TOUCHNET UPAY RECONCILIATION GUIDE

Topics covered:

I. TouchNet Login Information

TouchNet **PRODUCTION** Environment:

https://secure.touchnet.net:443/central

If you experience login problems:

- Clear your browser cache and cookies
- Do not login with a bookmark, use the links above

If you do not have TouchNet login credentials or have been locked out of your account, please contact: otm_eccomerce@harvard.edu.

II. uPay User Roles

The following user roles are available for uPay sites:

- Site Manager – full access, including branding payment page, customizing Help, Privacy and Accessibility link/information, assigning roles…
- Payment Clerk – search for payments, cancel/refund payment
- Accountant - view Marketplace financial reports for the uPay site

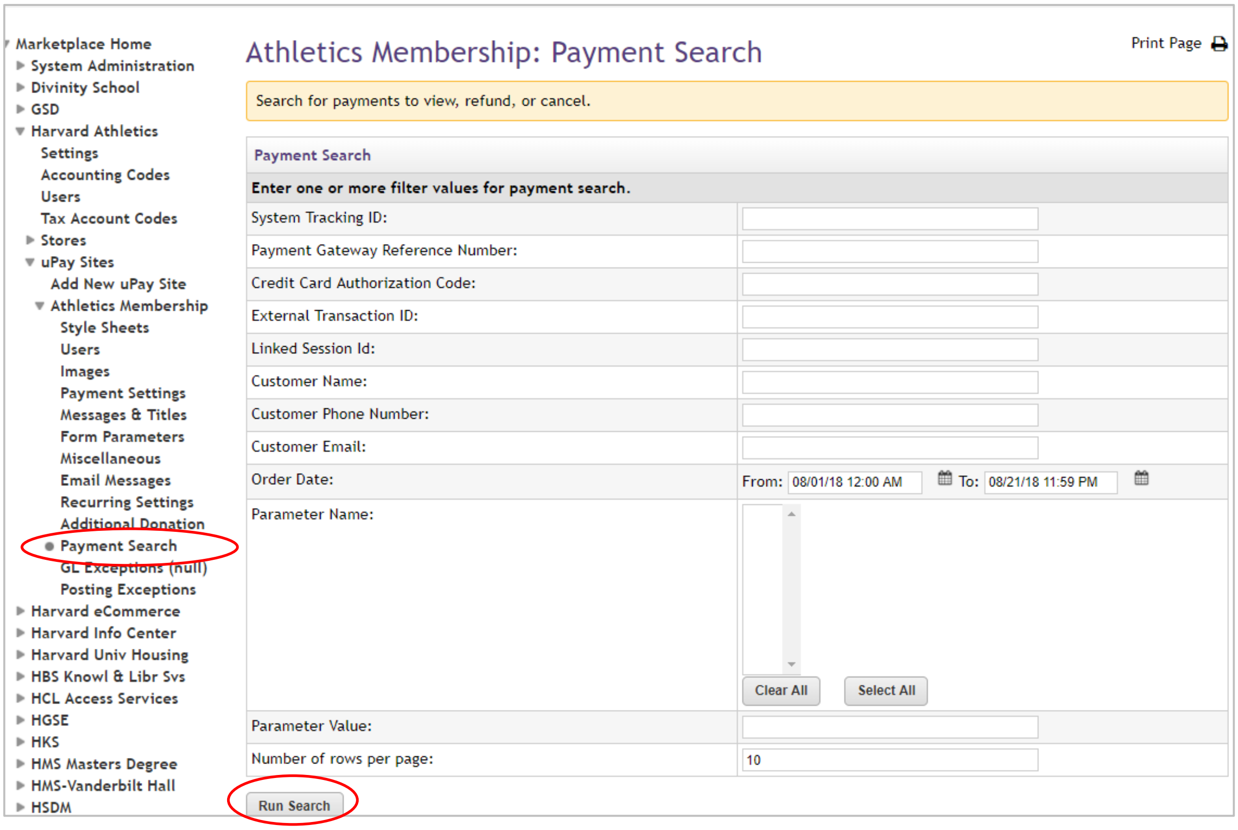
III. Issuing Refunds

Refunds should be issued through the 3rd party site connected to uPay, if possible. If refunds are not available on your 3rd party site, refunds can be issued through uPay.

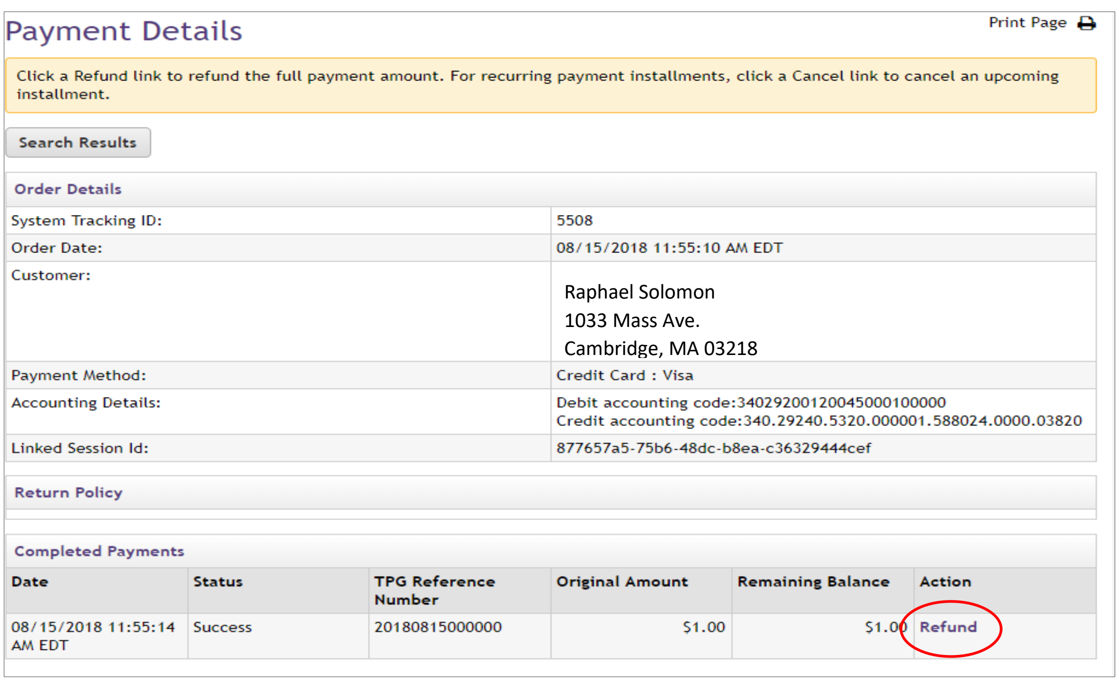
Begin by navigating to:

