

QuikPAY
SERVICE ADVISORY BOARD
July 2020

Purpose:

The QuikPAY Service Advisory Board advises the service owners (AVP Business Affairs/Controller and VPFA) on matters related to the Business Affairs Office (BAO) online payment services, and advises the Domain Committees, CIO, and ITSC on matters related to IT policies, priorities and performance.

About the Service:

QuikPAY is a payment platform fully hosted by Nelnet Business Solutions (NBS). QuikPAY is the university's enterprise ebilling and epayment solution. Students and their authorized payers (parents) view their university billing statement and make payments using QuikPAY. Students initiate application fee, transcript order and orientation registration payments in DuckWeb that are processed using QuikPAY.

eCommerce software was developed by BAO to accept online payment (credit card and/or echeck) for university events and products. eCommerce payers are redirected to QuikPAY for secure handling of customer card data. Funds are deposited to Banner programmatically each day and transaction reporting is made available to campus departments. eCommerce is hosted by Information Services as part of the central Drupal Hosting service. eCommerce obviates the need for university departments to contract individually with many other third party epayment vendors.

BAO also developed a Listener API service for university departments needing more control over the payment experience and integration with existing systems.

Software Components:

1. NBS Quikpay eBill and ePay
2. Drupal eCommerce (Order form/event registration UI, transaction reporting interface, formulation of URL post)
3. Listener API service that redirects payments initiated by both eCommerce and other UO payment platforms to NBS QuikPAY.
4. Transaction database hosted on Microsoft Azure.
5. Appworx job GWRQPAY used by the University Cashier to processes NBS End of Day (EOD) file and deposits payments to department FOAPA in Banner.

Owner: AVP Business Affairs/ Controller

Funding: Business Affairs

Begin Date: May 2005 (Infinet was purchased by Nelnet Business Solutions in 2009)

System Integrations:

1. SSO
2. Banner AR (GWRQPAY End of Day file process and deposits, and Real Time Account Activity)
3. Banner Self Service (Pass through Authentication)
4. US Bank (merchant processing)
5. Drupal (eCommerce order/event registration forms with URL post, and payment reporting)
6. Listener API service
7. MS Azure hosting.

Scope – Major Activities:

The QuikPAY Service Advisory Board provides the Domain Committees and CIO with advice and recommendations as follows:

- Service Integrations: Evaluate and provide recommendations related to enterprise system integration, including recommended priority and associated funding and resource requests.
- Service Lifecycle: Provide recommendations related to the priority, scope, funding, benefits, and resource needs of new service offerings or elimination of existing services.

The QuikPAY Service Advisory Board provides the service owners with advice and recommendations as follows:

- Change/enhancement of the eCommerce/Transaction API platform.
- Problem resolution.
- Changes in business practice.
- Evaluation of other third party payment platforms to complement or replace NBS QuikPAY.
- Service Lifecycle: Provides recommendations for new service offerings or the elimination of existing services.

Not in Scope:

- Involvement in routine service operations, except as required in a member's other role(s)
- Implementation of initiatives or projects, except as required in a member's other role(s)

Procedural Guidelines:

- Meetings: The QuikPAY Service Advisory Board is expected to meet at least semi-annually.
- Recommendations and Reports: The QuikPAY Service Advisory Board will ensure that stakeholders' perspectives and needs are considered and used in decision-making, when feasible. Discussion to obtain consensus on recommendations will be the prevailing procedure used at meetings. If consensus cannot be obtained, a minority report may be prepared. As needed, subgroups may be convened to address specific assignments made by the chairs or service owners. Subgroup recommendations and reports will be submitted in writing to the QuikPAY Service Advisory Board. Documents will include both suggested action and justification for suggestions.
- Minutes: Minutes of each meeting will be kept. Meeting notes will be available to stakeholders via mutually agreeable collaboration tools.
- Amendment of Charge: Amendments to the charge will be approved by the service owner (AVP Business Affairs), VPFA, and CIO.

Membership:

Members are appointed by the committee chair(s)/system owners and serve at the discretion of the Vice President for Finance and Administration.

All members must have a broad campus perspective and demonstrated interest in the strategic application of technology in support of the university's mission.

Members should have experience providing or consuming resources related to online payment card acceptance services.

Standing membership will include:

Chair

- Business Affairs: Mark McCulloch

Service Delivery Representatives

- Business Affairs: Mark McCulloch, Krista Borg, Stephen Mosley, Joseph Muennich, Mike Syljuberget
- Information Systems: Joey Mitchell

User Represented Units

- Athletics
- Admissions
- College of Design Shared Services
- College of Arts and Science
- Enrollment Management
- Global Studies Institute
- Graduate School
- ID Card Office
- Law School
- Lundquist College of Business
- Office of Research and Innovation
- Registrar

Subject matter experts will be invited to meetings as needed to provide information, discuss issues, and/or assist in setting priorities.