Client Training

TouchNet Client - Managing your 1098-T’s

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1.0 Introduction

ECSI's TaxSelect Solution is designed to streamline client workflow and relieve your staff of the cyclical processes that need to be accomplished during tax season. All document generation, printing, mailing, online access, and reporting to the IRS is completed by ECSI.

This reference guide is intended to identify and explain the roles and responsibilities for the TaxSelect 1098-T product as it pertains to the client.

2.0 Objectives

At the conclusion of this reference guide, users will be able to:

- Identify key features of TaxSelect
- Review TaxSelect Client Requirements
- View the order of events for 1098-T processing
- Explain why a 1098-T form must be created
- Send and receive 1098-T files
- Define each box located on the 1098-T form
- View/update/create 1098-T forms
- Access and review 1098-T reports
- View the Student Access

3.0 What is TaxSelect?

In January of each year, eligible colleges, universities, or other post-secondary institutions are required to report the previous years' qualified educational expenses, tuition payments and financial aid receipts for each student to the Internal Revenue Service using form 1098-T.
TaxSelect offers clients the option to streamline the 1098-T creation and disbursement process by relieving the administrative burden involved with delivering the 1098-T tax form to the student.

ECSI will:

- Provide guidance for file processing
- Assist with validation of data gathered during file processing
- Load the data to populate the 1098-T form
- Assist with revalidation of the data in the 1098-T tax form
- Generate the 1098-T form (paper or electronic)
- Mail the 1098-T paper forms
- Provide customer service representatives to answer phone calls from students with questions about 1098-T tax forms
- Provide dedicated Client Support to answer phone calls from clients on how to create and view a 1098-T form
- Transmit the 1098-T student data to the IRS

4.0 1098-T School Requirements

Eligible educational institutions are required to file Form 1098-T for each student who has made a reportable transaction to the school and is enrolled for the reported year. Schools may only report payments received.

Reportable transactions include:

- Qualified tuition, required fees and course materials at any college, university, vocational school, or other post-secondary educational institution eligible to participate in a student aid program administered by the United States Department of Education.
- Educational fees paid to colleges or universities that are a required part of coursework. Such fees include lab fees, student activity fees, etc.

There are exceptions. Schools do not have to complete 1098-T forms for:

- Courses for which no academic credit is offered, even if the student is otherwise enrolled in a degree program.
- Nonresident alien students, unless requested by the student as addressed on a case by case basis.
- Students whose qualified tuition and related expenses are entirely waived or paid entirely with scholarships.
- Students, in some cases, for whom the school does not maintain a separate financial account and whose qualified tuition and related expenses are covered by a formal billing arrangement between an institution and the student's employer or a governmental agency.
- Dorms, health insurance, medical expenses, fees related to transportation and personal expenses incurred while attending a college or university.

5.0 How to Use the ECSI File Transfer Service

Clients are required to transmit their 1098-T data files to ECSI securely, via sFTP. If you need to install our sFTP software on your desktop, please email your request to TaxDocs@ecsi.net.

Note: Before installing the file transfer software, make sure you have your school's unique ECSI client code and sFTP password. The end user will require read/write/execute rights to the C:\1098-T folder. File transfer uses secure FTP over port 22. This port must not be blocked.

5.1 File Transfer Installation

The installation program is available at http://www.ecsi.net/1098T/1098T-SETUP.EXE. The program can run without saving it, or you can save it to a convenient location, such as your desktop. After installation is complete, you may delete the setup program.

If saved, double click on the file to launch the application. If you see a security warning, please select **Run**.

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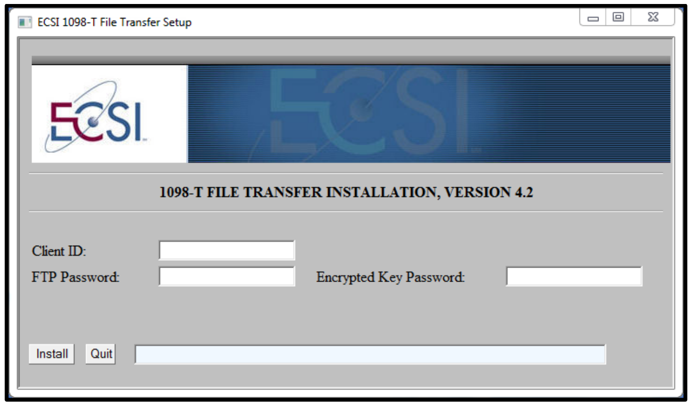
The following installation screen will appear:



If you have an existing application with ECSI, the program will retrieve your client information and pre-populate the fields. Make any required changes necessary to these values. Each field must be populated for installation. If you do not have the required **Client ID**, **FTP Password**, or **Encrypted Key Password**, please contact ECSI's Client Support department for assistance at 800-437-6931.

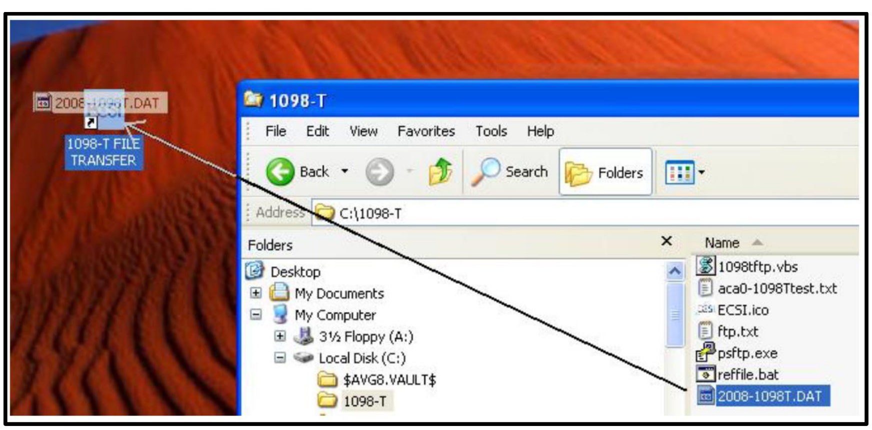
Click the **Install** button. The program will notify you if any required information is missing. If necessary, click **"OK"** to close the message, then enter the required information and click **Install** again.

The File Transfer software will install. Installation status will be shown in a text area beside the **Quit** button. When finished, the program will notify you that the installation is complete. Click **"Yes"** to quit the program.

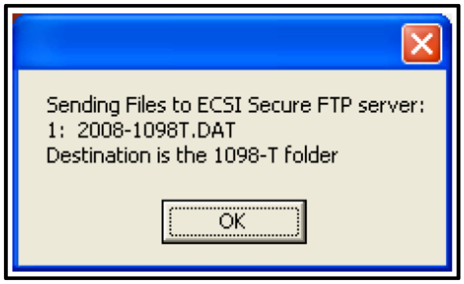
5.2 File Transfer Usage

Sending a File

To send an interface file to ECSI, the client must select the file from a Windows Explorer (My Computer) window and drag the file(s) on top of the File Transfer Icon installed on your desktop.



The client will be prompted to confirm the file transfer.



Click **OK**. The transfer may take some time based upon the file size. A confirmation message box will appear when the transfer is complete. All files sent will transfer to the 1098-T folder within your home FTP folder. After a file is uploaded, create a ticket to notify ECSI of the available file by emailing TaxDocs@ecsi.net .

5.3 File Approval & Form Publishing

After your file is received, ECSI prepares the file for presentment through the ECSI Administrative Portal. ECSI will send a TeamSupport ticket to the client once ready for review. Clients will be required to review their Web Reports within ECSI's Administrative Portal and notify ECSI of their approval by responding to the Team Support ticket. ECSI will then send the 1098-T load events to TouchNet within 48 hours of receiving the client's approval. Upon receipt of the 1098-T load events, TouchNet will make 1098-T links available on the student's account in an 'unpublished' state. Clients will need to review the incoming 1098-T data within TouchNet Bill + Payment from *eStatements > Manage 1098-T Load History*. Once the review is complete, clients need to publish the statements by clicking the **Send Notifications** button.

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6.0 1098-T Timeline

During tax season, ECSI follows a set order of events to assist clients with managing their 1098-T forms. The following timeline occurs each year to maintain compliance with federal regulations and ensure the best possible service to schools and their student population.

1098-T Timeline	
September 24th	ECSI communication/kickoff email is sent to all new and returning clients. 1098-T Timeline document and Frequently Asked Questions are distributed.
October 13th	1098-T Client Training opens for all clients. Each training session is presented live once a month. Videos of our TaxSelect training sessions are available on demand anytime on our client website.
October 13th to December 16th	ECSI opens the 1098-T data file testing period. During this time, clients may provide ECSI with a 1098-T test data file and ECSI will process the file and post the results online. **Note:** Clients are encouraged to only send a test file if the data file layout has changed from previous years. If you are using the updated ECSI data file with the added trailer record, there is no need to send a test file.
October 19th	Make sure Consent Manager is turned on for electronic-only 1098-T statements, and configure FEINs within TouchNet Bill + Payments.
December 11th	The "**Data File Testing Period is Ending**" email communication is sent to all clients.
December 16th	1098-T data file testing period ends. No new test files will be accepted by ECSI. An email communication is sent out to all clients indicating the testing period has closed.
December 28th	The "**Test Data Will Be Purged**" from the website email communication is sent to all clients.
December 30th	Deletion of test data. All 1098-T test data is purged from the ECSI Client Website.

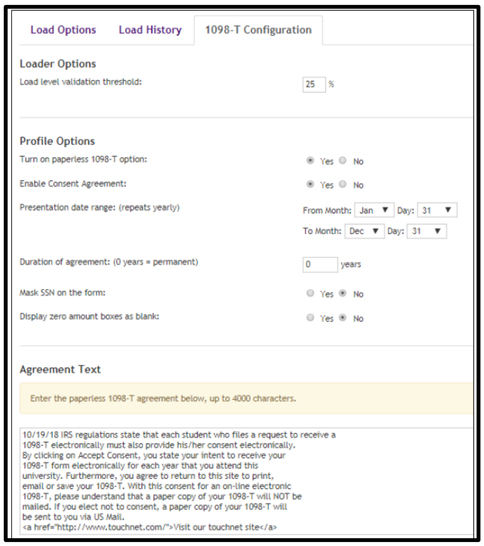
1098-T Timeline	
January 4th to January 13th	The 1098-T data file production period will begin. During this time, clients must provide ECSI a 1098-T production data file. Clients are encouraged to provide production data as soon as possible.
January 8th	"**1098-T Data File Production Period Ending**" email reminder sent to all clients.
January 13th	1098-T data file production period ends.
January 18th	"**Production File Approval Due**" email reminder sent to all clients.
January 20th	ECSI requires that all processed 1098-T production files be **reviewed and approved** by this date. If your file is not reviewed and approved by this date, ECSI cannot guarantee that your statements will be printed and mailed by the IRS deadline (January 31st). **Note**: If approval is not received by this date, an additional rush fee of up to $1,000.00 will be assessed to your account.
January 31st	This is the IRS deadline for all 1098-T statements to be printed and mailed. All forms must be postmarked no later than Sunday, January 31st 2021. **Note:** The final drop-off for USPS is Saturday, January 30th 2021. Due to COVID-19 restrictions, this date is subject to change. Any changes to this date will be communicated in a timely manner.

