Introduction to NelNet Commerce Manager

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What is NelNet?

- NelNet is an online payment (credit card) processor
  - Functions similarly to PayPal, Apple Pay, Google Pay, etc
- Provides two basic processing options to OSU
  - Commerce Manager (payment gateway website)
    - This is what we have set up for all county offices
  - E-Store (marketplace site with cart checkout)
    - Can be requested if good use-case is presented

What does it cost?

- All overhead costs of the system are covered by Ohio State

- The only cost to you is the transaction fee charged by the credit card companies
  - Typically between 2.5-3% of the transaction amount

What will we use it for?

- NelNet Commerce Manger can be used for most incoming credit card payments
  - In-office sales (publications, soil test kits, etc)
    - Users can pay directly through a URL on their smart phone
    - Sales tax tracking may apply
  - Program registrations
    - Directly through site, or in conjunction with Qualtrics
    - 4-H Camp registrations
  - Program Fees
    - MGV, 4-H, etc
  - Should not be used to receive donations or grants

How do I get my money?

- Each county office has been set up with a Bank of America merchant account by the Treasurer's Office
  - If you had a CVENT merchant account, the same account is being used for NelNet

- These merchant accounts are tied to your unique payment gateway website and a default chartfield
  - go.osu.edu/_county_extensionpayment
  - 570xx org, 060xxx or 061xxx fund
    - Revenues will go to 41035, transaction fees to 63633
  - Transfers can be utilized to move revenue after it posts to the GL

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What is NelNet replacing?

- Since NelNet is rather flexible and in-expensive, our hope is to replace the majority of our CVENT events with NelNet
  - CVENT can still be used when necessary for more complex events and large conferences

- If you have a credit card terminal, you may certainly still keep it, but this could replace its necessity

- Ultimately we hope this will help meet our customer demand for more payment options and open new revenue streams

What else do I need t know?

- Qualtrics Registrations
  - Debby Lewis (LOD) is developing templates that will create automatic re-directs to the payment site upon survey completion
  - Until these are available, you can simply provide the payment URL in your survey
  - Reconciling completed surveys to NelNet payment should be done for either option

- Receipts
  - Receipts will be emailed directly to the payee, and one person from each office can also be set up to receive an email copy of receipts for incoming payments (default to primary OA)

- Reporting and Refunds
  - https://quikpayasp.com/osu/commerce_manager/csr.do
  - Reports to verify incoming payments and reconcile GL
  - Access to process online refunds
  - Multiple people can have access if necessary

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