M.K. Tsui: Alright, let's get started. Good morning, everyone. Thank you for joining the payment services open forum. As you know we've been working over the past year to migrate various payment services to new vendors, including student refunds, tuition payment plans, and student and departmental one time payments. We've organized this meeting, first and foremost, to keep you informed of current project status accomplishments and next steps.

We'd also like to provide you with an opportunity to ask questions about the project as your input will help provide guidance and context as we move forward.

My name is MK Tsui, and I'm, managing this initiative on behalf of the Finance and Administration, project management office. I've worked with many of the folks on this call on this project as well as other initiatives over the years, and I'm looking forward to working with you all on the next phase of this project.

At this time I'd like to introduce my co-host Stephanie Reed. While I'd like to allow her to introduce herself actually and provide a little background about how the webinar functions work.

Stephanie Reed: Thank you, M.K.

Good morning, everyone. I'm the communications of and university Finance and Administration, and just before we begin, get into the meeting I just want to share a few items.

This meeting is being recorded. We will post the video on demand and today's presentation on the university controller's site. I will share a link to the site in just a few moments, a live transcript of the meeting has been enabled.

So to view the transcript or closed captions, you can click the live transcript icon in the zoom window control panel. Then click View transcript to see the transcript in the separate window or show subtitles to view closed captions.

All guests have been placed on mute by the host. If you have questions for M.K., you can submit them via the q & a, and toward the end of the presentation, we'll take a pause, organize the questions and then we'll address them in this session.

If you want to talk with each other you're more than welcome to use the chat.

And with that, I'll turn it back over to M.K..

M.K.: Great. Thanks, Stephanie. Alright, without further ado let's get into the presentation content.
As most of you are aware, ScholarChip within the university had a long standing relationship for multiple Payment Services, ended support as of July of last year. Being that they notified us in April of that change, as you know, we had to move very quickly to assemble the project team to transition all services to new providers and ensure business continuity.

There were multiple services impacted, including student tuition payment plans, student electronic refunds, student payment processing through the online term bill and departmental payment portals.

I’m pleased to say that through the diligent efforts of the project team, and all of you that we were able to successfully transition a number of services as you’ll see in the table. Despite the very short frame that we were up against.

We successfully transitioned to payment plans and refunds to Nelnet as a short term; as a long term solution, rather, while transitioning student and departmental payments to SchoolPay in the short term, Schoolpays done a good job with support and functionality during this interim period, although they were always intended to be an interim solution while we searched for an appropriate long term vendor.

That brings us to the present, where the university has selected Nelnet business services as a long term vendor for departmental and Student Account payment services that currently use Schoolpay.

Nelnet was chosen for several reasons. The first is consistency. As noted Nelnet is currently supporting refunds, payment plans, as well as student cashier services.

So by integrating student and departmental payments along into that ecosystem we’ll be providing students and staff with a more consistent look and feel functionality and customer support structure.

Nelnet is an Oracle certified partner. So there’s opportunity for integration with other projects in flight at the university, for example Nelnet has a relationship with enrollment RX who is working on the Salesforce CRM project.

In addition, the new student system will be an Oracle based platform. So there are future opportunities for symbiosis there as well.

Nelnet also has a number of integrations with third party vendors that a number of your departments currently use such as Xenegrade, Terra Dotta and Flywire. So that should open up some new functional and integration possibilities.

In terms of current status, we’re currently working with Nelnet and the project team to map out the project plan scope and timeline. We’re doing a lot of backend work with OIT in terms of file exports, with the Rutgers mainframe and Oracle Financial cloud. Based on lessons learned from Schoolpay and taking
into account your feedback from the first go around, we've also engaged University accounting from the start of this project phase, so that we can ensure that chart of accounts mappings, user hierarchies, departmental hierarchies, and user groups, they're all migrated cleanly from inception so that we don't run into any mapping issues midstream.

