounts that require it.

Adding an XML Entry for a New Host System Account

Any time you add a new host system account, you must also edit the *updatebalance.xml* file delivered with TouchNet Payment Gateway so that student balances are correctly updated.

Note: If your Bill + Payment implementation is hosted in the TouchNet Certified DataCenter, contact TouchNet to complete this configuration for you.

Follow these steps:

- 1 In the Payment Gateway Operations Center, navigate to Commerce Configuration > Host Systems.
- 2 Locate the host system and click its View/Edit Accounts button. The Host System Accounts page opens.
- 3 Note the ID number for the new host system account. You will need this ID number when you edit the *updatebalance.xml* file.
- 4 In a text editor, open the *updatebalance.xml* file.
 - Windows users, open
`\\touchnet\tpg6\updatebal\updatebalance.xml`.
 - Solaris users, open
`.../touchnet/tpg6/updatebal/updatebalance.xml`.
- 5 In the file, locate the lines that begin with: <UPDATEACCOUNT ID=
 The <UPDATEACCOUNT> line identifies two things: the host system account ID and the transaction used by your student system to update balances. Several entries are included in the file as samples.
- 6 Copy any of the <UPDATEACCOUNT> lines and paste the line into the file.
 For example, you would copy a line that looks like this (though your ID number might be different) and paste it on a new line in the <UPDATEACCOUNT> section of the file:

```
<UPDATEACCOUNT ID="3">17410</UPDATEACCOUNT>
```
- 7 The host system account ID number appears between the quote marks. In the new line, edit the number. Change it to the ID number that you noted for your new host system account in the Payment Gateway Host System Accounts page.
- 8 A transaction number appears in the middle of the line, between the opening and closing tags. In the new line, change the transaction

number to the correct number for the type of host system account you are adding.

Note: "x" is shown here as the host system account ID. Your line will include your actual host system account ID number.

- **Non-deposit accounts** - If the new host system account is not for a deposit item, enter **17410**. This is an example of an entry for a non-deposit host system account:

```
<UPDATEACCOUNT ID="x">17410</UPDATEACCOUNT>
```

- **Deposit item accounts** - If the new host system account is for a deposit item, enter **17431**. This is an example of an entry for a deposit host system account:

```
<UPDATEACCOUNT ID="x">17431</UPDATEACCOUNT>
```

- 9 Save and close the file.
- 10 Open the file in a web browser to check that your XML changes are valid. If you have made formatting errors in the XML, you will see an error message in your browser.
- 11 Once the file is ready, restart Payment Gateway so your changes will take effect.

10.3 Choosing the Default Host System Account

When you choose a default host system account, you are choosing the account that Bill + Payment will use by default to display real-time data. This is the account that students will see as their Account Activity display.

(You may configure alternate host system accounts. In this case, students will see the default account first but can select from other accounts. See "Alternate Host System Accounts" on page 60

When a student pays toward the total account balance of the default account, the payment is posted toward the term you have set as your current term.

To set your default host system account, go to Administration > System Settings > Host System Integration.

General Integration Settings	
Select your student system type:	Banner ▾
Default host system account:	1 - Bill+Payment Student ▾
When validating user login, allow the student system:	15 seconds before timing out
Current activity date format used by your student system:	dd-MMM-yy. (Example: MM/dd/yyyy or dd-MMM-yy)
Select amount to display on the Welcome page:	Amount Due ▾
Include estimated aid in current account balance:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Include terms with a zero balance in Account Activity:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Exclude codes:	Exclude codes from current activity display

Host System Integration page - Choosing the default host system account

Select your default host system account from the dropdown. In Bill + Payment, you will see only the host system accounts that are available in Payment Gateway.

Note: If you will refund money to students with this account, be sure that it is linked to an ACH payment method in its Payment Gateway setup.

Note: The host system account dropdown list shows the host system account ID from Payment Gateway as well as the account name.

10.4 Alternate Host System Accounts

To understand how alternate host system accounts are used, it may help to review student payments toward multiple accounts and how your default host system account works.

Defining the Accounts That Students Can Pay Toward

In your Payment Configuration page, you choose which payment options are available for students:

Enable the Following Payment Options	
Total account balance:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Statement amount:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Amount due:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Future amount due:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Term payments:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Payment options in the Payment Configuration page

If you allow payment toward "Total account balance," as most schools will, students can select and pay toward whichever host system accounts they belong to. If you have only defined the default host system account, then this is the only account students will pay toward. If, however, you define alternate host system accounts, students paying toward the account balance can select from the accounts that apply to them.

Important! New in Bill + Payment 6.0, you must specify a default term for both your default and alternate host system accounts. When the student pays toward an account balance, Bill + Payment posts the payment toward this term. (If you allow payment by term, the student selects the term, and the payment will post toward the term the student selects.)

Balances Displayed By Your Default Host System Account

Your default host system account determines what payment methods are available globally for Bill + Payment users and which campus merchant will process them. A student who logs into Bill + Payment and looks at Account Activity will see balances for all the enabled terms for this host system account.

Why Set Up An Alternate Host System Account?

Setting up an alternate host system account accomplishes two things:

- It allows you to choose the payment methods you want specific student populations to use.
- It allows students who may have more than one account — for instance, who may be students on more than one campus or may have more than one valid enrollment status — to review and pay toward those accounts separately.

For instance, suppose your default host system account includes all the payment methods you want undergraduates to use. You can set up an alternate host system account with the payment methods that graduate students can use.

Then, a student who has both the graduate and the undergraduate status would see both accounts in Account Activity. If you allow payment toward account balances, the student could pay toward either the balance from their undergraduate or graduate-level charges.

Likewise, when you associate a host system account with a campus code, you are selecting the payment methods open to students who have that campus code. Further, you can set up combinations of student level and campus code and specify the host system account that each combination can use.

Note: Your list of alternate host system accounts may also include those that are required when you set up payment plans for specific student populations. For more information about setting up plans for selected populations, see the *Bill + Payment Payment Plans Guide*, which is available from the TouchNet Client Community.

Important! When adding new alternate host system accounts, do not duplicate your default host system account. Your default host system account works together with your alternate host system accounts; they do not replace it.

Alternate Host System Account Examples

These examples show how and why you might create alternate host system accounts.

Example 1: Alternate Host System Account for a Student Level

The default host system account allows all students to pay by credit or debit card. You want to allow graduate students to pay by electronic check also.

In this instance, you would set up an alternate host system account for your graduate students:

- 1 In TouchNet Payment Gateway's Commerce Configuration, set up a host system account for graduate students and link all three payment methods—credit, debit, and ACH—to it.
- 2 Add an entry for the alternate host system account in the Host System Integration page. For this entry, specify the graduate student level and the new host system account that you created for graduate student use.

Example 2: Alternate Host System Account for a Student Level and Campus Code Combination

If only graduate students on Campus A can pay with electronic checks, use a combination of student level and campus code. To do this:

- 1 In the Bill + Payment Administration > System Settings > Host Integration page, verify the name of your default host system account.
- 2 In TouchNet Payment Gateway's Commerce Configuration, verify that the electronic check payment method is not linked to the default host system account.
- 3 In Payment Gateway, set up a new host system account for your graduate students. Link all the payment methods they will need, including electronic checks.
- 4 In Bill + Payment, add an entry for the alternate host system account in the Host System Integration page. For this entry, specify the graduate student level, the campus code for Campus A, and the new host system account.

Configuring Alternate Host System Accounts

To add an alternate host system account, navigate to Administration > System Settings > Host Integration and scroll to the Alternate Host System Accounts section of the page.

Complete the blank fields at the bottom of the section to add a new alternate host system account. Then, click the Add New link.

Important! When adding new alternate host system accounts, do not duplicate your default host system account. Your default host system account works together with your alternate host system accounts; they do not replace it.

Alternate Host System Accounts				
Campus Code	Student Level	Host System Account	Default Term	Action
MAN		Main Campus	201001	Change Delete
SAT	GR	Graduate	201002	Change Delete
SAT	UG	Satellite Campus	201003	Change Delete
<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	<input type="text" value=""/>	Add New

Configuring Alternate Host System Accounts

Campus Code

Enter the campus code designation. If a student level is specified in the same row, then the host system account will apply to all students who have both that student level and the campus code.

Student Level

Enter the student level designation used in your student system. For example, if your student system uses GR for graduate students, enter GR here.

If a campus code is specified in the same row, then the host system account will apply to all students who have both that campus code and the student level.

The student level values are values in the Banner SGBSTDN table.

Host System Account

Select the host system account to use for the campus code, student level, or combination of student level and campus code.

Important! Do not select the default host system account. You must select a different host system account as your alternate.

Default Term

Select the term that is associated in Banner with the campus code represented by this host system account. Even if you do not specify a campus code for the host system account, you must enter the term to be used by the students who will pay toward the account. This is the term found in the SGASTDN form in Banner. Payments toward this host system account will be posted to this term. (If you allow payment by term, the student's selection of a term will override this default.)

Editing an Alternate Host System Account

To edit an alternate host system account, navigate to Administration > System Settings > Host Integration and scroll to the Alternate Host System Accounts section of the page.

Note that you cannot edit the student level field and campus code fields. Your selections here create a unique combination of values that are then tied to your host system account selection.

You can:

- Click the Change link to choose a different host system account or select a different default term.
- Click the Delete link to remove an alternate host system account.

Note: You may select the same host system account for use with different student levels or campus codes. If you update the default term, your new term selection will apply to all rows that use the same host system account.

Important! At each new term, remember to update the default term for every host system account on the Host System Integration page.

11.0 Managing Payments

Making a payment is one of the central user experiences for your students and their authorized users. This chapter and the following two chapters describe the configurable items that will tailor your students' payment experience.

- **Payment Configuration**, covered in this chapter, governs the user experience of making a payment, including the ways that users can make payments, the amounts of payments allowed, and the types of information requested during the payment process.
- **Line Item Payments** allow you to set up items toward which students can make individual payments. "Managing Line Item Payments" on page 81.
- **Additional Billable Items** setup lets you add items for purchase to the user's checkout. See "Managing Additional Billable Items" on page 85.

The rest of this chapter covers options that are set in the Payment Configuration page.

11.1 General Payment Options

The following payment options are set in the Administration > Payment Settings > Payment Configuration page.

General Payment Options	
Allow payments from savings accounts:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Allow users to save their payment methods:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Use Address Verification Service (AVS):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Require Card Validation Value (CVV):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show payment options for charges not included in a payment plan:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Allow users to set up automatic bill payment:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Allow users to schedule payments:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Payment amounts are:	<input checked="" type="radio"/> Editable <input type="radio"/> Locked <input type="radio"/> Blank
Max number of credit card authorization attempts:	<input type="text" value="0"/> (0 for no limitation)
Users will be charged a fee of	\$ <input type="text" value="0.00"/> for returned electronic checks
Enter the label for the terms and conditions statement:	<input type="text"/>
To link the terms and conditions label to an external site, enter the URL:	<input type="text"/>
Max number of returned checks allowed:	<input type="text" value="-1"/> (-1 for no limitation)
Banner Payment Source:	<input type="text" value="T"/> (1 char max)
Banner Operator ID:	<input type="text" value="OPER"/>
Use hold codes to block user activity	

Payment Configuration: General Payment Options

Allowing Payment from Savings Accounts

With this option set to Yes, users see options for both checking and savings and must specify whether their bank account is a savings or a checking account. With the option set to No, the user sees only the checking account option, and all ACH payments are processed as checking account payments.

Allow payments from savings accounts:	<input checked="" type="radio"/> Yes <input type="radio"/> No
---------------------------------------	---

Note: It is possible for users to incorrectly enter a savings account number even when only the checking option is shown. In this case, the payment is processed, but results in a NOC (Notification of Change) from your bank.

Allowing Saved Payment Methods

You must let users save payment methods if they are to schedule future or automatic bill payments or if they are to enroll in payment plans that require scheduled payments.

Allow users to save their payment methods:	<input checked="" type="radio"/> Yes <input type="radio"/> No
--	---

A payment method includes the user's credit card or bank account information. When a user saves a payment method, this account information is saved in the Bill + Payment database. All sensitive data, such as bank account information, is encrypted in the Bill + Payment database. Only the last four digits of the card number or account number appear in the Bill + Payment user interfaces.

If your school's security policies do not permit you to store this type of data, you can set the **Allow users to save their payment methods** setting to No. Keep in mind, if you set the value to no, then users:

- Cannot schedule payments for a future date (if you allow scheduled payments).
- Cannot set up automatic bill payment.
- Cannot schedule all payment plan installments when enrolling in a plan.

In addition, you will not be able to require students to schedule plan installments, and you will not be able to use ACH pre-notes for account verification.

Important! If you change your setting from Yes to No, all stored payment profiles will be deleted. (Refund profiles will not be deleted.) Be sure to send an e-mail notification to all users to inform them of the change, so that they can adjust scheduled payments and automatic bill payment as needed.

Note: If you set this value to No, you must also set the **Allow users to set up automatic bill payment** option to No. You cannot use automatic bill payment without allowing saved payment methods.

Using AVS and CVV

With these options, you can require the user to enter address or credit card verification values, or both, when making payments.

Use Address Verification Service (AVS):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Require Card Validation Value (CVV):	<input checked="" type="radio"/> Yes <input type="radio"/> No

Enabling AVS and CVV options in Bill + Payment may also require additional configuration in TouchNet Payment Gateway. For credit card payments, Payment Gateway submits CVV and AVS values for verification by the processor whenever they are passed from Bill + Payment.

However, Payment Gateway does not reject transactions based on CVV or AVS unless configured to do so. When configured to reject transactions based on CVV or AVS, Payment Gateway encumbers the card for the amount but does not update the student account with the payment and does not allow further processing on the transaction.

Note: By regulation, the CVV number cannot be stored. Therefore, it is not saved with a payment profile or used with payments made through stored profiles.

Show Payment Options for Amounts Not in Plans

When making a payment, the user chooses from various payment amounts. If the user is enrolled in a payment plan for the current term, these choices include paying the outstanding balance that is not included in a plan.

Show payment options for charges not included in a payment plan:	<input checked="" type="radio"/> Yes <input type="radio"/> No
--	---

Allowing Automatic Bill Payment

Automatic bill payment lets the user enter payment instructions (maximum allowed amount, timing of the payment, and payment method) to use in payments toward future bills. (See also: "Working with Student Payments" on page 184.)

Allow users to set up automatic bill payment:	<input checked="" type="radio"/> Yes <input type="radio"/> No
---	---

When the user receives a new billing statement with an amount due, a payment is automatically scheduled according to the user's instructions. You must allow saved payment methods to allow automatic bill payment. (See "Allowing Saved Payment Methods" on page 66.)

Note: If you use both eBill and payment plans through Bill + Payment, consider turning off automatic payments to reduce the chances of students scheduling plan installments and also creating automatic payments to occur at bill loading.

Allowing Scheduled Payments

By default, students and authorized users cannot set payment dates in the future for student account payments. In this case, a user making a payment is prompted that the payment will be processed immediately upon completion of the transaction.

You can allow your users to schedule student account payments for future dates. To do this, go to Administration > Payment Settings > Payment Configuration.

Allow users to schedule payments:	<input checked="" type="radio"/> Yes <input type="radio"/> No
-----------------------------------	---

Note: If you set this option to Yes, you must also allow users to save payment methods. (See "Allowing Saved Payment Methods" on page 66.)

Note: For payment plans, students and authorized users can always choose to schedule their installment payments on the current or a future date.

Choosing a Payment Amount Display

You can choose how you want payment amounts to display:

- **Editable.** With this option selected, the amount is displayed, but the user can enter a different amount.
- **Locked.** With this option selected, the user must pay the displayed payment due amount.
- **Blank.** With this option selected, no amount is displayed, and the user must enter the amount to be paid.

Payment amounts are:	<input checked="" type="radio"/> Editable <input type="radio"/> Locked <input type="radio"/> Blank
----------------------	--

Limiting Card Authorization Attempts

You can choose to limit the number of times that Bill + Payment attempts to process a failed scheduled payment with a credit card. This may be either a student account payment (if you allow users to schedule those payments for future dates) or a scheduled plan installment payment.

When you do not set a limit, Bill + Payment continues to re-attempt credit card processing indefinitely until the user or administrator removes the failing payment method.

Limiting the number of authorization attempts on scheduled credit card payments can reduce your processing costs.

To set a limit on card authorization attempts, go to Administration > Payment Settings > Payment Configuration.

Max number of credit card authorization attempts:	<input type="text" value="0"/>	(0 for no limitation)
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Once you have set a limit, then the first time a scheduled credit card payment fails:

- Bill + Payment will send an e-mail notification to the user about the failure, prompting them to change the payment method.
- Bill + Payment will stop attempting to process the payment until a change is made to the payment method.
- Bill + Payment will retry processing of this payment when the payment method has been updated.

This process will continue until Bill + Payment completes the number of attempts you have specified.

Note: If you limit the number of authorization attempts, you may also want to edit the text of your "Failed Payment Notification" message to inform users of the maximum number of attempts. (See "Changing Automated E-Mail Content" on page 151.)

Setting Returned Check Options

You can configure both the fee amount for returned checks and the maximum number of returned checks permitted.

To set these options, go to Administration > Payment Settings > Payment Configuration.

Users will be charged a fee of \$[x] for returned electronic checks

The Bill + Payment fee amount is displayed in the ACH agreement that the user signs. Your Payment Gateway administrator must enter and apply the actual fee when processing the rejected check.

Max number of returned checks allowed

Enter the maximum number of returned checks that can occur before the student is permanently blocked from making ACH payments. If you do not want a limit on returned checks, enter -1 in this field.

Bill + Payment calculates the number of returned checks based on the number of items on the student account that have been marked with the detail code for NSF (insufficient funds). The detail codes presenting NSF charges are defined in the TBBRETC table and are summed up from the student account table TBRACCD.

Max number of returned checks allowed:	<input type="text" value="-1"/> (-1 for no limitation)
--	--

Note: As an alternative to using the NSF count, you can prevent ACH payments for students with holds on their accounts. See "Using Hold Codes to Block Activity" on page 95.

Linking to Terms and Conditions

You can configure an optional link to your own terms and conditions statement. If you enter a URL and label text, the link will appear on the Payment Confirmation page.

To enter your label and link to terms and conditions, go to Administration > Payment Settings > Payment Configuration.

Enter the label for the terms and conditions statement:	<input type="text"/>
To link the terms and conditions label to an external site, enter the URL:	<input type="text"/>

Enter the label for the terms and conditions statement

The label you enter here is displayed on the Payment Confirmation page and completes this sentence: "By selecting the Submit Payment button you are agreeing to the ..."

For example, if you entered State University Terms and Conditions as your label, the Payment Confirmation page would display, "By selecting the

Submit Payment button you are agreeing to the State University Terms and Conditions."

This is an optional field. If you do not enter a label, the statement will not appear on the Payment Confirmation page. However, use of this label can assist you in compliance with credit card industry requirements or best practices for display of refund or other policies.

To link the terms and conditions label to an external site, enter the URL

To link your terms and conditions label to a web page that contains your terms and conditions, enter the URL. If you do not enter a URL, your label will display as text instead of a link.

Configuring Banner Options

Banner users must set two payment options in order to correctly post payments to Banner.

To set these options, go to Administration > Payment Settings > Payment Configuration.

Banner Payment Source:	<input type="text" value="T"/> (1 char max)
Banner Operator ID:	<input type="text" value="OPER"/>

Banner Payment Source

For balances to be updated, this value must match an existing value in the TTCSRCE table.

This value is inserted in the SRCE_CODE field of the TBRACCD table.

Banner Operator ID

Enter a valid Operator ID in upper-case characters. For balances to be updated, this must be a valid Banner Operator ID in the Banner system, and once designated will result in a cashier session being opened for this ID representing the transactional activity from Bill + Payment into Banner. (Some schools may call this ID the Cashier ID, Oracle ID, Banner ID, or User ID.)

This value is inserted in the user field in multiple Banner tables (for instance, TBRACCD and TBRDEPO).

11.2 Enable Payment Options

When a student or authorized user makes a payment, the first step in the payment process is to choose an amount to pay.

The amounts displayed to students are determined by your choice of enabled payment options. You can choose any combination of options, so you will want to carefully consider the best combination for your school.

These options are set in Administration > Payment Settings > Payment Configuration.

Enable the Following Payment Options	
Total account balance:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Statement amount:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Amount due:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Future amount due:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Term payments:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Enabling payment options for display to users

Total account balance

Allows the student or authorized user to pay toward the total account balance. This amount includes only those terms that you have enabled in Term Management. (See "Maintaining Terms" on page 50.)

Statement amount

Allows the user to pay the amount shown on the current statement.

Amount due

Allows the user to pay toward the total amount currently due as recorded in your student system. Payment toward this amount, which may include multiple terms, is applied to your default term. This option does not include amounts whose effective dates have not yet occurred.

Future amount due

Allows the user to pay only those amounts whose effective dates are still in the future.

Note: Depending on how your student system applies payment to outstanding items, when the user pays toward future due amounts, the payment may not be immediately reflected in the student account; this is noted for the user on the Payments page.

Term payments

Allows the user to pay toward the balances of any individual terms that you have enabled in Term Configuration. Terms that have a zero balance are not displayed to the user. (See "Maintaining Terms" on page 50)

You should enable term payments only if your school applies payments to charges in the term for which the payment was posted. If you apply payments first in Banner to previous terms or to the oldest balance, you should be aware that using term payments may have unexpected results. When payments are applied first to previous terms, students trying to pay

toward a specific term may not see their payment reflected in that term's balance.

Note: If you have set **Include estimated aid in current account balance** to Yes, then term balances will also include estimated aid.

11.3 Overpayment Options

Important! The following special rules apply to overpayments:

- If you use the **Allow users to make a payment up to** option, then payments cannot be made when your student system is unavailable. This would be true whether you use \$0 or another amount in the field.
- The maximum overpayment amount applies only to the accounts for which current activity is displayed.
- Overpayment is not allowed when paying by term, if you allow term-based payments.

Allow Overpayments of Any Amount

Setting options as shown here lets users make overpayments of any amount:

Overpayment Options

Please note that any allowed overpayment will be applied to the student's main account.

