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Strategies to Manage the Higher Ed Labor Shortage

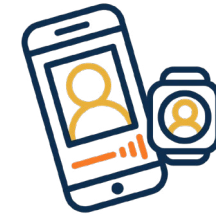
Enabling Self-Service Operations and Contactless Interactions are Key Components of Managing the Higher Education Labor Shortage Crisis



Campuses are being tasked with implementing new technologies to help ease the nationwide labor shortage challenges on campus. Transact is delivering new ways in which mobile solutions can serve students while helping administrators secure operations across the entire campus.

Contactless payments, mobile ordering, and mobile credential are helping to free up staff resources while still delivering the services students expect and appreciate.

1 Minimize lines and enable secure, cashless, and contactless Integrated Payments



Mobile Student ID Resides in Apple Wallet or Google Pay



Works for Purchase and Payment Transactions and Secure Access Control



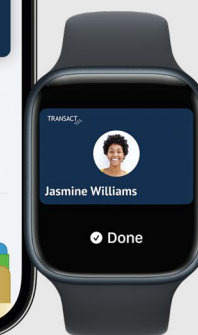
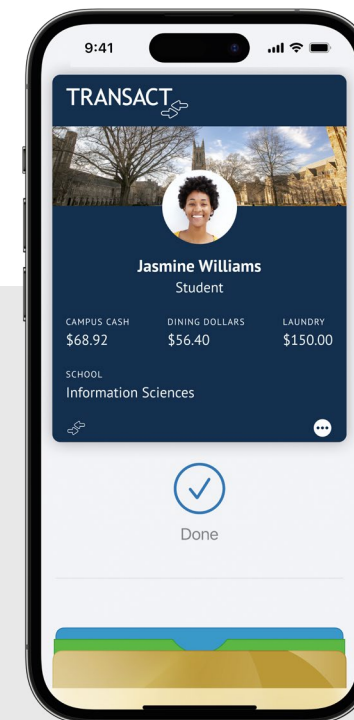
Tap Near the POS or Access Control Device for Contactless Transaction



Enhanced Security and Convenience



Near Field Communication (NFC) Contactless Technology



Students can use Mobile Credential campus-wide for contactless transactions and access to buildings and residence halls, with no physical student ID card required.

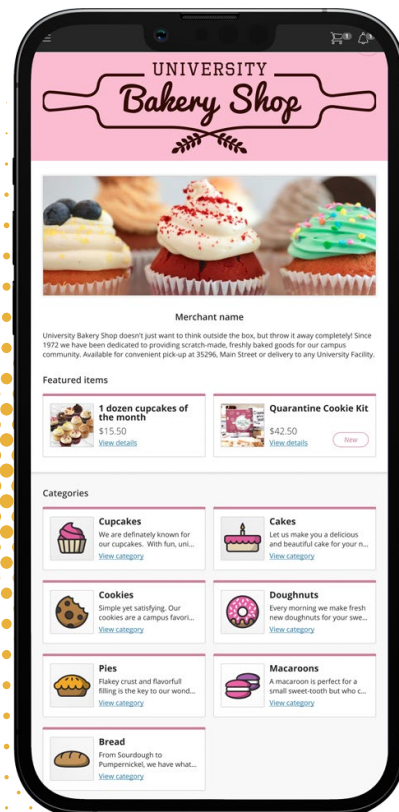
Enable Virtual Operations

- **Virtual Terminals** allow users to pay securely - with or without swiping
- **eRefund** and **Bill Presentment** to avoid paper checks and the physical act of mailing
- **Payment Plans** with the option for automated bill pay
- **529 Plans** which transfer funds electronically

Payment Services Remote Operations

Many institutions have moved to a fully remote work environment, using comprehensive payment services so remote staff can easily operate and manage your payment processing. The **Customer Research Center** (CRC) allows operators to modify demographic information, view the customer's balance details and transactions, view customers' payment plans, view eRefund information, eBills, 1098-T statements, and more.

Additionally, the **User Emulation** feature allows operators to log into the site as a student without needing the student's password. Operators can then help students troubleshoot an issue or make a payment if that permission is enabled. Allowing parents to access student accounts using the Parent PIN function and enabling SMS payment reminders are other effective tools to facilitate timely payments and reduce support tasks for your staff.



