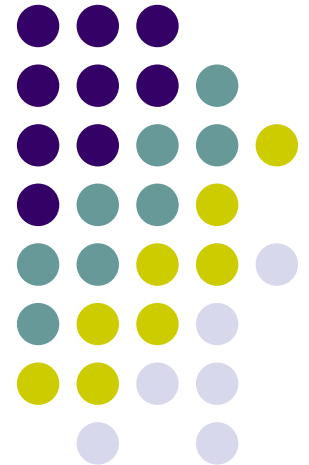


# Preparing your school for E-Billing

Presented by:  
Janet Burkhardt  
University of Denver

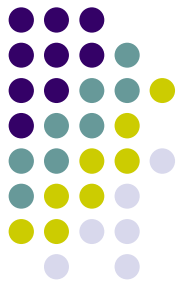


# Session Rules of Etiquette



- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session





# Why listen to me?

- 10 years working in the University of Denver's Bursar's Office
- 6 years working in IT department for the University of Denver supporting the Bursar's Office and Office of Financial Aid
- Supported billing in both the Legacy system and Banner

## 2 Solutions



- In-House utilizing Banner functionality
- Outsource to a 3<sup>rd</sup> party provider such as Tuition Management Systems

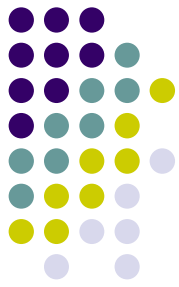
# Going the Banner route



- Must haves
  - Banner General 7.3
  - Accounts Receivable 7.3
  - Student Self-Service 7.3



# Going the Banner Route



- Nice to have but not technically necessary
  - Product to separate (Parse) large billing file into individual student bills

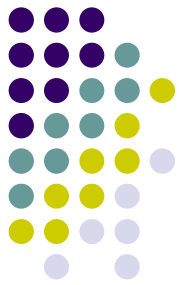


# Banner 7.3 E-Billing Functionality



- Modified Forms
  - TGACTRL (Accounts Receivable Billing Control Form)
  - TSADETC (Detail Code Control Form)
- New Form
  - TGISTMT (Statement and Payment History Inquiry Form)

# TGACTRL



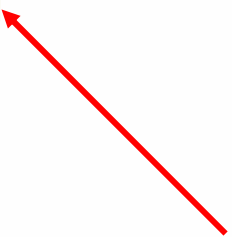
Oracle Developer Forms Runtime - Web: Open > TGACTRL

File Edit Options Block Item Record Query Tools Help

Accounts Receivable Billing Control TGACTRL 7.3 (GREEN)

**Default Rule Class:**  ▼

**Statement History Months:**

**Payment History Months:**  

Automatic Receipt Print

Enforce Restrictions on User Profile Form

Assign Cashiers to Supervisor

Address Required for Miscellaneous Transactions

**Feed Priors Using:**  Transaction Date  
 System Date

Feed Future Effective Transactions

**Feed Futures Using:**  Transaction Date  
 System Date

**Holds Password:**

**Invoice Prefix:**

**Activity Date:**

Default rucl code used when misc trans are fed; LIST available.

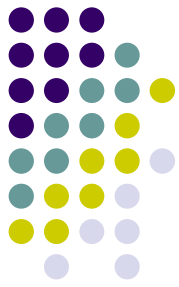
Record: 1/1 | ... | List of Valu... | <OSC>

# TGACTRL



- **Statement History Months**
  - Need to enter the number of months that a student can view as history.
  - Value of zero will enable students to see only the most recent statement
- **Payment History Months**
  - Need to enter the number of months students and office staff can view payment history

# TGACTRL



- Need to determine storage length for both statement and payments
  - Is this a departmental decision or an institutional decision
  - Contact IT department about storage limitations
    - Do they have the disk space? (They usually do!)