1098-T Timeline	
February 1st	ECSI will open the 1098-T correction period. During this time, clients can create, edit or delete 1098-T statements online using the "**Create/Edit Tax Documents**" feature on the ECSI Website. All statements created/edited during this period will be automatically submitted to the IRS at the end of each month as part of the original submittal by March 31st 2021. There is no need to contact ECSI when a correction is made online.
February 1st to February 26th	ECSI will distribute the TaxSelect 1098-T Invoice to clients shortly after the deadline to mail forms on January 31st. This invoice is due by April 1st.
March 2021	1098-T live client training sessions end. The training videos will still be available on demand anytime on our client website under the 'Training' link in the 'Documents'.
March 15th	Correction period closes. Deadline to submit a correction/addition file prior to the IRS submittal.
March 25th	Deadline for manual adjustments and corrections. Access to the 1098-T portion of the ECSI website will be closed at the close of business. Manual adjustments and corrections to 1098-T forms online must be completed by 5:00pm Eastern Time. This will allow ECSI to begin extracting the data and building the IRS file.
March 31st	End of submittal period for 1098-T statement data to IRS. ECSI will submit the 1098-T statement data to the IRS no later than this date.
April 1st	Access to the 1098-T portion of the ECSI website will be reopened.
April 1st to July 30th	ECSI will submit all new and corrected 1098-T data to the IRS once a month. There is no need to contact ECSI when a correction is made online. **Note:** IRS penalties may be applicable to all new and corrected 1098-T data submitted to the IRS after the original filing deadline of March 31st 2021.
August 1st	End of submission of new and corrected 1098-T Data to the IRS. ECSI will no longer automatically submit new or corrected 1098-T data to the IRS. Clients are required to contact the IRS directly to provide detail on why the 1098-T statement data is being reported after the filing deadline. The IRS will provide guidance on how to submit the new and/or corrected data. **Note:** IRS penalties may be applicable to all new and corrected 1098-T data submitted to the IRS after the original filing deadline of March 31st 2021.

7.0 Gathering Consent for Electronic-Only 1098-T Statements

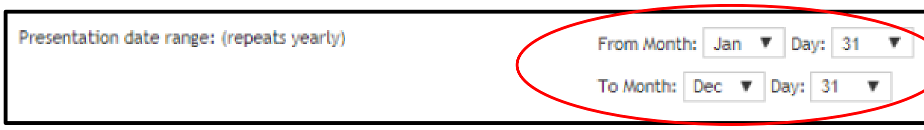
Clients with integrated 1098-T services can use the features of TouchNet Bill + Payment to gather consent for electronic-only presentation of 1098-T statements. TouchNet will then provide ECSI with a file for each institution containing the information for students who have given this consent. These files are provided to ECSI upon request from ECSI once the 1098-T file is ready for processing.

<table>
<tr><th colspan="2">Turning on Consent Manager</th></tr>
<tr><td>Step 1:</td><td>To set configuration options within TouchNet Bill + Payments, go to eStatements > Manage 1098-Ts and click on the 1098-T Configuration Tab.

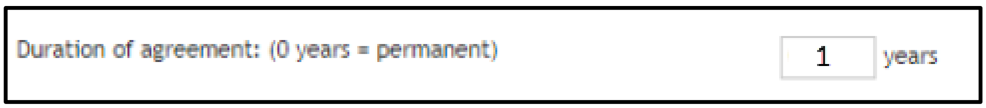

</td></tr>
<tr><td>Step 2:</td><td>Under Profile Options, select the Yes radio buttons to the right of ‘Turn on Paperless 1098-T option:’ and ‘Enable Consent Agreement:’.

Note: The 1098-T Consent Report shows the names of those students who have consented to electronic-only receipt of the form.</td></tr>
</table>

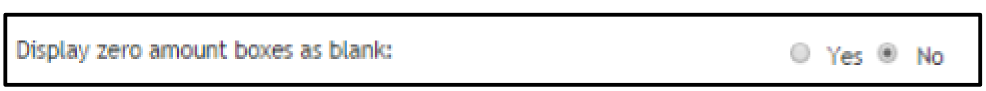
<table>
<tr><td>Step 3:</td><td>Under Profile Options, set the Presentation date range during which students will be asked for their consent. The dates you select remain valid for succeeding years and you do not need to update them unless your own schedule changes.



Note: If a student logs in during these dates and has not yet made a consent selection, a prompt is displayed presenting the consent options. The student must at that time decide whether to consent.</td></tr>
<tr><td>Step 4:</td><td>Under Profile Options, enter 1 year for the Duration of Agreement.


</td></tr>
<tr><td>Step 5:</td><td>Choose Yes or No to display a masked SSN in the online display of 1098-T files. If you select the Yes radio button, students will see their SSN in the format XXX-XX-[last four digits]. If you select the No radio button, students will see their full SSN displayed.


</td></tr>
<tr><td>Step 6:</td><td>Choose Yes or No to mask any displayed zero amounts so that they appear as blank boxes. If you select the Yes radio button, student will see blank boxes for zero amounts. If you select the No radio button, students will see $0.00 amounts in the boxes.



Note: This affects only the displayed statement, not the stored 1098-T Data.</td></tr>
</table>

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8.0 Configuring FEINs

Clients must configure every FEIN (Federal Employer Identification Number) for which their institution issues 1098-T statements. Processing through ECSI requires a complete list of FEINs.

Entering FEINs	
Step 1:	Go to *eStatements > Manage 1098-Ts* and click the **1098-T Configuration** tab.
Step 2:	Within the FEIN List, enter a FEIN in the space provided, then click **Add**. 
Step 3:	When you have added all FEINs, click **Save** at the bottom of the page.

9.0 1098-T Form

Schools must provide the 1098-T form to any student who paid qualifying educational expenses in the preceding tax year (this means the 2019 1098-T form is used for payments made during the 2018 calendar year). Schools can no longer report qualifying expenses based upon how much a student was billed during the preceding year. Schools can only report qualifying expenses based upon how much a student paid in the preceding year.

This form (1098-T) is used to determine eligibility for the American Opportunity Tax Credit and the Lifetime Learning Credit as part of The Taxpayer Relief Act of 1997 (TRA 97).

Qualified Tuition and Related Expenses	
Included	**Not Included**
• In state or out of state student: Resident in State and Non-resident tuition • Graduate and Undergraduate Program Tuition • Required fees: student activity fee, technology fee, student services fees and fees required as a part of enrollment • Withdrawal's not waived or reduced, and required to be paid or were billed to student	• Late Charges • Application fees • Processing fees • Medical Expenses (including student health fees) • Room and board charges • Similar personal, living, or family expenses • Transportation • Registration fees paid for non-credit courses

9.1 Schools Responsibility for Creating a 1098-T

The following steps listed below detail how the 1098-T form is created:

1. A file is created by the school that contains a list of attending students, the amount the student has paid during the year, and if the amount has been paid or billed.
2. The school sends the file to ECSI.
3. An email is sent to the school stating that the file has been successfully loaded. The school reviews the data from ECSI for accuracy.
4. The school confirms the data to be correct. The school emails ECSI to generate the 1098-T forms (paper and electronic).
5. A separate email is sent to the student with the student's Heartland Key. This information allows the student access to the 1098-T that is on file online.
6. The student retrieves or receives their 1098-T and either use the form to file taxes, or will need to request a change to the form.

9.2 Defining the 1098-T Form

The 1098-T form contains several fields of information identified below.

☐ CORRECTED

FILER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone number		1 Payments received for qualified tuition and related expenses $ 2	OMB No. 1545-1574 2020 Form 1098-T	Tuition Statement
FILER'S employer identification no.	STUDENT'S TIN	3		Copy B For Student
STUDENT'S name		4 Adjustments made for a prior year $	5 Scholarships or grants $	This is important tax information and is being furnished to the IRS. This form must be used to complete Form 8863 to claim education credits. Give it to the tax preparer or use it to prepare the tax return.
Street address (including apt. no.) City or town, state or province, country, and ZIP or foreign postal code		6 Adjustments to scholarships or grants for a prior year $	7 Checked if the amount in box 1 includes amounts for an academic period beginning January–March 2020 ☐	
Service Provider/Acct. No. (see instr.)	8 Check if at least half-time student ☐	9 Checked if a graduate student ☐	10 Ins. contract reimb./refund $	

Form 1098-T (keep for your records) www.irs.gov/Form1098T Department of the Treasury - Internal Revenue Service

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1098-T Form Detail		
Box Name	**Definition**	**Key Points**
Student's Address	The student's home mailing address.	Per IRS regulations, this box should contain the student's home address where he or she can receive mail.
Student Social Security Number	The student's social security number or the student's taxpayer identification number.	The IRS processes 1098-T forms using Social Security numbers. If the school is not able to obtain the student's taxpayer identifying number using the W-9S or the Student's or Borrower's Taxpayer Identification Number and Certification forms, then the school will check this box.
Information contact and service provider	Contains the client's filing information and a contact number to the school.	Schools must provide a name, address, and telephone number. The phone number cannot be a general number to the college or university. In addition, the third party processor (ECSI) will be included here.
Account number	An additional account number in the event the student has multiple accounts.	The account number is required if the student has multiple accounts. Schools typically use the student ID number or a designated account number that is assigned to the student.

Box 1: Payments received for qualified tuition and related expenses	The amount of payments made in the previous year for qualifying expenses. Includes tuition and required fees.	The amount reported is reduced by refunds made towards qualifying expenses in the same year This amount is not reduced by grants and scholarships If box 7 is checked this will include paid amounts for qualifying expenses for Jan., Feb and March of 20XX.
Box 2: Amounts billed for qualified tuition and related expenses ***NOTE: As of 2018, this is no longer a valid method of reporting on the 1098-T form.**	The amount billed in the precedent year for qualifying expenses. Includes tuitions and required fees. The amount reported is reduced by refunds made towards qualifying expenses in the same year. This amount is not reduced by grants and scholarships. If box 7 is checked this will include paid amounts for qualifying expenses for the Jan. Feb and Mar of 20XX.	**As of 2018, this box is no longer in use. This is no longer a valid method of reporting on the 1098-T form.**
Box 3: If this box is checked, your educational institution has changed its reporting method for 0000 ***NOTE: As of 2019 this box is no longer in use.**	This box will be checked if the school changes its method or reporting. The school must notify the IRS 3 months in advance of this change.	**As of 2019, this box is no longer being used on the 1098-T form. All reporting method changes would have taken place in 2018.**

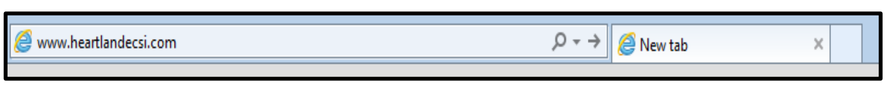
Box 4: Adjustments made for a prior year	This box includes any reimbursements or refunds made to qualifying educational expenses in prior years.	Includes amounts that were reported for any prior year after 2002. This adjustment only references box 1 or 2 and will only reduce or increase amounts reported on previous years 1098-T.
Box 5: Scholarships or grants	Total amount of scholarships or grants processed for the payment to qualifying educational expenses.	These are monies received from third party and does not include loans. Include payments from the military, religious and nonprofit organizations. Pell, FSEOG Grants are included in the amount.
Box 6: Adjustments to scholarships or grants for a prior year	Total amount of scholarships or grants processed to reduce the payments to qualifying educational expenses.	Includes amounts that were reported for any prior year after 2002. These adjustments only reference adjustments made to previous year amounts in box 5.
Box 7: Checked if the amount in box 1 includes amounts for an academic period beginning January – March	For any payments or amounts billed for qualifying educational expenses paid in 2019 but are for educational expenses for 2020.	The amounts reported in box 1 are for a 15 month (1 year and 3 months) period. Students who will graduate at the end of 2019 or in 2020 usually have box 7 checked.
Box 8: Checked if at least half-time student	This box is checked if the student was half-time during 2019.	Half-time status differs for each school.

Box 9: Checked if a graduate student	This box is checked if the student was enrolled in a graduate program during 2019.	If box 7 is checked the reporting period is for 15 months (1 year and 3 months). If a student is enrolled and has not started classes, then this box will be checked.
Box 10: Ins. Contract reimb./refund	For insurance policy (Medical withdrawal or life event, the student may tax insurance to cover the cost of tuition).	If the student was reimbursed under an insurance policy. These policies are applicable if the student was forced to withdrawal from school for medical or family reasons and was later reimbursed.

