

# Bill and Payment Suite Instruction Manual

Table of Contents	
Accessing Account Billing Information	
Viewing eBills	
Make a Payment	
Student Profile Information	
Adding Alternative E-mail & Text Alerts	
Direct Deposit Set-up	
Adding Authorized Users	
Authorized User Initial Set-up and Use	
Payment Plan Setup	
Making Advance/Deposit Payments	
Advance Tuition Payment	20
Damage Deposit	
Orientation/Enrollment Fee	21
Room & Board Adv Payment	21

If you have any problems using the Bill and Payment Suite and cannot find the solution in this manual, please contact the Business Office for assistance.

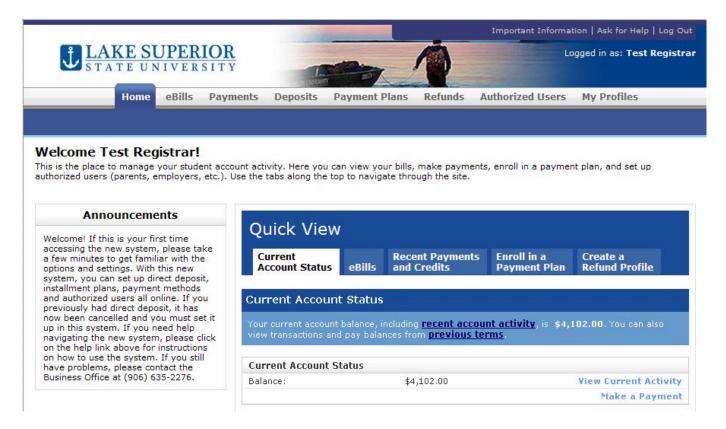
(906) 635-2276 busops@lssu.edu

**Authorized Users:** Please add the above e-mail address to your address book so that your notifications are not filtered by your spam blockers.

## **Accessing Account Billing Information**

Log in to your account through my.lssu.edu. Select Anchor Access from the LSSU Web Services Channel. Click on the Student tab, then Student Account and Tax Information. Choose Student Bill & Payment Suite.

You will then be logged in to the secure Bill & Payment Suite module at the home page shown below.



The main page displayed will show your current account balance. The current account balance will reflect all activity on your account and may not equal the balance on your last ebill if you have made recent changes. The Current Account Status balance is the real-time balance of your account.

# Viewing eBills

To view your e-bill, click the "eBills" tab at the top of the screen or in the Quick View area.



The Quick View area will show you the latest statement date and amount. To view the statement, click on "Student Account", or on "A new bill". If you choose the eBills selection from the menu at the top, you will immediately see the latest eBill.



From within this window, you can view previous eBills by selecting them from the drop down box. The charges area will show all charges posted as of the statement date. The credits/anticipated credits area will show all payments and potential financial aid that can be used for payment at this time. It will also show the total deferred payment amounts due at future dates. See the Payment Plan section for more information on how the payment plan works.

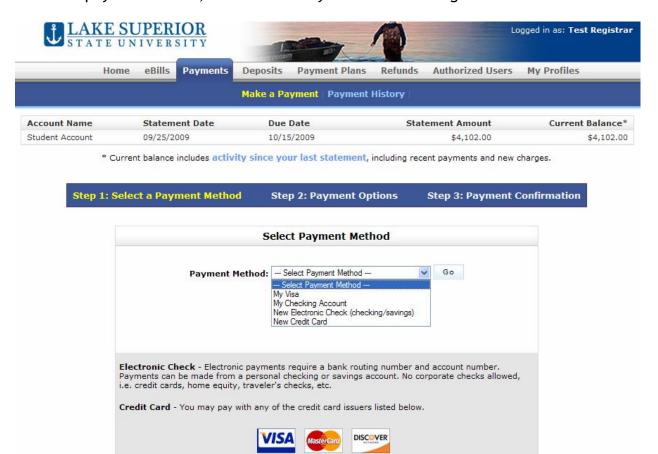
The AMOUNT DUE is the amount that needs to be paid at this time. This amount may change due to schedule adjustments, financial aid adjustments, or additional charges.

