

COMTEC 2018 Pre-Conference Agenda

MONDAY, NOV. 12

Concurrent Track Legend

- Product Spotlight
- Campus Commerce & Credentials
- Student Experience
- Security and Technology
- Training
- School Presenter

PCI & Security Workshop

The PCI & Security Workshop delivers a powerful lineup of sessions and speakers offering insight on how to prevent and protect your institution from data exposure, reduce your scope, and take away real-time, relevant tips and strategies to make sure your campus, students, and data are secure.

This one-day, premier professional training event fulfills annual PCI training requirements and provides seven CPE credits.

PCI & Security Workshop Agenda			
8:00 - 9:00 Continental Breakfast			
9:00	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> PCI Fundamentals PCI Council Update </td> <td style="width: 50%; vertical-align: top;"> QSA Insights Securing POS </td> </tr> </table>	PCI Fundamentals PCI Council Update	QSA Insights Securing POS
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12:00 - 1:00 Lunch			
1:00	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Fraud Physical Security Compliance </td> <td style="width: 50%; vertical-align: top;"> Payment Technology Trends Payment Updates </td> </tr> </table>	Fraud Physical Security Compliance	Payment Technology Trends Payment Updates
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6:00	COMTEC Welcome Reception		

OneCard Training

The college credential and ID model continues to evolve as students look to have a single point of access to their campus life. The student ID is becoming that point of entry. From accessing secure facilities, to events and activities, to campus services, dining and more, today's student experience is converging on the student credential.

During this training, OneCard product experts will cover the latest product updates and trends happening in the campus card space. In addition, they will offer demonstrations to make sure you're delivering the best possible experience for students and staff.

OneCard Training Agenda			
8:00 - 9:00 Continental Breakfast			
9:00	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Web Admin in 7.0 OneCard Reporting </td> <td style="width: 50%; vertical-align: top;"> Access Control in 7.0 </td> </tr> </table>	Web Admin in 7.0 OneCard Reporting	Access Control in 7.0
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6:00	COMTEC Welcome Reception		

COMTEC 2018 Conference Agenda

TUESDAY, NOV. 13

Concurrent Track Legend

- Product Spotlight
- Campus Commerce & Credentials
- Student Experience
- Security and Technology
- Training
- School Presenter

8:00	Welcome to COMTEC!				
8:45	Rethinking the Commerce Experience				
	9:30 - 10:00 Break				
	ATLANTA (300)	NEW YORK (320)	SF/CHICAGO (450)	CHOUTEAU (125)	EMPIRE (200)
10:00	P106 RecoverySelect Roadmap	S101 PCI 101	P101 Bill+Payment Roadmap	C104 Welcome to the Next Generation of Campus Credentials	T110 Cashiering for Your Business Office
11:00	P110 Why is Box 1 Blank? Understanding New 1098-T Regulations	C102 Understanding the Payment Ecosystem	P102 Marketplace Roadmap	S104 How ACH Rules & Regs Apply to Your Campus	T107 RECON1: Processing Credit Card & ACH with Heartland
	12:00 - 1:30 Lunch				
1:30	C105 TouchNet Ready: Certified Partners for Campuswide Payments 	P105 Transaction Services Roadmap	E106 One Stop or No Stop: Streamlining the Student Experience 	T112 OneCard 7: Planning Your Upgrade	E101 Student Retention in Higher Education Panel
2:30	E104 Cashiering Advisor: Evolving the Role of the Cashier	P103 OneCard VIP Roadmap	S107 Securing the Human	T113 The Ins and Outs of Government Assignments	P109 Automating Third Party Billing with SponsorPoint
	3:30 - 4:00 Break				
4:00	P111 What's New with ECSI?	C112 International Payments	E109 Getting Students Started on the Right Foot 	S110 Is The Cloud In Your Future?	C107 TouchNet PLUS Services Panel
6:00	Evening Activity: Explore KC - On Your Own Tuesday evening is "open" with no formal conference events planned. The Sheraton is a short walk to Crown Center Shops and dining. Or you can hop on the street car to the Power & Light District or Kansas City River Market, which offer a variety of shopping, restaurants, and vibrant night life.				