Allow users to make a payment greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Allow users to make a payment up to amount \$ greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Include estimated aid when calculating overpayment? Yes No

Payment Configuration - Allowing unlimited overpayment

Prevent Users from Making Overpayments

Setting options as shown in the following example prevents users from making overpayments:

Overpayment Options

Please note that any allowed overpayment will be applied to the student's main account.

Allow users to make a payment greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Allow users to make a payment up to amount \$ greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Include estimated aid when calculating overpayment? Yes No

Payment Configuration - Preventing overpayments

Allow Overpayments Up to a Maximum Amount

Setting options as shown in the following example lets users make overpayments up to a maximum amount:

Overpayment Options

Please note that any allowed overpayment will be applied to the student's main account.

Allow users to make a payment greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Allow users to make a payment up to amount \$ greater than the amount of the selected payment option.
Note: Users are not allowed to overpay term payments.

Include estimated aid when calculating overpayment? Yes No

Payment Configuration - Setting a maximum overpayment

Including Estimated Aid When Calculating Overpayments

If you set a maximum amount, you can also choose to take estimated financial aid into account when calculating the allowable overpayment amount.

You can only set this option to **Yes**, however, if you are including estimated aid in the balance displayed to users. (To check or change your **Include estimated aid in current account balance** setting, go to Administration > System Settings > Host Integration. For more details, see "Including Estimated Aid in the Displayed Balance" on page 45.)

Bill + Payment will prompt you if your two "include estimated aid" settings do not match.

11.4 Send Reminders for Upcoming Payments

Bill + Payment will always send e-mail reminders to students and authorized users about upcoming plan installments. You can choose whether you want to send reminders about payments that users have scheduled outside of plans.

- If you send reminders for scheduled account payments, choose the number of days before the payment due date to send the reminder. These reminders alert the user that the payment will be made as scheduled.
- Reminders for installment payments default to 14 days before the installment due date. These reminders alert the user that the installment is due. They cannot be disabled.

Send Reminders For Upcoming Payments	
Send reminders for scheduled account payments:	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Send <input type="text"/> days before payment due date
Send reminders for installment payments:	Send <input type="text" value="3"/> days before installment due date

Payment Configuration - Sending reminders for upcoming payments

11.5 ACH Pre-Notes

ACH pre-notes let your school confirm that ACH accounts are valid and active accounts before taking a payment. If you use pre-notes, you can choose whether to confirm all ACH accounts used with Bill + Payment or only those used for electronic refunds.

When a student or authorized user creates an ACH payment method that is subject to pre-note verification, Payment Gateway processes the pre-note within the ACH file. The pre-note is processed as a \$0.00 ACH transaction that validates the account information provided by the user.

After the waiting period you specify, if Payment Gateway has not returned a failure, the user's ACH account will become valid for Bill + Payment refunds and payments. In Bill + Payment Customer Service, you will see the payment method flagged as "Verified."

Saved Payment Methods				
Saved Payment Methods	Action	Refund Account?	Pre-note Status	Pre-note Action
My Checking xxx887	Delete	Yes	Verified	Resubmit Revoke

View of a verified ACH payment method

The Payment Gateway administrator may mark rejected pre-notes in the Payment Gateway Operations Center. In this case, after your specified waiting period for pre-notes, you will see the payment method flagged as "Failed."

Saved Payment Methods				
Saved Payment Methods	Action	Refund Account?	Pre-note Status	Pre-note Action
My Checking xxx887	Delete	Yes	Failed	Resubmit

View of a failed ACH payment method

If you find that a verified account is invalid, you may revoke the user's ability to use the account through Bill + Payment Customer Service. See "Revoking an ACH Account" on page 77.

With the pre-note process, your users can't use a new ACH account until it has cleared the waiting period you specify in the Operations Center. The user's payment profile will show whether the account has been verified.

Configuring ACH Pre-notes

To configure ACH pre-notes, go to Administration > Payment Settings > Payment Configuration.

ACH Pre-note Configuration	
Use ACH pre-notes for ACH accounts:	<input type="radio"/> Do not use pre-notes. <input type="radio"/> Refund profiles only. <input checked="" type="radio"/> All ACH profiles.
Before checking the pre-note status, wait:	<input type="text" value="0"/> days
Reverify the ACH pre-note for profiles every:	<input type="text" value="0"/> days
Reverify the ACH pre-note for refund profiles only:	<input type="radio"/> Yes <input checked="" type="radio"/> No

Payment Configuration - Pre-note Configuration settings

Use ACH pre-notes for ACH accounts

Choose from the options available. You can choose not to process pre-notes; to use pre-notes for refund profiles only; or to use pre-notes for all ACH payment methods entered by students and authorized users.

If you run pre-notes only for refund profiles, your users can also choose those verified accounts when they make payments.

You cannot use pre-notes only for payment; if you use pre-notes for payment, you must also use pre-notes for refunds.

Before checking the pre-note status, wait [x] days

Enter a number of days to wait for pre-note verification from the bank. Your Payment Gateway administrator can flag rejected ACH verifications.

If the Payment Gateway administrator, using the response from the bank, does not flag the ACH verification transaction as rejected within this time period, then the student or authorized user will be able to use the account for payments or refunds.

Should you need to, you can revoke an invalid ACH account through Bill + Payment Customer Service. (See "Revoking an ACH Account" on page 77.)

Reverify the ACH pre-note for profiles every [x] days

Your users may close their bank accounts but not update their ACH profiles in Bill + Payment. Reverification lets you use a pre-note to check the validity of all stored ACH profiles.

Reverify the ACH pre-note for refund profiles only

If you want to automatically reverify all ACH pre-notes, choose No. If you want to re-verify only the ACH pre-notes used in setting up refund profiles, choose Yes.

Resubmitting an Individual Pre-note

If you need to verify an individual user's ACH account with a pre-note, you can run the pre-note for that single account.

When you resubmit an ACH pre-note, TouchNet Payment Gateway will process the pre-note with its next ACH batch.

Resubmitting a Pre-note for a Student

- 1 Look up the student through Bill + Payment Customer Service.
- 2 In Student Details, locate the student's Saved Payment Methods.

Saved Payment Methods				
Saved Payment Methods	Action	Refund Account?	Pre-note Status	Pre-note Action
My Checking xxx887	Delete	Yes	Verified	Resubmit Revoke

Saved payment methods in the Student Details page

- 3 Locate the ACH account you want to re-verify, and click its Resubmit link.

Resubmitting a Pre-note for an Authorized User

To resubmit a pre-note for an authorized user:

- 1 Look up the student through Bill + Payment Customer Service.
- 2 In Student Details, locate the student's Authorized Users list and click the View Details link for the authorized user.
- 3 In the Authorized User Details page, go to the user's Saved Payment Methods list.
- 4 Locate the ACH account you want to re-verify, and click its Resubmit link.

Revoking an ACH Account

You can revoke a student's or authorized user's saved ACH payment method. This is useful when the ACH account is no longer valid and returns failures, but the user does not update the payment method.

You must use pre-note verification to be able to revoke ACH accounts. Revoking an ACH payment method differs from deleting the method, as

revoking allows you to resubmit the payment method for verification if the user updates its information.

After you revoke an ACH payment method, the user's My Account profiles page shows that the account has failed verification. The user will also receive the automated e-mail message, "Checking Account Verification Failed."

The user can then delete the account and add a new ACH account with correct information. You can also administratively delete the account.

Revoking an ACH Account For a Student

To revoke a saved ACH payment method for a student:

- 1 Look up the student through Bill + Payment Customer Service.
- 2 In Student Details, locate the student's Saved Payment Methods.

Saved Payment Methods				
Saved Payment Methods	Action	Refund Account?	Pre-note Status	Pre-note Action
My Checking xxx887	Delete	Yes	Verified	Resubmit Revoke

Saved payment methods in the Student Details page

- 3 Locate the ACH account you want to revoke, and click its Revoke link.

Revoking an ACH Account For an Authorized User

To revoke a saved ACH payment method for an authorized user:

- 1 Look up the student through Bill + Payment Customer Service.
- 2 In Student Details, locate the student's Authorized Users list and click the View Details link for the authorized user.
- 3 In the Authorized User Details page, go to the user's Saved Payment Methods list.
- 4 Locate the ACH account you want to revoke, and click its Revoke link.

11.6 ACH Account Number Confirmation Options

A student or authorized user who makes a payment through ACH (or sets up an ACH payment profile) must enter the bank account number. To reduce user entry errors of the wrong bank account number, you can require the user to enter the number a second time.

To configure these settings, go to Administration > Payment Settings > Payment Configuration.

ACH Account Number Confirmation Options	
Require account number confirmation when entering new ACH account number:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Select confirmation type:	Re-enter the account number

Payment Configuration - Requiring confirmation entry of ACH account numbers

Require account number confirmation when entering new ACH account number

Select Yes if the user must enter the bank account number a second time.

Select confirmation type

Choose how the user must re-enter the bank account number:

- Exactly as entered the first time, with the numbers displayed on the screen; or
- In reverse order, with the numbers displayed on the screen; or
- Exactly as entered the first time, but with asterisks displayed on screen.

11.7 TouchNet PayPath Configuration

PayPath configuration values are set in Administration > Payment Settings > Payment Configuration.

To use TouchNet PayPath as a payment method, enter the values provided to you by TouchNet with your PayPath installation.

TouchNet PayPath™ Configuration	
If you allow PayPath as a payment method, enter the information provided to you by TouchNet:	
PayPath URL:	<input type="text"/>
PayPath customer key:	<input type="text"/>
PayPath customer number:	<input type="text"/>
<input type="button" value="Save"/>	

Payment Configuration - Using TouchNet PayPath

About PayPath

TouchNet PayPath is a tuition payment service hosted by TouchNet. When you are licensed for PayPath, you link to the hosted service to process

credit card payments. TouchNet collects the convenience fee, and the school receives 100% of the tuition collected.

Most PayPath setup is done outside of Bill + Payment, typically with the assistance of TouchNet implementation staff. You must have a PayPath agreement with TouchNet to configure its options in Bill + Payment and link the PayPath payment method to your Bill + Payment host system accounts in Payment Gateway.

12.0 Line Item Payments

Line item payments allow students to direct their payments first toward immediately due items.

Your students may need to pay toward items that are due immediately, for example, parking fines or health insurance. However, in some cases, the payment priorities in your student system override those immediate payment needs and apply the student account payment first to tuition or other items.

To add, remove, and configure line item payments, go to Administration > Payment Settings > Line Item Payments.

Important! If you use payment plans, then as a best practice do not set up the same items as both payment plan items and line items. Either set the item up within a payment plan or set it up as a line item to avoid the possibility of double-payment for the item.

12.1 Managing Line Item Payments

To use line item payments, you must first set **Allow payments to be applied toward individual line items** to Yes, then click Save.

Manage Line Item Payments		
Allow payments to be applied toward individual line items:	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Save		
Add New		
Name	Status	Action
Parking Tickets	ONLINE	View Details/Edit Remove

Managing line item payments

Once you have allowed line item payments and saved that setting, you can continue to configure additional items.

Adding a New Item

To add a new line item, click the Add New button. The Configure Line Item Payment page opens. See "Configuring a Line Item Payment Item" on page 82.

Removing an Item

To remove a line item, click its Remove link.

Changing an Item's Details

To change the configuration of a line item, click its view Details/Edit link. The Configure Line Item Payment page opens. See "Configuring a Line Item Payment Item" on page 82.

12.2 Configuring a Line Item Payment Item

Configure Line Item Payment	
Return to Line Item Payments	
<p>For each item, enter EITHER one or more detail codes OR a single category code. Detail codes: You can use an asterisk (*) as a single-character wild card in detail codes. Separate multiple detail codes with a comma.</p>	
Name:	<input type="text"/>
Detail code(s) or Category code:	<input type="text"/>
Item uses a category code:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Set payment amount:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Exclude detail code(s):	<input type="text"/>
Current status:	<input type="radio"/> ONLINE <input checked="" type="radio"/> OFFLINE
Host system account(s):	<input type="text" value="--All--"/> <ul style="list-style-type: none"> 1 - Bill+Payment Student 5 - Main Campus 6 - Satellite Campus
Selected host system accounts:	None
<input type="button" value="Save/Refresh"/> <input type="button" value="Cancel"/>	

Configuring a Line Item Payment

To configure a line item:

- 1 Go to Administration > Payment Settings > Line Item Payment.
- 2 To add a new item, click the Add New button. Or to update an existing item, click the item's View Details/Edit link.

The Configure Line Item Payment page opens.

- 3 Enter or update details in the following fields, then click Save.

Name

Enter a name for the line item. This name will be displayed in the Operations Center.

Note: If a student or authorized user selects "Specific Charges" as the amount to pay, the detail code description appears as the line item name.

Detail code(s) or category code

Enter the codes that Bill + Payment will use to gather charges for the item. You can:

- Enter a single detail code
- Enter multiple detail codes separated by commas
- Use an asterisk as a wild card character in any detail code (for example, P**K would collect the charges for both PARK and PRRK)
- Enter a single category code. Each item that is part of the category will display as payable line items to the user.

Item uses a category code

If you entered a category code for the item, mark Yes. If you used one or more detail codes, mark No.

Set payment amount

If you want the user to pay the amount displayed, mark Yes. If you want to allow the user to change the amount, mark No.

Exclude detail code(s)

If you used a category code or detail codes with wild cards, you may need to exclude specific detail codes so their charges aren't included in the total for the line item. Enter the detail codes to exclude, separating multiple codes with a comma.

Current status

Mark ONLINE to activate the line item for payment; mark OFFLINE to exclude the line item from the list of specific payable charges.

Host system account(s)

Your selection of host system accounts determines which students will see the line item for payment. It also determines what payment methods can be used toward the charges.

If you select ALL, then all students will see the line item in the list of specific charges. If you have only one host system account set up, you can

either select that account or select ALL; the result will be the same, and all students will see the item.

If you have set up alternate host system accounts, select all the accounts that might apply to students who need to pay the item.

For instance, suppose you have set up three separate host system accounts to be used at Campus A, Campus B, and Campus C. If your line item does not apply at Campus C, you would select only the Campus A and Campus B host system accounts.

In this case, when a student from Campus A selects to pay specific charges, they will see the line item. The payment methods available for the line item will be those that you associated with the host system account for Campus A.

13.0 The Billable Moment

The Billable Moment™ gives your school tools to increase revenue by offering items in the virtual checkout. In Bill + Payment, you enhance your Billable Moment through additional billable items displayed during the payment process.

Your school may have items to offer for purchase that are not part of the student account. A convenient way to present these items to your users is to display the items for purchase during payments toward the student account.

When you add an additional billable item, students and authorized users see it as an optional item for purchase after they select amounts to pay.

To set up your billable moment by adding, removing, and configuring these items, go to Administration > Payment Settings > Additional Items Configuration.

Note: Additional billable items are not displayed when the user makes a deposit payment, schedules the payment for a future date, or pays toward a plan.

13.1 Managing Additional Billable Items

To display additional billable items, you must first set **Turn on additional purchase items in the student application** to Yes, then click Save.

Manage Additional Billable Items		
Turn on additional purchase items in the student application:		<input checked="" type="radio"/> Yes <input type="radio"/> No
Save		
Add New		
Name	Status	Action
Yearbook	OFFLINE	View Details/Edit Remove

Managing additional billable items

Once you have allowed additional items for purchase and saved that setting, you can continue to configure the items.

Adding a New Item

To add a new additional billable item, click the Add New button. The Configure Additional Billable Items page opens. See "Configuring an Additional Billable Item" on page 86.

Removing an Item

To remove an additional billable item, click its Remove link.

Changing an Item's Details

To change the configuration of an additional billable item, click its View Details/Edit link. The Configure Additional Billable Items page opens. See "Configuring an Additional Billable Item" on page 86.

13.2 Configuring an Additional Billable Item

Configuring an additional billable item

To configure a line item:

- 1 Go to Administration > Payment Settings > Additional Items Configuration.
- 2 To add a new item, click the Add New button. Or to update an existing item, click the item's View Details/Edit link.
The Configure Additional Billable Items page opens.
- 3 Enter or update details in the following fields, then click Save.

Name

Enter a name for the optional purchase item.

Description

Enter a description for the optional purchase item. The student or authorized user will see this description when selecting payment amounts.

Charge detail code

Bill + Payment will post the student's purchase to the student account as a charge. Enter the code to be used when posting the charge.

Payment amount

Enter the price of the item. If you enter an amount, Bill + Payment will lock the amount, and the user will not be able to change it. If you leave this field empty, for example to take a donation, the user may enter any amount.

Force payment?

If the user must pay for the item immediately, mark Yes. If you want to allow deferment of payment (for instance, if pending financial aid may pay the item), mark No.

Start date and End date

Enter the dates that the item should be available for purchase.

Current status

This field displays the current online or offline status of the item. Items will display as ONLINE during the date range you set in the Start date and End date fields. Items will display as OFFLINE on all other dates.

Host system account(s)

Your selection of host system accounts determines which students will see the purchase item for payment. It also determines what payment methods can be used toward the item.

If you select ALL, then all students will see the purchase item when selecting amounts to pay. If you have only one host system account set up, you can either select that account or select ALL; the result will be the same, and all students will see the item.

If you have set up alternate host system accounts, select all the accounts that might apply to students who need to pay the item.

For instance, suppose you have set up three separate host system accounts to be used at Campus A, Campus B, and Campus C. If your additional billable item does not apply at Campus C, you would select only the Campus A and Campus B host system accounts.

In this case, when a student from Campus A makes a payment, they will see the optional item for purchase. The payment methods available for the item will be those that you associated with the host system account for Campus A.

14.0 Setting Up Online Deposit Payments

Bill + Payment Student includes the capability to set up deposit items, such as tuition or housing deposits, for online payment.

Current students — that is, students who have an SID in Banner — can pay deposit items online through Bill + Payment.

You can set up a deposit item for any deposit code that exists both in your student system and in TouchNet Payment Gateway. You must also have linked a payment method to your deposit code in Banner.

Best Practices and Requirements for Deposits

If the deposit item has a term in Banner, Bill + Payment will display this term, and it cannot be changed in the Bill + Payment Operations Center. If you want the flexibility to change the term in Bill + Payment, do not set a term for the item in Banner.

The same is true for the payment amount; if this is set in Banner, it is not editable in your deposit items setup.

Every student and authorized user who goes to pay a deposit item will see the entire list of payable deposits. In your regular communications with students about their deposits, use the same descriptive names that you assign to the deposits in Bill + Payment. This will help users identify deposits they should pay and avoid the others.

14.1 Deposit Items: Prerequisite Setup

Before you can configure a deposit item in Bill + Payment, it must exist both in the student system and in Payment Gateway. Complete your setup in the student system, then continue to required setup within Payment Gateway.

Setup in the Student System

In the Banner system, verify that all the deposit items have been created for deposit payments that can be made through Bill + Payment. In Banner, you must specify the deposit detail code, the payment detail code for the deposit, and a release detail code. If you have not used the deposit in Banner before, you should test its use there before setting it up in Bill + Payment.

Setup in Payment Gateway

In Payment Gateway, you must set up a host system for deposits. Each deposit item must have its own host system account within this host system.

For steps to set up a new host system account for a deposit item, see "Setting Up a New Host System Account" on page 55.

After you complete setup in both the student system and Payment Gateway, you can begin setting up deposit items in the Bill + Payment Operations Center.



14.2 Configuring Use of Deposits

Deposit Payments

Select the host system used for student accounts:	TBP Deposit Account ▾
Turn on deposit payments in the student application:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Save

The following deposit codes exist in the current student system and have been set up as host system accounts in Touchnet Payment Gateway. When deposit payments are turned on, students will see these deposit names.

Remove	Code	Deposit Name	Deposit Amount	Status	Action
	DDSH	Housing Deposit	\$250.00	ONLINE	View Details / Edit
	DDSR	Room Deposit	\$200.00	OFFLINE	View Details / Edit

The Deposit Payments page

To select a deposit to configure or turn the display of deposit items on or off, go to Deposits > Deposit Payments.

Do not turn on deposit items until you finish configuring all of them. Once the **Turn on Deposit Items in the Student Application** option is set to Yes, users will see the Deposits tab and all deposits that can be paid. To remove access to the Deposits tab, return to the Manage Deposits page and set this option to No.

Code Length Requirements

Host system account codes must be 15 characters or less.

Important! You must review the codes listed on this page. If any code is longer than 15 characters, you must first change it to 15 characters or less. This change is made in the Payment Gateway Operations Center.

To shorten the host system account code in Payment Gateway:

- 1 In the Payment Gateway Operations Center, navigate to Configuration > Commerce Configuration > Host Systems.
- 2 Click the View Host Accounts link for the host system used with Bill + Payment. The Host System Accounts page opens.

- 3 Locate the host system account name that is the same as the deposit code. Click its Change link.
- 4 Edit the host system account name to 15 characters or less and save the change.

Note: Deposit items are not shown until you have selected and saved the "Select the Host System for Deposit Accounts" option.

Deposits Setup

The Deposit Payments page lists all the deposit items you have set up in TouchNet Payment Gateway and allows you to turn on and off the display of deposit items in the end-user application.

The list of deposits in both the Operations Center and the student interface is sorted by the Payment Gateway host system account ID for the deposits.

If required setup for an item is not complete in Payment Gateway, you will see an additional table with this heading, followed by a list of deposits that require further setup:

**The following deposit codes are not defined in Payment Gateway.
Please remove the invalid deposit codes or define the codes in Payment Gateway.**

Prompt for deposit items that require setup in Payment Gateway

If required setup is not complete in either Payment Gateway or the student system, you will see an additional table with this heading, followed by a list of deposits that require further setup, as shown here:

**The following deposit codes have been removed from the current Student System or
are not defined in Payment Gateway.
Please remove the invalid deposit codes or define the codes in Payment Gateway.**

Prompt for deposit items that require setup in either the student system or Payment Gateway

Settings on The Deposit Payments Page

Add, remove, or edit deposit items configured for payment through Bill + Payment.

Select the Host System for Deposit Accounts

Select the host system you use for deposits. Once this host system is selected, your deposits can be displayed in the Manage Deposits page.

Turn on Deposit Payments in the Student Application

Leave this option set to No until you finish setting up deposits. As soon as you save the option as Yes, students and authorized users will see the Deposits tab and their deposit items.

Remove Deposit Payment icon



Click this icon to remove the deposit payment from the list.

