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Strategies to Support a Safe Return to Campus

TRANSACT

Managing Social Distancing and Enabling Contactless Interactions are Key Components of a Return to Campus

Campuses are being tasked with implementing new technologies and protocols to keep their students safe as they return to campus. Transact is delivering new ways in which mobile solutions can serve students while helping administrators meet social distancing requirements for operations across the entire campus. Contactless payments, mobile ordering, and capacity management solutions are helping campuses to reopen and provide a safe environment for students, faculty, and staff.

1

Make Secure, Cashless, and Contactless Payments Widely Available

Mobile Student ID Resides in Apple Wallet or Google Pay
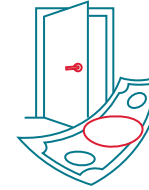
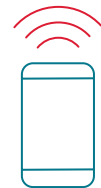**Works for Purchase and Payment Transactions and Secure Access Control**

Life Cycle Management for Delivery, Update, and Revocation

Tap Near the POS or Access Control Device for Contactless Transaction

Enhanced Security and Convenience

Near Field Communication (NFC) Contactless Technology

Minimize lines and enable contactless transactions for retail and dining purchases, plus contactless access control to residence halls, buildings, and more with Transact Mobile Credential.

Tools for Cashless Operations

Today's environment calls for schools to be able to conduct business from virtually anywhere through multiple payment channels while increasing the user experience for their students, parents, and organization. Transact offers multiple mobile-responsive solutions including:

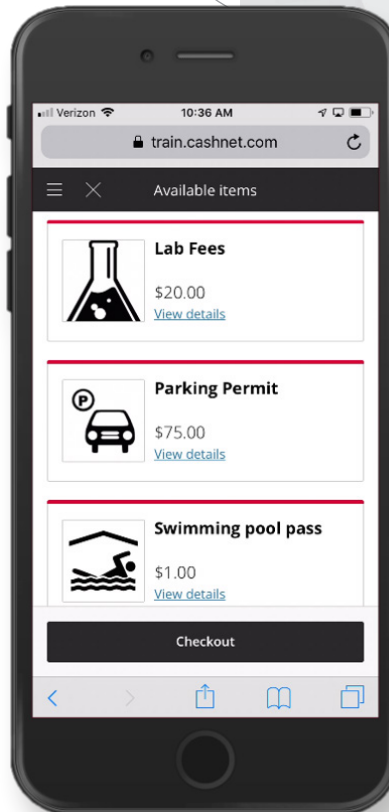**SmartPay** for credit and debit card processing

eRefund and **Bill Presentment** to avoid paper checks and the physical act of mailing

Payment Plans with the option for automated bill pay

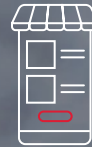**529 Plans** which transfer funds electronically

On-line Storefronts

Move campus departmental in-person purchases and payments to easy-to-use online storefronts for a mobile approach to 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

Payment Services Remote Operations

Many institutions have moved to a fully remote work situation, and may be planning for additional remote contingencies in the event of a resurgence of the virus sometime during the school year. Use comprehensive payment services to facilitate operating and managing your payment processing with remote staff. Use of the Customer Research Center (CRC) allows operators the ability to modify demographic information, view the customer's balance details and transactions, view and modify the customer's payment plans, view and modify eRefund information, view eBill and 1098-T statements, and more.

Additionally, the User Emulation feature enables an operator to log into the site as a student without needing the student's password. The operator can then assist the student to troubleshoot an issue or help make a payment if that permission is set up for the operator. Allowing parents to access student accounts through the Parent PIN function and enabling SMS payments reminders are also effective tools to facilitate timely payments and reduce support tasks for your staff.

