

ADMINISTRATION GUIDE



DEFINITIONS AND ACRONYMS

This document uses the following terms and acronyms.

Term	Definition
ACH	Automated Clearing House
Biller	The organization for which the bill payment platform has been implemented to meet its need to collect payments via IVR and/or Web Channels. The Biller is the originator of ACH entries and merchant for card processing.
CSR	Customer Service Representative
DDA	Demand Deposit Account (e.g. a checking account)
Total Biller Solution Administrator	The person or persons having responsibility for Total Biller Solution's back-office operations which can include, for example, creating and managing administrator and CSR accounts, reports, settlement, and reconciliation.
Entitlement	Total Biller Solution Entitlements represent Total Biller Solution functionality that can be selectively assigned to the back-office users. Each entitlement represents the privilege to use a Total Biller Solution feature, for instance which reports can be viewed, what screens are available, what actions can be accessed. Entitlements are collected together as a Role which can then serve as a short-cut template that defines the privileges assigned to a back-office user.
IVR	Integrated Voice Reponses
NavBar	The NavigationBar, or NavBar, is the top-level means of moving through the Total Biller Solution application and appears in all the primary Total Biller Solution screens.
	Home Profile File Transfers User Admin Entitlements Email Setup Reports Support
Payer	A customer of the Biller that uses Total Biller Solution to make a payment. The Payer may also be referred to as the bank account holder and card account holder depending on the transaction type.
Role	A Total Biller Solution Role is a template consisting of a set of entitlements. By default Total Biller Solution contains two predefined Roles: Administrator and CSR. When a new back-office account is created a Role is selected effecting the privileges the new user will have.
SMS	Short Message Service
SubNavBar	Similar to the NavigationBar, but containing operations specifically related to the chosen NavBar item.
	Home Profile File Transfers User Admin Entitlements Email Setup Reports Support Roles Entitlements Users Entitlements Users Entitlements Entitlements Users Entitlements
WAP	Wireless Application Protocol

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TOTAL BILLER SOLUTION IMPLEMENTATION AND ADMINISTRATION PROCESS

Total Biller Solution is an Electronic Bill Payment and Presentment Service designed for organizations that want to present electronic bills and receive electronic payments in a secure and convenient manner.

Total Biller Solution allows an organization to set up its own Electronic Bill Payment and Presentment service in a short timeframe, and administer this service through easy to use screens and reports.

Total Biller Solution administration tasks

The Total Biller Solution Administrator plays a key role in the setup and ongoing administration of the service.

The Total Biller Solution Administrator performs the following tasks during the setup and administration of the service.

Stage	Activities	Total Biller Solution Administrator Tasks
Initial Setup	Initial System Configuration	Provide Profile Data
		(see Appendix Client Profile)
Implementation	File loading	Provide test files
Prepare for	Testing	Participate in Testing Setup CSR Accounts
Production	CSR Training	
Production	System Operates in Production:	Upload Accounts or Bills
	Accounts or Bill are Uploaded	Download Reconciliation Reports,
	Payers enroll, view bills, make payments	Reconcile Payments
		Maintain CSR Accounts and Entitlements
	Payments are processed	
	Payment Settlement and Reconciliation takes place	
	Payers receive customer support	

The Total Biller Solution Administrator Tasks are described in detail in this Guide.

ACCESS TO THE TOTAL BILLER SOLUTION ADMINISTRATION SITE

Total Biller Solution is accessed through MUFG Exchange. Sign on to MUFG Exchange then click **Total Biller Solution** to reach the home page.

Home	Profile	File Transfers	User Admin	Entitlements	Email Setup	Reports	Support	
Total	Biller	Solution - E	DirectBille	r Administr	ation:			
W-1		- Tatal Dilla	Calution	Disc at Dilla				
wei	come t	o rotal Bille	F Solution	DirectBille	F	this site to		an and file and seconds and kills secols sources and alar and seconds
This I	s the rota	ii Biller Solution	- Directbiller Al	unimistration sit	e. rou can use	unis site ti	o mouny ye	or profile, upload accounts and bills, create new users, and view various reports.
Mana	ge Profile							
Total B	iller Solut	ion - DirectBille	r.com					

Changing the administrator password

If a user logs in to the Total Biller Solution Administration Site with an expired password, a message appears to inform the user that the password has expired. A password expires

- After 90 days, or
- After the first time it is used, in cases where the Administrator has reset a user password or created a new user.

Welcome Sample User	Financial Center	Change My Profile	FAQ Sign Off
You have the power to c enter a new password b secure servers.	hange your Financial elow. Remember, all i	Center password any information you provid	time you wish. Simply e is stored on our
	User ID : sampleus	ser1	
* Enter Old P	assword :		
* Enter New P	assword :		
* Confirm New P	assword :		
* Enter Passw	ord Hint :		
		⇒ S	ubmit
	Choose a	new password that:	
	 Is at lea 	ast 8 characters long	
	Contair	ns a lower case letter	
	 Contair 	ns an upper case letter	r
	 Contair 	ns a number	
	Can co	ntain spaces	12
	 Can co 	ntain these special ch	aracters

To change the password

Click the Change Password button

A Change Password entry form appears.

- 1 Enter the new password.
- 2 Enter the new password again for confirmation.
- 3 Click the Change Password button.

A confirmation message appears that the password has been changed.

4 The user must now log in with the new password.

The new password must have a minimum length of 8 characters, and contain at least 1 lowercase letter, 1 uppercase letter, and 1 number.

Total Biller Solution Administrator Site User Interface conventions

The Total Biller Solution Administration Site uses the following User Interface conventions.

Hon	e Profile	File Transfers	User Admin	Entitlements	Email Setup	Reports	Support						
Tot	al Biller	Solution - I	DirectBille	Administr	ation:								
W Th	elcome t is is the Tot	to Total Bille	• Solution • • DirectBiller Ad	DirectBille	r e. You can use	this site to	modify yo	ur profile,	, upload acco	unts and bills,	, create new	users, and vie	ew various reports
Ma	nage Profile												

Navigation Bar – The Navigation Bar (aka NavBar) contains all top-level menu items. The Navigation Bar is always visible. The currently selected menu is displayed in White. Other menu options are displayed in Blue.

Menus and Submenus – Some items on the NavBar contain a sub-menu (aka SubNavBar). The sub-menu will appear underneath the currently selected menu item.

Note that the Navigation Bar and Submenus are all controlled by entitlements. This makes it possible to selectively enable access functionality to users. Please refer to the section *Back-Office User Administration* for more information.

BILLER PROFILE MAINTENANCE

Jine	Profile	File Transfers	User Admin	Entitlements	Email Setup	Reports	Support
tal I	Biller 9	Solution - D	irectBille	r Administi	ation: You	r Profi	le
se this	s page to	update your cor	tact and supp	ort information.	Please note tha	t fields m	arked with * are required.
Bille	r Inform:	tion					
Bille	r Kev		SI				
Bille	r HashKe	v:	m	1zaa57tena			
Tota	l Biller So	, lution - DirectBi	ller Model: Fu	II Presentment I	Model		
Paye	er Login L	RL:	ht	tps://staging.ali	aswire.com/bills	s/payer/w	elcomeDirect.do?h=m1zgg57teng
Bille	r DNIS:		22	2-555-0155			
Con	tact Infor	mation					
*Bill	er Name:	SampleCon	npany				
*Co	ntact Nan	ne: Sampleuse	r1				
*Co	ntact Pho	ne: (222) 55	55 - 0155				
Con	tact Emai	:		1			
Cus	tomer Su	pport Setup					
Sup	port Emai	l:			*Address:	1234 N	1ain St
*Su	pport Pho	ne: (222) 5	55 - 0155		Address Line 2	2:	
Com	pany UR			2 	*City:	Any 1	Town
					*State:	NY V	1
					*Zip Code:	00000	
					1		
SSC	Informa	tion					
*Bill	er ID:						
*Ad	ministrate	or ID:					
*Ad	ministrate	or Display ID.					

The Profile screen contains information needed to configure the Payment and Presentment Services for the biller. Editable fields with a leading asterisk (*) are required.

- Biller Key is the unique identifier assigned to this biller.
- **Total Biller Solution Model** is the particular Payment and Presentment model chosen during biller setup.
- **Payer Login URL** is the location on the world wide web where payers can access the payment screens. The Biller can use this URL on their website to link Payers to the payment pages.
- ٠

• Biller DNIS is the toll free number assigned to the IVR channel of the bill payment service.

The **Contact Information** group can be revised by the Administrator. This information is required and used for recording purposes only.

The **Customer Support Setup** group can be revised by the Administrator. The information entered here will be used throughout the payment site for the benefit of Payers.

- **Support Email** is the address payers will see when they click the **Customer Service** link in the page footer of the payment site screens. This is an optional field.
- **Support Phone** is the number payers see when they click the **Customer Service** link in the page footer of the payment site screens. This is a required field.
- The **Address** fields biller address payers see they click the **Customer Service** link in the page footer of the payment site screens. This is a required field.

To save updates to the **Profile** screen click the **Apply** button.

To validate the support and contact information that Payers will see, click on the link for the Payer website then click the **Customer Service** link. Sign on as the user and click on the Support link in the bottom left corner.