# TSADETC



Oracle Developer Forms Runtime - Web: Open > TSADETC

File Edit Options Block Item Record Query Tools Help

Detail Code Control Form - Student TSADETC 7.3.0.1 (GREEN)

<b>Detail Code:</b> 1000 Withdrawal Tuition Adjustment	<input type="checkbox"/> Term Based	<b>Pay Type:</b> N	<b>Defaults</b> Amount: <input type="text"/> Term: <input type="text"/> Effective Date: <input type="text"/>
<b>Type:</b> C	<input type="checkbox"/> Like Term	<b>Tax Type:</b> <input type="text"/>	
<b>Category:</b> TUI	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV	
<b>Grant Type:</b> <input type="text"/>	<input type="checkbox"/> GL Enterable	<input checked="" type="checkbox"/> Institutional Charges	
<b>Priority:</b> 999	<input type="checkbox"/> Direct Deposit	<input type="checkbox"/> Exclude Invoice Print	
	<input type="checkbox"/> Refundable	<input checked="" type="checkbox"/> Payment History	
	<input type="checkbox"/> Receipt		
	<input checked="" type="checkbox"/> Active		

<b>Detail Code:</b> 1001 Undergraduate Tuition	<input checked="" type="checkbox"/> Term Based	<b>Pay Type:</b> N	<b>Defaults</b> Amount: <input type="text"/> Term: <input type="text"/> Effective Date: <input type="text"/>
<b>Type:</b> C	<input type="checkbox"/> Like Term	<b>Tax Type:</b> <input type="text"/>	
<b>Category:</b> TUI	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV	
<b>Grant Type:</b> <input type="text"/>	<input type="checkbox"/> GL Enterable	<input checked="" type="checkbox"/> Institutional Charges	
<b>Priority:</b> 999	<input type="checkbox"/> Direct Deposit	<input type="checkbox"/> Exclude Invoice Print	
	<input checked="" type="checkbox"/> Refundable	<input checked="" type="checkbox"/> Payment History	
	<input type="checkbox"/> Receipt		
	<input checked="" type="checkbox"/> Active		

<b>Detail Code:</b> 1406 STAB- Graduate Tuition	<input checked="" type="checkbox"/> Term Based	<b>Pay Type:</b> N	<b>Defaults</b> Amount: <input type="text"/> Term: <input type="text"/> Effective Date: <input type="text"/>
<b>Type:</b> C	<input type="checkbox"/> Like Term	<b>Tax Type:</b> <input type="text"/>	
<b>Category:</b> TUI	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV	
<b>Grant Type:</b> <input type="text"/>	<input type="checkbox"/> GL Enterable	<input checked="" type="checkbox"/> Institutional Charges	
<b>Priority:</b> 999	<input type="checkbox"/> Direct Deposit	<input type="checkbox"/> Exclude Invoice Print	
	<input checked="" type="checkbox"/> Refundable	<input checked="" type="checkbox"/> Payment History	
	<input type="checkbox"/> Receipt		
	<input checked="" type="checkbox"/> Active		

Detail charge/payment code.

Record: 1/?

# TSADETC



- Which detail codes will be part of the payment history
  - Just cash/check/charge
  - Financial Aid
  - Exemptions
  - All detail codes
    - May be the best decision so that tuition reversals will show



# TGISTMT



870129925120073000006616005

**UNIVERSITY OF DENVER  
TUITION AND FEES STATEMENT**

**Due Upon Receipt**

Student ID: 870129925

Pay this amount: 6616.00

Amount Paid: \_\_\_\_\_

Ms. Janet N. Burkhardt  
1311 Adams St.  
Denver, CO 80206

**GREEN**

Spring Quarter 2007

SUBJ	CRSE	SEC	COURSE TITLE	CREDS	DAYS	START/STOP	BUILD	5
PHYS	3113	1	Quantum Physics III	3.00	MWF	1200-1250pm	PHYS	
INIS	4342	2	Project Management	5.00	S	0900-1150am	BMC	