Integrated Payments

User Emulation

Customer Research Center

Payment Reminders

Bill Presentment

Credit Balance Disbursement

Parent PINs

2

Use Mobile Solutions to Facilitate Contactless Transactions and Enforce Capacity Management

Addressing Today's Campus Needs with Mobile Ordering

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

As part of a COVID 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
- Provide COVID-19 updates via Inbox messaging
- Reduce the number of meal plan refunds by allowing meals and declining balance accounts to be used
- Quickly update dining menus with different offerings or scaled down options

Why Campuses are Adopting Transact Mobile Ordering

Reinforce Campus Brand

Use Loyalty to Incentivize Behavior

Encourage Feedback

Improve Student Satisfaction

Drive Student Engagement

Manage Campus Access Rights

Restricted access to enforce social distancing may elevate the need to validate people's access rights in remote locations. Campus Security or other administrative staff can use mobile privilege verification to verify a person's current relationship to your institution. This can be done using an MRD5 contactless reader paired to the iOS device or through hand entry of an ID number into the application. In either case, direct contact is not required. Critical services may be delivered in temporary locations or in the event of dining facility closures.

iValidate may also be helpful for food delivery or pickup for students with meal plans using a wireless or cellular network or an offline database loaded into the application. Funds may be processed without having to access your Transaction System database—directly eliminating the risk of offline mode where transactions may be declined.
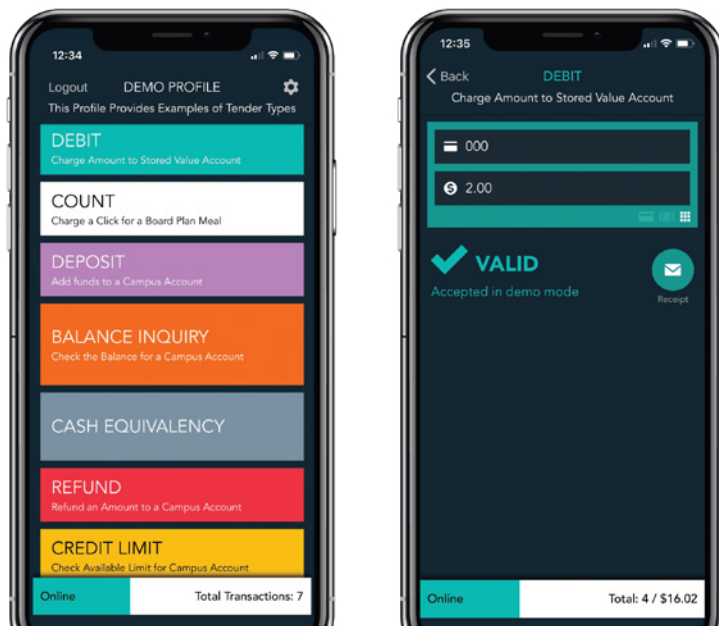
Mobile Privilege Verification

Quick ID Verification

No Direct Contact
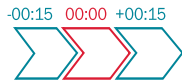
Use Wireless or Cellular Network

No Risk of Offline Mode

Control Capacity and Reduce Physical Touchpoints

Manage how many students can be physically present at any given time and place with Capacity Management and Reservations.

| Schedule Day/Time for Access	Limit the Number of People Per Time Slot	Set Window of Time to Arrive	Deduct Board Meal at Scan or Reserve Only	Scan In & Out to View How Many in Dining Hall	Set Max Capacity Limit

