ACI Worldwide
Real-Time Payments

Going Contactless with Mobile Wallets

May 13, 2021

Today's Presenters

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Agenda

- **Mobile Wallets: Latest Consumer Research**

- **Mobile Wallets on Campus: Contact-free IDs**

- **Mobile Wallets off Campus: Notifications**

- **Mobile Wallets: Next Steps**

- **Questions and Answers**

Mobile Wallets:
Latest Consumer Research

Audience Poll

What are you looking to get from mobile wallets on your campus?

| Provide access to new payment methods | Improve efficiency | Increase student engagement | Go paperless/ contactless | All of the above |

Consumer Research at ACI Worldwide

ACI Speedpay Pulse Study

- ACI Worldwide surveys over 3,000 U.S. consumers twice each year regarding their billing, payment, and communication preferences

- Results are shared via an Annual Report, several Trend Reports, and at an interactive website that includes our latest findings on consumer billing and payment trends

YouGov Quick Surveys

- As trends can change quickly, ACI works with YouGov to survey consumers to gauge the impact of recent events, and/or to delve deeper into topics covered within the annual ACI Speedpay Pulse Study
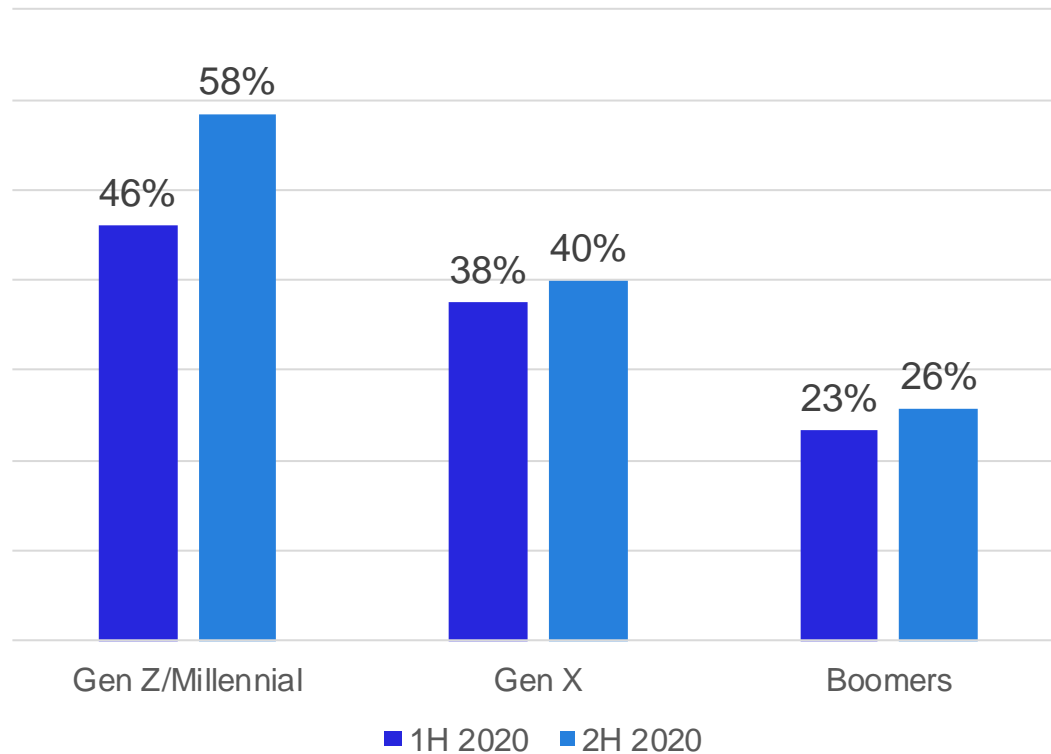
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Coronavirus concerns accelerated the shift to contactless

- **70%** of consumers have used a new payment or shopping method

- **48%** wouldn't shop at a store that only offers payment methods that require contact with a cashier or card reader

- **12%** of consumers have stopped using cash completely

Source: Visa Back to Business Study, 2020

Majority of those under 34 use mobile wallets once a week or more

Chart: "once a week or more" mobile wallet use by generation

- Gen Z/Millennial: 1H 2020 = 46%, 2H 2020 = 58%
- Gen X: 1H 2020 = 38%, 2H 2020 = 40%
- Boomers: 1H 2020 = 23%, 2H 2020 = 26%