Online Storefronts

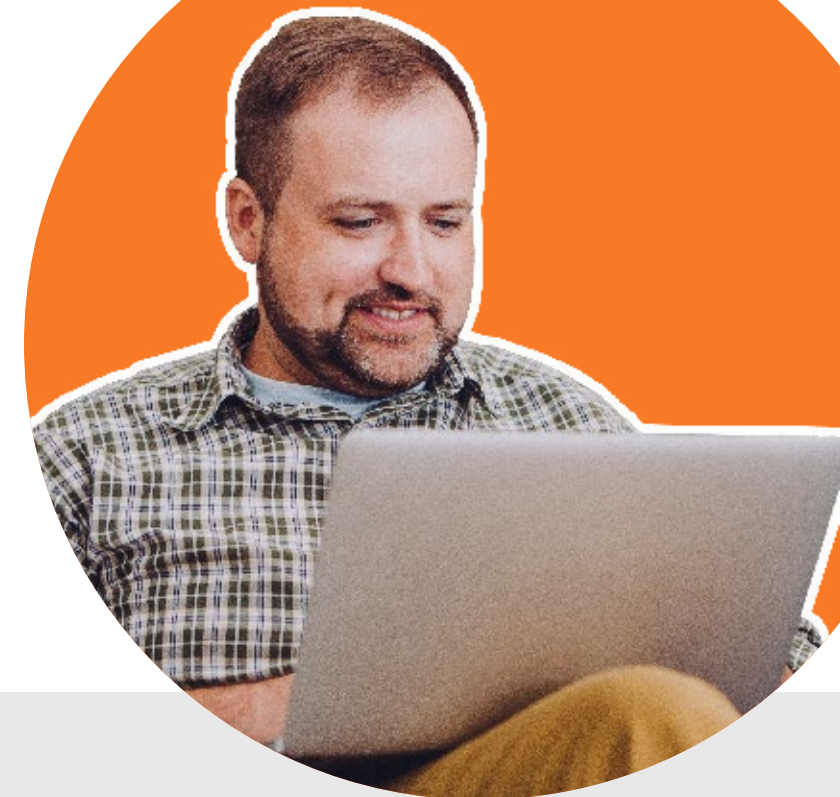
Move in-person purchases and payments to easy-to-use online storefronts for a mobile approach. Online storefronts accommodate social distancing and cashless and contactless transactions via credit and debit cards, ACH/EFT, and international funds transfer (IFT).

eMarket

- Provides a simple shopping environment with photos and descriptions, offering fast and easy payment checkout options
- Offers a variety of payment tender types, including foreign currency
- Allows 24/7 convenient access for your customers via a mobile-friendly eMarket website

Integrated Payments

- User Emulation
- Customer Research Center
- Payment Reminders
- Bill Presentment
- Credit Balance Disbursement
- Parent PINS



“We’re really excited that students will be able to use the devices that they’re carrying around in their pockets to conduct business with the university. We want them to be able to make a payment, create a payment plan, receive their e-refunds, receive their e-bills, and use dynamic billing to search for different views of their bill. We wanted to give them the full experience in one place.”

- Teresa Elliott, Senior Analyst at Michigan State University

“Prior to moving to Transact in December of 2008, we were processing all payments in Banner directly. Since then, both staff and students have been able to process and submit payments in a far more efficient manner. With each new module we implement, we gain some kind of efficiency.”

- Rebecca (Becky) Kellow, Assistant Director, Treasury Services, Financial Services Western Washington University

2 Use Mobile Solutions to Streamline Contactless Transactions

Addressing Today's Campus Needs with Mobile Ordering

Give students real-time mobile capabilities to order and pick up food, textbooks, or other purchases while supporting a low/no contact ordering option for students and school staff both on and off campus.

Transact Mobile Ordering provides the ultimate convenience for your students with real-time mobile ordering from any location.

As part of a Labor Shortage Response Plan, Transact Mobile Ordering can assist by allowing campuses to:

- Provide faster transaction processing
- Move pickup locations to curbside or to other areas to better facilitate social distancing
- Reduce the number of meal plan refunds by allowing meals and declining balance accounts to be used
- Quickly update dining menus with alternative offerings or scaled-down options

Why Campuses are Adopting Transact Mobile Ordering

- Reinforces campus brand
- Uses loyalty to incentivize behavior
- Encourages feedback
- Improves student satisfaction
- Drive student engagement



“Students love Mobile Ordering! It’s a new technology that increases the speed of service by placing their order next in queue... they just eat it up and keep the campus in the right direction in terms of innovation.”

- Jessica Buffington, Card Service Manager, University of North Georgia

“Right now, 10-15% of the overall daily orders at our Starbucks, Chick-fil-A, and our other popular locations are now mobile orders placed through Transact Mobile Ordering.”