## Make a Payment

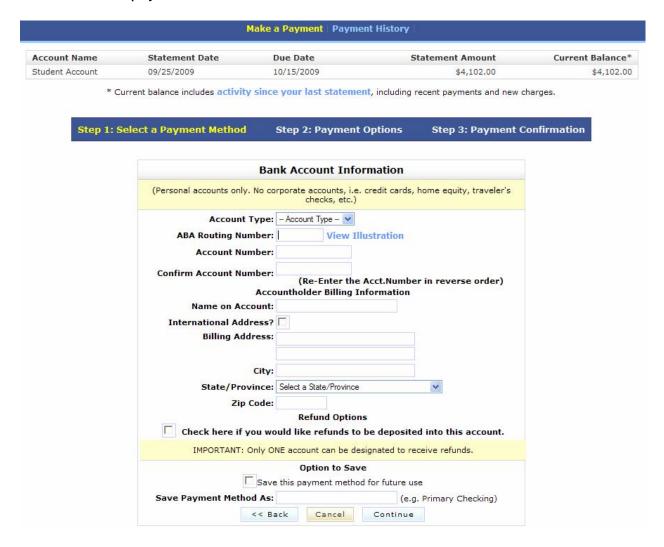
To make a payment on an account, choose the "Pay" link at the top right under "Action". It will bring you to the payment screen where you can see if there is a pending payment.



From the payment screen, choose the "Pay" action on the right.



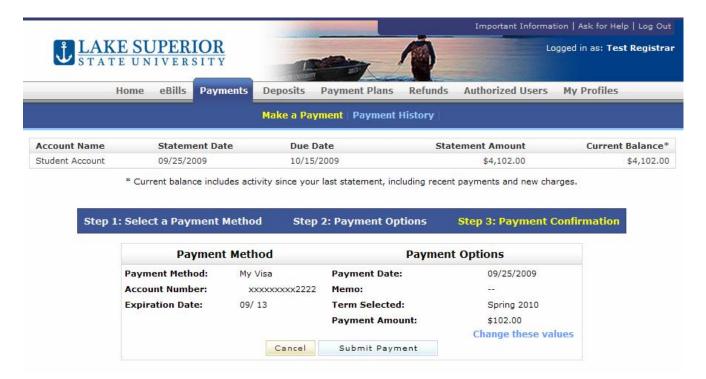
You can then select from saved payment methods, or you can select one of the new options to use a different payment method.



When selecting a new payment method, you will be given the option of saving this payment method for future payments. Once you select a payment method or enter new information, click "Continue". Then select the Term that you are paying for and enter the amount of the payment. NOTE: The current term and current amount due will be the default. You can change these if you are paying for a different term or would like to pay a different amount.



Once you enter the payment amount and term, click "Continue". You will then see the confirmation screen to submit your payment.



After submitting the payment, you will see the details of the payment. You will also receive an e-mail confirming the payment.



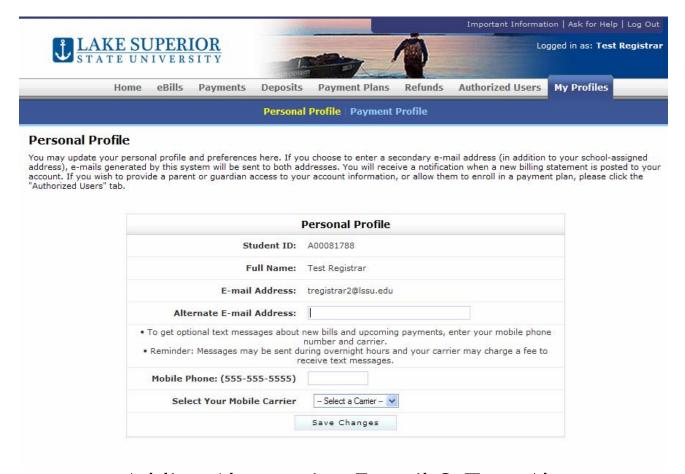
Payments are posted real-time to your account. After making your payment, you can return to the Home screen to view your updated balance.

#### Student Profile Information

Login to your account through my.lssu.edu. Select Anchor Access from the LSSU Web Services Channel. Click on the Student tab, then Student Account and Tax Information. Choose Student Bill & Payment Suite.

You will then be logged in to the secure Bill & Payment Suite module automatically.

From the Home page, choose My Profiles from the menu at the top of the screen. You will see the page below.