User Name		
Customer Nine		×
Dashboard	Support	
Pay Bills	If you have any questions regarding use of this service, please contact the telephone number listed below: Phone (222) 555-0155	
D AUTOMATIC PAYMENTS	Or you can email us at: SampleCo@email.com	Rilling Datails
PAYMENT ACTIVITY		Details
PROFILE		
[→ LOGOUT		
	Continue	
		gistered
Support Privacy Policy	Automatic Payments Image: Automatic Payments Profile Edit your a Edit your a	count information
ierms and Conditions	wanage your Automatic and Edit your a Recurring Payment Plans payment important f	ethods and other eatures

UPLOAD ACCOUNTS OR BILLS

The Biller Administrator can upload files that contain

- Account Information (if Bill Presentment is not supported)
- Bill Summary Information (if Bill Presentment is supported)

Loading account files

For Billers that do NOT support Bill Presentment, a file containing the accounts of all Payers can be loaded into Total Biller Solution. Refer to the document **Account Upload Specification** for a detailed description of the accepted formats and contents of an account file.

To load an account file,

- Go to the File Transfers menu;
- Click the **Bill Upload** tab to display the Upload History screen.

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No file chosen	istration:	bmit	d History	
No file chosen	Su	bmit		
No file chosen	Su	bmit		
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	Туре	Status		Dat
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anyDetailcsv	Regular	Success	XX-XX-XXXX	13:56:2
anyDetailv5.csv	Regular	Success	XX-XX-XXXX	10:44:3
anyDetailv5.csv	Regular	Success	XX-XX-XXXX	10:35:5
anyDetailv4.csv	Regular	Success	XX-XX-XXXX	11:06:0
anyDetailv3.csv	Regular	Success	XX-XX-XXXX	10:51:1
anyDetaily2.ccv	Regular	Success	XX-XX-XXXX	22:29:5
unyDetanv2.CSV	galar			00000000000
anyDetail.csv	Regular	Success	XX-XX-XXXX	16:08:4
anyDetail.csv anyDetail.csv	Regular Regular	Success Success	XX-XX-XXXX XX-XX-XXXXX	16:08:4 16:00:4
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To upload an account file,

- Click the Choose File button
- Select the account file from your local directory
- Click the **Submit** button

The filename will appear in the **Recent Uploads** table with a status of Unprocessed.

Bill Upload					Contractory of the local division of the loc			
tal Bill	d Aut	omatic Transf	er Setup					
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		-						
Upload	Bill File	S			_			
New So	urce F	ile: Choose F	ile No file cho	sen	Su	bmit		
Files Sch	eduled	for Processi	na					
File Nam	P	Schedule	Date					
There are	~ n't anv	files scheduler	d for processin	a				
mere arei	in e uny	mes senedurer	a for processin	9.				
Recent U	pload	i						Refre
Recent U Batch #	Iploads File #	; File Name			Туре	Status		<u>Refre</u> Da
Recent U Batch # 12	Iploads File # 1	File Name SampleCon	npanyDetail	csv	Type Regular	Status Success	xx-xx-x0	<u>Refre</u> Da 00X 14:15:2
Recent U Batch # 12 10	Iploads File # 1 1	File Name SampleCon SampleCon	npanyDetail_, npanyDetail_	.csv	Type Regular Regular	Status Success Success	xx-xx-x0	Refre Da 00X 14:15: 00X 13:56:
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Recent U Batch # 12 10 9 8 7 6	Iploads File # 1 1 1 1 1 1 1	File Name SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon	npanyDetail npanyDetail_ npanyDetaily npanyDetaily npanyDetaily npanyDetaily	.csv .csv 5.csv 5.csv 4.csv 3.csv	Type Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success	 XX-XX-XX XX-XX-XX XX-XX-XX XX-XX-XX XX-XX-XX XX-XX-XX XX-XX-XX XX-XX-XX 	Refree Da 00X 14:15:: 00X 13:56:: 00X 10:44:: 00X 10:35:: 00X 10:61: 00X 10:51::
Recent U Batch # 12 10 9 8 7 6 5	Iploads File # 1 1 1 1 1 1 1 1 1	File Name SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon	npanyDetail_, npanyDetail_ npanyDetaily npanyDetailv npanyDetailv npanyDetailv npanyDetailv	csv .csv 5.csv 5.csv 4.csv 3.csv 2.csv	Type Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success	 XX-XX-XX 	Refre Da 000 14:15:: 000 13:56:: 000 10:44:: 000 10:35:: 000 11:06:0 000 10:51:: 000 22:29::
Recent U Batch # 12 10 9 8 7 6 5 4	Iploads File # 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon	npanyDetail_, npanyDetail_ npanyDetailv npanyDetailv npanyDetailv npanyDetailv npanyDetailv,	csv .csv 5.csv 5.csv 4.csv 3.csv 2.csv 2.csv	Type Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success Success	 XX-XX-XX XX-XX-XX<	Refre Da 00X 14:15:: 00X 13:56:: 00X 10:44:: 00X 10:35:: 00X 11:06:(00X 10:51:: 00X 22:29:: 00X 16:08:4
Recent U Batch # 12 10 9 8 7 6 5 4 3	Iploads File # 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon SampleCon	npanyDetail, npanyDetail, npanyDetailv npanyDetailv npanyDetailv npanyDetailv npanyDetailv npanyDetail.c	csv Scsv S.csv S.csv 3.csv 2.csv 2.csv Sv Sv	Type Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success Success Success	 XXC+XXC+XX XXC+XXC+XXC+XX XXC+XXC+XXC+XXC+XXC+XX XXC+XXC+XXC+XXC+XXC+XXC+XXC+XXC+XXC+XXC	Refre Da 000 14:15:1 000 13:56:1 000 10:44:1 000 10:35:1 000 10:51:1 000 22:29:1 000 16:08:4 000 16:00:4

To view the results of a file upload,

• Click the **Refresh** link that appears in the top right corner of the **Recent Uploads** table

The Status of the file upload will be updated to Success or Failed.

			nents Email S	etup Re	ports Supp	ort
Bill Uploa	d Auto	matic Transfer Setup				
otal Bill	ler So	lution - DirectBiller Admi	nistration	Uploa	d History	
Unload	Bill Filos	1				
opidad	Din Thes					
New So	urce Fil	e: Choose File No file chosen	Su	bmit		
Files Sch	eduled	for Processing				
File Nam	e	Schedule Date				
There are	n't any f	iles scheduled for processing.				
Recent L	Iploads					
Batch #						Refresh
	File #	File Name	Туре	Status		Refrest Date
12	File #	File Name SampleCompanyDetailcsv	Type Regular	Status Success	XX-XX-XXXX	Refrest Date 14:15:20
12 10	File #	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv	Type Regular Regular	Status Success Success	XX-XX-XXXX XX-XX-XXXX	Refrest Date 14:15:20 13:56:23
12 10 9	File # 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv	Type Regular Regular Regular	Status Success Success Success	XX-XX-XXXX XX-XX-XXXX XX-XX-XXXX	Refrest Date 14:15:20 13:56:23 10:44:32
12 10 9 8	File # 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv5.csv	Type Regular Regular Regular Regular	Status Success Success Success Success	XX-XX-XXXX XX-XX-XXXX XX-XX-XXXX XX-XX-X	Refrest Date 14:15:20 13:56:23 10:44:32 10:35:51
12 10 9 8 7	File # 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv5.csv	Type Regular Regular Regular Regular Regular	Status Success Success Success Success Success	XX-XX-XXXX XX-XX-XXXX XX-XX-XXXX XX-XX-X	Refrest Date 14:15:20 13:56:23 10:44:32 10:35:51 11:06:05
12 10 9 8 7 6	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv4.csv SampleCompanyDetailv4.csv	Type Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success	XX->XX->XX->XX XX->XX->XX XX->XX->XXXX XX->XX->	Refrest Date 14:15:20 13:56:23 10:44:32 10:35:51 11:06:05 10:51:11
12 10 9 8 7 6 5	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv5.csv SampleCompanyDetailv3.csv SampleCompanyDetailv3.csv	Type Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success	X0(-30(-300X) X0(-30(-300X) X0(-30(-300X) X0(-30(-300X) X0(-30(-300X) X0(-30(-300X) X0(-30(-300X) X0(-30(-300X))	Refresh Date 14:15:20 13:56:23 10:44:32 10:35:51 11:06:05 10:51:11 22:29:52
12 10 9 8 7 6 5 4	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv5.csv SampleCompanyDetailv3.csv SampleCompanyDetailv2.csv SampleCompanyDetail.csv	Type Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success Success	X0(->0(>-)(>)(>)(>)(>)(>)(>)(>)(>)(>)(>)(>)(>)(>)	Refresh Date 14:15:20 13:56:23 10:44:32 10:35:51 11:06:05 10:51:11 22:29:52 16:08:46
12 10 9 8 7 6 5 4 3	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv3.csv SampleCompanyDetailv4.csv SampleCompanyDetailv2.csv SampleCompanyDetail.csv SampleCompanyDetail.csv	Type Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success Success	X0(-30(-30)) X	Refresh Date 14:15:20 13:56:23 10:44:32 10:35:51 11:06:05 10:51:11 22:29:52 16:08:46 16:00:44
12 10 9 8 7 6 5 4 3	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCompanyDetailcsv SampleCompanyDetailcsv SampleCompanyDetailv5.csv SampleCompanyDetailv5.csv SampleCompanyDetailv3.csv SampleCompanyDetailv2.csv SampleCompanyDetail.csv SampleCompanyDetail.csv	Type Regular Regular Regular Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success Success	20(-30(-30) 20(-30)	Refree Dat 14:15:2 13:56:2 10:44:3 10:35:5 11:06:0 10:51:1 22:29:5 16:08:4 16:00:4

To see more details on the upload process,

• Click the File Name

The upload results will appear.

• Click the Go Back button to return to the Upload History screen.



Loading Bill Summary files

Billers that support Bill Presentment can load Bill Summary files. Refer to the document **Bill Upload Specification** for a detailed description of the accepted formats and contents of a bill file.

