

QuikPAY Service Advisory Board Meeting Notes

6 April 2023

We introduced some new members.

We talked about the different ways we use the Nelnet Business Solutions QuikPAY service;

1. Student billing and payments through DuckWeb,
2. Department payments for products or events using the Drupal ecommerce.uoregon.edu site, and
3. Our API service for departments with dev talent needing control of the user experience and ability to update other managed systems in real time.

Nelnet, Cashnet and Touchnet are similar competing services with significant higher ed market share. Nelnet continues to provide excellent support, service availability and value.

Joseph talked about the challenge ahead transitioning our ecommerce.uoregon.edu from D7 to D9 before central hosting access is restricted to campus IPs in December.

Stephen shared the latest API documentation. Our API is hosted on MS Azure. Units that redirect payers to other APIs such as Authorize.NET and Elavon Converge, must comply with new PCI DSS vulnerability scanning requirement.

We discussed the possibility of purchasing and using Nelnet's 'Storefront' product which departments could use to manage their own product and event pages. Storefront could compliment or replace ecommerce.uoregon.edu

There was some interest in the Storefront feature set and some concern that it would not be as effective or flexible in presenting multiple products and deposit accounting.

We will send Storefront information and demo link to all ecommerce users to gauge interest and request access to a sandbox environment to more thoroughly evaluate it.

We talked about event registration which account for three quarters of all payments processed using ecommerce. CVENT and EventBrite are popular commercial alternatives to ecommerce for event registration payments with more features than ecommerce, but higher cost.

We agreed that ecommerce has been an excellent 80% solution for department online payment needs. Eliminating the need for departments to individually contract with and pay for other third party payment processing services, make manual deposits to Banner, open separate merchant accounts and manage compliance with PCI DSS. For efficiency, we would like to continue to offer the QuikPAY service at no cost to encourage adoption of a single enterprise solution.

We discussed some pain points with the service,

1. Back end deposit accounting reconciliation is labor intensive for the University Cashier.
2. IntroDuction reporting does include session identifier.

Tamarra talked about the UO ID card modernization project. This is an information gathering exercise engaging many stakeholders with services that ride on the current physical card. The goal is to make a recommendation regarding if, and when UO should invest in an emerging mobile one card technology to improve the student experience.

Cheers

Mark McCulloch

Director Info Systems Business Affairs

he/him/his

mmccullo@uoregon.edu 541-346-6249

[Thompson University Center](#) Suite 302B

720 East 13th Avenue Eugene, OR 97403

