

The Transact Integrated Payments Support Advantage

Your Success is Our Priority

When selecting an integrated payments solution provider for your institution, the quality of ongoing support can make all the difference in your campus operations. At Transact Integrated Payments, we don't just provide payment technology—we deliver peace of mind through exceptional service that keeps your financial operations running smoothly.

What our Integrated Payments Support excellence means for you



 **73-81%**
RESOLVED WITHIN
24 HOURS

 **1.3-1.8**
DAYS RESOLVING
MOST SERVICE ISSUES

Rapid response when you need it most

Our Integrated Payments support teams consistently answer 98-99% of calls within 3 minutes, significantly exceeding industry standards. Why does this matter? Because during peak registration periods, payment processing issues, or unexpected challenges, every minute counts. When your staff reaches out to us, they're quickly connected with knowledgeable payment experts who understand your urgency.

Same-day resolution for minimal disruption

Between **73-81% of all Integrated Payments support cases are resolved within 24 hours**—a dramatic improvement over prior years. For your campus, this means:

- Minimal disruption to critical payment operations
- Faster return to normal business functions
- Less staff time spent following up on support tickets
- Improved student and parent experience during payment processes

Exceptional client satisfaction

Our Integrated Payments support teams maintain **99-100% customer satisfaction ratings** across all service areas. This near-perfect satisfaction isn't just a metric—it reflects our deep understanding of higher education's unique payment challenges and our commitment to resolving issues completely, not just temporarily.

Continuous improvement in service speed

We've reduced our average time to resolution by **47-77%** across Integrated Payments service areas, now **resolving most issues in just 1.3-1.8 days**. This improvement means your staff spends less time managing payment system challenges and more time focusing on what matters most—serving your students.

Introducing Payments Managed Services: Taking support to the next level



For institutions seeking even more comprehensive support, our new Integrated Payments Managed Services offering provides dedicated expertise that acts as an extension of your team. Already adopted by institutions like Gonzaga University, Oregon Institute of Technology, and Franciscan University, this service delivers:

- A dedicated Technical Account Manager who knows your specific payment environment
- Proactive monitoring of payment processes before issues affect operations
- Regular training to ensure your team maximizes payment system capabilities
- Expert management of eMarkets, reporting, and transaction monitoring

The Transact Integrated Payments Difference

These metrics reflect more than just numbers—they represent our commitment to being a true partner in your institution's financial success. When payment challenges arise, we understand that rapid, effective support isn't just convenient—it's essential to maintaining the financial operations that power your campus.

Our Integrated Payments support teams work tirelessly to ensure your payment systems operate flawlessly, allowing your staff to focus on serving students rather than troubleshooting technology.

When selecting a payments provider, support quality should be at the top of your list. The most advanced payment technology means little if you can't get help when you need it most.

Contact us today to learn more. 

All metrics referenced in this document reflect Transact Integrated Payments support performance data from April 2025. Comparisons to previous performance are based on April 2024 data. Individual client experiences may vary. For the most current performance metrics, please contact your Transact representative.

Get in touch with our experts for more information transactcampus.com
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