Important! A deposit item must be removed from both the student system and Payment Gateway before it can be removed from the Bill + Payment Operations Center. If you do not want to fully remove the code but also do not want students to see it, click its Edit link, then mark its **Take offline** checkbox in the Configure Deposit Payment page.

Code

Click the code (or click the View Details/Edit link) to open the Configure Deposit Payment page, where you will set up the deposit's details.

View Details/Edit link

Click this link (or click the deposit payment code) to open the Configure Deposit Payments page, where you will set up the deposit's details.

14.3 Configuring Each Deposit Item

Configure Deposit Payment DDSH	
Return to Deposit Payments	
Code:	DDSH
Deposit description:	Housing Deposit
Deposit name:	<input type="text" value="Housing Deposit"/> (required)
Term code:	<input type="text" value="201001 - Spring 2010"/> (required)
Deposit amount:	\$250.00
Max deposit amount:	<input type="text" value="\$ 250.00"/>
Start date:	<input type="text" value="2/1/10"/>
End date:	<input type="text" value="6/30/10"/>
Release date:	12/31/2010
Status in Bill+Payment:	ONLINE - Take Offline? <input type="checkbox"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Configuring a deposit payment item

Bill + Payment pulls available information about deposit items from your student system. You complete remaining items, which determine how users can pay the deposits online.

Note: If information for a field was available in the student system, it is displayed here but is not editable.

To update deposit items:

- 1 Go to Deposits > Deposit Payments.
- 2 Click a deposit payment's View Details/Edit link or click its code.
- 3 Change the following settings as needed, then click Save Changes.

Deposit description

This field is not editable. Bill + Payment uses the deposit item's description in the student system. The description is not displayed in the Student Interface.

Deposit name

Enter the name that students and authorized users will see. (They will not see the deposit code, only the name you provide.)

Term code

Select the term for the deposit item. If the term was set in the Banner system, it is not editable. The available terms in the dropdown list are terms you have created in the Term Management page (see page 49).

Deposit amount and Max deposit amount

In the amount fields, enter your parameters for the amount due. If the deposit item requires the student to pay a specific amount, enter that amount in the Deposit Amount field and leave the Max Deposit Amount field blank or set to zero. If the student can choose how much to pay, leave the Deposit Amount field at 0.00 and set a maximum payable amount in the Max Deposit Amount field.

Note: If the payment amount is specified in Banner, it will not be editable in the Bill + Payment Operations Center.

In this example, the student must pay a \$75 deposit:

Deposit amount:	\$ 75.00
Max deposit amount:	\$ 0.00

Example: Setup for a required deposit of \$75

In this example, the student can pay a deposit amount up to \$150:

Deposit amount:	\$ 0.00
Max deposit amount:	\$ 150.00

Example: Setup for a maximum allowed deposit of \$150

15.0 Using Hold Codes to Block Activity

Your school's hold codes can be used to block payments made through Bill + Payment. For each hold, you can select the types of activity you want to block. You can block ACH payments, plan enrollment (if you use payment plans), or all payments. If you block all payments, ACH payments and plan enrollment will both be blocked.

To configure your holds, go to Administration > Payment Settings > Payment Configuration. Then, click the **Use hold codes to block payments** link.

On the Hold Codes page, enter the codes that can block user activity.

Note: For PayPath users, blocking all payments includes blocking payments through PayPath.

Holds				
List the hold codes that can block user activity. For each code, select the actions to block. Note that if you block ALL payments, ACH payments will automatically be blocked.				
Hold Code	Block Plan Enrollment	Block ACH Payments	Block All Payments	Action
ACCT	No	Yes	Yes	Edit Remove
PMNT	No	Yes	No	Edit Remove
DEQN	Yes	No	No	Edit Remove
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add New

Holds page

Adding a Hold Code

To add a new hold code to Bill + Payment:

- 1 Go to Administration > Payment Settings > Payment Configuration.
- 2 Click the **Use hold codes to block payments** link.
- 3 In the Hold Code column, enter a hold code using the exact code from your student system. This can be any hold from the AR Holds screen.

- 4 Choose which payments should be blocked for students with the hold code:
 - **Block Plan Enrollment** – Mark this box to block students from enrolling in plans. This box is marked automatically if you choose to block all payments.
 - **Block ACH Payments** – Mark this box to block ACH (online check) payments. This box is marked automatically if you choose to block all payments.
 - **Block All Payments** – this box to block all payments (including ACH payments) and plan enrollment.
- 5 Click the Add New link.

Editing or Removing a Hold Code

You can edit or remove any hold code at any time.

- 1 Go to Administration > Payment Settings > Payment Configuration.
- 2 Click the **Use hold codes to block payments** link.
- 3 To edit a hold code, click its Edit link. You can change either the code or the type of payments that are blocked.
- 4 To remove a hold code, click its Remove link.

16.0 Allowing Students to Authorize Other Users

Other Configuration	
Allow students to authorize other users:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the option to include an alternate e-mail address:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the use of text message alerts:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Save"/>	

General Configuration - Option to allow students to authorize users

You can choose whether students are able to authorize other users in the student interface.

To change this option, go to Administration > System Settings > General Configuration.

The **Allow students to authorize other users** option is located in the "Other Configuration" section of the General Configuration page.

If you mark the option Yes, then students can authorize others—such as parents, guardians, or sponsors—to view their accounts and pay their bills. To authorize a user, the student submits the new user's e-mail address and signs an electronic authorization.

If you mark the option No, students will not see the options to create authorized users. Only the students themselves will be able to make payments and see records of their activity in the end-user application.

Authorized User Limitations

Students can restrict what authorized users see. These are the limitations on authorized user activity in Bill + Payment:

- Students can choose to let the authorized users see only billing statements, only the payment history, or both.
- To protect the privacy of all users, students and their authorized users cannot see or use each other's saved payment methods.
- Students can remove authorized users at any time. This prevents the authorized user from further viewing the student's information.
- Authorized users cannot log in unless at least one student has retained them in Bill + Payment.
- Authorized users who set up plans must make the plan's payments. The student cannot make payments toward a plan set up by an authorized user.

Contract Billing and Authorized Users

Bill + Payment does not prevent setting up a company as an authorized user. However, if you use contract billing, the best practice is that students do not set up companies as authorized users.

If a company uses the Bill + Payment interface to pay a student's bill, the student balance would be lowered. However, the student would receive any refund on the account and the company's bill within contract billing would not reflect the payment.

Authorized User Capabilities

When a student sets up an authorized user, Bill + Payment sends login instructions and a randomly generated password to the new authorized user. After logging in with the e-mail address and this password, the authorized user updates a profile and chooses a new password.

Authorized users can view account details, save payment methods, and make payments. A user who is authorized by more than one student can choose at login which student account to work with. Then, the authorized user can switch to another student's account by clicking the Select Student tab in the interface.

Authorized users cannot set up a plan that the student is responsible for paying. Students cannot make payments toward an authorized user's plan.

17.0 Customizing the Look of the Student Interface

You can customize the look of the student interface so that it blends well with your school's online experience.

This chapter covers Bill + Payment options for customizing the student interface.

17.1 General Configuration Options for the Student Interface

General Information	
Enter your institution's name:	<input type="text" value="Our University"/>
Enter the URL for the student application:	<input type="text" value="http://ourserver/tbp50/web/login.jsp"/> <small>(Include http:// or https:// in the URL)</small>
Enter the label that links to the "Important Information" page:	<input type="text" value="Important Info"/>
If "Important Information" links to an external site, enter the URL:	<input type="text" value="www.ourcampus.edu/business"/>
Enter your university ID label (displays on login page):	<input type="text" value="Our University ID"/>
Edit header and footer images:	Upload your header/footer images for the student application

General Configuration page - Settings that control look and feel of the student interface

Several settings on the Administration > System Settings > General Configuration page control the design of Bill + Payment's student interface. These settings are all located in the "General Information" section of the page.

Enter your institution's name

The institution's name is displayed on the end-user welcome page and in the electronic agreements page.

Enter the URL for the student application

Enter the URL for the student application. This is the URL for the Bill + Payment end-user interface, where students log on to review statements and pay bills. Be sure to include http:// or https:// in the URL.

Bill + Payment uses this URL internally to provide functionality related to the end-user application, such as uploading its images.

Use the DNS name, not the IP address, in the URL. Using the IP address may cause the Bill + Payment batch process and other automated processes not to run correctly.

The default URL is:

`https://<servername>/tbp/web/`

Enter the label that links to the "Important Information" page

Students and authorized users click the Important Information link for help. Enter the text for your link. The default link text is "Important Info."

If "Important Information" links to an external site, enter the URL

If you want the "Important Info" link to open your own web page, enter its URL.

Enter your university ID label

An entry is required in this field for display on the login page. If you do not enter a label, the default label "University ID" will display.

If your school has a specific name for the student ID (such as a name referencing the school, a mascot, or so on), enter it here. If your school does not have a special name for the student ID, enter a generic label, for instance, "Student ID."

The label appears on the login page as in these examples:

The image shows two examples of the login page for 'Students and Staff'. Each example features a form with a title 'Students and Staff', a red asterisk warning '*Indicates required information', and two input fields: one for the ID and one for the PIN. A green 'Login' button is at the bottom of each form.

- Example of a generic default label:** The ID field is labeled '*University ID:'.
- Example of a label customized with a school mascot name:** The ID field is labeled '*Tornados ID:'.

Edit header and footer images

See "Configuring Header and Footer Images" on page 101.

17.2 Configuring Header and Footer Images

Header/Footer Template Image


You can replace the existing header/footer files in the student application only if the student application is installed on the same machine as the Operations Center.

Header/footer template image

The header/footer images must be the exact dimensions indicated. The templates below are the right size when downloaded. For headers, be sure to fit your logo in the visible area (the bottom 25 pixels and an area at the top right, shown in black, do not display to users). To design your image, right-click on the template and choose the 'Save Picture As...' option. Edit and save your changes and then upload the new files to replace existing ones.


900px by 100px

Graphics in the black areas will be obscured.



900px by 100px

Graphics in the black areas will be obscured.



Upload header/footer image

Select the header file:	<input type="text"/>	<input type="button" value="Browse..."/>	View current image
Select the print header file:	<input type="text"/>	<input type="button" value="Browse..."/>	View current image
Select the footer file:	<input type="text"/>	<input type="button" value="Browse..."/>	View current image
Select the print footer file:	<input type="text"/>	<input type="button" value="Browse..."/>	View current image

Upload Image

Header/Footer Template Image page

You can select the header and footer images you want to use in the online display as well as the header and footer images used when printing from the browser window.

To update your header and footer and your header and footer print images:

- 1 Go to Administration > System Settings > General Configuration.
- 2 Click the **Upload your header/footer images for the student application** link.
- 3 Update each image as described below.

Important! Your student application and Operations Center must be installed on the same server to use these options.

Image Requirements

All images should be saved in either JPG or PNG file format.

Header images must be exactly 900 pixels wide and 100 pixels high for correct display. Areas shown in black are reserved for application features

and should not be used in your design.

Using the Image Template

The image templates illustrate which areas will be visible in your completed graphics. The bottom 25 pixels and a small area at the top right-hand corner of the header will be obscured by application features.

To use a template as the basis for your header or footer or your header or footer print image, right-click the template and save it for editing. Do not change the dimensions of the image. Save the image as a JPG or PNG file.

Uploading a New Image

To upload a new image:

- 1 Click an image's Browse button to locate your new header or footer image file.

You can browse to and select any or all of your images before uploading.

- 2 Click the Upload Image button.

Note: To view your current header or footer image, click its View current image link.

Part 3
**Managing Your Business
Office Tasks**

18.0 Managing Statements

Bill + Payment lets you present statements electronically to your students that would otherwise require paper processes.

With Bill + Payment's loader, you can load billing or 1098-T statements. You will also use the loader if you need to update the e-mail addresses used by Bill + Payment. Finally, the loader allows you to update student IDs within Bill + Payment should you need to do so.

Behind the scenes, the Bill + Payment loader extracts the data from the files you generate and loads it into Bill + Payment for formatting and viewing.

Loading statements requires the use of customized files that have been developed for your school's billing data and bill display needs. TouchNet provides these customized files and will place them on your system or instruct you where to place them.

This chapter and the following chapters provide information about the tasks you will do to prepare and load statements, as well as using the other capabilities of the Bill + Payment loader.

18.1 Loading Student E-mail Addresses

Bill + Payment stores the e-mail addresses of students who should receive statements. It either retrieves the address from your billing file or you must load the addresses.

Loading the student e-mail address ensures that e-mail notifications can be sent to the student when you load statements.

Important! If your billing files include a student e-mail address, you never need to load student e-mail addresses.

If your billing files do not include a student e-mail address, you must load the addresses at these times:

- Before you load bills for the first time using Bill + Payment. This ensures students receive e-mails about the first bills you load.
- Whenever you need to add a group of new students who will receive bills through Bill + Payment.

Note: If you load statements for more than one account, you do not need to upload the same e-mail addresses for each account. Bill + Payment uses the same student information for all billing accounts.

Creating the E-mail Load File

Before you load e-mail addresses, you will create a file containing the information you need to load.

Important! It is very important that you take care when creating this file:

- Do not include duplicate entries
- Remove entries of people who are not students
- Include only the required values, and make sure that they are in the correct order in the file.

Note: Bill + Payment counts each loaded e-mail address as a Bill + Payment user. Reports that show the total number of users rely on this user count. Therefore, check your e-mail file to make sure it contains only those users to whom Bill + Payment must send statements.

- 1 Create a text file that lists student IDs and e-mail addresses in the format: ID,address. Do not include quote marks in the entries. This is an example of a correctly formatted entry:

```
B078051120,jsmith@campus.com
```

- 2 Save the file in a location accessible to the person who will upload and run the file in the Operations Center.

Including PIDs in the E-mail Load

In the upload process used for loading the student ID and email address, Bill + Payment now allows a third, optional column:

Student ID, Email address, **PIDM**

You are not required to load the PIDM when you load e-mail addresses. However, if you load 1098-T statements or issue refunds to credit cards, you may wish to consider loading the student PIDM along with the student e-mail address.

Why to Load PIDs

Bill + Payment can only load 1098-T statements or issue refunds to credit cards for students with a PIDM already stored in the Bill + Payment database. The PIDM is typically stored when the student logs into Bill + Payment or is looked up administratively.

However, when loading 1098-T statements or processing credit card refunds, you will encounter exceptions for any student whose PIDM has not yet been stored in the database. Loading PIDs may reduce the number of exceptions you encounter when loading 1098-T statements or processing refunds to credit cards.

Critical Considerations for Loading PIDMs

Important! Before you decide to load PIDMs, it is critical that you understand how to format your file and the potential consequences if your file is improperly formatted.

Bill + Payment ensures that each student ID is matched to a unique PIDM. This prevents payment and other information from being applied to the wrong record. When you upload PIDMs, if you upload an existing student ID with a different PIDM, Bill + Payment will:

- Treat the new student ID/PIDM combination as a new student and start a new student record for that combination.
- Treat the old student ID/PIDM combination as an outdated, invalid student record. In this case, Bill + Payment will remove all records from the previous ID/PIDM combination from the database.

Important! When you create the file containing PIDMs, it is critical that you ensure the ID/PIDM combinations are current and accurate. Make sure that the third item in each record is a correct PIDM. Any other data, even if it is not a PIDM, will result in removal of student information.

As a best practice, we recommend that you include only the information for new or changed students, not for all students, when you create your upload files.

Creating an Upload File With PIDMs

- 1 Create a text file that lists student IDs, e-mail addresses, and PIDMs in the format: ID,address, PIDM. Do not include quote marks in the entries. This is an example of a correctly formatted entry:

```
B078051120,jsmith@campus.com,10203068
```

- 2 Save the file in a location accessible to the person who will upload and run the file in the Operations Center.

Completing an E-mail Address Load

Before you begin an e-mail load, create your load file as described in the steps on [page 106](#). Then, follow the steps below to load e-mail addresses.

- 1 In the Operations Center, navigate to Bill + Payment Home > eBill > Statement Loading. The Load Bills page opens.

- 2 Select the **Load statements from existing file only** option.

Select loading process:	<input type="radio"/> Extract data and load statements <input type="radio"/> Extract data to XML file only (Do not load statements) <input checked="" type="radio"/> Load statements from existing file only (Do not extract data)
-------------------------	--

The load statements from existing file only option

- 3 Use the **Upload new file** field to upload the file containing your list of IDs. Click the Browse button, browse to your file, then click the Upload File button.
- 4 In the **Select file to load** field, select the newly uploaded text file.
- 5 Mark the **E-mail address load** option.

Select item to load:	<input type="radio"/> Statements <input checked="" type="radio"/> Email addresses (Requires a special file format) <input type="checkbox"/> Include PIDMs <input type="radio"/> Student ID conversion (Requires special file format) <input type="radio"/> 1098-T statements <input type="radio"/> Test mode only (No bills loaded)
----------------------	---

The e-mail address load option

- 6 If you wish to upload PIDMs with your e-mail address load, mark the Include PIDMs checkbox.

Important! Before you upload PIDMs, please carefully read "[Including PIDMs in the E-mail Load](#)" on page 106

- 7 Read the warning prompt that appears, and if needed, check your upload file to be sure it contains the correct data for a PIDM upload. To cancel the PIDM upload and load only e-mail addresses, click Cancel in the warning prompt. To continue with a PIDM upload, click OK.
- Note:** If the checkbox is not marked, Bill + Payment will only upload the e-mail addresses, even if your file contains PIDMs.
- 8 Click the Extract Data/Load Bills button to begin the upload process.
- 9 After e-mail addresses have loaded, click the View Exceptions button to see whether there were any problems.

19.0 Managing eBills and Other Statements

With eBills, you present statements online and your students (and their authorized users) are automatically notified that the bill is online.

Your process to present eBills is much the same as the process for printing billing statements. The only difference is that at the end of the process, you load the billing file into Bill + Payment instead of a printer.

Bill + Payment allows you to continue paper billing as long as you want after you begin electronic billing; you will simply turn on the option that lets students choose whether to receive a paper bill.

You load bills—all bills, a range of bills, or a single bill—through the Bill + Payment Operations Center. Bill + Payment parses specific billing data, such as the statement date, due date, and amount, from each billing statement. Bill + Payment stores this information, and students see it on the home page and when viewing the statement itself.

Bill + Payment notifies each student who receives a bill. Notification is always sent by e-mail. The e-mail message goes automatically to the student's school-assigned e-mail address and to any alternate e-mail address (if you allow alternate e-mail addresses to be used). It also goes to the e-mail accounts of any authorized users. If you turn on text messaging, the message is also sent as an e-mail to the phones of any users who have entered their phone numbers in the personal profile; the users will view it as a text message.

Students and authorized users who receive a notification then log in to see the bill and any stored previous bills.

Note: Students must have a PIDM stored in Bill + Payment before their 1098-T statements can be loaded, and must have an e-mail address stored in Bill + Payment before e-mail notifications about statements can be sent. Loading student information, as shown in "Loading Student E-mail Addresses" on page 105, stores both the PIDM and e-mail address, and is recommended before you send bills or generate 1098-T statements. The student PIDM is also stored in Bill + Payment when the student logs in or when you look up the student through Bill + Payment.

Best Practices for Managing eBills

On your campus, you must decide who is responsible for creating the billing file and who is responsible for loading it. You will also need someone tasked with updating the file of student e-mail addresses for loading, if those are not included on your billing file.

Remember that changes to a bill do not automatically change the bill displayed online. At times you may need to reload a bill for an individual student. As long as the statement date has not changed, the reloaded bill will replace the original one displayed to the student.

If you need to load additional types of bills or make changes to the layout or content of your billing file, contact TouchNet for assistance.

19.1 Configuring eBill Settings

eBill Configuration settings

eBill options govern the display and use of electronic bills. eBill options must be set before you begin bill loading. You can return to change these settings at any time.

To change these settings:

- 1 Go to eBill > eBill Configuration.
- 2 Update any of the following settings, then click Save.

In displays of activity since the last statement, include activity that occurred on the statement date

If you choose Yes, then when any user looks up a student's recent activity, the display will include activity that occurred on the date of the user's last statement. If you choose No, then recent activity will not show activity from that date.

For example, suppose a student's statement date is January 15. If you mark Yes, activity from January 15 will be included in displays of account activity. If you mark no, activity displays will not include the January 15 activity.

Allow students to choose whether to receive a paper statement

If you let students choose to receive a paper statement in addition to their online statement, then the student sees this option in the Profiles tab of the Bill + Payment end-user interface. Students can make their paper billing choice individually for each account. The default value is Yes (students must opt out of receiving paper bills).

If you plan to let students choose whether to receive a paper statement, you should also plan how you will encourage students to opt out of paper billing and how you will educate them on updating the profile.

Note: If the student chooses not to receive a paper statement, this is not automatically recorded in your student system. You must run the Paper Bills Opt-Out report and download the list of students who do not wish to receive paper bills.

19.2 Loading Bills

With a few setup selections and a one-click command, Bill + Payment renders your billing file as valid XML and loads the XML-based bills. Follow the steps below to extract data and load your bills, which will be the typical bill-loading procedure.

During your implementation, TouchNet worked with you on the types of bills you wanted to load and helped you set up the data extraction format and display format. The bill loading process reflects your implementation choices.

Note: eBill options must be set before you begin bill loading. Set options in the eBill > eBill Configuration page.

Note: If your billing file is already in XML format, go to the steps in "Running Extraction and Loading Processes Separately" on page 115.

To load all bills:

- 1 In the Operations Center, navigate to Bill + Payment Home > eBill > Statement Loading.
- 2 In the Load Statements page, select the Statements option from the **Select items to load** choices.

Select item to load:	<input checked="" type="radio"/> Statements <input type="radio"/> Email addresses (Requires a special file format) <input type="checkbox"/> Include PIDsMs <input type="radio"/> Student ID conversion (Requires special file format) <input type="radio"/> 1098-T statements <input type="radio"/> Test mode only (No bills loaded)
----------------------	--

Selecting the Statements options

- 3 Select the **Extract data and load statements** option. This extracts data and loads bills in one process.

Select loading process:	<input checked="" type="radio"/> Extract data and load statements <input type="radio"/> Extract data to XML file only (Do not load statements) <input type="radio"/> Load statements from existing file only (Do not extract data)
-------------------------	--

Selecting the Extract billing data and load bills option

- 4 All uploaded billing files appear in the **Select file to load** dropdown list. If you have not yet uploaded your file, click the Browse button. Locate your file and click the Open button to select it. Then, click the Upload File button to save the file.

