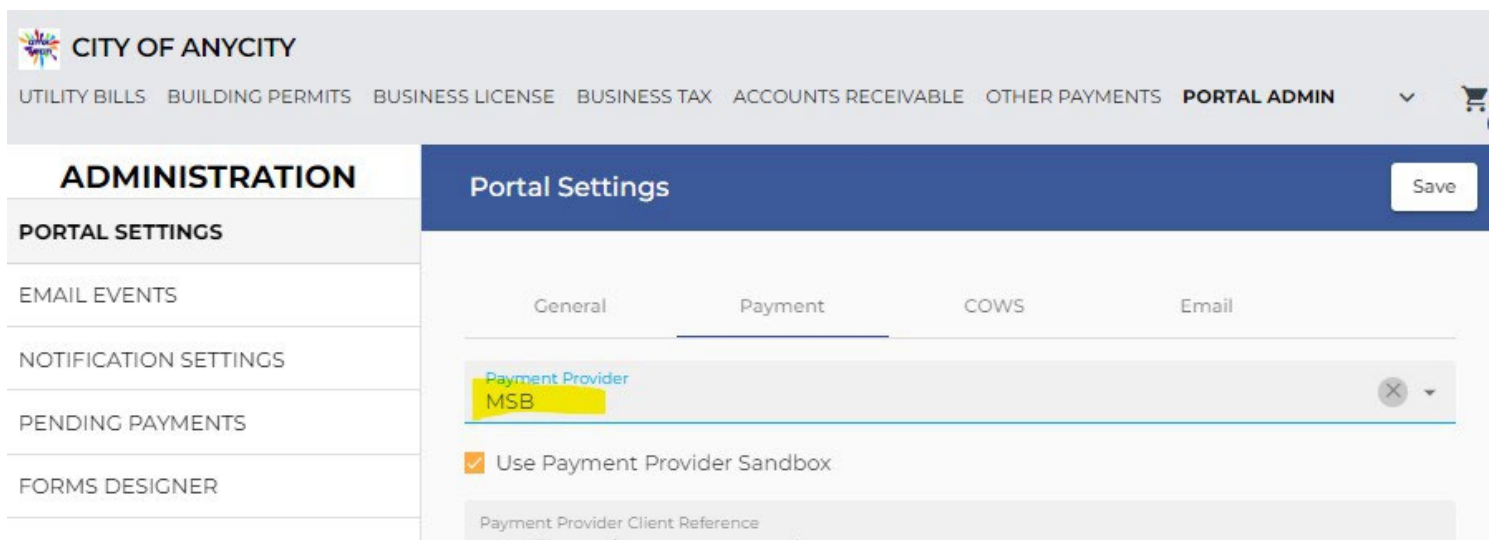


## Portal Payment Configuration

The Community Portal has several areas where payment information may be configured.

### Selecting and Configuring a Payment Provider:

The Portal currently supports 1 preferred payment provider: Zift. In addition, there is a legacy option for Square and MSB for community development. The payment provider is selected under Portal Admin | Administration | Portal Settings on the Payment tab:



The screenshot shows the City of AnyCity Portal Admin interface. The top navigation bar includes links for UTILITY BILLS, BUILDING PERMITS, BUSINESS LICENSE, BUSINESS TAX, ACCOUNTS RECEIVABLE, OTHER PAYMENTS, and PORTAL ADMIN. The left sidebar shows the ADMINISTRATION menu with options like PORTAL SETTINGS, EMAIL EVENTS, NOTIFICATION SETTINGS, PENDING PAYMENTS, and FORMS DESIGNER. The main content area is titled 'Portal Settings' and has a 'Save' button. The 'Payment' tab is selected, showing a 'Payment Provider' dropdown menu with 'MSB' selected. Below this, there is a checkbox for 'Use Payment Provider Sandbox' which is checked. At the bottom, there is a field for 'Payment Provider Client Reference'.