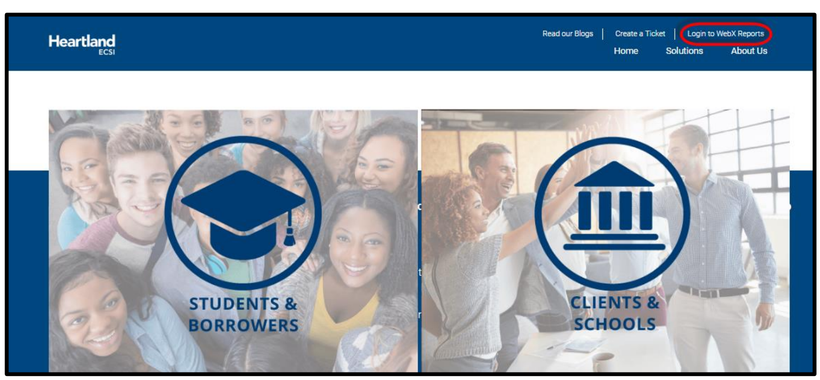
10.0 The 1098-T Client Menu

Clients are able to create, view and update 1098-T tax forms, view 1098-T reports, and review student account memos by accessing the client portal of the ECSI website.

<table>
<tr><th colspan="2">Access 1098-T Client Portal</th></tr>
<tr><td>Step 1:</td><td>Open your web browser and navigate to www.HeartlandECSI.com

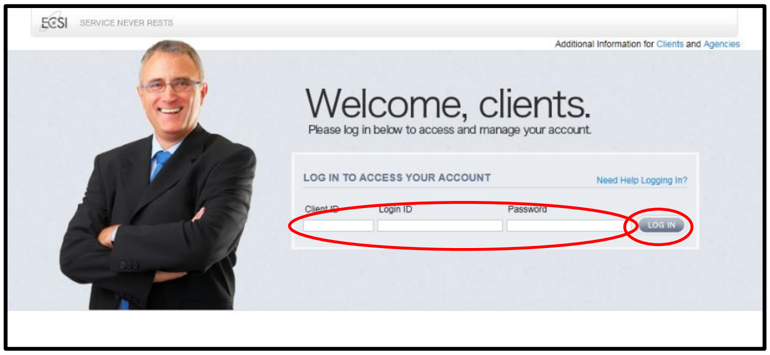


</td></tr>
<tr><td>Step 2:</td><td>Select the option on the ECSI home page Login to WebX Reports.



</td></tr>
</table>

Step 3: Enter login credentials.



Client ID: Your ECSI client/school code.

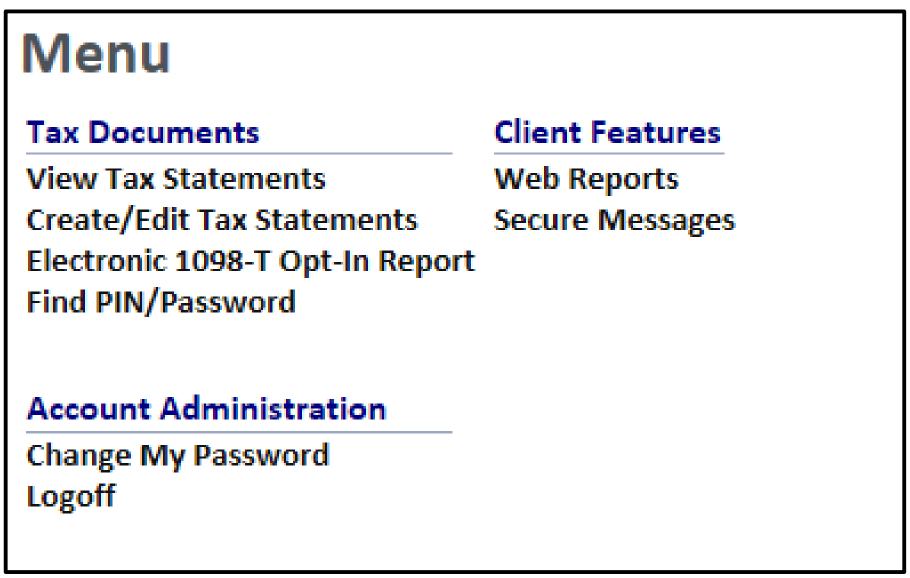
Login ID: Your ECSI login identification.

Password: ECSI will provide a temporary password to new users. You are required to change it after your first login.

Click the **Log In** button.

10.1 1098-T Tax Documents Overview

WebX provides access to various tax management tools including access to **view/edit/create** tax statements, review **web reports**, and send **secure messages** to ECSI.



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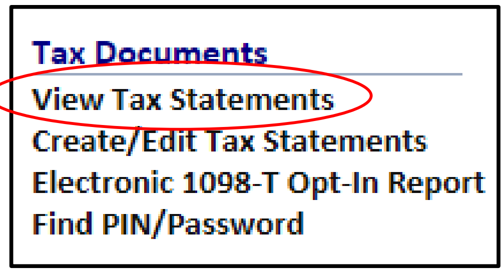
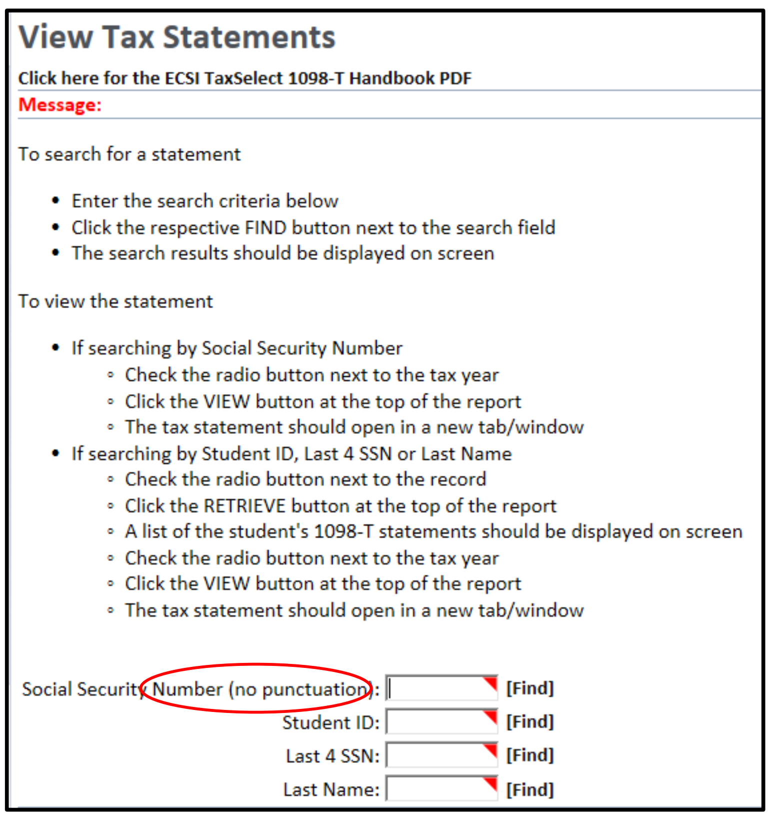
10.2 View Tax Statements

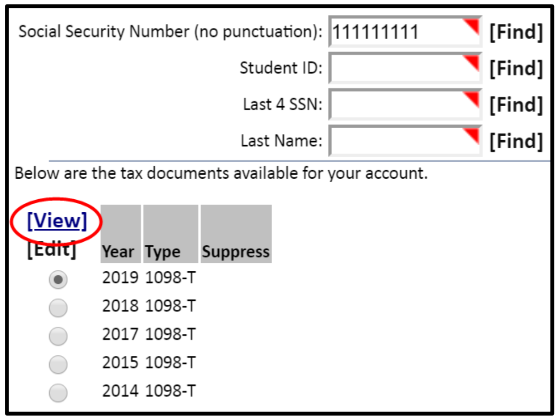
1098-T tax statements are not available until the client sends the 1098-T interface file to ECSI. Once the file is processed and the tax forms are approved by the client, ECSI loads the 1098-T forms to the website. Within 24 hours after this step, a student's tax form is available for review. The **View Tax Statements** link provides access to view a student's 1098-T form.

<table>
<tr><th colspan="2">View a Student's 1098-T Form</th></tr>
<tr><td>Step 1:</td><td>From the Client Website, click View Tax Statements.


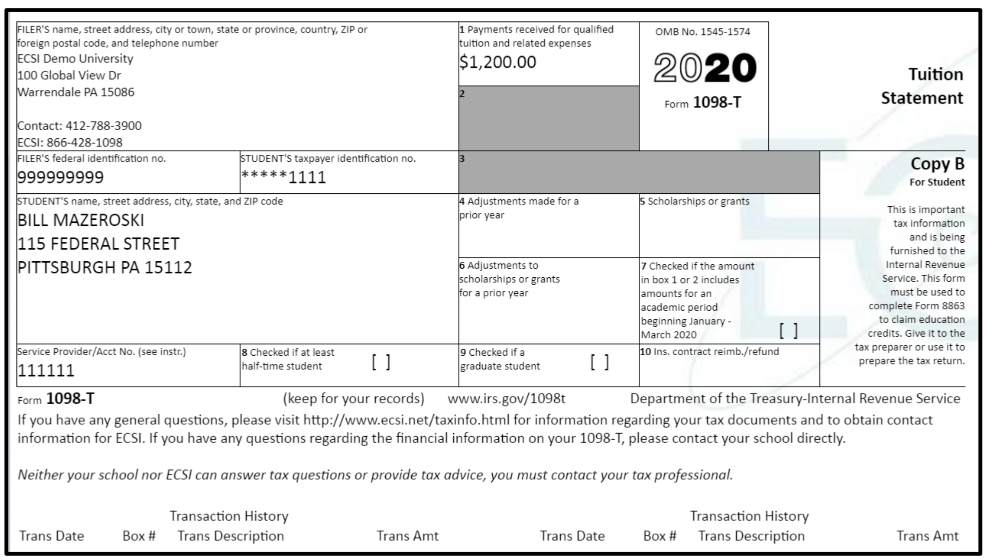
</td></tr>
<tr><td>Step 2:</td><td>On the View Tax Statements screen, the client can enter the student's Social Security Number, Student ID, Last 4 SSN, or Last Name and click Find next to the chosen search option.


</td></tr>
</table>

<table>
<tr><td>Step 3:</td><td>A list of 1098-T’s matching the search criteria entered appears. Click the radio button next to the desired form, and click View.



</td></tr>
<tr><td>Step 4:</td><td>The 1098-T form opens in the View Tax Documents screen.

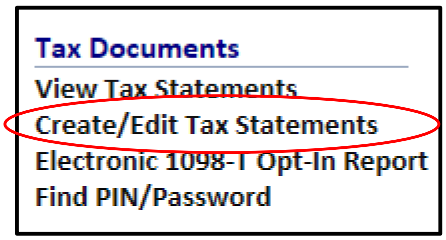


Note: If the client has reported paid information on the 1098-T form, itemized transaction details are located at the bottom-half of the web page.</td></tr>
</table>

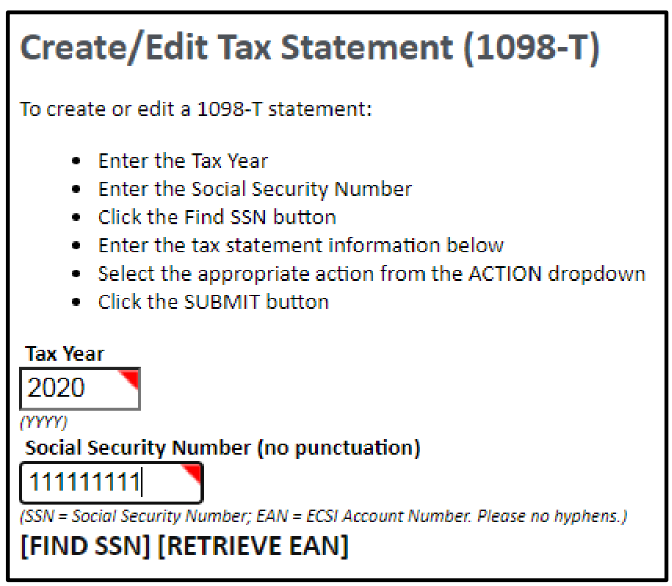
10.3 Create or Update a 1098-T

Clients have the ability to create or update an existing tax form in the event the student's information was not a part of the initial file sent to ECSI for processing, or if the tax form contains information that is incorrect. The following steps review how to enter and edit a 1098-T tax form online.

<table>
<tr><th colspan="2">Create or Update a Student's 1098-T Form</th></tr>
<tr><td>Step 1:</td><td>Locate the menu heading called Tax Documents, and click the Create/Edit Statements link.



