

# Integrated Payments Managed Services



Higher Education institutions can strengthen business continuity with our dedicated technical support, proactive monitoring, and customized training. Our expert-led approach streamlines payment processes and enhances transaction reliability, allowing your staff to focus on priorities while we manage your payment operations.

## General Scope of Services

### 1. Creation of eMarkets

- Development and management of eMarkets, including Storefronts, Checkouts, and Payment Gateways.
- Act as the primary liaison with third-party vendors to ensure seamless integration and functionality.

### 2. Reporting Configuration

- Customization of reports and report groups to meet specific client needs.
- Provision of one-off SQL reports with defined limitations to avoid scope creep and maintain system integrity.

### 3. Minor Extract Changes

- Management of minor modifications to data extracts, with clear definitions of what constitutes "minor" changes to ensure transparency and manage expectations.

### 4. ACH Merchant Account Changes

- Handling of modifications to ACH merchant accounts, focusing on CNCR-Bank changes while ensuring compliance and minimizing disruption.

### 5. Training and Refresher Courses

- Delivery of initial training sessions and periodic refresher courses (every 6 or 12 months) covering eMarket setup, report generation, payment plans, auto-pay features, and cashiering processes.

### 6. End-of-Day Monitoring

- Monitoring of end-of-day processes, including ACH files, credit card terminals, and batch extracts.
- Guarantee of contact within 24 hours for any failures to address and resolve issues promptly.

### 7. Dedicated Support

- Provision of a dedicated support person, along with a specific support queue and contact number, to ensure personalized and immediate assistance.

### 8. Operator Management

- Management of operator creation, modification, and overall management for each client, ensuring appropriate access levels and security measures are maintained.

### 9. Transaction Failure Management

- Oversight of transaction failures, particularly failed postings in the Online Service Manager, to quickly address and prevent future occurrences.

For more information or to schedule a demo, contact us at 1-888-381-8054 ("Payments")  
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# Comparison

## General Support vs. Integrated Payments Managed Services

This comparison outlines the key differences between General Support Services and Integrated Payments Managed Services, focusing on their purpose, functionality, and benefits.

CATEGORY	GENERAL SUPPORT	INTEGRATED PAYMENTS MANAGED SERVICES
Scope of Services	Covers a broad range of support across all product lines.	Specialized support focused on payment operations.
Support Availability	Standard business hours (8 am–8 pm ET, Mon–Fri).	Dedicated support with direct routing to Technical Account Manager.
Emergency Support	24x7 support for Severity 1 & 2 outages.	Proactive monitoring and quicker issue resolution.
Training & Knowledge Base	Access to the training and support library.	Customized training sessions and periodic refresher courses.
Customization	Limited customization: Standard processes apply.	Tailored reporting, eMarket setups, and operator management.
Merchant Account Support	Limited involvement in ACH or banking changes.	Direct management of ACH merchant account modifications.
End-of-Day Monitoring	Not included as part of standard support.	Ensures smooth batch processing and transaction flow.
Upgrade & Configuration Support	Supports ERP interface upgrades with a standard timeline.	Manages eMarket configurations, extract changes, and settings.
Transaction Failure Management	Client-led troubleshooting with support guidance.	Proactive resolution of failed postings in the Online Service Manager.
Client Engagement	Reactive issue resolution upon request.	Assigned Technical Account Manager, regular check-ins, and advisory services.

### Key Takeaways

**General Support** provides *broad* but *reactive* assistance across Transact products, following standard policies and procedures.

**Integrated Payments Managed Services** offers a *specialized, proactive, and hands-on* approach to payment-related processes, ensuring *faster issue resolution, customized support, and dedicated client assistance*.



### Commitment to Service Excellence

Our team is dedicated to delivering unparalleled service excellence. We recognize the critical nature of reliable payment systems and commit to providing proactive, skilled, and responsive management of your payment environment.

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