TouchNet Terms of Engagement

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| Client Name: | Foothill-De Anza | **ERP / TouchNet Hosted:** | Banner / TouchNet Hosted |
| Primary Business Contact: | TBD | **Client Project Manager:** | Chien Shih |
| TouchNet CRM: | Maura Milner | TouchNet Project Manager: | Matt Fine |
| Live TouchNet Products: | Payment Gateway & TBP Client (CC Only) | Newly Licensed Products: | Bill Payment Suite (Payment Plan Manager) and ACH |
| TouchNet Consultant: | Natalie Bankus | Training Details: | TBD (Onsite or Remote) |
| Project Description: | This initiative is to introduce Bill Payment Suite (including Payment Plan Manager) for a September 1st go live for Fall payments. | | |
| Business Goals: | Implement TouchNet installment plan by September 3, 2013.  Implement District wide pay to stay policy by Winter Quarater 2014 | | |
| Additional Notes: | Foothill DeAnza Community College District System is made up of two campuses, Foothill College & DeAnza College, both of which are using the same instance of Payment Gateway & Bill Payment Client.  Phasing out old Banner installment plan and replacing with an initial TN installment plan with 3 installments (1 down payment and 2 scheduled installments). | | |

Project Risks

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| **Description** | **Impact** | **Mitigation** |
| Resource limitations due to other constraints outside of the project (other projects, vacation, etc.) | Project delays | Clearly define milestones and communicate outside challenges between teams. |
| Unforseen changes as a result of forgetting to include a key person or team | Project delays and change of project scope | Establish the project team early on and include all necessary particpants in every decision |
| Indecision due to the complexity of configuration options | Project delays | Make decisions early around configurations |

Project Scope

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| **In Scope** | **Out of Scope** |
| Bill Payment Student Account Center |  |
| Bill Payment Payment Plans |  |
| Payment Gateway ACH Payments |  |
| Authentication to Student Account Center (TBD) |  |

**Payment Gateway, Bill Payment Suite & PayPath Project Milestones**

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| **Date** | **Description** |
| 6/21/13 | Data Gathering Information Completed |
| 7/5/13 | Installation in Test Completed |
| 7/18/13 | Begin User Acceptance Testing |
| 8/14/13 | User Acceptance Testing Sign-Off |
| 8/27/13 | Configuration of Production Completed |
| 8/28/13 | Go-Live |
| 9/10/13 | Project Sign-Off |