Schoolpay is aware of the migration, we've had conversations with them about the transition and they're committed to continuing to support payment services, as we work on the migration. For the departments to know that we've also extended Schoolpay's contract until May 2022 to ensure things continue to progress smoothly and that there's no brakes and service.

With that, we hope to have the back end feeds in place and working properly by April.

This is an advantage that we didn't have with the SchoolPay transition as we had to scramble to get everything done in time, as you know, we were working on the front end and the back end at the same time with that initiative.

So everything was very compressed and cramped, but this time, we want to make sure that Oracle and mainframe exports are posting correctly before we start moving departments over.

We're looking to move migrate departments over gradually from April through August, 2021, again, in contrast to the kind of big bang approach that we had to take out in excess of the last summer, We hope to do this in a more controlled more phased manner.

As such, some departments will continue to use SchoolPay, while others are moving to Nelnet and we'll be able to, to, you know, incorporate that information those exports concurrently.

We'll be looking for your feedback as to how we schedule that via survey, I'll get to that shortly.

We're moving to move student tuition payments to Nelnet by June 2021; could be earlier could be later depending on how other concurrent projects fall, but the key is here we want to avoid any conflict with peak Fall term billing. Last year we had a new payment plan, new Student term bill payment system, and fall term bills, all hit in the same two week period, which was a bit chaotic, to say the least. So we want to ensure that we space those out.

Let me back up a little bit. Our goal is to have everyone migrated to Nelnet by September 2021 again while this is the target. And this is our aim, we do have some flexibility here that we didn't have with last year's drop dead date. So, you know, again we're not up against the gun, this is this is our target.

Now it's somewhat ambitious, given the time frame but we want to make sure that we give everyone ample opportunity to test and ensure that things are working in terms of look and feel.
Visual differences because we are going to a different vendor, there's going to be some inevitable slight differences in the interface, but it's still going to be very similar to the current state, it'll be Rutgers branded with the logo, color scheme, and a fairly standard credit card and echeck checkout process similar to the current state with schoolpay and most e-commerce platforms.

It may be a little small to see on this slide, but we'll make this slide deck available as definitely mentioned later for your review will also schedule a vendor demonstration of the new application in the coming weeks, so you'll be able to see it in action.

As we noted, we're working to work out the order in which we migrate departments, as a follow up to this meeting will be sending out a link to a brief survey to gather some information from your various departments, including websites you use to collect payments. When you prefer to migrate, if you do have a preference, and any third party vendors you use.

Once we have this information, we can start setting up testing for your respective areas and incorporating your area into the migration schedule.

As noted we will be scheduling a follow up forum, and that in that venue will be presenting a demonstration of the new payment application.

That takes us through the main presentation content, new I see some questions already starting to pop up. Before we move to address those open questions, I did want to review some frequently asked questions and answers. Many of these questions came up during the initial migration to school pay, and we asked Nelnet to provide their responses of how things would work in their system.

Some questions have also come up during the past few months in operation of CschoolPay and kind of things that arose.

So in terms of the frequently asked questions that we received one of the ones that we've gotten from users already as it kind of caught wind of this migration.

**Q:** If we'll be using the same application programming interface or API as scholarship or school pay.

**A:** As you may recall from the school pay implementation. They essentially just cloned, the scholarship API's in place. We won't be doing that here as now that uses a completely different API for their application is called commerce manager is the name of the application. There is a file specification for that and we'll make that documentation available for your technical teams to reveal.

**Q:** Now the question that we've gotten, what will happen to the reporting transaction history, after the transition. Will we be able to log in to view that data.
A: So the transaction history won't be directly important to know that you'll be able to continue to login through school pay, again as noted that will, will be contract with them through May 2022, so you'll be to log in with your existing school pay credentials to view that transaction history, though we do recommend that you export any pertinent information for your own records. Before the contract expires.

That isn't to say that there wouldn't be a possibility to extend school pay further, but as it stands right now we're looking at may 2022 for that contract to expire so it would be good to export that information just in case.