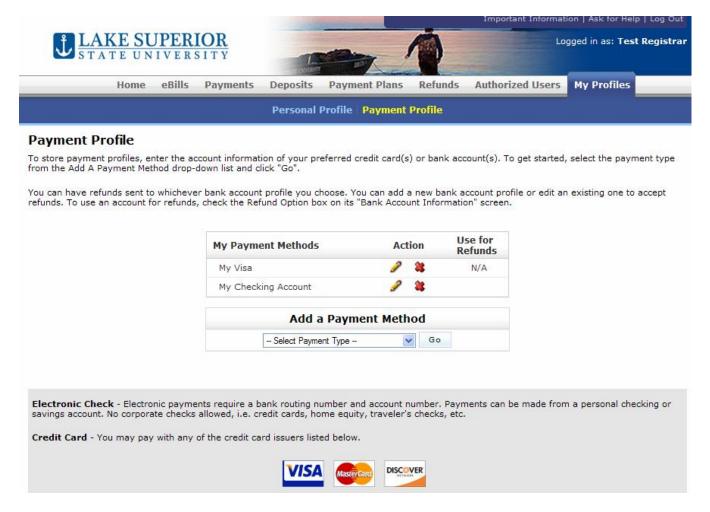
# Adding Alternative E-mail & Text Alerts

On this page, you can add an alternative e-mail address that will receive notifications in addition to your LSSU campus e-mail address.

You can also add text message notifications by entering your mobile number and selecting your carrier. **PLEASE NOTE:** If your carrier charges a fee to receive text messages, you may be charged by your carrier. Only choose this option if you have unlimited text messaging or are sure that you will not be charged by your carrier.

#### **Direct Deposit Set-up**

For direct deposit of refunds, you must have at least one savings or checking account profile in your payment profile. To view your existing payment methods or to add a new one, select "Payment Profile" from the blue bar underneath the main menu.



If you have existing payment methods saved, you will be able to view or edit them from within this screen. Direct Deposit may be linked to a current checking or savings account by selecting the pencil icon to edit.

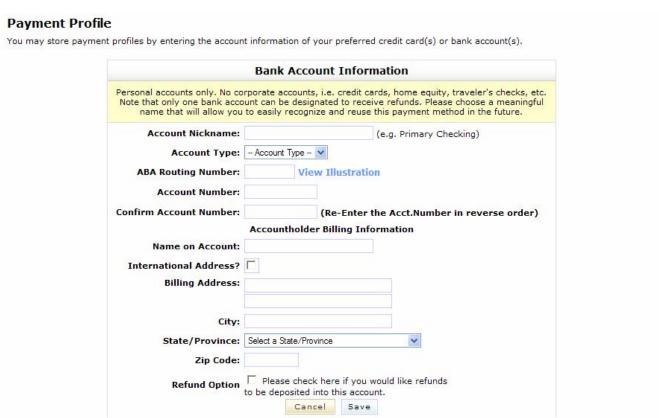


Check the box at the bottom to use this account for direct deposit of refunds. Once you click the box and select save, this account is now set up in your profile to be used for direct deposit of refunds. You can remove this account from direct deposit by editing the account and removing the check mark from the refund box.



To delete saved payment methods, select the red "X" icon. You will be asked to confirm that you wish to permanently delete the payment method.

To add a new account for direct deposit, choose "Electronic Check" from the drop down and click "Go". <u>NOTE:</u> You must enter the account number in <u>REVERSE</u> to confirm.



Enter your information, choose whether or not this account will be used for direct deposit of refunds, and click the "Save" button. This account has now been added to your profile.

## **Adding Authorized Users**

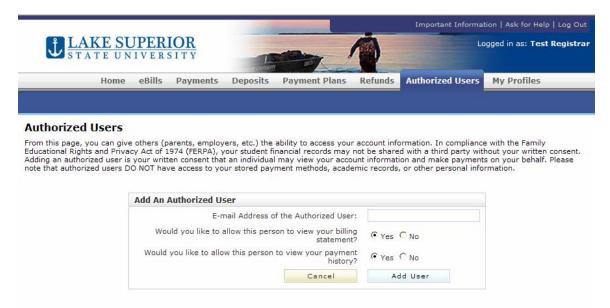
Login to your account through my.lssu.edu. Select Anchor Access from the LSSU Web Services Channel. Click on the Student tab, then Student Account and Tax Information. Choose Student Bill & Payment Suite.

You will then be logged in to the secure Bill & Payment Suite module automatically.

