

HIGHLIGHTS

THE CHALLENGE

- Employees were spending three to four hours manually processing payments.
- Students and parents were asking for easy online payment options.
- Ursinus needed a solution that would easily integrate with Colleague by Ellucian.

THE SOLUTION

- Ursinus chose UP[®] Bill Payment[™] because ACI is an Ellucian strategic partner and offers easy integration, more payment options, comprehensive support and easy-to-use, cost-saving solutions.

THE RESULTS

- Increased student satisfaction by 25%¹
- Students and parents now have access to real-time account information to know exactly what they have to pay and when, and their payments history.
- Staff spends only minutes on manual payment processes and everything is seamless.
- With manual processes eliminated, far fewer errors occur.

HOW CAMPUS PAYMENT SYSTEMS CAN IMPROVE STUDENT SATISFACTION BY 25%

Before Ursinus College in Collegeville, Pennsylvania started using ACI's UP[®] Bill Payment[™] solutions, managing eCommerce took half a workday. Ellen Curcio, Associate Controller - Receivables for Ursinus, estimated that she spent three to four hours — or more — manually processing eCommerce payments. The system they were using was more appropriate for secondary education, not higher education, and it was not working.

After investing in Ellucian Colleague, the Ursinus IT department knew that they needed a campus payments system that was easy to integrate. ACI's UP Bill Payment solutions were the ideal choice.



¹Results from the 2016 TechValidate survey entitled "Bill Payment Solution"



Ursinus College

“IT WAS CRUCIAL THAT OUR PAYMENTS VENDOR WAS AN ELLUCIAN STRATEGIC PARTNER. WITH ACI’S TECHNOLOGY, INTEGRATION WAS SEAMLESS, AND THEY LET US OFFER STUDENTS AND PARENTS CONVENIENT, EASY-TO-USE PAYMENT OPTIONS WHILE BACKING US UP WITH COMPREHENSIVE SUPPORT.”

ACI Worldwide®, the Universal Payments® (UP®) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software solutions delivered on customers’ premises or through ACI’s private cloud, we provide real-time, immediate payments capabilities and enable the industry’s most complete omni-channel payments experience.

After a short two-month implementation, Ursinus was able to offer students and parents the convenient, secure, online payment options they wanted, such as ACH or debit and credit cards. “One of the things we liked the most about ACI is that they were thinking about us, but they were also thinking about the students and parents, too,” Curcio said. “They knew the end user and offered a solution that gave them exactly what they wanted.”

As a result, consumer satisfaction increased 25 percent, and Ursinus avoided credit card processing fees. How? Students and parents were charged a small convenience fee to pay online. The college’s previous eCommerce system charged a higher fee to students and parents than ACI.

Partnering with Colleague and ACI gives parents and students real-time account balance information along with the option to pay and see the payment within seconds on the account. Since they have had so much success with ACI’s UP Bill Payment solutions, Ursinus is furthering their engagement with ACI, and will partner with them to begin offering payment plans for the Fall 2017 term.

LEARN MORE



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