

# Hosted Payment Processing System



SunGard Higher Education Compatible















### Agenda

Official Payments' expertise in the higher education market is built upon 20+ years of experience in providing solutions for colleges and universities and includes dedicated sales and marketing teams, co-location facilities for system redundancy, and compliance with the highest industry standards for security.



- About Us
  - History
  - Partnerships
  - SunGard Higher Education Collaborative Member
- Key Differentiators
  - Payment Acceptance
  - Certification and Compliance
  - Integration and Implementation
  - Development System
  - Reporting
  - Client Marketing
  - Cost
- Summary Expertise, Experience and Efficiency

### **About Official Payments**

- Leading provider of e-Commerce in the United States
- In 2007 alone, Official Payments processed 9 million transactions totaling over \$5 billion
- Only payment processor approved for the IRS since 1999
- 3500 payment clients including colleges and universities, state and local governments, utilities, K-12 schools, and property management companies
- 20+ years of experience in Higher Education
- PCI Level 1 compliant





# Partnerships

#### Software Partners



#### Financial Partners



























### SunGard Higher Education Collaborative Member

Official Payments has maintained a SunGard Higher Education partnership since 1995 with a shared client base of over 100 colleges and universities.

Institutional challenges in providing e-commerce

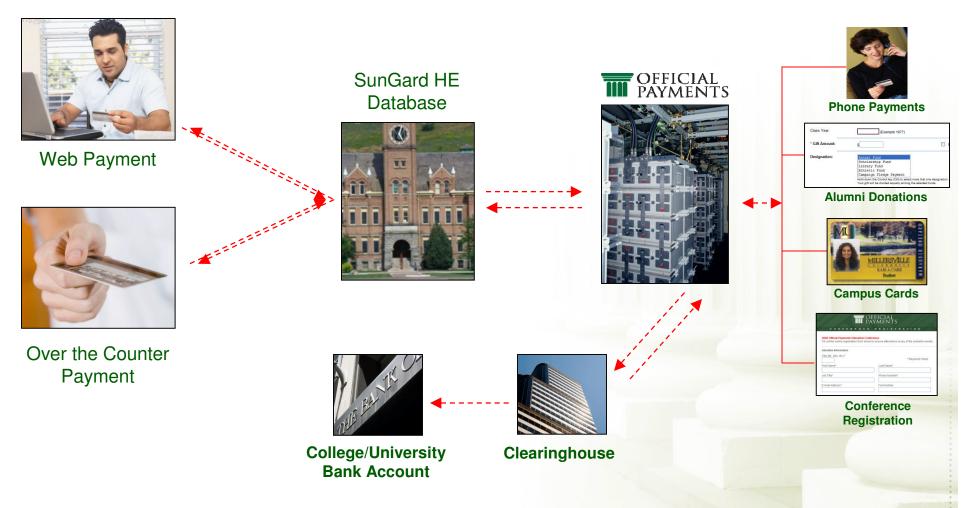
- PCI compliance
- e-Commerce provider security
- Integration with your SunGard Higher Education software
- Choosing an experienced provider with proven service and reliability

Benefits to your Institution of the Official Payments solution

- Security
  - PCI Level 1 compliant
  - IRS approved processor
- Banner expertise
  - Live Banner clients Banner Web Services and JPC
  - 10+ higher education e-commerce customers
- Outstanding customer and client service and support and system availability



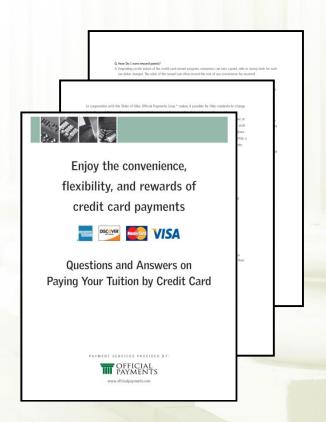
## SunGard Higher Education Payment Process



Pay tuition and fees, make alumni contributions, load campus cards, register for a conference – online, over the counter or by phone with Official Payments