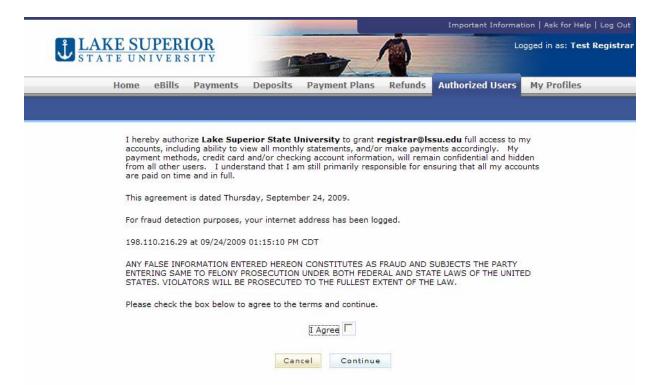
From the Home page, choose Authorized Users from the main menu. You will see the page below.



Click on "Add an Authorized User".



Enter the e-mail address of the authorized user and select what information they will be allowed to access. REMEMBER: This is <u>only</u> account payment information; authorized users will **NEVER** have access to academic information such as transcripts or grades. Click "Add User".



Read the Terms of Agreement for adding an authorized user. Check the "I Agree" box, and click "Continue".

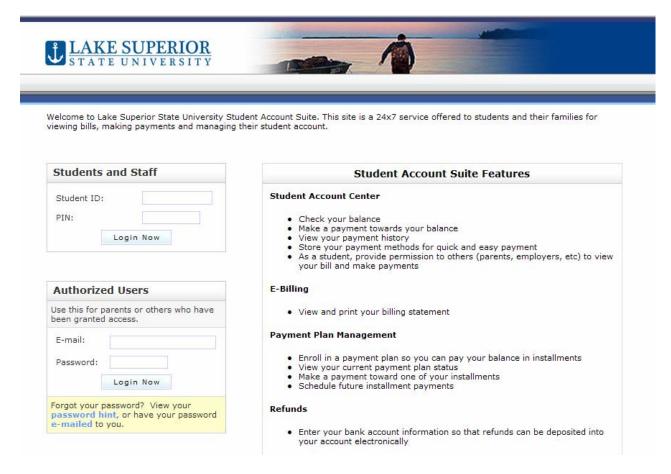


Your authorized user will receive an e-mail with the link to the Bill & Payment Suite with instructions on how to log in. Once the authorized user logs in and completes their profile, they will be able to view your billing account, set up installment plans, and make payments on your behalf. You may add as many authorized users as you wish.

## Authorized User Initial Set-up and Use

Authorized Users: Login at <a href="https://secure.touchnet.com/C20115\_tsa/web/login.jsp">https://secure.touchnet.com/C20115\_tsa/web/login.jsp</a>

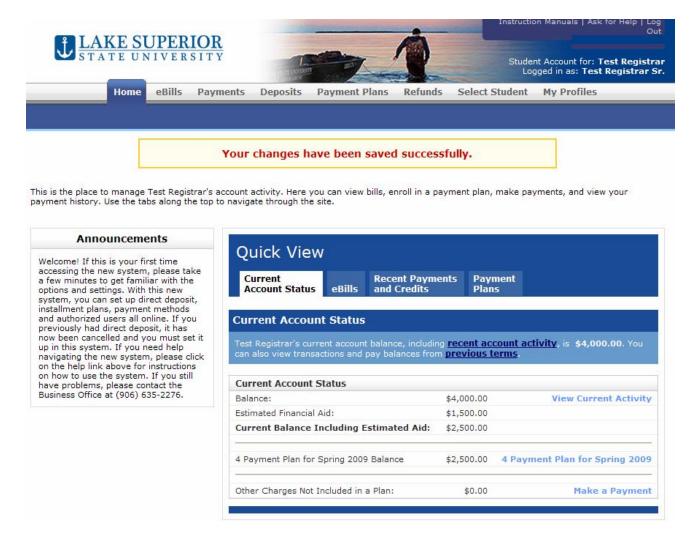
You will receive an e-mail indicating that your student has given you access to their account. This e-mail will contain your temporary password and the link above that is needed to login.



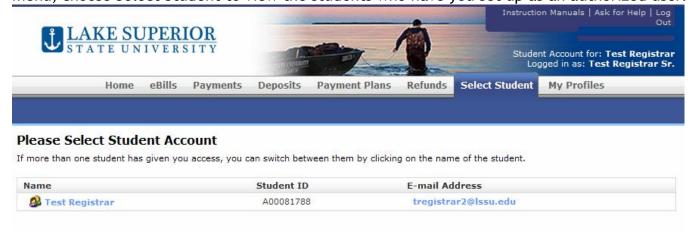
Login to the system by entering your e-mail address and the password you received. Upon initial login, you will be asked to set up your profile and change your password.



