Additional Questions and Answers from Rutgers Payment Services Open Forum of 03-02-21

Q: Will departments be able to use their own personalized custom logo on their payment order page(s)? instead of the generic Rutgers logo? (For example, this image with the unit name below)
A: No, the styles (including logos) in Commerce Manager must be the same across all orders. They can be changed en masse by a CM (node) Admin should there be a need for a special logo (e.g. school anniversary, national championship, etc.).

Q: Will departments be able to void a transaction the same day it was made?
A: Yes

Q: Will Nelnet allow us to create our own transactions? With SchoolPay we can edit and create user-definable transactions as needed.
A: Yes. The Rutgers team will be trained on creating transactions/orders and documentation will also be provided.

Q: Does each item need to be connected to a specific dollar amount or can it be an open dollar amount?
A: It can be open.

Q: Admins have access to multiple payment sites in SchoolPay. Currently, each requires a separate login. Will there be a single admin login with a drop down site selection menu within Nelnet?
A: No. Unless accessing via SSO from the Rutgers side, each order/site will have a URL that the Admin will use to access the log-in screen.

Q: Will Nelnet be able to support payment transactions where payments are automatically deducted from the client credit or bank account on a monthly basis?
A: No, Commerce Manager does not support automatic/scheduled payments.

Q: Does Nelnet offer functionality to add discount promo codes for specific items like SchoolPay offers?
A: Not at this time.

Q: Will we be able to obtain sample code and CGI scripts?
A: Please provide additional details regarding specific requirements.