ePAY Portal Ticket Type: ePAY Funding

May 29, 2020 | Version 2.2

Contents

ePAY Funding

This Ticket Type is limited to funding inquiries or to facilitate modifications to settlement accounts. If there is a funding delay or a funding issue, then utilize the appropriate Subtype under Funding Issues.

Ticket Subtypes

Reconciliation Issues/Questions

Description
This ticket would be created if a Participant has questions regarding payment, settlement and/or funding.
Example:
- How do I reconcile to the ePAY Dashboard?
- My bank statement does not match the deposit report.
- I was not funded for all of my transactions.

SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.
- ePAY Manager will assign ticket to PSS and assist as needed.
- PSS will work to resolve ticket and ePAY Manager will escalate to NCR via "Tier 2" as needed.
- The following resources may be used to resolve reconciliation issues:
  - ePAY Dashboard Reports
    - Funding Deposit Details
    - Export Transactions
    - All Approved Transaction Details
    - Check Returns and/or Credit Report
  - Bank Statements
    - INB statements may be obtained via a request to INBTreasuryServices@illinoisnationalbank.com.
    - Outside bank statements must be provided by the Participant.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Changes to Settlement Account

Description
This ticket would be created if a Participant is requesting a change to their settlement funding.
Example:
- I no longer want to fund to The Illinois Funds, I want to fund to my local bank.
- I want to have a Payment Type fund to a different bank account.
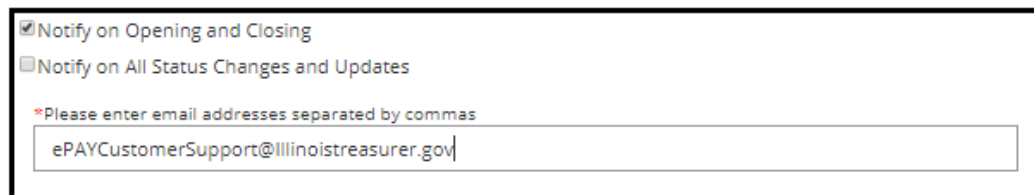
SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
***Tickets are **not** to contain any DDA or ABA/routing information as part of the body. That information must be on a DDA Verification Letter and attached to the ticket. Bank Change requests must be submitted to Setup Team and reviewed by Finance.

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- If a new Payment Type that will fund to a new INB settlement account:
  - A ticket will need to be opened under Ticket Type **Illinois National Bank**, Subtype **New Settlement Account** and the workflow for that Ticket Type/Subtype combination should be followed.
- If an existing Payment Type that will fund to a new INB settlement account:
  - A ticket will need to be opened under Ticket Type **Illinois National Bank**, Subtype **New Settlement Account** and the workflow for that Ticket Type/Subtype combination should be followed.
  - New account information must be provided to NCR to update in all necessary NCR entities.
  - Once NCR has completed updates, the original request may be marked as Resolved.
- If an existing Payment Type funding to a non-INB account:
  - DDA/Bank Letter must be provided.
  - Request may only be submitted by Authorized Signer.
  - The Funding Account Changes Sample Letter may be found in the Customer Support Folder in the ePAY Training Library, or by clicking HERE. The template may be email to the Participant, completed and signed by the Authorized Signer, and returned with the DDA/Bank Letter.
  - A ticket should be opened under Ticket Type **ePAY Dashboard Service Request**, Subtype **Add Modify Payment Type**.
    - When creating the ticket, please be sure to select the applicable notification types to be received and enter the email address ePAYCustomerSupport@Illinoistreasurer.gov.

  - NCR will complete the Dashboard service request, according to the established workflow.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.