### **Key Differentiators**

- Visa, MasterCard, Discover, American Express, and Electronic Check
- Internet, IVR and face-to-face channels
- Single point of integration for all pay types
- Secure, reliable and compliant
- Zero development and maintenance costs
- Online reports and real-time system updates
- Marketing support
- Payment Plan and e-Bill



## Flexible Payment Acceptance

- Pass through
  - CAMPUS pays all associated fees
- Convenience fee
  - Student pays all associated fees
- Flexible fee structures
  - Different departments can have different fee structures
  - Support for multiple Merchant IDs



### Certification and Compliance

- SunGard Higher Education Collaborative Member
- PCI Level 1 certified
  - VISA CISP (Cardholder Information Security Program)
  - MasterCard SDP (Site Data Protection) vendor
- Parent/Third Party Payment (FERPA Compliant)
- GLB (Gramm-Leach Bliley) ACT 1999
- NACHA Compliant
- Annual IRS security audit
- Sarbanes-Oxley



### Integration and Implementation

### Integration

- Single integration point for credit cards and electronic check
- Integration methods
  - Payment solution through JAVA Payment Client
  - Integration through Banner Web Services

### Implementation

- Official Payments works with Finance Department on reporting and FAQ requirements
- Official Payments work with IT on set up

#### Benefits to CAMPUS

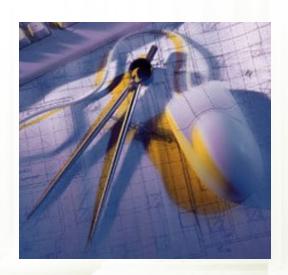
- Real-time integration to Banner
- Real-time online reports



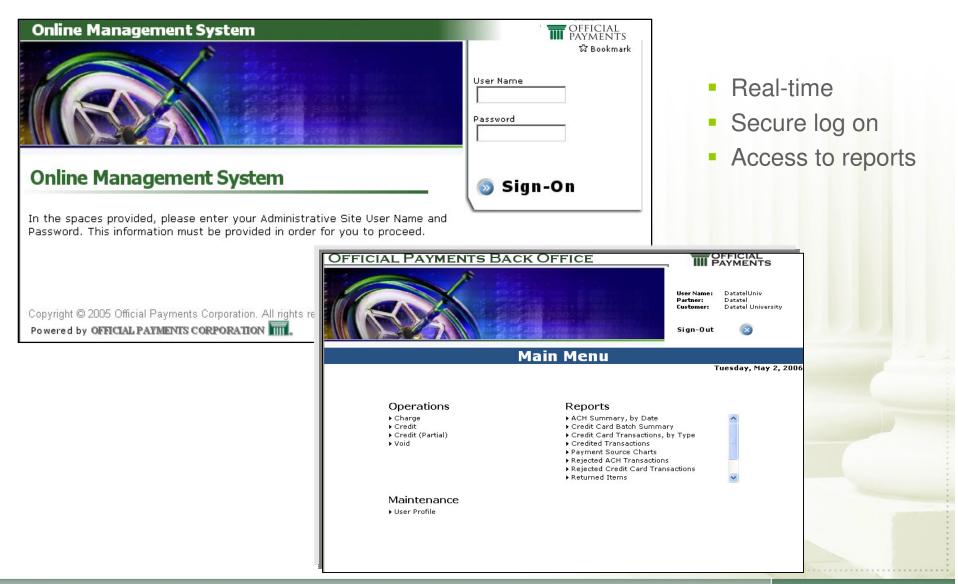


### **Development System**

- Development system hosted at Official Payments
- Link provided for testing credit card and echeck transactions
- Ability to test new functionality and on-going changes
- Test new applications before bringing them live
- No hardware or software to purchase or maintain
- Official Payments provides credit card and ACH numbers for testing



# Online Management System



# Reporting



Credit Card Transactions, by Type

(7/1/2008 12:00:00AM to 8/16/2008 12:00:00AM) (Settled Transactions Only)

#### AmerEx

Blue indicates a portion of ConvFee paid by client.