COMTEC 2018 Conference Agenda

WEDNESDAY, NOV. 14

Concurrent Track Legend

- Product Spotlight
- Campus Commerce & Credentials
- Student Experience
- Security and Technology
- Training
- School Presenter

8:00	Regulatory Update - Bryan Dickson, NACUBO				
8:45	Are you Ready for the Mobile Generation?				
	9:30 - 10:00		Break		
	ATLANTA (300)	NEW YORK (320)	SF/CHICAGO (450)	CHOUTEAU (125)	EMPIRE (200)
10:00	S103 Physical Security and Access Control on Campus 	P107 Solutions to Streamline Student Services 	E103 Solving the PCI Puzzle with New Rules, Tools and Strategies 	C106 New Integrations with OneCard	T101 Marketplace uPay and TouchNet Ready
11:00	C101 Emerging Payment Technology and Trends	E107 Community College Panel: Technology Strategies for Success 	C108 OneCard VIP: The Single Point of Access for Campus Life 	T108 TouchNet PLUS Services for eRefunds, Payment Plans, and 1098-Ts	T102 Marketplace uStores
	12:00 - 1:30		Lunch		
1:30	S105 Create a Connected Campus with Ellucian Ethos and TouchNet	E105 Marketplace OnBoarding: Increasing Adoption Across Campus 	C110 Transaction Services Panel 	C103 Streamlining Dining and Point-of-Sale with OneCard 	T104 The Savvy Payment Plan Manager (Banner)
2:30	E102 Taking a Complete Approach to Student Success 	S109 Peer to Peer Student Commerce - Chapman University's Ulyngo Student Marketplace 	P108 Marketplace Panel 	T105 The Savvy Payment Plan Manager (Colleague)	T106 The Savvy Payment Plan Manager (PeopleSoft)
	3:30 - 4:00		Break		
4:00	S106 UX/UI Accessibility Compliance	P104 Discover the Power of Payment Plans 	P113 Strategies for Point-of-Sale (POS)	C109 Using OneCard Analytics on Your Campus	T111 Introduction to Processing Bank Wire Payments Via Bill+Payment
6:00	Evening Activity: Dinner and Entertainment After days of learning, it's time to have some fun! We will gather at Kansas City's Union Station - just a short walk from the Sheraton. Enjoy an evening of dining and special entertainment at one of Kansas City's most beautiful landmarks.				

COMTEC 2018 Conference Agenda

THURSDAY, NOV. 15

Concurrent Track Legend

- Product Spotlight
- Campus Commerce & Credentials
- Student Experience
- Security and Technology
- Training
- School Presenter

	ATLANTA (300)	NEW YORK (320)	SF/CHICAGO (450)	CHOUTEAU (125)	EMPIRE (200)
8:00	P115 Marketplace Roadmap (Replay)	E108 Internet of Things and Your Campus	S102 Securing Campus Payments: The PCI-EZ Way	T109 Providing the Best Customer Service with Bill+Payment Suite	E110 Perkins Loans: Filling the Gap
9:00	P112 A Deep Dive into RecoverySelect	P114 Bill+Payment Roadmap (Replay)	S108 Compliance, Risk, and Reward...Oh My! 	C111 OneCard Feedback Session	T103 Marketplace Point-of-Sale
10:00 - 10:30 Break					
EXHIBIT HALL A					
10:30	Closing Keynote Speaker and Prize Drawing Connections That Move People, Mark Scharenbroich *Get your free copy of Mark's book, Nice Bike: Making Meaningful Connections On the Road of Life, after this session.				

Get prepared to turn challenges into opportunities on your campus. Earn while you learn.

21 CPE Credits Available

Earn up to 21 CPE Credits as you attend conference sessions, the pre-conference PCI Training workshop, and other educational opportunities available at COMTEC this year.