Universities can control the capacity of how many students can be in a campus area at one time. Set capacity limits throughout your campus – anywhere capacity can and should be managed: dining hall reservations, campus move-in orientation activities, textbook distribution, rec center, library, and scheduling a time to pick up a campus ID in the card office.
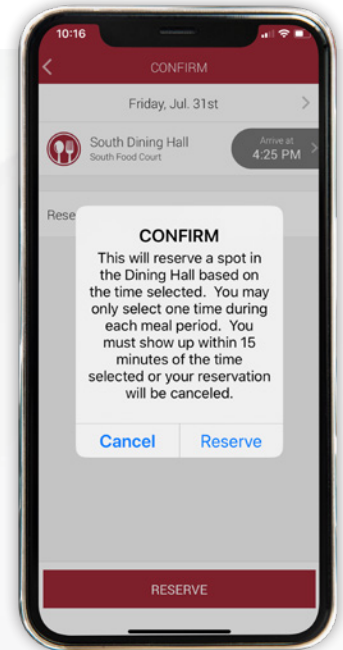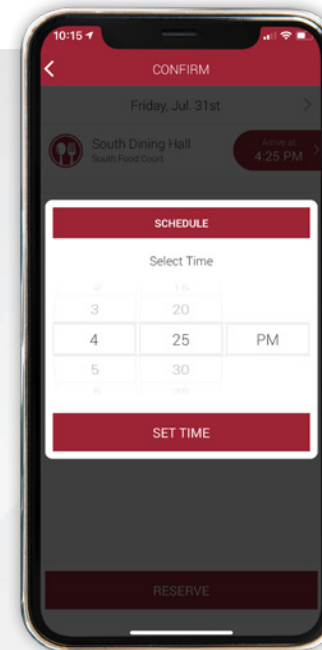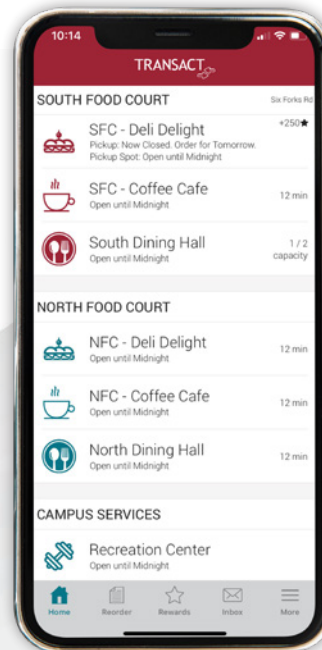
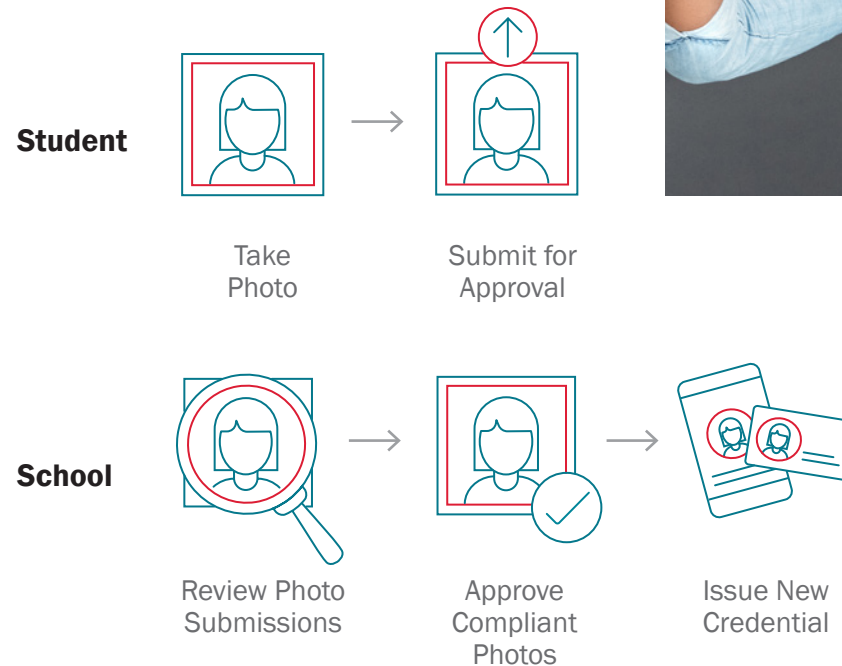# Transition to a Virtual or Hybrid Orientation

Eliminate Lines and Reduce Crowds with Online Photo Submission

Online Photo Submission is one way to engage with new students prior to arrival on campus and reduce time they may spend in the ID provisioning process. Transact Online Photo Submission also supports social distancing measures by limiting person-to-person contact and allowing schools to approve student photos remotely.

Simple Submission Process

Student

Take Photo → Submit for Approval

School

Review Photo Submissions → Approve Compliant Photos → Issue New Credential

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Remote Mobile Credential Issuance

Engage with students prior to arrival on campus by providing a 24/7 virtual card office to reduce and eliminate in-person visits. Transact Mobile Credential allows campuses to provision a Mobile Credential 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 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 Credential for dining, point of sale, laundry, copy, vending, door access, and more. Card offices can still issue the physical card option for cardholders without eligible smart devices by appointment and practicing social distancing measures.