To load a Bill Summary file,

- Go to the File Transfers menu
- Click the Bill Upload Tab

The Upload History screen will appear.

	пе г	ile Transfers	User Admin	Entitlements	Email S	etup Re	ports Sup	port
Bill Uploa	d Auto	matic Transfe	er Setup					
atal Dill		lution D	in a st Dill a	A desirated		Unless	d History	
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Recent L	Iploads							
								Refres
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Batch # 12 10 9 8	File # 1 1 1 1	File Name SampleCom SampleCom SampleCom SampleCom	npanyDetail_, npanyDetail_ npanyDetailv npanyDetailv	.csv .csv 5.csv 5.csv	Type Regular Regular Regular Regular	Status Success Success Success Success	XX-XX-XXX-XXXX XX-XX-XXXXX XX-XX-XXXX XX-XX-	Refres Dat 14:15:2 13:56:2 10:44:3 10:35:5
Batch # 12 10 9 8 7	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCom SampleCom SampleCom SampleCom	npanyDetail_, npanyDetail_ npanyDetailv npanyDetailv npanyDetailv npanyDetailv	.csv .csv 5.csv 5.csv 4.csv	Type Regular Regular Regular Regular Regular	Status Success Success Success Success Success	XX-XX-XXX-XXXX XX-XX-XXXX XX-XX-XXXX XX-XX-	Refres Dat 14:15:2 13:56:2 10:44:3 10:35:5 11:06:0
Batch # 12 10 9 8 7 6	File # 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	File Name SampleCom SampleCom SampleCom SampleCom SampleCom	npanyDetail_, npanyDetail_ npanyDetailv npanyDetailv npanyDetailv npanyDetailv	.csv .csv 5.csv 5.csv 4.csv 3.csv	Type Regular Regular Regular Regular Regular	Status Success Success Success Success Success Success	XX-XX-XXXX XX-XX-XXXX XX-XX-XXXX XX-XX-X	Refres Dat 14:15:2 13:56:2 10:44:3 10:35:5 11:06:0 10:51:1
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To submit a file for upload,

- Use the **Browse** button
- Select the file from your local directory
- Click the **Submit** button

The filename will appear in the **Recent Uploads** table with a status of Unprocessed.

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To view the results of a file upload,

• Click the **Refresh** link that appears in the top right corner of the Recent Uploads table

The Status of the file upload will be updated to Success or Failed.

		le Transfers User Admi	n Entitlements	Email S	etup Re	eports Supp	oort
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To see more details on the upload process,

• Click the File Name

The upload results will appear.

• Click the **Go Back** button to return to the **Upload History** screen

Home Profile File Trans	sfers User Admin	Entitlements	Email Setup	Reports	Support
Bill Upload Automatic T	ransfer Setup				
Total Biller Solution	n - DirectBille	r Administr	ation: Upl	oad Re	sults
Upload Results					
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 Timestamp:XX-XX- 	-XXXX 14:15:18				
 Batch number: 12 	2				
 File number: 1 					
 Number of fatal e 	errors: 0				
 Number of errors 	5: 0				
 Number of warni 	ngs: 0				
 Number of Bills i 	nserted: 11				
 Number of Bills u 	pdated: 0				
	-				
	Go Back				

BACK-OFFICE USER ADMINISTRATION

The Biller Administrator can add new back-office users, modify user information and disable users. Back-office users include Administrators and CSRs.

Iome Profile	File Transfers	User Ad	min Entitle	ements	Email Setup	Reports	Support	
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Add obers								
	Role: Adminis	strator 💉	·]					
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Email Add	dress:		Tem	porary Pass	words will be	sent to this E	mail Address.	
New Pass	word:							
Confirm Pass	word:							
	Add Use	r						
Download User E	<u>Entitlements Re</u>	port						
🗌 Hide Inactiv	e Users							
* Locked Account	its							
Login ID	Role	Status			Action			
		A setting		morany D	accurated En	titlomonto		
SampleDetail	Administrator	Active	senerate ler	inputary P	assword En	utientents	Deactivate	

Add a new back-office user

- Select a Role for the user. Choices include Administrator and CSR.
- A user with the Role of Administrator has entitlements to use all menus and submenus on the Administration Site and can perform On Behalf Payments (default).
- A user with the Role of CSR has entitlements to the Reports and Support menus and can perform On Behalf Payments (default).
- The Administrator can modify the entitlements for a Role or for a specific user through the **Entitlements** menu.
- Specify a valid email address as the Login ID for the user; use of an email address is required.
- Enter a password for the user. The password must have a length of at least 8 characters, and contain 1 lowercase letter, 1 uppercase letter, and 1 number.
 - To prevent Administrators from knowing user passwords, a password entered by the Administrator expires upon first use, at which time the user change their password to one that only they know.
- Retype the password to confirm it.

Manage existing back-office users

An Administrator can manage existing users via the **All Existing Users** list visible on the screen. If a user has been locked out of the system, an asterisk will be shown next to their status.

The Total Biller Solution Administrator can perform the following actions on existing users:

• Change a User's Password: Enter the new password, confirm it, and click the **Change Password** button.

The new password is temporary and expires upon first use. The user will be required to create a new password that they alone will know.

NOTE: An administrator cannot use the Users screen to reset his/her own password. The administrator can reset his/her own password on the Home tab.

- Modify a User's Entitlements: Click the **Entitlements** button.
- Inactivate a User: Click the **Inactivate** button.

An inactivated user can no longer log in to the system but their Login ID will still appear on the Audit report.

- Activate a User: Click the **Activate** button.
- Unlock a User: Click the **Unlock** button.

Entitlements administration allows biller administrator to grant functionality to roles and users within Total Biller Solution. Functionality may be defined as any operation that can be carried out through the Total Biller Solution front end interfaces. This may include access to certain menus or pages within the site, the ability to run certain reports, the ability to perform on-behalf payments, etc. Entitlements administration allows administrators to define who can see certain things and who can do certain things.

Manage entitlements: Roles

About roles, users, and entitlements

An entitlement is comparable to privilege—for example the privilege to access an area of Total Biller Solution functionality, a particular report, or a menu item. The list of items whose accessibility is controlled via entitlements is extensive. To make entitlements manageable Total Biller Solution uses the concept of a Role which is effectively a template, or set of entitlements which can be assigned when a new back-office user account is created. A Role's entitlements (for instance those of a CSR) can be edited to match the privileges and functional needs of the Biller's actual CSR staff, making the configuration of Total Biller Solution to match a Biller's organization a matter of a few mouse clicks. If there is a need for exceptions to the Role (and associated entitlements) of a particular back-office user, the entitlements can be modified for that user alone. This will be described in the next section.

Roles entitlements

Role entitlements administration is the selection and management of the entitlements used in Roles. This Total Biller Solution feature lets an administrator to choose the default entitlements for a particular Role thereby eliminating the need to manage entitlements for each user individually.

For new Roles, the administrator would first determine the entitlements the Role should be assigned based on business needs. Take the CSR Role for example. When a new user is created with the CSR Role, that user will have the entitlements the administrator has granted (i.e., enabled) in the CSR Role template. Later, if the administrator needs to add or remove entitlements for that particular user, she can do so.

To access role entitlements, click the "Entitlements" NavBar menu button followed by the "Roles Entitlements" SubNavBar menu button.



Select the role for which you want to modify entitlements then click the button "Get Entitlements." A listing of the entitlements that apply to the selected role will appear in the lower part of the screen. The default for a new Role is to have all entitlements checked. To modify the list of entitlements that the Role will be granted, check the box next to the entitlements you want the Role to have, then click the "Update Entitlements" button at the bottom of the page. The role will not be granted unchecked entitlements.



In the preceding figure note that the list of entitlements is organized into two groups, "NavBar Button Entitlements" and "Other Entitlements." "NavBar button entitlements" control visibility of the buttons on the main navigation menu. "Other entitlements" lists links, buttons, and other Total Biller Solution functionality that back-office users can be entitled to access.

To apply the entitlements to all users having a given Role check the box next to "Apply to current users." This will overwrite the entitlements for all of the users with the selected Role, *even those users that have had entitlements configured specifically for them*. In other words, this will reset individually modified user entitlements back to the settings associated with the selected Role.

	'Test Bill' Navbar Button [dev.testuploads.testbill] 'Upload Tests' Navbar Button [dev.testuploads.uploadtests]
	'Wizard' Navbar Button [dev.wizard]
🗌 Арр	ly to current users
Update E	Intitlements
Total Bill	er Solution - DirectBiller.com

When a Role is selected the entitlements shown are only those that typically apply to that Role. To reveal the complete set of available entitlements, including those that my not apply to the selected Role, select the checkbox "Show all entitlements" and then click "Get Entitlements." Doing this would, for example, allow a CSR to be granted the ability to view reports that only administrators would generally have access to.

Manage entitlements: Users

User entitlements administration is used to modify entitlements for individual users. When a new back-office user is created they are granted the entitlements associated with the Role they are assigned. After the user account has been created the Administrator can tune that particular user's entitlements by enabling or disabling individual entitlements. Once a user's entitlements are modified by an administrator that user retains its own "private" set of entitlements.

After logging into MUFG Exchange and selecting link to Total Biller Solution, user entitlements for the Total Biller Solution CSR and Admin roles can be accessed by the Administrator from the NavBar within the Total Biller Solution application. Click the menu button, "Entitlements." Then, click the subNavBar button "User Entitlements.

