

How to Reconcile With Tuition Express

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Overview

Reconciliation is the process of comparing transactions and activity to supporting documentation. Further, reconciliation involves resolving any discrepancies that may have been discovered. The process of reconciliation ensures the accuracy and validity of financial information. Also, a proper reconciliation process ensures that unauthorized changes have not occurred to transactions during processing.

Step 1: Pull the TE Balancing Report

1. Navigate to the **Reports > Financial** screen.
2. Select **Payments** in the Report Category field.
3. In the Report field, choose **Tuition Express Balancing Report**.

The screenshot shows a 'Financial Reports' interface. At the top, there is a 'Quick Search' bar with the placeholder text 'Report Name or Report Category'. Below this, there are two dropdown menus. The first is labeled 'Report Category' and is currently set to 'Payments'. The second is labeled 'Report' and is currently set to 'Tuition Express Balancing Report'.

4. Choose your center from the Search Criteria. **Please Note:** If your TE setup has more than one merchant ID, the report cannot be run at the business level. *You can run the report by Brand, Division or District even with different merchant IDs per center.*

The screenshot shows a 'Search Criteria' form. It contains several dropdown menus and date pickers. The 'Center' dropdown is currently empty. The 'From Date' and 'To Date' fields are empty. The 'Brand' dropdown is set to 'N/A'. The 'Division' dropdown is set to 'N/A'. The 'District' dropdown is set to 'N/A'. At the bottom right, there are two buttons: 'Schedule Report' and 'Create Report'.

5. Select your date range and click **Create Report**.

Step 2: Reviewing Mismatched Batch Totals

Mismatches typically occur when a registration is pending or dropped new family registration (see below). If there are mismatched transactions, they will be displayed in yellow at the top of the TE Payment Detail tab of the TE Balancing Report from SCW.

The screenshot shows a spreadsheet titled 'DCW Batch Details'. The columns are: Center, Family ID, First Name, Last Name, Trans ID, Ret Ref, Ext Batch Nbr, Payment Date, Status, Message, Amount, Type, Type Code, and Reconcile. The data rows show transactions with various statuses and messages. Some rows are highlighted in yellow, indicating mismatched data.

Center	Family ID	First Name	Last Name	Trans ID	Ret Ref	Ext Batch Nbr	Payment Date	Status	Message	Amount	Type	Type Code	Reconcile
00000067							2021-08-02	PAID	Card processed successfully	100.00		CCRD	P
00000101							2021-08-02	PAID	Refund response: Accepted	-435.00	V	CCRD	P
00000092							2021-08-02	PAID	Refund response: Accepted	-1,210.00	V	CCRD	P
00000107							2021-08-02	PAID	Card processed successfully	50.00	M	CCRD	P
00000109							2021-08-04	PAID	Approved Transaction	50.00	A	CCRD	O-POST
00000069							2021-08-09	PAID	Card processed successfully	50.00	D	CCRD	P

Please Note: To avoid mismatches due to pending registration in the future, we recommend using “Charge on Approved” to help with reconciliation. This option can be found on the Setup > System Config > Registration screen.

The screenshot shows a configuration screen titled "Payment/Financial Information". It contains several dropdown menus for various settings. The "New Family Registration Credit Charge? (Tuition Express Only)" dropdown is highlighted with a red box and is currently set to "Charge When Submitted". Other settings include "Should Registration Fee be Paid First if by Credit Card?" (Yes), "Require Autopay Enrollment (New Family Registration Only)?" (No), "Include Outstanding Balance on checkout?" (No), "Add Rate on Approval?" (No), "Hide \$0 Registration Fee Detail In Confirmation Email?" (No), "Set Unlock code for Check Payment Option to be used?" (test), "Add Fees to Ledger Only on Wait List Approval (only use this if all programs are wait listed)?" (No), and "Allow \$0 Registration Fee Detail Creation?" (No).

Dropped New Family Registration

New Family registrations can appear as a mismatch if a parent closes their internet browser before the new registration is complete, or if they lose internet connectivity for longer than 30 seconds. If either of these situations happen, it is possible that the initial payment submission was successful on TE's end. However, if they lose connection or close the browser, SCW can never receive that successful response. In the event of a connection break or temporary loss of service, we will reach out to TE multiple times requesting a payment status update. If the parent has the browser open and the connection is regained, the registration will process as normal.

If SCW does not receive a reply from TE we will deny the registration, and this is where you would potentially see a mismatch highlighted.

Correcting Mismatches

On the TE Payment Detail tab, there are two options that will be displayed in the Reconcile column:

- “O-Post” displayed in the Reconcile column of the Balancing Report means a new family registration has failed in SCW. This is caused by user internet connectivity (mentioned above). It is recommended that the payment is refunded in TE and the registration is resubmitted.
- When a “P” is displayed, this means the new family registration is pending. As stated above, we recommend using “Charge on Approved” on the System Config > Registration screen. If a pending registration is manually approved, the charge will then display on the family ledger and will no longer display as a mismatch.
- If there are any mismatches from the current day, please wait until they are at least a day old before attempting to fix them. The application has an automatic nightly process that will fix most mismatches that are not related to the above issues.

Once corrections have been made, rerun the TE Balancing report, which should now be equal and zero mismatches. **If mismatches still display, please contact Support.**

Please Note: Once the above process becomes familiar and trusted, you may skip pulling the bank account activity report. The “TE Batch Total” column on the TE Balancing report may be compared to your bank account.

Optional: School/Center Allocations

Allocations are needed when a customer is sending all money to one bank account and needs to know which center the money belongs to. In this case, our customers use the TE Settlement Allocation GL Builder Report. **Please Note:** This step is not necessary for all customers.

