



CACUBO



Curves Ahead

*Driving your business office with confidence
in an ever-changing Higher Ed landscape*

Virgil Lloyd, Sr. BDE
Nelnet Campus Commerce





CACUBO



- This webinar is part of our monthly webinar series to stay engaged with our community and bring programming of interest to our members.
- This webinar is eligible for CPE. If you are interested in receiving CPE credit for this webinar, please e-mail me (Marty Mickey) at mmickey@nl.edu now.
- During the webinar, there will be three check in questions for you to answer. **In order to receive CPE, you must answer all three of these questions.**
- The presentation is being recorded and both the recording and a copy of the slides will be added to the CACUBO web site in the next couple of days.
- We will send out a survey afterwards to solicit thoughts and topics for future webinars.
- If you would be willing to present in a future webinar, please e-mail me at mmickey@nl.edu.

Learning Objectives



DoE third-party payer guidelines

PCI-DSS v.4.0

Managing third party
payments/sponsor contracts

Long term payment plans

DoE third-party payer guidelines



- We received significant and helpful feedback in the form of more than 1,000 comments. The careful review of these comments and consideration of any revisions to the guidance letter will take time. We know that many institutions and companies have already begun to analyze their contracts in anticipation of reporting and compliance deadlines, and we understand the concerns that can cause.
- We are therefore providing additional time for institutions and companies to come into compliance with the guidance. Specifically, **we will delay the effective date of the guidance letter to September 1, 2023**
- The effective date of the revised final guidance letter will be at least six months after its publication, to allow institutions and companies to meet any reporting requirements.
- Deadlines for audit and contractual requirements will follow in fiscal years that begin after the effective date for the reporting requirements.

Apr 12, 2023 [View in browser](#)

POLITICOPRO
Morning Education

BY MACKENZIE WILKES

QUICK FIX

— **The Biden administration will no longer implement its plan that would have expanded federal oversight over the outside contractors used by colleges like online program managers.** The Education Department will issue revised guidance.

DoE third-party payer guidelines



- *Nelnet meets this need*
- Refunds solution for over-award disbursement
- Nelnet monitors all negotiated rulemaking activity and regulatory changes and takes appropriate action to remain in compliance
- Agreements with our partner schools includes all required regulatory language and details our timeframe requirements for disbursing credit balances
- Compliance and Risk team sends an email to the DoE via FSAPC3rdpartyserviceoversight@ed.gov to let them know that we have executed a contract with a school - and this notification happens within 10 days of the contract being signed with minimal exceptions.



CPE Question



When it comes to compliance matters do you have a dedicated person assigned to this area?

- YES
- NO

PCI-DSS v4.0



	<h2>What is it?</h2>	<ul style="list-style-type: none">• Global standard• Protect payment data
	<h2>PCI DSS v4.0</h2>	<ul style="list-style-type: none">• Next global standard• New controls
	<h2>Driven by industry feedback</h2>	<ul style="list-style-type: none">• 200+ companies• 6,000+ items

PCI-DSS v4.0



Promote security



Continuous Process



Increase flexibility



Validations methods



PCI-DSS v4.0



Expand MFA • Updated password requirements • *New e-commerce* and phishing requirements

Security must evolve



Clear roles and responsibilities • Added guidance implement and maintain security • More transparency for report reviewers

Criminals never sleep



Allowance of shared accounts • Targeted risk • Customized approach to implement and validate