Note: If your Bill + Payment implementation is in the TouchNet Certified DataCenter, you may need to wait seven to ten minutes after uploading a file while your billing file is propagated across multiple servers.

Select file to load:	<input type="text" value="TSRCBIL_120808.xml"/>
Upload new file:	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload File"/>

Uploading the billing file

- 5 Select your billing file from the **Select file to load** dropdown list.
- 6 Select your XML configuration file from the **Select extraction config file** dropdown list. This configuration file was provided for you by TouchNet. Its filename typically begins with **bill_prp** and includes your school's name.

Select extraction config file:	<input type="text" value="bill_prp_ourschool_stmt.xml"/>
Select extraction DTD file:	<input type="text" value="tn_bill.dtd"/>
Enter name for output XML file:	<input type="text" value="out.xml"/>
Select tax year for 1098-T statements:	<input type="text" value="2009"/>
Select loader properties file:	<input type="text" value="loader_send_email.j"/>

Selecting the extraction config file

- 7 Select your DTD file from the **Select extraction DTD file** dropdown list. This DTD file was provided for you by TouchNet. It is typically named **tn_bill.dtd**.
- 8 Select your loader properties file from the **Select loader properties file** dropdown list.

If you load bills only for the student account, this file will typically be named **loader.properties**. However, if you load files for more than one account, the filename will include a description for the type of bill you are loading, such as **loader.student.properties** or **loader.semester.properties**.

- 9 Select your statement display type.

Note: When you implemented Bill + Payment, you decided which presentation format you would use. You must always use this same format when you load bills. Changing this option to PDF will not load a PDF bill. A special PDF format must be developed and provided for you by TouchNet to use this option. If you have always loaded HTML bills, do not change your display type to PDF. If you use PDF bills, select PDFform.

Select statement display type:	<input type="text" value="HTML"/>
Select statement display template:	<input type="text" value="ourschool_stmt.xml"/>

Selecting the statement display type and template

- 10 Select your statement display template. This template determines how the bill will look online. These XSL templates were provided for you by TouchNet to correctly display your billing data and reflect your school name and/or bill type. If you use PDF bills, select the PDF file provided for you by TouchNet.
- 11 Select which bills to load. You can load all bills; a number of bills starting with the first bill in the file; a range of bills within the file; or a bill for a specific student.

Specify statements to load:	<input type="radio"/> Load all <input type="radio"/> Load this many: <input type="text" value="1"/> <input checked="" type="radio"/> Load this range: <input type="text" value="1"/> to <input type="text" value="10"/> <input type="radio"/> Load for this Student ID only: <input type="text"/>
-----------------------------	--

Selecting bills to load

- 12 After you have selected all options, click the Extract Data / Load Statements button. Your bills will load. (This can take up to 1 second per bill.)
- 13 Click the Refresh button. Review the status messages that are displayed. They show the number of bills found and the number of bills converted/loaded.

Note: If the number of bills encountered and loaded is zero but the loader is still running, you need to wait longer while bills are loaded before clicking Refresh.

Note: If the loading process is finished and fewer bills were loaded than were extracted, review the Exceptions report as instructed in the next step.
- 14 After bills have loaded, click the View Exceptions button to see whether there were problems with any bill. (You can also click the View Logs button to see the detailed log of the complete extraction and loading process.)

19.3 Reloading Bills

In some cases, you may need to load a bill a second time. For instance, a bill may fail to load if it is too large. In other cases, you may need to change data in the billing file.

Reloading a Changed Bill

As long as you do not change the statement date or term code for the bill, you can change and reload a billing file multiple times with no adverse effects.

The student who logs in may see the bill before it is reloaded; however, as long as you do not change the statement date or term code, payments will not be affected.

Note: If you reload bills and do not want students to receive a second e-mail about their statements, be sure to set the **Select loader properties file** setting to the version of the *loader.properties* file with "no_email" in the file name. This will prevent duplicate e-mail messages to students whose bills you reload.

Important! If you change the statement date or term code and then reload the bill:

- The student will see both versions of the bill in the Bill + Payment student interface.
- Students who have set up automatic payments may have double payments processed.

When you load a bill, Bill + Payment also creates any automatic payments that students have set up.

When you change the statement date, Bill + Payment sees the file as a new bill. Whenever Bill + Payment sees a new bill, it creates the automatic payments for that bill.

For instance, suppose you load a bill for \$800 and the student has set up an automatic payment up to \$1,000.

When you load the bill, an automatic payment of \$800 would be created. Now, consider two different situations:

- **You reload the bill with a \$900 amount but the same statement date.** Bill + Payment will see it as the same bill, and will not change the automatic payment already created for that bill. The student will have to pay the remaining \$100 separately.
- **You reload the bill with a \$900 amount and a changed statement date.** In this case, Bill + Payment sees it as two different bills. It will create the \$800 automatic payment with the first bill and a separate, \$900 automatic payment with the second bill.

Reloading Repaired Bills

In cases where the billing file is too large for the memory capacity of your Java Run Time Environment, you can break your file into separate files for loading.

In cases where one bill fails to load, after you repair the billing file, you can load that single bill. To do so, select the "Load Bill For This Student ID Only" option and enter the student ID.

Specify statements to load:	<input type="radio"/> Load all <input type="radio"/> Load this many: <input type="text" value="1"/> <input type="radio"/> Load this range: <input type="text" value="1"/> to <input type="text" value="10"/> <input checked="" type="radio"/> Load for this Student ID only: <input type="text"/>
-----------------------------	--

Loading a bill for a single student

In cases where a range of bills fails to load, after you repair the billing file, you can load that range of bills. To do so, select the "Load this range of bills" option and enter the numbers of the bills to reload.

Specify statements to load:	<input type="radio"/> Load all <input type="radio"/> Load this many: <input type="text" value="1"/> <input checked="" type="radio"/> Load this range: <input type="text" value="1"/> to <input type="text" value="10"/> <input type="radio"/> Load for this Student ID only: <input type="text"/>
-----------------------------	--

Loading a range of bills

19.4 Running Extraction and Loading Processes Separately

The Bill + Payment load bills process typically combines two processes. First, in the extraction process, data is extracted from your billing file to render into XML. Second, in the loading process, the resulting XML is loaded as an online bill.

If your billing files are natively in XML format, you never need to run the data extraction process when you load bills. Instead, run only the loading process.

Other users may want to run the extraction process separately from the loading process when troubleshooting problems in bills. In this case, you may want to see whether the problems are occurring in the extraction process or the load process.

Extract Data Without Loading Statements

To run only the extraction process, follow these steps.

- 1 In the Load Bills page, select the **Extract data to XML file only** option.

Select loading process:	<input type="radio"/> Extract data and load statements <input checked="" type="radio"/> Extract data to XML file only (Do not load statements) <input type="radio"/> Load statements from existing file only (Do not extract data)
-------------------------	--

The Extract data to XML file only option

- 2 Select the extraction configuration file and DTD file as for loading bills.
- 3 Enter a name for the XML output file. This file will automatically be saved for you to select in bill loading.
- 4 Select one of the four options for choosing which bills to load. Data will be extracted according to your choice, for all bills, a number of bills, a range of bills, or a specific student's bill.
- 5 Click the Extract Data / Load Statements button.
- 6 After the process has finished, click the View Exceptions button to see whether there were any problems. (You can also click the View Los button to see the detailed log of the complete extraction and loading process.)

Load Bills Without Extracting Data

To run only the load process without extracting data, follow these steps:

- 1 In the Load Bills page, select the **Load bills from existing billing file only** option.

Select loading process:	<input type="radio"/> Extract data and load statements <input type="radio"/> Extract data to XML file only (Do not load statements) <input checked="" type="radio"/> Load statements from existing billing file only (Do not extract data)
-------------------------	--

The Load statements from existing billing only option

- 2 In the "Select File to Load" dropdown list, select an XML format file.
- 3 Select your loader properties file.
- 4 Select either normal mode or test mode.
- 5 Select options from the **Select statement display type** and **Select statement display template** dropdown lists.
- 6 Select one of the four options for choosing which bills to load.
- 7 Click the Extract Data / Load Statements button.
- 8 Review the status messages that are displayed. They show the number of bills extracted and loaded.

Note: If fewer bills were loaded than were extracted, review the Exceptions report as instructed in the next step.
- 9 After the process has finished, click the View Exceptions button to see whether there were any problems. (You can also click the View

Logs button to see the detailed log of the complete extraction and loading process.)

19.5 Testing Bill Loading

When you test bill loading, there are two ways to test without sending billing files to students:

- Using test mode, which does not actually load and store a billing file in the Bill + Payment database, but generates a log file showing any errors. Use this method if you must run a test inside your production environment.
- Using a specially configured *loader.properties* file that does not allow e-mail messages to be sent to students. With this method, your test bill file is loaded into the Bill + Payment database. Use this method only inside a test environment where students cannot log in to see bills.

Using Test Mode

Test mode shows whether data is being extracted correctly from your billing file for display in a loaded bill. No bills are actually loaded when you run in test mode. However, using test mode, you can confirm that no data is missing from your billing file, which will help you reduce the number of bills that fail to load.

When you use test mode, Bill + Payment shows the results in the *loader-[date]-[number].log* file, but no billing data is stored by Bill + Payment.

To simulate bill loading in test mode, select the Test mode only option.

Select item to load:	<input type="radio"/> Statements <input type="radio"/> Email addresses (Requires a special file format) <input type="checkbox"/> Include PIDMs <input type="radio"/> Student ID conversion (Requires special file format) <input type="radio"/> 1098-T statements <input checked="" type="radio"/> Test mode only (No bills loaded)
----------------------	---

Loading bills with the test mode only option

Selecting an Alternate Properties File for Testing

If you are working inside a test environment where students have no access, you can use this testing method.

Important! Use the alternate properties file testing method only inside a test environment where students cannot log in to see bills.

During implementation, TouchNet provided you two variations of your *loader.properties* file, one that allows e-mail to be sent during bill loading and one that does not.

The file that allows e-mail to be sent typically includes "sendemail" in the file name. The one that does not allow e-mail typically includes "no_email" in the file name.

To test using the alternate properties file, follow the bill loading process as usual, but when you select the loader properties file, choose the file with "no_email" in the file name, as shown here:

Select extraction config file:	bill_prp_touchnet_stmt.xml
Select extraction DTD file:	tn_bill.dtd
Enter name for output XML file:	out.xml
Select tax year for 1098-T statements:	2009
Select loader properties file:	loader_no_email.pr

Testing bill loading without sending e-mail by using an alternate properties file

Your billing file will be loaded as usual and statements will be displayed in the student interface; however, no e-mail messages will be sent to students.

20.0 Managing 1098-T Statements

When you present 1098-T statements electronically to your students with Bill + Payment, you not only display the 1098-T statements but also can gather consent from your students to receive only the electronic copy.

Typically, you will use 1098-T Configuration to set a range of dates for gathering consent. After the end date for gathering consent, you will use the 1098-T Consent Report to determine which students still require paper 1098-T forms.

You must be licensed for eBill to load 1098-T statements.

Important! In order for a student's 1098-T statement to load, Bill + Payment must already have the student's PIDM. This can occur in any of three ways: if the student has logged into Bill + Payment, if you have looked up the student through Bill + Payment Customer Service, or if you have completed a student information loading procedure using a file that includes each student's PIDM.

Before you load 1098-T statements, you can help ensure that students receive their 1098-T statements by completing this loading procedure, following the instructions beginning on [page 105](#)

Note: Students will need to use Adobe Reader to view the 1098-T PDF form. The PDF is not viewable in other PDF readers, including the Apple Preview PDF viewer.

20.1 Configuring 1098-T Options

1098-T Configuration	
Profile Options	
Turn on paperless 1098-T option:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Presentation date range: (repeats yearly)	From Month: <input type="text"/> Day: <input type="text"/> To Month: <input type="text"/> Day: <input type="text"/>
Duration of agreement: (0 = permanent)	<input type="text"/> years
Mask SSN on the form:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Agreement Text	
Enter the paperless 1098-T agreement below, up to 4000 characters.	
<div style="border: 1px solid gray; height: 100px;"></div>	

1098-T Configuration settings

1098-T configuration options govern the presentation of electronic 1098-T statements. These options must be set before you begin loading statements. You can return to change these settings at any time.

To configure 1098-T options:

- 1 Go to Administration > System Settings > 1098-T Configuration.
- 2 Edit the following options as needed, then click Save.

Turn on paperless 1098-T option

When this option is set to Yes, the student will be asked to consent to receive the 1098-T statement in electronic form only. The 1098-T Consent Report shows names of students who have and have not consented to electronic-only receipt of the form.

Presentation date range

Set the range of dates during which students will be asked for their consent. If a student logs in during these dates and has not yet made a consent selection, a prompt is displayed presenting the consent options; the student must at this time decide whether to consent. The dates you select remain valid for succeeding years; you do not need to update them unless your own schedule changes.

Duration of agreement

Enter the number of years for which the consent agreement will be considered in effect. Throughout this duration, the student does not need to consent a second time. The student can revoke the agreement by changing their consent option in the profile page.

If you do not want the consent agreement to expire, leave this value set to zero.

Note: You may want to consider adding text about the duration of the consent agreement to your agreement text (see below).

Mask SSN on the form

You can choose to display a masked Social Security number in the online display of 1098-T files. If you mark the Yes option, students will see their Social Security numbers in the format XXX-XX-[last four digits]. If you mark the No option, students will see their full Social Security numbers displayed.

Note: Authorized users always see a masked Social Security number if they are granted permission to view the 1098-T statement.

Agreement Text

You can modify and preview the text of the consent agreement (default text is provided). To preview your consent agreement, click the Preview button.

20.2 Generating the 1098-T File

In Banner, you run the TSR1098 process to generate 1098-T files. You must:

- **Correctly set parameters for the TSR1098 process.** In your parameter values for the TSR1098 process, be sure that parameter 03, Form Print – Student/IRS/None, is set to **I** (as in IRS). Be sure that parameter 08, Generate IRS File (Y/N), is set to **Y**.
- **Use the generated *irs1220.dat* file.** The Banner process will generate two files, the *TSR1098.lis* file and the *irs1220.dat* file. Use only the *irs1220.dat* file. Do not use the .lis file in your upload to Bill + Payment.

File Format Requirements

Bill + Payment expects files in the precise format required by the IRS. Specifications for this file format, including the exact number of characters required for each element contained in the file, are documented in IRS publication 1220.

Bill + Payment also expects to locate the PIDM in an exact place within the file: In the Payers Account Number for Payee field of the student record, beginning in the eleventh character of that field.

Important! If your generated file differs in any way from the IRS specification, or if your PIDM begins in another location within the file, please contact TouchNet so that we can assist you in making necessary adjustments.

20.3 Loading 1098-T Statements

With a few setup selections and a one-click command, Bill + Payment prepares your generated 1098-T file as a PDF form. Follow the steps below to load your 1098-T file.

Note: Students must have a PIDM stored in Bill + Payment before their 1098-T statements can be loaded. The student PIDM is stored in Bill + Payment when the student logs in, when you look up the student through Bill + Payment Customer Service, or when you load student information as shown in "Loading Student E-mail Addresses" on page 105.

1098-T configuration options must be set before you begin loading statements. Set options in the Bill + Payment Home > Administration > System Settings > 1098-T Configuration page.

To load all statements:

- 1 In the Operations Center, navigate to Bill + Payment Home > eBill > Statement Loading.
- 2 In the Load Statements page, select the 1098-T statements option from the **Select item to load** choices.
- 3 In the Load Bills page, select the **Extract data and load statements** option. For 1098-T statements, other options do not apply.
- 4 All uploaded statements of all types appear in the **Select file to load** dropdown list. If you have not yet uploaded the IRS 1220-standard file generated by your student system, click the Browse button. Locate your file and click the Open button to select it. Then, click the Upload File button to save the file.

Note: If your Bill + Payment implementation is in the TouchNet Certified DataCenter, you may need to wait seven to ten minutes before you can select the file, while the file is propagated across multiple servers.

- 5 Select your 1098-T file from the **Select file to load** dropdown list.
- 6 From the **Select extraction config file** dropdown, select the **bill_prp_touchnet_1098t.xml** file.

- 7 From the **Select extraction DTD file** dropdown list, select the **tn_1098T.dtd** file.
- 8 From the **Select tax year for 1098-T statements** dropdown list, select the tax year for which you are generating statements.
- 9 Select your loader properties file from the **Select loader properties file** dropdown list.

If you load statements only for the student account, this file will typically be named **loader.properties**. However, if you load files for more than one account, the filename will include a description for the type of statement you are loading, such as **loader.student.properties**.
- 9 Select **PDFForm** from the **Select statement display type** dropdown list.
- 10 Select your statement display template which corresponds to the selected tax year. Your PDF template was provided for you by TouchNet to correctly display your 1098-T data.
- 11 Select the statements to load from the **Specify statements to load** list. You can load a range of statements, a number of statements, or all statements. (You cannot load 1098-T statements by individual student ID.)

Important! TouchNet recommends loading a selected range or number of statements before beginning a "Load all" process, to confirm that the 1098-T statement loading process has been correctly configured in your production environment.

- 12 After you have selected all options, click the Extract Data / Load Statements button. Your statements will load. (This can take up to 1 second per statement.)
- 13 Click the Refresh button. Review the status messages that are displayed. They show the number of statements found and the number of statements converted/loaded.

Note: If the number of statements encountered and loaded is zero but the loader is still running, you need to wait longer while statements are loaded before clicking Refresh.

Note: If the loading process is finished and fewer statements were loaded than were extracted, review the Exceptions Report as instructed in the next step.
- 14 After statements have loaded, click the View Exceptions button to see whether there were problems with any bill. (You can also click the View Logs button to see the detailed log of the complete extraction and loading process.)

20.4 Reloading 1098-T Statements

In some cases, you may need to load a 1098-T statement a second time. To do this, first regenerate your 1098-T file.

As long as you do not change the statement date, you can change and reload a 1098-T statement multiple times with no adverse effects.

Important! If you change the statement date and then reload the 1098-T statement, the student will see both versions of the statement in the Bill + Payment student interface.

Note: The student who logs in may see the 1098-T statement before it is reloaded.

Note: If you reload 1098-T statements and do not want students to receive a second e-mail about their statements, be sure to set the **Select loader properties file** setting to the version of the *loader.properties* file with "no_email" in the file name. This will prevent duplicate e-mail messages to students whose bills you reload.

20.5 Testing 1098-T Loading

Before you attempt to load the 1098-T file for all students, TouchNet highly recommends that you complete a test file load using only a few students. You can either load a test file that contains only a few students, or you can load a range or a specific number of statements from a larger test file. If you cannot successfully load a test file, contact TouchNet Customer Care for assistance.

You can test your 1098-T loading process using a specially configured *loader.properties* file that does not allow e-mail messages to be sent to students.

With this method, your test bill file is loaded into the Bill + Payment database. Use this method only inside a test environment where students cannot log in to see bills.

Selecting an Alternate Properties File for Testing

If you are working inside a test environment where students have no access, you can use this method to test loading 1098-T files.

Important! Do not use this testing method inside a production environment. Use the alternate properties file testing method only inside a test environment.

During implementation, TouchNet provided you two variations of your *loader.properties* file, one that allows e-mail to be sent during statement loading and one that does not.

The file that allows e-mail to be sent typically includes "sendemail" in the file name. The one that does not allow e-mail typically includes "no_email" in the file name.

To test using the alternate properties file, follow the statement loading process as usual, but when you select the bill loader properties file, choose the file with "no_email" in the file name.

Your 1098-T file will be loaded as usual and statements will be displayed in the student interface; however, no e-mail messages will be sent to students.

21.0 Reviewing Loading Operations

If one or more individual statements fails to load, the entire loading process will not fail. Instead, details of statements that failed to load are viewable in the Operations Center.

Every time you load statements, extract data, or perform any other loading procedure through the Load Statements page, click the View Exceptions button to see whether errors occurred.

Advanced troubleshooting information is available in the *loader-[date]-[number].zip* files. From the Load Statements page, you can download and save these files.

Reviewing the Exceptions Report

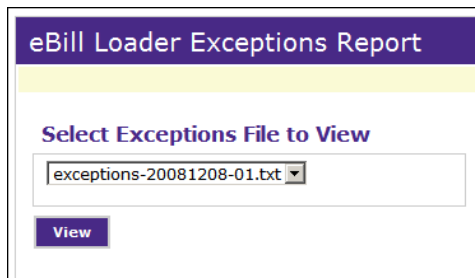
If a statement (whether a bill or a 1098-T statement) has failed to load or data was not extracted properly, the error information is written to the Exceptions Report. Errors occur when key information cannot be found in the statement file.

A less frequently encountered problem for on-campus implementations occurs when your billing file size is too large for the memory capacity of your Java Run Time Environment.

The Exceptions Report shows results from the most recent loading operation, whether that is bills or 1098-T statements.

To view exceptions:

- 1 In the Load Statements page, click the View Exceptions button. The Exceptions Report page opens.



Selecting an Exceptions Report

- 2 Select the Exceptions Report you want to view. The report files are named by year, month, date and are assigned a number so that if more than one loading operation takes place on a date, you can select the Exceptions Report for that operation.
- 3 Click the View button. The Exceptions Report opens.

The report shows how many records were processed and how many failed. For each failed record, the report shows the record number and the reason for the failure.

Downloading Loader Log Files

Log files are created each time you extract data or load statements, whether bills or 1098-T statements. The log files are named by year, month, date and are assigned a number so that if more than one loading or extraction operation takes place on a date, you can select the log file for that operation.

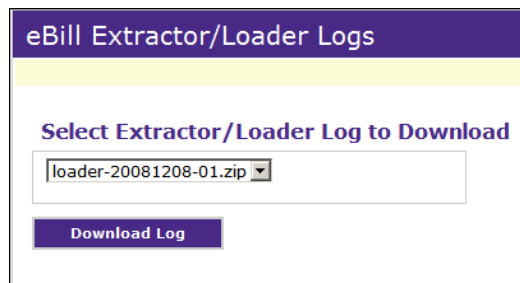
The log file shows results for the most recent loading operation, whether bills or 1098-T statements.