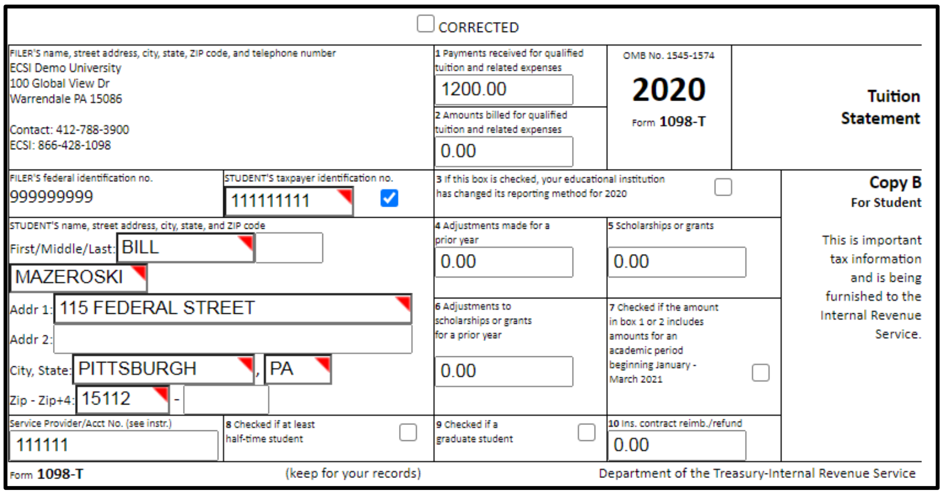
</td></tr>
<tr><td>Step 2:</td><td>On the Create/Edit Tax Statement (1098-T) screen, enter the Tax Year and the student's Social Security Number in the Social Security Number (no punctuation) field, and click [Find SSN] to locate an account by the student's SSN. If the student does not have a social security number, choose the [Retrieve EAN] option to create an ECSI Account Number.



</td></tr>
</table>

Step: 3

When updating an existing 1098-T form, change the appropriate fields on the form that require an update.


CORRECTED

FILER'S name, street address, city, state, ZIP code, and telephone number
ECSI Demo University
100 Global View Dr
Warrendale PA 15086

Contact: 412-788-3900
ECSI: 866-428-1098

1 Payments received for qualified tuition and related expenses: 1200.00
2 Amounts billed for qualified tuition and related expenses: 0.00

OMB No. 1545-1574
2020
Form 1098-T

Tuition Statement

FILER'S federal identification no.: 999999999
STUDENT'S taxpayer identification no.: 111111111

3 If this box is checked, your educational institution has changed its reporting method for 2020

Copy B
For Student

STUDENT'S name, street address, city, state, and ZIP code
First/Middle/Last: BILL
MAZEROSKI
Addr 1: 115 FEDERAL STREET
Addr 2:
City, State: PITTSBURGH, PA
Zip - Zip+4: 15112 -

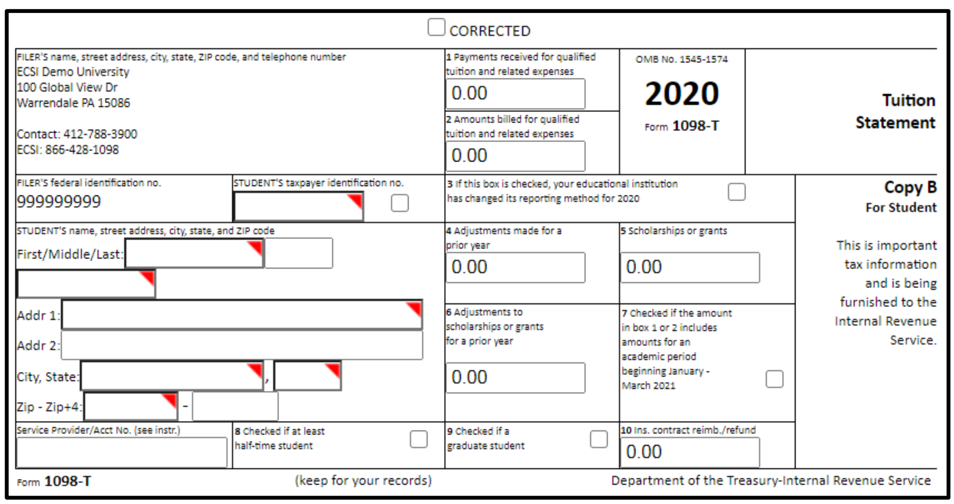
4 Adjustments made for a prior year: 0.00
5 Scholarships or grants: 0.00
6 Adjustments to scholarships or grants for a prior year: 0.00
7 Checked if the amount in box 1 or 2 includes amounts for an academic period beginning January - March 2021

This is important tax information and is being furnished to the Internal Revenue Service.

Service Provider/Acct No. (see instr.): 111111
8 Checked if at least half-time student
9 Checked if a graduate student
10 Ins. contract reimb./refund: 0.00

Form 1098-T (keep for your records) Department of the Treasury-Internal Revenue Service

When creating a new 1098-T form, all required information and fields in boxes 1-10 on the form will be indicated with a red triangle.


CORRECTED

FILER'S name, street address, city, state, ZIP code, and telephone number
ECSI Demo University
100 Global View Dr
Warrendale PA 15086

Contact: 412-788-3900
ECSI: 866-428-1098

1 Payments received for qualified tuition and related expenses: 0.00
2 Amounts billed for qualified tuition and related expenses: 0.00

OMB No. 1545-1574
2020
Form 1098-T

Tuition Statement

FILER'S federal identification no.: 999999999
STUDENT'S taxpayer identification no.:

3 If this box is checked, your educational institution has changed its reporting method for 2020

Copy B
For Student

STUDENT'S name, street address, city, state, and ZIP code
First/Middle/Last:
Addr 1:
Addr 2:
City, State: ,
Zip - Zip+4: -

4 Adjustments made for a prior year: 0.00
5 Scholarships or grants: 0.00
6 Adjustments to scholarships or grants for a prior year: 0.00
7 Checked if the amount in box 1 or 2 includes amounts for an academic period beginning January - March 2021

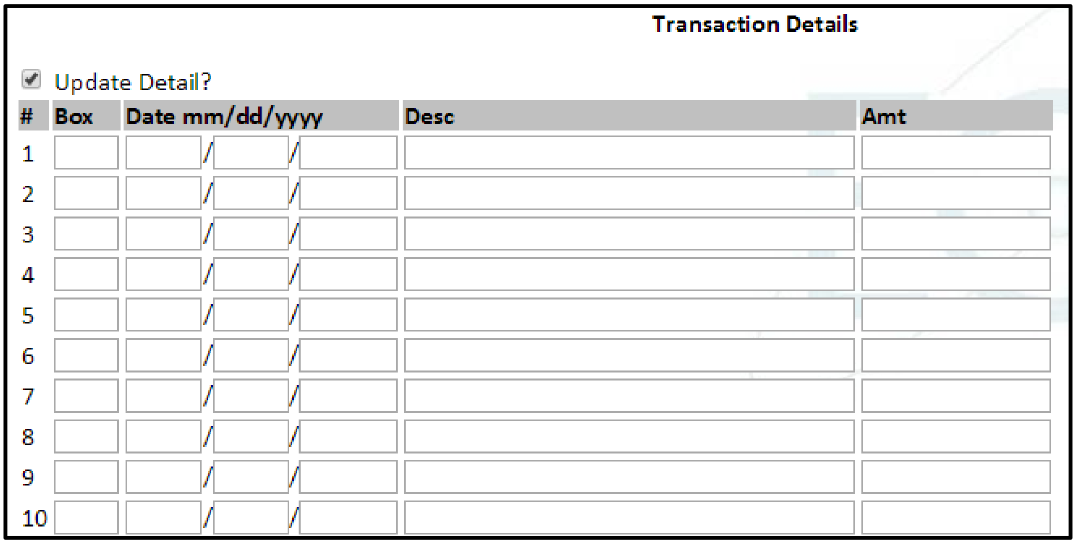
This is important tax information and is being furnished to the Internal Revenue Service.

Service Provider/Acct No. (see instr.)
8 Checked if at least half-time student
9 Checked if a graduate student
10 Ins. contract reimb./refund: 0.00

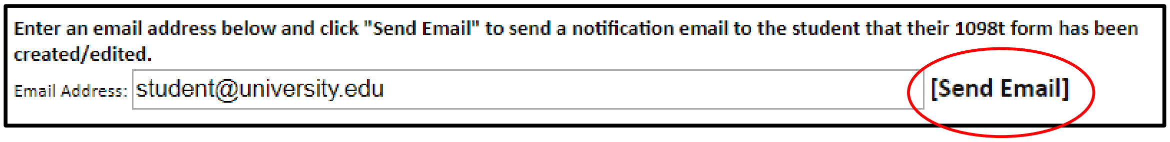
Form 1098-T (keep for your records) Department of the Treasury-Internal Revenue Service

Notes: Any 1098-T statement data that is sent to ECSI without a social security number will be provided an ECSI Account Number (EAN). The ECSI Account number is for internal use only to manage the tax statement online and for student login, and will not be printed on the 1098-T statement or reported to the IRS.

A W-9S form must be completed by a student if the client is making a change to the social security number on a 1098-T form.

Step 4	The student's detail and transaction description information that makes up the total amounts on the 1098-T form can be added in the **Transaction Details** section at the bottom of the application. This is not required, but can be included at the discretion of the client. 
Step 5:	The **Action** box is used to complete the appropriate update as entered by the client in Step 3. Choose the correct action and click **[SUBMIT]**. 

Step 6:	The client can send an email to a student to review their updated or new 1098-T application by entering the student's email address in the **Email Address** field and then clicking **[Send Email]**.



Notes: ECSI does not automatically print and mail statements for new and/or corrected tax forms after the original 1098-T production file is processed. Clients can send the student an email notification using WebX.

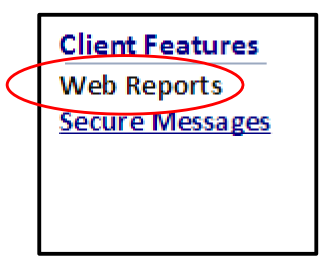
ECSI allows clients to generate 1098-T statements for a prior tax year manually online or via a data file in one of our accepted formats. 1098-T statements generated for a prior tax year are not automatically printed/mailed to the student. 1098-T statements generated for a prior tax year are also not automatically submitted to the IRS as the reporting period for the prior tax year has been closed. Clients should contact the IRS directly to discuss the need to submit a statement for a prior year as the IRS will provide guidance on how to report the data. Clients can reach out to the IRS by dialing 866-455-7438 or by web at www.irs.gov.

11.0 Web Reports

Web Reports is a collection of data organized by a particular topic to provide information to a user for a population of borrowers/students. Web reports are available for clients via WebX, ECSI's web portal. ECSI creates each report and delivers for the user on WebX for pickup. 1098-T reports are run, updated, or loaded to the ECSI website when interface files are provided and processed by ECSI, and in April with a detailed list of each statement that was returned to ECSI as being undeliverable.

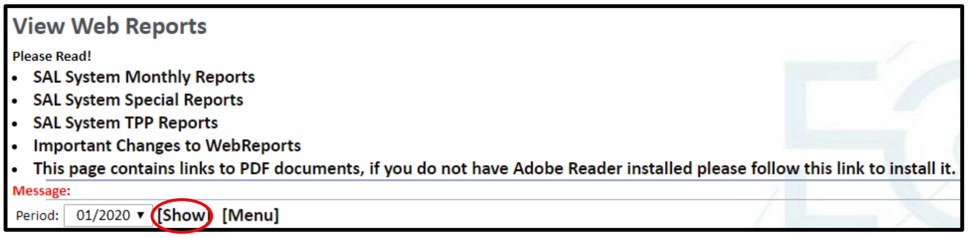
11.1 View Web Reports

View Web Reports	
Step 1:	Locate the menu heading called **Client Features**, and click the **Web Reports** link.



Step 2:

Web Reports are organized by month. Select the correct month from the **Period** drop-down box, and then click the **Show** link.