* Subject to change

COMTEC 2018 Conference Sessions

Product Spotlight

P101 Bill+Payment Roadmap	Explore the newest features and enhancements in Bill+Payment. Learning Objectives: 1. Review upgrades of TouchNet Bill+Payment. 2. View functionality of new UI/UX features to streamline your users' experience. 3. Explore new security and red flag options to better manage your Bill+Payment system.
P102 Marketplace Roadmap	Explore the newest features and enhancements in Marketplace and preview continued UX, template management, and shopping flow improvements. Learning Objectives: 1. Explore new features and hardware to expand in-person payment capability. 2. Review how new UI/UX for uStores improves accessibility. 3. Discover how new uPay reporting tools produce more targeted results.
P103 OneCard VIP Roadmap	Learn about the product updates over the past year, and get a preview of the direction for the coming year. Learning Objectives: 1. Learn about the product updates over the past year. 2. Get a Preview of the direction for the coming year.
P104 Discover the Power of Payment Plans	Our panel will share insights into what Payment Plan strategy is the right decision for your campus, including managed payment plans. Learning Objectives: 1. Connect with peer schools to learn how Payment Plans make payments easier for students and simplify accounting and reconciliation for the business office. 2. Learn the basics of creating standard and customized Payment Plans. 3. Investigate the option of increased revenue via Plan Admin fees and late fees.
P105 Transaction Services Roadmap	Get an inside track on TouchNet's Transaction Services, including expansion of merchant services, point of sale data protection, and PCI management. Session will include the PayPath roadmap and future software development plans (RECON1, etc.) Learning Objectives: 1. Understand how PCI-EZ exempts your POS solutions from PCI paperwork submissions. 2. Review new tools for managing your PCI compliance. 3. Review new payment method options available to you and your users.
P106 RecoverySelect Roadmap	RecoverySelect is constantly evolving to better meet the needs of colleges and universities across the country. In this session, you will learn about the enhancements, features, and services that are coming down the road for the RecoverySelect solution. Learning Objectives: 1. Update on recently added RecoverySelect features. 2. Review of the roadmap for RecoverySelect.
P107 Solutions to Streamline Student Services	Did you know that many of ECSI's clients are also TouchNet clients? In this session, you will hear from schools using products and services from both ECSI and TouchNet and how it has helped them improve productivity, streamline their processes, and increase their cashflow. Learning Objectives: 1. Learn about the benefits of utilizing both ECSI and TouchNet to streamline processes and increase productivity. 2. Hear from KUMC and the College of Charleston about how working with both ECSI and TouchNet has specifically helped their schools.
P108 Marketplace Panel	Marketplace is much more than an online shopping tool. Join a panel of your peers to discuss the many ways Marketplace can manage payments all over your campus. Learning Objectives: 1. Connect with peers to discuss challenges of campuswide in-person payments. 2. Discover diverse solutions provided by Marketplace. 3. Develop implementation strategies.
P109 Automating Third Party Billing with SponsorPoint	Hear from a panel of schools that are streamlining their contract payment processing, and analyze the benefits they are seeing. Learning Objectives: 1. Review key features in SponsorPoint. 2. Listen to peer case studies with practical examples of streamlining contract payment processing and managing sponsor accounts. 3. Analyze potential benefits for sponsors.

COMTEC 2018 Conference Sessions

Product Spotlight

P110 Why is Box 1 Blank? Understanding New 1098-T Regulations	In this session, ECSI and TouchNet will discuss what proposed changes to Box 1 and Box 2 mean for your school. 1098-T season will be here before we know it, so make sure you are up to speed on changing regulations. We'll also review 1098-T and discuss other regulations affecting colleges and universities. Learning Objectives: 1. Discuss new 1098-T Box 1 and Box 2 regulations. 2. Review 1098-T features and process with ECSI and TouchNet.
P111 What's New with ECSI?	What has ECSI been up to since the last COMTEC in 2016? In this session, Eric Ives, ECSI's Senior Director of Service and Operations, will discuss ECSI's major accomplishments over the last two years and what is in store for the future of ECSI. Learning Objectives: 1. Update ECSI products, technology, and client support. 2. Review ECSI overall strategy. 3. The future of ECSI.
P112 A Deep Dive into RecoverySelect	In this session, ECSI's Senior Director of Marketing and Product Management, Lori Carbonara will be diving deeper into the RecoverySelect solution. You will learn about RecoverySelect's new service level options, you will get a detailed look at the client dashboards, and you will take a look at the student experience. Learning Objectives: 1. Overview of RecoverySelect solution. 2. Discuss peer applications and uses. 3. Understand RecoverySelect's new service level options.
P113 Strategies for Point-of-Sale (POS)	Explore the newest features and enhancements in Marketplace Point of Sale and preview continued enhancements like uPay POS, Card Not Present Support, and more. More on POS Protection Program and P2PE. Learning Objectives: 1. Review Marketplace POS implementation, hardware options and device management. 2. Evaluate Point of Sale data security for card-present transactions. 3. Discuss Point of Sale opportunities on your campus.
P114 Bill+Payment Roadmap Replay	Explore the newest features and enhancements in Bill+Payment. Learning Objectives: 1. Review upgrades of TouchNet Bill+Payment. 2. View functionality of new UI/UX features to streamline your users' experience. 3. Explore new security and red flag options to better manage your Bill+Payment system.
P115 Marketplace Roadmap Replay	Explore the newest features and enhancements in Marketplace and preview continued UX, template management, and shopping flow improvements. Learning Objectives: 1. Explore new features and hardware to expand in-person payment capability. 2. Review how new UI/UX for uStores improves accessibility. 3. Discover how new uPay reporting tools produce more targeted results.

