



The University of North Carolina

GENERAL ADMINISTRATION

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May 31, 2013

Memorandum

To: UNC FIT Campus Project Managers

From: Gwen Canady *GC*

Subject: Enhancements to the NC Department of Justice Client Agency Portal for Collection Submissions

As highlighted during our Campus Project Manager conference calls, UNC FIT has been actively engaged in a project with the North Carolina Department of Justice (NCDOJ) regarding their Client Agency Portal (ePortal). Campuses are required by statute to forward past due accounts to the Attorney General (AG) for collection no more than 60 days after the due date of the billing. The ePortal is an extension of the NCDOJ legal database, and allows North Carolina universities to record past-due debt information into the database via a secure web interface. While most universities currently use the ePortal to manually enter student AR collection information, there is a definite need to streamline the debt reporting and collection process. Current issues with the ePortal include, but are not limited to, lack of departmental level security and a limit of no more than 100 past due accounts can be submitted each month. In an effort to improve this process, the following enhancements were proposed:

1. Implement a three-tier security architecture within ePortal that identifies a submitter at the Entity, Department and Function level to appropriately segregate student AR and student loan submissions.
2. Enhance ePortal functionality to upload debt records in XML format that automatically populates the InfoShare legal database with XML data.
3. Develop an interface that automatically extracts student AR debt records in an XML format that can be uploaded to ePortal (Banner schools only).

Implementing these enhancements will provide immediate relief to campuses. The enhanced security feature will allow campuses to enter both student AR and student debt collection records directly into the ePortal with appropriate segregation between entities, departments and functions. The XML import feature will allow universities to submit multiple debt records in a single file with no additional data entry (max 100 per file). The UNC ePortal Banner interface will automatically extract student AR debt records into an XML file format, eliminating the need to manually enter these into the ePortal. Although this phase of the project is for student AR debt only, we will be working to potentially automate the extract of other Banner-processed debt types in the future.

Memo: Enhancements to the NC Department of Justice Client Agency Portal for Collection Submissions

This initiative requires business process changes of both the AG's office and the campus, as summarized below:

1. UNC FIT will develop and release the PERL code for the XML extract interface.
 - a. This interface is designed for the Banner system and will be distributed to Banner schools. However, a copy of the code will be provided to non-Banner schools (UNC Chapel Hill and North Carolina State University).
 - b. This interface will only contain debt records associated with student account receivables. There may be opportunities to extract student loan data in the future if such data exists in Banner.
 - c. The program will (i) retrieve the NC AG Collection Vendor ID from the internal code field on the TWRNCAG_UNIV_INFO_2 GTVSDAX record; (ii) access the SPRIDEN table to get the PIDM for the NCAG Collection Agency; (iii) access the TBRCOLC table and pull any students who have been assigned to the NCAG Collection Agency during reporting month; and (iv) write out the XML code for all the students selected in accordance with the AG provided file definitions.
 - d. No more than 100 students may be reported at a time. However, multiple files can be sent during the month.
2. Campus representatives will execute the program via Banner job submission and upload the file into ePortal. Note: the campus representative must have a valid ID to log into the ePortal system.
3. The AG's Office will provide an interface on the ePortal application for users to upload the XML file.
4. During the upload process, the AG's Office will validate the XML file and data fields. If validation fails, the files will be rejected with end-user notification.
5. After successful validation, the file will be checked for viruses and the XML data will be transferred to the Infoshare database. If a virus is detected, the file will be removed and the user will be notified via the ePortal.

Testing with three pilot campuses (ECU, FSU and UNCP) is scheduled to begin in June, and we expect to roll out these enhancements to all Banner campuses later in June or early July. Further communication will be sent out in the near future. If you have any questions about these changes, please contact Autumn Carpenter, acarpenter@northcarolina.edu or Timur Uckun, thuckun@northcarolina.edu. Please forward this memorandum to your Student Accounts Directors. Thank you for your attention to this important update.