Course Credits: 8.00

===== CHARGES =====

Crossover Tuition - Graduate	6584.00
Tech Fee - UCOL	32.00

===== CREDITS/ANTICIPATED CREDITS =====

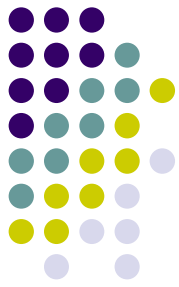
1 of 1

Done Unknown Zone





# New Banner Web Components



Student Account - Windows Internet Explorer

https://myweb.du.edu:2000/pls/green/twbkwbis.P\_GenMenu?name=bmenu.P\_ARMnu

UNIVERSITY OF DENVER *DU Test Environment - GREEN*

Personal Info | Alumni | Student & Fin Aid | Employee | WebTailor | Finance

Search  Go [RETURN TO MENU](#) [SITE MAP](#) [HELP](#) [EXIT](#)

Student Account

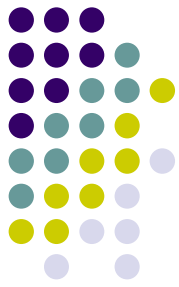
[Account Summary](#)  
[Account Summary by Term](#)  
[Account Detail for Term](#)  
[Statement and Payment History](#)  
[Select Tax Year](#)  
[Tax Notification](#)  
[View Holds](#)

RELEASE: 7.3.2

Done Internet 100%

- Can be used even if institution is not using E-Billing functionality

# Web Component cont.



Statement and Payment History - Windows Internet Explorer

https://myweb.du.edu:2000/pls/green/bwskspshs.P\_ViewStatement?p\_view\_type=5&p\_stmt\_number=

UNIVERSITY OF DENVER DU Test Environment - GREEN

Personal Info Alumni Student & Fin Aid Employee WebTailor Finance

Search  Go RETURN TO MENU SITE MAP HELP EXIT

Statement and Payment History 870129925 Janet N. Burkhardt  
Apr 25, 2007 09:53 am

Statement Payment History Unbilled All

Statements available for review since Jan 01, 2007

Account Balance: \$6,616.00

Select Statement Bill Date: Apr 25, 2007 View Statement

Statement Summary

Amount Due: \$6,616.00  
Due Date: Apr 25, 2007  
Term: Spring Quarter 2007

[ Account Summary | Account Summary by Term | Account Detail for Term ]

RELEASE: 7.3

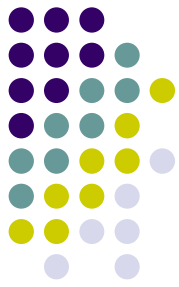
- If E-Billing is available 'View Statement' text will appear on webpage
- Statement will be the same as the statement back office staff sees

# Behind the scenes



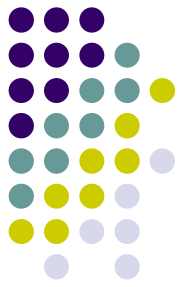
- How to break apart (parse) the big billing file
  - IT staff needs to write code (lots of brownies for the IT staff)
  - Utilize 3<sup>rd</sup> party parsing tool
    - Evisions is a Sungard Partner and offers a tool

# Other considerations...



- How will you collect payments
  - Does your school have a web payment tool?
- How will you give parents/other 3<sup>rd</sup> parties access to the E-Bills
  - If Mom and Dad pay, Mom and Dad want to see the bill
  - What about Grandma and Rich Uncle Bill?

# Going the outsourcing route



- Will work for legacy systems and Banner
- Will work no matter what version of Banner your school is on
- Limited work for the IT staff
- Payments and security managed by the 3<sup>rd</sup> party
- No storage worries – all files kept on ‘their’ computers



# Our Experience with TMS

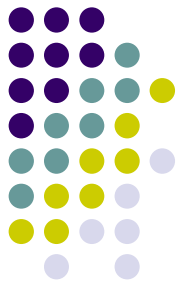


- Setup

- We provided a list of our term codes and descriptions
  - Helped TMS provided a look and feel that our students understood
  - Term codes used by TMS in electronic payment file sent to us