Security and Technology

S101 PCI 101	Need to get up to speed on PCI? This session will focus on the fundamentals of PCI including SAQs, P2PE, EMV, and more. Learning Objectives: 1. Answer the questions "What constitutes a merchant?" and "What is a merchant agreement?" 2. Define the PCI merchant levels. 3. Learn to select which SAQ is required for a given payment system.
S102 Securing Campus Payments: The PCI-EZ Way	Annual PCI compliance reporting is a costly, time-consuming process. In this session, learn how TouchNet U.Commerce products combined with Heartland processing offers your campus a complete strategy for reducing your PCI footprint, while providing you with an EZ-ier way to report compliance. Learning Objectives: 1. Learn about the current payment technologies. 2. Learn about risk reduction and compliance strategies.

* Subject to change

Security and Technology

S103 Physical Security and Access Control on Campus	Learn tips and tricks to managing your access control and physical security systems on campus. Learning Objectives: 1. Learn troubleshooting techniques to identify and resolve access control challenges quickly. 2. Identify physical security setup options. 3. Understanding access control hardware connections.
S104 How ACH Rules & Regs Apply to Your Campus	Did you know consumers pay more than 800 million bills each month using ACH? In this session, we'll review the rules and regulations governing ACH debit payments, including the processing responsibilities of your campus and your students' financial institutions. We'll also overview Same Day ACH processing and the importance of protecting financial data used in the creation of an ACH payment. Learning Objectives: 1. Learn about current fraud trends. 2. Review the requirements of taking bank payments on campus. 3. Understand same-day ACH processing requirements.
S105 Create a Connected Campus with Ellucian Ethos and TouchNet	Learn how the strategic partnership between Ellucian and TouchNet is working to serve you better with tighter ERP integration and increased integration into Ellucian's new ETHOS platform. Learning Objectives: 1. Explore the integration between Ellucian Ethos and TouchNet. 2. Examine the benefits of a connected campus.
S106 UX/UI: Accessibility Compliance	An update on current requirements, 508 refresh, WCAG 2.0 and staying current. Learning Objectives: 1. Review Section 508 Refresh - what it means, WCAG 2.0 - 2.1. 2. Review new UX/UI features in U.Commerce 7 and our ongoing development efforts. 3. Discuss issues, concerns and how we can all improve.
S107 Securing the Human	Join a discussion about how to increase staff security awareness in order to reduce the risks of a data security breach. Learning Objectives: 1. Learn key regulatory requirements that drive the need for security awareness training. 2. Learn how to formally build a Security Awareness Program through a structured life cycle approach. 3. Learn detailed information about top security awareness topics to help understand threats and develop an effective training program.
S108 Compliance, Risk, and Reward...Oh My!	Hear how George Mason University utilized Marketplace as a financial gatekeeper to create a cohesive process for regulating risk, assessing facility needs, and ensuring policy compliance for on-campus programs, events, camps, and college activities. Learning Objectives: 1. Learn how to leverage technology to centralize processes. 2. Learn how to control risk while delivering on-campus business needs.
S109 Trusted Peer-to-Peer Student Commerce - Chapman University's Ulyngo Student Marketplace	Join Chapman University and Ulyngo for a Case Study on Ulyngo's Student Marketplace for trusted peer-to-peer transactions, including selling goods and services. The Ulyngo system enables students and student membership groups to conduct transactions in a safe manner with an easy-to-use, mobile-centric experience. Learning Objectives: 1. Learn why Chapman chose Ulyngo for their peer-to-peer marketplace. 2. Hear about Chapman's experience rolling out the solution, student uptake and feedback, and future plans. 3. Discover Ulyngo's unique approach to student-centered trusted marketplaces. 4. Understand how these new technologies could benefit your students.
S110 Is The Cloud In Your Future?	Join TouchNet Business Development and Architecture experts for an open discussion about cloud-native campus information and financial systems. Learning Objectives: 1. Explore existing cloud systems and their potential for implementation or consideration. 2. Learn how cloud native systems are different from traditional ERPs. 3. Hear TouchNet's plans and initiatives for cloud system integration.

