Project Summary:

UCR OPS facilitates departmental access to (and use of) UCR’s Internet credit card gateway known as SecurePay (https://securepay.ucr.edu). UCR OPS provides UCR organizations the following benefits:

1. UCR departments / units sponsoring an event that accepts credit cards via the web will not have to acquire or manage a credit card Merchant ID.

2. UCR departments / units will not have to reconcile credit card payments or process accounting entries to appropriately distribute revenue from an event.
3. UCR departments / units will not be required to develop web sites (“cyber store fronts”) that are secure and capable of processing credit card transactions. Please note, however, that UCR OPS will work with departmentally maintained sites (“store fronts”).

4. UCR departments / units will have a single point of contact (University Extension) for using this service.

UCR OPS provides a limited suite of conference registration / management tools and functionality. C&C has discussed the development of a more comprehensive web conference registration / event planning system with University Extension and is anxious to begin planning development of this application. UCR OPS will serve as the foundation for this more complete (feature rich) system.

Importantly, UCR OPS 
REQUIRES all web payments (processed via this system) to be reconciled by University Extension. This application interfaces with Cybersource (the firm that processes UCR web credit card transactions) with a single merchant ID. University Extension is responsible for this merchant ID and for processing all cashiering debits/credits associated credit card payments made via UCR OPS. UNEX developed a recharge rate for this service (approved by COSSA) and the vast majority of small conferences and campus events requiring web credit card processing will utilize the UCR OPS payment tool.

UCR will continue to support independent utilization of SecurePay, the campus credit card gateway (e.g. accepting credit card payments via the web on sites independently maintained by campus units and departments). Campus departments using SecurePay directly must follow campus policy relating to controls, reconciliation of payments, merchant IDs, etc. Independent use of the SecurePay will require substantially more departmental effort and as a result should only be utilized in circumstances where persistent, long term processing of credit cards is required.

Project Team Members:

Jason Byrne
Jack Cui
Sumita Roy Chowdhury
Russ Harvey
Tom Hsu
Nasser Salomon
Andrew Tristan
Sohail Wasif

UCR OPS Project Highlights

Roles

UCR OPS has four roles as follow:

Administrator: The administrator establishes other roles, creates conference / events / other services payment sites, defines items to be sold on each site, and runs reports and queries as needed.
**Cashier:** The cashier handles all money transactions and reporting. This role also verifies the Cybersource transaction report and reconciles it against the UCR OPS reports.

**Coordinator / Inquirer:** The coordinator / inquirer is able to view a grid of everyone who has paid for a particular conference / event / other good or service. The grid(s) that the coordinator / inquirer utilizes will be exportable to Excel.

**Users:** Users select payment web sites (conference/event/other), select various goods or services, and pay via credit cards.

**Conference / Event / Other Payment Site Creation**

The Administrator will establish payment sites and the items (goods or services) that may be purchased on the site. Examples of goods or services that might be included on a site include the following:

1. Conference Registration Fees.
2. Conference Materials Fees (e.g. books, documents, etc.).
3. Dinner, Lunch, Breakfast, costs, etc.

**Technical and System Overview**

UCR OPS connects to the SecurePay application that Computing and Communications (C&C) developed to allow for the transactions of credit cards to take place. C&C has developed a secure method of processing on-line credit card payments by utilizing a secure front-end (SecurePay) that corresponds with a third party vendor (Cybersource). C&C’s developed SecurePay communicates securely with Cybersource and feeds back the required information for a campus system to process a confirmation receipt. Additionally, by working with Cybersource and UCR Cashiering the cash is automatically booked into the campus service providers FAU.
The primary technology used for these processes involves having a campus “Storefront” generate key information that it will be passed to SecurePay. SecurePay then allows the customer to input the credit card information and passes that through to Cybersource. Cybersource will then verify the credit card, receive authorization, and pass back the authorization information to SecurePay.

The last transaction is for SecurePay to pass back the authorization or decline information to the Storefront for management and order completion. It is important to note that the credit card number is NEVER stored either at SecurePay or at the Storefront. Transactions are tracked using the transaction number that is generated from the Storefront and carried throughout the transaction.

Description of User Experience

**Entering the Payment Site from the UNEX Conference Site**

The Pay via Credit Card link contains the unique identifier of the conference/event/other services payment site. When the user clicks on the link, he or she is taken directly to the page enabling selection of items and payment associated with a conference/event/other payment site.

