Payment Services Migration Project
Open Forum

June 18, 2020

- ScholarChip, the vendor that Rutgers uses for multiple payment and refund services, has announced its intent to discontinue these services

- A project team has been assembled to explore interim and long-term solutions to facilitate business continuity

- The following services will be impacted:
  - Tuition payment plans
  - Student electronic refunds (ACH)
  - Student payment processing (online term bill)
  - Departmental payment portals

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Service	What is changing?	Transition/Vendor	Proposed Launch
Tuition Payment Plans	There will be no interruption of service for Summer 2020 payment plans, which will continue through July 15, 2020. Starting with Fall 2020 semester payment plans, the Tuition Payment Plan vendor is changing to **Nelnet**.	Transition Tuition Payment Plans to **Nelnet Business Solutions**	July 15, 2020 for Fall 2020 semester payment plans[1]
Student electronic refunds (ACH)	**ScholarChip** will extend support for student electronic refunds (ACH) through December 31, 2020. Starting with Spring 2021 refunds, the Electronic Refunds vendor is changing to **Nelnet**.	Transition student electronic refunds to **Nelnet Business Solutions**	Nelnet refund solution: December 2020, for refund availability in Spring

[1]We anticipate offering a Spring semester plan as well as an annual payment plan option in Spring 2021.

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Service	What is changing?	Transition/Vendor	Proposed Launch
Student payment processing via online term bill (OTB)	The backend processing vendor is changing to **SchoolPay**, however all steps are being taken to create a seamless transition for student payment processing. Detailed planning and testing of functionality is underway. The front-end process will remain the same. The interfaces, look and feel, and dialogue boxes are all being duplicated to ensure the user experience is unchanged	Transition (interim) student payment process via OTB to **SchoolPay**[2]	July 1, 2020
Departmental payment portals	The backend processing vendor is also changing to **SchoolPay** for departmental payment portals. All existing payment portals and interfaces will be preserved as-is, in addition to duplicating all existing APIs and web services. • Existing links will redirect automatically to **SchoolPay** • The project team is working closely with **SchoolPay** to ensure that GL/Project feeds will work correctly moving forward	Transition (interim) departmental payment processing to **SchoolPay**[2]	July 1, 2020

[2]The project team will continue to explore long-term solutions for this area

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QUESTION AND ANSWER

Question and Answer

Q. What kinds of visual/look-and-feel differences should our users/payers expect on July 1st? Will the payment gateway page look different?

A: There will be minimal differences. SchoolPay is working to keep the navigation, interface and functionalities as close as possible to what is in place today, with some updates as needed. In all cases, forms are simply more modern and should be easier to navigate through.

Q. After the transition, what will happen to our reporting/transaction history before July 1st? How will we log in to view that data?

A: SchoolPay will import the historical data and make it available on the new SchoolPay admin website. You will be able to search for previous transactions. Ideally, that information will appear in SchoolPay's site as a standard transaction/item report, but it is possible a separate report for historical transactions will be added.

Q. Will there be an interface to verify that fees are accurately credited to the correct student, as well as the ability to search the platform to verify individual student payments?

A: Yes, both functions will be available on the SchoolPay admin website.

Q. I had admin access in the ScholarChip payment portal to view reports, etc. Will I have the same access in the new system?

A: SchoolPay is reviewing the current ScholarChip user access list and working on a strategy to import the permissions into the new system as seamlessly as possible. For some high level permissions (i.e. administrator role, ability to create refunds, etc.) we may reach out to your department to confirm who should have access.

Question and Answer

Q. We currently allow a third party vendor to view payments made by students on the payment portal, which they apply to accounts on their system. Will we be able to preserve this functionality/access?

A: Yes, existing vendor accesses should likewise transition to the new system.

Q. Refunds are requested up to 1 year from the time of payment, how will we proceed to submit refunds on a different platform if it is originally paid on the Scholar Chip platform?

A: ScholarChip is leaving their system up to support refunds for a period of time. We are working to confirm this exact date. After that time, refunds will be issued via check.

Q. We currently use custom reporting for reconciliation purposes. Will we be able to get data back from the new system for this purpose?

A: SchoolPay is working to duplicate all file feeds and APIs (application programming interfaces) currently used by ScholarChip as closely as possible. We expect that existing functions will work normally but after the transition, please inform us of any use cases that don't work properly.

Q. We collect deposits for incoming classes through ScholarChip and generate refunds if anyone withdraws and later, when they matriculate. Will the new vendor support refund directly to the credit card or e-check used?

A: Yes, refunds initiated in SchoolPay are processed back to the original payment method.

Question and Answer

Q. I don't currently use ScholarChip and would like to set up a new Payment Portal, or I would like to make changes to my existing Payment Portal. How do I go about doing so?

A: Onboarding will continue to be handled through Central Accounting. Please reach out to Tatiana Miller or Raina Patel.

Q. Will there be user and/or admin training available on use of the new system?

A: We will schedule webinars illustrating use of the new system. We will also make recorded materials and FAQs available for review.

Q&A

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