The *loader-[date]-[number].zip* file contains the log file of successful and unsuccessful operations for each record in the statement. These log files are used for advanced troubleshooting, typically with help from TouchNet. For details on reading the log files, see the *Bill + Payment Technical User's Guide* or the Bill + Payment online help.

If Bill + Payment is installed in the TouchNet Certified DataCenter, you may need to download your log files for troubleshooting. (If Bill + Payment is installed on your campus, the files are located in the *touchnet\webapp\loader\logs* directory.)

To view or download a log file:

- 1 In the Load Statements page, click the View Logs button. The eBill Extractor/Loader Logs page opens.



Selecting a Loader log file

- 2 Select a log file.
- 3 Click the Download Log button. When you are prompted that the file is available for download, click or right-click the link to follow your browser's steps for opening or saving the file.

21.1 Reading Loader Logs

The *loader-[date]-[number].zip* file contains the log file of full details for the data extraction and statement loading process and shows whether statements were successfully loaded or whether there were problems.

The file shows results for the most recent loading process, whether for bills or for 1098-T statements.

Loader logs are viewable in the Operations Center. If Bill + Payment is installed on your campus, the files are stored in the `touchnet\tp60\webapp\loader\logs` directory.

Loader-[date]-[number].log File Structure

The log file is structured as follows:

- **Process startup details.** The first section of the file logs the startup processes, such as finding required files and loading properties.
- **Data extraction process.** The data extraction process begins with the following lines:

```
B+P Bill Data Extraction - TouchNet B+P Bill Data Extractor
1.2 Build 01
Extractor start time: Apr 7, 2007 9:23:49 AM
(Extractor started from application)
```

- **Data extraction for each statement.** The data extraction for each statement begins with debug lines related to finding the beginning and end of a student bill. These lines are similar to the following sample.

In these lines, "records encountered" indicates how many statements have already been processed; "records read" indicates the number of the statement next to be processed.

```
- records encountered: 1
- found separator char.
- found page: 3866
- found continuation label.
- found separator char.
- found page: 2006
- no continuation label
- collected pages: 2
- current record: 2
- records read: 2
- has more records: true
```

The processing of each record begins with a line like this, showing the number of the statement within the file:

```
PROCESSING: 1
```

Next, the log file lists all the data extracted from your statement file. (If you have set the `DumpBillDetailToLog` entry to **yes** in the `loader.properties` file, then the last line in this section, `BILL_DETAIL`, is followed by the complete text of the statement.)

The list of data is followed by the output XML. This is your statement data in XML format as it will be stored in the Bill + Payment database.

- **Statement loading.** Next, the file logs the loading of the XML data into the Bill + Payment database.

The Status Line at the end of this section shows whether the bill was successfully loaded. If there were problems with the statement, the status line will show the error that occurred.

This example shows a successfully loaded statement:

```
- preparing to send HTTP request...
- setting statement display type: HTML
- setting statement display file: MyScheduleBill.xml
- FullName = John Doe
- Student ID = 00122133
- Stmt Date = 2006-01-03
- Due Date = 2006-03-02
- Amt Due = 2979.20
Building request XML
Opening connection to [http://mycomputer/tbp60admin/sys]
Writing 6113 bytes to output stream.
Done, took 2083 ms.
Status Line = HTTP/1.1 200 OK
```

- **Processing summary.** The log file ends with a processing summary after all statements have been processed. The summary shows how many records were encountered and how many were successfully processed.

```
*****
PROCESSING SUMMARY
*****
TOTAL RECORDS ENCOUNTERED: 3
TOTAL RECORDS PROCESSED: 3
STOP TIME: Apr 7, 2007 9:23:54 AM
TOTAL DURATION: 0 minutes, 4 seconds
AVG TIME PER RECORD: 1.333 seconds per record
=====
```

Other Error Indicators in the File

In addition to the Status Line at the end of each bill, other error indicators may appear in the file with messages indicating exactly which piece of data is missing or is incorrectly formatted.

The following two examples show common errors to look for.

Data Extraction Error

This type of error appears when data is missing from the statement file. You will see this type of error in the section of the file that lists all of your statement data, before the XML output section of the file.

In this example, you can see that the statement file did not contain a student ID. The error lines show that key data was not found and direct you to the *exceptions.txt* file.

```
- Student.StuID = (not found)
- Student.FullName =Jane Student
- Open/create exceptions log: exceptions.txt
```

```
<<< Can't convert bill - key data was not found - see
exceptions.txt >>>
```

If this type of error occurs, you can repair the data in your statement file, then load the statement that failed.

Error Loading Parsed XML

This type of error appears when the output XML is not correctly formatted and cannot be loaded into the Bill + Payment database. You will see this type of error in the lines detailing the loading process, after the output XML section.

In this example, you can see that the required ending tag is missing from the Total Balance line in the XML output.

```
*** Fatal XML parsing error ***
org.xml.sax.SAXParseException: The element type
"TotalBalance" must be terminated by the matching end-tag
"</TotalBalance>".
```

If this type of error occurs, contact TouchNet Customer Care for help repairing the files that translate your data into XML.

22.0 Converting Student IDs

You can convert multiple student ID numbers within Bill + Payment using the Load Statements page. Instead of loading bills, you load a student ID file you create. For example, if you are switching from the use of social security numbers to another form of ID, you can use this method to update your Bill + Payment data.

Important! You must update student IDs in your host system before you change them in Bill + Payment. This process updates student IDs within Bill + Payment only.

To convert student IDs:

- 1 Create a text file that lists IDs in this format: old ID,new ID

In this example, 9-digit IDs will be replaced by new, 7-character, alphanumeric IDs:

987654320, LK00123

000236769, LK00346

984003429, LK10085

- 2 Save the file in a location that is accessible to the person who will upload and run the file in the Operations Center.
- 3 In the Operations Center, navigate to eBill > Bill Loading. The Load Bills page opens.
- 4 Select the **Load statements from existing file only** option.

Select loading process:	<input type="radio"/> Extract data and load statements <input type="radio"/> Extract data to XML file only (Do not load statements) <input checked="" type="radio"/> Load statements from existing file only (Do not extract data)
-------------------------	--

Load statements from existing file only option

- 5 Use the **Upload new file** field to upload the file containing your list of IDs. Click the Browse button, browse to your file, and click Open to select the file. Then, click the Upload File button.
- 6 In the **Select file to load** field, select the newly uploaded text file.
- 7 Mark the **Student ID conversion load** option.

Select item to load:	<input checked="" type="radio"/> Statements <input type="radio"/> Email addresses (Requires a special file format) <input type="checkbox"/> Include PIDMs <input checked="" type="radio"/> Student ID conversion (Requires special file format) <input type="radio"/> 1098-T statements <input type="radio"/> Test mode only (No bills loaded)
----------------------	--

Student ID conversion load option

- 8 Click the Extract Data/Load Statements button to begin the student ID conversion process.

- 9 After the process has finished, click the View Exceptions button to see whether there were any problems.

23.0 Managing Electronic Refunds

Bill + Payment lets you process electronic refunds in two ways. You can process toward ACH accounts that students have saved in their profiles and marked for use with refunds.

You can also hold refunds for the number of days you choose while the student is alerted to set up the ACH profile.

Or you can prioritize refunds first toward credit card payments—in this case, if Bill + Payment does not find recent credit card payments equal or greater to the refund, then the refund is directed toward the student's ACH profile.

For refunds to credit cards, Bill + Payment processes refunds to credit card payments that were made online through either Bill + Payment or TouchNet Cashiering.

Note: Students must have a PIDM stored in Bill + Payment before they can receive credit card refunds or have refund holds. The student PIDM is stored in Bill + Payment when the student logs in, when you look up the student through Bill + Payment Customer Service, or when you load student information as shown in "Loading Student E-mail Addresses" on page 105.

Banner Setup for Electronic Refunds

When you configure refunds in Bill + Payment, you will specify two refund codes, one that Bill + Payment uses to find refunds and the other that it uses to mark them as complete. For these detail codes:

- 1 Set the "Refund Code" option in Banner as follows. With any other settings, refunds will not process correctly.
 - For the detail code for pending refunds, set the "Refund Code" value to **Y**.
 - For the detail code for completed refunds, set the "Refund Code" value to **M**.
- 2 Make sure the "Active" checkbox is marked for both.
- 3 Make sure the Type and Priority for the completed refund code are those that you used for your pending refund code.

Best Practices for Electronic Refunds

Remember that the Bill + Payment refund process must run before you run the feed to finance process. If the feed to finance process runs first, your refunds will process as paper checks.

Remember that Bill + Payment cannot process partial reversals of refunds. If a partial reversal is found, Bill + Payment will not be able to process refunds for that student in that term.

Don't run the feed to finance process or application of payment process at the same time as Bill + Payment refunds. Don't auto-close or finalize Banner cashier sessions at the same time that you process refunds.

It will help you assist your students if you understand why refunds might not process as expected:

- To receive refunds in a bank account, the student must set up a refund profile with a correct account number.
- Bill + Payment cannot process credit card refunds to payments made outside of Bill + Payment or TouchNet Cashiering.
- To receive a credit card refund, the student must be an active student in Bill + Payment.
- Refunds can only be processed to credit cards if Bill + Payment finds payments on cards that together equal or are greater than the amount of the refund.

23.1 How Are Refunds Processed to Credit Cards?

When running the Bill + Payment refund process, you can choose to attempt to refund toward credit cards that have been used for payments. You can further limit these refunds to payments made within a specific time frame.

When processing a refund toward credit cards, Bill + Payment looks to see if credit cards have been used to make payments toward the student account.

Note: Students must have a PIDM stored in Bill + Payment before they can receive credit card refunds. The student PIDM is stored in Bill + Payment when the student logs in, when you look up the student through Bill + Payment Customer Service, or when you load student information as shown in "Loading Student E-mail Addresses" on page 105.

- These may be credit cards used either online in Bill + Payment or in line through TouchNet Cashiering.
- These may be credit cards from anyone, whether student or authorized user, who paid toward the account.

Bill + Payment checks to see if the total amount on all credit cards is equal to or greater than the refund. If the total amount on all cards is less than the refund, then Bill + Payment stops trying to process toward credit cards and attempts to process to an ACH refund profile.

If Bill + Payment finds enough payments on credit cards, it continues with the credit card refund. First, it refunds to the card most recently used. When that card is paid off, Bill + Payment refunds to the next most recently used credit card, and so on, until the entire refund amount has been refunded toward credit cards.

If the refund toward credit cards should be unexpectedly stopped in mid-process, you will receive an e-mail message at your Bill + Payment administrator e-mail address. This e-mail will tell you exactly what amount was successfully refunded and the remaining refund amount.

Important! If a partial refund reversal is processed for a student, refund amounts in Banner and Bill + Payment will not match. This will prevent Bill + Payment from processing refunds for that student for the rest of the term. Instead, issue a reversal for the full amount, then a new refund for the correct amount.

23.2 Configuring Electronic Refunds

Refunds Configuration	
Some students may not have an ACH profile set up for electronic refunds. For these students, refunds can be placed on hold while the student is notified via e-mail to log in and create a refund profile.	
Refund to this host system account:	<input type="text"/>
Detail code for pending refunds:	<input type="text"/>
Detail code for completed refunds:	<input type="text"/>
Description for completed refunds:	<input type="text"/>
For students with no profile, hold refunds for:	<input type="text" value="0"/> days.
Enter a message to be displayed on the student's refund page:	<input type="text"/>
<input type="button" value="Save"/>	

Refunds Configuration

To automate refunds, configure the settings that let Bill + Payment post refunds information correctly to your student system.

Additional setup is done by students, who designate the bank account they want to use to receive refunds.

To update your settings:

- 1 Go to Administration > System Settings > Refunds Configuration.
- 2 Change the following settings as needed, then click Save.

Refund to this host system account

Select the host system account for processing ACH refunds. In typical circumstances, you will choose the default host system account selected on the Administration > System Settings > Host System Integration page.

Make sure the host system account you choose uses an ACH payment method that is associated with the ACH merchant you want to use.

- **You will need to select a different host system account** if your school would like to separate ACH credits from ACH payments made through Bill + Payment.

- **You will modify the default or create a new host system account** if none of the existing accounts uses an ACH payment method with the correct ACH merchant for electronic refunds.

Detail code for pending refunds

Enter the detail code used to locate refunds on the Banner student account TBRACCD table. For most schools, this is the detail code for paper check refunds.

Important! You must confirm in Banner that the Refund Code setting is **Y** for this detail code.

Detail code for completed refunds

Enter the detail code used to update the pending refund detail code in TBRACCD after an ACH transaction is sent to Payment Gateway for the refund.

Important! In Banner, you must have created a detail code representing a completed electronic refund. This detail code must have a Refund Code of **M**, to indicate that the refund is handled manually or outside of Banner's paper check refund processing. For this detail code, ensure that the "Direct Deposit" and "Refundable" checkboxes are not checked.

Description for completed refunds

Enter the description you want posted in the Banner system for completed refunds. This description posts to the TBRACCD_DESC column in Banner .

For students with no profile, hold refunds for [x] days

If the student does not have a refund profile and you set this number to something greater than zero, then Bill + Payment will set the "feed to finance" flag to "No" for the refund item. If the number of days you enter here passes without a valid refund account being set up in the student profile, then the "feed to finance" flag in Banner is reset to "Yes" for the item.

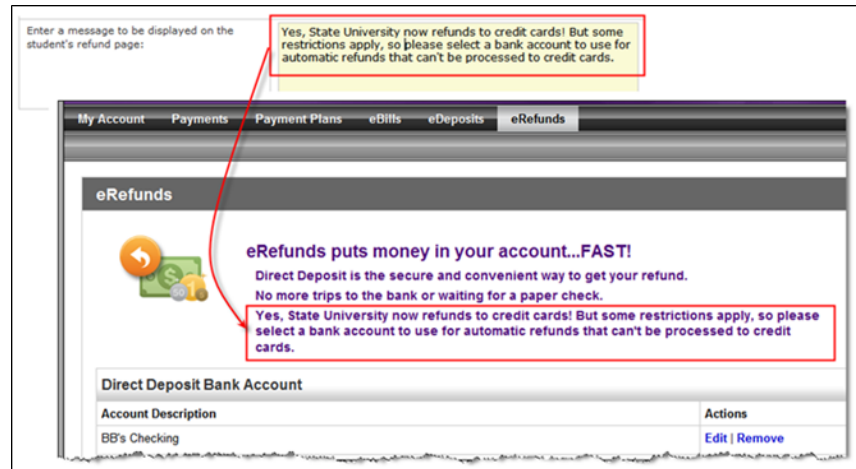
Note: If a refund is reversed while it is on hold, you must manually set its "feed to finance" flag to Yes to release the refund.

Note: A student must be active in Bill + Payment before the refund can be held. The student must have previously logged into Bill + Payment, received a bill through Bill + Payment, or been looked up through Bill + Payment Customer Service by a Bill + Payment administrator.

Note: If you use pre-note verification, then the pre-note process must be completed before a new ACH account is considered valid in the student's profile.

Enter a message to be displayed on the student's refund page

This field is optional. The text you enter here will display on the eRefunds page of the student interface. You can enter up to 300 characters. HTML markup is not allowed in this field.



Example of refund message text in the Operations Center and student interface

23.3 Processing Refunds

The TouchNet Bill + Payment refunds process occurs after your school has run the Banner refund process (TSRRFND), but prior to the feed to finance process. The refund process includes steps in Banner, Bill + Payment, and TouchNet Payment Gateway.

Before you launch the refund process, you must complete setup in the Bill + Payment Home > Administration > System Settings > Refunds Configuration page. See "Configuring Electronic Refunds" on page 137.

Bill + Payment refunds key on the detail code for pending refunds you enter in Refunds Configuration. In addition to the detail code, Bill + Payment is also able to key on check numbers (if posted on TBRACCD) or a date range when compiling the list of all students with the designated refund detail code.

Important! If a partial refund has been issued to a student outside of Bill + Payment during a term, Bill + Payment cannot process refunds for that student during the remainder of that term.

To process refunds, complete the steps outlined below.

Run Pre-Refund Banner Processes

- 1 Run Banner Application of Payment (TGRAPPL). Running application of payment creates the refund balance on the student account.
- 2 Run the Banner Refund Process (TSRRFND). This process will place a refund transaction on the student account (TBRACCD).

Launch Refunds in Bill+Payment

- 3 Once the Banner refund process has been completed, open the Bill + Payment Operations Center and go to Bill + Payment Home > Refunds > Manage Refunds.

Process Refunds	
Refund Status	
Last refund process was started at:	3/1/10 9:45:04 AM
Last process was ended at:	3/1/10 9:45:05 AM
Refunding status:	Completed
Total number of refunds found:	2031
Number of successful refunds:	2014
Process Refund Options	
Select refund term:	<input type="text" value=""/>
From date (optional):	<input type="text" value=""/>
To date (optional):	<input type="text" value=""/>
Refund Account Selection	
Select where to direct refund:	
<input checked="" type="radio"/> Refund only to the students' ACH refund profile. <input type="radio"/> Prioritize refunds first to credit cards, then to the refund profile as needed.	
Restrict to credit card payments made: From: <input type="text" value=""/> To: <input type="text" value=""/> (optional)	
Process Refunds	

Processing refunds for Banner users

- 4 In the Manage Refunds page, select the term for which you are issuing refunds.
- 5 (Optional) Enter a date range.

Note: The date range is optional; however, most schools will need to set this range. The date range you enter keys on the Banner transaction date for the refund. Schools that include a check number

in the payment transaction ID field for paid refunds are not required to enter a date range.

- 6 Select where to direct the refund. You may either refund only to the students' ACH refund profiles or prioritize refunds first to credit cards and then to the refund profile as needed.

If you prioritize refunds to credit cards, you may also set an optional date range. Bill + Payment will then refund to payments made only within that range.

- 7 Click the Launch Refund process button. If you selected to refund to credit cards, those refunds are processed first.
- 8 For refunds that process toward ACH accounts, Bill + Payment will generate an ACH credit for each student who has an eligible ACH profile. (The profile must have passed the pre-note verification, if you use pre-notes.)

The ACH credit is added to your pending ACH File. You may view this by accessing the Payment Gateway Operations Center and viewing the ACH Pending Transactions report.

As the ACH credit is created, Bill + Payment updates the refund detail code on the student's account to a detail code the school has defined for electronic ACH refunds. The system also includes the Payment Gateway reference ID.

- 9 Students receiving a refund will receive an automatic e-mail notification. Students who are due a refund but who have not set up an ACH profile will receive an e-mail message prompting them to set up the profile.

Run Post-Refund Banner Processes

- 10 After the Bill + Payment refunds process has completed, run Application of Payment to zero out the refund accounts.
- 11 Run the feed to finance process for check printing.

Generate the ACH Batch in Payment Gateway

- 12 In TouchNet Payment Gateway, generate the ACH batch that contains your refund transactions and submit it to your bank using your own submission processes. Like ACH payment transactions, ACH refunds will take one or two business days to settle in the student's bank account.

24.0 Payment Plans in the Business Office

With TouchNet Bill + Payment, colleges and universities easily create and administer installment payment plans; through the Bill + Payment student interface, students and authorized users can enroll in plans and make payments toward installments.

Once students enroll in the plans you create, you can manage individual student payment plans and view payment plan reports. With either the Bill + Payment administrator or support role, you can enroll a student in any plan — including plans you've kept offline and reserved for administrative use.

Real-time integration with Banner by Ellucian lets Bill + Payment calculate and recalculate student payment plans as activity on the student account changes.

Real-time integration with lets Bill + Payment calculate and recalculate student payment plans as activity on the student account changes.

Real-time integration with lets Bill + Payment calculate and recalculate student payment plans as activity on the student account changes.

Integration with your system lets Bill + Payment calculate and recalculate student payment plans as activity on the student account changes.

For example, if a student enrolled in a payment plan adds a new class, then at plan recalculation the system will automatically adjust the plan installments, save a complete disclosure reflecting plan changes, and notify the user. Bill + Payment also uses real-time integration to add charges like late fees to the account and to post payments. Each transaction is triggered automatically and does not require manual intervention.

About the Payment Plans Guide

All information about setting up and managing payment plans is found in the *Bill + Payment Payment Plans Guide*. For information on obtaining guides, please see "[Your Bill + Payment Documentation](#)" on page 2.

25.0 Communicating with Users

Your communication with students and other Bill + Payment users is key to your students' efficient use of Bill + Payment.

This chapter covers the configuration options and methods that help you communicate with students and authorized users, including automatic messages, messages to targeted groups, and messages to individuals.

Best Practices for Communication

In your announcement, use HTML links to take users to longer pieces of information, to dated material, or to material that changes often. This will reduce your maintenance time for your announcement within Bill + Payment.

Note: Bill + Payment allows basic HTML markup in your announcement, but it will not allow HTML code that can compromise security. If HTML code that carries potential security risks is entered, you will not be allowed to save it and will be prompted to change it. Always test your HTML code to make sure it is valid. Incorrect HTML can cause issues when viewing the Student Interface.

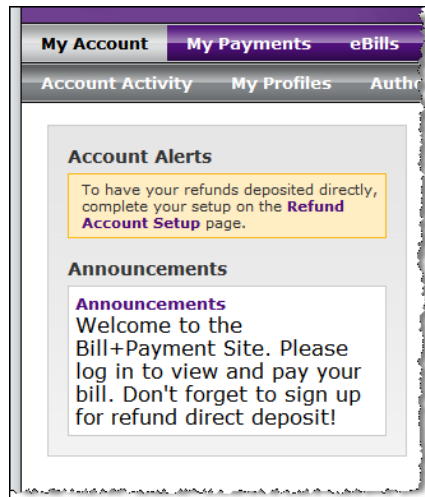
Identify who on your campus will be responsible for the updates of announcements and automatic e-mail text.

Also identify the person who will check for "bounced" e-mail messages. These return to the Bill + Payment administrator address that you set in the Bill + Payment Home > Administration > System Settings > E-mail Configuration page.

If you allow the use of alternate e-mail addresses, educate your students that they must keep these addresses up-to-date and that they should add your school's "From" address to their list of allowed e-mails.

25.1 About Account Alerts

Bill + Payment automatically displays account alerts to students and authorized users after login. These alerts appear above your welcome announcement, like this:



Account Alerts on the home page

Bill Payment displays the following account alerts.

If a student logs in and has an account hold:

There is a hold on your account which prevents you from making a payment at this time.

Please contact the business office for assistance.