									.,
Conf No	<b>Date</b>	Source	CC#	Auth #	PType P	Student ID	Pment Amt	Base Amt	Conv Fee
11791042	7/1/08	I-Sale	1005	167984	AE		\$1,131.75	\$1,104.15	\$27.60
11798311	7/2/08	I-Sale	1098	168937	AE	VOICE	\$2,307.58	\$2,251.30	\$56.28
11803493	7/3/08	I-Sale	1001	160034	ΑE	VOICE	\$114.95	\$112.15	\$2.80
11836124	7/9/08	B-Credit	1005	167984	ΑE		(\$1,131.75)	(\$1,104.15)	\$(27.60)
11924740	7/22/08	I-Sale	7245	305443	AE		\$1,131.75	\$1,104.15	\$27.60
							******	\$8,329.50	\$208.24

OFFICIAL PAYMENTS

12066274

Rejected Credit Card Transactions (7/1/2008 12:00:00AM to 8/16/2008 12:00:00AM)

#### Official Payments University

Conf No	CCType	CC#	PmentAmt	Status	Transa Date /		Respon	_	Credit Car Response/I	d Processor Text		
11800966	DS	0601	\$1,175.83	Failed	7/2/08	9:36 pm	7/2/08	10:36 pn	112 4001.	. INVALID TR	ANS (12)	
Student 1	D:	= VC	DICE									
11836315	MC	8040	\$1,504.50	Failed	7/9/08	1:39 pm	7/9/08	2:39 pm	13 1008.	. AMOUNT EF	ROR (13)	
Student 1	D.	100								<del></del>	OFFI PAYN	C
11836340	MC	8040	\$1,504.50	Failed	7/9/08	1:41 pm	7/9/08	2:42 pm	13 1008.	. AN	PAYN	۱E
Student 1	D:											Ξ
12036009	MC	5396	\$3,518.83	Failed	8/4/08	9:00 am	8/4/08	10:00 an	151 3001.	DE Offici	al Payr	ne
Student 1	D:											
12037496	MC	7603	\$3,966.24	Failed	8/4/08	11:05 am	8/4/08	12:05 pn	105 3001.	DE Conf No		
Student 1	D:0									~	6 8164	\$1
12047816	AE	2005	\$1,368.89	Failed	8/4/08	9:53 pm	8/4/08	10:53 pn	151 3001.	DE Student	9 8164	\$1
Student 1	D:	16								Student	77)	

1001 \$3,416,33 Failed 8/6/08 12:51 pm 8/6/08 1:51 pm 51 3001. DE

\$3,869.50 \$96.74 \$3,433.00 \$85.83 \$880.25 \$22.01 \$2,459.00 \$61.48 \$865.00 \$21.63 \$23,303.85 \$582.61 Credit Card Transactions, By Type

Rejected Credit Card **Transactions** 

Rejected ACH **Transactions** 

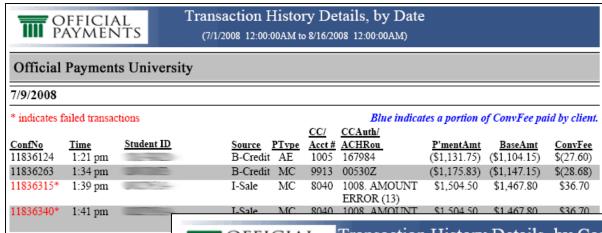


Rejected ACH Transactions (7/1/2008 12:00:00AM to 8/16/2008 12:00:00AM)

#### Official Payments University

				Transac		
Conf No	Acct #	Pment Amt	Status	Date / T	ime	Response/Text
11826106	8164	\$12,033.15	Voided	7/8/08	11:03 am	00
Student II	D:	===				
11826149	8164	\$12,033.15)	Voided	7/8/08	11:08 am	00
Student II	0.					
Original (	Conf No	: 11826106				
BO User:	Erwara.	Admir	istrator		Custome	er: I
11970162	8178	\$725.00	Failed	7/28/08	1:05 pm	nDE 1002. Charge ACH failed. Invalid routing number: 547505259
Student II	0.1					
12024689		\$843.00	Voided	8/1/08	6:18 pm	00
	2401		Voided	8/1/08	6:18 pm	00
12024689	2401 D:1				6:18 pm 6:18 pm	