- Richard Wynn, Director of the Eagle Card Program at Georgia Southern University

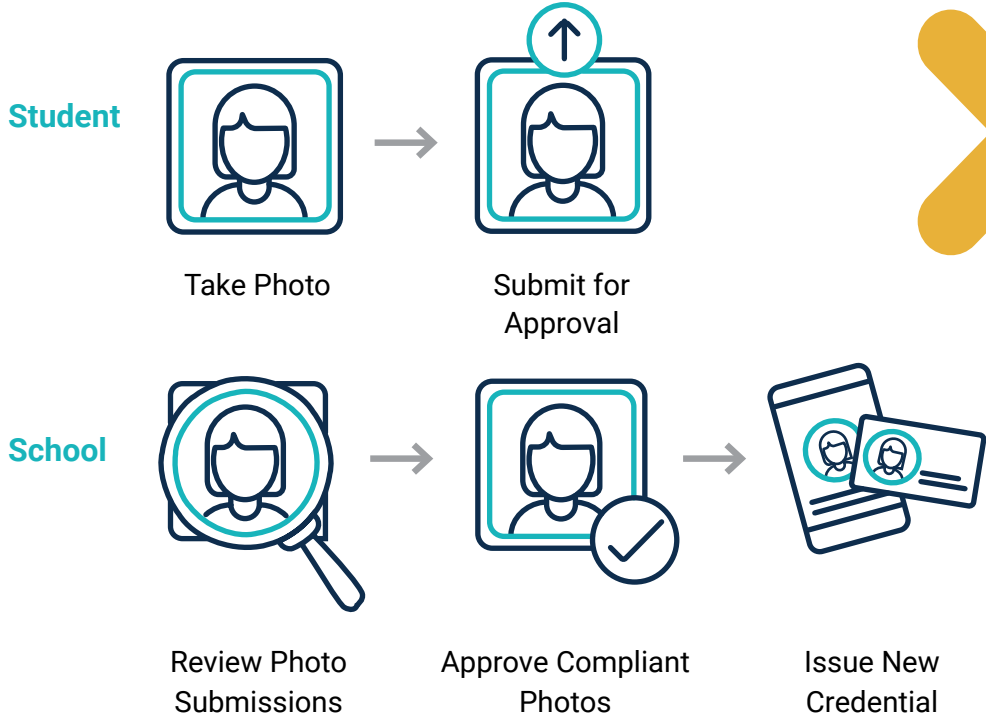


3 Transition to Mobile Credential, including Hybrid implementations with digital and physical cards

Support lean card office operations with Online Photo Submission

Online Photo Submission is one way to engage with new students prior to arrival on campus and reduce the time they may spend in the ID provisioning process. Transact Online Photo Submission allows schools to approve student photos remotely.

Simple Submission Process:



“Transact has allowed us to adapt and refine how we are engaging with our students.”

- Equan Burrows, Dean of Student Experience, Milwaukee Area Technical College

“Transact Mobile Credential is great and has really helped to relieve some of the pressure off our one-person staffed card office. Before we implemented Mobile Credential, I would be strapped to the card office during the first week back to school. With the added support of Online Photo Submission, we estimate a total cost savings of 80-90% for money spent on daily operations and card production expenses.”

- Ryan Harms, OneCard Manager, Yavapai College

4 Remote Mobile Credential Issuance

Engage with students before they arrive on campus by providing a 24/7 virtual card office to reduce the number of in-person visits and support a lean card office staff. **Transact Mobile Credential** allows campuses to issue mobile credentials to students on demand while ensuring the highest level of security at the point of entry when students return to campus. Prior to the semester's start, students can download their NFC-enabled mobile credential on their Apple iPhone and Apple Watch, or Android smartphone.

Like cards, students can use their Mobile Credentials for dining, point of sale, laundry, copy, vending, door access, and more. Card offices can still issue physical cards to cardholders without eligible smart devices by appointment.



Dining



Vending



Locks



Print/Copy



Parking



Bookstore



Events



and More



Self-Service Web Deposits and Account Management

A fully-deployed **eAccounts** implementation can reduce or eliminate the need for most in-person visits, serving as a virtual card office. These features include account deposits, balance inquiries, transaction history statements, and lost/found card management. With **Online Photo Submission** and **Mobile Credential** features enabled, eAccounts fully meets the need of provisioning new student IDs safely without personal contact.

If you need to send up-to-date information to your campus community, **Transact eAccounts** is a tool that can provide those timely updates. Offering extensive branding and custom content configuration features, eAccounts can enhance your campus communications by including updated information and links to current campus alerts.