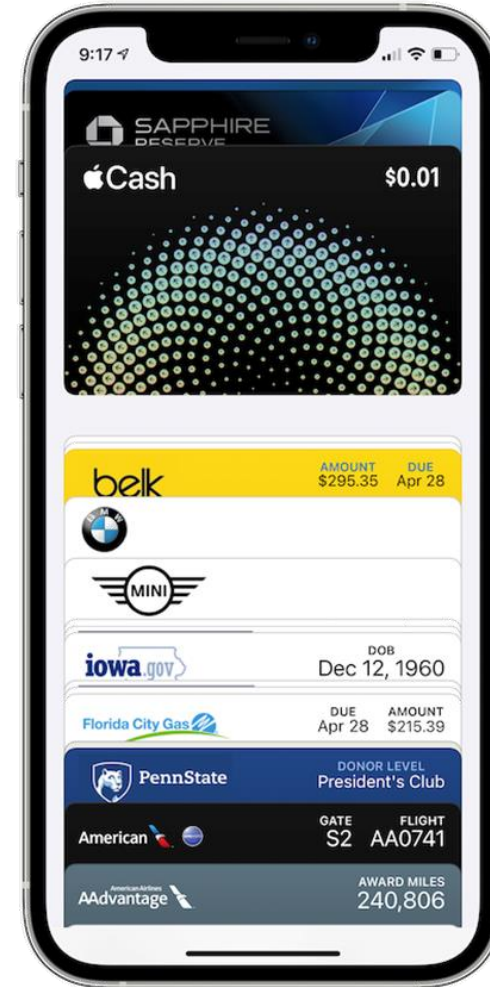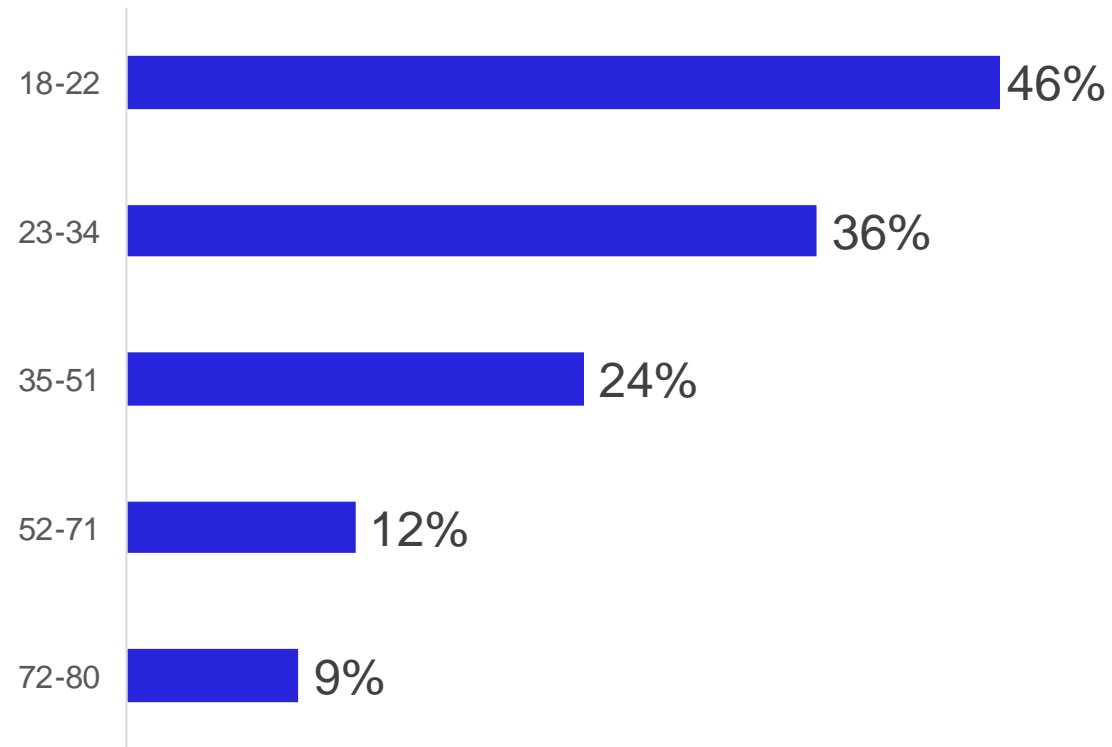Legend: ■ 1H 2020 ■ 2H 2020

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Source: ACI Speedpay Pulse Study

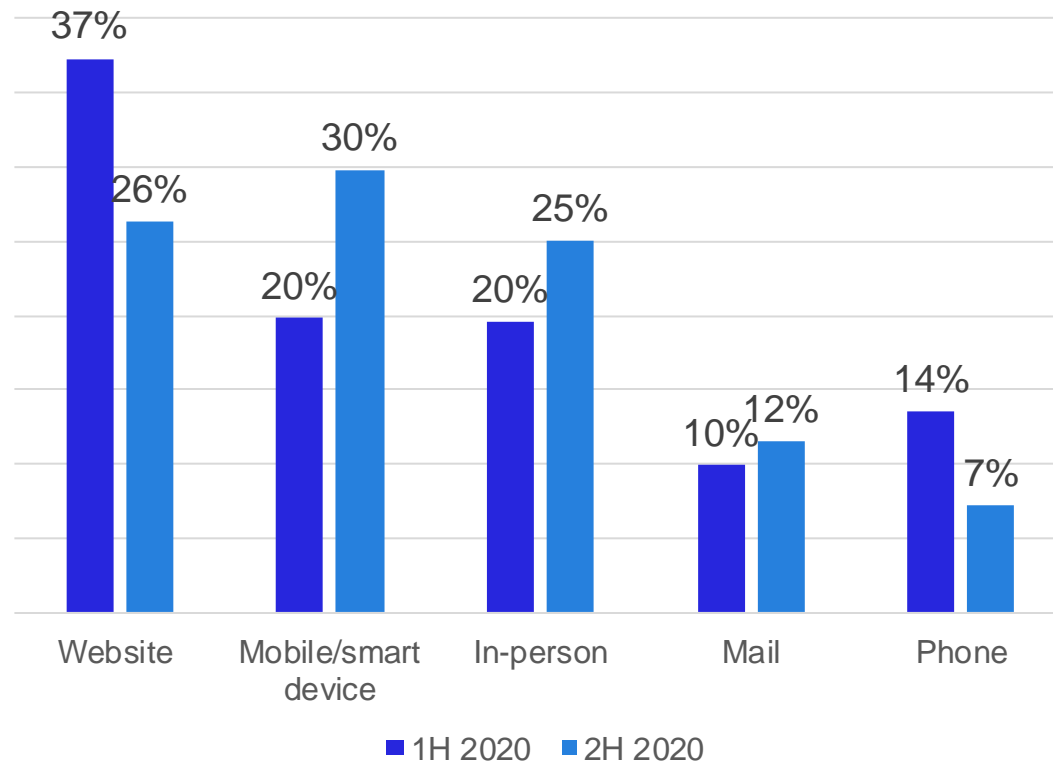# Mobile wallet adoption is growing beyond the point of sale