Once you have updated your profile, you will be at the Home screen of the Authorized User Channel. From here, most of the navigation is identical to the student login. See the instruction manuals for eBills & Payments, Deposits, Payment Plans, and Profile setup.



As an authorized user, you may have more than one student attending LSSU. From the main menu, choose Select Student to view the students who have you set up as an authorized user.



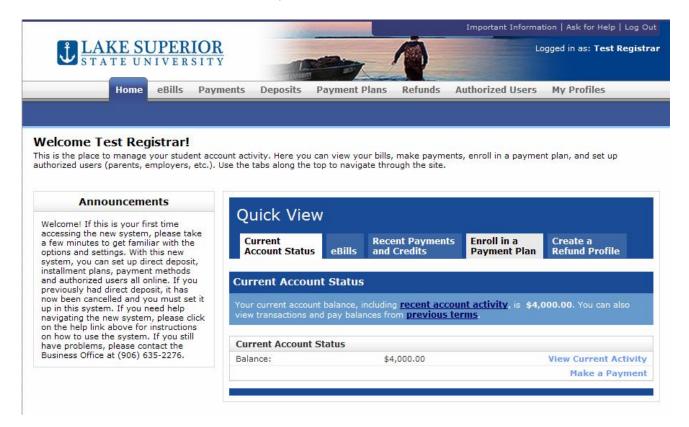
## Payment Plan Setup

Students or authorized users can sign up for a payment plan

**Students:** Login to your account through my.lssu.edu. Select Anchor Access from the LSSU Web Services Channel. Click on the Student tab, then Student Account and Tax Information. Choose Student Bill & Payment Suite. You will then be logged in to the secure Bill & Payment Suite module automatically.

Authorized Users: Login at <a href="https://secure.touchnet.com/C20115\_tsa/web/login.jsp">https://secure.touchnet.com/C20115\_tsa/web/login.jsp</a>

There are two ways to access available payment plans. Select "Enroll in a Payment Plan" from the Quick View screen or select "Payment Plans" from the main menu.



Selecting from the top menu will bring you to this screen where you will select "Sign Up for a New Payment Plan".



If you select "Enroll in a Payment Plan" from the Quick View, it will show you the currently available payment plans.



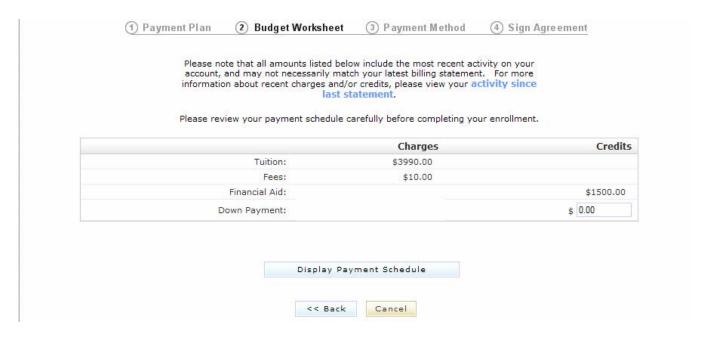
By choosing "Sign Up For a New Payment Plan" from the previous screen, or selecting "View Plan" from this screen, you will see the details of the available payment plan.

1 Payment Plan 2 Budget Worksheet 3 Payment	Method 4 Sign Agreemen
View Payment Plans for Term: Spring 2010 V Go	
4 Payment Plan for Spring 200 4 Payment Plan for Spring 2009	09
4 Payment Plan for Spring 2009 Details	
Term(s):	Spring 2010
Enrollment Deadline:	12/14/2009
Scheduled Payments:	Required
Setup Fee:	\$60.00
Minimum Down Payment:	\$0.00
Number of Payments:	4
Payment Frequency:	Fixed Dates
	1.50%

LSSU offers one payment plan which consists of four payments each term. Payments are always due the 15<sup>th</sup> of each month. Fall semester plans start August 15th and end November 15th. Spring semester plans start December 15th and end March 15th. You may begin signing up for the payment plan as soon as the semester charges are billed.

Regular enrollment period is open until the day before the first due date. You may still enroll through the first six days of classes, but any missed payments will be due when you sign up.

