

Release Notes

FIS CST March 2017 Release

March 2017

Release Notes

FIS CST

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Highlights

This release includes the following changes:

- CST Password Complexity Enhancements
- New Collections Closed (SR-009) Report
- Cancel Deactivation Action Added to Audit History Page

Recommendations

- Notify your staff of the scheduled downtime.
- Notify your staff of the anticipated changes.

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Enhancement:

The following enhancement is included in this release:

CST Password Complexity

The password requirement rules on all CST pages that allow a password update are more complex. This change applies to new users immediately while existing users will be impacted when their password expires. This change applies to all clients using direct sign-in to CST or for administrative users still using direct sign-in to manage CST profiles. This change does not impact clients using the SSO to CST from Admin Platform.

Benefit Improves security. Consumer information is better protected because of more complex CST user passwords.

How It Works

New passwords in CST **must**:

- be between 8 and 20 characters
- include one uppercase and one lowercase letter
- include one number
- include one special character

New passwords in CST **cannot**:

- include the user's name
- include the user's login ID.

The new requirements appear on the surface of the following pages:

- Password Change
- Change Password
- Create CST User and Change CST User

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Screens Password Change

Change Password

Your new password must:

- be between 8 and 20 characters
- not include your name or user ID
- include at least 1 uppercase letter
- include at least 1 lowercase letter
- include at least 1 number
- include at least 1 of the following: , - + _ ! # @ ~ . { } & *

Current password:

New password:

Confirm new password:

Submit

Error Scenarios

- If the CST user's password does not meet the minimum complexity requirements on the Password Change and New Password pages, then the following error appears:
 - Your entry in the New password field must be between 8 and 20 characters, include both upper and lowercase letters, numbers, and a special character. It cannot contain your name or your user ID. Please re-enter and click Submit.
- If the CST user's password does not meet the minimum complexity requirements on the Create CST User and Change CST User pages, then the following error appears:
 - Your entry in the Starter password field must be between 8 and 20 characters, include both upper and lowercase letters, numbers, and a special character. It cannot contain your name or your user ID. Please re-enter and click Submit.

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Enhancement:

The following enhancement is included in this release:

New Collections Closed (SR-009) Report Available

A new, monthly report that identifies all closed collection items can be downloaded from CST.

Benefits Improves collection process.

How It Works

This downloadable report is generated on the first business day of the month and has the same fields as its daily counterpart, the Collections Closed (SR-008) report.

1	File: 19598_MTHLY_SR-009_20161222044223										
2	Report Name: Collections Closed										
3	Organization ID: 19598										
4	Date: 11/22/2016										
5											
6	Payer ID	Organization Customer ID	Service Request Number	Customer	Primary Phone	Funding Account Type	Funding Account Number	Routing and Transit Number	Amount	Charge	
7	1111111	5555555	89953837	CUSTOMER JANE	5555555555	DDA	1111111111	121000358	\$32,313.00	No	
8	2222222	6666666	89953843	GREAT LAKES SERVICES	5555555555	DDA	2222222222	121042882	\$5,911.10	No	
9	3333333	7777777	89953845	ABC COMPANY	5555555555	DDA	3333333333	75000051	\$338.11	No	
10	4444444	7777777	89953839	ABC AGENCY	5555555555	DDA	4444444444	122000247	\$197.11	No	
11											
12											
13	Report Totals										
14	Total Number	4									
15	Total Amount	\$38,759.32									
16											
17											
18	Total by Resolution Action										
19	CHG SPONS	\$38,759.32									

Field Label	Description
Bill Pay ID	Unique number assigned by the Bill Pay system to identify a customer.
Org Customer ID	Optional number used to identify a customer to an organization. In addition, this number serves as across-reference between the end-user Bill Pay front-end and the FIS Bill Pay system.
Service Request Number	Unique number assigned to a service request by FIS.
Customer	Individual for whom the Bill Pay information and accounts are established on the system.

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Primary Phone	The customer's primary phone number.
Funding Account Type	The customer's type of funding account.
Funding Account Number	Number of account at financial organization that the customer used to pay this bill, if refunded.
Routing and Transit Number	Number that is assigned to organization by the Federal Reserve to identify where customer's funding account resides.
Amount	Total dollar amount of payment.
Charged Back by Automated Process	<p>Indicates whether the amount charged back to client settlement account occurred because of an automated process. If the client is unable to collect funds at the end of the Collection Period, an automated process will close all unresolved Service Requests and create a single ACH debit to the client's Collection Settlement Account.</p> <p>Y - Customer able to collect funds.</p> <p>N - Customer not able to collect funds.</p>
Charged Back as Result of Successful Collection	Indicates whether the amount charged back to the client's settlement account occurred because of a successful collection. (Future use.)
Confirmation # of Payment	Unique reference number assigned to each transaction.
Organization Tran ID of Payment\	Unique number that identifies the transaction.
Transaction Effective Date	Effective date of the transaction.
Opened Date	Date service request was opened.
Problem Cause	Reason service request was originally opened.
Resolution Action	Action taken to complete service request.
Resolution Date	Date service request was resolved.
Payee Name	The name of the payee.
Memo	Comments or notes.

