

**OLD DOMINION UNIVERSITY
OFFICE OF FINANCE PROCEDURE MANUAL**

Title: USTORE/UPAY Deposits and Adjustments

Procedure: 4-531

PURPOSE

The purpose of this document is to describe the steps required in processing and reconciling UPAY Touchnet transactions in Banner.

A. DESIGNATED STAFF

Departmental staff responsible for revenue collection
Student Account Technician
Cash Operations Supervisor
Director of Student Accounts

B. PROCESSING CYCLE

Retrieve information from Touchnet to input into Banner daily.
Reconcile and submit cash report(s) daily for all Touchnet activity to be posted to Banner by the Student Account Office.

C. REQUIRED RESOURCE MATERIALS

ODU Official Revenue Deposit Form
Touchnet Credit Card Batch Settlement Report
Touchnet Adjustment Form
Touchnet Credit Card Batch Detail Report

D. GOVERNING POLICIES AND PROCEDURES

Cash Management, State Comptroller's Directive

E. CROSS REFERENCE TO OTHER PROCEDURES

Monitoring Departmental Compliance for Deposits (4-525)
Balancing a Cash Report/Cashiering Session (4-528)
Departmental Guide for Receipting and Transmitting Funds (4-902)

F. OTHER ODU OFFICES IMPACTED

University Department Collecting Funds
Campus Police

G. INVOLVEMENT EXTERNAL TO ODU

None

H. PROCEDURE:

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OVERVIEW:

Transaction for services and products paid online through the Touch net sites. All transactions and adjustments must be submitted to the Cash Office for processing. **Refer to Monitoring Departmental Compliance for Deposits (4-525).**

Making Deposit:

1. Retrieve totals from your departmental database (ex:T-2 and Touch Net) Login using the following link <https://secure.touchnet.com/ucommercecentral>
2. Type in your UserName using the following Identifier Code **C21192** with your Midas ID and then type your temporary password if you are a first-time user. Once in you will have the opportunity to change your password

Example: **C21192.bboyd**



3. Go to Application Tab
 - a. Select Payment Gateway
 - b. Select Reports
 - c. Payment Type- **Credit Card**
 - d. Report Box- **Batch Details**
 - e. Begin date- **Prior day(s) activity date (1-23-2018; 00:00)**
 - f. End Date- **Prior day(s) activity at the closed of the day (1-23-2018; 23:59)**
 - g. Select – **View**
 - h. Review the detail report(s)
 - i. This report provides detail of the transactions
 - j. Print for your records if needed
4. Print the Batch Settlement Report as backup for the deposit.
 - a. Report Box- **Batch Settlement**
 - b. Begin date- **Prior day(s) activity date (1-23.-2018; 00:00)**
 - c. End Date- **Prior day(s) activity at the closed of the day (1-23-2018; 23:59)**
 - d. Select – **View**
 - e. **Review the report to ensure the totals match the detail report(s)**
 - f. This report provides funds that settled into the bank for reconciliation
 - g. Print to send with the deposit form

For multiple days reports select the date range desired: (Ex. 1-18.2018- 1-20-2018)

NOTE: These two reports should agree in total amounts

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Credit Card Batch Settlement Report

This report summarizes each attempted credit card batch settlement for the date range selected. Use it to review batch success or fail responses from the credit card processor and Payment Gateway. Click a batch's number to view batch details.

Close Window

Credit and Signature Debit Summary (USD)

	Count	Amount
Credit Card	579	\$3,881.83
Signature Debit	0	0.00
Total	579	\$3,881.83

04-10-2015 00:00:00 EDT - 04-13-2015 23:46:59 EDT

Merchant	Date	Batch #	CC	Credit Card		Signature Debit		Batch Total	
				Count	Amount	Count	Amount	Count	Amount
WEG Prod CC ACCT	04-10-2015 21:35:11 EDT	20150410235910	USD	110	22,355.00			110	22,355.00
TI_Production_CC	04-10-2015 23:59:04 EDT	20150410235904	USD	13	646.00			13	646.00
ODU CARD CENTER	04-10-2015 23:59:06 EDT	20150410235906	USD	17	916.00			17	916.00
ODU PAY FOR RENT	04-10-2015 23:59:08 EDT	20150410235908	USD	20	139.30			20	139.30
ODU TICKETS	04-10-2015 23:59:11 EDT	20150410235911	USD	16	321.00			16	321.00
ODU Hobsons	04-10-2015 23:59:13 EDT	20150410235913	USD	38	1,493.00			38	1,493.00
ODU Study Ahead	04-10-2015 23:59:14 EDT	20150410235914	USD	3	1,635.00			3	1,635.00
ODU Focus	04-10-2015 23:59:15 EDT	20150410235915	USD	5	1,605.00			5	1,605.00

