

file copy

FORM CD-451 (REV 10/98) U.S. DEPARTMENT OF COMMERCE GRANT COOPERATIVE AGREEMENT

AMENDMENT TO FINANCIAL ASSISTANCE AWARD

ACCOUNTING CODE
See Attached

AWARD NUMBER
EDU.01

RECIPIENT NAME
EDUCASE

AMENDMENT NUMBER
22

STREET ADDRESS
1150-18th Street, NW Suite 1010

EFFECTIVE DATE
May 24, 2010 (EY)

CITY, STATE ZIP
Washington, DC 20036

EXTEND WORK COMPLETION TO
September 30, 2011

CFDA NO. AND PROJECT TITLE:

COSTS ARE REVISED AS FOLLOWS:	PREVIOUS ESTIMATED COST	ADD	DEDUCT	TOTAL ESTIMATED COST
FEDERAL SHARE OF COST	\$54,000.00	\$0.00	\$0.00	\$54,000.00
RECIPIENT SHARE OF COST	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL ESTIMATED COST	\$54,000.00	\$0.00	\$0.00	\$54,000.00

REASON(S) FOR AMENDMENT
The purpose of this amendment is to approve changes to the EDU billing process as proposed by recipient request dated April 9, 2010. These changes are to be implemented for the next billing cycle (May 2010) ALL PREVIOUS TERMS AND CONDITIONS REMAIN IN FULL EFFECT. THIS AWARD IS NOT IN GMIS.

This Amendment approved by the Grants Officer is issued in triplicate and constitutes an obligation of Federal funding. By signing the three documents, the Recipient agrees to comply with the Amendment provisions checked below and attached, as well as previous provisions incorporated into the Award. Upon acceptance by the Recipient, two signed Amendment documents shall be returned to the Grants Officer and the third document shall be retained by the Recipient. If not signed and returned without modification by the Recipient within 30 days of receipt, the Grants Officer may unilaterally terminate this Amendment.

Special Award Conditions
Line Item Budget
Other:

SIGNATURE OF DEPARTMENT OF COMMERCE GRANTS OFFICER
Greg E. Biggem
DATE
5/24/10

TYPED NAME, TYPED TITLE, AND SIGNATURE OF AUTHORIZED RECIPIENT OFFICIAL
Greg Jackson, Vice President for Policy and Analysis *GM*
DATE
6/14/2010

Award ACCS Information

Bureau Code	FCFY	Project-Task	Org Code	Obj Class	Obligation Amount
-------------	------	--------------	----------	-----------	-------------------

Award Contact Information

Contact Name	Contact Type	Email	Phone

NIST Grants Officer:

100 Bureau Drive, MS 1650
Gaithersburg, MD 20899-1650

NIST Grants Specialist:

100 Bureau Drive, MS 1650
Gaithersburg, MD 20899-1650

EDU Billing Process Revisions

Having recently completed the fourth year of the EDU domain billing process, we've identified a number of opportunities to improve efficiency of the process. Therefore, we propose the following changes:

Billing Cycle

- Increase communication effectiveness by sending the pertinent information to the right domain contacts earlier in the billing cycle:
 - All emails sent after the initial bill will be sent to all three domain contacts.
 - Domain holders who pay for their renewal but do not visit the website to accept the Customer Service Agreement (CSA) will now be notified in each step of the process instead of waiting until the Third Reminder and the Deletion Imminent Notice.
 - The certified invoice mailings sent to US domain holders will be moved from the Third Reminder step to the Second Reminder step.
- Remove ineffective communications:
 - Longitudinal analysis of renewal data indicates that the Third Reminder does not significantly impact renewal rates, so the Third Reminder (3 months overdue) notification will be removed from the process. The Deletion Imminent Notice will move up in the timeline to occur at 3 months overdue.

Check Payments and the Customer Service Agreement

Domain holders who send check payments via postal mail often forget to visit the website which is where they need to log in and agree to the CSA. Because following up with those domain holders can be time-consuming, we propose to add verbiage and a check box to the invoice stub, allowing the domain holder to agree to the CSA and pay by check at the same time.

We believe that the preceding recommendations will increase efficiency of the EDU billing process by increasing communication effectiveness and reducing unnecessary communications.

EDUCAUSE Proposed Business Process for .EDU Billing:

To complete the payment process, domain holders must:

1. Log in to the .EDU domain site to accept the EDUCAUSE Customer Service Agreement, New: or check the EDUCAUSE Customer Service Agreement box on the invoice remittance stub and submit it with their check.
2. Pay their outstanding balance via check or credit card.
 - o Payment must be made in US currency.
 - o POs will not be accepted.

Billing Timeline:

June 1 (60 days out)

- Send "Initial Bill" e-mail notices to domain billing contacts.
 - o The e-mail notice will include a cover letter and an attached PDF invoice.

July 1 (30 days out)

- Send "First Reminder" e-mail to all three domain contacts at unpaid domains. (was billing contacts only)
 - o The e-mail notice will include a cover letter and an attached PDF invoice.
- Send "First Reminder" e-mail to the domain billing contacts at unpaid domains.
 - o The paper notice will include a cover letter and a printed invoice, and will be sent via USPS first class mail.
- New: Send "CSA Warning" e-mail to all three domain contacts at domains that have paid but not agreed to the EDUCAUSE Customer Service Agreement.

August 1 (due date)

- No communications will be sent at the due date to give checks time to arrive.

September 1 (30 days overdue)

- Send "Second Reminder" e-mail and paper notices to all three domain contacts at unpaid domains.
 - o The e-mail notices will include a cover letter and an attached PDF invoice.
 - o New: The paper notices will include a cover letter and a printed invoice, and will be sent with a tracking mechanism to domestic domain holders only (certified mail, FedEx, etc). (was at 60 days overdue)
- Send "CSA Warning" e-mail and paper notices to all three domain contacts at domains that have paid but not agreed to the EDUCAUSE Customer Service Agreement.
 - o The paper notices will warn of the consequences of not agreeing to the EDUCAUSE Customer Service Agreement, and will be sent with a tracking mechanism to domestic domain holders only (certified mail, FedEx, etc). (was at 60 days overdue)

October 1 (60 days overdue)

- Send "Deletion Imminent" e-mail to all three domain contacts at domains that have not completed the payment process. (was at 90 days overdue)
- New: Send "CSA Warning" e-mail to all three domain contacts at domains that have paid but not agreed to the EDUCAUSE Customer Service Agreement.
- Place domains that have not completed the payment process on hold so they no longer function. (was at 90 days overdue)
 - o Reinstate domains names promptly upon proper notification to EDUCAUSE and completion of the payment process.
- Publish a report of domains that have not completed the payment process on the .EDU web site.

November 1 (90 days overdue) (was at 120 days overdue)

- Delete domains that have not completed the payment process.

Every quarter after first year of billing

- Report status to DoC