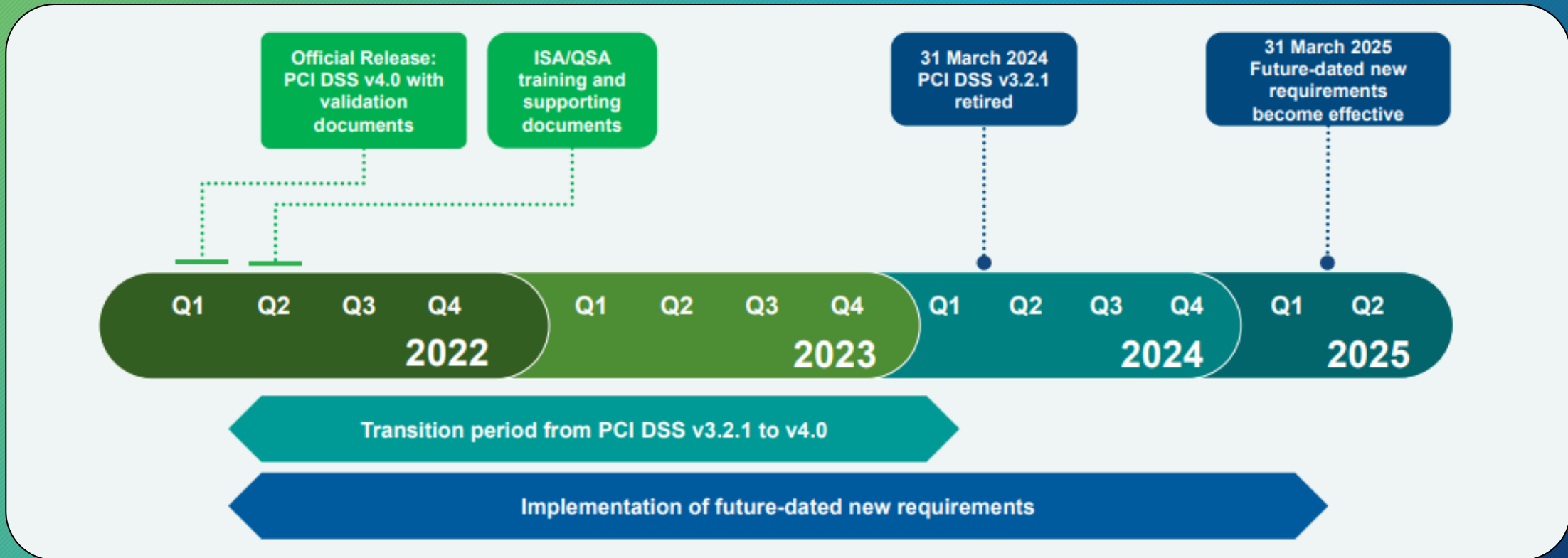
Flexibility supports innovation



Alignment between reporting and SAQ and info summarized in AOC






Transparency and granularity

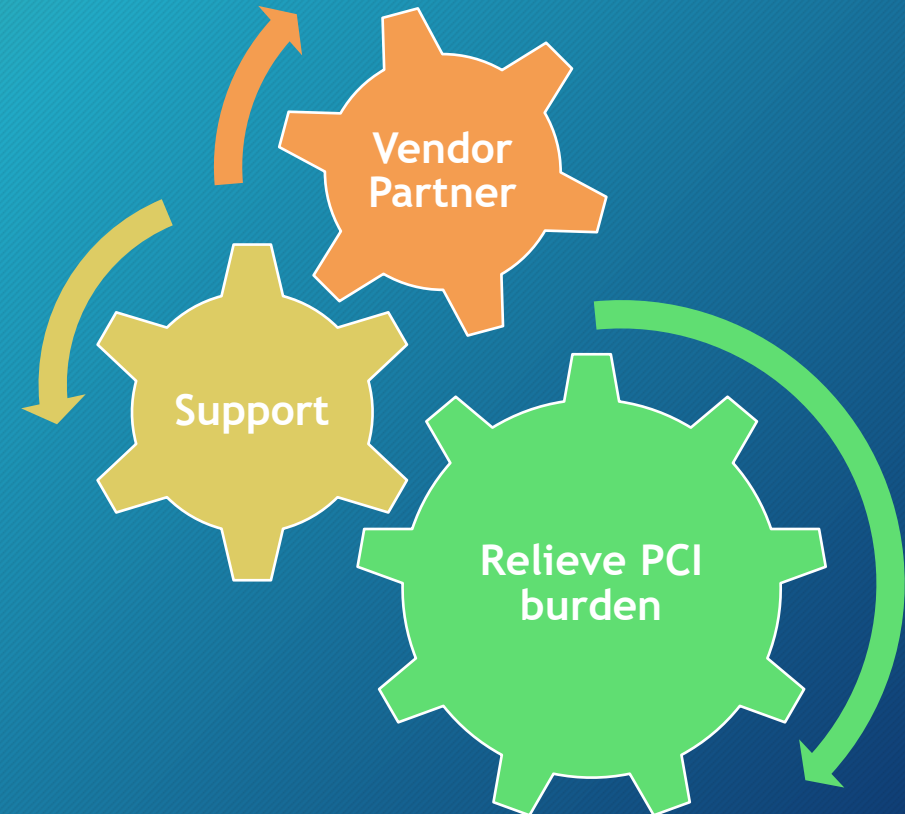
PCI-DSS v4.0



PCI-DSS v4.0



-  Outsourcing to third party
-  Are they maintaining compliance & gearing up for v4.0?
-  How are they working to prevent malicious code?
-  Applying innovations?
-  Embrace MFA



CPE Question



How is your team prepping for the transition to PCI-DSS v4.0?

- Reviewing our vendor partners and discussing their preparedness*
- We are applying new innovations including expanding our MFA*
- We are updating our password requirements*
- All of the above*



Managing third-party payments/sponsor contracts



What is it?

Manage third party sponsor contracts easily through an integrated online portal for the school and sponsors.

Why?

- Integrated, seamless with real-time account balance
- Reduces workload and outreach
- Billing management
- Sponsor portal
- Search, reporting and exporting features
- Notifications
- Reduces risk, no PII via email
- No more PDFs

The screenshot displays the 'Demo SBP One University' interface. The left sidebar contains navigation options: Admin Dashboard, Business Unit, Sponsor Service (highlighted), Manage Payments, Manage eBill Runs, and Settings. The main content area is titled 'Sponsor Service' and