5. Prepare/Submit an ODU Official Revenue Deposit Form
 - a. Attach a copy of the batch settlement report
 - b. Retain copies of deposit forms for your records
 - c. Submit the ODU Official Revenue Deposit Form
 - i. Method of Payment – **UPAY CHARGES**
 - ii. Fill out the Budget information to be credited
 - iii. Two signatures required before submitting
 - d. **UPAY/USTORE deposits ONLY submit via email to cashiersoffice@odu.edu**
 - e. **IF additional methods of payments are used**
 - i. Run calculator tapes for cash and check totals
 - ii. Add all funds to ensure balance
 - iii. Add budgets amounts to ensure balance
 - iv. Secure in a locked bank bag for pickup

Refer to: Procedure for Balancing a Cashiering Session/Cash Report (4-528)

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Cashier's Office Use ONLY:			
Control #:	Cashier #1: _____	Cashier #2: _____	
ODU OFFICIAL REVENUE DEPOSIT FORM <small>(Revised 1/6/13)</small>			
Department Name: OFFICE OF FINANCE		Cash: _____	
Contact Person: BBOYD		Check: _____	
ODU Extension: XXXX		Charge: _____	
Date of Deposit: _____		Web/Upay Charges: \$1250.00	
		Overage/Shortage: _____	
		TOTAL DEPOSIT: \$1250.00	

BUDGET CODES			DESCRIPTION	AMOUNT
Fund Code	Org Code	Account #		
1	1XXXX	3101	DEGREE APPL FEE	
2	1XXXX	3104	NON DEGREE APPL FEE	
3				
4				
5				
6				
7				
8				
9				
10				

I have reviewed this report and found it accurate to the best of my knowledge.
 Preparer's Name Printed: PREPARER'S NAME
 Preparer's Signature: x _____ Date: REQUIRED

I have reviewed this report and found it accurate to the best of my knowledge.
 Reviewer's Name Printed: REVIEWER'S NAME
 Reviewer's Signature: x _____ Date: REQUIRED

Department Comment: _____



- Place the ODU Official Revenue Deposit Form and Touch-net Batch Settlement report(s), along with all other funds to be deposited, in your department's locked bank bag and place in a secured facility until pick up by campus police or delivered to the Cashier's office.

Refer to Department Guide for Receipting and Transmitting Funds (4-902).

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TOUCHNET REFUND STEPS – MANUAL PROCESSING:

This process is necessary if a refund is being process in Touchnet. You must fill out an adjustment form to request all refunds. The refund request will be processed in Touchnet by the **Cash Office Staff**. Please allow 3-5 business days for an adjustment to be processed.

1. Prepare **Touchnet Adjustment Memo**
 - a. Select reason(s) for the adjustment
 - b. Attach any supporting documentation.
 - c. Attach the Touchnet printout
 - d. Retain copies for departmental records.

Add the new form

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2. Retrieve the Credit Card Detail Report in Touch net
 - a. Login Example: **C21192.bboyd**
 - b. Click the **Payment Gateway** tab
 - c. Go to your **USTORE/UPAY site**
 - d. Retrieve the reports for the date and transaction in questioned
 - e. Click on the reference number of that transaction
 - f. Print to attach as supporting documentation for the credit adjustment
 - g. Send the package to Cash Office via email cashiersoffice@odu.edu

Payment Gateway Reference Number	30170813000000
Transaction Date	08-31-2017 22:30:47 EST
Application	Marketplace
Module	USTORE
Payment Gateway Merchant	ODU CERD ELEVATE
Payment Gateway Merchant SubTransaction	28
U-Commerce Institution ID	C21192
U-Commerce Institution	
Sender	Credit Card
Currency Code	USD
Amount	250.00
Transaction Type	PUR
Card Type	VISA
Card Number	9309
Card Expiry Date	07/21
Auxiliary Data	sys_tracking_id=25586 Buyer-Candace Packer
Payment ID	
Institution Unit	
Payment Ip	
Approval Code	3017081325586
Payment Gateway Return Code	0
Payment Processor Return Code	

3. Once Refund is processed by the Cash Office
 - a. You will receive a copy of confirmation for refund
 - b. Obtain a copy for your department's records