- **41%** of consumers using mobile wallets have paid a bill with one

- **24%** store non-payment items such as digital tickets or loyalty cards to their mobile wallet

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Source: ACI Speedpay Pulse Study

Nearly half of those 18-22 years old use mobile wallets to store non-payment items

Age	Percentage
18-22	46%
23-34	36%
35-51	24%
52-71	12%
72-80	9%

Consumers under 34 are turning to mobile devices to make higher education payments

Chart showing payment method usage:

- Website: 37% (1H 2020), 26% (2H 2020)
- Mobile/smart device: 20% (1H 2020), 30% (2H 2020)
- In-person: 20% (1H 2020), 25% (2H 2020)
- Mail: 10% (1H 2020), 12% (2H 2020)
- Phone: 14% (1H 2020), 7% (2H 2020)

Legend: ■ 1H 2020 ■ 2H 2020

Audience Poll

Have you made any payments with a mobile wallet?

Yes, within the past **day**

Yes, within the past **week**

Yes, within the past **month**

Have not paid with a mobile wallet

Mobile Wallets on Campus: Contact-free IDs

Case Study: Oklahoma Wesleyan University

- Oklahoma Wesleyan University worked with ACI Worldwide to implement a new billing and payment system that would easily integrate with PowerCampus

- The new system was implemented within 60 days

- OKWU moved from three payment gateways to one, simplifying reconciliation
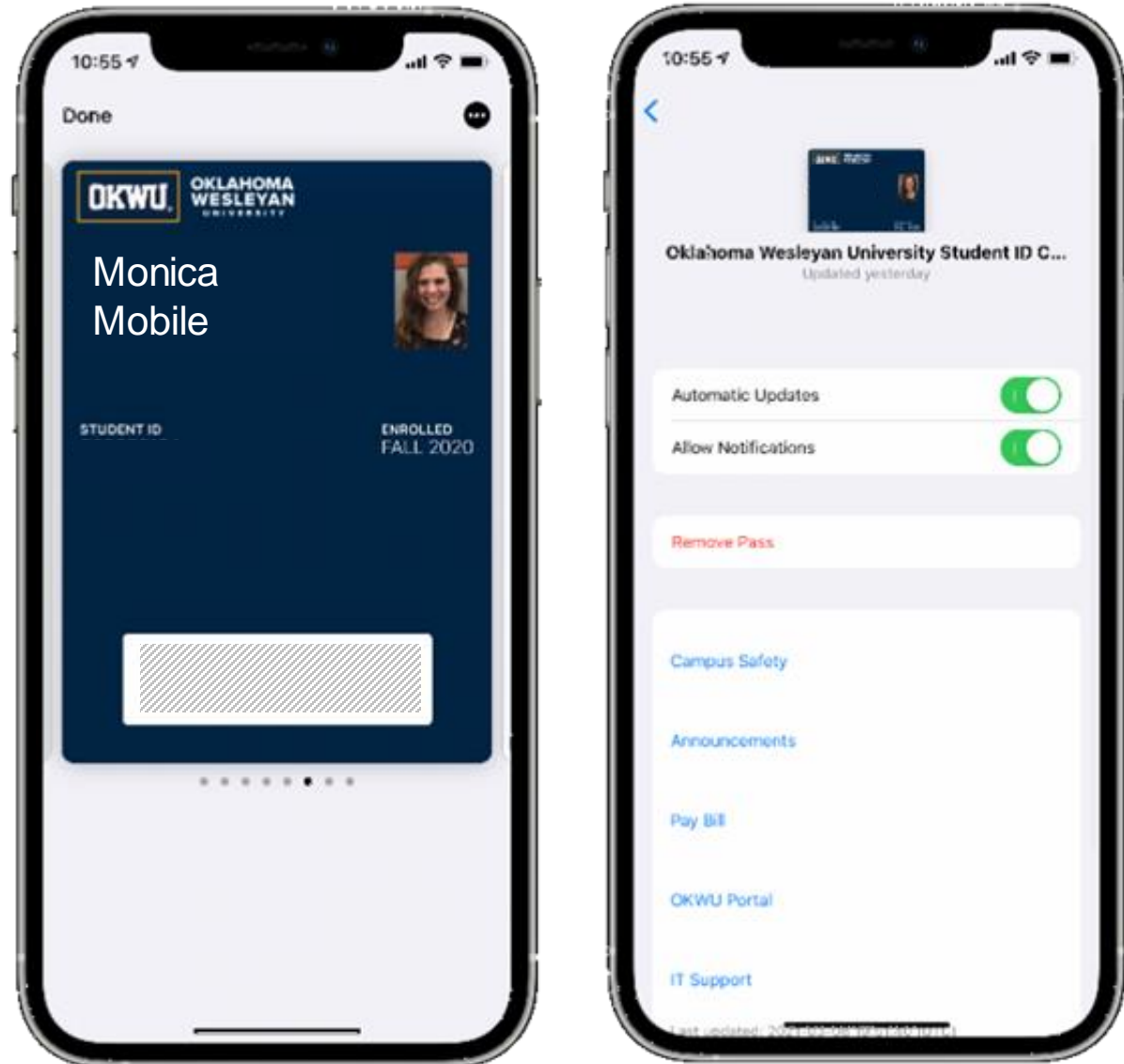
# OKWU was able to roll out Digital IDs quickly

