SF User Group – TouchNet Issues
8/17/07

- Default campus under current account in Home page is defaulting to UND.
- Deposits are not working properly.
- Payment Statistics Report – we need access in Bill + Payment Suite (we do not have the administrative role).
- Term Selection is not user friendly (not in a very good order).
- Verbiage on Electronic NSF checks needs to be updated - “may” should replace “will”.
- No activity messages for students: “No charges on the account” – where would the money go if they paid.
- Recent Account Activity – Can the View Transactions require a selection and not default to all activity?
- What steps will we follow if payment is made to the wrong institution?
- Campuses to review refunds process so that we don’t refund overpayments before payments have been approved.
- Change the wording on the agreement to change “recurring transactions” to “future transactions”.
- Problems with the Cookies browser.
- Links on Student Account Detail and Total Due Charges are not activated for paying online.
- Connectivity issues between PeopleSoft and Touchnet – there is too long of a delay sometimes.
- Authorized Users login site – Remove the wording about “Students and staff” at the bottom of the page.
- PayPath – wording on the payment notification email needs to be fixed.
- Notifications of a batch settlements that do not settle need to be emailed to all.
- Need access to PayPath reports.
- Population of Email address into Bill + Payment Suite.
- TouchNet is not always timing out when it is left open.