Billing Feature Version 1 User Manual

Topics: Click a topic to advance directly to that topic. The topic will be listed near the top of the page.

**What the billing features does and tips:** The billing feature allows users to add credit card or bank information in for a student to set that student up for automatic payments. Our software allows users to add, change, and delete auto payments. All results from transactions will be displayed in the student files and alerts are noted in an alert section. Some tips for understanding and using the auto payments are:

- An auto payment is directly associated to a specific program. This association requires you to enter into a student's program to make any changes to an auto payment.
- Changing a student status from "Active Member" to any other status will not stop or cancel an auto payment. You MUST cancel all remaining payments to stop further payments.
- Unchecking the "Active" box on a program will not stop future payments. You MUST cancel all remaining payments.
- Deposits from auto payments go directly into your back account in 3-4 business days (Mon – Fri).
- You may see deposits from the credit cards, eft's (checking/savings) and American Express depending on what services you are using.

- Refunds can be done electronically by calling your account rep at Optima Management Software.
- You can choose any date for payments to be processed. We recommend using set dates to create larger "batches" and easier for tracking money received. Typically, many schools offer payments dates of: $1^{st}$, $10^{th}$ or $20^{th}$, or $1^{st}$ and $15^{th}$. Ultimately, the choice is yours. Lastly, we encourage not drafting any payments after the $25^{th}$ of the month to avoid payments not settling until the next month.

### How to add an auto payment:

1. Go to the student file: Details tab
2. Select the "Program" tab.
   a. If entering an auto payment to a pre-existing program, select the appropriate program by clicking "Edit". Then proceed to step 3



Select appropriate Program and click "Edit"
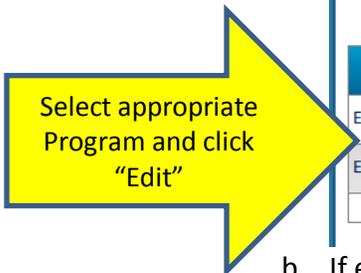
| | Details | Programs | Payments | Attendance | Current Belt | Belts Received | Awards | Notes | Conta |
|---|---|---|---|---|---|---|---|---|---|

⊕ Add New Record

| | ACTIVE | PROGRAM ACCOUNT# | PROGRAM TYPE | ENROLLMENT TYPE | PAYMENT TYPE | NO OF PAYMENTS | AUTO PAYMENT | PAYMENT AMOUNT | TOTAL CONTRACT AMOUNT | DEPOSIT E |
|---|---|---|---|---|---|---|---|---|---|---|
| EDIT | ☑ | 280.1 | 36 Mos Elite | Renewal | Monthly | 36 | Yes | $149.00 | $5,663.00 | |
| EDIT | ☐ | 280 | 6 Mos Basic | New Member | PIF | 1 | No | $0.00 | $667.00 | |

1

   b. If entering a new program, click "Add New Record" and then enter in the appropriate information into the fields.
3. Under the "Comment" box, click "Add Auto Payment".
4. Confirm that the prefilled information is correct: # of Payments, Amount, and Start Date.
5. Under the "Recurring" drop down, select the proper billing frequency.
   a. Bi-Annually: bills a student 2x a year. Separated by 6 months.
   b. Monthly: Bills a student every month.
   c. Quarterly: Bills a student every 3 months.
   d. Weekly: Bills a student each week. NOTE- some months may actually have 5 payments taken out due to the day of the week scheduled for processing.
   e. Yearly: Bills a student 1 time during a year.
6. Enter in the first and last name and the proper credit card or banking information. You can either enter the student name or payor information. We recommend entering the student name because that name will appear on alert list and payment reports. If you use the payor name, you might not recognize the name if different than the student name. However, the choice is yours. NOTE – Do not enter in an American Express card number or banking number if you are not set up to receive those payments.
7. Click "Submit" and confirm the submission.

**How to add a "Paid at School" payment:**

Before you record any "Paid At School", you should confirm the payment didn't go through already on the student payment tab and that there is not a "Pending" transaction. You can find pending transactions by going to the "Payment" link on the left of the Home page and selecting "Pending" from the tabs on the left of the tabs in the center of the page.

- **To record A full payment** amount equal to the monthly payment.
    1. Go to the student file: Details tab
    2. Select the "Programs" tab
    3. Select the appropriate program and click "Edit".
    4. Scroll down to the bottom of the page and select the appropriate "Auto Payment" by clicking "Edit".
    5. Click the "Paid at School" button.

⊕ Update Next Payment

⊕ Paid at School ← Select

⊕ Update Payment Info
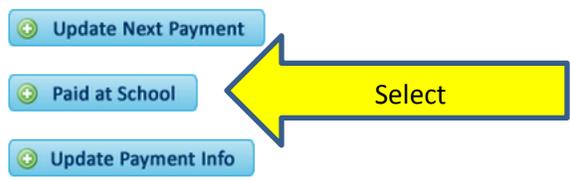
6. Using the information above these buttons, enter number of payments remaining (usually 1 less than the number above). Enter the next payment due date, payment method and date paid.