Note: Web reports are available for up to four years online. After four years, reports can be made available to clients on request.

Step 3:

A list of available reports will display. The column headers are:

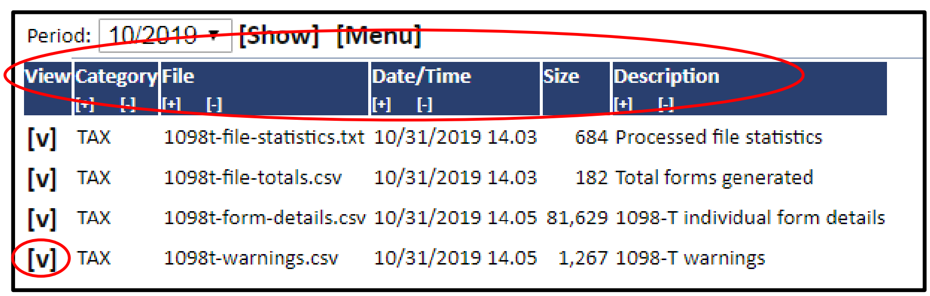
Category: The type of report.

File: The name of the report (by report file name).

Date/Time: The date and time that the report was generated.

Size: The size of the file in bytes.

Description: A short description of the purpose of the report.



To view a report, click the **[V]** next to the appropriate report **Category**.

11.2 1098-T Reports and Descriptions

ECSI provides five reports for clients regarding the 1098-T process.

1098-T File Totals Report– This report provides a summary of the data contained in the processed 1098-T interface file with ECSI. The report provides totals for each box in the 1098-T form that contains financial information. ECSI summarizes the total for each student in the 1098-T file for Box 1: Payments received for qualified tuition and related expenses, Box 4 for Adjustments made for a prior year, Box 5 Scholarships or grants, and Box 10 for Insurance contract reimbursement/refund. This report can be used to confirm that the data processed by ECSI matches the summary totals reported by the client.

[v]	TAX	1098t-file-totals.csv	01/09/2018 12.16	237	Total forms generated

1098-T File Statistics Report– This report provides statistics from the processed 1098-T file between ECSI and the client. The report provides the client with the number of 1098-T forms that contain information for each box on the 1098-T application, as well as the financial detail contained in the 1098-T Batch Total Report. The report also contains the total number of students provided in the file and validation error totals.

[v]	SAL	1098t-file-statistics.txt	01/09/2018 12.24	663	Processed file statistics

1098-T Form Details Report- The report provides a detailed listing of all information generated for each 1098-T statement for a client for a given tax period. The client can use this report to review the processed data for each student for a specific tax year as well as review each potential warning for the student.

[v]	SAL	1098t-form-details.csv	01/09/2018 12.39	238,761	1098-T individual form details

1098-T Warnings Report- This report provides a detailed listing of all students who have a warning or potential error on their 1098-T form. The client can utilize this report to review potential errors on the generated tax form that may need corrected for students and correct the 1098-Ts as needed.

[v]	TAX	1098t-warnings.csv	01/09/2018 12.26	394	1098-T warnings

ECSI

Possible 1098-T Warnings	
SSN not valid	SSN provided is invalid, ex: only 7 digits long, begins with 000 or 666.
TIN Not Certified	The TIN Solicitation Certification is not marked for this student.
Last Name Blank	The Last Name field for this student is blank within the file.
First Name Blank	The First Name field for this student is blank within the file.
Address Blank	The Address field for this student is blank within the file.
City Blank	The City field for this student is blank within the file.
State Blank	The State field for this student is blank within the file.
Zip Blank	The Zip Code field for this student is blank within the file.
ECSI EAN# Created	The SSN field for this student is blank within the file, an ECSI account number has been generated for use by the school in the ECSI client portal, the 1098-T form provided to the student will have the SSN field blank. When the form is submitted to the IRS the SSN will be blank.
Name CTRL	This warning only displays when an IRS 1220.dat file has been submitted for processing from the school. This is only an FYI; this means that we were unable to match the Name Control the same way that the school did. This is usually seen when a student has more than 3 names, ex: John Eric Saint James. We maintain the schools Name Control when submitting to the IRS.
Amounts Not Numeric	There is a non-numeric character in the amount fields. This pertains to Box 1, Box 4, Box 5, Box 6 or Box 10.
Large Payments	The amount in Box 1 is over $90,000.
Large Adj Prior Year	The amount is Box 4 is over $90,000.
Large Grants	The amount in Box 5 is over $90,000.
Large Adj Grants	The amount in Box 6 is over $90,000.
Large Refunds	The amount in Box 10 is over $90,000.
Box1 and Box2 have amounts	There is an amount in both Box 1 and Box 2, should only have amounts in Box 1.
Box1 is blank	There is no amount listed for Box 1 for this student.
Box6 > Box5	The amount in Box 6 exceeds the amount in Box 5.

1098-T Reject Report- The report provides the client with a list of each student in which the 1098-T form was returned in the mail to ECSI from the post office. Clients can use this report to reach out to students who may not have received their 1098-T form in the mail and assist each student with accessing the form online.

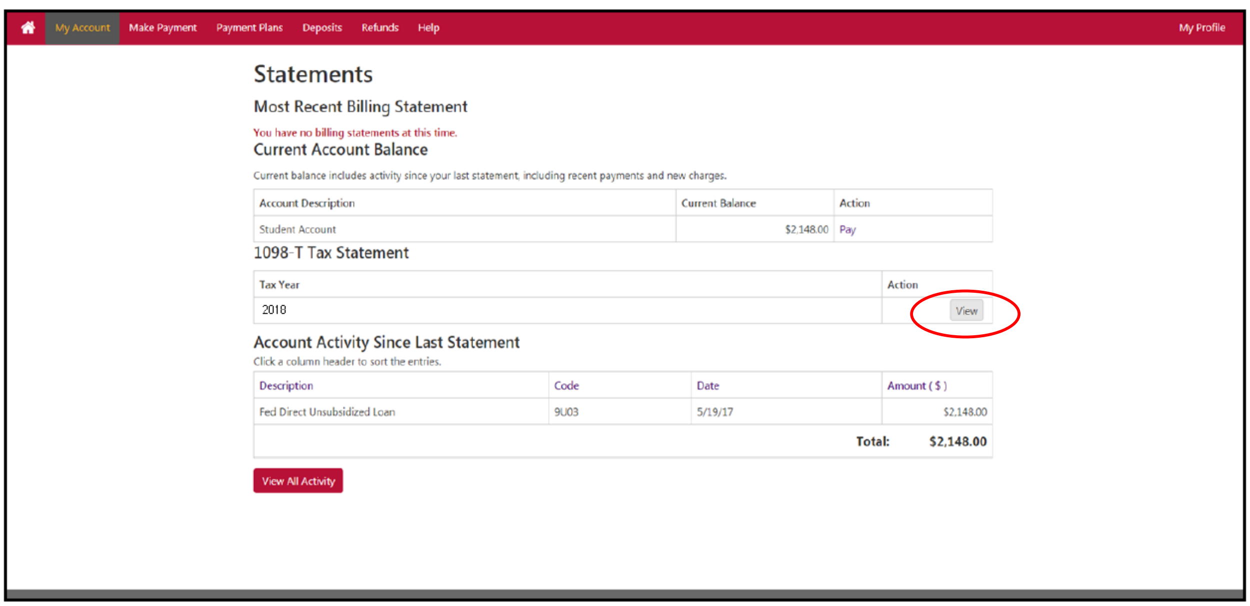
[v] SAL 1098t-reject-pd.pdf 04/15/2015 15.36 1,592 SAL Report

12.0 Student Statement Access

Students will opt into receiving 1098-T statements electronically and retrieve their electronic statements by logging into TouchNet's one-stop Student Account Center. If your institution uses Single Sign-On (SSO) integration, then your students will be seamlessly connected to TouchNet via your student system's self-service portal. Students have to remember one set of credentials throughout the entire experience.

Once the 1098-T Statements are available, students will navigate to the Student Account Center's **My Account** page and click the **View** button on the most recent available tax statement. This will automatically direct the student to an ECSI webpage which populates the 1098-T tax form.

Note: It's important that the student's browser has pop-up blockers turned off.



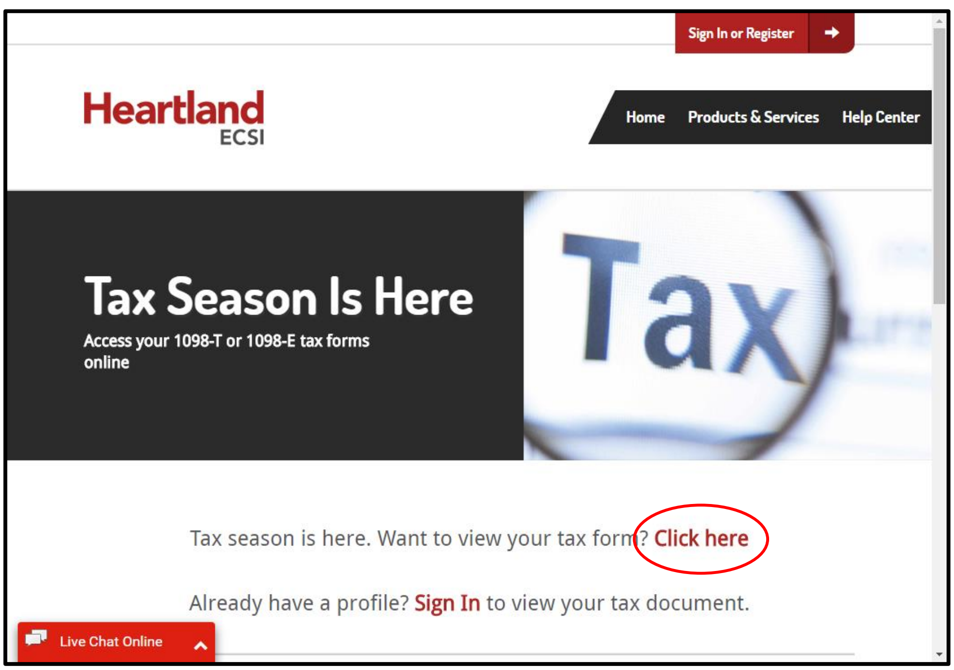
13.0 ECSI Student Website: Tax Document Quick Search

ECSI provides students the ability to easily access and view their current and previous years 1098-T and 1098-E tax forms online at https://heartland.ecsi.net. Students will need their first and last name, social security number, and zip code to access their form. The information needed to access a student's 1098-T form must match the information provided to ECSI by the school to pass authentication.

13.1 Tax Document Search

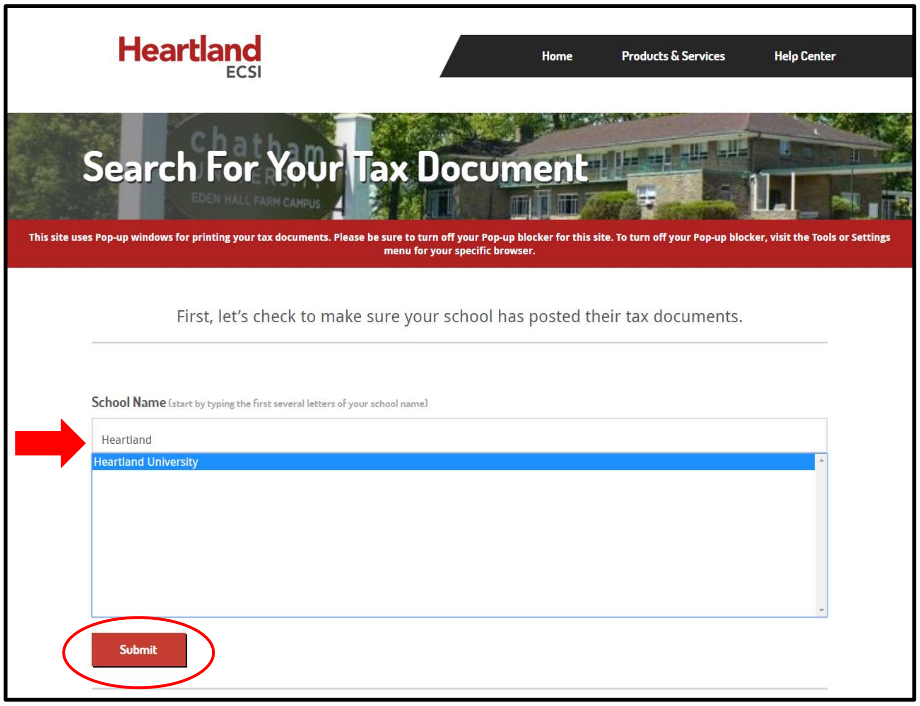
Students looking to view their most recent or previous years 1098-T or 1098-E tax forms can do so by using the Tax Document Search option on the ECSI Website.