Q: Another question that came up. Previously, in the previous school pay implementation refunds are requested for up to one year from the time of payment. How will we proceed to submit refunds if the transaction was originally paid on the school pay platform.

A: Another benefit of this is that because we don't have that, that hard cut, and we're contracted with school parents on a, you'll be able to continue processing refunds for school pay transactions that is those transactions that originally started, and were conducted facilitated by school pay, you'll be able to conduct those refunds through their interface.

After which, again. Once the contract expires, if there are any lingering refunds that still are paid from, you know, conducted through school day rather than have to be issued through a check request, but this already, is it is a major improvement from the current state, I know that we've been leveraging EPX I think for certain departments to login to conduct refunds or you've been doing check request and things like that so this shouldn't make that process much smoother.

Q: Will the new vendor support refund directly to the original credit card or each act used.

A: So the admin users with the required permissions can locate the transaction and search and refund the credit card transaction to the original card use for the payment. You'll note that it notes that the approach to ACH refunds is to be determined. That's because Nelnet by default refunds ACH through a check request through the institution. But we have noted that there are several departments that rely quite heavily on those ACH refunds. So we're looking at different alternatives. So, when we have more information. We will provide that to the group in terms of the approach that we finalize for ACH refunds.

What I would suggest about this point: If your department expects to have a significant amount of ACH refunds. That would necessitate refund to the original eccheck account. I would suggest that you note that in the survey. There is an open ended question in the survey where we inquire about your business practice. So if you do have, you know, a need for those ACH refunds. If you could note that in the survey that would be helpful.

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 authorized administrators may run payment and reconciliation reports, as well as search transactions based on student ID, a confirmation number, name, and other criteria.

I do see someone’s hand is raised, we will have an opportunity to address these we can circle back to these in the q&a session. So just bear with us for one moment.

Q: I had admin access in the school pay payment portal to view reports, well I have the same access in the new system.

A: We have provided the user access list to know that. And we’re working on a strategy to import the permissions into the new system. We actually have a meeting this week to review those user permissions and those department list. So we will again we are working to port those over as close to the current access as possible, though for some high level permissions, such as administrator roles ability to refund, etc. we may be reaching out to your department to confirm, who should have access, and who, if they are existing users in the current hierarchy. If they should still have access.

Q: If you don’t currently use school pay and would like to set up a new payment portal, or make changes to your existing payment portal.

A: That will continue to be handled through Central accounting, and you can reach out to Tatiana Miller or Raina Patel as the usual points of contact for that.

Q: Will there be user or admin training available on use of the new system

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

Q: And finally, in terms of frequently asked questions that we received. When will a test environment, be made available.

A: So the vendor has configured, a user acceptance testing environment already, and is gradually creating individualized test payment pages. We have a couple for commencement parking transcripts already being constructed, are being tested rather have been constructed. But, again, once we get additional information about your individual departmental links and needs, we will be able to create test payment pages for your respective payment platforms, and then you’ll be able to test using those.

M.K: All right, I’m sure there are some some additional questions from the group. So at this point, I’d like to turn it over to Stephanie. and then we can address some of those open questions that we received via the q & a function.

Stephanie: Okay, great. thank you. So we do have a few questions.
The first question is Will centers be able to have their logo on the payment page individualized logos.

**M.K.** Yes, that's a very good question. We know for sure that we're able to have the Rutgers logo.

But I'll go back to the vendor, and we'll find out if we have that level of customized ability where we're able to do unit specific logos, but that's a very good question we'll do some follow up on that point.

**Stephanie:** Sorry, I'm just moving questions around.

The next question is are we aware of the new COA initiative, maybe the person who submitted the question can clarify but I would understand that to mean is there any correlation between this project, and the new chart of accounts contract.

**M.K.** So we are aware of the of the COA initiative. In terms of Nelnet, I think that one of the challenges with this project and with any project is aligning with the other projects that are going on in the enterprise.