When the user entitlements screen is accessed from the NavBar it is necessary to first select the user for which entitlements should be retrieved. After selecting the user click the "Entitlements" button. As with the roles entitlements page, you can choose to view all entitlements by selecting the "Show all entitlements" checkbox. This will allow you to assign entitlements to this user that may be outside the scope of his or her role.



List of Entitlements

The following Entitlements can be granted to CSRs.

Entitlement	Level	If this Entitlement is Checked, the user will be able to
Home	Menu Tab	access the Home Tab which includes the Change Password button
Reports	Menu Tab	access the Reports Menu
		Access to the Reports Menu is required for CSRs that will be given access to any of the report.
Aging Report	Subtab of Reports	access the Aging Report
		This report is only available if biller supports Bill Presentment
Scheduled Payments Report	Subtab of Reports	access the Scheduled Payments Report
Payment History Report	Subtab of Reports	access the Payment History Report
Reconciliation Report	Subtab of Reports	access the Reconciliation Report
Audit Report	Subtab of Reports	access the Audit Report
Activity Report	Subtab of Reports	access the Activity Report
Call Status Report	Subtab of Reports	access the Call Status Report
		This report is only available if biller supports IVR
Settlement Report	Subtab of Reports	access the Settlement Report
Message Report	Subtab of Reports	access the Message Report
Enrollment Report	Subtab of Reports	access the Enrollment Report
Message Report	Subtab of Reports	access the Message Report
Enrollment Report	Subtab of Reports	access the Enrollment Report
		This report is only available if biller supports Enrollment
Card Expiration Report	Subtab of Reports	access the Card Expiration Report
		This report is only available if biller supports Enrollment and payment by Card
Support	Menu Tab	access the Support functions
		This includes search for transactions by Account, Transaction ID, or Last Name.
		Access to the Support Menu is required for any CSRs that will do On Behalf Payments, Payment Cancellations, or Payment Reversals
Payment Cancellation	Function on Support Tab	cancel Pending ACH Payments
On Behalf Payments	Function on Support Tab	make a payment on behalf of a customer
Payment Reversal	Function on Support Tab	reverse a Processed Credit Card Payment
		Only available if the processor allows Reversals
Allow Recurring Payments Setup	Function on Support Tab	Create or Cancel Recurring Payments or Bill Triggered Payments on Behalf of a Customer
		Only available if the Biller supports Bill Triggered and Recurring Payments

The following Entitlements can be granted to Administrators (in addition to CSR entitlements listed on the previous page).

Entitlement	Level	If this Entitlement is Checked, the user will be able to
Profile	Menu Tab	access the Biller Profile, with the ability to update Biller Contact information
Bill Upload	Menu Tab	access the File Transfer tab that can be used to upload Bill Files or Account Files
Bill Upload History	Subtab of Bill Upload	access the Bill Upload History table to View the status of previous uploads of Bill Files or Account Files
	Maria Tali	Load new Bill Files or Account Files
User Admin		Create new users Reset user passwords Deactivate and Activate Users Manage user entitlements
Entitlements	Menu Tab	access Entitlement Management functions
Roles Entitlements	Subtab of Entitlements Menu	add or delete entitlements for roles
User Entitlements	Subtab of Entitlements Menu	add or delete entitlements for users
Email Setup	Menu Tab	set up email addresses that should receive notification when files are processed

BILLER REPORTS

A Total Biller Solution Administrator has access to a suite of reports that can be viewed with features for sorting and selection, and exported in common file formats including text, Excel, CSV, and XML depending on the particular report. Most reports are tabular lists of transactions or events that will initially display data for the current month. The particular reports that are available may depend on the Total Biller Solution features the Biller has selected for implementation.

To access biller reports from the NavBar click the menu button "Reports" then click the subNavBar button for the desired report.

Ho	ne	Profile	File Transfers	User Admin	Entitlements	Email Setup	Reports	Support						
A	jing I	Report	Scheduled Pa	ments Report	Payment Histo	ory Report	Reconciliati	ion Report	Audit Report	Activity Report	Call Status Report	Settlement Report	Message Report	Enrollment Report
Tot	Total Biller Solution - DirectBiller Administration: Reporting													
т	is sit	e provid	es a suite of re	ports to provide	real-time acces	s to payment	information	n, to assist	with audit need	s, to facilitate acco	ount reconciliation an	d to assist in the sear	ch for specific paye	r activities and payments.
		For ea You m In nea Some Some	ach report, you ay generate an arly all reports y report results o reports can be	may view data f MS Excel file, C You can drill dov Can be filtered b sorted by colun	for a specific rar SV or XML file, vn to access det y certain colum nn by clicking or	ge of dates t or PDF file co ailed informa ns by enterin n the column	y selecting ntaining da tion by click g text into t header.	the desire ta from the cing on row he textbox	d Start and End e selected report is or specific cell above the colur	date. by clicking the re s within the report nn and selecting ti	spective export icons he Filter button.	above the report.		
Тс	view	any of	these reports, s	imply click on t	he correspondin	g link in the I	navigation n	nenu abov	2.					

Common report features

There are a number of features common to most reports that include the ability to set a date range before generating a report, the ability to sort and select tabular data after generating a report, the ability to export a report in the desired file format, and point and click drill down.

Set the report Date Range

For each report, you may view data for a specific Date Range:

Home Profile	File Transfers	User Admin	Entitlements	Email Setu	Reports	Support								
Aging Report	Scheduled Paym	ents Report	Payment Histo	ory Report	Reconciliati	on Report	Audit Report	Activity Report	Call Status Report	Settlement Report	Messag	Report	Enroll	ment Report
Total Biller	Solution - Di	irectBiller	Administr	ation: Pa	nyment H	listory	Report							
								Start Date: XX/X	X/XXXX End	Date: XX/XX/XXXX	R	un Report		
											?	Apri	, XXXX	×
Payment St	atus Summa	rv									«., «	• T	oday	>., ».,
											wk Su	n Mon Tu	e Wed Ti	nu Fri Sat
1 results found, di	isplaying 1 to 1										12			1 2 3
Status				Number of	Payments						13	5 (7	<mark>8</mark> 9 10
Pending				2							14 1	12 13	14 1	5 16 17
Totals				2							15 1	3 19 20	21 2	2 23 24
											16 2	26 2	28 2	9 30
												Sele	ct date	

To set the report Date Range

- Enter the Start Date
- Enter the End Date
- Click the Run Report button

Sort and select tabular data

Most reports are tabular lists of transaction or event data that share a common presentation and many common features. The particular features that are available depends on the report.

otal B	iller Solution -	DirectBiller Admi	inistration: Sche	duled Payments I	Report				
			Star	t Date: XX/XX/XXXX I	End Date: XX/XX/XXX	X Run Report			
Scheduled Payments									
4 results	found, displaying 1 to 4					2			
Count	Transaction ID	Account Number	Invoice Number	Customer Name	Entry Date	Payment Date			
1	B211171071563	8989898989		COMPANY NINE	XX/XX/XXXX 06:00:43	XX/XX/XXXX 06:00:00			
2	B211171071564	9999999999		COMPANY EIGHT	XX/XX/XXXX 06:00:43	XX/XX/XXXX 06:00:00			
		444444444		CUSTOMER FOUR	XX/XX/XXXX 06:01:01	XX/XX/XXXX 06:00:00			
3	B2111810/1646	444444444							
3 4	B2111810/1646 B211231072934	444444444		CUSTOMER FOUR	XX/XX/XXXX 15:13:40	XX/XX/XXXX 06:00:00			

Referring to the picture above, the common elements from left to right and top to bottom are:

- 1 Report Title This report's title is "Scheduled Payments Report."
- 2 Date Range The run date for this report is 02/03/2010.
- Page Navigation A report is initially broken into 10 records per page. If there are more than 10 records then the First/Prev/Next/Last buttons will be active. Clicking on these buttons will move through the results by pages. The page length can be changed from 10 to 20, 50, or 100.
- Export Results This report has three mini-icons indicating the export file types of Excel, Text, and PDF. Clicking on one of these icons will take the user to standard dialogs for saving the displayed results to the specified location in the format indicated by the icon. Other reports may have different options for the export file format.
- 5 Results Found Indicates the number of records in the results data set.
- Filter/Clear Either filter the data set for those records that match the data entered into the editable cells above each column label, or clear all the editable cells.
- Filter Data The light blue editable cells above each column label. If, for instance, "Checking" is typed into the Filter Data cell above the label Payment Mode, pressing the enter key or clicking the Filter button would cause only the entries with the Payment Mode = Checking to be displayed. These can be used in combination with each other for increasingly refined queries.
- 3 Sort Results The report results can be sorted by clicking on the column label. For instance to sort by Account Number click on the label Account Number. To reverse the sort direction click on the label a second time.
- Totals The bottom-most row shows the sum for numeric columns, such as the Bill Amount or Paid Amount columns.

Point and click detail drill-down

In most reports it is possible to drill down for more detail by clicking on the particular row of interest in the report. For instance, to get more detail on the 5th record in this payment history report...

