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 <a href="https://secure.touchnet.com/ucommercecentral">https://secure.touchnet.com/ucommercecentral</a>
- 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

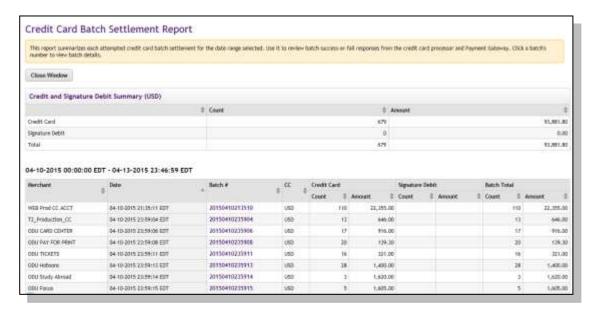


- 3. Go to Application Tab
  - a. Select Payment Gateway
  - b. Select Reports
  - c. Payment Type- Credit Card
  - d. Report Box-Batch Details
  - e. Begin date- Prior day(s) activity date (1-23-2018; 00:00)
  - f. End Date- Prior day(s) activity at the closed of the day (1-23-2018; 23:59)
  - g. Select 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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- 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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6. 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:**

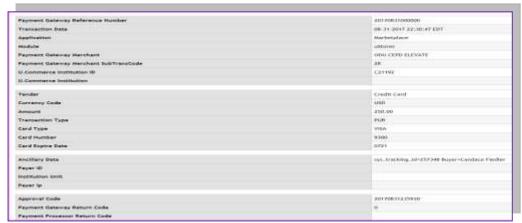
This process is necessary if a refund is being process in Touchnet. You must fill out an adjustment form to request all refunds. The refund request will be processed in Touchnet by the **Cash Office Staff.** Please allow 3-5 business days for an adjustment to be processed.

- 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 <a href="mailto:cashiersoffice@odu.edu">cashiersoffice@odu.edu</a>

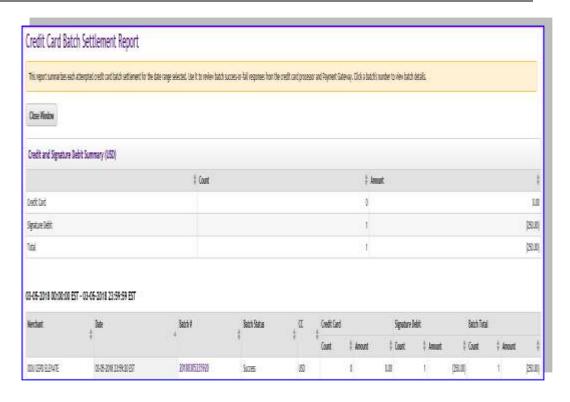


- Once Refund is processed by the Cash Office
  - a. You will receive a copy of confirmation for refund
  - b. Obtain a copy for your department's records



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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- 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 <u>cashiersoffice@odu.edu</u> for processing

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ODU OFFICIAL REVENUE DEPOSIT FORM (Revised 1/4/13)								
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2 3 4 5		Org Code	Account #					
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## 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
- I. 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.

- 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.