- The previous system was labor and time intensive

- Volume was overwhelming during student onboarding/preview weekend

- OKWU developed email campaigns to quickly drive adoption of Digital IDs

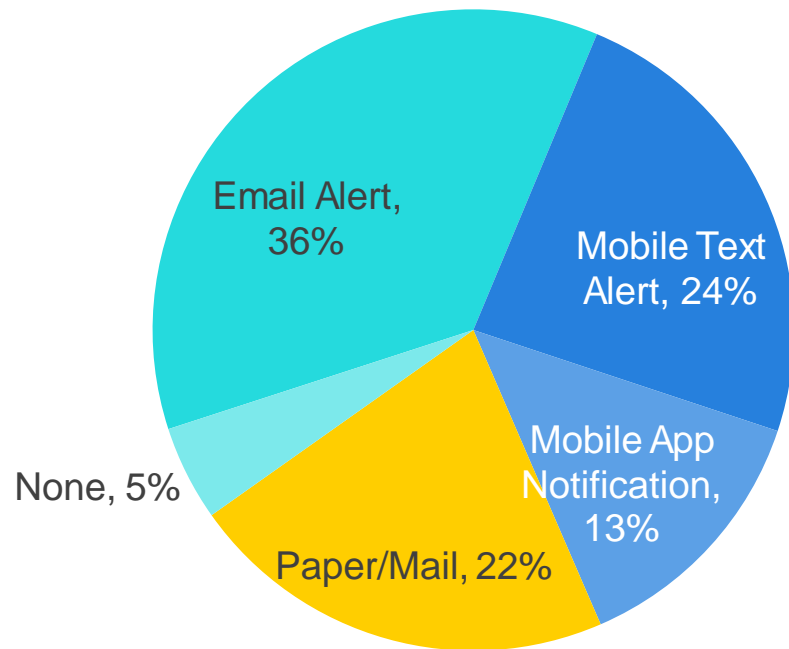- The program was expanded to part-time students, staff and alumni

Mobile IDs bring many benefits to OKWU

- Provisioning IDs is faster and at a lower cost, IDs are issued within minutes or hours instead of weeks

- Mobile IDs enable contact-free and more secure access and payments

- OKWU is working with local businesses to offer discounts and rewards to students and alumni when they present their ID