Note that there is a Payment Provider Sandbox option on this page. If this is checked, payments will not be processed. *This option should not be used on a live production system!*

It is possible to have different **accounts** with the same provider for utility payments vs non-utility payments. Note that it is **not** possible to have different payment **providers** in the same portal (e.g., a single portal cannot have both MSB and Zift). For each of the accounts with the payment provider, there are two fields that should be filled in:

- **Payment Provider Client Reference:** A value that uniquely identifies the municipality's payment provider account. This will be provided to the municipality by its payment provider during onboarding.
- **Credit Card Description:** A descriptive value to alert the end-user how the payment will display on their credit card. This value will be displayed to the end-user in a message screen after the payment is made.

Since there can be different accounts, the configuration screen in the portal allows for setting these two fields for non-utility payments and utility payments. In the following screenshot, the non-utility payment fields are highlighted in yellow, and the utility payment fields are highlighted in green:

The screenshot shows the 'Portal Settings' configuration page for the 'CITY OF ANYCITY'. The 'Payment' tab is active. The configuration includes the following fields:

- Payment Provider:** MSB
- ☒ **Use Payment Provider Sandbox**
- Payment Provider Client Reference:** Wt\_VillageOfAnycity\_Misc (highlighted in yellow)
- Credit Card Description:** MSB\*AnycityMisc (highlighted in yellow)
- Shows on the payment complete page to let the user know how the payment will appear on their credit card statement
- Utility Payment Provider Client Reference:** Wt\_VillageOfAnycity\_Utilities (highlighted in green)
- Utility Credit Card Description:** MSB\*AnycityUT (highlighted in green)
- Shows on the payment complete page to let the user know how the payment will appear on their credit card statement. This is for utility payments only
- Cash Receipting Credit Card Payment Type:** 4 - Credit Card
- Cash Receipting Ach Payment Type:** 1 - Check

**Important:** When configuring the payment system fields, make sure that you are configuring the appropriate set of boxes for the module or modules that your municipality uses.

### Configuring Payments with Cash Receipting

The payment system is designed to be used in conjunction with Caselle's Cash Receipting module. As a result, payments in the portal must be mapped to cash receipting workspaces, users, payment types and distribution codes. Some of these options are system-wide settings, and some vary by module.

For non-utility payments, a payment type for credit card payments and ACH (e-Check) payments should be mapped in Portal Admin | Administration | Portal Settings on the Payments tab. This will be used for all modules except utility billing, and therefore is configured in portal admin. Because credit cards and ACH payments can clear on different schedules (and will show as separate deposits on the bank statement), it is recommended that separate payment type codes are used for these two fields:

The screenshot shows the 'CITY OF ANYCITY' portal admin interface. The top navigation bar includes links for UTILITY BILLS, BUILDING PERMITS, BUSINESS LICENSE, BUSINESS TAX, ACCOUNTS RECEIVABLE, OTHER PAYMENTS, and PORTAL ADMIN. The left sidebar is titled 'ADMINISTRATION' and lists various settings categories. The main content area is titled 'Portal Settings' and has a 'Save' button. The 'Payment' tab is selected, showing the following configuration fields:

- Payment Provider: MSB
- ☒ Use Payment Provider Sandbox
- Payment Provider Client Reference: WI\_VillageOfAnyCity\_Misc
- Credit Card Description: MSB\*AnyCityMisc  
Shows on the payment complete page to let the user know how the payment will appear on their credit card statement
- Utility Payment Provider Client Reference: WI\_VillageOfAnyCity\_Uilities
- Utility Credit Card Description: MSB\*AnyCityUtl  
Shows on the payment complete page to let the user know how the payment will appear on their credit card statement. This is for utility payments only
- Cash Receiving Credit Card Payment Type: 4 - Credit Card
- Cash Receiving Ach Payment Type: 1 - Check

Utility payment types are configured in the billing module under Utility Bills | Administrator | Portal Configuration on the Payment tab. Similar to the general payment configuration, there are separate fields for credit card and ACH (e-Check) payments:

In each module, there are other payment configuration options similar to the utility billing screen. Those options provide for mapping to the cash receipting workspace, category/distribution to use for the payments, and what cash receipting user to receipt the payments under. These fields must all be filled-in for the payment to be successful.