**Auto Payment Info**

| | |
|---|---|
| Contract Balance | $3,129.00 |
| # of Payments | 36 |
| Amount | $149.00 |
| Start Date | 12/15/2013 |
| Recurring | Monthly |
| Payments Remaining | 21 |
| Next Payment Date | 3/15/2015 |
| Merchant # | 20916678 |
| Status | Active |
| Date Created | 12/7/2013 |
| Auto Payment ID # | 5720 |

Number of payments remaining and Next payment due date
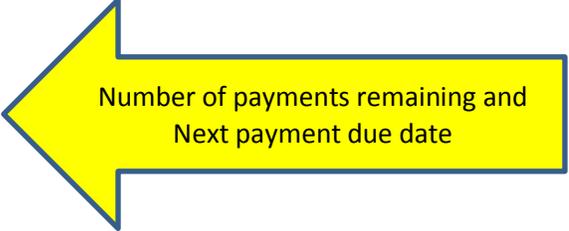
⊕ Update Next Payment

⊕ Paid at School

| | |
|---|---|
| Amount | $149.00 |
| Payments Remaining | [ ] |
| Next Payment Date | [ ] |
| Payment Method | [ ] |
| Payment Date | 2/21/2015 |

Enter 1 payment less than above and the next payment due date. In this sample you would enter 20 payments and 4/15/2015
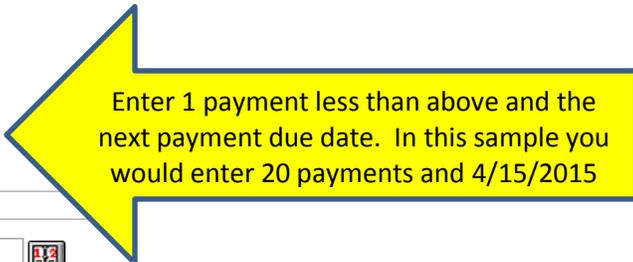
Submit

7. Click "Submit".

This will now record a payment in the student payment section as a "Contract Payment In-House".  NOTE- if after recording this paid at school you get and "under" or "over" payment alert for the student, your payments remaining are not matching with what is due.  Call Jeff Sgarlata if you have questions about these alerts.

- **Record a partial monthly payment** either more or less than the monthly payment amount.
  - o Unfortunately, this is not an easy solution in this version of billing.  We don't recommend taking any "Paid at School" that isn't equal to a monthly payment.  We do understand that sometimes people come in with an amount different than the monthly payment and you should take the payment.  For proper entering into our software, we would advise you to contact us to review the entry together.  We are in the process of recreating this process for a better solution.  We apologize for your inconvenience.

**How to change a payment due date or number of payments remaining:**
To change the payment due date or to put payments on hold till a specific date:
1. Go to the student file: Details tab
2. Select the "Programs" tab
3. Select the appropriate program and click "Edit".
4. Scroll down to the bottom of the page and select the appropriate "Auto Payment" by clicking "Edit".
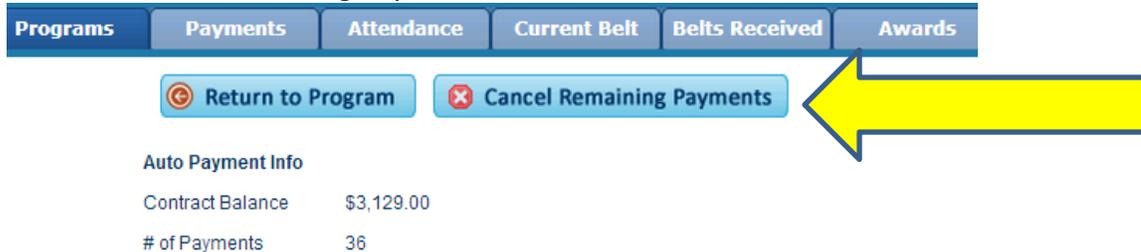5. Click the "Update Next Payment" button.



6. You can either change the number of remaining payments and/or the next payment due date.  If you are not changing the number of payments remianing, just leave that field blank and that number will not be changed. Same for not changing the next due date.  Once you have entered the new information, click "Submit".  NOTE- by changing the date of the next payment you will change the date for all remaining payments. For example:
   a. If the next due date was 2/5/2015 and you change it to 2/10/2015.  All future payments will be processed on the 10th of the month.
   b. If you next due date was 2/5/2015 and you change it to 4/5/2015. All future payments will be extended by 2 months.

**How to cancel remaining payments:**
To cancel all future auto payments;
1. Go to the student file: Details tab.
2. Click "Programs" tab.

3. Select the program which is connected to the auto payments.
4. Scroll down to the bottom of the page and select the auto payment you wish to cancel. Usually it has an "active" status on the right side of the screen. Click "Edit" for that auto payment.
5. Click "Cancel all Remaining Payments", and confirm.

| Programs | Payments | Attendance | Current Belt | Belts Received | Awards |
|---|---|---|---|---|---|

Return to Program    Cancel Remaining Payments

**Auto Payment Info**

Contract Balance     $3,129.00

# of Payments        36

**How to change credit card/banking information or change credit card expiration date:**
When making any changing to account numbers or expiration dates.  You will need to re-enter the full account number.
1. Go to the student file: Details tab
2. Select the "Programs" tab
3. Select the appropriate program and click "Edit".
4. Scroll down to the bottom of the page and select the appropriate "Auto Payment" by clicking "Edit".
5. Click the "Update Payment Info" button.

