

## Nelnet Status Report

<b>Project Name:</b>	Nelnet		<b>Project Overall:</b>	
<b>Sponsor:</b>	Tom McNaughton		<b>Schedule:</b>	
<b>Report Type:</b>	Planning/Execution		<b>Cost:</b>	
<b>For Period:</b>	October 26, 2021		<b>Green</b>	Variance to cost is within 10%
<b>Project Manager:</b>	Angela O'Leary		<b>Yellow</b>	Variance to cost equals or exceeds 10%, but is within 20%
			<b>Red</b>	Variance to cost equals or exceeds 20%

### EXECUTIVE SUMMARY

The pilot schools (NDUS Oct. 18<sup>th</sup> and UND Oct. 25<sup>th</sup>) went live with the Nelnet Quikpay component.

Number of transactions since go-live:

- NDSU- 324 Credit Card pymnts
- 387 eCheck pymnts
- UND- 306 Credit Card pymnts
- 199 eCheck pymnts

**GO-LIVE DATES**

**Storefront:** MiSU and NDSU – First week of November (potential)

### COST MANAGEMENT

This project tracks indirect cost (CTS hours spent on the project) and will be tracked monthly. This includes tickets associated to the project. (only one ticket is associated)

Note\* CTS staff may not have their time reports up to date when running timesheets.

Total CTS Hours as of October: 1,351.95

Now that NDSU and UND are live with the Quikpay component, Nelnet will begin to bill NDUS for payment. This will be reflected in November's status report.

#### Total Project Hours

Month Range	Total Project Hours
SEPTEMBER - OCTOBER	198.00
AUGUST-SEPTEMBER	323.65
JULY-AUGUST	287.95
JUNE-JULY	109.95
MAY-JUNE	166.65
FEBRUARY-MAY	265.75

Budget Type	Original Budget	Current Revised Baseline	Actual Cost	% Cost Variance	Over Under	Estimate at Completion
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		2022 Q2				
Software/Licenses	\$37,500.00	\$37,500.00	\$37,500.00			
Risk	\$5,000.00	\$5,000.00				
Project Budget	\$42,500.00	\$42,500.00	\$37,500.00	%	Under	\$37,500.00
Management Reserve	\$5,000.00	\$5,000.00				\$2,200.00
Total Budget	\$47,500.00	\$47,500.00	\$37,500.00			\$39,700.00

## SCHEDULE MANAGEMENT

### QuikPay (ePay & eBill)

#### Timeline

North Dakota University System - Electronic Payment Solution Implementation

	2021												2022				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	
<b>Proposed Timeline - ePay, eBill, Payment Plans</b>	<i>Holidays</i>																
<b>Phase 1</b> Pilot Schools NDSU, UND (Student Billing, Student Payments)	A	P	A	P	Ex	Ex	Ex	Tst	Tst	Prod	PR/Park						
<b>Phase 2</b> Dickinson State University (Student Billing, Student Payments, Payment Plans)					A	P	A	P	Ex	Ex	Test	Tst	Prod	PR/Park			
Mayville State University (Student Billing, Student Payments, Payment Plans)					A	P	A	P	Ex	Ex	Test	Tst	Prod	PR/Park			
Williston State College (Student Billing, Student Payments, Payment Plans)					A	P	A	P	Ex	Ex	Test	Tst	Prod	PR/Park			
<b>Phase 3</b> School 6 (Student Billing, Student Payments)									A	P	A	P	Ex	Ex	Tst	Test	
School 7 (Student Billing, Student Payments)									A	P	A	P	Ex	Ex	Tst	Test	
School 8 (Student Billing, Student Payments)									A	P	A	P	Ex	Ex	Tst	Test	
<b>Phase 2</b> School 9 (Student Billing, Student Payments)													A	P	Ex	Test	
School 10 (Student Billing, Student Payments)													A	P	Ex	Test	
Dakota College at Bottineau (Student Payments)													A	P	Ex	Test	