Dining   Vending

Locks   Parking

Bookstore   Events

Print/Copy   and More
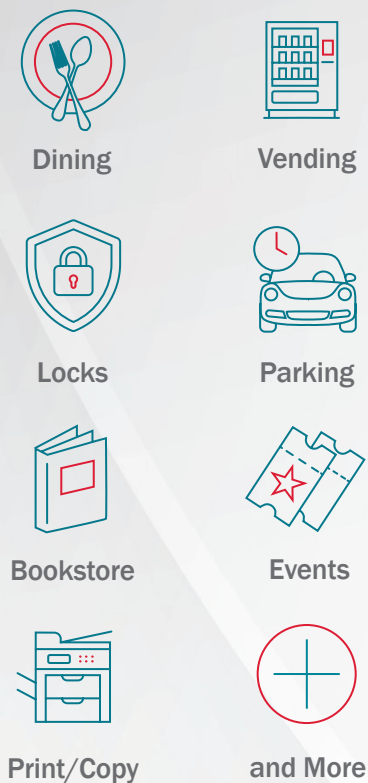
Transact Mobile Credential

Self-Service Web Deposits and Account Management

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

Communicate up-to-date information to your campus community. Transact eAccounts is a tool that can provide those timely updates. With extensive branding and custom content configuration features, eAccounts can enhance your campus communication needs by including updated information and links to current campus alerts.
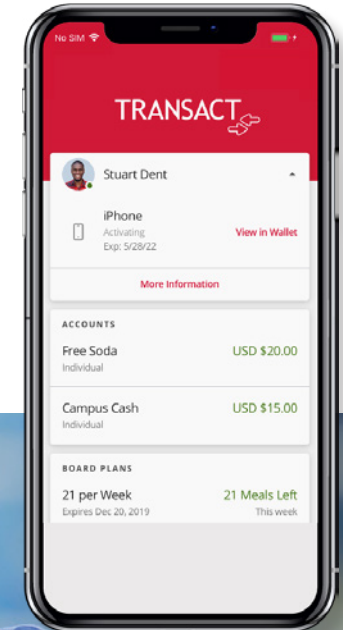
Power to Manage Campus Credentials Online

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**

4

Share Safety Information, Analyze Situations, and Take Action

Sharing of Safety Information

The COVID-19 virus has emphasized the need to easily share timely information and provide the ability to receive feedback from the community. Tools such as LiveSafe, provide a platform to share this type of safety information. LiveSafe is an application students can download on their phones at no charge. The LiveSafe COVID-19 Safety Resources App provides three key LiveSafe features to specifically help organizations address the threat of COVID-19 to their communities. These features include the ability for employees and students to ask questions of their organization's Coronavirus response teams, one-touch access to the latest info from the CDC, and the ability to call 911, regardless of their location.
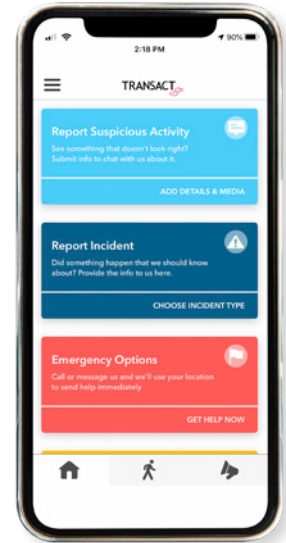
Non-Traditional Access Control Management

COVID-19 has created a need for greater control and flexibility for controlling facility access throughout campuses. New policies may require separating students in private rooms or changing standard residential access plans. Some campuses may even repurpose residence halls as temporary medical support facilities. Other academic facilities may be closed while critical labs and research projects may need to continue operations with restricted staff or modified hours. In addition, there may be a facility that needs to be closed quickly to be disinfected. Transact's Integrated Door Access Control provides schools the ability to modify access plans and automate assignments allows schools to quickly and effective leverage their access control system to accommodate these new situations brought on by today's COVID environment.

Contact Tracing

If an individual is suspected or confirmed to be infected, what tools do you have in place to quickly contain the exposure? Once a COVID case is confirmed, acting quickly to identify potential exposure and communicating that exposure risk is key to reduce the spread of the virus. Contact Tracing is a tool which can help provide this data by showing "snapshots" of an infected individual's interaction with Transact point-of-sale and access control readers throughout your campus. The report can assess a person's historical proximity to other students, faculty, and staff in both distance and time parameters, creating a prioritized list of customer numbers who have crossed paths with an infected person.

The analysis can potentially identify individuals at risk of exposure through the use of the same vending machine one minute after an infected person; or who opened the same door 30 seconds later; checked in to the same class using an attendance reader or bought food from the same kiosk or POS station. The report assigns a potential proximity score to each customer number which can then be used by the school to take appropriate communication and quarantine actions.

