WEBINAR: Payments Product Features that Can Help with Remote Work

Questions & Answers

Question	Answer
Is there a cost to these features?	No, the features discussed within the webinar would be provided for free unless otherwise indicated
Can we see who the authorized contacts are somewhere in Payments Cashnet?	No, the authorized contacts are kept in our ticketing tracking. Logging into the portal may allow you to see them under the "Institution" page depending on your permissions.
Do we have to sign up for the emulation? Does that have to be in writing?	Yes, Support would need to enable the feature for you. An email from an authorized contact would be required.
Since there may be quite a lot of refunds requested during this time, is there a way that Transact can extend the window of time before the files get purged?	For ACH transactions, information is generally there for a year. For credit card transactions, that is out of our control as the 6-month rule was put in place to align our product with credit card processor requirements.
Are the free add-ons going to be free going forward, or will a school be charged after 1 year? If certain options are enabled (free of charge) prior to 7/01 will they continue after that without charge?	Our goal is to help our partners through this time of uncertainty. As we get closer to the July 1 date, we will re-evaluate if we should extend the use of User Emulation and Customer research center without charge. You will not be charged for using it during this time. If you decide it's a feature you would like to purchase, please contact your client manager or account executive.
For further info on any of what was discussed, where should we go?	You can reach out to support at cashnetsupport@blackboard.com
Sorry if this was addressed. But, for those of us working remotely, will we be able to process cc payments without the use of a card reader? Or is this a question I need to send to Cashnet Support?	To truly answer this question, we can discuss what you can technically do and what your institution would advise. For the technical aspect, yes, you can process credit cards in cashiering without equipment. However, the concern would be related to your campus guidelines and PCI requirements. Is your campus ok with allowing you to accept credit cards over the phone? Would support

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	suggestion be directing the payer towards online payment options?
Can you do a mass update using a filter to only update certain items?	Yes. An item code mass update would require a file of specific items and fields you want to update. A G/L code mass update only filters by G/L code
Do we need to ask for the rollover to train every 12 months, or will this be done on regular basis if we haven't asked?	The training database is used for all types of testing and module deployments. To ensure we do not refresh over any in progress projects, we ask that you request clones by sending an email to cashnetsupport@blackboard.com or creating a case by phone or portal.
How do remove a note code without contacting support?	Some note codes are marked with an asterisk. For those, you have to contact Support since they are generally bank hold codes. Others you can expire if you have the appropriate permissions
For the text messaging, can a student put their parents' number for the text reminder? Rather than their own?	Whatever number is put there will need to enter a confirmation code to be enabled.
Can the slideshow be emailed to me?	Yes. The entire presentation is provided as a handout within the webinar.
Do you guys handle Amex Bluebird card?	It would be treated as a regular AMEX credit card.
Will you be waiving implementation costs to add on the payment plan module?	Please discuss with your client manager.
I emailed the address provided to subscribe to CashNet alerts and I got an undeliverable email response	To subscribe to alerts, please send a blank email to this address: cashnet-alert-subscribe@lists.higherone.com
Where can we put school wide student notifications on the new SAO layout?	There are a few custom messages that will appear as a notification to anyone that logs in. Please refer to the support library > Modules and Services > ePayment and eMarket > New SAO Storefront Checklist.
Are we able to set text messages to send to students if they have not made their payment and also to remind students about their payments before the due date?	Yes, but the students would need to opt in to text messages.
Does the parent pin/parent payment option fall in line with FERPA?	Yes. The way this works is a student sends an invitation to the authorized user inviting and

	approving the user to have access to the students account. This meets the requirements of FERPA.
We've noticed that the payer payment portal has changed and we are getting questions from payers to walk through making payments. Do you have information that addresses the new payment portal?	Yes! If you go into the Payments product, select training and support. Next select the release notes. 2020.1_Release_Notes.pdf has screen prints and explanations for all the screens found in the new User Interface.
Your online Certification Training for April is full. When will you offer the next online certification training?	There will be notifications sent to all customers when these classes are available. Please feel free to contact your client manager if you are interested in a particular class offering.
Our college has decided to move forward with extending the currently active spring 2020 installments. Was creating the ticket through support the best way to go about this?	Yes! Call or email the support team and let them know you would like to extend your payment plans for 99 days or less. If possible, include the specific plan names.
Will the students be informed by Transact in regards to extensions? Does this plan calculate their current balance into additional payments per month? If this is the case, do students have to approve this option and how many payments will it extend? When will the last payment be expected of the student for the extended plan? What action needs to take place from the school?	The extension will not affect the due dates of the plan, but will allow the students to stay enrolled so they can complete the installments. The extension would not affect their current balance or due dates. It also would not require approval from the student unless additional funds were added to the plan. This depends on the dates of the plan they are enrolled in. If you need more details please give us a call. The school would need to email or call support and request the extension. We are asking that you tell us the plan names you would like extended and the number of days – up to 99.
On the webinar yesterday, it was mentioned that implementation costs for some modules was being waived. I think one was CRC. Does this apply to payment plan module?	It would be best to phone your client manager for details.