ONLINE PAYMENT AUTO POST

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Third party payment vendors like Payment Services Network (PSN) and Paystar can send you a file containing the online payments they process. If on a given day you have only a few payments it is probably not worth the time to download the payment file to auto-post. However if a file contains several payments there may be a justification to do the auto-post.

ONE TIME SETUP

1. Open “Options-Postings/Meter Rdgs”.
   On the left side of the screen in the middle there is a field titled “**Online Payment Reference**”.
   Enter the value you want as the default posting Reference (ex: Paystar or PSN)
   Just below is a drop-down control titled “**Online Posting Type**”.
   Some payment processors accept online payments via electronic check and debit/credit cards. If you want such online payments to be typed as ‘Check/Reg’ and ‘Dr/Cr Card’ then make sure the setting is “Check-Dr/Cr Card”.
   If you want all online payments to be typed as ‘Online’ then change the setting to “Online”.
   Click on “Save”.

2) You must decide where payment files will be downloaded to. One option would be to use the regular Utility Billing folder where your software and files are stored (usually the **Util** folder). A big downside of using the regular folder is that it could get cluttered with dozens or hundreds of payment files since the name of the file may be different each day (you can occasionally remove old files). Having a different folder allows the payment files to be in a separate location and not be mixed with other files.

3) If you decide to use a separate folder perform these steps: (if you will use the **Util** folder go to step 4)
a) Open “This PC” (or “Computer” if using Windows 7).
b) Open the drive you want the folder to be on (ex: “C” drive or your server drive such as M or S or U or Z).
   If you want the new folder to be under an existing folder, open it.
   Once the location is open where the folder should be, click on “**New Folder**” command at the top of screen (if you don’t see that command then click on “Home” at the top which may display the command).
   After clicking on “New Folder”, type the folder name (ex: Util-payts) and press Enter (it is best to not use spaces or slashes in the name).
c) Close “This PC”.

4) Set the “File Path” by:
a) Open Utility Billing open “Postings” and “Online Pmt Post”.
b) At the top of the screen is a “File Path”. Click on the folder icon and navigate to the drive and folder that the payment files will be stored in. Click on the folder once to highlight it and select OK. This will set the drive and folder location and store it in your PC’s registry so it will be known in the future (Note: this will need to be set at each PC that will run the Online Pmt Post program; if you get a new PC or clear your registry this will have to be set again).
c) Click on “Close”.

DAILY STEPS

1) Download the online payment file to the appropriate folder.
2) In Utility Billing open “Postings” and “Online Pmt Post”.
3) The “File Path” drive/folder location should already be set - if not you’ll need to set it now.
4) Click on the “File Name” drop-down arrow and select the file desired. This will be the file you just downloaded in step 1.
5) After the file name is displayed, confirm the Posting Date and Reference are correct and change if needed.
6) Click on the “Preview” command. Review the records and totals to confirm you have selected the correct file.
7) If the records are correct and you are ready to post, close the Preview screen, uncheck “Print to Screen”, and click on “Post”. **Warning:** if “Post” is selected more than once the payments will post more than once. If you need to clear the first set of payments perform “Remove” or delete payments individually.
8) Select “Close” to exit.

9) If there are additional mail or over-the-counter payments you want to combine with the online payments, you can post them manually before printing and transferring the postings.

10) When all payments have been posted you must print a Posting Jrnl and Transfer the payments.

NOTE: You should occasionally remove old payment files since they serve no purpose after posting. To do this (when the Online Pmt Post program is open) select a File Name to remove and check "Delete File". Then click on "Delete" and confirm.

UPLOADING CUSTOMER BALANCES TO YOUR VENDOR

Third party payment vendors will need customer acct#s, names, addresses and balances sent to them on a regular basis so your customers can see their balance due when paying on-line. The best way to send the balances is in a "csv" formatted file using the **Aging Report**. After opening that program the options are normally left as is except the following is done:

Inactive Accts: uncheck
Service Addr: check
Book Totals: uncheck (may already be unchecked)
Print to csv File: check
Due Date: enter the date the balance is due

When the command "Print" is selected to begin a screen will open for user to enter a file name. There is no standard name (unless your vendor gives you one) but you should not enter spaces or slashes and the name should end in "**.csv**" (ex: Balances-due.csv). The file created will be in the same folder as your other utility files (usually the Util folder). Consult with your vendor on how they want the file delivered to them (i.e. website upload or email attachment).

The logical time to send balance files to your vendor is after updating statements at month's end and after assessing penalties. However you should ask your vendor if are other times during the month that they want a file.