Once you click "Continue", the system will determine how much of your amount due is eligible for the payment plan. Fines and late fees are not eligible to be included in the payment plan.



When your eligible amounts are gathered, the worksheet will display eligible charges. You may enter an OPTIONAL down payment amount which would result in smaller payments. **PLEASE NOTE:** The down payment will lower <u>each</u> of the four payments, but will not exempt you from making the first payment.

**IMPORTANT:** If you have financial aid pending that can be used to reduce payments, it will be displayed and reduce each of your payments proportionately. Financial aid <u>CANNOT</u> be used to pay or reduce specific payments, only reduce all payments equally.

Click on "Display Payment Schedule".



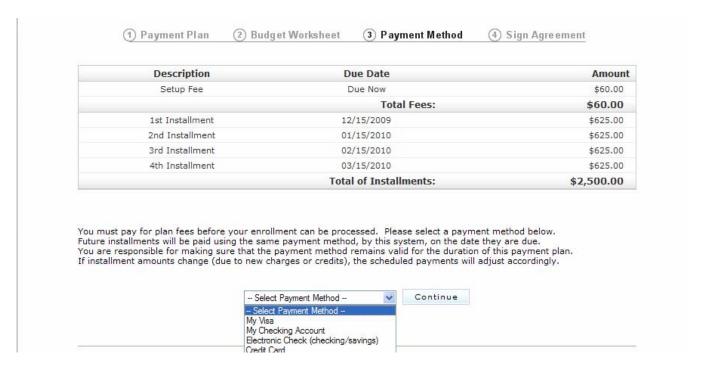
Your payment schedule will show the amounts and due dates of each payment based on your current account information. If your account balance or financial aid changes, your payment amounts will be recalculated and you will be notified via e-mail with the new amounts.

Cancel

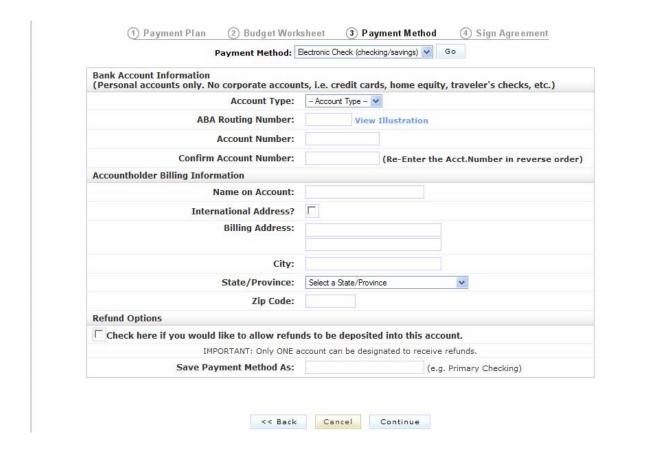
Continue

<< Back

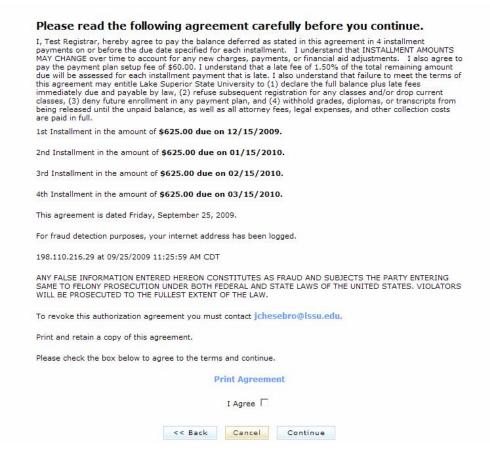
#### Click "Continue" to proceed.



In order to participate in the LSSU Payment Plan, you must set up recurring payments by providing a payment method. If you already have a saved payment method, you can choose it now. Otherwise, you need to set up a payment method now.



Enter your banking or credit/debit card information, then click "Continue". You will be asked to sign the electronic banking agreement for a new account. Once you have signed, you will then be asked to sign the electronic payment plan agreement.



After reading the agreement, click "I Agree" and click "Continue". Your account will be charged the \$60.00 plan fee plus any missed payments as shown in the payment schedule immediately. You will receive confirmation that your payment plan was processed.



## Making Advance/Deposit Payments

Advanced Room & Board Payment, Housing Damage Deposit, Enrollment Fee Payment or Advance Tuition Payments

**Students:** Login to your account through my.lssu.edu. Select Anchor Access from the LSSU Web Services Channel. Click on the Student tab, then Student Account and Tax Information. Choose Student Bill & Payment Suite. You will then be logged in to the secure Bill & Payment Suite module automatically.