# Reporting



Transaction Details, by Date

Transaction Details, by Confirmation Number

OFFICIAL PAYMENTS

Transaction History Details, by Confirmation # 11862505

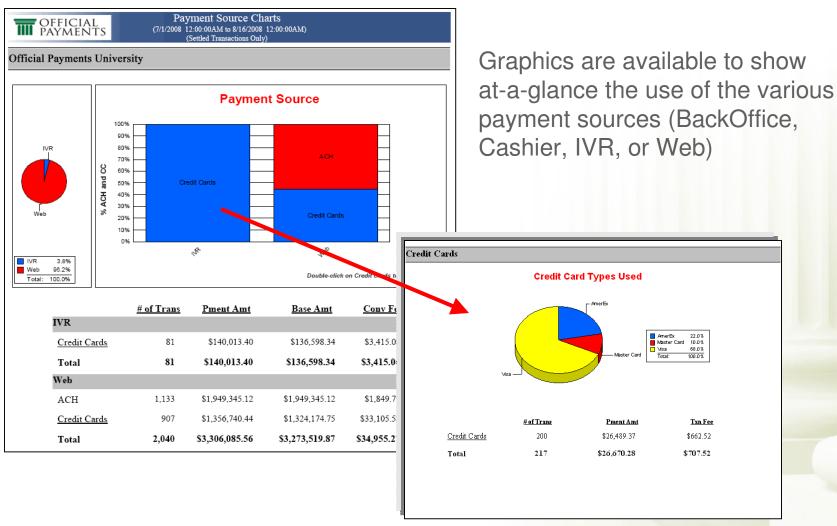
#### Official Payments University

Double-click on ConfNo to see credit card processor information.

Blue indicates a portion of ConvFee paid by client.

Conf No 10792210	<u>Date</u> 2/21/08	<u>Time</u> 7:26 pm	Student ID		Source W-Sale	PTvpe MC	CC/ Acct # 4170	CCAuth/ ACHRou FBDD22	Pment Amt \$128.13	Base Amt C \$125.00	\$3.13
11862505	7/14/08	6:48 am			B-Credit	MC	4170	FBDD22	(\$128.13)	(\$125.00)	\$(3.13)
BO User: 🖩	-	Ac	lministrator	Custo	mer:						

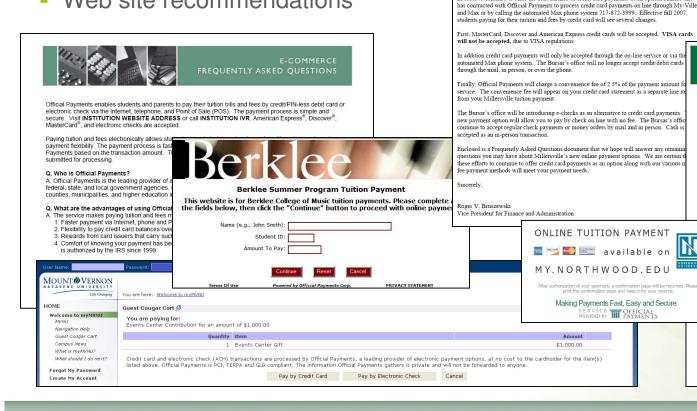
# Reporting



Double-clicking on a Credit Card section provides a breakdown of use by credit card types

# Client Marketing

- Parent letters
- Postcard mailings
- Student newspaper advertisements
- Flyers and counter cards
- Web site recommendations



#### WSU Announces Important Payment Changes

WASHINGTON STATE UNIVERSITY

World Class. Face to Face.