features a 'View Sponsors' section with a search bar. Below the search bar is a table listing various sponsors with columns for Sponsor Name, Sponsor ID, Business Units, and Sponsor View (with a magnifying glass icon).

Sponsor Name	Sponsor ID	Business Units	Sponsor View
ABC Pty Ltd	ABC	GLAKE, PSUNV	🔍
Alumni Hall Association	2000113	PSUNV	🔍
Apex Network	SFDD00004	PSCC	🔍
Bank of Fargo	SFTP00001	PSUNV	🔍
Boat Yard	SFTP000100	PSUNV	🔍
Convergence Corporation	SFCA000010	PSUNV	🔍
Cottonwood Corporation	000000001	PSUNV	🔍
Ford Motor Company	AV1000	PSUNV	🔍
Ironwood	000010011	PSSTA, PSUNV	🔍
Navy Boost Program	000010073	PSUNV	🔍
Bank of Fargo Co	000010074	PSUNV	🔍
Bank of Fargo Co	000010013	PSUNV	🔍
Bank of Fargo Co	000010011	PSUNV	🔍
Bank of Fargo Co	000010011	PSUNV	🔍




 Admin Dashboard

 **Business Unit**

 Sponsor Service

 Manage Payments

 Manage eBill Runs

 Settings




Sponsor Service

View Sponsors



Sponsor Name	Sponsor ID	Business Units	Sponsor View
ABC Pty Ltd	ABC	GLAKE, PSUNV	
Alumni Hall Association	2000113	PSUNV	
Apex Network	SFDD00004	PSCC	
Bank of Fargo	SFTPO0001	PSUNV	
Boat Yard	SFTPO00100	PSUNV	
Convergence Corporation	SFCA000010	PSUNV	
Cottonwood Corporation	000000001	PSUNV	
Ford Motor Company	AV1000	PSUNV	



 Admin Dashboard Business Unit **Sponsor Service** Manage Payments Manage eBill Runs Settings[← Back](#) | [Sponsor Service](#) > [Sponsor Details](#)

