

T2 Systems and Banner: Interface for Success

The six-year T2 Systems and Banner relationship continues to allow customers to get the information they need, when and where they need it. As a SunGard Higher Education Collaborative Partner, T2 shares the same vision of helping universities realize a unified digital campus. T2 integrates its offerings with Banner according to SunGard Higher Education's best practices.

T2 Systems and Interfaces with Other Systems

T2 Systems has a proven history of working with Banner's customers to develop solutions that help them meet their specific needs. As part of this continuing effort, T2 has designed its software to be flexible enough to interface with other software systems, allowing parking offices to share and access important customer information. This is especially important for parking operations that share data with other departments within their organization. Such integration often includes student, faculty and staff biographical data, financial data related to student accounts and payroll, even details about student status and standing.

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Banner is just one of several systems for which T2 has developed interfaces. Currently, T2 has about 70 customers whose parking systems interface with Banner, successfully sharing and making data available within both systems to help their entire organization be more efficient. The benefit to T2 customers is that these interfaces allow parking offices to share data with Banner while still maintaining their own business rules, so they don't have to follow the rules or guidelines of other departments. Customers can also determine the frequency of data exchange, from daily to every minute. In other words, the parking office maintains control of its own operation.



Case Study – University of Texas at San Antonio

The University of Texas (UT) at San Antonio is so large it has three different campuses and continues to grow in population. The university has been using Banner since 2001, while its Parking and Transportation Services Department uses T2 Flex to manage parking operations. According to Jane Wilcox, associate director of parking and transportation services, an interface between Banner and T2 Flex enables her operation to exchange biographical data and financial information with other departments.

Because UT San Antonio is not a centralized campus, it is important for the parking office to be able to share information with other departments as efficiently as possible. According to Wilcox, the interface between T2 Flex and Banner is meeting this need. "We're in a unique situation in that we have three different campuses, but our parking office cannot accept payments from students," she said. "All payments must be made at the university's Fiscal Services office, which is in a different location. Because of this, we must be able to share information in a quick, efficient manner."

As a convenience to its widespread student population, the university sells parking permits online. However, many students, faculty and staff pay for their permit at the Fiscal Services office. With the interface between T2 Flex and Banner, they are still guaranteed their permit because it is “reserved” in T2 Flex until payment is made. The cost of the permit is added to their Banner account, which helps Fiscal Services employees ascertain that a permit application has been completed and a permit may be issued. Once payment is received, this information is updated in T2 Flex through the Task Scheduler’s daily import.

Receiving other financial information, e.g. citation payments, is also important to the parking operation, especially since parking is a key source of revenue for the university. The Task Scheduler functionality in T2 Flex automates transfer of citation debts to Banner for payment at the Fiscal Services office. Task Scheduler also automates the import of updated payment information from Banner throughout the day. In addition, Wilcox receives two daily financial transaction reports that show what payments were received. “I analyze these reports carefully, reconciling them against what is deposited in the parking office account,” she explained. “This obviously helps me keep track of the revenue I am responsible for.”

As with most parking operations, Wilcox’s office also must receive the most up-to-date biographical information. The flexibility of the software and the interface has enabled the university’s IT department to write a special program that allows biographical data to be extracted in real time from Banner and imported into T2 Flex using the Task Scheduler. This interface allows the parking office using T2 Flex to utilize student data in business processes within T2 Flex. Data, such as a new contact or address, can be used by the parking office in T2 Flex shortly after it is entered in Banner.

Additional Interface Success Stories

Other universities using Banner and T2 Flex have also found the T2 Flex Task Scheduler a good tool to automatically import customer data from Banner into T2 Flex. The Task Scheduler runs a customer import at scheduled intervals, bringing thousands of updates or new entries into T2 Flex from Banner. In terms of billing information, universities use the same Task Scheduler to automatically export both citation and permit information back into Banner for accounting use and for the university’s financial office. Such interfacing provides the parking office with the flexibility to track and manage payment information as needed, accommodate any applicable appeal windows or other parking business processes and avoid repeated processing of the same transaction if modifications have occurred.

Universities have also used the Banner Web Self-Service with T2 Flex and PermitDirect, a permit sales and fulfillment service, to sell parking permits online during registration. This enables the university to provide added convenience of delivering permits to customers without having to do the work themselves.

Strong Partnership, Future Solutions

Through its partnership with Banner, T2 is able to help its customers meet their data management needs. Many parking organizations rely on other departments to help provide the most up-to-date biographical, financial and payment information, and in the case of a college or university, the latest status on their students as well. Using the latest technology and parking management solutions, this partnership will continue to generate new ways for our customers to share important data within their respective organizations.

For more information on T2 Systems, please call (800)-434-1502 or visit www.T2systems.com.