So we are aware and we are kind of contingency planning, though, in terms of COA. I know that we have some time before those changes are to be committed I think it's still quite early in that project phase.

So what we want to do is we'll want to accommodate you know we'll want to plan for that on the Nelnet side, I think that Nelnet will go live before any such changes would be committed.

But we are aware of that and we will be, you know, planning accordingly in case we have to make changes, and on the Nelnet side it's just a matter of coordinating those changes again with the controller's office as to what will be changed. And then, you know, making those changes on the, on that side but we are aware.

**Stephanie:** Just a few more questions. Will there be a dashboard similar to what we have access to in schoolPay?

**M.K.** Yes, there will be an admin dashboard again we will have, you know, the existing admin permissions and if you do have user access to that dashboard will be aiming to migrate those user permissions as seamlessly as possible, so that you will have a individual login to that nelnet dashboard. But you should have similar access permissions again will be meeting on that tomorrow.

And then further meetings, along the way during the course of the project to ensure that you have as close of experience as possible then you currently have, and also will be setting up trainings, so that you can review the functionalities of that dashboard.
Stephanie: Next question is for those of us on the front lines logging into multiple systems is less than ideal. Is there any plan to import transaction data into Salesforce, excuse me transaction history data into Salesforce

M.K.: into Salesforce or into Salesforce specifically.

Stephanie: Maybe that maybe the person meant Nelnet.

M.K.: As I know that there is, well I'll address both in terms of the known that, you know, importing the transactions into now that we have spoken with Nelnet from their perspective they do have. There are compliance reasons why they can't import that transaction data, they also don't support that from a technical perspective so there's multiple reasons why they're not able to import that we did have kind of the luxury to have that imported into school pay as I know school pay had a close relationship with scholarship. So they were able to leverage that relationship in order to transition that over, but unfortunately we won't have the ability to transition that into Nelnet directly.

in terms of Salesforce. I know that there are two at least two applications that are leveraging a Salesforce integration with nelnet, or well schoolpay and now nelnet in the future one will be admissions. And then one will be the Rutgers business school.

Will have to look and see, in terms of logistics what is stored in Salesforce and then what is stored in Nelnet those records at least the data that is stored within Salesforce already. That shouldn't that should be retained, and that shouldn't be lost, but the individual say school pay payment ID and things of that nature. I will have to see what's actually retained in Salesforce and what's actually retained on the vendor side, but that will be part of the conversation that we have with enrollment RX and Salesforce and the teams involved in those areas.

Stephanie: Next question is two part question will get the payment posts on the same day the transaction was paid and where we have an opportunity to void a transaction the same day it was made?

M.K.: So that's a good question. In terms of the posting, so the posting. If we're talking about Oracle posting into the Oracle Financial cloud, it will work very similar to how we have it now it won't be a real time it'll be a batch update.

So then if you complete a transaction, say on Thursday, then that Thursday, say 4pm, then that would be bashed at 6pm. And then that would show up in the imports after that so it is continued to be a batch process.

In terms of void, again, I'll get confirmation from the vendor in terms of timing. The expectation is that you would be able to do that but I will follow up with the vendor in terms of that

Stephanie: will be able to search by name, or you ID. Net ID, dates, etc.
M.K.: So the expectation is that we will be able to search by student identifier, but again I would recommend if you have specific search needs for your department that you include those in the comments section in the survey that will be having everyone complete, so that we know which fields are pertinent for your department specifically, and then we’ll be able to ensure that that is included in scope.

Stephanie: will Nelnet allow us to create our own transactions just like schoolpay? Scholarship did not allow us control to control this but with school pay we can edit and create as many as needed.

M.K.: I’ll follow up on that one for you. Good question.

As far as I know, from what I’ve had conversations with Nelnet we are able to create unlimited orders per department, though, whether that’s user definable I’ll have to find out for you.

Stephanie: Will we still have the ability to set up several programs and a department to accept credit card payments and have the funds routed to different projects or general ledger codes.

