Strategies to Support a Safe Return to Campus
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.
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.
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
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).

**On-line Storefronts**

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.

**eMarket**
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.
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.

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
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.

Remote Mobile Credential Issuance

Transact Mobile Credential

Dining  Vending

Locks  Parking

Bookstore  Events

Print/Copy  and More
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
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.

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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.
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.
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.