Payments get applied to the correct student account and the correct term

# TMS cont



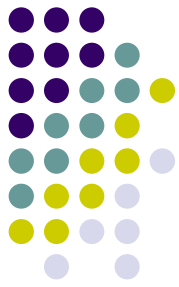
- Setup cont
  - Worked closely with TMS IT staff to ensure the electronic bill presentment was to our specifications
  - DU staff was setup with 'Customer Service' access to view payments made at E-Billing site
    - No more 'Checks in the mail'
- Created a process for secure transfer of billing files between DU and TMS
  - Bills are printed and electronic version of bill file sent to TMS
  - TMS takes care of web presentment and access to E-Bills

# TMS cont



- Student receives email from TMS when new E-bill is available
  - Email includes a link to E-Billing site
- University of Denver also receives notification when E-Billing file has been loaded
  - Processing time is very quick. Files loaded within the day if not within the hour of receipt by TMS

# TMS – Student Perspective



From: bursar@du.edu [<mailto:bursar@du.edu>]

Sent: Monday, February 26, 2007 6:10 PM

To: student@du.edu

Subject: ATTN: Univ. of Denver Invoice Now Available

You are receiving this email because you previously registered to receive your University of Denver invoice electronically.

A University of Denver invoice for Ms. Suze Student is now available online.

Please use the link below to view and pay your University of Denver invoice

that is due on or before 16-MAR-2007.

Thank you.

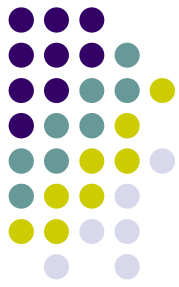
Tuition Management Services on behalf of

The University of Denver Bursars Office

<https://secure3.i-doxs.net/udenver>

- Email student receives when E-Bill has been loaded.
- Return address is bursar@du.edu

# TMS – Student Perspective

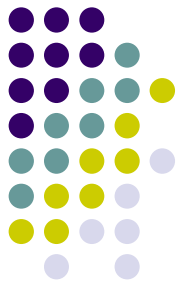


The screenshot shows a Windows Internet Explorer browser window displaying the University of Denver login page. The address bar shows the URL <https://secure3.i-doxs.net/udenver/default.asp>. The page header includes the University of Denver logo and name. The main content area contains a login form with the following elements:

- Login** (form title)
- User ID input field
- Password input field
- Login button
- Remember my User ID:
- [Change Your Password](#)
- [Forgot Password?](#)
- [Register for E-Bill](#)

- Example of E-Billing login screen
- Students create unique login name and password

# TMS – Student Perspective

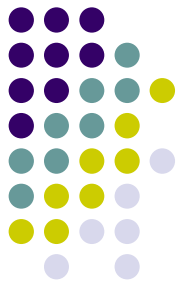


The screenshot shows a web browser window displaying the University of Denver's TMS student portal. The page is titled "HOME" and includes a navigation menu with links for "Home", "My Documents", "My Payments", "My Profile", "Customer Care", "Help", and "Logout". A welcome message reads: "Welcome, Rebecca, your login time is 4/25/2007." Below this, a section titled "Documents available online" contains a table of e-bills.

Student Name	Student ID	Due Date	Amount Due	Action
Ms. Rebecca E. Bashor	870168471	16-MAR-2007	-3,388.00	View / Pay
Ms. Rebecca E. Bashor	870168471	21-DEC-2006	-3,388.00	View / Pay
MS. REBECCA E. BASHOR	870168471	21-MAR-2005	821.00	View / Pay
MS. REBECCA E. BASHOR	870168471	10-JAN-2005	16.00	View / Pay
MS. REBECCA E. BASHOR	870168471	04-JAN-2005	16.00	View / Pay

- List of E-Bills student see when logged in

# TMS – Student Perspective



**UNIVERSITY OF DENVER**  
University Hall, G25 - Cashiers Office  
2197 S. University Blvd.  
Denver, CO 80208

Ms. Rebecca E. Bashor  
Apartment 10  
2358 S. University Boulevard  
Denver, CO 80210