Authorized Users: Login at https://secure.touchnet.com/C20115\_tsa/web/login.jsp

From the Home page, choose "Deposits" from the main menu. You will see the page below.



From the drop down menu, choose the term for which you are making the payment. When paying your Advance Housing Payment, Damage Deposit, or Enrollment Fee, choose the term you are starting school. When paying tuition in advance for a future semester, choose the semester for which you want the payment to apply. Click "Select".

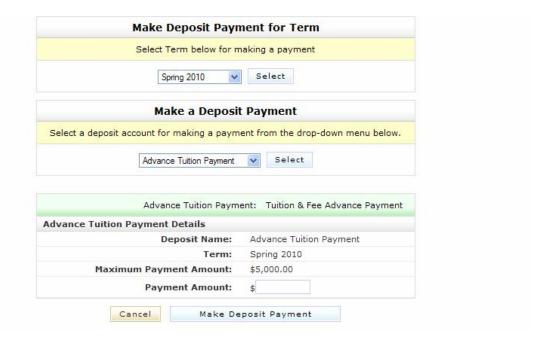


Choose the type of advance payment or deposit you wish to make. These types of payments may not be visible through your student access immediately because they are generally held in a deposit account and credited at a later time.

**PLEASE** be sure to select the proper type of payment. The following are descriptions of each of these payments and how they will apply to your account.

#### **Advance Tuition Payment**

Use this to make a payment towards tuition and fees for a term that has not yet been billed. The payment will be held in a deposit account until the term is billed. At that time it will be released as payment towards the account. When making this type of payment, you will be allowed to choose any payment amount up to \$5,000.



#### **Damage Deposit**

If you are moving onto campus for the first time, you will be required to pay a \$150.00 damage deposit. Because this deposit is held in a deposit account until you move off campus, it will not be displayed on your statement. You must make this payment prior to moving on campus.

#### Orientation/Enrollment Fee

Admitted students (freshman and transfers) will be sent information about registering to attend one of the mandatory orientation programs for new students. This \$125.00 fee is a one-time charge for all new students and is paid prior to attending orientation. The payment is held in the deposit account until you are billed for classes, at which time it applies to the \$125.00 Enrollment Fee charge on your student account.

#### Room & Board Advance Payment

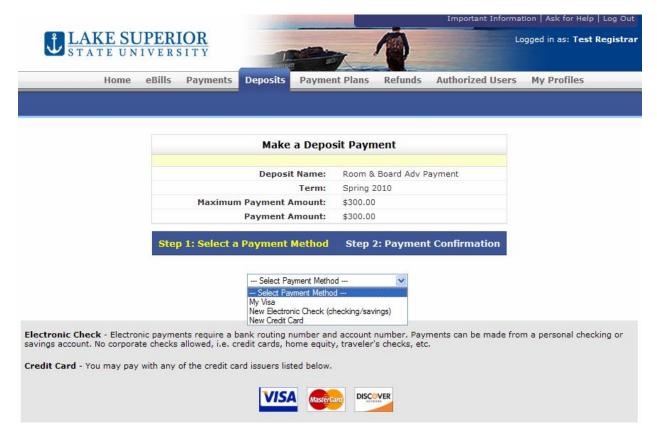
Each year you live on campus, you are required to pay a \$300.00 advance payment towards your Room and Board. This payment is due by June 1st for the upcoming school year. You will not receive a room assignment until this payment is made. This payment is held in a deposit account until Fall semester bills are processed where it will be released as a payment on the account.

For the above three payment types, the amount is set to the appropriate amount of the payment. You cannot make partial payments for these three types of payments.



Once you have selected the appropriate type of payment, click on "Make Deposit Payment".

You will then be asked to choose a payment method. If you have a saved payment method, you can choose it now.



