Title: USTORE/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 Technician
Cash Operations Supervisor
Director of Student Accounts

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

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

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 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
   a. This report is use to determine what budgets the funds should be deposited
   b. Reconcile the reports against the Batch Settlement Report

4. Print the Batch Settlement Report as backup for the deposit.

NOTE: These two reports should agree in total amounts
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 method 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)

![ODU Official Revenue Deposit Form](image)

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).
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.

   ![Adjustment Memo Example]

   DATE: September 29, 2017
   TO: Darleen White
   Director of Student Accounts
   FROM: Name
   Department:
   SUB: Touchnet Adjustment/Refund

   Reason for adjustment:
   ______ Multiple posting in Touchnet
   ______ Never posted to account in Banner
   ______ Others, please explain

   Amount to be adjusted: ______
   Transaction Date: ______

   BUDGET CODE: ______
   STUDENT NAME/UNIV. ______
   CARD TYPE & LAST 4 DIGITS OF CREDIT CARD: ______
   Brief Description:

   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. Retrieve the Credit Card Detail Report in Touchnet
   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

   ![Credit Card Detail Report Example]
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

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

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

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.