

OB Payment Center via SnapPay Agency/Program FAQ's

General Questions

1. **Q:** How will an agency see or split the cost related to the OB payment center on the OCO bill they receive? – **A:** the cost for the OB payment center is a part of the cost of operation of the Office of Comptroller Operations, which in part is funded by billings to the agencies that we serve. No separate line item for the OB payment center will be included in that billing. Please refer to your agency budget coordinator for how your agency currently splits the costs for Office of Comptroller Operations services.
2. **Q:** How are customer service calls and emails handled? – **A:** All callers to the OB payment center are provided call tree options relative to payment type. Upon selection of a payment type, they are routed as requested and Office of Comptroller staff provide answers to questions related to registration and making a payment. All other questions are referred to the agency or program contact(s) provided at setup.
3. **Q:** Our agency already has a separate program that we use to track data/applications/etc. and payments received, can we use the OB payment center to accept payment and supplement our existing tracking program? – **A:** Yes, agency/program personnel must monitor currently available SAP or Business Warehouse reporting to identify payments made to the SAP coding provided when setup on the OB payment center for payments, or if integrated with OB payment center, agency applications can be notified of posted payments in real time. Existing SAP and BW reports allow you to review the SAP Accounts Receivable invoice number, Loan related invoice number, or the reference field which identifies any number/data that the agency or program provides to their customer to self-identify them in making payment. In addition, any agency or program can develop an API interface based upon OA's template API document to provide payment data to currently existing programs/applications.

Revenues and Refunds of Expenditure

1. **Q:** How can I identify that a customer made a payment or what customer made a payment? **A:** Agency/program personnel must monitor currently available SAP or Business Warehouse (or integrated agency application) reporting to identify payments made to the SAP coding provided when setup on the OB payment center for payments, in which you can review the reference field which identifies any number/data that the agency or program provides to their customer to self-identify them in making payment.
2. **Q:** If my agency or program needs the revenue or refund of expenditure split between coding can we use the OB payment center? – **A:** Yes, however the OB payment center only posts funds to a single line of agency or program coding. The agency or program is responsible for monitoring for funds received and splitting funds received between coding as necessary.

Accounts Receivable and Loans

1. **Q:** What is an accounts receivable? **A:** any amount owed to the commonwealth for a product or service that was already provided
2. **Q:** If my agency/program accounts receivables are not currently in SAP, can we use the OB payment center? – **A:** Yes, you can decide to continue as accounts receivable outside of SAP and

sign up as a revenue or refund of expenditure or mass input your customers and invoices into SAP as accounts receivable.

Payment Portal Comparison SnapPay vs. Payeezy

<u>SnapPay for AR/Loans</u>	<u>Payeezy for AR/Loans</u>
Available to all agencies with customer invoices generated in SAP*	Currently used only by one agency in SAP (PENNDOT)
Enterprise build – Advertise & start collecting	Agency specific custom build
Accepts Credit card payments (Includes a 2% card processing fee paid by customer – (agency can opt to pay fee for customers))	Accepts Credit Card Payments (Card processing fees paid by customer or agency - PennDot opts to pay for AR customers)
Accepts ACH Payments (no fee to customer – paid by OB)	Accepts ACH Payments (PennDot did not implement ACH)
Accepts full payment of open invoices only...to accept a partial payment the agency must establish a recurring invoice reflective of the agreed upon payment plan	Accepts full payments (partial payment acceptance can be developed)
Data refreshed 3 x's daily	Data refreshed 1 x daily
Customers can pay multiple invoices in one transaction	Customers pay each invoice in a separate transaction
Eliminates potential for duplicate payments	Duplicate payments occur requiring refunds
Fully integrates with SAP for posting finance documents – enterprise interface developed and works for any agency with AR in SAP	Fully integrates with SAP for posting finance documents – custom interface developed specific for DOT AR
* Or generated by external party and interfaced to post invoices in SAP.	API Integration template available (incoming & outgoing)

<u>SnapPay for Revenue/Refunds</u>	<u>Payeezy for Revenue/Refunds</u>
Enterprise build – Advertise & start collecting	Agency specific custom build
Accepts Credit card payments (Includes a 2% card processing fee paid by customer – (agency can opt to pay fee for customers))	Accepts Credit Card Payments (Card processing fees paid by payer or agency)
Accepts ACH Payments (no fee to payer – paid by OB)	Accepts ACH Payments (Agency processing fees paid by payer or agency)
Data will refresh 3 x's daily (Subject to change if needed)	Data refreshed – 1 x daily
Customers can pay up to 3 revenues/refunds in one transaction	Unknown how many revenues/refunds can be paid in one transaction
Fully integrated with SAP for posting finance documents – works for any agency program where a single line of SAP coding is provided to BAFM	Revenue and Refund transactions are manually posted in SAP by agency personnel (not interfaced with SAP)
Unlimited number of agency revenue/refund programs can be added without requiring new business cases	Business cases are required for new revenue and refund programs looking to accept electronic payments using Payeezy

Centrally managed bank account already established and controlled by OB	An agency specific bank account must be identified for each new approved business case – This may require establishment of a new bank account and agency would be responsible for reconciling and maintaining the new account
OB pays the transaction fees invoiced by FISERV – Subsequently included in OCO's quarterly billings to agencies for services rendered	Agency/program will pay monthly transaction fees via expenditure adjustments processed monthly in support of the central FISERV billing
New programs can be added in a matter of hours or days (Agency submits coding to BAFM. Agency advertises site to customers)	Once a business case is approved, implementation can take 2-4 months
API Integration template available (incoming & outgoing)	API Integration template available (incoming & outgoing)
OA provides API implementation support for agency applications	OA provides implementation support for Payeezy hosted payment pages