For Utility Billing, there are two additional configurations that may be enabled:

**Disable ACH UDF Field Name:** In certain instances, a utility may not want to allow particular customers to sign up for scheduled payments with ACH. In those cases, a Yes/No user defined field should be set up in Caselle on the Customer table. The name of that user-defined field should then be selected for this field in the portal. Then for each customer that is **not** allowed to use ACH payments, that field should be checked in Modify Existing Customers.

**Utility Pays Credit Card / e-Check Fees:** By default, the credit card/electronic payment convenience fees are passed directly on to the customers. If this box is checked, this will not be the case, and the utility will instead absorb the credit card fees.

For Zift we support automatically voiding the payment when you void in miViewPoint Cash Receipting. For this work you must be on at least 2023.08.

1. Setup two Yes/No UDF fields on tblPaymentType.

Payment Type	eCheck
Payment Type	CreditCard

2. Map those two UDF fields in Portal Admin -> Portal Settings -> Payments

Credit Card Payment Type UDF  
UDFCreditCard

Should be a Yes/No UDF on tblPaymentType in Caselle. When this field is set a credit dialog will pop up in cash receipt entry OR send to a terminal if you have Terminal UDF set as well

eCheck Payment Type UDF  
UDFeCheck

Should be a Yes/No UDF on tblPaymentType in Caselle. When this field is set a eCheck dialog will pop up in cash receipt entry

3. Setup your payment types in Cash Receipting. Mark the appropriate UDF.  
Ensure you DO NOT select a payment provider

a. Credit Card

Payment type:

Payment type: 6 (Zift Credit Card)

Payment Type User-Defined Notes

Payment code: 6

Description: Zift Credit Card

Priority: 6

Bank: CHECKING - 1ST STATE BANK (101202303, 1) ▼

GL combined deposit: A ▼

Payment provider: None ▼

☐ Provide a customer copy receipt

Payment type:

Payment type: 6 (Zift Credit Card)

Payment Type User-Defined Notes

☐ eCheck

☒ CreditCard

## b. eCheck

Payment type:

Payment type: 7 (Zift eCheck)

Payment Type: User-Defined Notes

Payment code: 7

Description: Zift eCheck

Priority: 7

Bank: CHECKING - 1ST STATE BANK (101202303, 1) ▼

GL combined deposit: A ▼

Payment provider: None ▼

☐ Provide a customer copy receipt

☐ Provide a signature line on receipt

☐ Use for utility qualified account payments

Distributions:

Payment type:

Payment type: 7 (Zift eCheck)

Payment Type: User-Defined Notes

☒ eCheck

☐ CreditCard

3. Now in miViewPoint Cash Receipting -> Entry -> Redisplay you'll will be prompted to void the Zift payment if one was taken

miViewPoint

Home

Administration

Payment Date

User: AnnetteS

Workst

Redisplay

Receipt detail

Summary

☒ Display date range

From

06/01/2022

To

Receipt #	Date	Customer Number	Customer Name	Description	UserID	Distribution Amou
1019722	7/5/2022	P-22-0020	Mccormick, Dennis	Online Payment	AnnetteS	\$2.00
1019723	11/9/2022	110101	Acme Manufacturing	Online Payment	AnnetteS	\$395.95
1019724	11/10/2022	P-22-0026	Montez, Frances	Online Payment	AnnetteS	\$161.85
1019725	11/10/2022		Mark	Online Payment	AnnetteS	\$45.00
1019726	11/11/2022		Mark	Online Payment	AnnetteS	\$32.00
1019727	11/11/2022		Mark Meyer	Online Payment	AnnetteS	\$45.00
1019728	11/14/2022	P-22-0027	Mullenau, Ladd	Online Payment	AnnetteS	\$161.85
1019729	11/14/2022	110201	Norma's Hair Salon	Online Payment	AnnetteS	\$206.31
1019730	11/15/2022	P-22-0028	Golden Hubbert	Online Payment	AnnetteS	\$121.85

Total: \$7,590.61

Print Receipt

Void Receipt

Edit

Cancel