Sponsor Details

ABC Pty Ltd

Manage and edit sponsor details

Sponsor Name: ABC Pty Ltd
Address: One Main Street
Collingswood NJ 08108
Sponsor ID: ABC
Federal Tax ID: #####5ABC



Payments




Contracts

Students

Sponsor Users

eBills

[+ Add Offline Payment](#)

Transaction ID	Business Unit	Date	Status	Payment Method	Amount
638122491850672709	GLAKE	February 17, 2023	 Completed	MasterCard 5454	\$600.00
638120747898268599	GLAKE	February 15, 2023	 Completed	MasterCard 5454	\$125.00
638120744407122377	GLAKE	February 15, 2023	 Completed	MasterCard 5454	\$150.00



Admin Dashb

Business Unit

Sponsor Serv

Manage Paym

Manage eBill

Settings

Payment ID: 638122491850672709



Status: Completed
 Payment Amount: \$600.00
 Payment Date: February 17, 2023 10:46 AM
 Effective Date: February 17, 2023
 Sponsor Name: ABC Pty Ltd
 Sponsor ID: ABC
 Payer Name: Demo one
 Payment Method: MasterCard 5454
 Payment Type: CreditCard
 Memo: Partial payment to the following student(s):
 SFTX00031 Garcia,Curtis \$1500 -> \$250
 0002 Jones,Susan \$101250 -> \$350
 Institution Name: Demo SBP One University
 Business Unit: GLAKE

Student Payment Details



Close

Print

eBills



Online Payment

Amount

\$600.00

638120747898268599 GLAKE

February 15, 2023



Completed

MasterCard 5454

\$125.00

638120744407122377 GLAKE

February 15, 2023



Completed

MasterCard 5454

\$150.00





Admin Dashboard

Business Unit

Sponsor Service

Manage Payments

Manage eBill Runs

Settings

[← Back](#) | [Sponsor Service](#) > [Sponsor Details](#)

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[←](#)
[s](#)
[Contracts](#)
[Students](#)
[Sponsor Users](#)
[eBills](#)
[Not](#)
[>](#)

Statement Number	Term	Statement Date	Amount Due	Actions	Notification	Supporting Files
1_7	Acad year 2022-2023	October 23, 2022	\$5,000.00	Download PDF	Email Sent	1 File(s) ▾
10_7	Acad year 2022-2023	October 23, 2022	\$5,000.00	Download PDF	Email Sent	0 File(s) ▾
2_7	Acad year 2022-2023	October 23, 2022	\$5,000.00	Download PDF	Email Sent	1 File(s) ▾
4_7	Acad year 2022-	October 23,	\$5,000.00	Download PDF	Email Sent	0 File(s) ▾



It is easy to manage your Invoice(s) by paying online, [simply go here today](#)

[Download PDF](#)

[Profile](#)



Please Pay this Amount:
\$5,000.00

By This Date:
03/25/2023

Invoice Date: 02/08/2023

Invoice #: 1_7 - EXTORG 000000014998	Institution: Glake eBill Name	Sponsor ID: ABC	
Bill To:	ABC Pty Ltd One Wag Way Dogville, ME 04281	Invoice Due:	03/25/2023
		Prior Balance	\$0.00
		New Charges	\$5,000.00
		New Payments	\$0.00
		Contract Balance	\$5,000.00

Student Name/Student ID/Reference	Term	Contract/Reference/Item Desc	Charges	Payments
Tremblay, Jeanne-Anne 0081	Acad year 2022-2023	Academic Year 2022 0000000000000001 Sponsored Tuition & Fees	\$5,000.00	
		Student Total	\$5,000.00	\$0.00

Important Billing Messages

Fees are due and payable upon receipt of this invoice.
Business Hours are 8:00 a.m. - 4:30 p.m.
If you have questions regarding charges or payments, please phone the Bursar's Office at (777)555-1212.
my message goes here....