COMTEC 2018 Conference Sessions

Campus Commerce & Credentials

C101 Emerging Payment Technology and Trends	Get the latest on emerging payment trends and technology [including eWallets, Apple Pay (online and inline)], new standards from EMVCo for online payments, cryptocurrency, and direct-to-debit options, as well as how they may impact your campus compliance strategies and student experience. Learning Objectives: 1. Examine new payment technologies and which merchants are using them. 2. Explore practical applications in campus payments scenarios. 3. Discuss future developments in payment methods and how they could improve student experience.
C102 Understanding the Payment Ecosystem	Look at campus commerce with fresh eyes to create a living, breathing, dynamic system that allows for nimble decision-making while still being consistent, trackable, and secure. Learning Objectives: 1. Review "payments ecosystem" integration concept. 2. Explore management options for payment methods and payment types. 3. Discuss key strategies for unified payments "ecosystem."
C103 Streamlining Dining and Point-of-Sale with OneCard	The University of Alberta hosts multiple vendors on campus and uses the OneCard dining solution across their city-sized campus. We will talk with Jennifer McNeill about how she manages and implements POS and OTC units across campus. Learning Objectives: 1. Communication and training strategies with vendors. 2. Planning your implementation and roll-out.
C104 Welcome to the Next Generation of Campus Credentials	Credential technology has evolved, yet many universities' outdated solutions still leave them vulnerable. HID Global experts will explain how credential technology can help transition your campus environment and support your mobile strategy. You will also learn best practices for secure upgrades. Learning Objectives: 1. Learn the evolution of Credential Technology 2. Explore more secure credential system strategies. 3. Learn about mobile credentials.
C105 TouchNet Ready: Certified Partners for Campuswide Payments	Panel discussion featuring Baylor University, Florida Atlantic University, and University of Connecticut. Insights will be shared around incorporating the TouchNet Ready program into your campus strategy to streamline PCI audits and enhance campus services while mitigating payment processing risk. Learning Objectives: 1. Gain insights into lessons learned and best practices using the TouchNet Ready Program. 2. Learn about new partners and TouchNet Ready program options. 3. Participate in an open forum to share your TouchNet Ready experiences and questions with the panel and peers.
C106 New Integrations with OneCard	OneCard Product Development will discuss new integrations with access control systems, laundry, and alternative POS products. Learning Objectives: 1. Identify solutions for taking the campus card as a payment. 2. Understand the integration parameters. 3. Implementation and Testing strategies.
C107 TouchNet PLUS Services Panel	In the past two-years, TouchNet has introduced new managed services for managing student refunds, 1098-Ts and payment plans. These new PLUS services integrate seamlessly with your TouchNet Bill+Payment products, providing a great student experience while keeping your campus compliant. Joining TouchNet onstage will be Albany State University (eRefunds PLUS) and Waubonsee Community College (1098T) to share their experiences with these programs. TouchNet will also provide a case study on Grinnell College for Payment Plans PLUS. Learning Objectives: 1. Learn why schools chose to implement PLUS services. 2. See how business practices changed or improved with the implementation of PLUS services. 3. Hear student responses to each service.
C108 OneCard VIP: The Single Point of Access for Campus Life	Come listen to Fred Emery from TouchNet and Barbara Doane from Ellucian discuss how OneCard VIP is cloud based, integrated, and mobile. Learning Objectives: 1. Understand the primary factors disrupting traditional "plastic" campus card systems. 2. Learn the roles of each of the three layers in the OneCard VIP Base Platform. 3. Identify the three key OneCard Application Suites available to extend the OneCard VIP Platform.