CM\* = Commerce Manager

PP\* = Payment Plan

#### Major Accomplishments:

- ✓ NDSU and UND completed "end to end" testing
- ✓ eBill requirements were complete for NDSU and UND
- ✓ DSU, MaSU, and WSC completed business requirements document
  - ePay/eBill and Payment Plan
- ✓ CM: Open ticket with Anthology to begin engagement
- ✓ CM: Resolved InnoSoft Fusion Tokenization issue
- ✓ Deployed NACHA Gateway for NDSU and UND
- ✓ CM: Signed addendum for Entrinsik

#### Current/Upcoming Tasks:

- Nelnet to review PP school requirements that were completed
- CM: Continue to work with TargetX on integration point
- ✓ CM: NDSU and UND to begin "end to end" testing for TargetX
- ✓ CM: Continue working with InnoSoft to review scope of work- vendor requirements

\*There are other tasks that may not be reflected on this month's status report

## Storefront

North Dakota University System - Storefront Implementation Calendar

		2021						2022							
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Proposed Timeline - Storefront</b>															
Phase 1	Minot State University	A/P	T&B	T&B	Tst	Prd									
	North Dakota State University (GRHC Library)	A/P	T&B	T&B	Tst	Prd									
	NDUS Core Technology Service (State Office)	A/P	T&B	T&B	Tst	Prd									
	North Dakota State University (Main Store)*					A/P	T&B	Tst	Prd						
	North Dakota State University (Agriculture & University Extension)*					A/P	T&B	Tst	Prd						
	North Dakota State University (Extension Pesticide Program)*					A/P	T&B	Tst	Prd						
Phase 2	University of North Dakota					A/P	T&B	Tst	Prd						
	Valley City State University					A/P	T&B	Tst	Prd						
	Dakota College at Bottineau (Foundation)					A/P	T&B	Tst	Prd						
Phase 3	Bismarck State College							A/P	T&B	Tst	Prd				
	Lake Region State College							A/P	T&B	Tst	Prd				
	Mayville State University (General Store)							A/P	T&B	Tst	Prd				
	Mayville State University (Foundation)							A/P	T&B	Tst	Prd				
Phase 4	North Dakota State College of Science (General Store)								A/P	T&B	Tst	Prd			
	North Dakota State College of Science (Foundation)								A/P	T&B	Tst	Prd			
	Dickinson State University									A/P	T&B	Tst	Prd		
	Williston State College									A/P	T&B	Tst	Prd		
	NDUS Core Technology Service (General Store)										A/P	T&B	Tst	Prd	

Key	
	Analysis/Planning
	Training & Building
	Testing & Migration
	Production & Monitoring

\* = Store will not follow a "standard" implementation project.  
NBS will work with sch. staff to build & customize store "shell" (ie. design, branding, settings etc)  
Trained school staff will work independently to add product library on their own schedule/timeline.

### Accomplishments:

- ✓ Nelnet completed setup to the Production environments for both MiSU and NDSU storefronts
- ✓ NDSU completed their tax rate work
- ✓ MiSU signed the Signature of Acceptance for their storefront
- ✓ Storefront kickoff's complete for DCB, UND, and VCSU
- ✓ Resolved issue with MiSU and NDSU's MID

### Current/Upcoming Tasks:

- DCB to submit application for new MID
- Nelnet to complete project plan for VCSU
- Finalize – Ensure EOD file contains transactions

Project Start Date	Original Baseline End Date	Current Revised End Date 2022 Q2	% Schedule Variance	Ahead Behind	Estimated Completion Date
04/01/2021	08/30/2022	08/30/2022	6.0%	Behind	09/30/2022

## SCOPE MANAGEMENT

Change Control Log Summary			
Change #	Description	Action: Accept/Reject	Action Date
1	CTS paid T2 (parking system) a one-time cost of \$2,200.00 to make code changes on their end to accommodate the Nelnet payment application. Five campuses are on T2 (MiSU, NDSU, VCSU, and UND).	Accept	07/08/2021
Deliverable Acceptance Log Summary			
Deliverable #	Description	Action: Accept/Reject	Action Date
1	eBill template	Accept	05/25/2021
2	Project Plan	Accept	05/25/2021
3	Project Schedule	Accept	05/21/2021

