Custom Online Payment Setups

Custom Online Payment Setups (COPS) are defined as any online payment page requiring additional setup and possibly additional web programming by the External Affairs IT staff or by the Unit/College web staff. COPS can offer Units, Colleges and Departments greater flexibility with transactions processed via our Online Giving System.

If you would like an online payment page for event registrations, event sponsorships, special memorial or honorary gifts, any gift that will result in donor benefits, or payments where additional fields are needed (ie. donor’s inscription on a walkway brick) then our Custom Online Payment Setup might work for you. Below you will find information on what our system can do, its limitations and the process that must be followed to request this type of transaction processing.

Features

- Designated departmental staff can receive e-mail notifications regarding successful transactions.
- If appropriate, web reports are available that show each successful transaction details.
- In addition to gift transactions, transactions can contain non-gift payments (other-income) for appropriate situations.
- Under certain circumstances, transactions can capture details in addition to line item descriptions, payment information and cardholder demographics. (i.e. preferred name, Senior Signature Name)
- Under certain circumstances, we can process payments that are initiated from a departmental web site/application.

Limitations

- The layout of the payment screens hosted on our server as well as TouchNet’s server are fixed and cannot be edited or altered.
- The format of the confirmation e-mail is fixed and cannot be edited.
- If an item contains a gift portion and a non-gift portion:
  - The item must be split into two line items.
  - The person making the transaction should be able to pay for only the gift portion and “decline” benefits received.
  - The person making the transaction should be able to pay for only the "other-income" portion and be able to omit any suggested gifts.
  - Items should not be listed as “free” or “complimentary” if it decreases the tax deductible portion of the transaction.
- If a transaction contains a gift item and a non-gift item, the cardholder will receive separate confirmations for each part of the transaction.
How To Request

- All Custom Online Payment Setups will require that an approval form has been completed and approved by the Financial Services and Other Income departments. If the request is for an event, please attach an approved Event Approval Form as well as a Merchandise Sales form if necessary. Please note: some setups require additional time – please send in the COPS request form as soon as possible.

- Below is a list of indicators that a request may not be feasible or may require additional setup time.

Indicators:
- Request to process more than one type of item in a single transaction
  - We can easily process two item types if the items can be presented on two sequential pages where the purchase of first item is required to continue to the second item. (i.e. Bricks with Replicas).
- Request to capture information other than item description, total cost of item(s), and the card holder demographic information. (i.e. t-shirt size, name for name tag).
- Request has an item that has a gift element and an Other Income element associated with it (event ticket w/ portion of total cost being a gift).
- Request for an item that has a variable cost element such as a suggested gift where the dollar amount is entered by the user.
- Request has a special element such as a discount or promotion associated with it.

*If your request falls into any of this category, please contact us directly at askit@uga.edu as your request may require; more development time, further review, or possibly a custom application developed by the requestor’s department.