Beginning Fall 2008, WSU will accept American Express, Discover and MasterCard credit cards for tuition, fees, course-related expenses, and room and board charges. Credit card payments will be processed by Official Payments a leader in electronic payment procession. Official Payments

e a 2.5% convenience fee for this service, o longer be accepted. WSU offers a no-cost eck option. For more information, please visit suedu/studacct and click on FAQs Credit Card Payments.

ective July 1, 2008, WSU will no longer hand om the University Receivables' Office, due to gulations governing how universities monitor distributions. WSU will send a deposit to your account if you've signed up for direct deposit to toyour primary mailing address. To sign up sooit, please visit myWSU, select. Finances and to the Direct Deposit. Self-Service Form. Pay On Time to Avoid Late Fees

LATE FEE DATES
Fall 2008
September 8, 2008
September 23, 2008
October 8, 2008
Spring 2008
Spring 2009
Spring 2009
January 26, 2009
February 10, 2009
February 10, 2009
February 28, 2009
February 28

Tuition and Fees Due the First Day of Each Semester

PAYMENT SERVICES PROVIDED BY:

OFFICIAL
PAYMENTS

www.OfficialPayment.com/education

#### Credit Card Payments

Fast Easy Secure









Pay online using WebAdvisor at

Gaston College
Opportunities For Life

www.gaston.edu

After authorization of your payment, a confirmation page will be returned Please print the confirmation page and keep it for your records.

OFFICIAL PAYMENTS

Millersville University

and convenience to view and pay their bills electronically.

Millersville University is excited to announce the implementation of electronic billing and new

on-line payment services accessible through My-Ville and Max on the Millersville homepage. These new on-line and voice response services will offer students and their parents the flexibility

In order to continue to offer the convenience of credit card payments as an option, Millersville

Dear Students/Parents

# The Bottom Line - Cost

Feature	Official Payments	Competition
Combined gateway and processor	YES	
Merchant IDs	PROVIDED	Charge per MID
Set-up, Licensing Fees, Development Costs, Annual Maintenance		Varies from vendor to vendor
Credit Card acceptance	VISA, MasterCard, Discover, American Express, E-checks	VISA and MasterCard
Float on credit card fees	YES	
24/7/365	YES	Annual Maintenance Agreement may be required
Dedicated Client Marketing Team	YES	Not available
Hardware and Software	NONE REQUIRED	
Payment Plans, e-Billing	YES	Charge
Credit Card Fee		
ACH Fee		

### Summary – Expertise, Experience and Efficiency

- Pioneer of the hosted payments platform and established market leader
- In-depth market knowledge and established dedicated sales team
- Fully compliant and secure meeting IRS' requirements
- State-of-the-art payments platform
  - Fully hosted hardware, software and support included
  - Available 24/7/365
  - Fully scalable with migration path
- Rapid implementation and revenue flow
- Toll-free client support and service
- Dedicated client marketing team
  - Awareness and usage campaigns
  - Point-of-sale materials
  - Website consultations and recommendations



### Summary – Expertise, Experience and Efficiency

### Reliability

- Secure development system for testing new implementations
- Zero maintenance and development costs
- Online reports and real-time system updates

### Security

- PCI Level 1 certified
- FERPA and GLB compliant
- National Automated Clearing House Association (NACHA) compliant

#### Convenience

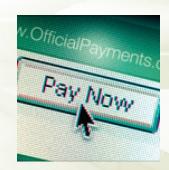
- Internet, IVR, and face-to-face channels
- 24/7/365 availability from anywhere
- Flexible payment options

### Simplicity

- Supported through JAVA Payment Client or Banner Web Services
- Flexible pricing models for all payment types
- Hosted payment gateway

#### Rewards

- Complete solution provided at no cost to our clients
- Customer and client services
- Marketing consultation and collaboration



# **Tuition and Fees** Officially Paid.

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Cathy Floyd Director, Client Marketing 334-321-3767 ext. 7355 cfloyd@officialpayments.com