**TUITION AND FEES STATEMENT**

TERM	STUDENT ID
Spring Quarter 2007	870168471
DATE	PAYMENT DUE DATE
03/16/2007	03/16/2007
AMOUNT DUE	AMOUNT PAID
\$-3,368.00	

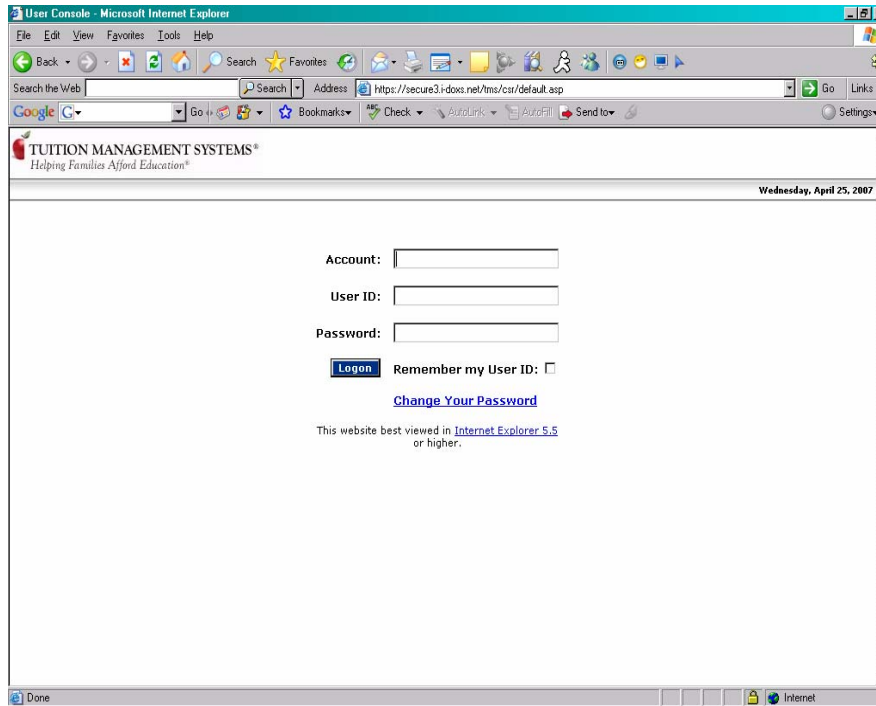
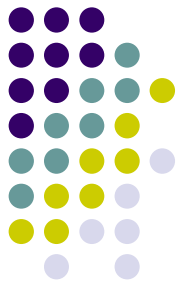
FOR ADDRESS CHANGE, COMPLETE ON: <https://myweb.du.edu>

CHARGES		CREDITS/ANTICIPATED CREDITS	
GIS Lab Fee	100.00	Tuition Waiver	3,008.00
Tech Fee - UCOL	32.00	Federal Stafford Sub (NDU)	1,834.00
UCOL GIS On Campus Tuition	1,436.00	Federal Stafford Unsub (NDU)	1,666.00
UCOL GIS Online Tuition	1,572.00		

Refunds for excess financial aid will be sent to your mailing address or deposited according to your instructions beginning March 20, 2007. Please go to <https://myweb.du.edu> for the following services:  
Confirm that your MAILING address is correct  
Enroll in direct deposit of refunds  
View detailed account information

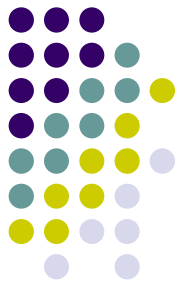
- E-Bill student sees

# TMS – Staff Perspective



- Login screen for DU Staff

# TMS – Staff Perspective



The screenshot shows the TMS web application interface in Microsoft Internet Explorer. The browser window title is "Home - Microsoft Internet Explorer". The address bar shows "https://secure3.idoms.net/tms/cst/wv\_Home.asp". The page header includes the University of Denver logo and "TUITION MANAGEMENT SYSTEMS® Helping Families Afford Education®". The navigation menu includes "Home | Customer Manager | Document Manager | Payment Manager | Help | Logout". The main content area is titled "Billing Admin" and shows a "News" section with the text "There have been 5859 visitors since 10/06/2004." and three summary tables: "Alerts", "Subscribers enrolled", and "Documents online".