----- Detach and return with payment -----

- Supporting Files
- 1 File(s)
- 0 File(s)
- 1 File(s)
- 0 File(s)

- Admin Dashboard
- Business Unit
- Sponsor Services**
- Manage Payments
- Manage eBill
- Settings



Notification Details

Date Sent: February 17, 2023 10:46:26 AM
Sender: noreply@nelnet.net
Recipient(s): SBPTeam@nelnet.net
Subject: Payment Confirmation
Email Body: A payment has been recorded in the amount of \$600.00 for Demo SBP One University. Please allow one to three business days for this transaction to display in your account.

Payment ID: 638122491850672709
Payment Date: February 17, 2023
Payment Amount: \$600.00
Sponsor Name: ABC Pty Ltd
Payer Name: Demo one
Payment Method: MasterCard 5454

If you have any questions, please let us know.
800-121-1234
demoone@mailinator.com

Thank you,
Demo SBP One University

[Close](#)[Resend](#)

2023	noreply@nelnet.net	SBPTeam@nelnet.net	Payment Confirmation
February 15, 2023	noreply@nelnet.net	SBPTeam@nelnet.net	Payment Confirmation



Admin Dashboard

Business Unit

Sponsor Service

Manage Payments

Manage eBill Runs

Settings

Filter by Payment Status:

Complete
 Pending Payment
 Refund
 Canceled
 Returned

Filter by Payment Type:

ACH
 Credit Card
 Offline

Select Date Type

Calendar Day ▾

Start Date



End Date



Transaction ID	Date	Business Unit	Sponsor Name	Sponsor ID	Status	Payment Method	Amount
63812249185067	February 17, 2023	GLAKE	ABC Pty Ltd	ABC	Completed	MasterCard 5454	\$600.00
63812074789826	February 15, 2023	GLAKE	ABC Pty Ltd	ABC	Completed	MasterCard 5454	\$125.00
63812074440712	February 15, 2023	GLAKE	ABC Pty Ltd	ABC	Completed	MasterCard 5454	\$150.00
63812009346454	February 14, 2023	GLAKE	ABC Pty Ltd	ABC	Refund	MasterCard 5454	-\$2.00
63811478450631	February 8, 2023	GLAKE	ABC Pty Ltd	ABC	Refund	MasterCard 5454	-\$6.00
63811478171500	February 8, 2023	GLAKE	ABC Pty Ltd	ABC	Completed:	MasterCard 5454	\$60.00
					Partially	MasterCard 5454	\$60.00
						Total	\$554,262.00








 Admin Dashboard

 Business Unit

 **Sponsor Service**

 Manage Payments

 Manage eBill Runs

 Settings

Manage eBills

eBill Runs

Search, filter, sort and view eBills

Create New eBill Run

Search by eBill Run Name



Filter by eBill Status:

Scheduled

Completed

Failed

Canceled

Create Date Start



Create Date End



Received Date Start



Received Date End



Long term payment plans



Why?

- Help with affordability
- Doesn't add to student loan debt
- Reduce delinquent accounts
- Encourage retention and success to graduation
- Reduce FTE needed to manage the plans

How?

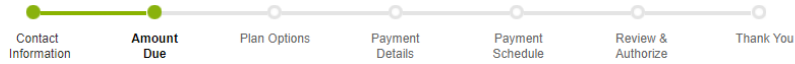
- 12 – 36 payments (*plus*)
- Self-Service
- Disclosures (TILA, Reg Z)
- Auto debit—97% collection rate
- 24/7 support
- Marketing awareness materials



Jared Kerkman University

LTPP2

Progress Tracker



Amount Due

Name	Amount Due	
David Alliant	4,000.00	View Details

Solicitation Disclosure

The following disclosure is pursuant to the Truth in Lending Act:

The Institution you owe: Your payment plan is for Jared Kerkman University, located at 121 S 13th Street, Lincoln, NE. Your eligibility to participate in a payment plan is dependent on your standing at the institution and/or your course of study. The plan options you see are what are available to you.

