

ePay Payments

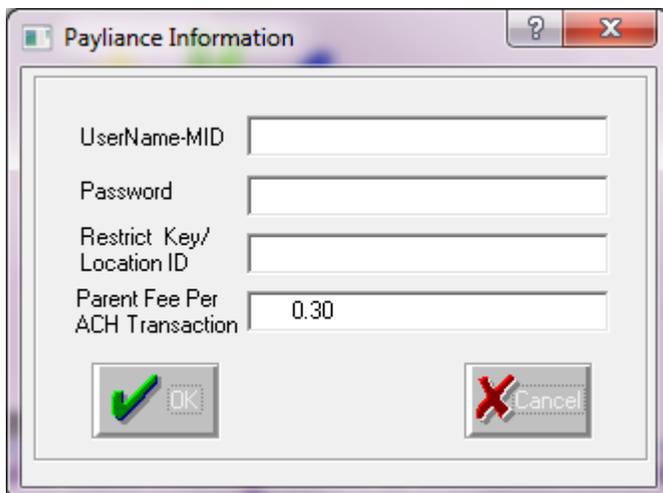
Congratulations on your selection of the Office Center ePay module to help you collect parent payments easily and quickly with the push of a button. As you may have already noticed the ePay module adds a new icon at the top of your Accounts Receivable's toolbar that is labeled 'EFT options'. For each family (or selected families) in Office Center you can now enter parent check information, including the parent's bank account and routing number, a start date for electronic fund transfers to begin, and a maximum transfer amount.

After you run your normal automatic billing, you can now choose to process all of your electronic payments at once; you may post electronic payments on individual ledger cards. You can even issue individual electronic payment refunds through Office Center.

When you run ePay, Office Center will typically select the *full balance* that is due from each ePay client, and process that amount for payment., or it can alternatively select a "maximum amount" to process for each client if you so choose.

Getting setup to run electronic payments in Office Center is very simple. If you have not already setup user security in Office Center you should do that before setting up the ePay features. Setting up user security in Office Center will ensure that nobody except authorized Office Center users can initiate electronic payments. There is a new tab in the user security settings that is related to ePay permissions. Security is discussed at the end of this document and in your Office Center manual.

Payliance has provided you with some login credentials. Before you can begin sending electronic payments for processing, you will need to plug that information into Office Center from the opening screen of the program. From the opening menu of Office Center, select System Settings->ePay configuration. You should see a screen that looks like this:



The image shows a screenshot of a software dialog box titled "Payliance Information". The dialog box has a standard Windows-style title bar with a question mark icon and a close button (X). Inside the dialog, there are four input fields:

- UserName-MID: An empty text box.
- Password: An empty text box.
- Restrict Key/ Location ID: An empty text box.
- Parent Fee Per ACH Transaction: A text box containing the value "0.30".

At the bottom of the dialog, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

The first three fields of that screen should be filled in from the information that you got from Payliance. The item marked “Parent Fee Per ACH Transaction” would typically be set to .30 (thirty cents) if you intend to pass along the thirty cent per transaction fee to your parents. If you would rather that the parent not be charged for the .30 cent transaction fee (meaning the center will pay for the transactions instead of the parents), you can set that field to 0.00. When you press “OK”, the Office Center will attempt to verify the connection to the Payliance server.

Entering in Bank Account Information



Once the ePay module is turned on, a new icon will appear on the toolbar of Accounts Receivables. After you receive a signed voided check form from a parent, go to their folder and press the EFT Options button on your toolbar. Enter in their bank account information here. To process electronic payments, each participating family must have at least a name, bank account and routing number and bank name typed into their EFT folder and they must be given a maxim amount to process (typically twice the average tuition).

ePay Options

Parent Information	Second Parent	Agency Balance	Balance
Anthony, Susan B	Bob Anthony	0.00	120.00

Account Information

Checking Account Savings Account

Payer Information

Name On Bank Account	Routing Number	Account Number
Payer Phone Number	Bank Name	

Payment Options

Maximum Amount	Start Date	ePay Status Of Account
0.00	//	Not Participating
Disable Processing For This Account	<input type="checkbox"/>	ePay Account Number
Comments		

