

Nelnet Payment Services

Release Notes for October, 2023

Implementation Summary

Nelnet Payment Services (NPS) will deploy the projects mentioned in these release notes as follows:

PROD Deployment for October 23, 2023:

- **Risk Service** – A fix has been made to prevent transactions from being rescored.

UAT Deployment for October 23, 2023

- **MFA Functionality Enhancements** – NPS continues to enhance the recently released MFA (Multi-Factor Authentication) functionality, which includes these latest updates in the Merchant Portal:
 - The Forgot Password/Reset Password link has been updated and retested to ensure that the feature is working properly.
 - The session inactivity/timeout period parameters have been expanded to fifteen minutes. For example, a user may find it necessary to pause from any UI activity or be idle while logged in. As long as the user interacts with the UI again within the 15-minute period, their session will remain active. Otherwise, if the timeout period expires, then they will be required to log in again and start a new session.

Multi-Iteration

The following projects have additional development and testing requirements and will not be live at the time of the deployment date indicated above. Instead, they are part of a multi-phase project which will be implemented at a later date:

- Gateway ACH Bridge Enhancements
- Rapid Connect

Client Action and Recommended Testing

Client action is not required for these enhancements. However, activation of the Risk Service requires coordination with Nelnet Payment Services. Review this information to determine potential impacts to your business processes, policies, and systems to support these enhancements. Clients that choose to utilize these features are strongly encouraged to complete testing prior to implementing in their production environment.

The NPS User Acceptance Test (UAT) environment is available for clients to test new functionality and for regression testing. NPS strongly recommends that you perform regression testing to ensure that your system continues to perform as expected.

For general assistance, contact [NPS Client Services](#) or call 1.866.431.4637. If you have questions about the Risk Service, contact [NPS Product Management](#) for assistance.

The information in this document is confidential and proprietary and is distributed to Nelnet Payment Services clients for their exclusive use in operating NPS applications. It may not be reproduced in any form without prior written permission from NPS, LLC.