Title: UPAY Deposits and Adjustments  
Procedure: 4-531

A. PURPOSE

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

B. DESIGNATED STAFF

Departmental staff responsible for revenue collection
Student Account Specialist
Cash Operations Supervisor
Student Accounts Manager

C. 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.

D. REQUIRED RESOURCE MATERIALS

1. ODU Official Revenue Deposit Form
2. Touchnet Credit Card Batch Settlement Report
3. Touchnet Adjustment Form
4. Touchnet Credit Card Batch Detail Report

E. GOVERNING POLICIES AND PROCEDURES

Cash Management, State Comptroller's Directive

F. 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)

G. OTHER ODU OFFICES IMPACTED

University Department Collecting Funds
Campus Police

H. INVOLVEMENT EXTERNAL TO ODU

None

I. PROCEDURE:

OVERVIEW:

All Touchnet reports must be verified and submitted daily to the Cashier's Office.
Steps in Procedure:

1. Retrieve totals from your departmental database (ex: T-2, Gold System and Touch Net) Login using the following link https://secure.touchnet.com/ucommercecentral

2. Type in your User Name 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. Review the Credit Card Detail Report and Batch Settlement Report for the total amount of payments captured. **NOTE:** These two reports should agree. Only send over the Credit Card Batch Settlement Report with your deposit.
4. Prepare an ODU Official Revenue Deposit Form and attach a copy of the batch settlement report and any supporting documentation with any additional funds for deposit. Retain a copy of the batch settlement report and any other pertinent information for departmental records, being mindful of PCI compliance. Refer to: Procedure for Balancing a Cashiering Session/Cash Report (4-528).

3. Submit the ODU Official Revenue Deposit Form with supporting documentation to your supervisor for auditing and approval. The ODU Official Revenue Deposit Form must have two signatures.

4. 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).

<table>
<thead>
<tr>
<th>BUDGET CODES</th>
<th>DESCRIPTION</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund Code</td>
<td>Org Code</td>
<td>Account #</td>
</tr>
<tr>
<td>1</td>
<td>XXXX</td>
<td>3101</td>
</tr>
<tr>
<td>2</td>
<td>XXXX</td>
<td>3104</td>
</tr>
</tbody>
</table>

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: 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: Date: REQUIRED

Department Comment:
TOUCHNET ADJUSTMENT STEPS – MANUAL PROCESSING:

This process is necessary if the Touchnet Batch Report and your Departmental System totals for which you are processing a refund/credit don’t agree.

1. Retrieve the **Touchnet Credit Card Detail Report**. Research and determine the reason for the discrepancy. Highlight the transaction(s) in question. Prepare a **Touchnet Adjustment Memo** and select reason(s) for the adjustment and attach any supporting documentation. Retain copies for departmental records.

| DATE: April |
| TO: Delores White  
Accounts Receivable and Cashiering Manager |
| FROM: Name: Barbara Boyd  
Title: ______________ |
| SUB: Touchnet Adjustment |

**Please make the following adjustment as listed below:**

**Reason for adjustment:**

- ***Multiple posting in Touchnet***  
  Never posted to account in Banner  
  (Cashier’s use only)

- **Other, please explain**

**Amount to be adjusted $_______**  
**Transaction Date _________**  
  **$_______**  
  **$_______**

**UIN/STUDENT NAME __________________________**

**LAST FOUR DIGITS**  
**OF THE CREDIT CARD __________________________**

**Additional comments:**

__________________________

__________________________

Please attach supporting documentation; copy of the transaction in TouchNet. Explain to customer that the adjustment may take up two weeks to show on their account. It actually depends on the credit card issuer and the University has no control over how long it takes.
2. Submit this information to the Student Account's Office. The manual correction will be processed in Touchnet by the Student Accounts/Accounts Receivable Manager. Please allow 3-5 business days for an adjustment to be processed.

3. Touchnet adjustments must be placed in a secure area until sent over to the Student Account's office. Place adjustments in a separate bank bag if applicable. Hand deliver or interoffice mail to Student Account's Office, clearly identified to the Attention of Student Accounts/Accounts Receivable Manager. Refer to Monitoring Departmental Compliance for Deposits (4-525).

4. Submit the necessary information to correct your budget(s) in Banner along with the adjustment form to the Student Account's Office.

TOUCHNET ADJUSTMENT STEPS – THIRD PARTY DATABASE PROCESS:

This process is necessary if your Third Party 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 Third Party Database system to determine the amount(s) of the discrepancy.

2. Follow instructions submitted to you by your Third Party Database administrator on how to submit a Touchnet correction via your third party system.

2. Submit the necessary information to correct your budget(s) in Banner along with the adjustment form to the Cashier's Office.

CONTACTS:

For questions regarding this procedure and/or practice, please contact the Cash Operations Supervisor at 757-683-4686 or Director of Student Accounts at 757-683-6881.