* Subject to change

Campus Commerce & Credentials

C109 Using OneCard Analytics on Your Campus	Learn to use the analytics tools within OneCard for everything from financial reports to student activity. Learning Objectives: 1. Learn the various data elements stored within OneCard. 2. Evaluate the various reports available to view the data. 3. Explore the new tools for custom report creation.
C110 Transaction Services Panel	Panel discussion reviewing TouchNet Transaction Services, including the use service fees, reconciliation with RECON 1, ACH processing, and more. Learning Objectives: 1. Get the scoop on how processor conversions actually work. 2. Hear from peers about their switch to a service fee model for tuition payments. 3. Ask your own questions on topics of reconciliation, payment management and PCI compliance.
C111 OneCard Feedback Session	With growth comes change! Various members of the OneCard team will update you on internal changes to releases, hardware, and support. Learning Objectives: 1. Receive updates on software releases, hardware life cycles, and support strategies.
C112 International Payments	Come meet the Western Union Business Solutions team that has helped expand TouchNet's offering to create ease of payments for students outside of the institution's country. Western Union will take us through the international market's demographics for colleges and universities while maintaining a focus on compliance that can be cumbersome to handle on your own. Learn how working with Western Union's integrated Bill+Payment solution can help your students and staff make the world of international wire payments easy to navigate in every facet. Learning Objectives: 1. Understand why Western Union was chosen to partner with TouchNet to create a safe and easy solution for International Wire Payments. 2. Review the international market demographics as well as compliance rules and regulations related to international funds transfers. See how WUBS can keep your institution safe and compliant. 3. See an overview of the payment flow of International Wire Transfers.

Student Experience

E101 Student Retention in Higher Education - Panel Discussion	In this panel discussion, we will be examining student retention in higher ed today. Your peers will be discussing challenges higher ed is facing with student retention and best practices for increasing student retention and graduation rates at your school. Learning Objectives: 1. Discuss trends in student engagement and retention. 2. Discuss best practices for increasing student retention.
E102 Taking a Complete Approach to Student Success	Expectations are changing. Technology is evolving. Rules and regulations keep expanding. It's hard to know where to focus, especially in your campus commerce environment. Learn how to keep your systems ahead of the curve in the face of rapid change. Identify best practices, investigate new solutions, and develop new strategies to achieve success for you and your institution. Learning Objectives: 1. Define the complete approach to campus commerce and identify best practices. 2. How to implement a mobile-first strategy across campus, from payments to digital ID cards. 3. Ensure participant understanding of the new rules and regulations impacting campus commerce. 4. Learn how to comply with the latest PCI security requirements. 5. Understand the changing role of the business office from cashiers to advisors. 6. Learn how to make daily reconciliation of all payments, all devices, and all methods a reality.
E103 Solving the PCI Puzzle with New Rules, Tools and Strategies	This session will explore how the University of Alabama is working with their QSA, Acquirer, and ecommerce solutions provider to solve their PCI puzzle. Learn about the strategy they used to drastically reduce their PCI scope and their overall risk with an enterprise commerce platform. Learning Objectives: 1. Learn the difference between validated and non-validated encryption. 2. Streamline the PCI validation process. 3. Strategies for reducing PCI scope on campus.