Mobile Wallets Off Campus: Notifications

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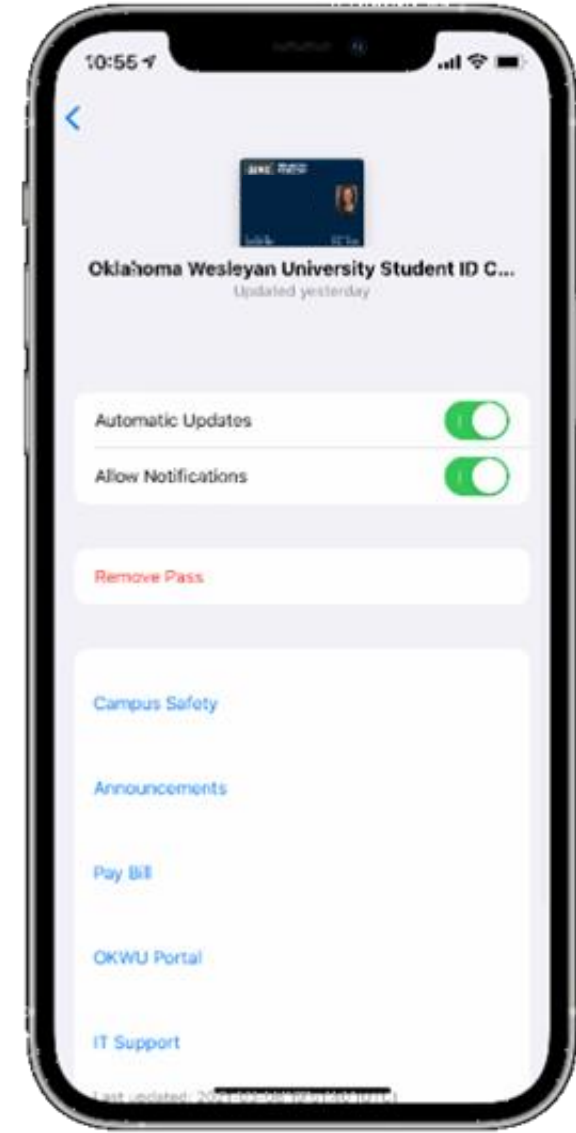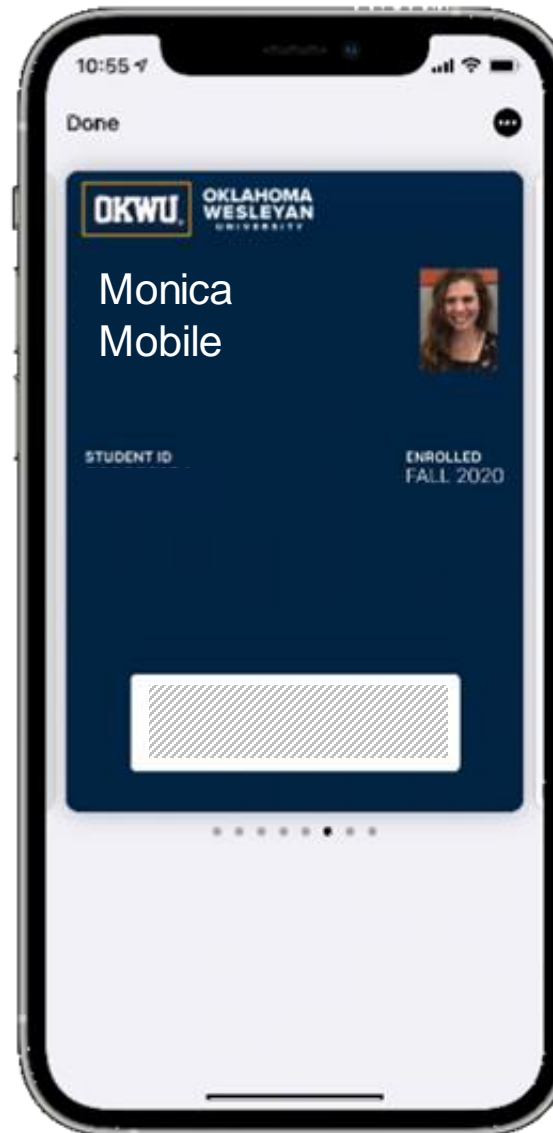
37% of those 18-34 years old prefer to receive higher ed bill notifications and reminders on their mobile device

Pie chart:
- Email Alert, 36%
- Mobile Text Alert, 24%
- Mobile App Notification, 13%
- Paper/Mail, 22%
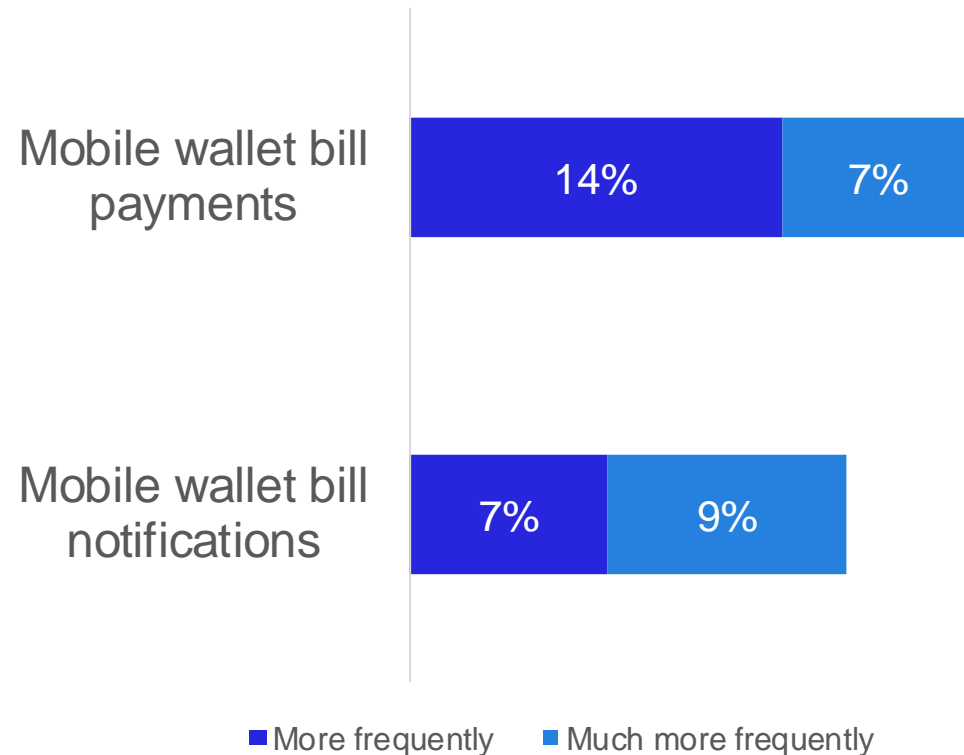- None, 5%