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Action Required

To access the Collections Closed (SR-009) Report, a user within your organization with the CST Administrate Reports security group must activate the reports.

Note: *You cannot view report information that is prior to the date the report was first turned on. Historical data is not available since a report must be generated to create the data.*

To view the report, users need the View Reports security group. If your organization currently has users who can view downloadable reports in CST, then your CST security administrator already has the authority to assign the Administrate Reports and View Reports security groups to your users. If users within your organization are not able to view downloadable reports in CST, then your security administrator will need to request the Security Admin High Assign View Reports security group from FIS Information Security. After your security administrator has been granted the Security Admin High Assign View Reports security group, that administrator can assign the Administrate Reports and View Reports security groups.

Enhancement:

The following enhancement is included in this release:

Cancel Deactivation Action Added to Audit History Pages

CST now audits when the process to deactivate a customer is canceled.

Benefit Improves audit history. Provides CST users with a complete audit trail of all activities associated with customer

deactivation.

How It Works

A new value, **Cancel Deactivation Customer**, can appear in the **Action** column on the following pages:

- Customer Detail (Contact History section)
- Customer Snapshot (Contact History tab)
- Contact History – Customer (A-002)
- Contact History – CST User (A-003)

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Screens Customer Detail – Contact History section Customer Snapshot – Contact History tab
Contact History – Customer (A-002)

Contact History			
Date	User	User ID	Action
01/20/2017 6:58:23 AM	Jane User	W951H9F	Cancel Deactivation Customer
01/20/2017 6:57:48 AM	Jane User	W951H9F	Accessed Customer Detail
01/20/2017 6:57:35 AM	Jane User	W951H9F	Deactivated Customer
Show additional information			

Customer Detail – Contact History section

Verification	Personal Profile	Bill Pay Account	Funding Account	Contact History	Audit History
Date	User	User ID	Action		
01/20/2017 6:58:23 AM	Jane User	W951H9F	Cancel Deactivation Customer		
01/20/2017 6:57:48 AM	Jane User	W951H9F	Accessed Customer Detail		
01/20/2017 6:57:35 AM	Jane User	W951H9F	Deactivated Customer		
01/20/2017 6:56:27 AM	Jane User	W951H9F	Accessed Customer Snapshot		
01/17/2017 2:32:53 PM	Jane User	W951H9F	Accessed Customer Detail		

Customer Snapshot – Contact History tab

Contact History - Customer (A-002)			
CST - Customer Report Tool			
Report run: 01/20/2017 - 07:02:54 AM CT			
Organization: ALL • Last name: meyers • First name: tina • Date: From Jan 20, 2017 to Jan 20, 2017			
User ID	User	Date	Action
W951H9F	User, Jane	01/20/2017 06:58:23 AM	Cancel Deactivation Customer
W951H9F	User, Jane	01/20/2017 06:57:48 AM	Accessed Customer Detail
W951H9F	User, Jane	01/20/2017 06:57:35 AM	Deactivated Customer
W951H9F	User, Jane	01/20/2017 06:56:27 AM	Accessed Customer Snapshot

Contact History – Customer (A-002)

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Customer History - CST User(A-003) CST - Customer Report Tool					
Report run: 01/20/2017 - 07:04:02 AM CT					
Organization: ALL • User ID: w951h9f • Date: From Jan 20, 2017 to Jan 20, 2017					
Customer	Business	Payer ID	Organization	Date	Action
CUSTOMER, JANE		38730045	METAVANTE BILL PAYMENT	01/20/2017 06:58:23 AM	Cancel Deactivation Customer
CUSTOMER, JANE		38730045	METAVANTE BILL PAYMENT	01/20/2017 06:57:48 AM	Accessed Customer Detail
CUSTOMER, JANE		38730045	METAVANTE BILL PAYMENT	01/20/2017 06:57:35 AM	Deactivated Customer
CUSTOMER, JANE		38730045	METAVANTE BILL PAYMENT	01/20/2017 06:56:27 AM	Accessed Customer Snapshot

Contact History – CST User (A-003)