If you fill in the optional start date, Office Center will not begin to process ePayments for this family until the date you select. If you wish to simply stop processing electronic payments for this particular family for awhile, you can also check the box that is marked ‘Disable Processing For this Account. The maximum

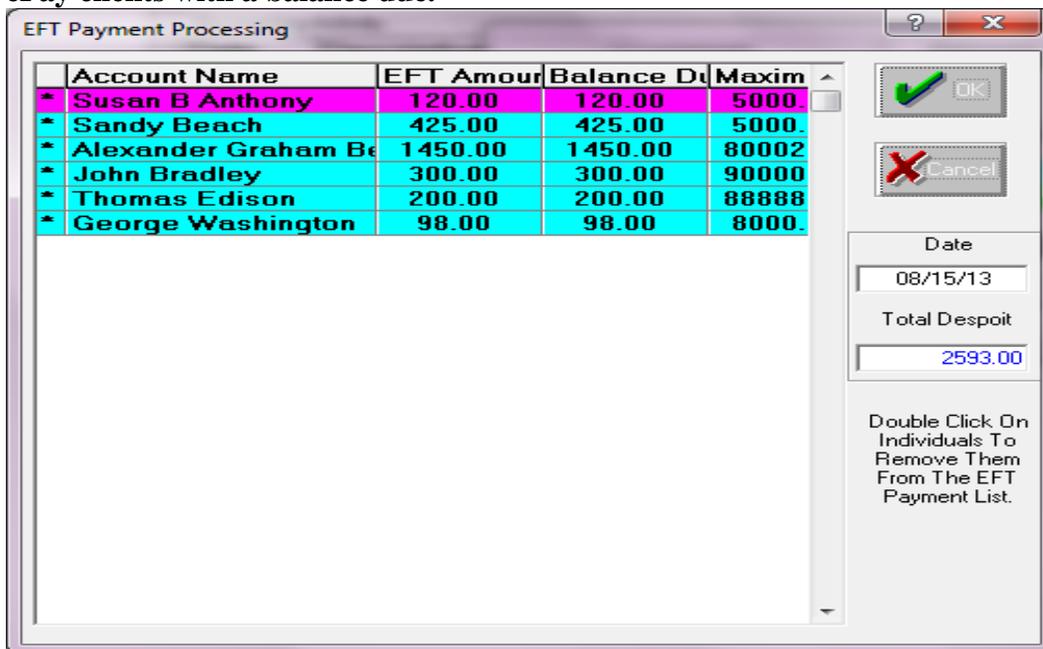
amount box must be set to something other than zero. It is typically set to twice the average cyclical tuition for this family. Office Center will never try to take more than the balance that is due on the account but you can ensure that Office Center never attempts to take more than a set amount even if the parent balance is greater than the maximum amount you set. In that scenario, Office Center will attempt to process the maximum amount for this family, and not the full balance due. In other words, Office Center will attempt to process the lesser of either the max amount you set for this family, or the balance that is currently due. Note that if the customer balance on the ledger card is zero, this family won't be processed regardless of the maximum amount you set. FYI, the active ePay families in your system will now be color coded by family name in green text rather than blue text.

Processing Electronic Payments

Once you've filled in the bank account and routing numbers for your various ePay clients, you can begin to process electronic payments in bulk or individually. You can choose to process all of your ePay client payments at once, just one specific group of ePay families based some selection criteria, or you may post individual electronic payments or credits to individual ledger cards.

Batch Payments

Normally speaking you will run your automatic billing as usual to charge all of your parents their normal tuition fees. You will then go to the ePay menu and select ePay->ePay Electronic Payment Processing. This will bring up a selection criteria screen that will allow you to select just one subset of your parents if you prefer, but normally you will simply press "OK" on the selection option screen to select all your ePay clients with a balance due.



You will then see a screen with a list of all your ePay clients, along with the amounts that Office Center intends to process electronically, and the total amount to process. You may ‘double click’ on any of the names or items that are listed to ‘uncheck’ various items on the list if you so choose, and they will not be processed with the rest of the batch.

When you press “OK”, Office Center will begin to send your electronic payment transactions to Payliance for electronic processing, and Office Center will post various Payment by EFT’s on the appropriate family ledger cards. The whole batch of payments should be processed in just a few minutes.