If an authorized user logs in and their student has a hold:

There is a hold on the student's account which prevents you from making a payment at this time.

Please contact the business office for assistance.

If the student logs in and has an ACH hold or if the authorized user logs in and the student has an ACH hold:

Electronic check transactions have been restricted on this account.

Please contact the business office for assistance.

If the user has expired credit cards:

One or more of the credit cards have expired, and can no longer be used for making payments.

Edit Payment Information

Note: "Edit Payment Information" is a link to the profile page where the user can update the credit card expiration date.

For schools with eRefunds, if a student has not yet set up a refund profile:

To have your refunds deposited directly, complete your setup on the Refund Account Setup page.

Note: "Refund Account Setup" is a link to the refund account setup page.

25.2 Creating Your Welcome Announcement

Announcement/Welcome Configuration

The user sees this announcement on the first page after login. If you use HTML code in your announcement, please doublecheck your formatting in Bill+Payment Suite. Missing or incorrect tags will cause your text to display incorrectly and interfere with page layout.

Announcement/Welcome Message

Enter the welcome announcement below, up to 4000 characters.

<p>Did you see our Spring Payment Plans? Join now to make your spring payments automatically through a plan!</p>

<p>Season tickets for Tornadoes Baseball are now on sale. Buy yours at the Tornadoes Sports Store today and get a free Tornadoes t-shirt at ticket pickup.</p>

Preview

Did you see our **Spring Payment Plans**? Join now to make your spring payments automatically through a plan! Season tickets for Tornadoes Baseball are now on sale. Buy yours at [the Tornadoes Sports Store](http://www.ourcampus.edu/marketplace) today and get a free Tornadoes t-shirt at ticket pickup.

Save

Clear

Preview

Announcement/Welcome Message Configuration

Both students and their authorized users see your announcement or welcome message on the welcome page after login. You can use the announcement, for instance, to publish or advertise calendar events, post updates to policies, or provide contact information.

To update your announcement, go to Communications > Announcement.

Note: You can use HTML markup within your announcement text to add formatting and links. Bill + Payment allows basic HTML markup in your announcement but will not allow HTML code that can compromise security. If HTML code that carries potential security risks is entered, you will not be allowed to save it and will be prompted to change it. Always test your

HTML code to make sure it is valid. Incorrect HTML can cause issues when viewing the Student Interface.

Best Practices for Announcements

As you create announcements, keep these tips in mind.

- If you change the announcement often, consider including a date in the text for both your and your users' convenience.
- Keep announcements short and use links to take users to pages with more detail.

25.3 Configuring Automated Messages

Bill + Payment sends out automatic e-mail messages and optional text messages to inform students and authorized users of events related to bills, payments, payment plans, and refunds.

For instance, users are always notified by e-mail when a new statement is sent or when a payment they have scheduled is upcoming. Students and authorized users who are enrolled in payment plans are notified when a plan installment is due or when plan amounts increase during recalculation.

You can customize the content of any automated message and set several global options that control automated messaging.

Text Message Opt-In and Delivery

If you opt to send text messages, students must still opt in to receive them. Students opt in by selecting their carrier and entering the phone number in the "My Profiles" page.

Bill + Payment does not send SMS text messages. Instead, Bill + Payment sends e-mail messages which then use carrier-provided gateways to render the e-mail as text messages on the user's phones.

Turning On Text Messages

By default, text messaging is set to "off." To turn on automated text messages:

- 1 Go to: Bill + Payment Home > Administration > System Settings > General Configuration.

- 2 Scroll to the "Other Configuration" section.

Other Configuration	
Allow students to authorize other users:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the option to include an alternate e-mail address:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the use of text message alerts:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Save	

Allowing text messages in General Configuration

- 3 Set the **Enable the use of text message alerts** option to Yes.

Adding Message Carriers

Bill + Payment's default configuration includes the major carriers for text messages and their URLs. You may add additional carriers or change URLs for carriers already in the list.

Text Messaging Carrier Management			
Add, edit or delete text message carriers.			
Add Message Carriers			
Carrier Name		Carrier URL (do not add @)	Action
<input type="text"/>	@	<input type="text"/>	Add New
View/Edit Message Carriers			
Carrier Name		Carrier URL	Action
Alltel	@	message.alltel.com	Change Delete
AT&T	@	txt.att.net	Change Delete
Nextel	@	messaging.nextel.com	Change Delete
Sprint PCS	@	message.sprintpcs.com	Change Delete
T-Mobile	@	tmomail.net	Change Delete
US Cellular	@	uscc.textmsg.com	Change Delete
Verizon PCS	@	vttext.com	Change Delete
Virgin Mobile	@	vmob.com	Change Delete

Text Message Carrier Management page

To add additional carriers or change URLs for carriers already in the list:

- 1 Go to Communications > Message Carrier Management. The Text Messaging Carrier Management page opens.
- 2 Add or edit carriers as needed.

- To add a carrier, enter the carrier name and URL in the blank fields and click Add New. (Do not include the @ symbol in the URL field.)
- To change a carrier name or URL, click the Change link.

3 Correct the information in the editable fields, then click Save.

Note: We recommend you do not delete carriers from the list unless you have determined that the carrier itself is no longer viable.

Turning On the Alternate E-mail Address

By default, users are not asked to enter alternate e-mail addresses. If you want users to be able to enter an alternate e-mail address in their profiles:

- 1 Go to: Bill + Payment Home > Administration > System Settings > General Configuration.
- 2 Scroll to the "Other Configuration" section.

Other Configuration	
Allow students to authorize other users:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the option to include an alternate e-mail address:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable the use of text message alerts:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Save"/>	

Configuring the alternate e-mail in General Configuration

- 3 Set the **Enable the option to include an alternate e-mail address** option to Yes.

Note: Some schools experience higher rates of bounce-back responses from alternate e-mail addresses. However, while this option is turned off, alternate e-mail addresses will not receive any e-mail messages.

Changing the Default E-mail Ending

To change the default e-mail ending, navigate to Bill + Payment Home > Administration > System Settings > E-mail Configuration.

The ending you enter here will be used for all automated e-mail messages that do not have customized ending text.

Note: Be sure to include the URL for your Bill + Payment student payment website in the e-mail ending. Many of the automated e-mails refer to "the website listed below." Use a fully qualified URL, including http:// or https://. This ensures it shows up as a link in HTML-formatted e-mail.

25.4 Changing Automated E-Mail Content

Automatic Message Content			
Change the text of e-mails that your users receive.			
Scheduled Payment Reminder	General	Edit	View Sample
Your payment method has been deleted	General	Edit	View Sample
Checking Account Validation Failed	General	Edit	View Sample
Your logon ID has been changed	General	Edit	View Sample
Your password request	General	Edit	View Sample
Authorized user has scheduled a payment	General	Edit	View Sample
Invalid Authorized User E-mail	General	Edit	View Sample

E-mail Content - List of Automatic E-mail Messages

You can change the subject line, body text, specific details, and e-mail ending for each e-mail message that Bill + Payment sends automatically.

If you are licensed for more than one Bill + Payment module, then the list will include a column that shows how the e-mail is used.

For example, "eBill" in the column indicates that the e-mail will only go to students and authorized users who use eBill. "General" e-mail is typically for use with Student Account activities.

Note: The default text of each automated message, as well as notes about when each message is sent, is located in the Bill + Payment online help.

To customize one of Bill + Payment's automated e-mail messages:

- 1 Go to Communications > Automatic Message Content > Email Content.

- 2 Click the Edit link of the e-mail message you want to change. The Edit E-mail Content page opens.

Editing the Content of an Automated E-mail

- 3 Edit the subject line that will appear in the e-mail message. Be sure the new subject line describes the reason the e-mail is being sent. This will help you locate the e-mail more easily should you need to edit it again.
- 4 Edit the body of the e-mail. Although the default text should be relevant for all, most schools will want to add or customize instructions for their students.

Note: Avoid including dates in the e-mail, as this can create a maintenance burden. Instead, include a link to the page where you maintain dated material.

Note: HTML formatting is not supported in the e-mail body.

- 5 Choose specific details to include in the message. To do this, check the box next to each piece of data you want to include in the e-mail.

Note: Data for the Specific Details list comes from the Bill + Payment database. You cannot change the wording or appearance of specific details, but you can select which lines to include.

- 6 Customize the ending lines of the message. It will override your default e-mail ending that is used for all messages. (See more details about the default e-mail ending: "Setting Administrative E-mail Options" on page 35.)
- 7 Click Save. Your saved e-mail edits will take effect immediately and will be included the next time the e-mail is automatically sent.

25.5 Changing Text Message Content

Automatic Message Content			
Change the text of text messages that your users receive. Automatic text messages can be enabled or disabled in the General Configuration page.			
Scheduled Payment Reminder	General	Edit	View Sample
New Billing Statement Issued	eBill	Edit	View Sample
New Statement For Your Student	eBill	Edit	View Sample
Automatic Bill Payment Reminder	eBill	Edit	View Sample
Installment Payment Due	PPM	Edit	View Sample

Automatic Message Content Page - Text Message Content

You can change the subject line, body text, and specific details included in each Bill + Payment text message.

The second column in the list of text messages shows which Bill + Payment feature is related to the message, whether general, eBill, or payment plans.

To customize one of Bill + Payment's automated text messages:

- 1 Go to Communications > Automatic Message Content > Text Message Content.

- 2 Click the Edit link of the text message you want to change. The Edit Text Messaging Content page opens.

Edit Text Messaging Content

Each text message can use up to 160 characters, including subject, message, and details.

Subject Line

Text Message

Your new bill is online. Log in to view or pay.

Specific details that appear in the text message (sample values shown)

Name:[Joe Student]
 Acct Num:[xxxxx1234]
 Amt:[\$100.00]
 Date:[01/01/2001]

Maximum characters left

Cancel
Save
View Sample

Edit Text Messaging Content page

Note: Each text message may be a total of 160 characters, including the subject line, details, and message body. As you make changes, the displayed number of maximum characters left will decrease.

- 3 Edit the subject line for the text message.
 - As you enter your text, check the **Maximum characters left** box to see how many characters remain for your use in other fields.
 - Be sure the new subject line describes the reason the message is being sent. This will help you locate the message more easily should you need to edit it again.
- 4 Edit the body of the text message, customizing it for your school's needs. As you enter text, check the **Maximum characters left** box to see how many characters remain for your use in other fields.
- 5 Go to the Specific Details section. Check the box next to each piece of data you want to include in the text message. As you select details, check the **Maximum characters left** box to see how many characters remain for your use in other fields. You may need to shorten the subject line or body text to make room for details.

Note: Data for the Specific Details list comes from the Bill + Payment database. You cannot change the wording or appearance of specific details, but you can select which lines to include.

- 6 Click Save to save your content changes. Your saved edits will take effect immediately and will be included the next time the text message is automatically sent.

Note: In rare cases where a recipient's name is longer than 30 characters, the message may be truncated when sent. For example, if a message body has 60 available characters and a recipient's name is 35 characters, the message body is truncated by 5 characters. Note that even in this case, if your message used only 55 of the available 60 characters, your entire message would still display correctly.

25.6 Sending E-mail to a Single User

To compose and send an e-mail message to an individual student or authorized user:

- 1 In the Operations Center, enter the student's ID in the **Customer Service** field.
- 2 Click View. The Student Details page opens.
- 3 To e-mail the student, click the student's e-mail address. To e-mail the student's authorized user, click the authorized user's name in the list at the bottom of the screen.

25.7 Sending Targeted Messages

Targeted messaging lets you compose and send either an e-mail message or a text message to a group of users.

You can send targeted e-mail messages to all students, all authorized users, or both groups together. If you send a targeted text message, it will go to all users within the selected group who have entered text message carrier and number information in their profiles.

Sending a Targeted E-mail Message

To compose and send an e-mail message to multiple users:

- 1 Go to Bill + Payment Home > Communications > Targeted Messaging > Email Notification. The Targeted Messaging page opens.

The Targeted Messaging page

- 2 Use the **To:** field to choose whether to send the message to all students, all authorized users, or both students and authorized users. If you leave the **To:** field empty, the e-mail is sent to addresses you enter in the **Additional addresses** field.

Note: When the message is sent to authorized users, their e-mail addresses are used in the BCC field, not in the "To" field. This protects authorized users' privacy when the student has more than one authorized user.

- 3 In the Additional Addresses field, enter any additional e-mail addresses that are not in the Bill + Payment system (all student and authorized users are in the system). Separate addresses with a semi-colon.
- 4 Enter a subject line and the message text.
- 5 Choose whether you want to:
 - Send the e-mail only to users who have logged in or been issued an eBill within a given number of days. If you use this option, enter the number of days.
 - Send the e-mail to the users' primary e-mail address only and not to alternate e-mail addresses.

Sending a Targeted Text Message

To compose and send a text message to multiple users:

- 1 Go to Bill + Payment Home > Communications > Targeted Messaging > Text Message Notification. The Generic Text Message Notification page opens.

Generic Text Message Notification

Use this form to design and send a text message to different groups of users. You must have text messaging enabled in the [General Configuration](#) page to send generic text messages.

To:

Text message: (Maximum characters: 130)

You have **130** characters left.

Send text message only to users who have logged in or been issued an e-bill in the past days.

Send **Clear**

The Generic Text Message Notification Page

- 2 Use the **To:** field to choose whether to send the message to all students, all authorized users, or both students and authorized users.
- 3 Enter your text message. You may enter up to 130 characters.
- 4 To limit the message to recent users, mark the checkbox and enter a number of days in the **Send text message only to users who have logged in or been issued an e-bill in the past [x] days** line.
- 6 Click the Send button.

26.0 Bill+Payment Reports

Bill + Payment's reports can help you assess student adoption rates and how the system is being used. They can also help you resolve issues with particular payments.

Bill+Payment Reports

Report	Description	More Info
Usage Statistics	See how many users have profiles in the system and the number of logins within a time period.	page 161
Payment Statistics	See how many payments have been made within a time period and link to the details for each payment.	page 162
Scheduled Payments Report	See details of completed or pending scheduled payments.	page 164
eBill Access Report	See how many students have not viewed their online statements and download details for those students.	page 165
Paper Bill Opt-Out Report	See how many students have opted in or out of paper bills and download a report of students in each category.	page 166
1098-T Consent Report	See which students have opted in to receive only electronic copies of the 1098-T form.	page 166
Plan Enrollment Report	See which students are enrolled in plans and link to an enrolled student's status on the plan.	page 167
Plan Revenue Reports	See plan revenue to date or projected revenue.	page 169
Plan Aging Report	See numbers of students and dollar amounts in delinquency as well as students with amounts due in the future.	page 170
Plan Delinquency Reports	See details of students' missed installments.	page 171
Recalculation Posting Report	See whether fees assessed at the time of plan recalculation have posted correctly to the student account.	page 172
Charge Posting Report	See whether fees assessed at the time of plan enrollment have posted correctly to the student account.	page 173
Plan Agreement History Report	Search and view plan disclosures.	page 174
Refund Report	See the details of all refunds issued within a time period.	page 174

Report	Description	More Info
Refund Accounts Report	See statistics and details of students who have and have not set up a refund account in the profile.	page 176
Refund Posting Report	See whether refund amounts processed through Bill + Payment have posted correctly to the student account.	page 176
Automatic Message Report	Download a report of all automated messages sent to users within your selected time period.	page 177
Authorized User Report	Look up the name and contact information for authorized users.	page 178

About User Totals in Reports

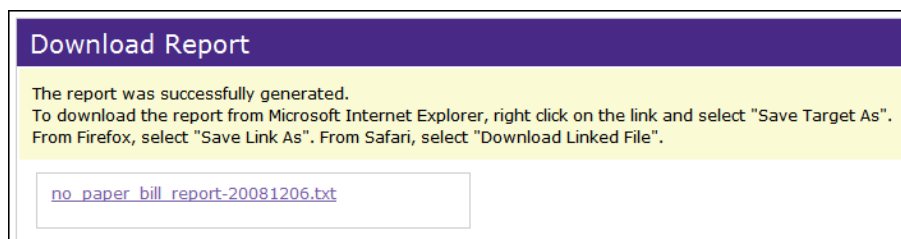
Some reports, such as Usage Statistics and Payment Statistics, show a total number of Bill + Payment users. This number includes a count of any e-mail addresses you have loaded into Bill + Payment.

If you have loaded addresses for people who are not students, those numbers will be reflected in the report statistics.

For more information, see "Loading Student E-mail Addresses" on page 105.

26.1 Exporting Reports to CSV

Most Bill + Payment reports can be downloaded to a CSV-format file. Whenever you generate a Bill + Payment report, click its Download Report button to open a page where you can see or save the CSV-format file.



Example of Downloading a Report in CSV Format

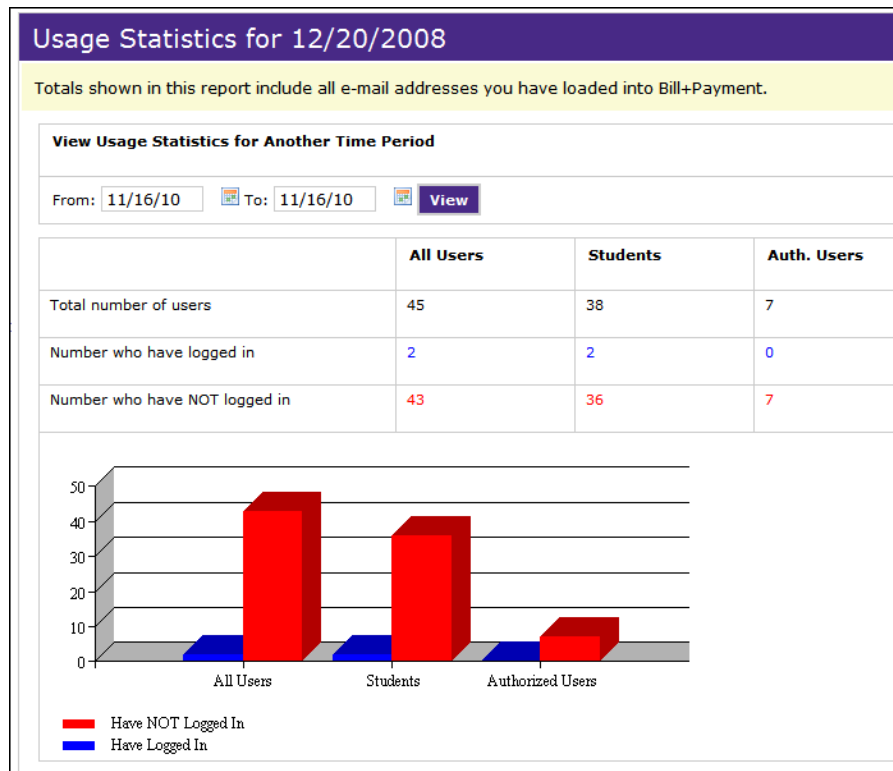
The downloaded CSV report is a text file. Information is separated by commas. You can import this file into spreadsheet or database programs to see and manipulate the information in table format.

26.2 Usage Statistics

This report helps schools benchmark adoptions rates, showing how many students and authorized users have profiles in the system and how many users have logged in within the dates you choose.

To use the report, go to Reports > Usage Statistics.

The default time period shown is the current day. To change the date range, use the calendars beside the date fields and click the View button.



Usage Statistics Report

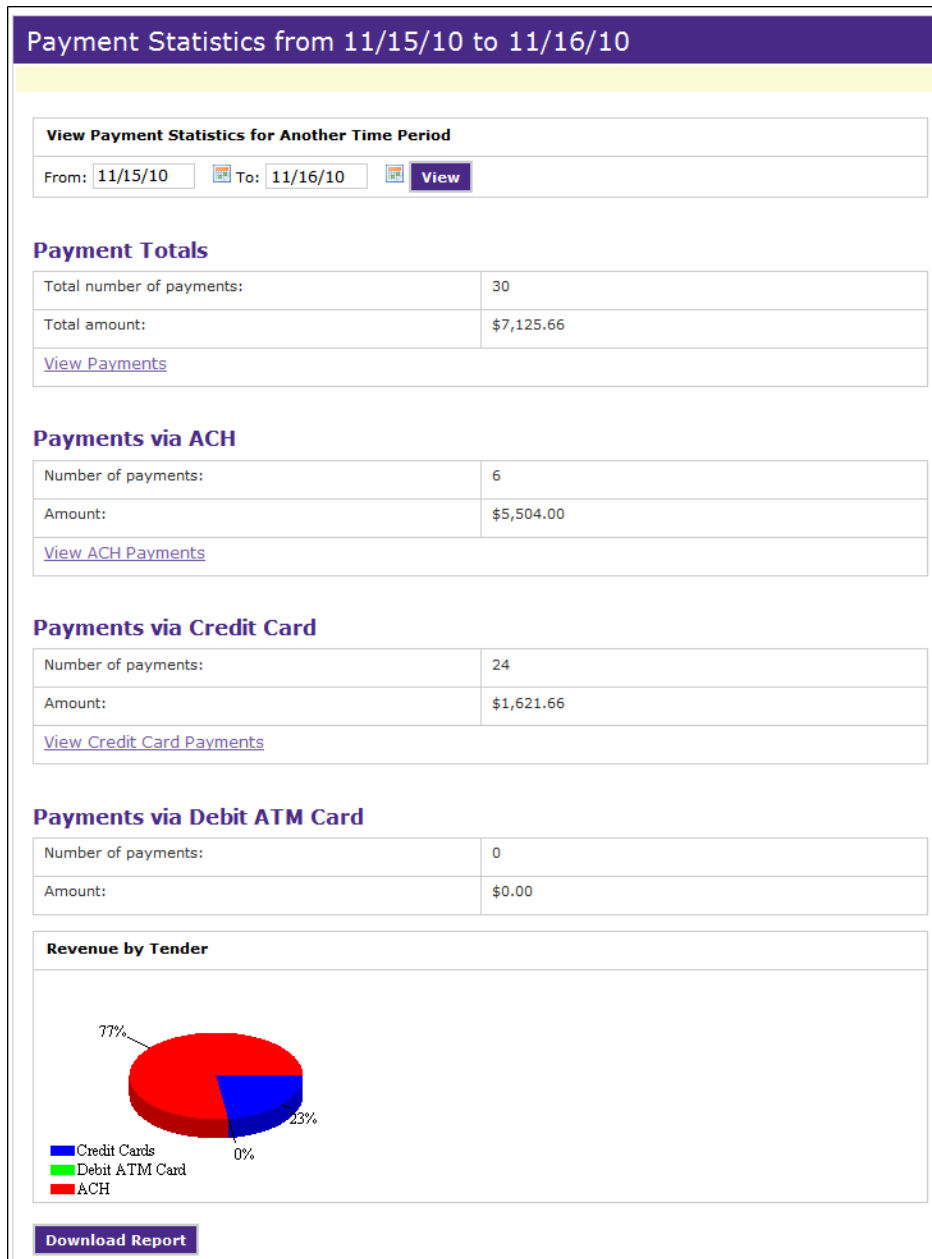
26.3 Payment Statistics

Use this report:

- To see how many payments have been made within a time period. The report shows the total number of payments, payments by ACH, and payments by credit card.
- To see details of each payment. Click the View Payments links to open sub-reports listing payers and other payment details.

