eCommerce at OSU

April 2023

What is eCommerce at OSU?

At Oregon State University, eCommerce refers to electronic payment processing primarily related to card transactions.

Credit Cards is the most typical payment type, but Debit Cards can also be used with our current provider(s).

There are 144 different merchants at OSU receiving and processing payments online, in-person, or over the phone.

Digital Payments such as mobile payment or digital wallets are not currently included in the scope of services. Students request these forms of payments frequently when inquiring/transacting in-person about their account balances.
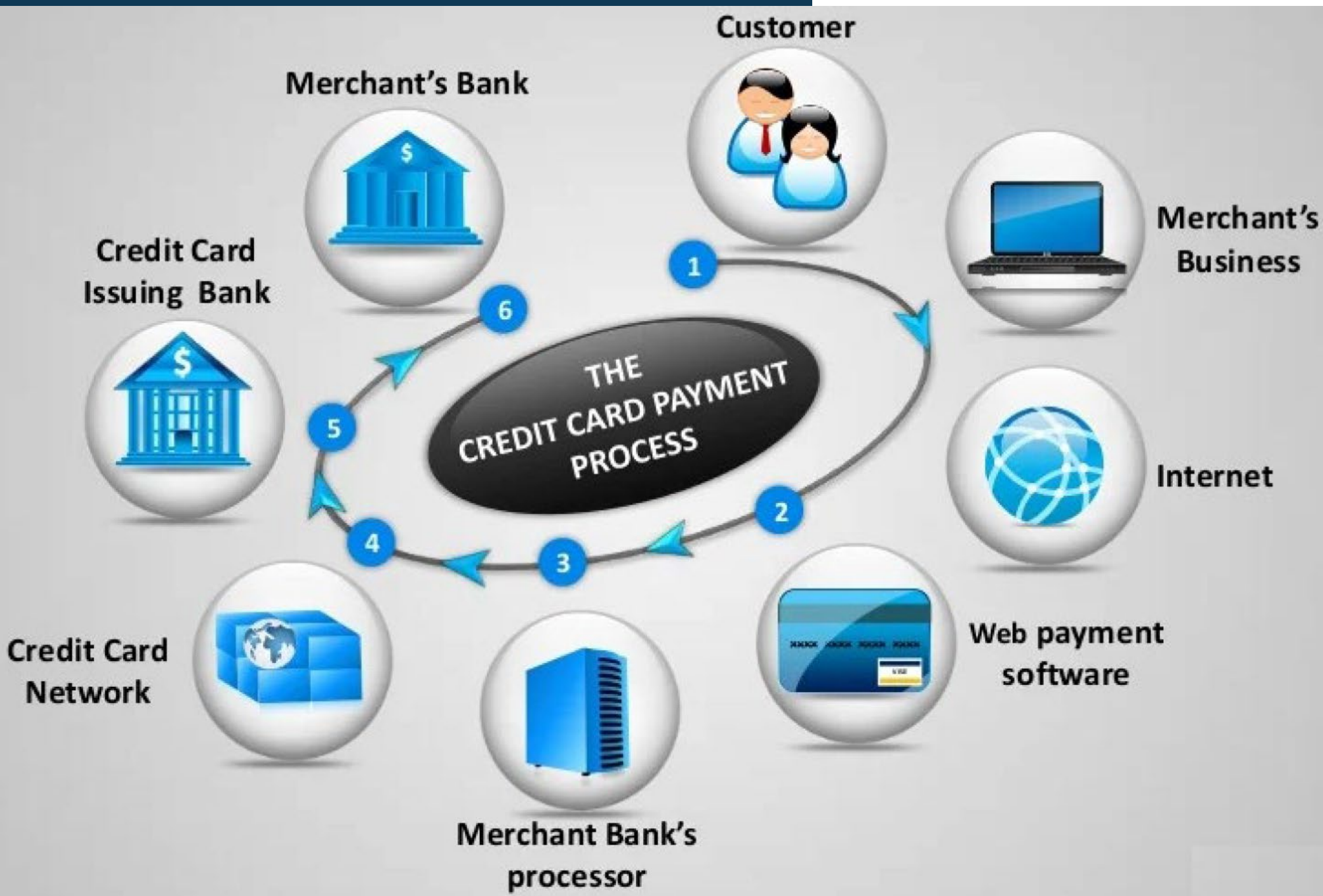
Oregon State Treasury

Cash Management Services Agreement

- Oregon State University has elected to use the merchant services processing agreement with the state.

- Oregon State Treasury acts as Merchant Services Support
    - Issuance of Merchant IDs
    - Validation of providers meeting data security standards
    - Merchant setup does not conflict with service agreement

- The merchant services processing agreement has an exclusivity clause that the ultimate processor must be Elavon (U.S. Bank).

High Level Credit Card Payment Process

1

Customer Decision
- Credit Card Issuing Bank

Decentralized Decisions
- Merchant's Business
- Web Payment Software (aka Payment Gateway)
- Credit Card Network

Centralized Providers
- Internet Connection
- Web Payment Software (aka Payment Gateway)
- Merchant Bank's processor (aka Payment Processor)
- Merchant's Bank

Web Payment Software / Payment Gateway

2

TouchNet

Oregon State University

The TouchNet services agreement is a centralized contract that is required to be used by all web merchants. This is to ensure that all payments are directed to U.S. Bank as the ultimate payment processor.

The TouchNet services agreement will expire September 30, 2024 and will be 35 years old at that time.