<table>
<tr><th colspan="2">Search For Your Tax Document</th></tr>
<tr><td>Step 1:</td><td>Open your web browser and navigate to https://heartland.ecsi.net

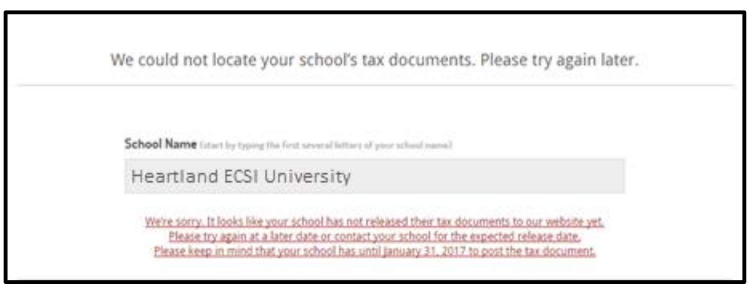

</td></tr>
<tr><td>Step 2:</td><td>Select the option on the ECSI home page Click here after Want to view your tax form?


</td></tr>
</table>

<table>
<tr>
<td>Step 3:</td>
<td>
Type the name of the school in the field School Name. Select the school from the list of available schools, and click Submit.

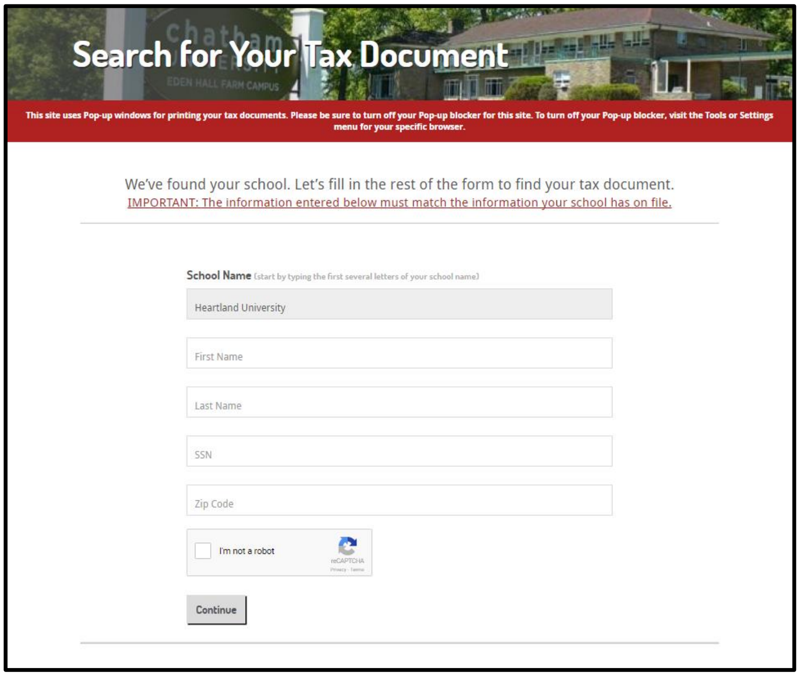


Note: Tax forms are only available if a school has released their tax file to ECSI for processing. If a school's tax file has not yet been released, the following message appears to the student:



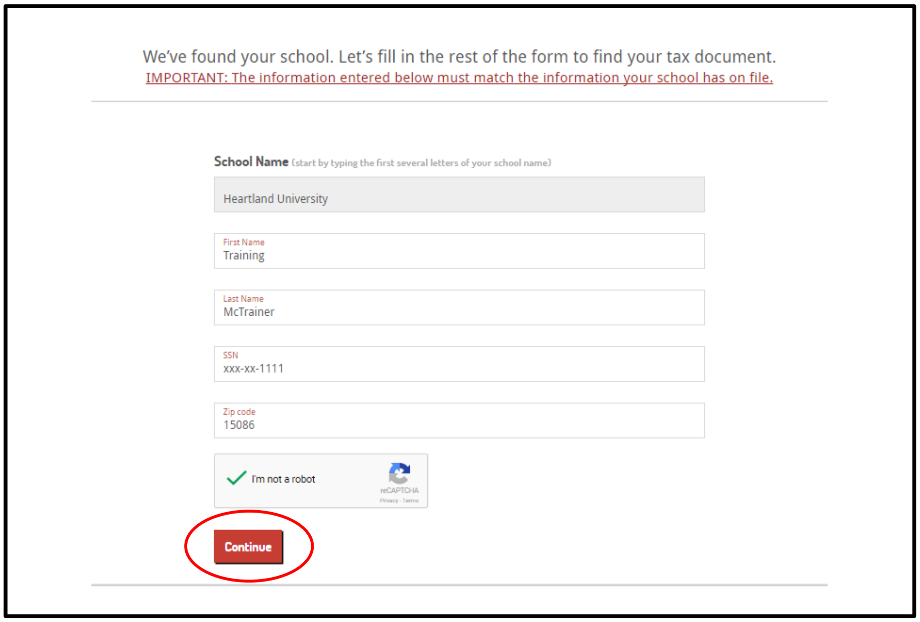
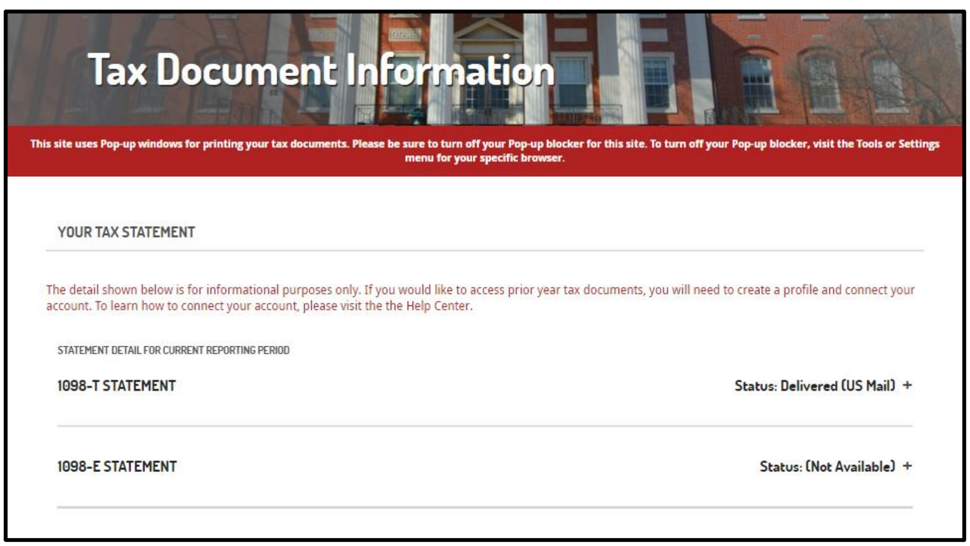
</td>
</tr>
</table>

<table>
<tr>
<td>Step 4:</td>
<td>Students must pass authentication before viewing their 1098-T form. Enter First Name, Last Name, SSN, and Zip code in the required fields.



Note: The information entered by the student must exactly match the information on file at the student's school.</td>
</tr>
<tr>
<td>Step 5:</td>
<td>To complete authentication, check the box for I am not a robot and verify the information requested by the website. Once completed, click Verify.

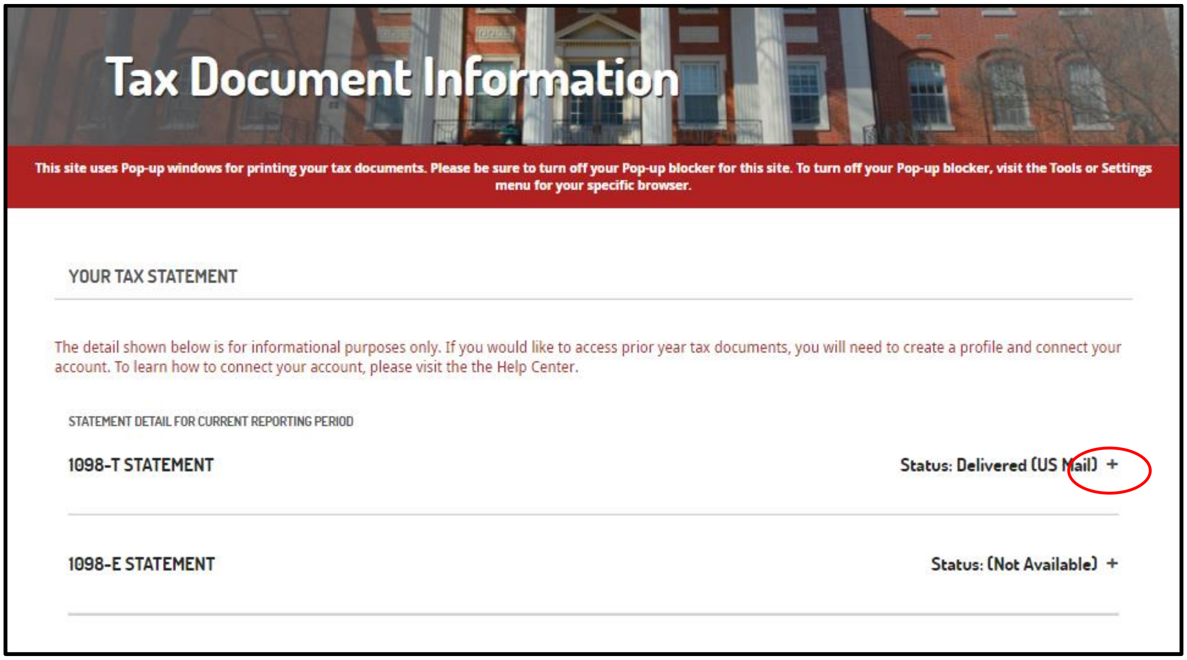

</td>
</tr>
</table>

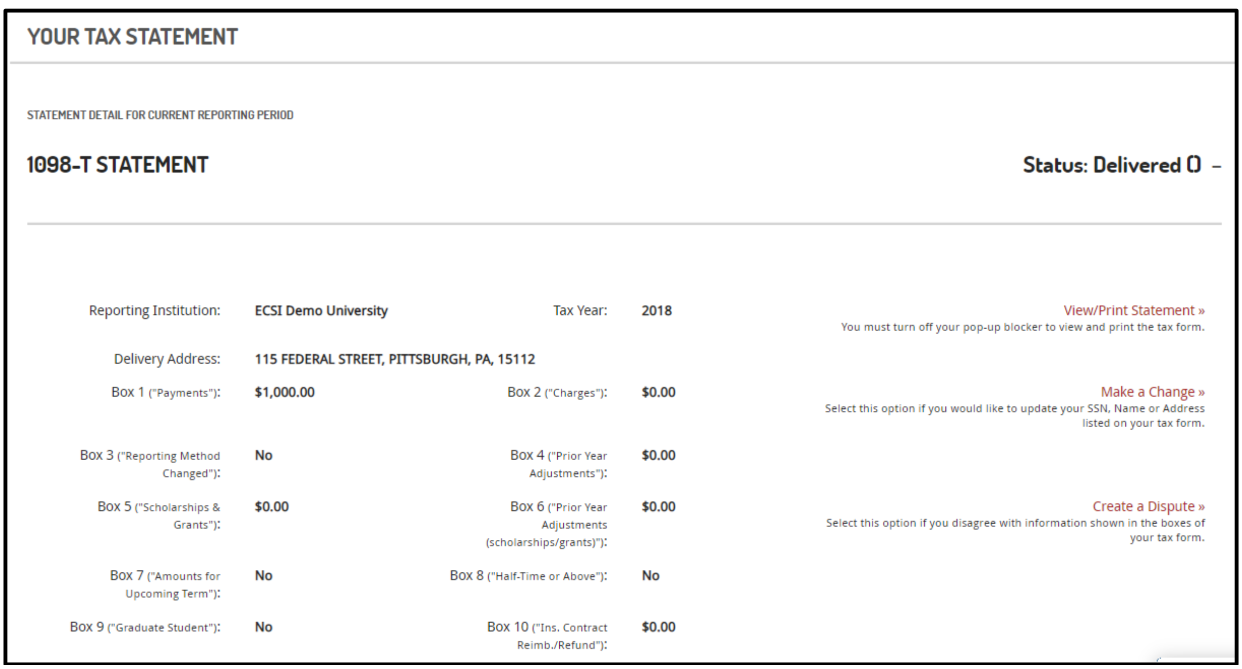
Step 6:	Click **Continue**. 
Step 7:	The **Tax Document Information** window appears listing the current year's tax forms. 

