Intro to TouchNet uPay
Office of Treasury Management
eCommerce
What is TouchNet uPay?

TouchNet uPay is a new payment gateway standard to use with existing front-end systems that process events, non-traditional educational offerings, and other products and services.

Schools/Units can easily integrate with uPay through existing TouchNet Ready Partners or a custom API (application program interface).
How uPay Works

1. Merchant: School / Unit / Department
2. Front-end System
3. TouchNet Environment
4. Department's Revenue Code(s)
Benefits

The TouchNet platform is higher-ed specific and is tailored to meet the unique needs of the University by:

- Providing a seamless, cost effective ecommerce solution in a fully PCI compliant environment (reducing PCI scope for the School/Unit)
- Automatically posting revenue to the General Ledger, eliminating the need for manual journaling
- Reducing the collection of cash, checks and wires
- Offering enhanced reporting
TouchNet has over 100 TouchNet Ready Partners who are 3rd party, front-end systems with approved interfaces between their application and Touch Net uPay.
Customer Experience

Customers begin by visiting 3rd party, front-end system to start shopping

This is the TouchNet Ready Partner website. Site appearance will vary by partner used.
When checking out, the customer will be directed from the 3rd party application to TouchNet uPay for secure credit card processing.
The payment takes place within the TouchNet uPay environment.
TouchNet uPay will redirect the customer back to the 3rd party application for confirmation.
A receipt from either the front-end system or TouchNet will be emailed to the customer.
Upay offers simple yet robust reporting

**Athletics Membership: Payment Search**

Search for payments to view, refund, or cancel.

<table>
<thead>
<tr>
<th>Payment Search</th>
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<tbody>
<tr>
<td><strong>Enter one or more filter values for payment search.</strong></td>
<td></td>
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<tr>
<td>System Tracking ID:</td>
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<tr>
<td>Payment Gateway Reference Number:</td>
<td></td>
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<tr>
<td>Credit Card Authorization Code:</td>
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<tr>
<td>External Transaction ID:</td>
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<tr>
<td>Linked Session Id:</td>
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<tr>
<td>Customer Name:</td>
<td></td>
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<tr>
<td>Customer Phone Number:</td>
<td></td>
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<tr>
<td>Customer Email:</td>
<td></td>
</tr>
<tr>
<td>Order Date:</td>
<td>From: 10/01/18 12:00 AM To: 10/01/18 11:59 PM</td>
</tr>
</tbody>
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Steps to launching a TouchNet uPay site

1. Department fills out TouchNet uPay application and obtain approval from your Financial Dean or Equivalent
2. Harvard eCommerce Team provides the (Dept/School/Unit) with information for the TouchNet Ready Partner set-up
3. Department coordinates set up with their Vendor/TouchNet Ready Partner
4. Harvard eCommerce Team works with department to customize/brand site in the TouchNet Test environment and perform test payment transactions until successful
5. Harvard eCommerce team moves site into Production environment
6. Merchant contacts their TouchNet Ready Partner to connect to Production environment uPay site
7. After successful test payment transactions in Production environment, uPay site goes live
uPay Support Services Provided:

- Pre-service consulting, setup and configuration, system training, testing, and ongoing support
- PCI compliance impact and training

For more information contact Treasury Management’s eCommerce Team at: otm_ecommerce@Harvard.edu