Power to Manage Campus Credentials Online



Self-Service Portal via Mobile and Online



Immediate Access to Funds



Transaction History for Better Budget Management



Web Deposits for Stored Value Accounts



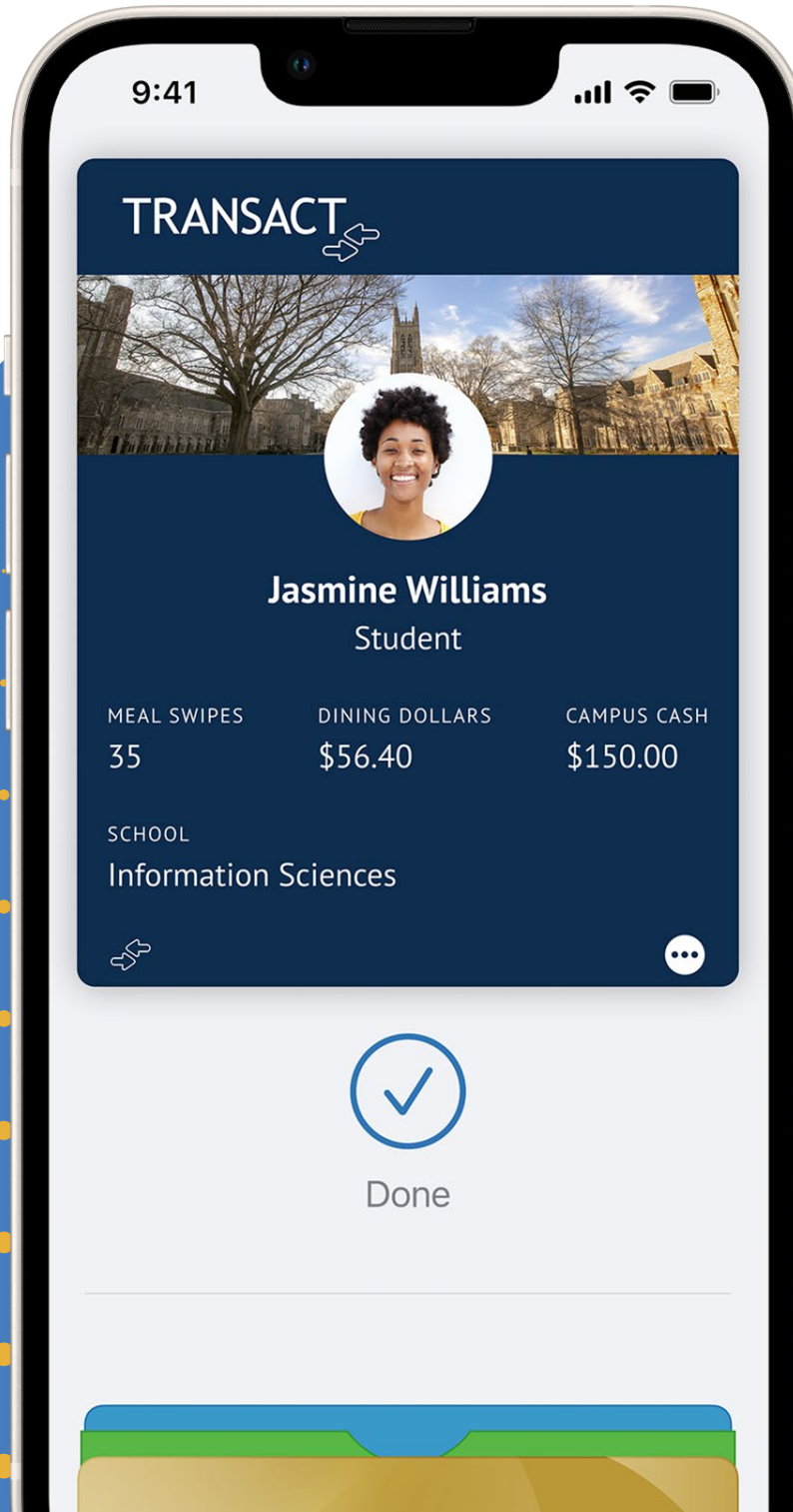
Low Balance Alerts and Auto Top-Off



Real Time Deactivation for Lost Cards

Empowering Campuses to Deliver One Connected Experience

Transact's unique payment solutions enable payments to be made anytime, anywhere, ensuring one connected experience for students. We partner with campuses to deliver a mobile-centric, personalized student and family experience, without the burden of managing complex systems. Our highly configurable platform integrates well with critical school systems, provides administrators with centralized data and management controls, and provides strong client support.



TRANSACT 

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