

Recommended Best Practices for
Web On-line Payments

- **Run AR2509CP Daily:** Web Payment Remittance File Report. This report will give you a detailed listing of transactions processed by US Bank.
- **Run AR2505CP Cash Drawer Report Daily** (#98 e-check; #99 web credit card). Lists transactions that have been posted in ISRS. Cash Drawer totals should match AR2509CP less any ACH returns found on AR2511CB after entries are made using AR2222UG or AR2209UG.

PROCESSING TIMES:

E-Checks: Processed for the day up until 5:30

- Exp: Friday e-checks processed after 5:30 pm go towards Monday- you will not see the # in the remittance file until Tuesday

Credit Cards: 1:30 am

- Exp: credit cards processed over the weekend and holiday (Sat, Sun, Mon) will fall back to Friday
- **Run AR2511CB Daily:** (US Bank Remittance File Exception Report) Change parameter (day to start). Looks at all transactions in remittance file starting with date you start with and checks against related fields in ISRS. This report will identify non posted items as well as returned items and provides detail on any differences.

The following screens should not have to be accessed unless a problem posting a payment has been identified, either via e-mail notification, or from the exception report.

- **AR2060UG** External Transaction Recovery Process. Allows you to post a transaction to ISRS where payment was completed to US Bank, but for some reason did not get posted.

What would cause this?

- Any part of either the US Bank system or ISRS going down or locking during the processing of the transaction.

Caution: It is very important to understand that this screen displays all activity where the payer has progressed into the US Bank payment site, but a payment was not posted. It does not necessarily mean that a payment was completed. Care must be taken to ensure a payment was completed and not posted, prior to processing through this screen.

- **AR2061UG External Transaction Recovery Query.** List of all transactions which appear on AR2060UG, with a link to that screen. This screen is designed to provide quick search and access to those transactions.

**** EFFECTIVE 7/11/2006**

Web initiated pending payment transactions will now be deleted if they are 30 days or more old. These are the transactions that appear on the External Payment Recovery Process and Query screens, AR2060UG and AR2061UG, to facilitate the processing of "stuck" transactions. 30 days will give more than enough time to take care of any transactions that need to be processed through this function, and will clean up those transactions that will never be processed because the student did not complete payment through US Bank. This will make the retrieval of information to both of these screens much quicker.

• **REFUNDS**

- ✓ Credit Card refunds **should** be processed at the US Bank Administration Website.
- ✓ E-Check refunds **should NOT** be processed at the US Bank Administration Website. This type of refund should be processed on AR2210UG. If you do process this refund on the US Bank Admin Website, you must also process on AR2210UG **BUT DO NOT SEND OUT THE CHECK!** Deposit the check in your bank account outside of ISRS. Keep documentation for audit purposes.

- **ACH RETURNS** ACH returns should be processed just as is if they were a returned paper check. The cash will be taken back through the payment process, but you must enter the information in the Customer NSF Check Entry screen (AR2222UG) or the General Receipt NSF Checks screen (AR2209UG) to back out the payment and re-create the receivable.

Problems? Contact:

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