Total Plan Amount: The total plan amount is the total amount you want to pay to your institution using the payment plan. When you select a payment plan option, you will be able to view the amount of your total balance, which includes any down payment, enrollment fees and adjusted balance.

Other Costs Associated with the Payment Plan:

- **Down Payment:** If your institution elects to offer a down payment and if you elect to make a down payment, the down payment amount will be processed by Nelnet immediately according to the payment method you have selected.
- **Enrollment Fee:** The plan you select may include a one-time, nonrefundable enrollment fee. The enrollment fee is based on the number of payments selected for each plan period. The enrollment fee will be disclosed to you during the plan enrollment process.
- **Returned Payment Fee: \$30.00**
If a payment is returned you will be notified and a returned payment fee will be assessed.
- **Late Payment Fee:** The plan you select may include a late payment fee. If the plan you select has a late fee, you will be notified of the late fee details when you sign up for your plan.

Installments: This payment plan is an installment plan with payments due on a recurring basis. The payment interval and a complete schedule of

[Back](#)[Next](#)[Cancel](#)

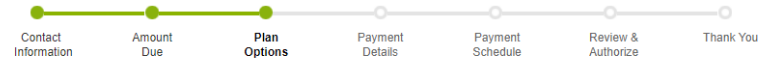
TILA



Jared Kerkman University

LTPP2

Progress Tracker



Payment Plan Options

Amount Due to Jared Kerkman University: \$4,000.00

Select a payment schedule

Show:

LTPP2

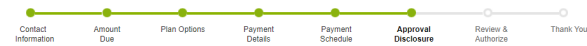
Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	18	July 2023	\$200.00	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	19	July 2023	\$189.48	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	20	July 2023	\$180.00	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	21	July 2023	\$171.43	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	22	July 2023	\$163.64	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	23	July 2023	\$156.53	1st	21 Jun 2023	\$100.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$400.00	24	July 2023	\$150.00	1st	21 Jun 2023	\$100.00

[Back](#) [Next](#) | [Cancel](#)

Self-Service



Progress Tracker



Final Approval Disclosure

Electronic Records and Signature Agreement

This Electronic Signatures in Global and National Commerce (E-Sign) Disclosure and Consent Agreement ("Agreement") allows the use of electronic records to satisfy any statute, regulation, or rule of law requiring that such information be provided in writing. If you, the consumer, affirmatively consent to such use and have not withdrawn such consent.

- **Electronic Signature Consent:** Before electronically signing the document(s) presented, you should carefully review the terms of your payment plan. Your consent for electronic signature covers only the document(s) for which you are presently signing. You understand and agree that your electronic signature on any document presented that requires a signature shall be legally binding and such transaction shall be considered authorized by you. Authorizing and submitting this tuition payment plan creates an electronic signature that has the same legal force and effect as a handwritten signature. You have the right to receive a paper copy of the document for which you provided an electronic signature. If you wish to receive a paper copy of the document, please send an email to your institution administrator or call your institution administrator.
- **Scope of Electronic Records:** This Agreement applies to this transaction and all future communications between you and Nelnet Campus Commerce (collectively, "we," "us," or "our"). You agree that we may provide you with any and all communications, disclosures, notices, statements, or other records (collectively, "Electronic Records") relating to your account and this tuition payment plan, including the document(s) for which you are presently signing. Your consent to receive Electronic Records electronically and participate in electronic transactions, includes, but is not limited to, statements, disclosures, notices and other records you receive in electronic form from us. You understand and agree that this consent may cover information that we are required by law to provide you in writing.
- **Electronic Delivery of Electronic Records:** The Electronic Records we provide to you in electronic form may be provided: (a) via email at the email address you specify or (b) within your online account.
- **Paper Copies of Electronic Records:** You always have the option to print copies of any Electronic Record you receive by using your browser's print function. Paper copies of Electronic Records will not be provided.
- **Withdrawing Your Consent:** Your agreement and consent to receive Electronic Records will remain in effect until your account is closed by either you or us. There is no fee to process the withdrawal of your consent. Your notice of withdrawal will be effective within a reasonable timeframe after receipt of your withdrawal notice. The withdrawal of your consent after accepting this Agreement will not impact any prior electronically signed documents.
- **Hardware and Software Requirements:** In order to sign documents presented for signature through the on-line process, and to receive delivery of Electronic Records, you will need:
 - Access to the Internet
 - Access to a computer or similar device and current browser software that is capable of receiving, displaying, and accessing, any communications, disclosures, notices and other records. We support the most current version of popular browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari. The use of the most current version is recommended.
 - Access to a valid email address.
 - Access to software which permits you to receive and access Portable Document Format (PDF) files, such as Adobe Acrobat Reader version 8.0 or higher (available for downloading at <http://get.adobe.com/reader/>).
 - Sufficient storage space to save Electronic Records (whether presented online, in emails, or in PDF format) or the ability to print such Electronic Records.
 - Access to a printer (if you wish to print paper copies of any Electronic Records).If we change the minimum hardware and/or software requirements, we will notify you of the changes via our websites.
- **Federal Law:** You acknowledge and agree that your consent to your electronic signature and delivery of Electronic Records is being provided in connection with a transaction affecting interstate commerce that is subject to the federal Electronic Signatures in Global and National Commerce Act, and that you and we both intend that the Act apply to the fullest extent possible to validate our ability to conduct business with you by electronic means.