4	Business Requirements Document (NDSU & UND)	Accept	05/20/2021
5	Bank Letters (NDSU and UND only)	Accept	06/15/2021
6	Bank Letters (DSU, MaSU, and WSC)	Accept	09/28/2021
7	Signed statement of approval for MiSU storefront	Accept	10/11/2021
8	Signed statement of approval for System office storefront	Accept	08/24/2021
9	Signed statement of approval for NDSU storefront	Accept	09/15/2021
10	Signed statement of approval for NDSU Quikpay	Accept	10/08/2021
11	Signed statement of approval for UND Quikpay	Accept	10/11/2021

## RISK/ISSUE MANAGEMENT

Risk Management Log Summary				
Risk #	Description	Action	RI Score	Action Date
1	Third Party integration custom work required for T2 and Entrinsik. The project has not begun working with the other third parties and there is a big assumption there would be no custom work needed for the remaining ones listed.	Nadine from Nelnet is working with each third party to understand requirements, cost, etc. and then updates a spreadsheet and provides an update during our weekly calls. Currently, T2 and Entrinsik work is underway, and the impact will be to cost, schedule, and quality.	Probability of 3 x Impact of 8 = Risk Index score of 24	07/09/2021
Issue Management Log Summary				
Issue #	Description	Action	Status	Action Date
1	Nelnet Pay Online Now page- CTS development team needed to develop links to Nelnet for campuses to connect to. Development has been migrated to STG for testing. The BA are experiencing false displays	Nelnet supplied a "project" code for the SF programmers to apply to the PeopleSoft environment. The project contains App Package PeopleCode for NEL_QUIKPAY.RT.RTAA.	Resolved	08/06/2021

	and the developers are looking into the issue.			
2	RTAA connectivity issue in STG environment.	Code change was needed on the Nelnet side and tested successfully in all three environments (DEV, TST, and STG)	Resolved	07/09/2021
3	Testing the Nelnet Admin and Reporting roles and campuses are receiving an error that Nelnet is looking into.	Developers in Nelnet needed to remove the rest of the accounts under the Reporter Role so that the first authentication after that will populate names for the school roles.	Resolved	08/11/2021
4	RTAA not displaying correctly. The issue is tied to eBill.	The CTS development team migrated changes to STG and users have been testing.	Resolved	09/04/2021
5	Chase Orbital MID issue	Both NDSU and MiSU are receiving an error when making a payment for Storefront, "Precondition Failed: Security Information is missing". 10/26/2021 – Had a meeting with JP Morgan Chase to resolve the issue	Resolved	10/26/2021
6	Business Unit drop down appears on TN page after go live with NN	It appears when removing the business unit from the TN pages, the BU still appears in the drop-down menu when making a payment. The BA's have opened a ticket with TN to address the issue	In progress	10//18/2021
7	Post Go-live issues for NDSU and UND (quikpay)	<ol style="list-style-type: none"> <li>1. Access and user lookup: System errors were being received; now resolved in UAT and Prod – VOCSRs can access</li> <li>2. Debit cards not allowed – Now enabled for both NDSU and UND</li> <li>3. ACH Web Debit Account Validation – New NACHA validation -- does not check if the account is good or valid. It checks if the account is on a blacklist. More research being done by Nelnet.</li> <li>4. eBill receipt – Uploaded to wrong location initially; should have gone to <a href="/dataload/ndus/bill_load/student_accounts">/dataload/ndus/bill_load/student_accounts</a>. Issue was resolved.</li> <li>5. NDSU Bill load failure – Due to missing email address for one record. Identified in the testing process. Remedied for students only and the issue today is that record that is failing isn't a student but an employee. So it doesn't have the details we need to create a viable account in our billing database.</li> <li>6. Added JCB and Diners Club in UAT, for NDSU</li> </ol>	In process	10/27/2021