To open the report, go to Reports > Payment Statistics.

Note: When you click any View Payments link, you will see payment details, including a Ref. No. column. This column shows each payment's unique reference number, which matches the reference number for the same payment in your TouchNet Payment Gateway reports.



Payment Statistics Report

26.4 Scheduled Payments Report

To use the report, go to Reports > Scheduled Payments. Here, you can choose from two Scheduled Payments reports. To use either report, select its date range and click its View button.

Scheduled Payments Report

Report #1 -- All PROCESSED Scheduled Payments Report From 3/26/10 To 4/26/10

From: To: [View](#)

Report #2 -- All NON_PROCESSED Scheduled Payments Report From 4/26/10 To 5/26/10

From: To: [View](#)

Choosing a Scheduled Payment Report

Report #1 - All Processed Scheduled Payments

This report shows the details of completed payments that a user scheduled in advance. The Date column in this report shows the date the payment was processed.

Scheduled Payments Report

[Back to Report Selection](#)

Report #1 -- All PROCESSED Scheduled Payments Report From 05/20/2010 To 06/20/2010



From: To: [View](#)

Date	Time	Type	Amount	Reference Number	Student ID	Student Name	Account Number	Paid By	Date Scheduled
06/07/2010	23:51:30	Credit Card	\$8,717.99	20100607000000	B80000097	Andrew P. Lightfoot	B80000097	Andrew P. Lightfoot	05/06/2010
06/03/2010	23:47:47	Credit Card	\$2,500.97	20100603000001	B80000095	Adam N. West	B80000095	Adam N. West	05/13/2010
06/03/2010	23:47:44	Credit Card	\$1,667.75	20100603000000	B80000094	Karen I. Umbarger	B80000094	Karen I. Umbarger	05/12/2010

Scheduled Payments Report for completed scheduled payments

Report #2 - All Non-Processed Scheduled Payments

This report shows the details of pending payments that have been scheduled but not yet completed. The report shows the date on which the payment is due to be processed.

Scheduled Payments Report							
Back to Report Selection							
Report #2 -- All NON_PROCESSED Scheduled Payments Report From 4/26/10 To 5/26/10							
From: 4/26/10  To: 5/26/10  View							
	Student Name	Student ID	Campus Code	Payment Date	Payment Amount	Payment Method	Date Scheduled
1	Ernie L. Student	B80000005		5/13/10	\$3,333.33	Credit Card	4/13/10
2	Dawn L. Student	B80000004		5/25/10	\$9,433.33	Credit Card	3/25/10
Download Report							



Scheduled Payments Report for payments that will process in the future

26.5 eBill Access Report

This report shows how many students have not viewed their online statements during the date range you select.

To open the report, go to Reports > eBill Access Report.

To use the report, set the date range and click the View button.

eBill Access Report from 1/18/11 to 1/28/11	
Totals shown in this report include all e-mail addresses you have loaded into Bill+Payment.	
View eBill Access Report for Another Time Period	
From: 1/18/11  To: 1/28/11  View	
eBill Access Report	
27 students have not viewed their online statements within the specified time period.	

The eBill Access Report

Note: Typically, you will set the date range from the date the statement was issued to the current date. This will provide a report of all students who

have not viewed their bills. You can narrow the report by changing the date range; however, your date range should always include the statement date.

26.6 Paper Bill Opt-Out Report

You may have set your options to let students choose whether they want to receive paper bills (see "Configuring eBill Settings" on page 110). When you generate bills, you will need to know which students want a paper statement.

The Paper Bill Opt-Out Report shows the number of students who do not want paper bills, and the number of students who do want paper bills. The downloadable, CSV-format reports list students in each category, those who don't want to receive paper bills and those who do.

If you send bills for more than one account, this report totals students billed by all accounts.

To open the report, go to Reports > Paper Bill Opt-Out Report.

Paper Bill Opt-Out Report	
Totals shown in this report include all e-mail addresses you have loaded into Bill+Payment.	
There are 879 accounts in the system.	
877 currently do not want a paper bill.	Download Report
2 currently do want a paper bill (or have not opted out).	Download Report

Paper Bill Opt-Out Report

26.7 1098-T Consent Report

Use the 1098-T Consent Report to see which students have opted in to receive only electronic copies of the 1098-T statement, and which students' consent agreements have expired.

To use the report, go to Reports > 1098T Consent Report.

Opt-in 1098T Report	
Display Consent Agreements that have expired: <input checked="" type="radio"/> Yes <input type="radio"/> No	
Consent Date Range:	From: 5/28/10 To: 5/28/10 View

1098-T Consent Report

In 1098-T Configuration, you set a presentation date range for consent. Though you can use the report to see consent records to date at any time, it may be useful to you to run the 1098-T Consent Report after the date range has passed, when it will show you the names of all students who do not need to be sent a paper 1098-T statement.

To include in the report students whose consent dates have expired, click the Yes option above the date range for the report.

26.8 Enrollment Report

The Enrollment Report shows all students enrolled in plans. From the report, you can view a student's status on a payment plan.

To use the report:

- 1 Go to Reports > Plan Enrollment Report.
- 2 Select a plan from the dropdown list.
- 3 Filter report results as needed by selecting one or more terms or by entering plan enrollment dates.
- 4 If you would like your report to include enrollment in disabled plans, mark the **Include disabled plans** checkbox.

Selecting plans to view in the Enrollment Report

- 5 Click View. The Enrollment Report results display on the same page.

Enrollment Report for Spring Plan

View students enrolled in:	Spring Plan <input type="text"/>	<input type="checkbox"/> Include disabled plans
Select single or multiple terms (optional):	Press CTRL or SHIFT to select multiple terms: <div style="border: 1px solid gray; padding: 2px; width: 100%;"> All Active Terms Summer 2010 Spring 2010 </div>	
Enter enrollment date (optional):	From: <input type="text"/>	To: <input type="text"/>

[View](#)

	NUMBER OF STUDENTS	TOTAL AMOUNT	ACTION
Total in plan	2	\$11,000.00	View Details
Totals with paid amounts	0	\$0.00	No Details
Totals with unpaid amounts	2	\$5,500.00	No Details
Totals with past due amounts	2	\$5,500.00	No Details

[Download Report](#)

Plan Enrollment Report results

The report shows the number of student who are in the plan; who have already paid amounts; who have future installments remaining; and who have past due amounts. It also shows the dollar amounts represented by each of these categories.

A student may be represented in more than one category within the report.

- 6 To see the details of students in any category within the report, click the View Details link for that row.
- 7 To see the details of an individual student's plan, click that student's View Details link.

At the individual student level of detail, the report includes a message indicating when a student was enrolled by an administrator:

Payment Plan Details for Carrie L. Student			
Carrie L. Student was enrolled in this plan by an administrator.			
Plan Name:	Spring Payment Plan		
Student name:	Carrie L. Student		
Student ID:	B80000003		
Enrollment date:	3/22/10		
Payoff amount:	\$4,755.00		
Installment	Due Date	Amount Due	Status
1 of 3	4/22/10	\$1,585.00	Paid On 4/22/
2 of 3	5/22/10	\$1,585.00	Late
3 of 3	6/22/10	\$1,585.00	Unpaid
Remove from Spring Payment Plan			

Student details for the Plan Enrollment Report

Un-enrolling a Student through the Plan Enrollment Report

To remove a student from a plan, click the student's View Details link. In the plan details that open, click the Remove from [plan] button.

26.9 Plan Revenue Reports Page

The Revenue Reports show plan revenue to date, by term, and projected revenue for a term and date range.

To use the report:

- 1 Go to Reports > Plan Revenue Reports.
- 2 Select a term for the report you wish to view.
- 3 For report #2, also select a date range; both dates must be in the future.
- 4 If you would like your report to include revenue from disabled plans, mark the **Include disabled plans** checkbox.

5 Click the View button.

Select Your Payment Plan Revenue Report

REPORT #1 -- PAYMENT PLAN REVENUE TO DATE
 Select Term: All Active Terms Include disabled plans **View**

REPORT #2 -- PAYMENT PLAN FUTURE REVENUE
 Select Term: All Active Terms Include disabled plans
 From: 3/2/10 To: 4/1/10 **View**

Select a single term or all terms and click View to see revenue for the year to date.

Select a single term or all terms and set a date range to see projected plan revenue.

Payment Plan Revenue Report

26.10 Plan Aging Report

To use this report, go to Reports > Plan Aging Report. Then, select a payment plan name from the report's dropdown list.

If you would like your report to include data from disabled plans, mark the **Include disabled plans** checkbox.

Aging Report

VIEW PAYMENT PLAN AGING REPORT
 View aging for: -- Select a Payment Plan -- **View** Include disabled plans

Plan Aging Report selection fields

The Plan Aging Report shows how many students are delinquent on the plan, and of those, how many are 30 days, 60 days, 90 days, or more than 90 days in arrears. It also shows how many students have amounts remaining due in the future.

The report shows the total dollar amount represented for each category.

Aging Report for Basic Plan

VIEW PAYMENT PLAN AGING REPORT

View aging for: Basic Plan Include disabled plans

Total Days	Number of Students	Total Amount	Details
Total in Delinquent	2	\$5,500.00	View Details
30 Days	1	\$2,500.00	View Details
60 Days	1	\$3,000.00	View Details
90 Days	0	\$0.00	No Details
90+ Days	0	\$0.00	No Details
Due in the Future	24	\$35,500.00	View Details

The Plan Aging Report

To see a list of students in each category represented on the report, along with their amounts due and plan balances, click the View Details link for that report row.

26.11 Plan Delinquency Report

The Plan Delinquency Report shows a list of students who have missed payment plan installments, how many installments they have missed, their current plan balances, and the delinquent amount due.

Delinquency begins the day after an installment due date.

To use the report:

- 1 Go to Reports > Plan Delinquency Reports.
- 2 Then, select a plan from the dropdown list.
- 3 If you would like your report to include data from disabled plans, mark the **Include disabled plans** checkbox. Click View.

Sort the report by clicking any column heading. Click any record's View Details link to go to the payment plan details for that student.

Payment Plan Delinquency Report

View Students Delinquent on Plans

Choose payment plan: -- All Payment Plans -- Include disabled plans View

	Student Name	Student ID	Email Address	Campus Code	Number of Missed Installments	Plan Balance	Delinquent Amount Due	
<input type="checkbox"/>	Amy L. Student	B80000001	astudent@touchnet.com		1	\$5,455.00	\$1,818.33	View Details

Un-Enroll Selected Students
Download Report

Payment Plan Delinquency Report

Unenrolling a Student in the Plan Delinquency Report

You can unenroll one or more students whose payments are delinquent. Mark the checkbox next to the name of each student you want to unenroll, then click the Un-enroll Selected Students button.

26.12 Recalculation Charge Posting Report

The Recalculation Charge Posting Report shows any charges that could not be posted to the student system during plan recalculation. It does not show charges that were successfully posted.

To use the report:

- 1 Go to Reports > Recalculation Posting Report.
- 2 Select a date range and click View.

Plan Recalculation Charges Posting Report

View Plan Recalculation Report for Time Period:

From: 3/20/10 To: 3/25/10 View

Transaction Date	Student ID	Amount	Status/Action
12/08/2008	B80000005	23.50	Retry Clear

The Plan Recalculation Charge Posting report

Click the Retry button if you have not yet manually posted the charge to the student account. Bill + Payment will attempt to post the charge.

26.13 Charge Posting Report

The Charge Posting Report shows whether charges that were paid during plan enrollment—which may include setup fees, late enrollment fees, interest charged at the time of plan enrollment, the down payment, and additional billable items—were successfully posted to your student system.

To use the report, go to Reports > Charge Posting Report. Then, select a date range and click View.

Charge Posting Report

This report shows whether plan charges were successfully posted to the student system. It includes late fees and charges paid during plan enrollment, including any additional billable items. For charges that are not yet posted, if you have manually corrected the student system record, click Clear to mark the amount as posted. To try again to post the amount to the student system, click Retry.

View Posting Report for Time Period:

From: To: [View](#)

Transaction Date	Student ID	Amount	Description	Status/Action
9/9/10	B80000005	\$50.00	Posting purchase item charge Yearbook	Retry Clear
9/20/10	B80000005	\$50.00	Posting purchase item charge New Library Donation	Posted
9/21/10	B80000004	\$50.00	Posting purchase item charge New Library Donation	Posted

The Charge Posting Report

Charges that were successfully posted display a status of "Posted." For other charges, you can choose to retry posting or to clear the charge and mark it posted.

Retry

Click the Retry button if you have not yet manually posted the charge to the student account. Bill + Payment will attempt to post the charge.

Clear

Click the Clear button only if you have already manually posted the charge to the student account. The charge will be marked as "Posted" in the report.

26.14 Plan Agreement History Report

The Agreement History Report allows you to search payment plan disclosures by student ID, either for all disclosures retained to date or within your specified date range.

Archival of plan agreements and disclosures is a minimum of two years after the student is either no longer active in Bill + Payment or has been removed from the plan. In your Batch Configuration settings, you can increase the amount of time that agreements and disclosures are archived before they are permanently removed from the system.

To open the Agreement History Report, go to Reports > Plan Agreement History Report.

Plan Agreement History Report

The report results within the date range can show the initial plan agreement as well as disclosures, with the dates and times that they were generated. A link to the text of each disclosure is included in the report results.

To use the report, enter a student ID in either blank field. Report #1 searches all dates, while Report #2 to search within a specified date range. If you are using Report #2, enter the dates. Then click View.

26.15 Refund Report

Use the Refund Report to see all refunds, whether to ACH profiles or to credit cards, issued during the date range you choose.

To use the report:

- 1 Go to Reports > Refund Report.
- 2 Select a date range.
- 3 Select from the **Refund type** options.

4 Click View.

Refund Report from 05/01/2010 to 06/20/2010

Refund type: Show refunds sent to the students' selected ACH profiles.
 Show refunds sent to the credit cards used for the latest payments.

Time period: From: To: [View](#)

Refund Report

Depending on your Refund type selection, you will see either the report of refunds to ACH profiles or the report of refunds to credit cards.

In the report of refunds to ACH profiles, the reference number is the same as the Banner transaction number.

Refund Report from 05/01/2010 to 06/20/2010

Refund type: Show refunds sent to the students' selected ACH profiles.
 Show refunds sent to the credit cards used for payments.

Time period: From: To: [View](#)

Date	Time	Ref. No.	Student Name	Student ID	Amount
05/15/2010	17:34:28	5	James Madden	SF0024	\$40.00
05/15/2010	17:34:30	6	Richard Lipton	SF0025	\$20.00

[Download Report](#)

Refunds sent to the ACH profiles

Refund Report from 05/01/2010 to 06/20/2010

Refund type: Show refunds sent to the students' selected ACH profiles.
 Show refunds sent to the credit cards used for the latest payments.

Time period: From: To: [View](#)

Date	Time	Refund No.	Student Name	Student ID	Amount	Authorization Codes	Refunded Amounts	Total Refunded	Refund Complete
05/25/2010	12:06:24	1167	Judy Student	CC1009	\$777.00	20080925000006	\$777.00	\$777.00	Y
05/25/2010	14:46:25	1169	Henry Student	CC1007	\$89.00	20080925000005	\$89.00	\$89.00	N

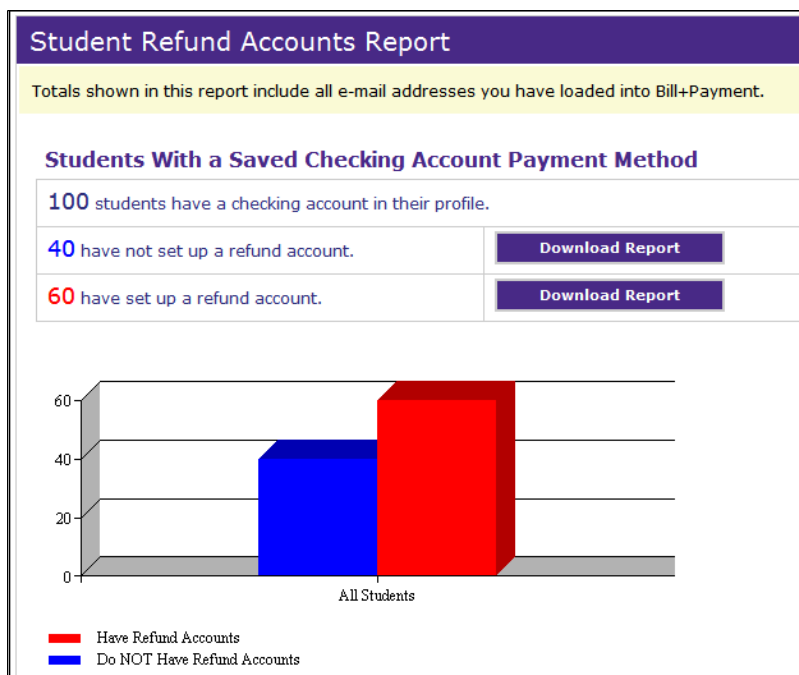
[Download Report](#)

Refunds sent to credit cards

26.16 Student Refund Accounts Report

Use this report to see which students have designated their bank accounts to receive refunds through Bill + Payment. The report includes the name of the student's saved ACH payment profile, the student's e-mail address, and the date the refund profile was created.

To use this report, go to Reports > Refund Accounts Report.



Students Refund Accounts Report

26.17 Refund Posting Report

The Refund Posting Report shows whether refunds were successfully posted to your student system.

To use the report:

- 1 Go to Reports > Refund Posting Report.

- 2 Select a date range and click View.

Refund Posting Report

This report shows whether successfully processed refunds have been posted to the student system. For refunds that are not yet posted, if you have manually corrected the student system record, click Clear to mark the amount as posted. To try again to post the amount to the student system, click Retry.

View Posting Report for Time Period:

From: To:

Transaction Date	Student ID	Amount	Transaction Number	TPG Reference Number	Status/Action
09/25/2010	FARPK0010	250.00	1165	99	Posted
09/25/2010	FARPK0045	1,279.00	1165	20080925000006	Posted
09/25/2010	FARPK0047	375.00	1166	100	<input type="button" value="Retry"/> <input type="button" value="Clear"/>

The Refund Posting Report

Refunds that were successfully posted display a status of "Posted." For other refunds, you can choose to retry posting or to clear the refund and mark it posted.

Retry

Click the Retry button if you have not yet manually posted the charge to the student account. Bill + Payment will attempt to post the charge.

Clear

Click the Clear button only if you have already manually posted the charge to the student account. The charge will be marked as "Posted" in the report.

26.18 Automatic Message Report

The Automatic Message Report shows the details of all messages sent automatically by Bill + Payment during the date range you choose.

To use the report:

- 1 Go to Reports > Automatic Message Report.
- 2 Select a date range.
- 3 If desired, narrow the report results by using any of the available, optional filters:
 - **Student ID** - Enter a student's ID to see messages sent to that student.
 - **Email address** - Enter an e-mail address to see messages sent to that address.

- **Filter by message subject** - from the two dropdown lists, select either a single e-mail message subject line or a single text message subject line to see occurrences of that message being sent.

4 Click Download Report.

Automatic Message Report

5 In the Download Report page, click the report link to see the report or follow the onscreen instructions to save the report.

26.19 Authorized User Report

The Authorized User Report allows you to search for specific authorized users or download a CSV-format report of all authorized users.

Authorized User Report

Downloading the Full Report

To see the report of all authorized users, select the All Authorized Users option and click View. Then, click the Download Report button that displays. The CSV-format report is generated and a link to the report is displayed.

Searching for an Authorized User

You can search for an authorized user by Student ID, authorized user name, or authorized user e-mail address. Select the option to use in your search, then enter the search data in the field for that option. Click View to display the authorized users matching your criteria.

If the authorized user has a payment history within Bill + Payment, the displayed results include a link to the payment history.

Disabling an Authorized User

You can disable an authorized user from the associated student ID in the displayed results by clicking the user's Disable button. The user's access and display for that student ID is immediately disabled within Bill + Payment.

This does not remove the user's payment or plan history, but if the user is not associated with other students, the user will no longer be able to log into Bill + Payment, will not be displayed in lists of users, and will not receive Bill + Payment e-mails. If the authorized user is associated with other students, the user can continue working with those students.

A student can reauthorize a user you have disabled, but you as an administrator cannot re-enable a disabled user. Do not disable a user unless you are sure the user no longer needs access to the student interface.

27.0 Working with Students

Just as Bill + Payment frees you from manual business office processes so you can focus on helping students, it also provides you some tools for reviewing student activity and addressing student needs.

For instance, you may need to resolve payment disputes or review payment information with students. Or you may need to set up an individualized payment plan to help a student.

This chapter overviews Bill + Payments tools to help you as you work with students.

When is a Student Active in Bill+Payment?

A student record is created in the Bill + Payment database when any of these things happens:

- The student's ID, e-mail address, and PIDM are loaded using the e-mail load process in the Load Bills page. (See "Loading Student E-mail Addresses" on page 105.)
- The student successfully logs into Bill + Payment for the first time.
- An administrator looks up the student's ID through the Bill + Payment Operations Center.
- A bill that contains the PIDM is loaded for the student.

The student remains active in Bill + Payment as long as any of these things is true:

- The student or their authorized user is enrolled in a payment plan that either has unpaid amounts or includes installments that were paid within the past two years (the default period for determining whether a user is active).
- The student has received a bill within the past two years (the default period for determining whether a user is active).
- The student has logged into Bill + Payment within the past two years (the default period for determining whether a user is active).