Generally when you run ePay, all participating families will have the balance on their ledger cards paid in full. However, there are exceptions and customizations you can do. For example you can customize by group those customers who only want to pay once a month even though you bill them each week and process weekly payments for everyone else. Read instructions below how to set that up.

Single family ePayments, and single ePayment credits.

In addition to allowing you to process all your ePayments as a batch, you can post individual ePayments on individual ledger cards. A new payment category has already been added to your list of payment options under the description list of the ledger card. Sometimes there may be unusual circumstances for a family that require a unique a payment date, or a new family enrolls after you’ve run the rest of your ePayments. You can always go to an individual ledger card, select the Payment By EFT option under description, fill in the amount of the payment and press ‘Post Entry’. The Payment By EFT transaction will be sent to Payliance for processing as the Payment is posted to the family ledger card. That’s all you need to do. You can also issue an individual parent ePayment refunds on the family ledger card as well by entering the amount of the Payment by EFT as a ‘negative’ number. You will not be able to post individual electronic payments or credits that exceed the maximum amount listed on the EFT options page for that family.

Separate Batch Postings For Separate Groups of Families.

What if some families want to pay by the week and others by the month?

In some cases, a child care center may bill (charge tuition) weekly, and those new charges are added to each ledger card each week. But what if you have a few families that only want to pay once a month? Or what if you need to select certain groups to collect payments on different dates? No problem! Just set up a family track code name for your group. You can select a group or groups that you want to collect payments from. Please follow these simple instructions to set this up

- 1. Go up to Options**

2. **Select Family Pick Lists**
3. **Select Family Track codes**
4. **Press “Add”,**
5. **Type in name of group. For example, “Monthly Payers”**
6. **Press Save**

When you are ready to collect payments from a group:

1. **Go up to “ePay”.**
2. **ePay electronic Payment Process**
3. **click in the Family Tracking box to highlight your group (i.e. Monthly Payers)**
4. **Then press OK.**

Remember, if you do not specify a group first before you process payments, then all participating families will be processed.

What if I mistakenly process an EFT Payment for a family? Can Credit them back in Office Center?

Yes, you can do that manually on the family’s ledger card. back an EFT Payment:

1. **use today’s date,**
2. **select “Payment by EFT” in the description,**
3. **In amount to be credited, put a negative sign in front of it for example -\$125**
4. **press Post Entry.**

Each time you process a payment or a credit, the family will have a .30 cent transaction fee automatically debited in their bank account.

Once you have run the ePay payment process, you can only stop the payments from being processed via the Payliance website, and only up until 5:00PM EST. You will receive separate documents explaining the Payliance website features. After 5:00PM EST, you will not be able to void entries on the Payliance website. You cannot do a mass refund or credit back everyone at once. You can manually go to each ledger card to do that if necessary.

Backing up your data is very important. Please be sure to do that regularly. Emerging Technologies offers an eService Data Back Up service for \$100 annually. We highly recommend this service to our ePay clients.

You are now carrying sensitive banking information for your families in your Office Center program. If you do not already use log in names and passwords when coming into Office Center, it is advisable to set that up. You can restrict bank info access to staff workers.

Setting Up User Access

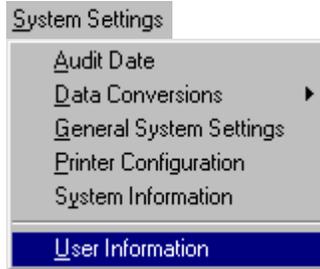
System security is important. It is a good idea to change your user’s passwords on a regular basis. If a user changes their name, you may want to change their Login Name.

Change a Login Name and Password

System security is important. It is a good idea to change your user's passwords on a regular basis. If a user changes their name, you may want to change their Login Name.

You must have the status of "System Operator" To add or change a user's Login Name and Password:

- 1 On the first screen of Office Center with the logo on the front, choose User Information from the System Settings menu.



If you want to add a new user (employee), on the Toolbar you will see an open folder. Click on the folder and you will get a blank folder to fill in. Type in their name and give them a log in name and password. Choose their status. You do not need to fill in every field space.



Select the tabs below.



Everything is already checked. When you uncheck a box, it takes away the access to that user. See the ePay tab, uncheck to restrict each user.