Update Next Payment

Paid at School

Update Payment Info    Select
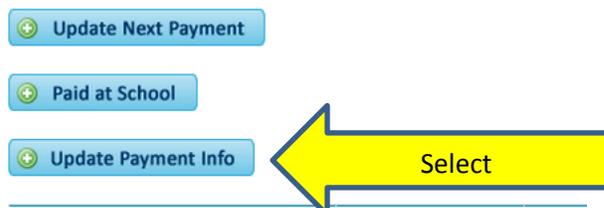
6. Enter the new account information and click "Submit".

**Understanding the Alert Page:**
The alert page displays any declined payments, missing payments, and expiring credit cards.
To view the Alert page:
1. Click "Payments" on the left side of page
2. When the screen refreshes the default page that displays is the alert page.
Understanding what the alerts mean:  NOTE = An account is in need of your attention when you see a red "Suspended" next to the alert.  Without the red "Suspended", an account is still processing the payment or is on track to process a payment on the next due date.
- **Missing Payment:** A payment that is more than five days past will generate a "missing payment" alert.  Sometimes with Holidays and weekends, a checking/savings

transaction will show a missing payment until the results are available.  This alert will appear with all payments that go beyond 5 days.  IF IT'S NOT ASSOSIATED WITH A RED "SUSPENDED", DON'T WORRY ABOUT IT.

- **Payment Declined:**  This will display when a payment is declined and hasn't gone through.   A declined payment will attempt to redraft for a total of 5 times, unless it is attempting after a previous "Suspended" status. .  IF IT' NOT ASSOSIATED WITH A RED "SUSPENDED", DON'T WORRY ABOUT IT.
- **Credit Card Expiring:**  The software will alert you of any credit cards that are expiring.  Once the card is updated, the alert will go away.
- **Suspended:**  This is when you need to take action on an account.  Once the account is "Suspended" it will not attempt any drafts until you tell it to.  Because of the many reasons a payment will not go through, our software allows you time to discuss the payment issue with the student/parents.
  - **If its suspended and you want to retry a payment:**
    - From the alert page, click "view" or go to a student file and click the "Programs" tab.
    - Select the appropriate program and click "Edit".
    - Scroll down to the Auto Payment section and click "Edit" on the appropriate auto payment.
    - Once the auto payment opens up, click "Reactivate" and confirm.
  - **If its suspended and you want to cancel remaining payments:**
    - You will need to reactivate the payment then immediately cancel.
    - From the alert page, click "view" or go to a student file and click the "Programs" tab.
    - Select the appropriate program and click "Edit".
    - Scroll down to the Auto Payment section and click "Edit" on the appropriate auto payment.
    - Once the auto payment opens up, click "Reactivate" and confirm.
    - Then you will need to re-enter the same auto payment and click "Cancel all Remaining Payments". Then click confirm.


**Reports showing payments:**
- End of the month report:  The software creates a report on the last day of the month at 11:30 pm.  This report will display all "Active" auto payments accounts and if any payments have been received for those accounts.  The basic report includes:
  1. Amount Paid
  2. Date Paid
  3. Next Due Date
  4. Number of Payments Remaining
  5. Balance on that Account.
  6. Total number of accounts
  7. Accounts Receivables
  8. Total Collected

9. In house payments
10. Cancelled Accounts
11. Accounts over 90 days delinquent
- To access this report:
    1. Click "Payments" on the left of the screen
    2. Select "Reports" from the tabs
    3. Click "View" next to the month you wish to see
- NOTE: any payments near the end of the month may not appear on the report due to the report getting generated on the last day of the month. **If the payment doesn't settle before the end of the month, it will not show on any report.** We are currently looking at a fix to this issue.

**Financial Reports**

| | STARTING DATE | ENDING DATE |
|---|---|---|
| VIEW | 1/1/2015 | 1/31/2015 |
| VIEW | 12/1/2014 | 12/31/2014 |
| VIEW | 11/1/2014 | 11/30/2014 |
| VIEW | 10/1/2014 | 10/31/2014 |
| VIEW | 9/1/2014 | 9/30/2014 |
| VIEW | 8/1/2014 | 8/31/2014 |
| VIEW | 7/1/2014 | 7/31/2014 |
| VIEW | 6/1/2014 | 6/30/2014 |
| VIEW | 5/1/2014 | 5/31/2014 |
| VIEW | 4/1/2014 | 4/30/2014 |
| VIEW | 3/1/2014 | 3/31/2014 |
| VIEW | 2/1/2014 | 2/28/2014 |

Click "View"

- Expected future auto payments
    1. To access this report:
        - Click "Payments" on the left of the screen.
        - Select "Reports" from the tabs.
        - Click "Expected Income Report" and enter the date range you wish to view.