*Source: ACI Speedpay Pulse Study*

Notifications get the word out quickly

- One of the largest utility companies in Texas successfully used moBills™ notifications to urge customers to conserve energy during the recent winter storm

- The message was sent to over 40,000 customers within three minutes of copy approval

Consumers expect to use mobile wallets more in the next 12 months

Mobile wallet bill payments: 14% More frequently, 7% Much more frequently

Mobile wallet bill notifications: 7% More frequently, 9% Much more frequently

■ More frequently   ■ Much more frequently

# Student payment portals centralize access for students and parents

- Integrated payment portals offer a single place for students and parents to manage their financial accounts

- News and updates section offers another way to reach students and parents
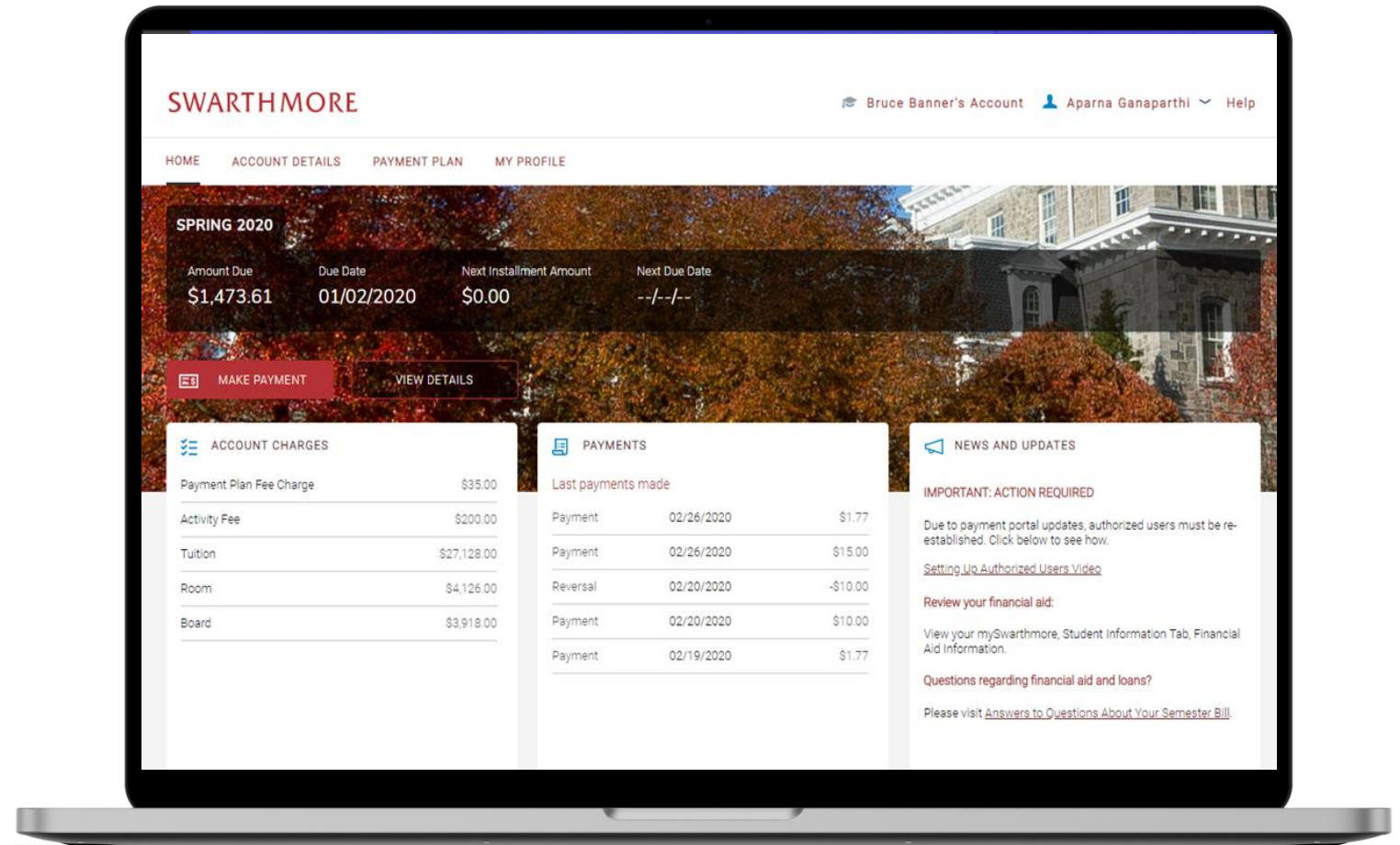
Payment plans let students attend now and pay over time

- Integrated payment plans enable multiple family members to pay on one payment plan