# **Client Lists**

















### SunGard Higher Education Customers

- Antelope Valley College, CA
- Arapahoe Community College, CO
- Bakersfield College (Kern CCD), CA
- Barstow College, CA
- Baton Rouge Community College, LA
- Canada College (San Mateo CCD), CA
- Central Carolina Technical College, SC
- Cerro Coso Community College (Kern CCD), CA
- Chabot College (Chabot-Las Positas CCD), CA
- Citrus College, CA
- City College of San Francisco, CA
- Coastline Community College (Coast CCD), CA
- Colorado Northwestern Community College, CO
- College of San Mateo (San Mateo CCD), CA
- Community College of Aurora, CO
- Community College of Denver, CO

- Community College of Philadelphia, PA
- Cuesta College, CA
- Front Range Community College, CO
- Gavilan College, CA
- Golden West College (Coast CCD), CA
- Holmes Community College, MS
- Imperial Valley College, CA
- Lamar Community College, CO
- Las Positas College (Chabot-Las Positas CCD), CA
- Millersville University, PA
- Moorpark College (Ventura CCCD), CA
- Morgan Community College, CO
- N. New Mexico College, NM
- New College of Florida, FL
- Northeastern Junior College, CO
- Northwest State Community College, OH



## SunGard Higher Education Customers

- Oakton Community College, CA
- Orange Coast College (Coast CCD), CA
- Otero Community College, CO
- Oxnard College (Ventura CCCD), CA
- Pikes Peak Community College, CO
- Porterville College (Kern CCD), CA
- Presbyterian College, SC
- Pueblo Community College, CO
- Red Rock Community College, CO

- Santa Fe Community College, NM
- Solano Community College, CA
- St. Mary's University, TX
- Trinidad State Junior College, CO
- Ventura College (Ventura CCCD), CA
- Western New Mexico University, NM
- Westfield State College, MA
- Xavier University, LA



# Representative Clients

- Antelope Valley College, CA
- Antioch University, OH
- Arapahoe Community College (Colorado CCS), CO
- Bakersfield College (Kern CCD), CA
- Barstow College, CA
- Baton Rouge Community College, LA
- Becker College, MA
- Berklee College of Music, MA
- Birmingham Southern, AL
- Canada College (San Mateo CCD), CA
- Cape Fear Community College, NC
- Carleton College, MN
- Carlos Albizu University, FL
- Carroll College, MT
- Carson-Newman, TN
- Catawba College, NC
- Central Carolina Technical College, SC
- Central Ohio Tech College, OH
- Central Wyoming College, WY
- Cerritos Community College, CA
- Cerro Coso Community College (Kern CCD), CA
- Chabot College (Chabot-Las Positas CCD), CA
- Chaffey College, CA
- Citrus College, CA
- City College of San Francisco, CA
- Clemson University, SC
- Coastline Community College (Coast CCD), CA

- College of DuPage, IL
- College of San Mateo (San Mateo CCD), CA
- Colorado Christian University, CO
- Colorado Northwestern Community College (Colorado CCS),
   CO
- Columbia College (Yosemite CCD), CA
- Community College of Aurora (Colorado CCS), CO
- Community College of Denver (Colorado CCS), CO
- Community College of Philadelphia, PA
- Contra Costa College (Contra Costa CCD), CA
- Copper Mountain Community College District, CA
- Cuesta College, CA
- Cumberland University, TN
- Daemen College, NY
- Danville Area Community College, IL
- Dean College, MA
- Delaware Valley College, PA
- DeSales University, PA
- Diablo Valley College (Contra Costa CCD), CA
- Eastern Oklahoma State College, OK
- El Camino College, CA
- Fayetteville Tech, NC
- Felician College, NJ
- Front Range Community College (Colorado CCS), CO
- Furman University, SC
- Gaston College, NC
- Gavilan College, CA



