Auto Payment Plans: Quick Guide

If your institution would like to give customers the option of setting up automatic payments, Auto Payment Plans can be configured to be used. For additional information related to Auto Payment Plans, refer to the *eMarket User Manual* in the CASHNet Support Library.

Note: We strongly recommend testing new Auto Payment Plans in your CASHNet Training environment prior to adding them to your Production environment.

If you are setting up an Auto Payment Plan to be used with eMarket, make sure you have set up the Item Codes that these payments will be made against in advance. You may also want to create Reference Types to be used with the Item Code to collect information from your users. For assistance with these steps, refer to the CASHNet *System Setup User Manual*.

Confirm that the Merchants where you would like to offer the Auto Payment Plan have applicable Payment Codes assigned for Auto Payment. To do so, navigate to **System Setup**. In the Miscellaneous Section, click **Merchants**. There are four Payment Codes associated with Auto Payment:

- Auto Payment Credit Card Payment Code (**NC State only uses this option**)
- Auto Payment ACH Payment Code
- Auto Payment ACH TEL Payment Code (Requires the use of User Emulation and/or Assisted Payments)
- Auto Payment Campus Card Payment Code

Configuring Auto Payment Plans

To configure an Auto Payment Plan:

1. Navigate to **System Setup**. In the Auto Payment Information section, click **Auto Payment Plans**. If you receive an error message stating that you are not authorized to access this feature, contact your campus Payment Services Administrator to request that your permission settings be changed.
2. To set up a new plan, click **ADD NEW RECORD**. If you have previously used a plan and would like to create a new version of it, **Select** the plan from the list and then click **COPY** from the top of the setup table.
3. Complete the fields in the setup table. To view help text for each field, place your cursor over the question marks located on the right of each field.

Helpful Hints

Merchant Code

Select the **Merchant Code** from the drop-down menu of where this Auto Payment Plan should display. Each Auto Payment Plan can only be assigned to one merchant. If it should display in additional merchants, after saving the plan, click on the **COPY** link at the top of the page to duplicate the plan and assign it to a different merchant.

Auto Payment Type

If this Auto Payment Plan is to be used in conjunction with ePayment, select **Balance**, **Minimum Due**, or **New Charge**. If it is to be used in conjunction with the eMarket module, select **New Charge**. If it is to be used in conjunction with the MyPaymentPlan module, select **Installment**.

If Balance or Minimum Due is selected, each payment would pay off the customer's entire balance or entire minimum due amount based on selections made in the Balance/Min Due Options section. If New Charge is selected, payments are made toward the Item Code selected in the New Charge Item Code field or Balance, Minimum Due and New Charge Item Code field at the bottom of the setup table.

Skip Holidays and Weekends

If you choose to skip holidays and weekends, and this will be an "Installment" Auto Payment Plan, make sure there is ample time between payment and due dates. Otherwise, this might cause late payments. This may require that you check your MyPaymentPlan schedule.

Use Item Code Detail?

This checkbox only applies when the selected Auto Payment Type is Balance or Minimum Due. If this checkbox is unchecked, the automatic payment would pay off all of a customer's existing balance or minimum due, regardless of the item codes selected in the Selected Item Codes field. If this checkbox is checked, the automatic payment would only pay off a customer's existing balance or minimum due on the item codes selected in the Selected Item Codes field.

Auto Payment Plan Notifications

Auto Payment enrollees receive notifications when certain events happen. A list of the default messaging is available in the eMarket User Manuals. If you would like to change the defaults, they are maintained in the Custom Messages section of the Store Setup. For assistance in making these changes, refer to the Custom Messages section of the *eMarket User Manual*, available in the CASHNet Support Library. Notifications include:

- Enrollment Notification
- Notice that an Auto Payment Plan has been edited
- Notice that a successful auto payment has been processed
- Pre-note transaction failure notice
- Notice that a stored credit card is about to expire
- Notice that an auto payment transaction has failed
- Notice that the last payment scheduled has been processed
- Notice that an auto payment plan has been suspended
- Notice that a suspended plan has been corrected
- Notice that a plan has been deactivated

Tools

Auto Payment Customer Summary

The Auto Payment Customer Summary area allows administrators to view and edit student plan profiles, reprint a student plan terms and conditions, and withdraw students from plans. In order to perform any of these functions, the **Allow Auto Payments Edit** permission—located in the Auto Payments section of an operator's allowable activities—must be set to **Yes**.

To access the administration area of Auto Payments, in the left pane of the CASHNet Home page, click **AutoPay Customer Summary**. Then, search for the student by Student ID. To view all plans a customer has enrolled in (including those that have ended or from which a customer has withdrawn), check the **View All Plans** checkbox. To view and/or edit a particular plan, click on the corresponding **Edit** button.

Event Log Viewer

The Event Log Viewer enables you to view the time the auto pay job will run in your database, the number of transactions that were processed, the number of transactions that were not processed, reasons why transactions were not processed, and any possible errors. To access this information, first make sure that your permission settings allow you to use this tool, then navigate to **Event Log Viewer** in the left pane of the CASHNet Home page. If the Auto Payment job has not run on the day you access the Event Log Viewer, you will need to edit the search criteria to include multiple days.

Reports

Auto Payment Reports can be used to track the automatic payments that have been set up by your customers. You can filter the report by auto payment status including Active, Retry, Suspended, Deactivated, and Completed. For assistance with reporting, refer to the *Reporting User Manual*.