- Configure due dates, plan groups, enrollment dates and more

- Offer multiple plans at one time

- Accept partial payments
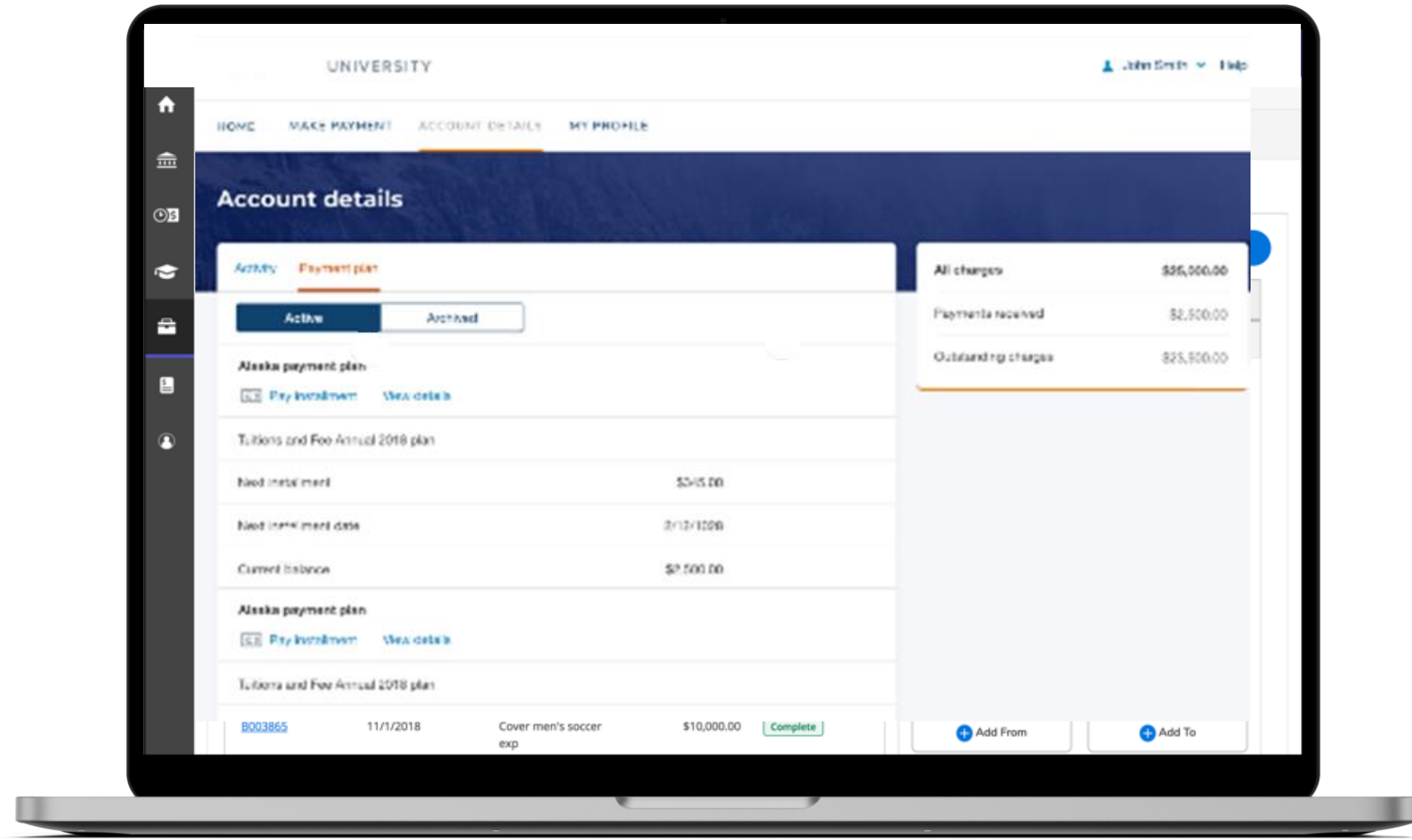
Audience Poll

When do you plan on implementing mobile technology on your campus?

| In the next 6-12 months | In 1-2 years | Currently implementing | Already implemented |

Summary and Next Steps

In summary

Takeaway #1

Need for contact-free payments is accelerating adoption of mobile wallets

Takeaway #2

Mobile wallet-based IDs ensure students always have identification on them and can be used to provide access, make payments, and drive student and alumni engagement

Takeaway #3

Mobile notifications are a fast way to get the word out and can drive self-service payment arrangements

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Take a tour to learn more about payments on campus

- Visit ACI Worldwide's interactive campus map to learn more about simplifying payments

- Learn more about the mobile solutions covered in this session

https://go.aciworldwide.com/higher-ed-infographic.html

About ACI Worldwide

Mission-Critical Payment Solutions

ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations.

Customers use our proven, scalable and secure solutions to process and manage **digital payments**, enable **omni-commerce payments**, present and process **bill payments**, and manage **fraud and risk**.

We combine our global footprint with local presence to drive the **real-time digital transformation** of payments and commerce.
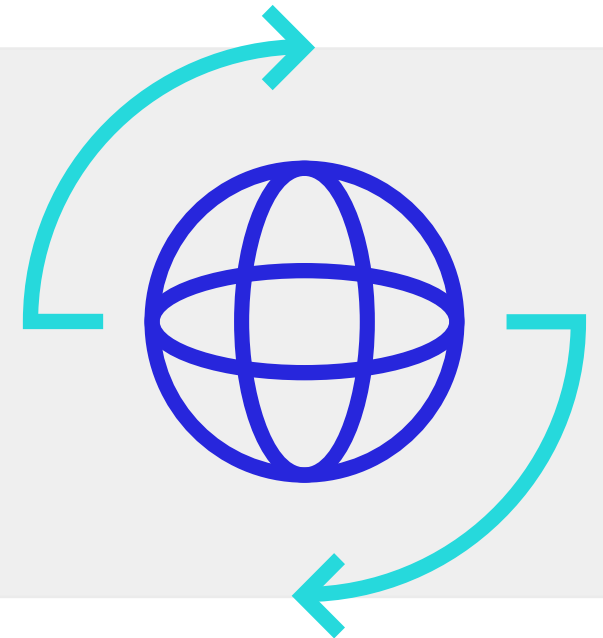
ACI Speedpay®

