

FINANCIAL MANAGEMENT

TYLER CASHIERING

Designed to streamline cashiering for public sector agencies, Tyler Cashiering features a versatile, easy-to-navigate interface developed in the Microsoft® .NET platform. This scalable application centralizes the collection process, creating a single point of entry for data from multiple applications. It has a familiar Microsoft® Windows® look and feel, and was designed with user experience in mind. Cashiering allows for a wide range of customization based on payment type. It integrates with local resources, such as OCR and handheld bar code scanners, printers, and validators, as well as MICR devices, making it an essential addition to any agency's collection process. Tyler Cashiering features the ability to display on-screen running batch and transaction totals. And, it has standard interfaces for MUNIS® systems with the potential to connect to other non-MUNIS systems. Support is for MUNIS V6.3 and higher.

Billing Data

Tyler Cashiering stands alone from other Tyler applications because billing and customer data from these systems are not stored in it. Instead, each system maintains its own billing and customer databases. Cashiering retrieves billing information, details, due amounts and charges from a variety of billing sources in these systems via XML-based Web services.

- Requests billing data in XML formats from external systems and provides transaction detail to the billing system
- Requires the creation of all payment types provided by the external system in Cashiering, including real estate, utility or personal property billing

Payment Processing

With Tyler Cashiering, you can set up payment types to provide a customized collection experience for each type of payment your agency accepts. A seamless interface exists even when payment types represent items from multiple subsystems. Payment types, like MUNIS collection categories, represent distinct types of bills that can be collected. Cashiering allows MUNIS and potentially non-MUNIS collection to occur with a single application. And, when it comes to processing payments, Cashiering offers exceptional flexibility. Users can easily make full or partial payments, and payments on multiple bills.

- Performs searches that are customized for a particular payment type
- Shows the amount due on a bill as the payment amount by default
- Shows real-time balances
- Modify the amount that appears in payment amount to any partial amount
- View breakdown of bill information
- Select tender type (cash, check or credit card) to process
- Ability to capture images of checks presented for payment
- Integrated credit card authorization ensures gateway approval prior to completion of transaction
- Customize tender types
- Accepts multiple payments as part of a single transaction
- Use search option to select all matching bills for a given customer or address
- Establish various allocation rules for processing multiple payment types
- Select total payment amount and tender entire transaction rather than each individual "bill" payment
- Enter multiple tender types for one transaction and generate a single receipt
- Review the payment(s) included in the transaction being tendered

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Tyler Cashiering features its own relational database for storing cashiering activity and configuration data. The database is hosted on a server and updated by each cashiering station, creating a centralized location for query, research and audit activity for all transactions. This provides exceptional access to cross-system collection totals.

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Virtual Tape

Cashiering features a virtual tape, which serves as an electronic version of the traditional receipt spool tape and provides a running tape of all batch activity. It serves as an invaluable tool for reviewing and researching previous activity.

- Keeps running totals for the current batch constantly visible, including batch total and number of transactions, payments, and tenders
- Displays transaction amounts not yet tendered and lists all items in the current transaction
- Provides a continually visible listing of all transactions in a batch, with the option to drill down for details of a specific transaction
- Shows details for all transaction, receipt and endorsement activity in the virtual tape
- Void, reprint, and more using the virtual tape window as an interactive tool
- Delete or change current payment information that has not yet been tendered

Additional Features

- Organize, process, and manage transaction data (payments, voids, etc.) through the use of batches
- Allows for real-time updates to external billing systems
- Maintains batch info, such as status, owner, and locked status
- Allows transfer of batch ownership
- Manage user permissions by restricting activity levels, transaction processing, and specific user interface features
- Improves the overall efficiency of the cashiering process by reducing the number of keystrokes and mouse clicks
- Uses standard Windows logins/passwords (via Windows Active Directory authentication). SQL Server authentication is also supported
- Allows for supervisor overrides for voids and allocations
- Provides detailed and summary batch reporting for transactions, payments, and tenders
- Performs automatic updates to ensure latest version