					Start D	ate: XX/XX/XXXX End D	ate: XX/XX/XXXX			
aym	ayment History									
24 result	s found, displaying 1 to	10		1						
Count	Transaction ID	Account	Invoice Number	Customer Name	Date Paid	Bill Amount	Paid Amount			
1	B210961067357	1212121212	1212121212-2104	CUSTOMER ONE	XX/XX/XXXX 13:56:22	\$19.84	\$19.84			
2	B210961067360	444444444	444444444-2104	CUSTOMER FOUR	XX/XX/XXXX 14:03:00	\$73.85	\$73.85			
3	B210961067361	8989898989	8989898989-2104	COMPANY GHI	XX/XX/XXXX 14:09:32	\$77.12	\$77.12			
4	B210961067362	1212121212	1212121212-0401	CUSTOMER ONE	XX/XX/XXXX 14:15:19	\$19.84	\$19.84			
5	B210961067366	99999999999	9999999999-0401	COMPANY GHI	XX/XX/XXXX 14:22:26	\$40.00	\$40.00			
6	B210961067367	2222222222		CUSTOMER TWO	XX/XX/XXXX 14:28:08		\$100.00			
7	B210961067368	99999999999		COMPANY GHI	XX/XX/XXXX 14:30:27		\$100.00			
8	B210901066043	444444444		CUSTOMER FOUR	XX/XX/XXXX 06:00:00		\$100.00			
9	B210981067680	1212121212	1212121212-0402	CUSTOMER ONE	XX/XX/XXXX 12:29:51	\$19.84	\$19.84			
10	B210981067687	99999999999	9999999999-0402	COMPANY GHI	XX/XX/XXXX 15:14:59	\$40.00	\$40.00			
Totals						\$573.35	\$103,593.35			

...click anywhere on the 5th row and the next level of details for that record will be displayed.

ayment information	CampleCompany		
Authorized By:	LICED	Invoice Number:	000000000 0401
Reference Number:	B210061067266	Bill Number:	0000000000000000
Payment Date:	XX/XX/XXXX	Davment Status:	Processed
Device:	Weh	Payment Type:	Bill Payment
Account:	000000000	Account Type:	Individual
Paver:		Account Type.	Individual
Phone:	2225550166	Email:	SampleCSR@email.com
Designator	N/A		
Date Due:	XX/XX/XXXX	Original Bill Amount:	\$40.00
		Balance Due:	\$40.00
		Minimum Payment:	\$1.00
Invoice Description:		Invoice PDF:	Click to View
Region:	Anywhere		
		Payment Amount:	\$40.00
		Billing Service Fee:	\$0.00
	Тс	otal Payment Amount:	\$40.00
Payment Method			
	Bank A	Account	
	Account Type:	Checking	
	Routing Number:	122000496	
	Account Number:	*****6789	
	Name on Account:	Company GHI	

Click the **Back** button to return to the previous level of the report.

Export results to file or application

A report can be saved to a file or opened in an application by clicking on the mini-icons described in the section "Sort and Select Tabular Data." Standard Windows dialogs are used that won't be described here.

The following image illustrates the outcome of having clicked on the Excel icon and chosen to Open (as opposed to Save) the file. The foreground window shows the file after having been opened by Excel.

Home Proble File Transfers User Admin Entitlements Email Setup Reports Support					
Aging Report Scheduled Payments Report Payment History Report Reconciliation Report Audit Report Activity Re	port Call Status Report Settlement Report Message Report Enrollment Report	Card Expiration Report			
Total Biller Solution - DirectBiller Administration: Reconciliation Report					
	Reconciliation Date: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	III Run Report			
Reconciliation Summary					
1 results found, deploying 1 to 1					
Status Count	Payments	Reversals/Chargebacks			
Processed 1	\$100.00	\$0.00			
Totals 1	\$100.00	\$0.00			
Reconciliation Report Details				First Prev Next Last 10	×1€ 8 € 5
1 results found, displaying 1 to 1					Pilter Clear
Count Reconciliation Date Transaction ID Account Invoice Number Customer Na	ne Effective Date Date Cleared Date Initiated	Ell Amount Paid Amount Fee Amou	int Payment Mode Status	Approval Code Authorized By	Designator
Totals	an Annanan accurate Anna 2000 (9:00:01 2000/2000 06:00:00	\$0.00 \$100.00 \$0.00 \$0.00 \$100.00 \$0.00	unecong Processed	INVA USER	

Choose a Division

If the Total Biller Solution has been set up to support multiple Divisions, an Administrator can choose a division to see reports that include data for just the Division.

To choose a Division

- Go to the drop-down box above the menu bar
- Select the Division
- The name of the Division appears

SAMPLE COMPANY	SampleCompany SampleCompany
Home Profile File Transfers User Admin Entitlements Email Setup Reports Support	SampleDivisionOne
Total Biller Solution - DirectBiller Administration:	sampieDivision1wo
Welcome to Total Biller Solution - DirectBiller This is the Total Biller Solution - DirectBiller Administration site. You can use this site to modify your profile, upload accounts and bills, create new us	sers, and view various reports.

Aging Report

The Aging Report summarizes all the bills on the system. It buckets bills by how long they are past due. For example, bills that aren't past due are bucketed into the 0 day bucket whereas bills that are 45 days overdue are bucketed into the 30-60 days bucket.

Home Profile File Transfers User Admin Entitlements Email Setup	Reports Support	5a					
Aging Report Scheduled Payments Report Payment History Report Re	econciliation Report Aug	dit Report Activity Report	Call Status	Report Settlemen	Report Messa	ge Report Enr	ollment Report
otal Biller Solution - DirectBiller Administration: Acc	ounts Receivable	Aging Report					
				Run R	port		
		Unnaid Paym	ents				
		onpaid i djin	0 days 0	-30 days 30-60 d	ys 60-90 day	5 90-120 days	120+ days
		Bill Quantity	9	0 0	0	0	0
		Amounts	\$645.43	\$0.00 \$0.00	\$0.00	\$0.00	\$0.00
L							

To view the bills in a specific bucket, click the number in the Bill Quantity row beneath the desired bucket. The list of unpaid bills will appear in standard the report format. All the features of standard reports previously described apply, including sort, select, export, pagination, and detail drill-down.

Home Profile File Transfers User Admin Entitlements Email Setup Reports Support							
Aging Report Scheduled Payments Report Payment History Report Reconciliation Report Audit Report	Activity Report	Call Stat	us Report	Settlement Re	port Messag	e Report E	rollment Report
Total Biller Solution - DirectBiller Administration: Accounts Receivable Aging R	Report						
				Run Repor	t		
	Unpaid Paym	ients					
		0 days	0-30 days	30-60 days	60-90 days	90-120 da	s 120+ days
	Bill Quantity	9	0	0	0	0	0
	Amounts	\$645 B	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Home Profile File Transfers User Admin Enti	itlements Email Setup Reports Support								
Aging Report Scheduled Payments Report Pay	ment History Report Reconciliation Report A	udit Report Activity Report Call Status Report Settlem	ent Report Message Report Enrollment Report						
Total Biller Solution - DirectBiller Ad	Iministration: Accounts Receivabl	e Aging Report							
				0.4 × 0					
				Back to summary					
Accounts Receivable Aging Report: 0	Accounts Receivable Aging Report: 0 Days								
9 results found, displaying 1 to 9				Filter Clear					
Account	Invoice Number	Due Date	Invoice Amount	Minimum Amount					
2222222222	222222222-0402	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$51.50	\$1.00					
3333333333	333333333-0402	X00000000X	\$77.12	\$1.00					
444444444	44444444440402	X0000000X	\$73.85	\$1.00					
555555555	555555555-0402	XXX/XXX/XXXXX	\$20.51	\$1.00					
6666666666	6666666666-0402	300/00/0000	\$77.12	\$1.00					
7777777777	7777777770402	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$73.85	\$1.00					
8888888888	8888888888-0402	X00000000X	\$120.51	\$1.00					
8989898989	8989898989-0402	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	\$77.12	\$1.00					
9898989898	9898989898-0402	X00000000X	\$73.85	\$1.00					
Total			\$645.43	\$9.00					
				Rark To Summary					
				Dick to Summing					

Scheduled Payments Report

This report summarizes the total number of expected web and phone payments over specified date ranges. This report gives a view on expected income from the service.

			Start	Date: XX/XX/XXXX	End Date: XX/XX/XXX	X Run Report
ched	uled Payments					
+ results	found, displaying 1 to 4					
Count	Transaction ID	Account Number	Invoice Number	Customer Name	Entry Date	Payment Date
Count	Transaction ID B211171071563	Account Number 8989898989	Invoice Number	Customer Name COMPANY NINE	Entry Date XX/XX/XXX 06:00:43	Payment Date XX/XX/XXXX 06:00:00
Count 1 2	Transaction ID B211171071563 B211171071564	Account Number 8989898989 9999999999	Invoice Number	Customer Name COMPANY NINE COMPANY EIGHT	Entry Date XX/XX/XXXX 06:00:43 XX/XX/XXXX 06:00:43	Payment Date XX/XX/XXX 06:00:00 XX/XX/XXX 06:00:00
Count 1 2 3	Transaction ID B211171071563 B211171071564 B211181071646	Account Number 8989898989 9999999999 4444444444	Invoice Number	Customer Name COMPANY NINE COMPANY EIGHT CUSTOMER FOUR	Entry Date XX/XX/XXXX 06:00:43 XX/XX/XXXX 06:00:43 XX/XX/XXXX 06:01:01	Payment Date XX/XX/XXXX 06:00:00 XX/XX/XXXX 06:00:00 XX/XX/XXXX 06:00:00 XX/XX/XXXX 06:00:00

To view the list of payments scheduled for a date range, enter the start date and end date of the date range and select **Run Report**. The list of scheduled payments will appear in the standard report format. All the features of standard reports previously described apply, including sort, select, export, pagination, and detail drill-down.

Payment History Report

This report summarizes the total number of web and phone payments made by all payers during a specified period of time and sums up the total dollar amounts resulting from the listed payments. The top level of the Payment History Report is a summary of payments by their status.