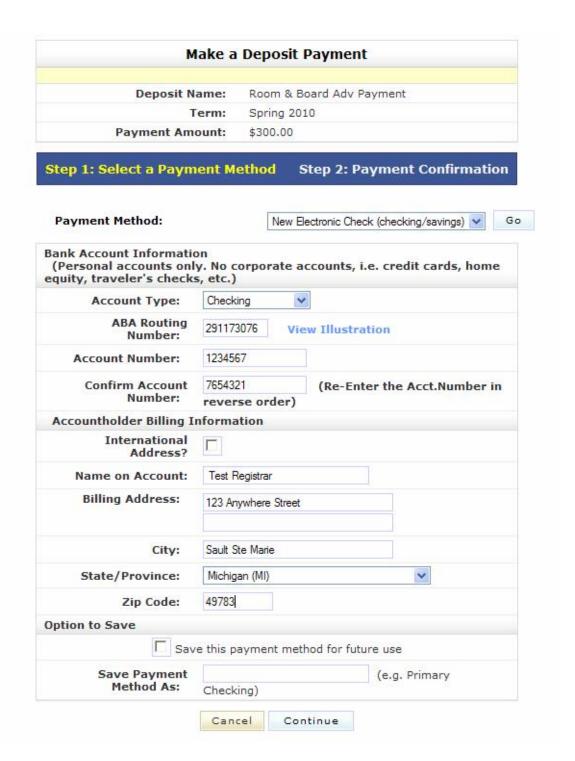
If you do not have any saved payment methods, you can choose either "New Electronic Check" to pay by checking or savings account, or "New Credit Card" to pay by credit or debit card.

When making your payment, you will have the option of using the information for a one time payment, or you can save the payment method for future use.

If you wish to save this payment method, make sure to click the box to "Save this payment method for future use" and name the account on the bottom of the page as shown below.

<b>▼</b> Sav	e this payme	nt method for fu	ture use
Save Payment Method As:	My Checking Account		(e.g. Primary
	Checking)		

See the illustration on the next page for entering account information.



NOTE: When confirming your bank account number, you must enter it in *REVERSE ORDER*. After entering your information, click "Continue".

Read through the agreement for electronic payment, mark the "I Agree" checkbox, and click on "Continue". See the next page for the illustration.

#### Please read the following agreement carefully before you continue.

I hereby authorize Lake Superior State University to initiate recurring debit or credit entries to my Depository according to the terms below, and for my Depository to debit or credit the same to such account. In the event that this or any future electronic payment is returned unpaid for "NSF" or "Insufficient Funds", I understand that a \$ 20.00 return fee will be electronically debited from my account.

Name: Test Registrar

Address: 123 Anywhere Street

Sault Ste Marie, MI 49783

Depository: SOO COOP CREDIT UNION

536 BINGHAM AVE

SAULT STE MARIE, MI 49783

Routing Number: 291173076 Account Number: xxx4567

This agreement is dated Thursday, September 24, 2009

For fraud detection purposes, your internet address has been logged.

198.110.216.29 at 09/24/2009 02:59:45 PM CDT

ANY FALSE INFORMATION ENTERED HEREON CONSTITUTES AS FRAUD AND SUBJECTS THE PARTY ENTERING SAME TO FELONY PROSECUTION UNDER BOTH FEDERAL AND STATE LAWS OF THE UNITED STATES, VIOLATORS WILL BE PROSECUTED TO THE FULLEST EXTENT OF THE LAW.

To revoke this authorization agreement you must contact jchesebro@lssu.edu.

Print and retain a copy of this agreement.

Please check the box below to agree to the terms and continue.

#### **Print Agreement**

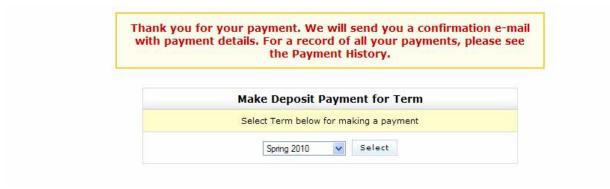
I Agree 🔽

Cancel Continue

Once you click Continue, you will see the following screen and be asked to click "Submit Payment".

> Your new ACH payment method has been saved. **Make a Deposit Payment** Room & Board Adv Payment Deposit Name: Spring 2010 Term: Payment Amount: \$300.00 Step 1: Select a Payment Method **Step 2: Payment Confirmation Please Confirm Payment Payment Method Payment Options** Payment My Checking Spring 2010 Method: Account Account xxx4567 Payment Date: 09/24/2009 Number: **ABA Routing** 291173076 Payment Amount: \$300.00 Number: Cancel Submit Payment

Once you click Submit Payment, the following confirmation screen will appear. You will receive an e-mail with the payment details confirming that your payment has been processed.



You may make deposit payments for other items at this point. Each deposit must be processed as a separate payment.