A brief profile is required of the user and captured for conference reporting purposes. When the user clicks on “Pay Via Credit Card Now”, he/she is transferred to the SecurePay site (the amount to be processed is also sent the site). The user will input his / her credit card information and submit the transaction. One of two results occurs:

1. **Credit Card Denied.** If the credit card is denied, the user will be returned to the payment site (see above) and be presented with an error message (e.g. “Your credit card was not approved. Please try again or cancel this transaction.”).

2. **Credit Card Approved.** If the credit card is approved, the user will be returned to the payment site (see above) and presented with the transaction ID, the confirmation number, and a message suggesting that they print the page for their records.

The “Pay Via Credit Card Now” button and the “Cancel” button will be replaced with Return to UNEX Conference Page button and/or Return to UCR OPS web site.

**Post Payment Review**

The payment management system will record payments, transaction numbers, confirmation codes, items purchased, user information, etc. within database tables established for this purpose. When reconciliation only is requested, the system will of course only record amounts, transaction numbers, confirmation codes, the storefront ID, and the unique identifier. The administrator or coordinator / inquirer will be presented a reconciliation grid. Output from the grid may be sent to Microsoft Excel for further processing.

**Reports**
The following reports have been created and can only be accessed by the Administrator, Inquirer and Cashier roles:

*Please note that all reports are available in Excel, and HTML.*

1. Conference/Event/Other Payment Site listing (lists all events by date and status).
2. Daily Payments (by event).
3. Payments to be reconciled.
4. Payments by Conference/Event/Other (this lists all users who have made a payment for a particular event or service).
5. Detail by Conference/Event/Other (this lists all users who have made a payment for a particular event or service AS well as all associated detail: what he or she purchased, e-mail address, phone number, etc.).

**Timeframe of Implementation**

November 2005 - Computing and Communications began to meet with the University Extension to discuss the project and propose a solution.

June 2006 – Programming of the project got started in the summer quarter of 2006.

October 2006 – Testing began to occur by the University Extension.

November 2006 – Final system rolled out to campus.

**Objective Customer Satisfaction Data**

"By adding the service of accepting credit card payments on line for conferences and events, UNEX has provided a very valuable and time-saving service. Conference attendees today expect the ability to pay (and register) on line, but departments like the CNAS Dean's Office aren't staffed or set up to do this easily. It's a great service!"

*Carol Lerner*
*Administrative Analyst*
*CNAS Dean's Office*

"The development of Webpay was created to be able to process payments for Campus departments for non-matriculated student activities. This secure payment system now allows departments to offer on-line payment for conferences and/or meetings. It is easy to use and fills a need that has been missing for our campus. The Computing department has developed Webpay to be user friendly, secure on-line system and yet still produce the information that department's need. It is proving to be a very useful, customer friendly and secure system."

*Sarah Sharp-Aten*
*Assistant Dean*
*University Extension*

“I feel very proud that we have been able to accomplish building our own campus gateway, Secure Pay on-line payment system. The only other campus within the UC system that has accomplished this is UCLA. Other campuses have opted to use third-party providers to do this,
limiting the capability and power of the system. Unlike using a third-party system, we have been able to make it available to the entire campus, not just the student information system (SIS). Another advantage is that we are able to reflect payments real time on SIS. Third-party systems do not have this capability for integrating it with your campus systems real time. Our development of the User Authorization capability also has put us in a leadership role in allowing others to make payments to student accounts. We have seen the usage of this payment system increase significantly over this past year and have received very positive feedback from both parents and students. It has also given us the ability to have better credit card management for the campus. It has allowed departments who wish to have conference/workshop registration processes on-line utilize the campus system and not go off in many different directions on their own.”

Carol Mahlum  
Director  
Student Business Services/Cashiers

“The UCR on-line payment system has been a wonderful solution for many parents, students and staff. It not only gives us another payment option to offer, but it has also decreased the lines in Hinderaker Hall during deadline days tremendously. Parents and students have commented on its easy usage, simply click here to make a payment and they are on their way; it is also real time, so who could ask for anything more.”

Suzanne Bailey  
Campus Cashier Manager  
Student Business Services/Cashiers


| Total Number of Conferences | 14 |
| Total Number of Attendees    | 503|
| Total Revenue Generated     | $63,710 |

Submitted by  
Nasser Salomon  
Manager of the Application & Multimedia Development group  
University of California, Riverside  
nassers@ucr.edu  
(951) 827-2483
Registration on UCR OPS

Connection to SecurePay for the handling of the Credit Card Transaction
Administrative Interface