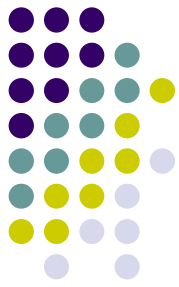
Alerts	
Locked Accounts	13

Subscribers enrolled	
Group	No. Users
Default	1580

Documents online	
Type	Total
Statement	128734

- Initial screen shows E-billing summary for DU
- Other menu items
  - Customer Manager
  - Document Manager
  - Payment Manager
  - Help

# TMS – Staff Perspective



Document Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Search the Web Search Address https://secure3.i-doxs.net/tms/cst/ww\_Search.asp Go Links

Google Go Bookmarks Check AutoLink AutoFill Send to Settings

UNIVERSITY OF DENVER TUITION MANAGEMENT SYSTEMS® Helping Families Afford Education®

Home | Customer Manager | Document Manager | Payment Manager | Help | Logout Wednesday, April 25, 2007

Document Manager udenver/rhopkins

Search

Search for documents based on the information you type in.

Document Folder  
Statement Search Clear

Multi-Folder Search

Student Name  Student ID

Statement Date  Due Date

Invoice Number  Term

Amount Due

Ready. Page Size: 25 GO

Student Name	Student ID	Statement Date	Due Date	Invoice Number	Term	Amount Due	Pages	Note	Action
--------------	------------	----------------	----------	----------------	------	------------	-------	------	--------

- Staff can query system to find E-Bill for any DU student
  - Query by student ID
  - Query by student name

# TMS – Staff Perspective



Document Manager - Microsoft Internet Explorer

Search for documents based on the information you type in.

Document Folder: **Statement** [Search] [Clear]

Student Name: [ ] Student ID: 870168471

Statement Date: [ ] Due Date: [ ]

Invoice Number: [ ] Term: [ ]

Amount Due: [ ]

Documents Found: 6 Page Size: 25 Go

#	Student Name	Student ID	Statement Date	Due Date	Invoice Number	Term	Amount Due	Pages	Note	Action
1	MS_REBECCA E BASHOR	870168471		21-MAR-2005	25333	200530	821.00	1		View / Download
2	Ms_Rebecca E Bashor	870168471	12/24/2006	24-DEC-2006	84732	Winter Quarter 2007	-3,368.00	1		View / Download
3	MS_REBECCA E BASHOR	870168471		10-JAN-2005	6232	200510	16.00	1		View / Download
4	MS_REBECCA E BASHOR	870168471	06-DEC-2004	24-DEC-2004	5211	200510	16.00	1		View / Download
5	MS_REBECCA E BASHOR	870168471		04-JAN-2005	1791	200510	16.00	1		View / Download
6	Ms_Rebecca E Bashor	870168471	03/16/2007	16-MAR-2007	95868	Spring Quarter 2007	-3,368.00	1		View / Download

- Staff sees same statement list as student
- Staff sees same statement as student

# TMS – Staff Perspective



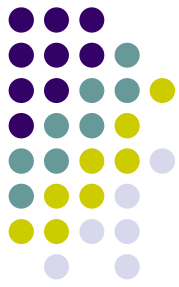
The screenshot shows a web browser window titled "Payment Manager - Microsoft Internet Explorer". The address bar displays "https://secure3.i-doxs.net/tms/cst/vwv\_1Time\_PayManager.asp". The page header includes the University of Denver logo and "TUITION MANAGEMENT SYSTEMS® Helping Families Afford Education®". A navigation menu contains "Home", "Customer Manager", "Document Manager", "Payment Manager", "Help", and "Logout". The date "Wednesday, April 25, 2007" is shown in the top right. The main content area is titled "Payment Manager" and "Payment Reports". It contains a form with the following fields:

- Status: ALL (dropdown)
- Select a From Date: 04/25/2007 (calendar)
- To Date: 04/25/2007 (calendar)
- Payer Name: (text input)
- Account No: (text input)
- Payment Source: ALL (dropdown)
- Payment Type: ALL (dropdown)
- Confirmation Code: (text input)
- Payment Amount: (text input)

A "Search" button is located at the bottom right of the form. A small note above the form reads: "Select a report from the drop down list, the screen will refresh to show filtering options. Not all reports require filter fields to be filled. To see a report just press 'GO'."

- Staff can look at any payments made within a specific date range

# TMS – Staff Perspective



- Detailed information about payment, including payment type is displayed

The screenshot shows the Payment Manager web application interface. The browser title is "Payment Manager - Microsoft Internet Explorer". The address bar shows the URL: [https://secure3.tdovs.net/Tms/cst/wv\\_1Time\\_PayManager.asp?Passed=TRANSACTION&Report=](https://secure3.tdovs.net/Tms/cst/wv_1Time_PayManager.asp?Passed=TRANSACTION&Report=). The page header includes the University of Denver logo and the Tuition Management Systems logo with the tagline "Helping Families Afford Education®". The navigation menu includes: Home | Customer Manager | Document Manager | Payment Manager | Help | Logout. The date is Wednesday, April 25, 2007.

The main content area is titled "Payment Manager" and "udenver/rhopkins". It features a "Payment Reports" section with a search form. The form includes the following fields:

- Status: ALL (dropdown)
- Select a From Date: 04/24/2007 (calendar)
- To Date: 04/25/2007 (calendar)
- Payer Name: (text input)
- Account No: (text input)
- Payment Source: ALL (dropdown)
- Payment Type: ALL (dropdown)
- Confirmation Code: (text input)
- Payment Amount: (text input)

A "Search" button is located below the form.

The search results are displayed in a table with the following columns: Source, PaymentID, Status, Pay Date, Payer Name, AccountNo, Type, ConfirmCode, and Amount.

Source	PaymentID	Status	Pay Date	Payer Name	AccountNo	Type	ConfirmCode	Amount
VBS	00001721042407	AUTHORIZED	4/24/2007			ACH	123456	102.00

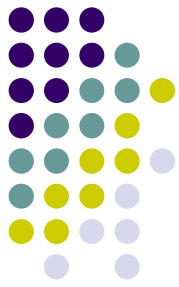
Total: 1

Legend:

- CHK = CheckFree
- ONE = One Time Payment
- VBS = Virtual Biller Site
- PRI = Princeton
- MAN = Manual Payment
- EFT = Electronic Fund Transfer
- MET = Metavante
- IVR = Interactive Voice Response
- FTB = Fifth Third Bank

Radio buttons for payment type:  One Time Payment  Recurring Payment

# It's almost over...



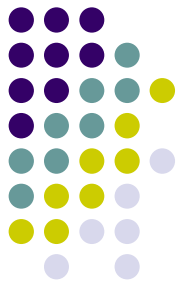
- Banner Solution

- Need to be on at least 7.3
- Need to have web payment capabilities
- 20 pages of documentation translates into several weeks of work
- Brownies for the IT staff

- TMS Solution

- Banner or Legacy systems
- Less work for IT staff
- TMS handles communication, storage, passwords
- TMS has payment gateway that can be used

# Who ya gonna call...



- Banner
  - Technical Support
    - Your IT staff
  - Moral Support
    - Janet Burkhardt      303-871-4757
    - janet.burkhardt@du.edu
- TMS
  - Pricing and contracts
    - Stacy Sullivan      (800) 722-4867 ext. 3942
  - Moral Support
    - Janet Burkhardt      303-871-4757