



ECSI E-SERVICES Current A/R E-Refunds



“By utilizing ECSI's fully automated eRefund Solution, our Student Accounting and Cashier's Office received it's highest Student Satisfaction Ratings ever. From the day we started, we greatly reduced our internal processing time and saved thousands-and-thousands of dollars along the way. Thanks again for such a great solution!” —

Joe Maggitti, Medical University of South Carolina, Charleston, SC

FACT: Federal Regulations state that an institution has 14 days to refund a credit balance.

Do you have a hard time managing the manual, and often inefficient, processes involved in administering refunds at your institution?

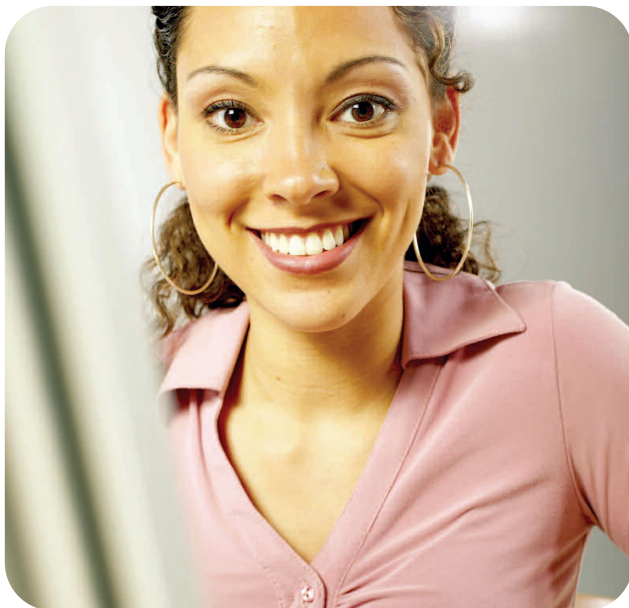
How do you justify the high costs of manually processing refunds at your institution?*

How do you provide the necessary service and support that your students need and expect when it comes to receiving their refunds?

**The Medical University of South Carolina recently performed an audit of their check printing costs and determined that the actual cost to process just one refund check exceeds \$30.*

The Typical Refund Solution:

- Is a slow and costly manual paper check process.
- Has a turn-around time of several days to sign off and disburse the funds accordingly.
- Causes students to get hit with unnecessary check cashing fees because they don't always have a bank on campus.



The ECSI Solution:

- Is a web-based solution that reduces cost and increases efficiency.
- Is simple and intuitive, and is designed for the lowest user level.
- Provides convenient refund options for your students.
 - Paper Checks
 - ACH
 - School Campus Cards
 - Prepaid Debit Cards
 - Multi-bank Debit Cards
- Enables your institution to implement single sign-on authentication.

ECSI makes the refund process simple and easy, and minimizes your IT resources.

"ECSI's commitment to customer service is very apparent and refreshing. It is a rare occasion when I have a relationship with a vendor and I can't think of something I need or want that isn't already a current option or business practice. Keep up the great work and dedication ECSI, and you will continue to blow the competition out of the water."

- Marie Johnson, University of Vermont

Features & Benefits:

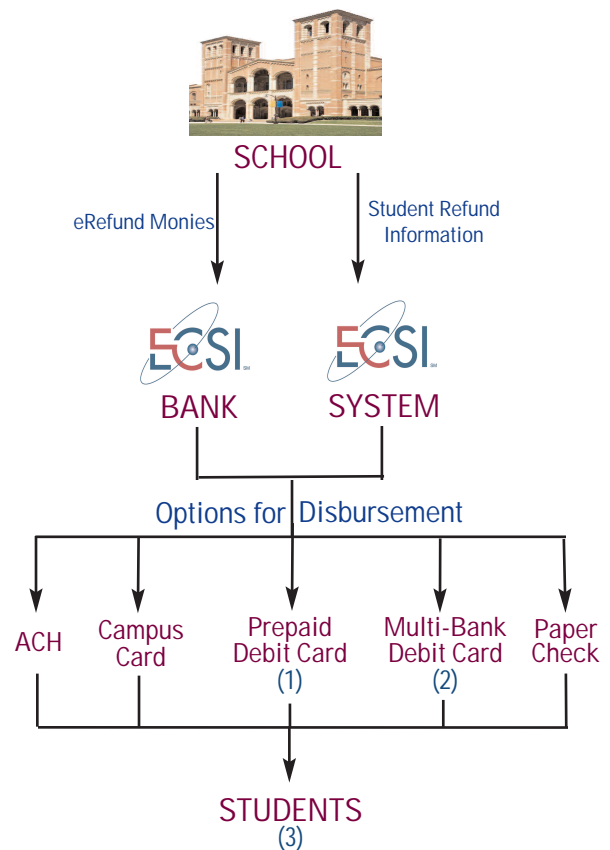
- On-line access for school staff with various levels of security
- Student profile entry by school staff to serve walk-up/call-in students
- Various reporting options to monitor status of process
- Daily/weekly/monthly monetary reports to track flow of funds
- Various report formats available (i.e. pdf, excel, proprietary file layout)
- ABA Routing Number verification
- E-mail notification to reduce calls to your office
- Check processing service with advanced postal pre-sort technology (Accumail)
- File mapping service
- School branded eRefund portal

Implementation:

- Step 1: Assign Implementation Manager
- Step 2: Establish Data Exchange Methodology
- Step 3: Establish Student Profiles
- Step 4: Process Refunds & Send

** Implementation in as little as 5 business days!!!*

eRefund Process:



(1) - Ideal for students with no checking account.

(2) - Students get to pick their bank and debit card of choice.

(3) - Identify themselves by way of authentication process