TouchNet provides marketplace and uStore online sales support as part of the contracted services.

Merchants have options for websites to use front-end application providers that have customer facing functionality that makes the search and purchase experience tailored to the services or goods offered. TouchNet Ready Partners are common for this type of connection.

TouchNet Services

Services not contracted have been removed from the chart

* indicates a licensed service not configured or in use

The University intends to issue an RFP to evaluate and rebid services currently included in the TouchNet services contract, as required per Public Procurement guidelines.

To leverage this requirement as an opportunity, Oregon State University will evaluate the advantages and disadvantages of continuing to accept credit cards under the State of Oregon (OST) agreement with Elavon / U.S. Bank. This evaluation will result in a decision to remain with the state contract or to separate from OST and seek the University's own contract with merchant service providers.

The University's decision to continue processing credit cards under the State of Oregon agreement with Elavon could impact the scope of the proposed RFP project.
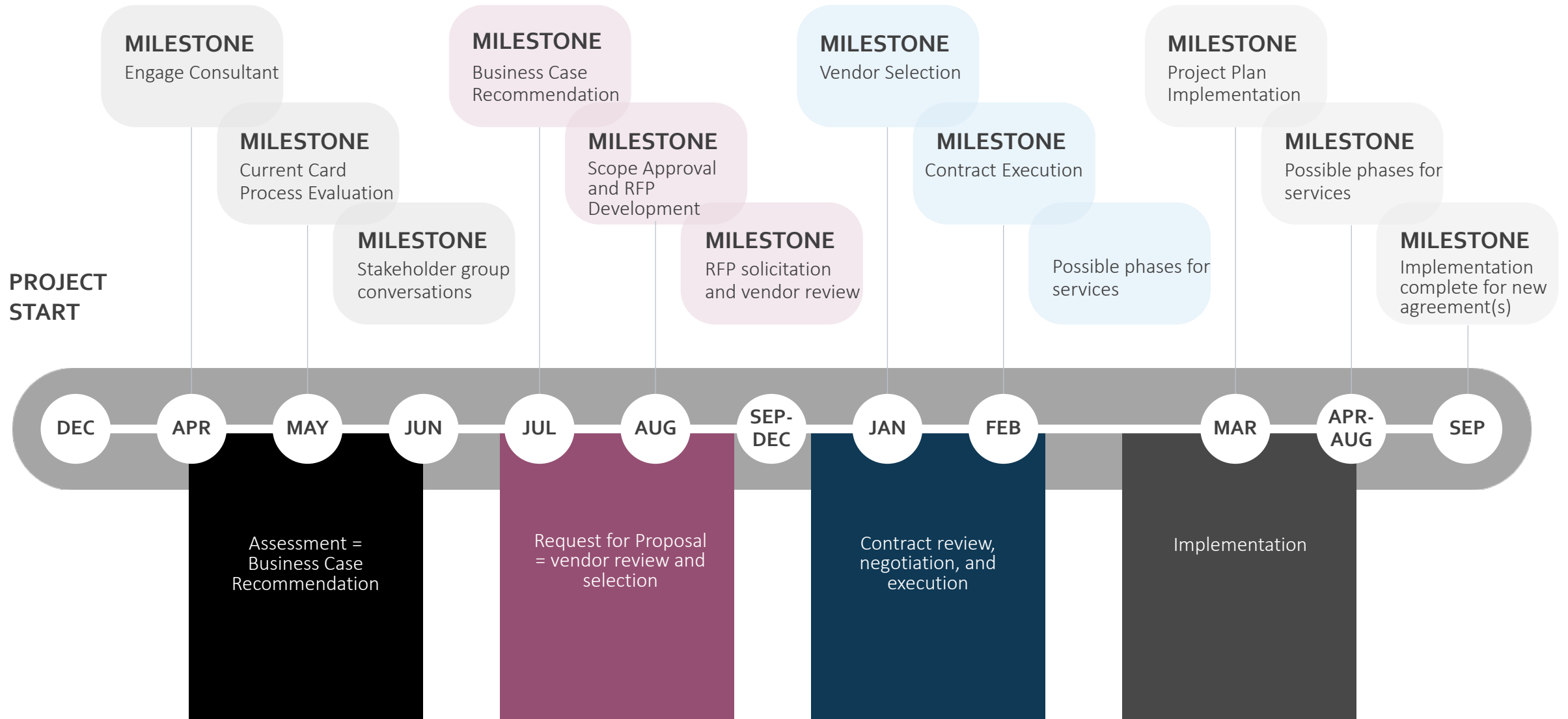
Leveraging the requirement as an opportunity

3

Current Milestone
Engage Consultant

OSU eCommerce

Conceptual - subject to change

MILESTONE
Engage Consultant

MILESTONE
Business Case Recommendation

MILESTONE
Vendor Selection

MILESTONE
Project Plan Implementation

MILESTONE
Current Card Process Evaluation

MILESTONE
Scope Approval and RFP Development

MILESTONE
Contract Execution

MILESTONE
Possible phases for services

PROJECT START

MILESTONE
Stakeholder group conversations

MILESTONE
RFP solicitation and vendor review

MILESTONE
Possible phases for services

MILESTONE
Implementation complete for new agreement(s)

| DEC | APR | MAY | JUN | JUL | AUG | SEP-DEC | JAN | FEB | MAR | APR-AUG | SEP |

Assessment = Business Case Recommendation

Request for Proposal = vendor review and selection

Contract review, negotiation, and execution

Implementation

Questions

4