COMTEC 2018 Conference Sessions

Student Experience

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| E104 Cashiering Advisor: Evolving the Role of the Cashier | In this session, learn about Cashiering Advisor. Hear the story of the need for Cashiering Advisor, visits with schools, and how we are working to create efficiency for today's cashier and a better experience for students. Learning Objectives: 1. Define the traditional roles and responsibilities of the cashier in Higher Education. 2. Learn how the introduction and adoption of online payments and management of the student account has impacted those traditional roles. 3. Learn how the hierarchy of student information - and tools that recognize that hierarchy - can speed assessment of the student account. 4. Understand how speed and efficiency of diagnosing the student account can lead to increased student satisfaction and success. |
| E105 Marketplace OnBoarding - Increasing Adoption across Campus | Would you like to increase your Marketplace usage without having the extra burden fall on the Business Office? Learn how to recruit more departments to use Marketplace, onboard users so that they can handle their own stores, and get answers to common questions on upping usage and managing users needs. Learning Objectives: 1. Review peer school presenters' online commerce before implementation of TouchNet Marketplace. 2. Understand the benefits of encouraging all campus organizations to move commerce online. 3. Learn steps taken by peer schools to encourage the adoption of online commerce. 4. Examine the processes peer schools use to educate and manage users of online commerce. |
| E106 One Stop or No Stop: Streamlining the Student Experience | Hear from a panel of schools that are driving an increase in student satisfaction by streamlining student services. Learning Objectives: 1. Review peer school presenter's business operation before TouchNet U.Commerce integration. 2. Learn steps taken by peer school to enable students and families to access all required information online without hands-on support. 3. Examine time and money savings achieved by "No Stop Shop" approach to student and constituent experience. |
| E107 Community College Panel: Technology Strategies for Success | In this session you will hear from Community Colleges that are enabling student success. Learning Objectives: 1. Review peer school presenters' business operations and administration of the student account. 2. Understand the challenges faced by Community College Business offices because of the diverse needs of their student population. 3. Learn steps taken by peer schools to address the unique needs of their students, while also ensuring a high level of student satisfaction. |
| E108 Internet of Things and Your Campus | Internet of Things technologies are arriving on college campuses. Find out what you need to know about this emerging technology trend. Learning Objectives: 1. Define the devices that make up the Internet of Things (IoT). 2. Review the impact that IoT has made on the student at home, and how the heavy use of mobile technology has helped IoT integrate into people's lives. 3. Understand how IoT is integrating into campus life as generations of heavy mobile users become students. 4. Learn about the future of IoT, and its effect on the payment ecosystem, both on and off campus. |
| E109 Getting Students Started on the Right Foot | Stressing the importance of enabling and encouraging complete student profile set up as students come onto campus for the first time. We'll also cover new two-step authentication, Jennifer from Belmont will talk about eDeposits as a way to help ease students' way onto campus, and Robyn from WSU will talk about ParentPlus Loan eRefunds. Learning Objectives: 1. Review how campus business operation traditionally manage student account creation and setup. 2. Understand the benefits of the online student account, and the importance of complete account setup as students onboard. 3. Learn how to administer and encourage the usage of the online student account. 4. Learn steps taken by peer school to efficiently manage student deposits and refunds. |
| E110 Perkins Loans: Filling the Gap | How is your school filling the funding gap since the Perkins Loan Program expired? In this session, we will be discussing the current state of the Perkins Loan Program, and we will be taking a deep dive into creating and maintaining institutional loan programs. Learning Objectives: 1. Update on Perkins Loan Program. 2. Discuss the process for forming institutional loan programs. 3. Case study with the University of Missouri. |

Training

T101 Marketplace uPay and TouchNet Ready	The TouchNet Ready Partner Program delivers security and savings by simplifying vendor payments on your campus. Learn about adding a Partner, exciting new features for uPay, and how to implement existing features to maximize benefits. Learning Objectives: 1. Walk through the steps to add a new Partner connection. 2. Introduce the new uPay template, how to set up new uPay sites, and how to transition existing sites to the new template. 3. Review the Form Parameters functionality and setup. 4. Explore other exciting features to improve your uPay experience.
T102 Marketplace uStores	Deep dive into Marketplace uStores, where we explore what's new, what's hot, and what not to forget. Learning Objectives: 1. Review what is new to Marketplace uStores. 2. Work through key features to make Marketplace shine. 3. Advise customers on the best way to employ Marketplace for transactions frequently seen with Marketplace.
T103 Marketplace Point-of-Sale	Comprehensive training for reviewing new functionality within Marketplace uStores for the Marketplace Point-of-Sale user. Learning Objectives: 1. Walk through the Point-of-Sale Cashier user interface. 2. Review the setup of a Point-of-Sale uStore. 3. Review the Point-of-Sale Device Manager.
T104 The Savvy Payment Plan Manager (Banner)	Explore how to set up effective, simple installments using Bill+Payment Suite. Learning Objectives: 1. Payment Plans 101 & creating efficient plans 2. Navigate powerful features that enhance the overall payment plan experience 3. Equip your business office with the tools to support payment plan questions.
T105 The Savvy Payment Plan Manager (Colleague)	Explore how to set up effective, simple installments using Bill+Payment Suite. Learning Objectives: 1. Payment Plans 101 & creating efficient plans 2. Navigate powerful features that enhance the overall payment plan experience 3. Equip your business office with the tools to support payment plan questions.
T106 The Savvy Payment Plan Manager (PeopleSoft)	Explore how to set up effective, simple installments using Bill+Payment Suite. Learning Objectives: 1. Payment Plans 101 & creating efficient plans 2. Navigate powerful features that enhance the overall payment plan experience 3. Equip your business office with the tools to support payment plan questions.
T107 RECON 1: Processing Credit Card and ACH with Heartland	Know the true cost of your payment processing, understand your mix of payment types, and allocate expenses based upon real cost data. Only the combination of Heartland secure payment processing and TouchNet U.Commerce gives you RECON 1, the power to know. Learning Objectives: 1. Navigate through all of the RECON 1 web pages quickly and understand what each of them offer you. 2. Drill down into your reconciliation information to a detailed transaction level (see fees per transaction). 3. Utilize the Return Management tools to quickly review returns/chargebacks and ensure that student accounts are not only updated correctly but also assessed proper fees.
T108 TouchNet PLUS Services for eRefunds, Payment Plans, and 1098-Ts	In this session, you will learn about our fully managed PLUS services: * eRefunds PLUS - Walk through student refund choice enrollment; learn about disbursement of title IV refunds via direct deposit, optional sponsored account or paper check; and walk through batch and reporting management. * Managed 1098-Ts - Learn about ways to reduce paper 1098-T printing costs and offer students a way to opt into electronic 1098-T access, all via TouchNet's student account center. * Payment Plans PLUS - Fully managed TouchNet Payment Plans service; both the institution and their customers (students, parents) are supported by TouchNet. Learning Objectives: 1. eRefunds PLUS - Review the PLUS disbursement process and student experience. 2. Managed 1098-T: Understand the electronic 1098-T integration flow and submission to IRS. 3. Payment Plans PLUS: Explore the new support model available to students and institutions when implementing Bill+Payment Payment Plans.