ECSI

13.2 Viewing Your Tax Statement Information

Students view their current 1098-T and 1098-E statements, if applicable, on the Tax Document Information window. Clicking on the **+** sign to the right of the delivery status provides the student's tax form detail, as well as printing and administrative options.

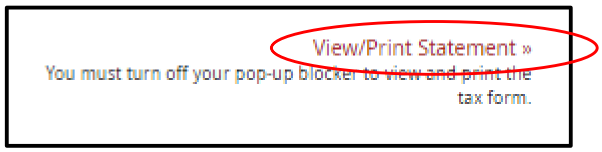
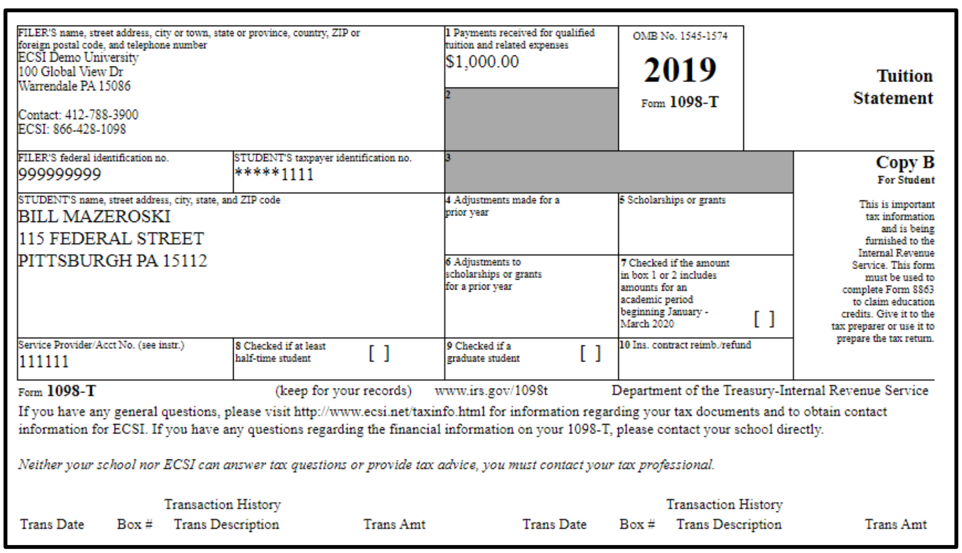




ECSI

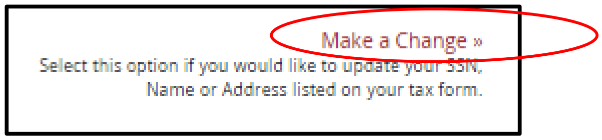
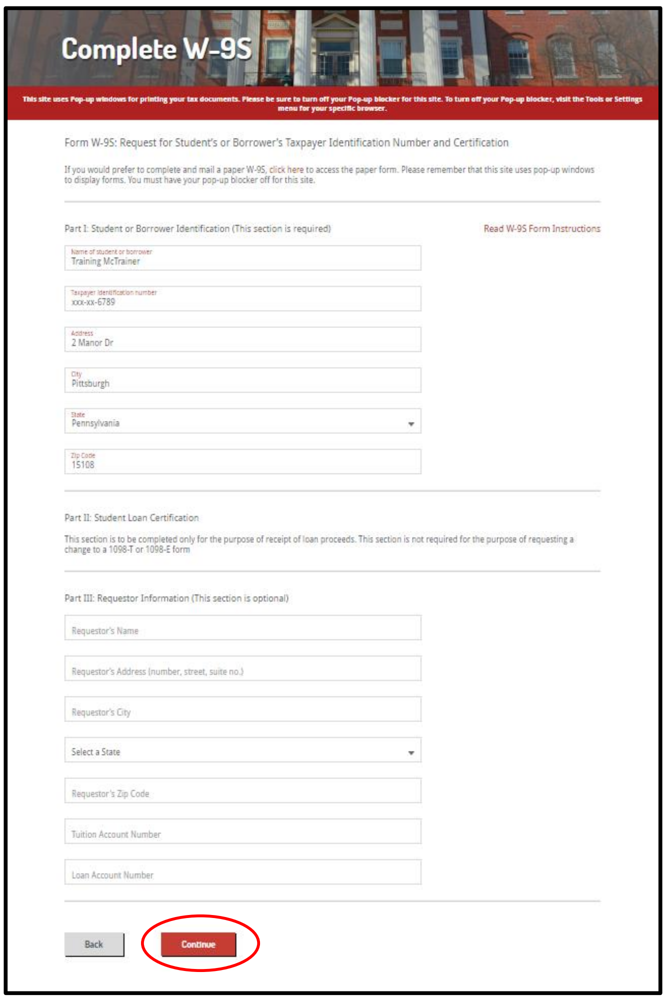
13.3 View/Print 1098-T Statement

Students can view and print tax statements by clicking on **View/Print Statement** link under their 1098-T Statement header.

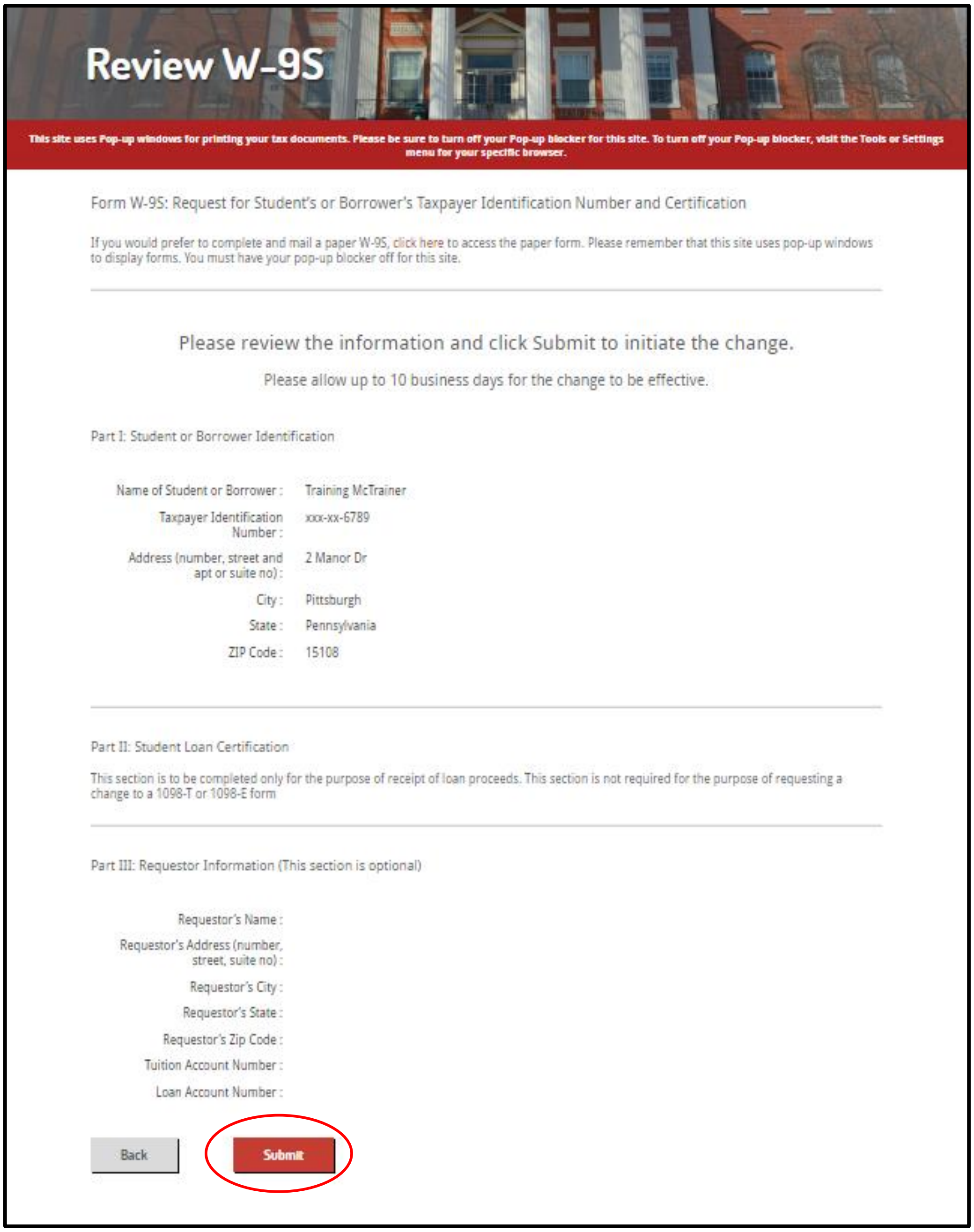
<table>
<tr><th colspan="2">View/Print Statement</th></tr>
<tr><td>Step 1:</td><td>Click View/Print Statement link under the 1098-T statement header.

Note: Students must turn off the pop-up blocker on their web browser for the tax form to appear.</td></tr>
<tr><td>Step 2:</td><td>The tax form appears. Students must print the tax form from the menu bar on their web browser.

FILER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone number
ECSI Demo University
100 Global View Dr
Warrendale PA 15086
Contact: 412-788-3900
ECSI: 866-428-1098
1 Payments received for qualified tuition and related expenses: $1,000.00
2
OMB No. 1545-1574
2019
Form 1098-T
Tuition Statement
FILER'S federal identification no.: 999999999
STUDENT'S taxpayer identification no.: *****1111
3
Copy B
For Student
STUDENT'S name, street address, city, state, and ZIP code
BILL MAZEROSKI
115 FEDERAL STREET
PITTSBURGH PA 15112
4 Adjustments made for a prior year
5 Scholarships or grants
6 Adjustments to scholarships or grants for a prior year
7 Checked if the amount in box 1 or 2 includes amounts for an academic period beginning January - March 2020 [ ]
This is important tax information and is being furnished to the Internal Revenue Service. This form must be used to complete Form 8863 to claim education credits. Give it to the tax preparer or use it to prepare the tax return.
Service Provider/Acct No. (see instr.): 111111
8 Checked if at least half-time student [ ]
9 Checked if a graduate student [ ]
10 Ins. contract reimb./refund
Form 1098-T (keep for your records) www.irs.gov/1098t Department of the Treasury-Internal Revenue Service
If you have any general questions, please visit http://www.ecsi.net/taxinfo.html for information regarding your tax documents and to obtain contact information for ECSI. If you have any questions regarding the financial information on your 1098-T, please contact your school directly.
Neither your school nor ECSI can answer tax questions or provide tax advice, you must contact your tax professional.
Transaction History: Trans Date, Box #, Trans Description, Trans Amt
Transaction History: Trans Date, Box #, Trans Description, Trans Amt</td></tr>
</table>

13.4 Updating the 1098-T Form

Students can request an update of their SSN, name, or address on their tax form by selecting the **Make a Change** link under their 1098-T statement header.

<table>
<tr><th colspan="2">Update 1098-T/Electronic W9-S Process</th></tr>
<tr><td>Step 1:</td><td>Click the Make a Change link under the 1098-T statement header.

</td></tr>
<tr><td>Step 2:</td><td>The Complete W-9S window appears. The student needs to complete each section of the electronic W9-S form. Click Continue.