The Institution you owe: Your payment plan is for Jared Kerkman University, located at 121 S 13th Street, Lincoln, NE.

Finance Charge: \$100.00

Total Plan Amount: \$3,600.00

This is the amount you are adding to your payment plan and includes the Down Payment and Enrollment Fee.

Other Costs Associated with the Payment Plan:

- **Down Payment:** \$400.00
This is the amount you will pay today to secure your payment plan.
- **Enrollment Fee:** \$100.00
This is the fee you will be charged upon enrolling in a payment plan agreement.
- **Returned Payment Fee:** \$30.00
This is the fee that will be assessed to your account if a payment fails.
- **Late Payment Fee:** \$0.00
Payments not paid by the due date may be assessed a late payment charge.

Installments: This payment plan is an installment plan, with payment payments due on a recurring basis. Payments will be automatically deducted from your designated account on the pooled due date.

- **Installment Balance:** \$4,000.00
- **Number of Installments:** 19
- **First Installment Date:** 7/1/2023 12:00:00AM
- **First Installment Amount:** \$195.45

Acceptance and Right to Cancel: By submitting this payment plan, you will approve and accept the terms. The terms of this plan will not change except as permitted by law. You have until close of business of the third business day from the date of this disclosure to cancel this payment plan. You may cancel by contacting Jared Kerkman University. If you choose to cancel, the Enrollment Fee will not be refunded. Any refund of the Down Payment will be determined by the Jared Kerkman University refund policy.

Federal Loan Alternatives: As an alternative to a tuition payment plan, you may qualify for Federal education financial assistance through a loan program under the Higher Education Act of 1965. For additional information, including the interest rates available under each loan program, contact your institution's financial aid office or the Department of Education at: <https://studentaid.gov>.

Prepayment: If you pay this payment plan off early, you will not have a penalty, however you will not be entitled to a refund of the finance charge.

Bankruptcy: If you file for bankruptcy, you may still be required to pay under this payment plan. Except in certain cases, the unpaid balance may still be due to your creditor after the bankruptcy.

I have read and agree to these terms.

Back Next Cancel

Disclosure

CPE Question



The Truth in Lending Act (TILA) promotes the informed use of consumer credit by requiring timely disclosure about its costs.

- True*
- False*





Q&A

Resources



DoE Third Party Reporting Guidelines

<https://fsapartners.ed.gov/knowledge-center/library/dear-colleague-letters/2023-02-15/requirements-and-responsibilities-third-party-servicers-and-institutions-updated-may-16-2023>