# Representative Clients

- GeorgeTown College, KY
- Golden West College (Coast CCD), CA
- Grand View College, IA
- Grossmont-Cuyumaca CCD, CA
- Hartnell College, CA
- Haywood Community College, NC
- Holmes Community College, MS
- Illinois Valley College, IL
- Imperial Valley College, CA
- Johnston Community College, NC
- Kansas City Kansas Community College, KS
- Kaskaskia College, IL
- Kishwaukee College, IL
- Lamar Community College (Colorado CCS), CO
- Las Positas College (Chabot-Las Positas CCD), CA
- Lassen Community College, CA
- Latter-Day Saints Business College, UT
- Lee University, TN
- Lewis-Clark State College, ID
- Lincoln Memorial University, TN
- Linfield College, OR
- Loras College, IA
- Marvmount University, VA
- Mendocino College, CA
- Millersville University, PA
- Mission College (West Valley-Mission CCD), CA

- Modesto Junior College (Yosemite CCD), CA
- Monmounth College, IL
- Moorpark College (Ventura CCCD), CA
- Morgan Community College (Colorado CCS), CO
- Mount San Antonio Community College, CA
- Mount Vernon Nazarene College, OH
- Northern New Mexico College, NM
- Nash Community College, NC
- Neumann College, PA
- New College of Florida, FL
- North Central State College, OH
- Northeastern Junior College (Colorado CCS), CO
- Northern Wyoming Community College District, WY
- Northwest State Community College, OH
- Northwestern Business College, IL
- Northwood University, MI
- Oakton Community College, IL
- Oglethorpe University, GA
- Ohlone College, CA
- Orange Coast College (Coast CCD), CA
- Otero Community College (Colorado CCS), CO
- Our Lady of the Lakes, LA
- Oxnard College (Ventura CCCD), CA
- Pacific Union College, CA
- Palo Verde Community College District, CA
- Palomar College, CA



# Representative Clients

- Parkland College, IL
- Peralta Community College District, CA
- Pikes Peak Community College (Colorado CCS), CO
- Porterville College (Kern CCD), CA
- Pratt Institute, NY
- Presbyterian College, SC
- Pueblo Community College (Colorado CCS), CO
- Rancho Santiago CCD, CA
- Red Rock Community College (Colorado CCS), CO
- Roanoke College, VA
- Rock Valley College, IL
- Rockingham Community College, NC
- Rowan-Cabarrus, NC
- Rust College, MS
- San Francisco State University, CA
- Santa Fe Community College, NM
- Santa Monica College, CA
- Sierra College, CA
- Simpson University, CA
- Solano Community College, CA
- Southern Adventist University, TN
- Southwestern Law, CA
- St Leo University, FL
- St. Francis College, NY
- St. Mary's University, TX
- Stanly Community College, NC

- Surry Community College, NC
- Three Rivers Community College, MO
- Trinidad State Junior College (Colorado CCS), CO
- Tuskegee University, AL
- Union University, TN
- University of Sciences in Philadelphia, PA
- University of West Alabama, AL
- University of Evansville, IN
- University of Louisville, KY
- University of Wisconsin at Green Bay, WI
- University of Wisconsin at Parkside, WI
- University of Wisconsin at Steven's Point, WI
- University of Wisconsin at Plattesville, WI
- Ventura College (Ventura CCCD), CA
- Victor Valley College, CA
- Warner Pacific College, OR
- Washington State University, WA
- Wesley Theological Seminary, DC
- West Valley College (WV Mission CCD), CA
- Western New Mexico University, NM
- Westfield State College, MA
- William Jewel College, MO
- Xavier University, LA
- Yuba College, CA