Barbara Boyd

Home Dashboard **RECON1** Applications Client Community Help

Process Credit Card Credit

Search again Back to transaction list

Payment Details	
Payment Gateway Reference Number	30170813000000
Transaction Date	08-31-2017 22:30:47 EST
Application	Marketplace
Module	USTORE
Payment Gateway Merchant	ODU CERD ELEVATE
Payment Gateway Merchant SubTransaction	28
Card Type	VISA
Card Number	9309
Card Expiry Date	11/21
Approval Code	088882
Currency Code	USD
Payment ID	
Institution Unit	
Auxiliary Data	sys_tracking_id=25586

Process Credit	
Current status:	Credited
Settled balance amount:	1,800.00
Pending activity amount:	(1,800.00)
Adjusted balance amount:	0.00
Approved amount:	
--- Credit amount:	

Process Credit Result

How Adjusted Amount: Preview Credit Apply Credit of:

Activity	Date	Type	Amount	Approval	Auxiliary	TRF No
	08-31-2017 22:30:47 EST	PUR	1,800.00	088882	sys_tracking_id=25586 Buyer-Barbara Boyd	



https://secure.touchnet.com/ucommercecentral/outsidecontainer.shtml 10/31/2017

NOTE: If there are no offsetting sales on the same day a refund is process, you STILL will need to send over a deposit form for processing

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Close Window

Credit and Signature Debit Summary (USD)

	Count	Amount
Credit Card	0	0.00
Signature Debit	1	(250.00)
Total	1	(250.00)

03-05-2018 00:00:00 EST - 03-05-2018 23:59:59 EST

Merchant	Date	Batch #	Batch Status	CC	Credit Card		Signature Debit		Batch Total	
					Count	Amount	Count	Amount	Count	Amount
000 0290 02P4TE	03-05-2018 11:19:00 EST	2018005112920	Success	USD	0	0.00	1	(250.00)	1	(250.00)

- c. Fill out a deposit form on the next business day to debit your budget
 - i. Review the Credit Card Detail Report for the refund
 - ii. Reconcile report to determine the budget information
 - iii. If Total is **positive** place amount on the UPAY line
 - iv. IF Total is **negative** place amount on the UPAY line **-250**
 - v. Fill out budget code for the refund with **negative** amount
 - vi. Send to cashiersoffice@odu.edu for processing

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ODU OFFICIAL REVENUE DEPOSIT FORM <small>(Revised 1/4/13)</small>					
Department Name:	<input style="width: 95%;" type="text"/>			Cash:	<input style="width: 95%;" type="text"/>
Contact Person:	<input style="width: 95%;" type="text"/>			Check:	<input style="width: 95%;" type="text"/>
ODU Extension:	<input style="width: 95%;" type="text"/>			Charge:	<input style="width: 95%;" type="text"/>
Date of Deposit:	<input style="width: 95%;" type="text"/>			Web/Upay Charges:	<input style="width: 95%;" type="text" value="(250.00)"/>
				Overage/Shortage:	<input style="width: 95%;" type="text"/>
				TOTAL DEPOSIT:	<input style="width: 95%;" type="text"/>
BUDGET CODES				DESCRIPTION	AMOUNT
	<i>Fund Code</i>	<i>Org Code</i>	<i>Account #</i>		
1		1BA20	3041	MATT TEST	(250.00)
2					
3					
4					
5					
6					
7					
8					
9					

FOR CASH OFFICE:

1. Login to Touch net to make Manual Adjustment/Refund
 - a. Click **Payment Gateway** Tab

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- b. Click **Payment Task**
- c. Select your **USTORE Merchant**
- d. Click **Manage Credit Card Payment**
- e. Select the date range
- f. Put in the last four of card number
- g. Click View
- h. Verify to make sure you have the correct payment
- i. Click the **reference number**
- j. Go to box Adjusted amount and Type dollar amount **0.00**
- k. Click Process
- l. Refresh to ensure credit was processed
- m. Print and file with Adjustment form
- n. Send a copy to the Department for their records

TOUCHNET ADJUSTMENT STEPS – THIRD PARTY DATABASE PROCESS:

This process is necessary if your ThirdParty Database system automatically updates correction(s) to Touchnet.

1. Compare the Touchnet Credit Card Batch Settlement Report and the Touchnet Credit Card Detail to your ThirdParty Database system to determine the amount(s) of the discrepancy.
2. Follow instructions submitted to you by your ThirdParty Database administrator on how to submit a Touchnet correction via your thirdparty system.

CONTACTS:

For questions regarding this procedure and/or practice, please contact the Cash Operations Supervisor at 757-683-6846 or Director of Student Accounts at 757-683-6881.