Payment History Report		
/XX/XXXX End Date: XX/XX/XXXX Run Repo	ort	
		@ b
Number of Payments	Amount	
10	\$590.49	
10	\$590.49	
×	Payment History Report XX/XX/XXXX E End Date: XX/XX/XXXX E Run Report XXXXXXXXXX E Run Report Number of Payments 10 10 10 10 10 10 10 10 10 10 10 10 10	Number of Payments Amount 10 5590.49

Click anywhere on the desired row to drill-down to the next level, for instance the list of Processed payments in standard report format.

ayme	nt History Repor	t Details					
			Start	Date: XX/XX/XXXX End I	Date: XX/XX/XXXX Back		
Payme	ent History				First	Prev Next Last	10 🗸 🖷 🎽 🗃
10 results	found, displaying 1 to 10						Filter Cle
Count	Transaction ID	Account	Invoice Number	Customer Name	Date Paid	Bill Amount	Paid Amount
1	B210961067357	1212121212	1212121212-2104	CUSTOMER ONE	XX/XX/XXXX 13:56:22	\$19.84	\$19.84
2	B210961067360	44444444	444444444-2104	CUSTOMER FOUR	XX/XX/XXXX 14:03:00	\$73.85	\$73.85
3	B210961067361	8989898989	8989898989-2104	COMPANY THREE	XX/XX/XXXX 14:09:32	\$77.12	\$77.12
4	B210961067362	1212121212	1212121212-0401	CUSTOMER ONE	XX/XX/XXXX 14:15:19	\$19.84	\$19.84
5	B210961067366	9999999999	9999999999-0401	COMPANY SEVEN	XX/XX/XXXX 14:22:26	\$40.00	\$40.00
5	B210961067367	2222222222		CUSTOMER TWO	XX/XX/XXXX 14:28:08		\$100.00
7	B210961067368	9999999999		COMPANY ONE	XX/XX/XXXX 14:30:27		\$100.00
3	B210901066043	44444444		CUSTOMER FOUR	XX/XX/XXXX 06:00:00		\$100.00
9	B210981067680	1212121212	1212121212-0402	CUSTOMER ONE	XX/XX/XXXX 12:29:51	\$19.84	\$19.84
10	B210981067687	9999999999	9999999999-0402	COMPANY NINE	XX/XX/XXXX 15:14:59	\$40.00	\$40.00
Totals						\$290.49	\$590.49

Each payment record in the Payment History report contains:

- Fields visible in screenshot
 - Transaction ID a unique ID assigned to the payment by Total Biller Solution
 - Account the payer's account with the Biller
 - Invoice Number (blank if there is no bill presentment)
 - Customer Name
 - Date Paid
 - Bill Amount (blank if there is no bill presentment)
 - Paid Amount
- Fields not visible in screenshot
- Fee Amount User fee collected.
- Payment Mode Type of check and/or type of credit card depending on type of payment Biller has chosen to accept, e.g., Checking, Savings, VISA, MASTER, etc.
- Status The current status of the payment.
- Authorized By Either the login ID of the CSR who made the payment, or the word USER if the customer made the payment directly via IVR or Web.
- Device Type either Web or Telephone for how the payer accessed Total Biller Solution.
- Plus any payment parameters or Pass Through Fields that were set up for the Biller during implementation.

For more details, simply click on the payment of interest to display the Payment Details screen.



Reconciliation Report

The Reconciliation Report contains the same information as the Payment History Report, but is shown for a single payment processing cycle. Billers use the Reconciliation Report

To reconcile the total amount of payments processed during a processing cycle with the deposit received into their bank account. For example, Tuesday's reconciliation report shows the total ACH payments processed with an effective date of Tuesday. The total amount shown on the report should match the deposit received.

2 To post payments to the Accounts Receivable system.

Delivery of the Reconciliation Report can be automated so that the biller automatically receives the report containing all transactions that have been processed in a processing cycle.

The table below shows what payments are included in each Reconciliation Report.

Report Created on	Includes ACH payments	Includes Credit Card payments
Monday	With Effective Date = Monday, made after cutoff on Thursday and before cutoff on Friday	With Effective Date = Monday, made after cutoff on Thursday and before cutoff on Sunday
Tuesday	With Effective Date = Tuesday, made after cutoff on Friday and before cutoff on Monday	With Effective Date = Tuesday, made after cutoff on Sunday and before cutoff on Monday
Wednesday	With Effective Date = Wednesday, made after cutoff on Monday and before cutoff on Tuesday	With Effective Date = Wednesday, made after cutoff on Monday and before cutoff on Tuesday
Thursday	With Effective Date = Thursday, made after cutoff on Tuesday and before cutoff on Wednesday	With Effective Date = Thursday, made after cutoff on Tuesday and before cutoff on Wednesday
Friday	With Effective Date = Friday, made after cutoff on Wednesday and before cutoff on Thursday	With Effective Date = Friday, made after cutoff on Wednesday and before cutoff on Thursday

The Biller can also use the Reconciliation Report to track returned ACH transactions and Credit Card Reversals.

• ACH Returns are received from the ACH Processor every business day, throughout the day. When a return is received, the original transaction is marked as failed, and a return record is added to that day's Reconciliation Report.

For example:

- An ACH payment was made by the payer on Friday before cutoff
- The payment has an effective date of Monday and shows up in Monday's Reconciliation Report
- A return record is received for the payment on Tuesday, so the payment is included in Tuesday's report as a Failed payment.

Please note that ACH returns are received throughout the day, so the Failed payment may show up in Tuesday's report in the evening. To see all payments that were returned on Tuesday, it is best to check Tuesday's Reconciliation Report on Wednesday.

• If the Credit Card Gateway supports Reversals, Credit Card reversals can be initiated by the biller at any time. A reversal is processed by the Credit Card Gateway in real-time and assigned an Effective Date of the next business day.

For example:

- A credit card payment was made by the payer on Friday before cutoff
- The payment has an effective date of Monday and shows up in Monday's Reconciliation Report
- The biller reverses the payment on Tuesday. The reversal's Effective Date is Wednesday and is included in Wednesday's Reconciliation Report.

Note that Failed Credit Card payments do not show up in the Reconciliation Report, since they are marked as failed the moment the payer makes the payment, so they are not included in any settlement.

The table below shows when ACH Returns and Credit Card Reversals are included in each Reconciliation Report.

Report On	Includes ACH Returns	Includes Credit Card Reversals
Monday	With Return Date = Monday	With Effective Date = Monday
Tuesday	With Return Date = Tuesday	With Effective Date = Tuesday
Wednesday	With Return Date = Wednesday	With Effective Date = Wednesday
Thursday	With Return Date = Thursday	With Effective Date = Thursday
Friday	With Return Date = Friday	With Effective Date = Friday

	Profile File Transfer	rs User Admin Ei	titlements Email S	etup Reports Support	t									
Aging R	eport Scheduled Pa	ayments Report P	syment History Repo	rt Reconciliation Report	t Audit Report Act	ivity Report Call St	atus Report Settle	ment Report Message I	Report Enrollment	Report				
otal Bi	iller Solution -	DirectBiller A	dministration:	Reconciliation Re	eport									
						Reconditiation	Date: XX/XX/XX/XX/XX/XX/XX/XX/XX/XX/XX/XX/XX/	K III Run Report						
Recond	ciliation Summa	ary												
1 results f	ound, displaying 1 to 1				-									
Status			Count		Payments			Reversals/Chargebac	KS					
Processes.	•d		2		\$59.84			\$0.00						
FILUCESSE														
Totals			2		\$59.84			\$0.00						
Totals			2		\$59.84			\$0.00						
Totals	ciliation Report	Details	2		\$59.84			\$0.00			First	Prev Next L	ast 10 💊	· 1 · B · B · B
Totals Recond	ciliation Report	Details	2		\$59.84			\$0.00			First	Prev Next L	ast 10 •	
Totals Recond	ciliation Report	Details	2		\$59.84	1		\$0.00	1		First	Prev. Next L	aat 10 🗸	
Totals Recond 2 results F Count 1	ciliation Report ound, displaying 1 to 2 Reconciliation Date	Details Transaction ID	2 Account	Invoice Number	\$59.84 Customer Name	Effective Date	Date Cleared	\$0.00 Date Initiated	Bill Amount	Paid Amount	First Fee Amount	Prev Next L Payment Mode	ant 20 V	Approval Cod
Totals Recond 2 results 6 Count 1 1	ciliation Report ound. displaying 1 to 2 Reconciliation Date	Details Transaction ID B210981067687	2 Account 9999999999	Invoice Number 9999999999-0402	\$59.84 Customer Name COMPANY GHI	Effective Date XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Date Cleared	\$0.00 Date Initiated 100/00/00000 15:14:59	Bill Amount \$40.00	Paid Amount \$40.00	Free Amount \$0.00	Prev. Next L Payment Mode Checking	status Processed	Approval Cod
Totals Recond 2 results 6 Count 1 1 2	ciliation Report cond. daplaying 1 to 2 Reconciliation Date XXX/XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Details Transaction ID B210981067687 B210981067680	2 Account 9999999999 1212121212	Invoice Number 000000000-0402 1212121212-0402	\$59.84 Customer Name COMPANY GHI CUSTOMER ONE	Effective Date 20/00/0000 01:00:00 00:00:00	Date Cleared XXXXX/XXXXX 19:00:01 XXXXX/XXXXX 21:00:09	\$0.00 Date Initiated X0/00/0000 15:14:59 X0/00/0000 12:29:51	Bill Amount \$40.00 \$19.84	Paid Amount \$40.00 \$19.84	First	Prev. Next L Payment Mode Checking Visa	Status Processed	Approval Cod N/A CVI426

The Reconciliation Report begins with a summary that includes:

- One line for Processed Payments, listing the number of processed payments and the total amount
- One line for Failed Payments, if there were any, listing the number of failed payments and the total amount
- One line for Reversals, if there were any, listing the number of reversed payments and the total amount

For each payment the report lists:

- Key the Division Key (only included if payments are processed for multiple divisions)
- Reconciliation Date the date the report was run
- Transaction ID the unique ID assigned to the payment by Total Biller Solution
- Account ID the payer's ID with the biller
- Invoice Number (only provided if bill presentment was done)
- Customer Name
- Effective Date the date assigned to the payment by the ACH or Credit Card Processor
- Date Cleared the date the payment is completes processing in Total Biller Solution For Credit Card payments this is the same date the payment was entered by the user, or the next day (if the payment was entered after the daily cutoff).