# Banner Web Services Real-Time Interface







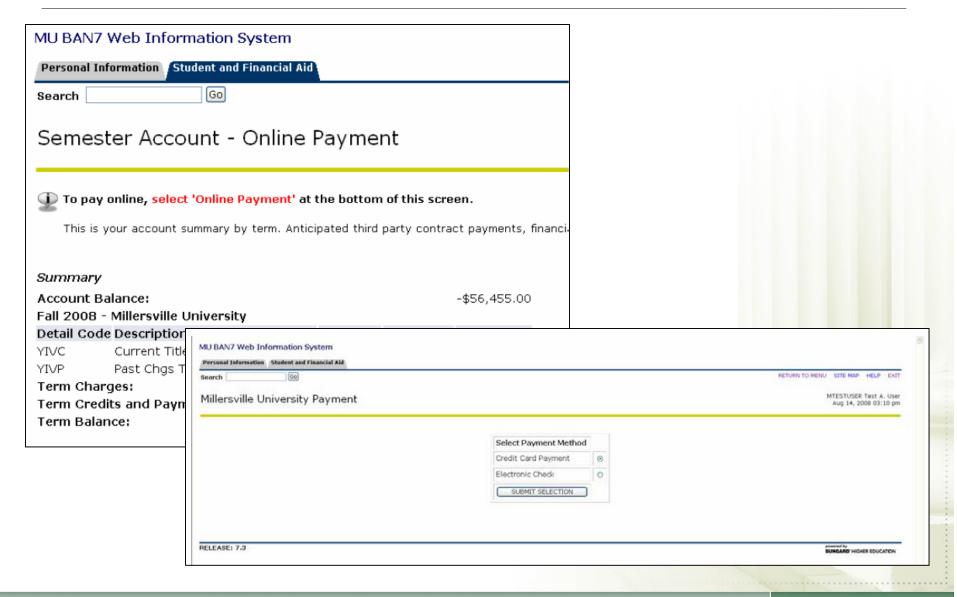








# Banner Web Services Real-Time Interface



# Official Payments' Credit Card Entry Screen

Millers SEIZE THE OPPOR	ville University
Please enter your  Card Type  MasterCard	r credit card information. * indicates required field  Amount To Pay: 4000.00 *
Credit Card Number 5454545454545454	Expiration Date (mm/yy) Card Identification Number  * 08 V / 10 V * 100 *How do I find this?
Card Holder's Information  Card Holder's Name:  Street Address:  Apartment/Suite:	Chuck Knox * 6135 Lime Rd *
City: State/Province: ZIP/Postal Code:	Parkesburg  Pennsylvania (PA)  19365  *
Primary Phone Number	E-Mail Address  cknox@mu.edu  Send Email Confirmation
pyright © 2008. Official Payments Rights Reserved.	Continue Cancel

# Official Payments' e-Check Entry Screen

11 .11 -		_		
Millersville I	nix	rereits:	T	
vimici Svinic (		CISILY		
EIZE THE OPPORTUNITY		,		
Please enter your Bank Account	information		(i) process	
		дто	unt To Pay: 0.00	
Account Type		r'or		
Personal Checking *		10012345041	12345678	0100
Routing Number Account Number		Routing Number	Account Number	Check
*	*			Number
	No	te: Please do <u>NOT</u> e	nter the Check N	iumber.
Account Holder Information				
Account Holder's Name:		*		
Street Address:		*		
Apartment/Suite:				
City:	*	***		
State:Please select a	a state 💌 🦠	<b>k</b> ⊘		
ZIP/Postal Code: *				
Primary Phone Number EN	Mail Address			
(* ext:				

# Verification Screen



Please verify that the following information is correct.

Card Type: MasterCard Current Amount Due: 4,000.00
Credit Card Number: \*\*\*\* 5454 Convenience Fee: 100.00
Expiration Date: August 2010 Total Charge: 4,100.00

Billing Address: Chuck Knox Email Address: cknox@mu.edu
6135 Lime Rd Contact Number: (717) 442-9090

Parkesburg, PA 19365

✓ I agree to the Terms Of Use

Go Back Make Payment Cancel

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# Confirmation Screen

# Millersville University SEIZE THE OPPORTUNITY

#### Confirmation of Payment

Confirmation Number/Transaction ID: 4542698 Date/Time Paid:8/14/2008 2:14 PM Central

Card Tunas	MasterCard	Amount Paid:	4,000.00	
Card Type:	MasterCard	Fee Paid:	100.00	
Credit Card Number: **** 5454		Total Paid:	4,100.00	
Billing Address:	Chuck Knox	Email Address:	cknox@mu.edu	
	6135 Lime Rd	Contact Number:	(717) 442-9090	
	Parkesburg, PA 19365			

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