</td></tr>
</table>

Step 3: The **Review W-9S** window appears. Check the submission for accuracy. Click **Submit** to process the change request.



Form W-9S: Request for Student's or Borrower's Taxpayer Identification Number and Certification

If you would prefer to complete and mail a paper W-9S, click here to access the paper form. Please remember that this site uses pop-up windows to display forms. You must have your pop-up blocker off for this site.

Please review the information and click Submit to initiate the change.

Please allow up to 10 business days for the change to be effective.

Part I: Student or Borrower Identification

Name of Student or Borrower :	Training McTrainer
Taxpayer Identification Number :	xxx-xx-6789
Address (number, street and apt or suite no) :	2 Manor Dr
City :	Pittsburgh
State :	Pennsylvania
ZIP Code :	15108

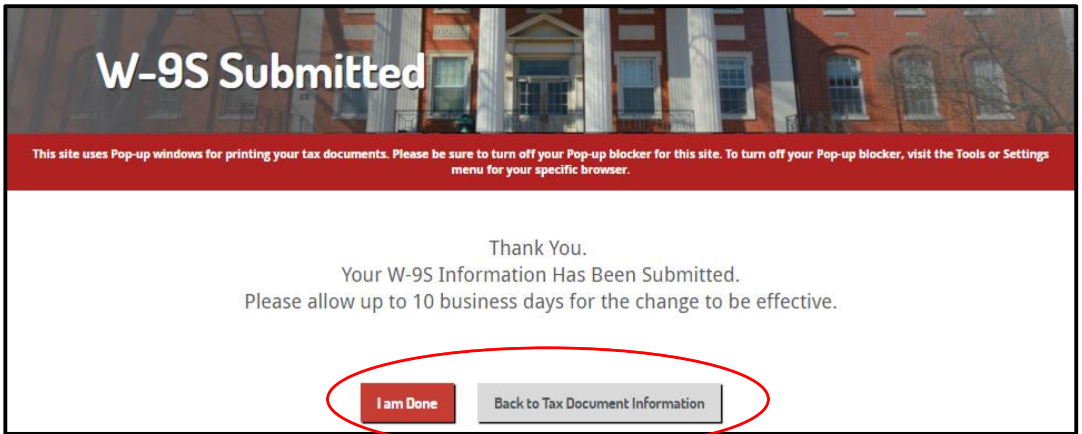
Part II: Student Loan Certification

This section is to be completed only for the purpose of receipt of loan proceeds. This section is not required for the purpose of requesting a change to a 1098-T or 1098-E form

Part III: Requestor Information (This section is optional)

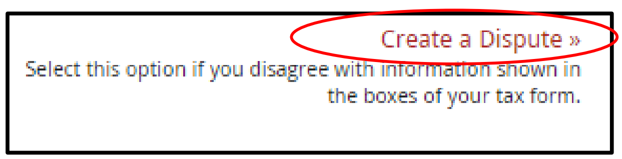
Requestor's Name :	
Requestor's Address (number, street, suite no) :	
Requestor's City :	
Requestor's State :	
Requestor's Zip Code :	
Tuition Account Number :	
Loan Account Number :	

Back Submit

Step 4:	The W-9S Submitted window appears. Click **I am Done** if no more work is required, or click **Back to Tax Document Information** if you wish to view more information about your tax documents. 

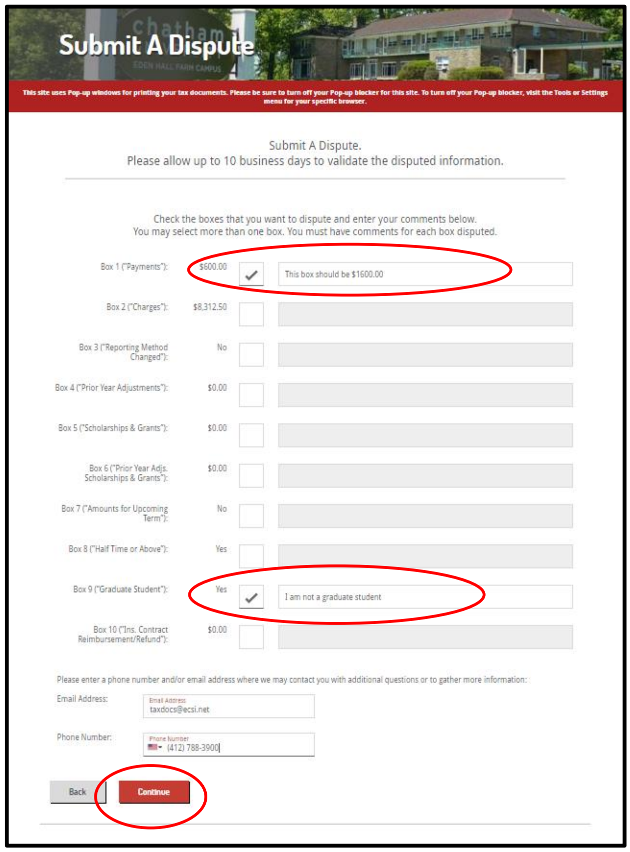
13.5 Creating a 1098-T Dispute

Students are able to submit a dispute online with ECSI in the event they disagree with the information listed on their 1098-T document.

Create a Dispute	
Step 1:	Click the **Create a Dispute** link under the 1098-T statement header. 

Step 2:

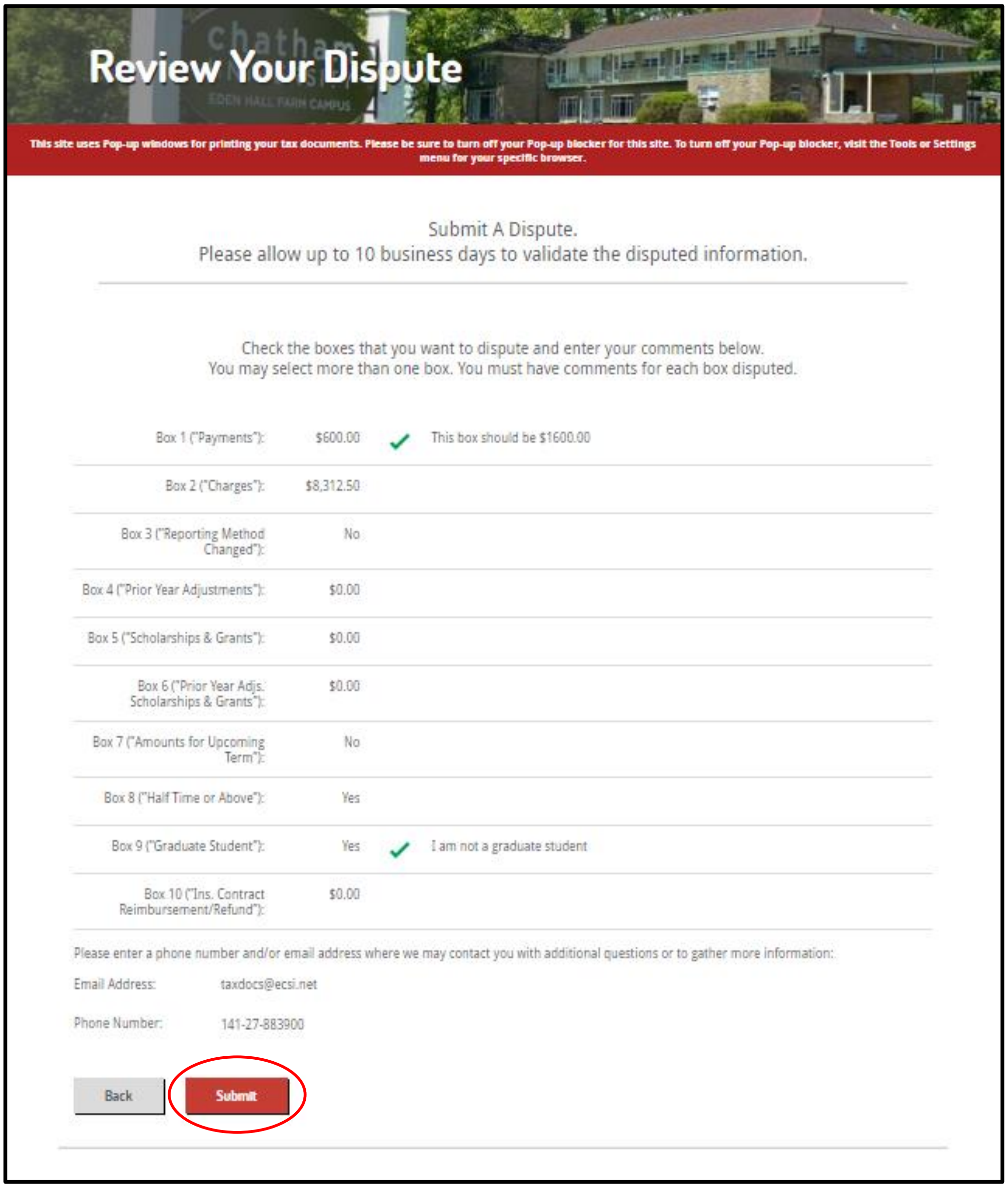
The **Submit A Dispute** window appears. Students check each applicable box that requires an update. A comment is necessary for each box disputed on the 1098-T forms. Click **Continue**.



Note: A valid email address and phone number is necessary so that we can contact the student in the event additional questions or more information is needed to complete the dispute.

ECSI

Step 3:	The Review Your Dispute window appears. Check the submission for accuracy. Click **Submit** to process the dispute request.


Review Your Dispute

This site uses Pop-up windows for printing your tax documents. Please be sure to turn off your Pop-up blocker for this site. To turn off your Pop-up blocker, visit the Tools or Settings menu for your specific browser.

Submit A Dispute.
Please allow up to 10 business days to validate the disputed information.

Check the boxes that you want to dispute and enter your comments below.
You may select more than one box. You must have comments for each box disputed.

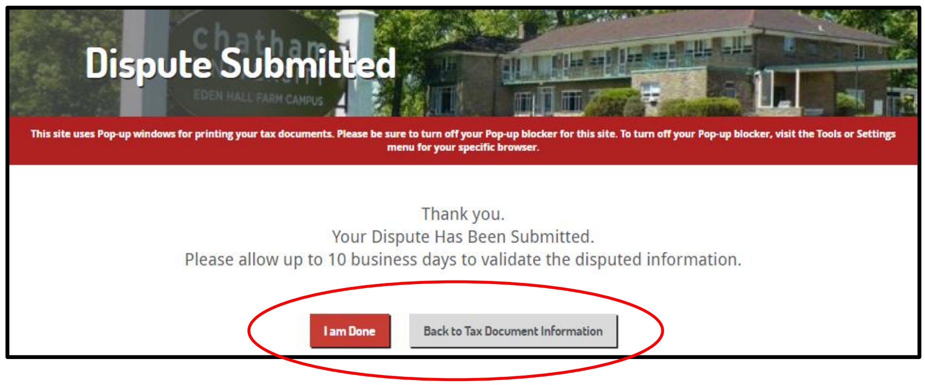
Box 1 ("Payments"):	$600.00	✓	This box should be $1600.00
Box 2 ("Charges"):	$8,312.50		
Box 3 ("Reporting Method Changed"):	No		
Box 4 ("Prior Year Adjustments"):	$0.00		
Box 5 ("Scholarships & Grants"):	$0.00		
Box 6 ("Prior Year Adjs. Scholarships & Grants"):	$0.00		
Box 7 ("Amounts for Upcoming Term"):	No		
Box 8 ("Half Time or Above"):	Yes		
Box 9 ("Graduate Student"):	Yes	✓	I am not a graduate student
Box 10 ("Ins. Contract Reimbursement/Refund"):	$0.00		

Please enter a phone number and/or email address where we may contact you with additional questions or to gather more information:

Email Address: taxdocs@ecsi.net

Phone Number: 141-27-883900

Back Submit

<table>
<tr>
<td>Step 4:</td>
<td>The Dispute Submitted window appears. Click I am Done if no more work is required, or click Back to Tax Document Information if you wish to view more information about your tax documents.


</td>
</tr>
</table>