27.1 Reviewing Student Activity

Operations Center users who have the administrator or Bill + Payment Support roles can work with student accounts through the customer service screens.

To enter the customer service screens, enter the student ID in the **Customer Service** field, then click the View button.

Customer Service	
Student ID: <input type="text"/>	View

Customer Service field

The Student Details page opens.

Note: Administrators can also reach some customer service functions through reports. The View Details links in reports go to the available actions you can take on behalf of end users.

Student Details				
Student name:	Judy Student			
Student e-mail address:	jestudent@touchnet.com			
Last login:	12/12/2010 15:16:11 View Login History			
Balance:	\$27,808.87			
View Statement View Current Activity View Payment History Enroll In Plan				
Active Payment Plans				
Name	Enrollment Date	Setup Fee	Payoff Amount	
Winter 2010 Plan	12/12/2010	\$25.00	\$5,500.00	View Details
Saved Payment Methods				
Saved Payment Methods	Action	Account is Used for Refunds		
My MasterCard	Delete	No		
Judy's Checking	Delete	Yes		
Authorized Users				
Name (as entered by authorized user)	E-mail Address	Can View Payments	Can View Bills	Action
Judy's mom	judysmom@example.com	Yes	Yes	View Details

Customer Service - Student Details

Viewing Payment Details

If the student or an authorized user has scheduled a payment or set up an automatic bill payment, the details of those payments appear in tables on the Student Details page.

Viewing the Statement

When you click the View Statement button in Student Details, the current statement appears exactly as end-users see it.

Change the date to see a previous statement. If you load bills for multiple accounts, you will see a View Statement dropdown list. To see statements for a different account, select from this list and click the Go button.

Viewing Account Activity

Current activity in Student Details shows payments and charges recorded in your student information system. You can select the term for which you want to see a student's current activity.

Remember, in your system settings, you have:

- Chosen whether to exclude items from current activity. See "Excluding Account Line Items from Displays" on page 47.
- Chosen whether to display activity that occurred on the last statement date. See "Configuring eBill Settings" on page 110.
- Chosen whether to include estimated aid in the displayed balance. See "Including Estimated Aid in the Displayed Balance" on page 45.
- Set what terms are reflected in the current activity display.

Bill+Payment Student Activity for Spring 2010			
Return to Student Details			
View Transactions by Term:		Spring 2010 [\$8,300.00]	View
Estimated Financial Aid			
Description	Code	Amount(\$)	
Splenda Scholarship	90006	700.00	
Total Estimated Aid:			\$700.00
Current Activity			
Description	Code	Date	Amount (\$)
Tuition In County	TUIC	31-AUG-2008	2,500.00
Housing	HOUS	09-JUN-2008	1,500.00
Tuition In County	TUIC	09-JUN-2008	5,000.00
Term Balance:			\$9,000.00

Customer Service - Account Activity

Viewing Login History

To see records of a student's logins to the end-user application, click the View Login History link next to the Last login line in Student Details. Select a date range, then click the View button.

Customer Service - Login History

Viewing Payment History

The Payment History in Student Details shows detailed records of each payment in a given date range. The reports shows only payments made through Bill + Payment.

In Student Details, click the View Payment History button. The Payment History page opens. Enter a date range and click the View button.

Date	Time	Type	Amount	Ref. Number	Account Number	Paid By
11/11/10	10:31:14	Credit Card	\$45.00	20101111000000	B80000001	Amy L. Student
10/8/10	13:30:44	Credit Card	\$100.00	20101008000000	B80000001	Amy L. Student
9/2/10	13:51:49	Credit Card	\$10.00	20100902000001	B80000001	Amy L. Student
9/2/10	13:48:03	Credit Card	\$10.00	20100902000000	B80000001	Amy L. Student

Customer Service - Payment History

27.2 Working with Student Payments

As you work with student payments, it may help you to understand some of the concepts central to Bill + Payment's acceptance and automation of payments.

What is a Payment Method?

A “payment method” is the bank account used for a payment through Bill + Payment. A student or authorized user can name and save the information for a credit, checking, or savings account.

Note: The **Allow Users to Save Payment Methods** option must be set to Yes before students and other users can save payment methods. See "Allowing Saved Payment Methods" on page 66.

With saved payment methods:

- Users can schedule single payments for future dates and set up automatic bill payments.
- If you use Payment Plans, users can set up automatic payments for plan installments.
- If you use Bill + Payment's electronic refunds, students can also designate an ACH payment method to use for refunds deposit.

Note: In Bill + Payment and Payment Gateway, checking and savings accounts are called “ACH accounts.” ACH stands for “automated clearing house” and is the method by which electronic payments from these bank accounts are processed. If you use pre-note verification functionality, Bill + Payment and Payment Gateway will verify any new ACH method that a user enters before it can be used for payments.

What is an Automatic Payment?

Students and authorized users who have saved payment methods can:

- schedule a single payment for a future date.
- set up automatic payment to occur when bills are loaded.
- set up automatic payments for plan installments.

For automatic bill payment:

- Users choose how many days before the due date to make the payment.
- Users choose the maximum amount payable.
- Bill + Payment creates a scheduled payment at bill load time for each automatic payment. The user can change the payment date, payment method, or amount to pay, or can delete the automatic payment.

Important! If you use both eBill and payment plans, consider turning off automatic payments to reduce the chances of students scheduling plan installments and also creating automatic payments to occur at bill loading.

Automatic Bill Payment Examples

Example 1

A student sets up automatic bill payment to occur three days before the due date, up to a maximum amount of \$350. On September 15, a new bill is loaded. The student owes \$500, which is due by September 30.

No automatic payment is created, as the amount due is greater than the maximum automatic payment allowed. The student receives an e-mail notification and must set up a payment.

Example 2

A student sets up automatic bill payment to occur one day before the due date, up to a \$250 maximum. On October 1, a new bill is loaded. The student owes \$75, which is due by October 20.

Bill + Payment automatically schedules a payment of \$75 for October 19.

Example 3

An authorized user sets up automatic bill payment to occur seven days before the due date. On May 1, bills are loaded, but the student does not owe anything. No payment is scheduled.

27.3 Using Agreements to Resolve Disputes

Referring to signed agreements may help you if you need to track events for dispute resolution. Bill + Payment requires students and authorized users to sign electronic agreements:

- To set up an authorized user, students must specifically agree to let the person see their account information and to make payments toward it.
- To enroll in a payment plan.
- To make a single payment using a checking account (or savings account, if allowed).
- To set up a new payment method using a checking account (or savings account, if allowed).

To sign an electronic agreement, the user checks an "I agree" checkbox.

Signed agreements and electronic signatures for checking accounts are saved in the Payment Gateway database. Agreements to grant access for authorized users are stored in the Bill + Payment database, and must be completed before Bill + Payment will send login information to the authorized user.

Payment plan agreements and all disclosures of subsequent changes are stored in the Bill + Payment database while the student is an active user, then archived for a minimum of two years after the student is either inactive or is removed from the plan.

In your Batch Configuration settings, you can increase the amount of time that agreements and disclosures are archived before they are permanently removed from the system.

You can review all retained agreements and disclosures in the Payment Plan Agreement History Report. For active students in Bill + Payment, you can also review plan agreements by entering the student's ID in the Customer Service field, then clicking Agreement History within Student Details.

27.4 Addressing Duplicate Payments

If a student or authorized user sends a payment twice, you can verify the duplicate payment through Bill Payment's Payment Statistics report or through Payment Gateway's reports.

In the Payment Gateway Operations Center, the Payment Gateway administrator can issue credits as needed for credit card accounts.

Duplicate payments may occur when a student or authorized user has scheduled a payment or set up automatic payment. They may also occur if a student pays a deposit item twice.

Scheduled payments are not automatically cancelled when an amount is paid outside the Bill + Payment system. If the user pays the amount outside the Bill + Payment system but does not cancel the scheduled payment, then the amount will be paid twice.

Note: If an amount is paid outside a payment plan, Bill + Payment automatically recalculates installment amounts due to account for the payment. However, if the user has scheduled a payment toward the plan, that payment amount is not automatically adjusted to account for external payments.

The Scheduled Payments reports show all scheduled payments, both completed and pending. To see scheduled payments, go to Reports > Scheduled Payments. For more details, see "Scheduled Payments Report" on page 164.

27.5 Addressing Disputed Payment Amounts

In case of disputed payment amounts, use the following screens to help resolve the dispute.

Bill+Payment Resources for Addressing Payment Disputes

What you're looking for	Who can see this screen	Where to look
Current and past statements (eBill users only)	Bill + Payment administrator or customer service user Student or authorized user	In the Bill + Payment Operations Center, look up the student. In the student details, click the View Statement button. For students, log in and go to eBills > Account Summary.
Recent activity by term (eBill users only)	Bill + Payment administrator or customer service user Student or authorized user	In the Bill + Payment Operations Center, look up the student. In the student details, click the View Current Activity button. For students, log in and go to Account Activity.
All payments made through Bill + Payment by all users on the account.	Student or authorized user	Log in and go to Payments > Payment History.
All amounts processed through Bill + Payment.	Bill + Payment administrator	In the Bill + Payment Operations Center, go to Reports > Payment Statistics.
All scheduled payments, including both completed and pending payments.	Bill + Payment administrator	In the Bill + Payment Operations Center, go to Reports > Scheduled Payments.
Detailed reports of processed and pending payments.	TouchNet Payment Gateway user with accountant's rights	In the Payment Gateway Operations Center, select Reports from the left-hand navigation menu.

Note: To help you troubleshoot, you can specify the number of statements to save per account. See [page 110](#) for details.

27.6 Addressing Overdue Payments

Overdue payments should be resolved through your institution's existing processes. New billing statements loaded into eBill will show the amounts found in your billing files, with totals reflecting past due amounts. If an account holder reports not receiving notice of a payment amount due, verify the following settings and events.

- Verify that the "From" address in Administration > System Settings > E-mail Configuration belongs to a valid e-mail account for the mail server being used. If it does not, e-mail cannot be generated and sent to users.
- Check e-mail sent to the return e-mail address account. Verify that the e-mail did not return as undeliverable. If undeliverable e-mail returned from a secondary account, verify with the user that both accounts were checked for the billing notice.
- **On-campus installations only:** Check the *http-date.log* file that was generated on the date the bill was loaded. Verify that the student bill was successfully loaded and is shown in the file.

If the student bill was included, then the file will show which e-mail was sent to the user and the recipient e-mail address that was used.

For on-campus installations of Bill + Payment, the *http-date.log* file is stored in the `\\touchnet\tp60\webapp\systemlogs` directory on the application server. If your installation is housed in the TouchNet Certified DataCenter, this file is secured from access.

27.7 Addressing Incorrect ACH Account Information

If a student or authorized user provides incorrect bank account information for an ACH payment, the bank will reject the payment. However, your host system may have been updated with the payment.

Several actions are available to you:

- You can delete a user's invalid payment method. See "Deleting a User's Invalid Payment Method" on page 190.
- You can place a hold on the user's account that blocks ACH payments. To do this, go to Bill + Payment Home > Administration > Payment Settings > Payment Configuration > Use Hold Codes to Block Payment.
- You can retrieve the user's ACH agreement through the Payment Gateway Operations Center. The agreement is the user's declaration that the bank account information is valid.

27.8 Deleting a User's Invalid Payment Method

You may need to delete a student or authorized user's saved payment method, for instance, if a user continues to attempt payment with a method that is invalid.

When you delete the saved method, any payments that were scheduled using the invalid method will also be deleted.

Note: For ACH payment methods, if you are using pre-note verification, you can choose to revoke the ACH payment method rather than deleting it. Revoking an ACH payment method allows you to resubmit it for later verification if the user updates the information.

To delete a saved payment method:

- 1 Enter the student's ID in the **Customer Service** field and click View to open the Student Details page.
- 2 If the user is a student, scroll to the Saved Payment Methods list. For an authorized user, click the user's View Details link, then go to the Saved Payment Methods list.
- 3 Using the displayed last four digits of account numbers, locate the invalid payment method in the list, then click its Delete link.
- 4 Confirm the removal of the payment method when prompted.

27.9 Working With Student Plans

In the Bill + Payment Operations Center, you can assist students with their plan enrollment, see currently enrolled plans, and view plan agreements, as well as perform other administrative tasks for student plans. (Full details of all plan administrative tasks are in the *Bill + Payment Payment Plans Guide*.)

Enrolling a Student in a Payment Plan

To enroll a student in a plan:

- 1 Enter the Student ID in the **Customer Service** field. Click the View button.
- 2 In the task bar below the student's details, click the Enroll in Plan button. If no plans are available, the Enroll in Plan button will not appear.
- 3 Select the term for which to view plans.

- Select the plan from the dropdown list, then click the Select button.

Payment Plan

[Return to Student Details](#)

View payment plans for term: Spring 2012

-- Select Payment Plan --

Winter 2012 Plan A: Winter 2012 Plan
This plan is no longer open for enrollment.

Winter 2012 Plan B: 2nd Winter 2012 Plan - for autoenrollment
This plan is no longer open for enrollment.

Winter 2012 - Missed Installments: Plan for student able to sign-up with missed installments

Enrolling a student in a plan - Selecting a plan

- Review the plan details and click the Continue button. The page showing the plan charges and credits opens.

Winter 2012 - Missed Installments

[Return to Student Details](#)

I will NOT receive a payment today with plan enrollment. All eligible items should be included in the plan.
 I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee).

Please note that all amounts listed below include the most recent activity on the student account and may not necessarily match their latest statement. If you received a down payment please specify the exact amount.

	Charges	Credits
Tuition:	\$21,000.00	
Interest rate:	3.0%	

Plan Fees

Setup fee amount:

[Display Payment Schedule](#)

Enrolling a student in a plan- Reviewing amounts and taking a down payment

- Select from the down payment options at the top of the screen. If you will not receive a payment from the student at the time of plan enrollment, select the first option.

If you will receive a payment from the student at the time of plan enrollment, select the second option.
- If you are accepting a payment with plan enrollment, this message will appear on screen:

I will NOT receive a payment today with plan enrollment. All eligible items should be included in the plan.
 I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee).
 Do not post payment to student's account until after payment plan enrollment is complete.

"Do not post payment" message

Important! Never post a payment received with enrollment to the student account until after plan enrollment is finished. When you are enrolling a student, do not enter an amount that has already posted to the student account. Schools that post and apply the down payment before plan enrollment is complete will experience significant incorrect results in plan calculation. Post the payment received amount to the student account only after plan enrollment is complete.

- Review the amounts listed for charges and credits. If the student is making a down payment as a part of this plan enrollment process, enter the down payment amount.

Winter 2012 - Missed Installments

[Return to Student Details](#)

I will NOT receive a payment today with plan enrollment. All eligible items should be included in the plan.
 I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee).
 Do not post payment to student's account until after payment plan enrollment is complete.

Please note that all amounts listed below include the most recent activity on the student account and may not necessarily match their latest statement. If you received a down payment please specify the exact amount.

	Charges	Credits
Tuition:	\$21,000.00	
Interest rate:	3.0%	
Down payment:		\$ 1050.00
<input type="checkbox"/> Reset to the minimum required value for this plan		

Plan Fees

Setup fee amount:

[Display Payment Schedule](#)

[Back](#) [Cancel](#)

Plan enrollment with down payment entry field

Note: If needed, you can also override the plan setup fee. The setup fee field is displayed only if a setup fee is entered during plan setup.

9 Click Display Payment Schedule.

Winter 2012 - Missed Installments

[Return to Student Details](#)

I will NOT receive a payment today with plan enrollment. All eligible items should be included in the plan.
 I will receive a payment today to cover items that are due at plan enrollment (such as a downpayment and/or setup fee)

Please note that all amounts listed below include the most recent activity on the student account and may not necessarily match their latest statement. Please review the payment schedule carefully.

	Charges	Credits
Tuition:	\$21,000.00	
Interest amount (3.0%):	\$6.90	

Plan Fees
 Setup fee amount:

[Update Payment Schedule](#)
[Print Agreement](#)

30

Description	Due Date	Amount
1st Installment	2/7/12	\$7,000.30
2nd Installment	2/8/12	\$7,000.30
3rd Installment	2/9/12	\$7,000.30
Total of Installments:		\$21,006.90

[Back](#)
[Cancel](#)
[Process Enrollment](#)

Enrolling a student in a plan- Completing the plan enrollment

On this screen, you can:

- reset the down payment to the minimum required value by checking this box, then clicking Update Payment Schedule;
- reset the amount of the down payment to a different amount, then click Update Payment Schedule;
- change the amount of the setup fee (if a setup fee was configured for the plan);
- click the Print Agreement button to print a payment plan agreement for the student to sign.

- 10** When all options have been selected and amounts adjusted as needed, click the Process Enrollment button.
- 11** If you accepted a payment from the student with the plan enrollment, you may now post the payment to the student's account.

27.10 Viewing Plan Agreements

A Bill + Payment administrator or customer service representative can look up the original text of the signed plan agreement for an active student user within Bill + Payment.

In Student Details, the Payment Plan Agreement History lists all plans for the student account, including those in which the student's authorized users are enrolled.

Note: If the student was enrolled by an administrator and did not sign electronically, the text of the generated agreement is still stored within Bill + Payment.

Note: If the student is no longer active, check the Payment Plan Agreement History Report for archived agreements and disclosures. These agreements and disclosures are now archived for a minimum of two years after the student is inactive. In your Batch Configuration settings, you can increase the amount of time that agreements and disclosures are archived before they are permanently removed from the system.

To view a plan agreement:

- 1 Enter the Student's ID in the **Customer Service** field and click the View button.
- 2 In Student Details, click the Show Agreement History button.
- 3 Locate the plan in the Payment Plan Agreement History list. If the plan is active or has been completely paid, click its View Details link. (If the user has been removed from the plan, the View Agreement link will display instead.)

28.0 Glossary

ACH payment

An ACH payment is an electronic payment drawn from a checking or savings account.

Administrator role

Bill + Payment user role that allows access to all features of the Bill + Payment Operations Center.

Announcement

Announcement text is displayed in the end-user interface on the first page after login. You can change the announcement text.

Authorized user

A user who has been designated by a student, and who at the student's discretion can view the student's billing information and payment history as well as pay bills for the student.

Automatic bill payment

An automatic bill payment is a way to automatically pay a bill when a new bill is loaded. If an automatic payment exists, and a bill is loaded, a payment will automatically be scheduled for the user.

AVS

Address verification, used to match the credit card billing address on file with the address entered by the payer.

Bill + Payment batch process

The Bill + Payment batch process performs the daily functions of updating student accounts, such as sending scheduled payments to Payment Gateway, sending e-mail notifications, and recalculating payment plans.

Billing file

This is your file that contains student bills and is loaded into the Bill + Payment database.

Commerce Configuration

Commerce Configuration is a set of options in the TouchNet Payment Gateway Operations Center. Here, you create host system accounts and link payment methods to them.

CSV-format file

A downloadable report file. Headings and data are separated by commas. This file can be imported into a spreadsheet or database program.

Current activity

Current activity displays recent payments and charges.

Customer service role

Bill + Payment user role that allows lookup through student IDs and performing tasks on behalf of students.

CVV

Card Verification Value. This number is printed, not imprinted, on a credit card and is usually located in the card's signature area or above the imprinted number on the card. Sometimes called "CVV2."

Database connectivity component

The Bill + Payment database connectivity component passes data between the Transaction Manager and the Bill + Payment database.

Domain name

The unique name that identifies an Internet site. It is included after the @ sign in e-mail addresses, for example, university.edu.

Electronic agreements

Agreements that the user must sign by checking an "I agree" box. Agreements are required to set up authorized users and to pay using checking or savings accounts.

Estimated aid

In Bill + Payment, you choose whether to include estimated aid in the current account balance. Estimated aid includes both memo and authorized aid. Expired memo items are not included.

Host integration module

For example, Banner Connect or PeopleSoft Connect. The host integration module works with Bill + Payment and Payment Gateway to send, retrieve, and update data in the correct format for your host system.

Host system

A host system is any framework you use for collecting data. In most cases, "host system" in the context of TouchNet commerce applications means a student system, such as Banner by Ellucian, PeopleSoft Campus Solutions, or Colleague by Ellucian.

Host system account

In TouchNet Payment Gateway, a "container" for information about how to process payments. The host system account determines what payment methods and merchant are used for making payments.

Host system account ID

In TouchNet commerce applications, an ID number that represents a specific host system account. This number is used instead of the host system account name in the *updatebalance.xml* file in Payment Gateway.

Inactive user

Users are inactive when they are not enrolled in a plan that is either unpaid or has a due date in the future, and they also have not logged in or received

a bill within the period of time used by Bill + Payment to determine activity (default is two years).

Installments

In payment plans, an installment is an amount due on a specific date. Installments may adjust for new charges, but once marked paid, cannot be adjusted.

Log file

A log file is created to record what happens during software program processes. Bill + Payment provides log files for the batch process, for system manager processes, and for bill loading processes.

Merchant account

A merchant account is an account you hold at your bank. Its details are recorded in the TouchNet Payment Gateway Operations Center.

Payment history

A student's payment history shows detailed records of each payment in a given date range.

Payment methods

Payment methods include credit card and ACH. If allowed in your configuration, users can store payment methods. This allows them to schedule payments and set up automatic bill payments.

Payment plan rollover

With a plan configured for automatic enrollment, all users enrolled in the plan automatically are enrolled in a second plan on a configured date.

Pre-note

The pre-note process verifies that the user has entered valid bank account information for payment by ACH. Pre-notes are verified through Payment Gateway.

Recalculation

A Payment Plans process in which recent payments, charges, and fees are distributed throughout remaining payment plan installments.

Scheduled payment

A scheduled payment is a one-time payment scheduled for a future date.

SMS messaging

SMS messaging is a communications protocol used for text messages. Bill + Payment does not use SMS messaging. Bill + Payment sends e-mail messages which are rendered as text messages, a method which does not carry the same costs as SMS messaging.

Student interface

The Bill + Payment student interface is a web application where students and authorized users view bills, enroll in payment plans, and make payments toward accounts.

Transaction Manager

The Transaction Manager within Payment Gateway routes transactions, which are requests to send, retrieve, or update data in a host system or other database.

Worksheet item

A worksheet item is a category or grouping of charges or credits that appears as a line item in a payment plan. A worksheet item is associated with one or more detail codes or category code.

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