



What is Changing?

Starting July 23, 2020 Rutgers will no longer use ScholarChip for payments and will begin using the SchoolPay system. Rutgers, ScholarChip, and SchoolPay have been working to make this transition as seamless as possible for you and your teams. The process for payers to make payments will be the same. Rutgers staff will now login to their SchoolPay accounts to run reports and issue refunds. This document explains these changes, plus points you to additional training materials and ongoing support.

- ▶ Payers will pay in the same way
- ▶ Rutgers staff will login to new SchoolPay accounts
- ▶ Login at www.schoolpay.com



Moving to a New System with Minimal Changes

We retained the links that payers use to submit payments, making this transition virtually undetectable to them. You do not need to take any action for the links to work with SchoolPay on July 23, 2020.

You will receive a notification email from SchoolPay with a link to log in to your new administrator account. Follow the instructions in that email to access your account. Refer to this guide for important information about your account and how Rutgers University will use SchoolPay.



Important Things to Know

- ▶ You will have the same "access" in SchoolPay as you did in ScholarChip
- ▶ You will be able to run the same reports and sort data in the same ways
- ▶ If you had the ability to issue refunds in ScholarChip, then you will have that same ability in SchoolPay
- ▶ Training videos are available on using SchoolPay
- ▶ Live, toll-free support is available Monday-Friday, 7:00am-8:00pm EST at 888-886-9729
- ▶ At least 2 years of historical data will be available in read-only format from SchoolPay.

Refunds

Refunds and voids are standard functions in SchoolPay. Voids are similar to refunds, but differ in timing. Voids are for the same day that the transaction is initiated and refunds are for the 180 days after a transaction is settled.

We are currently developing the refund procedure for transactions prior to July 23, 2020 and will provide additional details when this process is finalized.



Training Materials You Should Review Initially

Overview Video

This video provides a thorough, conceptual overview of SchoolPay. In the first year, you likely will not use most of the features, and payers will click links to make payments but not login to the payment center.



<https://www.youtube.com/watch?v=vAeNvHHtjVg>

Running Reports Video

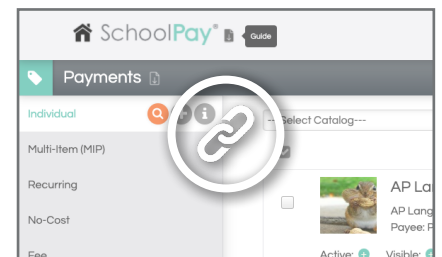
This video provides a thorough overview of the Reports module in SchoolPay. This video also shows how to issue refunds and voids.



<https://www.youtube.com/watch?v=SlrpqXBei9A>

SchoolPay Guide

This is a complete how-to manual for SchoolPay. It is available to download as a PDF from a link in the upper left section of the home screen.



<https://s3.amazonaws.com/SchoolPayPDFs/User+Guide/2018/2018+SchoolPay+User+Guide+8.15.18.pdf>



How to Access SchoolPay Support

- ▶ SchoolPay prides itself on quality customer service for both staff and payers.
- ▶ Administrators can reach out with any questions no matter how small.
- ▶ Live toll-free support Monday – Friday 7 am to 8pm EST at 888-886-9729
- ▶ Email support at support@schoolpay.com.
- ▶ Our support hours and contact information listed above is persistently available in your SchoolPay account in the upper right corner via a “Help” link.



About SchoolPay

SchoolPay is a leading education payment system and is a wholly owned company of i3 Verticals. SchoolPay is used by hundreds of educational institutions and non-profits all over the United States. SchoolPay has been delivering education payment services for 15 years and has millions of students and payers using the system. SchoolPay is headquartered in Madison, WI.