Step 3: Set Up Ledger Type Fees

To use the TE Settlement Allocation GL Builder report, you must navigate to the Setup > System Config > Valid Values screen to set up the Type fees. **Please Note:** This step is required if you meet **all** criteria below:

- You have multiple schools/centers.
- Your school has one merchant ID for all schools.
- Money is allocated out to each school.

The following Type fees must be set up. For each Type fee to show on the GL Builder report, GL codes must be associated to each type fee.

- Tuition/NFEE Type fee:

Valid Value	
* Description:	Tuition
* Short Name (Abbr):	NFEE
* Value Type:	Type - Fee
GL Code:	

- Registration Fee/REG Type fee:

Valid Value	
* Description:	Registration Fee
* Short Name (Abbr):	REG
* Value Type:	Type - Fee
GL Code:	

Step 4: Matching the Reports for Allocations

The Settlement report is used only for allocations. It's important to match up the batch totals in the TE Settlement Report to the TE Balancing Report to ensure all payments are being allocated. When the batch totals in both reports are equal, it means all three sections (Bank, DCW, Allocations) are equal.

1. Pull the TE Settlement/Allocation Report. **Important:** When pulling the Settlement report, it is recommended to pull this report for 2 days prior and 2 days after the date range of the balancing report. This is recommended because of payment postdates. If there are extra batches on the Settlement report that are not on the TE Balancing report, those can easily be deleted in the next steps.
2. Open the Summary tab of both reports.

TE Settlement/Allocation GL Report		Tuition Express Batch Summary		
Date Range: August 14, 2021 to August 22, 2021		Center:		
Settlement Totals - Credit Card		Transaction start:	2021-08-15	
		Transaction end:	2021-08-20	
External Batch ID	Total Charged	Ext Batch Nbr	Batch Date	DCW Batch Total
000000004	50.00			
000000005	881.00			
000000006	910.00	000000006	2021-08-15	910.00
000000007	3,260.00	000000007	2021-08-16	3,260.00
000000008	2,981.50	000000008	2021-08-17	2,981.49
000000009	3,070.50	000000009	2021-08-18	3,070.50
000000010	3,319.00	000000010	2021-08-19	3,319.00
000000011	2,667.50	000000011	2021-08-20	2,449.50
000000012	1,058.50			
000000013	1,291.00			
000000014	234.00			
Total Transactions	19,723.00	Grand Totals		15,990.49

3. Delete any rows from the Settlement/Allocation report that are not listed on the Balancing Report (two highlighted examples below). If batch balances are not equal, there could be a returned payment that needs to be accounted for (see next step). **Please Note:** The last batch may need to be removed as well. This is also due to TE Batch cutoff times.

TE Settlement/Allocation GL Report		Tuition Express Batch Summary		
Date Range: August 14, 2021 to August 22, 2021		Center:		
Settlement Totals - Credit Card		Transaction start:	2021-08-15	
		Transaction end:	2021-08-20	
External Batch ID	Total Charged	Ext Batch Nbr	Batch Date	DCW Batch Total
000000006	910.00			
000000007	3,260.00			
000000008	2,981.50	000000006	2021-08-15	910.00
000000009	3,070.50	000000007	2021-08-16	3,260.00
000000010	3,319.00	000000008	2021-08-17	2,981.49
000000011	2,667.50	000000009	2021-08-18	3,070.50
000000011	2,667.50	000000010	2021-08-19	3,319.00
000000011	2,667.50	000000011	2021-08-20	2,449.50
Total Transactions	16,208.50	Grand Totals		15,990.49

4. If your totals do not match, scroll to the Settlement Totals – Refund section of the TE Settlement Report for the refund total (see below). Then, subtract your refunds from your TE Settlement Total Transactions.

Settlement Totals - Refund	
External Batch ID	Total Charged
000000008	(0.01)
000000011	(218.00)
Total Transactions	(218.01)

A. **Example:** Using the example reports, $16,208.50 - 218.01 = 15,990.49$ (TE Settlement total – refund total = TE Balancing Report Grand Total)

5. Scroll to the Transaction Totals section of the TE Settlement/Allocation report and remove any manual transactions not processed through TE, such as third-party payments. Transactions processed through TE that **should remain in the list** are: Credit Card, ACH/Check, or Returned Payments.

Transaction Totals	
Credit Card	16,208.50
Check	658.00
Refund	(218.01)
Total Transactions	16,648.49

Additional Report:

The TE Bank Activity Report can be pulled from the Tuition Express website. Navigate to www.tuitionexpress.com and generate the Bank Activity Report. The payments displayed on this report should match the funds in your bank account and SCW.

Please Note: The image below highlights the batch ID.

Deposit Date	Center Name	Comment	Amount
8/17/2021	Adventure Club of WA (Business Level)	TE POS (08/16/2021)	\$3,260.00
		2nd Payment Cycle Aggregate - 8/17/2021	\$3,260.00
8/18/2021	Adventure Club of WA (Business Level)	TE POS 8 (08/17/2021)	\$2,981.49
		2nd Payment Cycle Aggregate - 8/18/2021	\$2,981.49
8/19/2021	Adventure Club of WA (Business Level)	TE POS 9 (08/18/2021)	\$3,070.50
		2nd Payment Cycle Aggregate - 8/19/2021	\$3,070.50
8/20/2021	Adventure Club of WA (Business Level)	TE POS 10 (08/19/2021)	\$3,319.00
		2nd Payment Cycle Aggregate - 8/20/2021	\$3,319.00
		Total for Specified Date Range	\$12,630.99

For further assistance, please contact our Support Department.