Proximity Customer	Location	High	Med	Low	Totals
Totals		13	11	9	33
820419827	MC Saint Mary's-STM - Interior Suite - STMG02Inte	4	0	0	4
870852611	MC Saint Mary's-STM - Interior Suite - STMG02Inte	1	0	0	1
806097399	MC Saint Mary's-STM - Interior Suite - STMG02Inte	1	1	0	2
810856323	MC Saint Mary's-STM - Building Perimeter - STMG02Exte	1	0	0	1
842979113	MC Saint Mary's-STM - Interior Suite - STMG02Inte	1	0	0	1
841063433	MC Saint Mary's-STM - Building Perimeter - STMG02Exte	1	0	0	1
838954631	MC Saint Mary's-STM - Interior Suite - STMG02Inte	1	0	0	1
820693403	MC Saint Mary's-STM - Building Perimeter - STMG02Exte	1	0	0	1
833010855	MC Saint Mary's-STM - Interior Suite - STMG02Inte	1	0	0	1
828635669	MC Intercultural Center-ICC - Interior Suite - ICC100V1	1	0	0	1

Contact Tracing

Based on Suspected Individual

Does Not Include Real Identities

Prioritized by Exposure Risk

Includes Time and Location Details

Transaction and Access Data for Safety Improvement

While students are on campus, we must all do our best to keep them safe and healthy, but when instances do arise, it is important to collect the learnings and implement changes. Using transaction reader data and contact tracing are not only invaluable for short term safety response, but they can also provide insights into potential hot spots which may be problematic in spreading the virus. Using this data, you can address additional safety procedures or policies to mitigate these risks in the future.
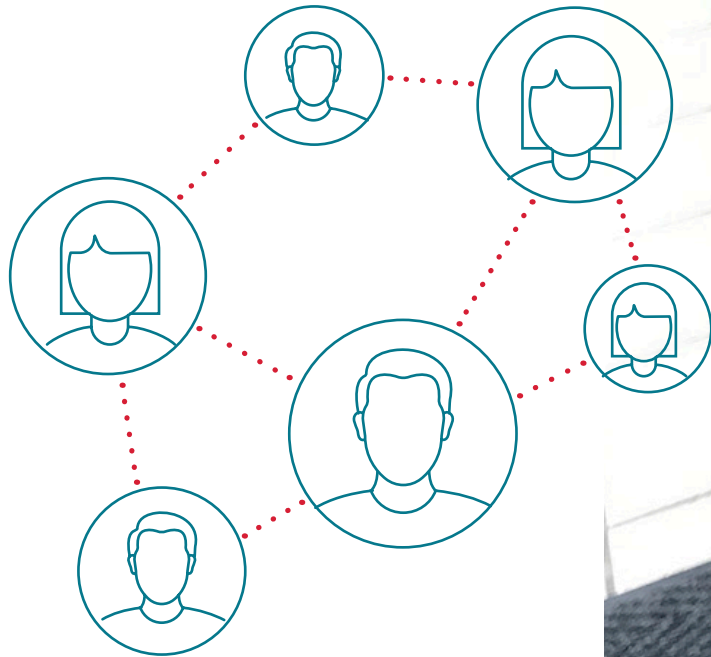
5

Consider Financial Alternatives

Financial Challenges

Colleges and Universities are facing unprecedented challenges in the wake of COVID-19; not only to ensure the safety of your students & staff, but also to protect the financial well-being of your institution. The unforeseen nature of COVID may mean that the funds to implement the solutions to address these challenges were not in your financial plan. Resources like Transact Capital can help address these types of financial situations.

Transact Capital can provide financing options for your individual scenario, to draw from operating or capital budgets, with a variety of additional customizations including: no payments until your next budget cycle, minimized payments during current and upcoming budget year, and more.

TRANSACT
Capital

At Transact, our mission is to transform the student experience and deepen engagement through continuous innovation. Through market-leading transaction and privilege management software and innovative payment solutions, Transact enables a connected experience across the spectrum of student life. We partner with institutions to deliver a mobile-centric, personalized student and family experience both on and off-campus. Our cloud platform and open APIs deliver mission-critical capabilities that support student success—facilitating meaningful student engagement and rich data for keen institutional insight.

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