

Subject: QuikPAY Service Advisory Meeting Minutes 1/11/21

Thanks to everyone able to participate today. Enjoyed seeing you all.

Here are my notes to share.

1. Recent Elavon, Listener and DuckBucks service outages, (Mark, Tamarra)
 - On Dec 23rd central IS made an update that unintentionally disabled RTPN for a few hours.
 - On Dec 28th Elavon had a denial of service attack that prevented payments from processing for a few hours. The QuikPAY payment result indicated try again (and some grad applicants did several times). Analysis indicates no duplicate payments.
 - Tamarra shared that a 12/31/2020 end date in the CS Gold code base took the system down, preventing all DuckBuck payment activity until it was discovered and resolved a couple days later with help from CBord. The card office had to manually update all student Duck Buck accounts.
2. Slate status, (Mark)
 - The Technolutions Slate CRM service was integrated with QuikPAY for undergrad application fee payments and advanced tuition deposits. Eventually Introduction and Gradweb payments will also be initiated in Slate. Gradweb in August.
3. Listener API upgrade status, (Stephen)
 - Stephen reported that some departments are already using Listener API version 3.0 hosted on MS Azure. Greg resolved some issues and is now ready to change over.
 - Greg is working to support summer sports, JD, and LLM payments.
 - Stephen explained that a small percentage of RTPNs fail and that End of Day files contain the authoritative source of successful payments. Mike said EOD files are only processed on Tuesday and Friday when Cashiers are physically in the office to perform some manual steps.
 - Mark shared that Slate uses the Receipt Redirect feature of QuikPAY to update payment status in real time instead of RTPN and that Receipt Redirect has a similar failure rate.
4. Document retention expectations, (Joseph)
 - Joseph generally keeps two years worth of payment transactions available in ecommerce reports and is about to remove ones that are three years old. Some departments like to look back a year at conference payments. Payment records are available for much longer in QuikPAY but ecommerce reports contain some order and registration information that is not recorded in QuikPAY. Folks saw no need to keep ecommerce report transactions longer than two years.
5. Annual transaction report access review, (Joseph)
 - Joseph will soon send an email to all ecommerce report users to determine whether or not access is still needed.
6. Nelnet's campus key proposal, (Mark)
 - Nelnet has offered UO its campus key product for free for up to three years. Any combination of features including; digital ID, declining balance, student messaging, building access, vendor coupons etc. Mark will share a proposal and description of features with campus stakeholders and will check to see if the digital ID would be available for admits and if Nelnet partnered with HID for building access, (the company Housing is now working with).
7. Other topics from the membership.
 - We all wish Angie a speedy recovery from ankle surgery so that she and her dog can get outside together again.

Please let me know if I missed anything.

Cheers

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