M.K.: So just to just to clarify if we can give some, some clarification on that so we talking about multiple line items for department that go to different General Ledger or project accounts.

Yes, that then yes that is the, that is our expectation that will have the continued ability to do that.

Stephanie: Will information such as ledger codes, and they are linking to specific accounts, be transferred, or really need to resubmit this information?

M.K. So that is part of the transition discussions that we’re having and again we’re working with Tatiana and university accounting very closely on that.

The expectation is that we will be putting that information over, Tatiana is actually doing some cleanup of, you know some antiquated departments and or GL codes that are either in disuse or outdated.

So again, the objective is that we want to port over the most clean infrastructure that we can to the new vendor. And again, we know that it was a very arduous exercise in order to do that initial mapping for school pain and we want to avoid having to rehash that as, as much as possible.

Stephanie: But question is how soon we’ll be able to review the new API documentation.

M.K.: We can actually have that available so we can make that available as we post these materials.

Stephanie: Does the order or item, need to be connected to a specific dollar amount or can it be an open dollar field.
M.K.: That is a good question. I will have to get back to you on that one.

Stephanie: Two more questions, I think you may have answered this one but I'll ask it in cases framed a bit differently.

Some admins have access to multiple payment sites in school pay. Currently, each requires a separate login. Will there be a single admin login with a drop down site selection menu within Nelnet?

M.K.: So we do know that from a hierarchical standpoint, we will continue to support the ability to manage multiple sites as a single admin. From what I understand at this point it would be a single login but we'll, we'll double check on that point.

Stephanie: Well now that be able to support the current payment transactions where payments are automatically deducted from the client credit or bank account on a monthly basis.

M.K.: So I know that this was a benefit of school pay school pay was able to do this hasn't come up yet in conversation but again this is why we have q&A. So these are all really great question. So I'll take that back as well.

Stephanie: When do you anticipate the survey will be emailed.

M.K.: So the survey link is actually already in this in this body of this presentation so if you want to get it early jump on it, you are welcome to, but within the next day or two will send out a follow up with the survey link.

Stephanie: Just before we get into the next question it looks like. Tatiana has entered her contact information in the chat. So it's there. And if you need it. you can reach out to her.

Stephanie: We have another question will Nelnet have discount promo codes for specific items like SchoolPay offers.

M.K.: I'll add that I'll add that you guys are stumping me. You guys are good. I'll add that to the list of follow ups, and I know that, just for context I know that a lot of these have been coming up in the course of doing business with school pay.

So I know that these are functionalities that are desirable. So, we will add that to the list and the other thing that I'll note is that these questions that are coming up today will be added to updated FAQs, as well, so that will have awareness on them.

Stephanie: Another API related question. Will the API documents include sample code for us and CGI scripts.
M.K.: I believe that it’s the relatively high level, but if there are specific technical needs that you need, feel free to reach out to myself directly or to the payment services email that we’re going to publicized in just a bit. And then we can get you some specific information and or connect you directly with the Nelnet technical support team so that they can get you what you need.

Stephanie: One more anonymous question. Not really related to the project but will MK continue to have best radio voice at the implementation?

M.K: Don’t be anonymous like I need my fan club. But thank you very much for that I appreciate it I hope that was the last question because I don’t think you can top that one really

Stephanie: sorry, that was it.

M.K.: Oh sweet. Well, again, I want to really thank you all for you know your continued engagement and partnership.

Sounds a little corny but it’s absolutely true that really you guys I lean on not only the project team and OIT and financial cloud team, University accounting, student accounting, but also all of these departments because, again, the school pay initiative to transition from scholarship, it was really tough because of the short timeframe that we had. And it was your input and your testing and your troubleshooting, that really made things go a lot more smoothly and really, not my words but someone else’s words, you know, we pulled off a miracle during that time and I think that it’ll go much easier now because we have that time. And we have those lessons learned.