For ACH payments this is 2 business days after the payment was sent for processing, because Total Biller Solution continues to check the ACH system for possible returns.

- Date Initiated the date the payer entered the payment
- Bill Amount (only provided if bill presentment was done)
- Paid Amount the amount the payer paid
- Fee Amount the fee charged by the Biller (this is set to \$0.00 if the Biller does not charge a fee)
- Payment Method (Checking, Savings, Visa, MasterCard)
- Payment Status (Processed, Failed, or Reversal)
- Approval Code The approval code sent back by the Processor
- Authorized By The login ID of the CSR who made the payment, or the words USER if the customer made the payment via IVR or Web
- Plus any payment parameters or pass-through fields that were set up for the Biller during implementation

Audit Report

This report audits activity by Administrators and CSRs. This currently includes logins, logouts, timeouts, and on-behalf payments.

Total Biller Solution - Direct	Biller Administration: Audit Report						
			Start Date: NK/XX/XXXX	End Date: XX/XX/XXXX E	Bun Report		
Audit Report						Post Prev Next 1	aut 10 Y 😭
58 results found, displaying 3 to 10							Piter Clear
			~	~	~		
Count	Timestamp	User ID	User Role	Event Level	Event Type	Event Description	
1	306/306/3000011:09:17 AM	UserName2	Administrator	INFO	Logon	User logged in to the system	
2	X0(/X0(/000X11:05:29 AM	UserName2	Administrator	INFO	Session Timeout	User session timed out	
3	306/300/30000 10:50:21 AM	UserName2	Administrator	INFO	Logon	User logged in to the system	
4	XX/XX/XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	UserName2	Administrator	INFO	Session Timeout	User session timed out	
5	XX/XX/XXXX 10:44:27 AM	UserName2	Administrator	INFO	Session Timeout	User session timed out	
6	XX/XX/XXXX 10:31:33 AM	Usertiame	Administrator	INFO	Logout	User logged out of the system	
2	XX/XX/XXXX10131109 AM	UserName2	Administrator	INFO	Logon	User logged in to the system	
8	306/00/000X10:28:41 AM	UserName2	Administrator	INFO	Logon	User logged in to the system	
9	90(/XX/000010:28:27 AM	UserName2	Administrator	WARN	Logon	Log in attempt failed	
10	XK/XX/XXXX08:35:56 AM	UserName	Administrator	INFO	Logout	User logged out of the system	

Activity Report

This report tracks the number of payer logins via the web and via telephone within a specified date range.

The summary view shows one line for Web Activity. If IVR is supported it also shows a line for Telephone Activity. To view detailed activity, click on the appropriate line.

	Start Date: XX/XX/XXX 🖬 End Date: XX/XX/XXX 🕅 Run Report
Activity Report	
2 results found, displaying 1 to 2	
Device Type	Count
Web Service	1
Web	86
T	07

To view detailed Telephone Activity, click on the Telephone line.

tal Bil	ler Solution - DirectBiller Ad	ministration: Activity Repo	ort		
					Start Date: XX/XX/XXXX End Date: XX/XX/XXXX Back
ctivity	Report for Web				
8 results fo	und, displaying 1 to 10		~	~	
ount	Timestamp	User ID	User Role	Event Type	Event Description
	XX/XX/XXXX 10:55:49 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 10:55:49 AM	CustomerEight	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 10:51:03 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 10:43:58 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 10:43:58 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 03:30:28 PM	CustomerNine	Payer Enrolled	Session Timeout	User session timed out
	XX/XX/XXXX 03:14:59 PM	CustomerNine	Payer Enrolled	Payment	A payment is scheduled
	XX/XX/XXXX 03:14:21 PM	CustomerNine	Payer Enrolled	Logon	User logged in to the system
	XX/XX/XXXX 02:43:22 PM	CustomerNine	Payer Enrolled	Session Timeout	User session timed out
0	XX/XX/XXXX 02:43:22 PM	CustomerNine	Paver Enrolled	Session Timeout	User session timed out

To view detailed activity for the Web, click on the Web line.

otal Bil	ler Solution - DirectBiller Ad	ministration: Activity Repo	ort			
					Start Date: XX/XX/XXXX End Date: XX/XX/XXX	X Back
Activity	Report for Web				First Prev Next Last 10 🗸 🖷	🖻 🖹 🗎
78 results fo	und, displaying 1 to 10				F	ilter Clear
			~	~		
Count	Timestamp	User ID	User Role	Event Type	Event Description	
1	XX/XX/XXXX 10:55:49 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system	
2	XX/XX/XXXX 10:55:49 AM	CustomerEight	Payer Enrolled	Logon	User logged in to the system	
3	XX/XX/XXXX 10:51:03 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system	
4	XX/XX/XXXX 10:43:58 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system	
5	XX/XX/XXXX 10:43:58 AM	CustomerNine	Payer Enrolled	Logon	User logged in to the system	
6	XX/XX/XXXX 03:30:28 PM	CustomerNine	Payer Enrolled	Session Timeout	User session timed out	
7	XX/XX/XXXX 03:14:59 PM	CustomerNine	Payer Enrolled	Payment	A payment is scheduled	
8	XX/XX/XXXX 03:14:21 PM	CustomerNine	Payer Enrolled	Logon	User logged in to the system	
9	XX/XX/XXXX 02:43:22 PM	CustomerNine	Payer Enrolled	Session Timeout	User session timed out	
10	XX/XX/XXXX 02:43:22 PM	CustomerNine	Payer Enrolled	Session Timeout	User session timed out	

Call Status Report

This report tracks the number of payer logins via the web and via telephone within a specified date range.

_		VV -		N hay hay		-
Start	Date: XX/XX/XX	^^ IIII I	end Date:	(1/12/2)		Kun Report
Calls E	etween XX/XX/XX	XX and XX	/xx/xxxx			
Calls E	Number of Calls	CALL Type	/XX/XXXX Total Call I	Minutes	Averag	e Call (minute
Calls E	Between XX/XX/XX Number of Calls 506	CXX and XX Call Type Inbound	X/XX/XXXX Total Call I 1518.	Minutes	Averag	e Call (minute 3

Click on the **Number of Calls** link to view call detail, including the phone number from which the call was made and the total call time for each call.

DirectBil	ler Administration: Call S	tatus Report			
Start Dat	e: XX/XX/XXXX End Date: XX/XX/XXXX	Back			
Call Stat	us Report			First Prev Next Last 10	~ இ ₿
506 results f	ound, displaying 1 to 10				Filter Clear
Count	Call Type	Phone Number	Call Timestamp	Call Duration (seconds)	
1	Inbound	2225550155	XX/XX/XXXX 00:21:19	324.0	
2	Inbound	2225550166	XX/XX/XXXX 06:35:58	228.0	
3	Inbound	2225550133	XX/XX/XXXX 06:39:52	221.0	
4	Inbound	2225550155	XX/XX/XXXX 06:44:19	254.0	
5	Inbound	2225550133	XX/XX/XXXX 07:36:34	308.0	
6	Inbound	2225550166	XX/XX/XXXX 08:12:44	31.0	
7	Inbound	2225550166	XX/XX/XXXX 08:15:40	168.0	

Settlement Report

This report summarizes the total number of successful and failed transactions during a timeframe. The report shows a different view of transactions than what is shown in the Payment History Report or in the Support screen, because it ONLY tracks transactions that are ready to be sent to a Gateway in the next batch cycle, or have been sent to a Gateway. Therefore, this report does not show transactions that were Cancelled by the Payer or the CSR. Also, it does not show any Future-Dated transactions.

The main benefit of looking at the Settlement Report vs. the other reports is that it provides a concise view of all transactions and can be used to determine exactly which transactions have been sent to the Gateways.

The Settlement Report Summary shows a summary of all ACH Transactions and a summary of all Credit Card Transactions.

- In the Debits columns, the total debit transactions and total amount is shown. Each payment is counted as a debit.
- In the Credits columns, the total credit transactions and total amount is shown. Each reversal is counted as a Credit.
- The Cleared column shows the number of transactions that have been cleared.
- The Errors column shows the number of transactions that have resulted in a Return.



Click the **Report Details** button to produce view of each transaction. To see more details for a particular transaction click anywhere on the transaction's row.