COMTEC 2018 Conference Sessions

Training

T109 Providing the Best Customer Service with Bill Payment Suite	Navigate all the new tools within Bill+Payment Student Account Center that are designed to make supporting and communicating with your students a breeze. Learning Objectives: 1. Learn how to use the available functionality to improve the customer service experience provided to your users 2. See how the new features can increase staff efficiency 3. Discover all the new ways to customize and emphasize the look and feel of the student experience
T110 Cashiering for Your Business Office	Cashiering Business Office is a comprehensive, real-time cashiering system for both in-person receivable and nonreceivable payments. During this session we will walk through the Cashiering software from the vantage point of both an administrator and cashier. Learning Objectives: 1. Understanding of the TouchNet Cashiering payment and administrative flow 2. Review software features and functionality designed for better customer service experience 3. Walk through Cashiering best practices to keep the line moving.
T111 Introduction to Processing Bank Wire Payments via Bill+Payment	Tired of not knowing which wire payment is for which student? We get it! We are excited to present a session outlining the ease of use with processing international wire payments within Bill Payment Suite. This session will review the administration and management of Bank Wires, as well as the intuitive student experience. Learning Objectives: 1. Review just how easy it is for your campus to be able to make wire payments a part of their payment-method offering at no cost to the campus. 2. Understand the flow of international wire transfers through Western Union, TouchNet, and your Student Information System. 3. Overview of how administrators will be able to quickly locate wire payments and determine status, exact amount received, and date of cleared funds.
T112 OneCard 7: Planning Your Upgrade	OneCard Client Support and Quality Control will go over new features in 7.0 as well as tools we have implemented to decrease the downtime needed for updating to our latest version software. Learning Objectives: 1. Preview new tools for updating. 2. Understand the update process with Support. 3. Identify technical challenges and solutions.
T113 The Ins and Outs of Government Assignments	Does the thought of assigning loans to the Department of Education have you feeling overwhelmed? In this session, you will learn about the possible benefits of assigning loans to the Department of Ed, and we will take a closer look at the government assignment process. We will walk you through the PLAS (Perkins Loan Assignment System) and show you just how easy the process can be. Learning Objectives: 1. Learn about the benefits of assigning Perkins Loans to the Department of Education FSA. 2. Learn about the process of assigning loans. 3. Demo of the PLAS system.

Closing Keynote Speaker

* Subject to change

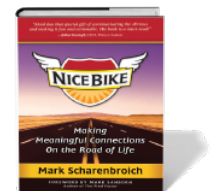


Mark Scharenbroich

Join Emmy award-winning speaker Mark Scharenbroich as he takes you for a fun ride on how to be effective at making meaningful connections in both your professional and personal life. His Nice Bike principle is supported by three strong actions: Acknowledge, Honor and Connect.

Nice Bike acts as a powerful catalyst to help build stronger, more unified teams. The message inspires audience members to be more engaged and passionate about connecting with others.

Mark has spent his career working in both industry and education, discovering how some of the best organizations and team leaders build a culture that encourages people to perform at a higher level through greater engagement. Part motivational speaker, part thought-provoker, and pure comedic entertainer – Mark Scharenbroich will inspire, teach, and engage you with Nice Bike.



Get your free copy signed by Mark after the closing session.