The most complete billing and payment solution in the industry

United States

5,000+
billers

#1
largest direct bill pay provider
in the United States

More than **2,000** successful Higher Ed product implementations
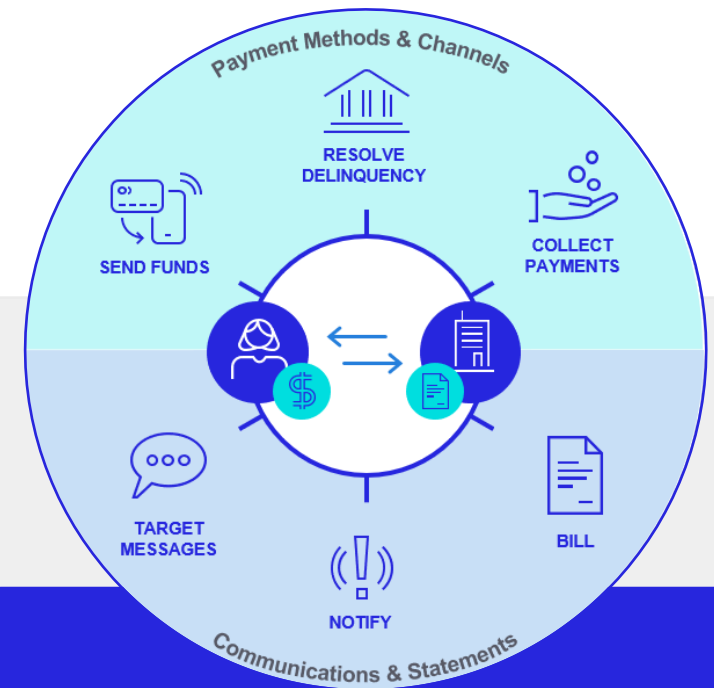
Support over **400** colleges and universities

Support **21 of the top 25** banks

24x7x365 monitoring and support

over **40,000,000**
cloud-based transactions processed daily in ACI data centers

more than **500,000,000**
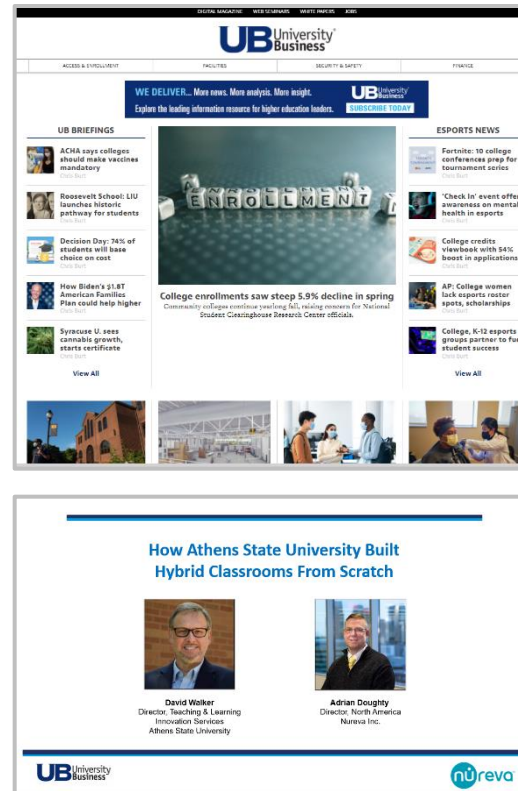bill pay transactions annually

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Thank You!

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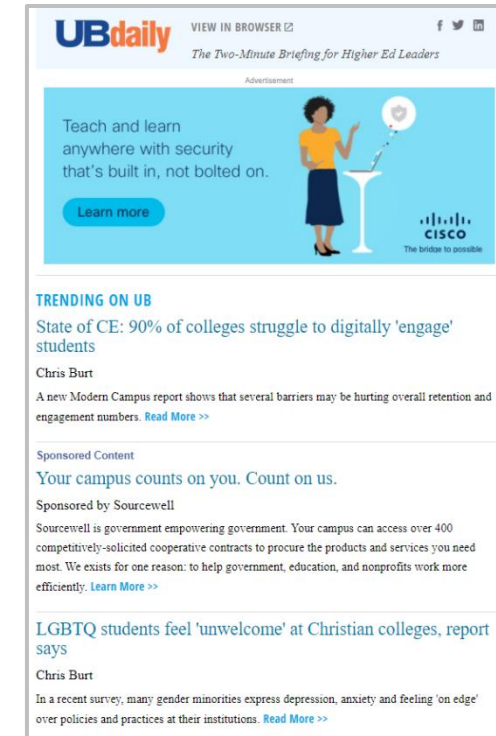
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