SAMPLE COMPANY								Home Development Site Logout (SampleUser1)
Home Profile File Transfers User Adr	nin Entitlements Email Setu	P Reports Support						
Aging Report Scheduled Payments Rep	ort Payment History Report	Reconciliation Report Audit Report Activit	y Report Call Status Report Settlement Report	Hessage Report Enrollment Repo	ort Card Expiration Report			
Total Biller Solution - DirectBi	ller Administration: Se	ttlement Report						
				Start Date: 30/200000 End De	ste: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			
								** If Biller charges a Fee, the Amount shoun in this report includes the Fee.
and the second second second								1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Settlement Report								
50 results found, displaying 5 to 10								Filter Clear
	~			~			~	
Tion Id	Status	Entry Date	Effective Date	Type	Amount	Settle Date	Gateway	Gateway Txn Id
D123456709123	Successful	30690690000 5:14:59	306/906/9000K	Debit	\$40.00	306/906/90006	UNIONBANK	N/A
8987654321987	Successful	XXX/XXX/XXXXX 2:29:50	30K/90K/9000K	Debit	\$19.84	306/306/30000	ELAVON	N/A
B123456789123	Successful	300/300/20000 6:0013-4	306/306/3000K	Debit	\$100.00	30630630006	UNIONBANK	N/A
8987654321987	Buccessful	30690690006 4130126	306/306/30000	Debit	\$100.00	306/906/90006	UNIONBANK	N/A
8123456789123	Successful	306/306/30000 4128108	30K/30K/3000K	Debit	\$100.00	30K/90K/9000K	UNIONBANK	N/A
6987654321987	Successful	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	30X2002000X	Debit	\$40.00	306/306/30/200	UNIONBANK	N/A
D123456789123	Successful	VY/Y/Y/Y/Y 4:15:19	XX/XX/XXXX	Debit	\$19.04	NY OCY OCYNY	ELAVON	N/A
8987654321987	Successful	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	30(200/2000)	Debit	\$77.12	306/900/20000	UNIONBANK	N/A
0123466789123	Successful	30(20(2000) 4:03:01	305/205/20005	Debit	\$73.65	30K/90K/9000K	UNIONBANK	N/A
8987654321987	Successful	XX/XX/XXXXX 3:56:22	30X/30X/3000X	Debit	\$19.84	306/900/20000	ELAVON	N/A
								1
1								

For each payment the report lists:

- Transaction ID the unique ID assigned to the payment by Total Biller Solution
- Status the status of the payment.
 - A status of Saved indicates that the payment is saved to the Settlement file and will be sent to the Gateway at the next cutoff.
 - A status of Successful indicates that the payment has been sent to the Gateway.
 - A status of Failed indicates that the Gateway has sent a Return record. The Failed status is only used for ACH transactions. For Credit Card transactions, failure is detected at the time the payer enters the transaction, and failed Credit Card transactions are never settled with the Gateway.

NOTE: The Status Codes used here are different from the Status Codes that are displayed to the Payer and the CSR. The Status Codes used here track the payment status from the perspective of the Gateways.

- Entry Date the date the payer entered the payment
- Effective Date the Effective date of the payment, as assigned by the Gateway.
- Type Debit for payments sent for processing by the Gateway. Credit for reversals sent to the Gateway.
- Amount the Amount of the payment.
- Settle Date this is the date the payment is set to Processed by Total Biller Solution. For Credit Card payments this is the same date the payment was entered by the user, or the next day (if the payment was entered after the daily cutoff).

For ACH payments this is 2 business days after the payment was sent for processing, because Total Biller Solution continues to check the ACH system for possible returns.

• Gateway – the name of the Gateway that processes the payment

NOTE: The Settlement Report does not display any pass-through fields or invoice-related information, since this information is not sent to the Gateways.

Enrollment Report

Billers who support enrollment can view an Enrollment Report. This report shows all payers who are currently enrolled in Total Biller Solution.

The report is always run for the current date.

The Enrollment contains one row for each Login ID, Account ID combination.

One Login ID may be used by a user to make payments against multiple Account IDs.

Total Bille	r Solution - DirectBiller Ad	ministration: Enrollment R	eport					
				Report Date: XX/20/2000X Run Report				
Enrollme	nt Report Details					First	Prev Next Last 10	~ ⊗ ₿
11 results four	nd, displaying 1 to 10							filter Clear
Count	Report Date	Looks ID	Assessment ID	Familyment Data	Recording Dept	Televered Deet	fmail	
t	xxporcoace	CurtemerThree	Account ID	TO TO TOTY 10:22:52 AM	Keconnig Pinc	niggered Plitt	SamplaCSD@amail.com	
2	20202020	CustomerOpe	1212121212	100 100 100 100 100 100 100 100 100 100	N	×	SampleCSD@amail.com	
3	XX/XX/XXXX	CustomerSix	0000000000	00-00-000X 10:41:03 PM	Y	Y	SampleCongemail.com	
4	XX/XX/XX/XXXX	CustomerNine	000000000	30G-00-000X 02:20:48 PM	Y	Y	SampleCSD@amail.com	
5	X0X/X0X/X000X	CustomerThree	3333333333	306-306-3000X 10:22:52 AM	Y	Y	SampleCSR@email.com	
6	XXX/XXX/XXXXX	CustomerFive	5555555555	306-306-3000X 10:36:54 PM	N	N	SampleCSR@email.com	
7	XX/XX/XXXX	CustomerEight	8989898989	100.000.0000 02:08:12 PM	Y	Y	SampleCSR@email.com	
8	X0X/X0X/X00X	CustomerOne	11111111111	306-306-3000X 06:56:53 PM	N	N	SampleCSR@email.com	
9	XXX/XXX/XXXXX	CustomerTwo	2222222222	306-306-3000X 03:54:13 PM	N	Y	SampleCSR@email.com	
10	XXX/XXX/XXXXXXX	CustomerSeven	7777777777	305-305-3000X 01:41:03 PM	N	N	SampleCSR@email.com	

For each Login ID, Account ID combination, the following data is shown

- Login ID This is the Login ID that the user uses to log in to Total Biller Solution
- Account ID This is the Account ID against which the user is making payments
- Recurring Payment Set to Y if the user has a recurring payment set up for the account, otherwise set to N
- Triggered Payment Set to Y if the user has a bill triggered payment set up for the account, otherwise set to N
- Email The email address that the enrolled user has saved with their profile.

Message Report

The Message Report contains a log of all messages that are sent out by Total Biller Solution.

SAMPLE	COMPANY				Home Development Site Logo	ut (SampleUser1)
Home Profile	File Transfers User Admin Entitlemen	its Email Setup Reports Support				
Aging Report	Scheduled Payments Report Payment H	fistory Report Reconciliation Report Audit Report Activity Report Call Status Report Settlement Report Message R	eport Enrollment Report			
Total Biller	Solution - DirectBiller Admini-	stration: Customer Message Report				
Total Differ i	ordered birectomer ridinin					
		Start Date: WOWDWY I End Date: WWWWWWW III Ave	Report			
			Report			
Customer M	lessage Report				First Pray Next Last 10	VID B
15 results found, o	displaying 1 to 10					filter Clear
~		~		~		
Transport	Address	Description	Date	Status	From Address	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Payment Initiated	XX/XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@allaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail Alert: Bill Triggered Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@aliaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Scheduled Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@allaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@aliaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@allaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Enrollment Confirmation	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@aliaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail Alert: Payment Method Added	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@allaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail DirectBiller Alert: Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@aliaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail Alert: Bill Triggered Payment Initiated	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	SUCCESS	InformationServices@allaswire.com	
EMAIL	sampleuser@email.com	SampleCompanyDetail Alert: Payment Method Added	00/00/0000 14:13:20	SUCCESS	InformationServices@aliaswire.com	

For each message, the following data is shown

- Transport method EMAIL for email messages, SMS for SMS Messages
- Address the address to which the message was sent
- Description a description of the message
- Date the Date and time the message was sent
- Status SUCCESS for a message sent successfully. FAILURE for a message that could not be sent.

Card Expiration Report

The Card Expiration Report contains a list of all Cards that have an expiration date in the Month selected.

Home	Profile File Tran	sfers User Admin	Entitlements	Email Setu	p Reports	Support						
Aging	Report Schedule	d Payments Report	Payment Hist	ory Report	Reconciliati	on Report	Audit Report	Activity Report	Call Status Report	Settlement Report	Message Report	t Enrollment Report
Card E	Card Expiration Report											
Total F	siller Solution	- DirectBille	Administ	ation: Ca	ard Expir	ation Re	enort					
o cur a					are anypri							
					Month:	Month	Year:	XXXX V Run Re	port			
Card I	Expiration Re	port								First	Prev Next L	ast 10 Y
7 results	found, displaying 1 to	7										Filter Clear
Count	Report Date	Login ID	Ac	count ID	Ca	rd Name	Car	d Holder Name	Expiration Date	Next Payme	entDate Ema	il ID
1	XX/XX/XXXX	CustomerEig	ht		VI	SA ****111	1 Cus	tomer Eight	XX/XX/XXXX		samp	lecsr@email.com
2	XX/XX/XXXX	CustomerEig	ht		MA	ASTER ****	4444 Cus	tomer Eight	XX/XX/XXXX		samp	lecsr@email.com
3	XX/XX/XXXX	CustomerEig	ht		AN	1EX ****84	31 Cus	tomer Eight	XX/XX/XXXX		samp	lecsr@email.com
4	XX/XX/XXXX	CustomerNin	ne		VI	SA ****111	1 Cus	tomer Nine	XX/XX/XXXX		samp	lecsr@email.com
5	XX/XX/XXXX	CustomerNin	ne		MA	ASTER ****	4444 Cus	tomer Nine	XX/XX/XXXX		samp	lecsr@email.com
	XX/XX/XXXX	CustomerNin	ne		M	ASTER ****	5100 Cus	tomer Nine	XX/XX/XXXX		samp	lecsr@email.com
6							0.5	tomor Nino	XXXXXXXXXX			

For each expiring card, the following data is shown

- Report Date
- Login ID
- Account ID
- Card Name
- Cardholder Name
- Expiration Date
- Next Payment Date
- Email ID

SUPPORT

By default, the Total Biller Solution Administrator is entitled to perform support tasks. Support Tasks are covered in the CSR Guide.

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