APPLICATIONS > MARKETPLACE > [MERCHANT NAME] > UPAY SITE > [SITE NAME] > PAYMENT SEARCH

Set search parameters and run search.



Select **Refund** from Action column and proceed through refund process



IV. Reconciling TouchNet activity

In accordance with University Income and Expense Policy as well as the Credit Card Merchant Agreement, the income generated through the TouchNet uPay sites and posted to GL is to be reconciled monthly. It is the responsibility of the school finance office or equivalent to ensure this happens.

Cash Management Responsibilities:

- Reconcile TouchNet Deposits at the bank to GL Cash on a monthly basis

School/Unit/Department Responsibilities:

- Reconcile revenue from 3rd party front-end system to GL revenue account
- Research and resolve any unreconciled transactions
- Post credit card fees to GL Cash

It is the responsibility of the department or unit to perform this reconciliation each month and in accordance with University policy. The Cash Management accountants will reconcile TouchNet deposits at the bank to GL cash on a monthly basis as part of the regular monthly bank reconciliation for each account. It will be the responsibility of the school/unit to research and resolve any unreconciled transactions that is not related to a banking or system error. These will be noted on the copy of the monthly reconciliation sent to the school within six weeks of the closing date by the Cash Management accountant.

IMPORTANT: TouchNet sales are automatically posted to the GL. The school/unit **DOES NOT** need to post any TouchNet sales. The only posting done by the school/unit is for credit card fees. Credit card fees should be debited to the school/unit's revenue code and credited to the Cash coding provided by Cash Management.

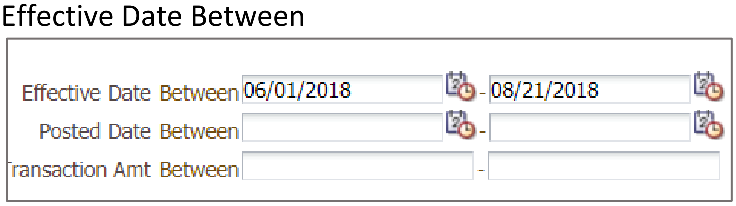
Reports used in reconciling uPay activity:

- Harvard OBI
- 3rd party revenue/sales report
- TouchNet uPay site Revenue Report and Product Detail Report

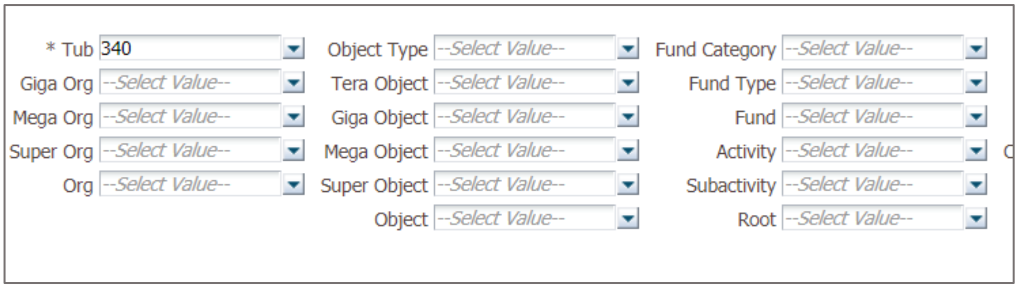
Viewing TouchNet Transactions in OBI

Using the Transaction Listing SummComp (TL) report, search the following parameters:

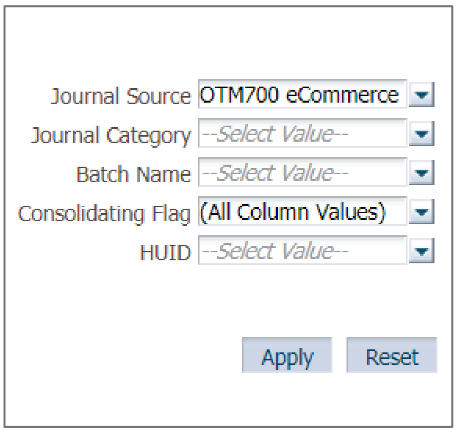
•Effective Date Between



•Your Tub (Org, etc. if needed)



•Journal Source: OTM700 eCommerce (will show only TouchNet Transactions)



On the detailed listings, uPay activity will be distinguished from uStore activity with **StoreNo** and prefix **UPAY[#]**

2019	AUG-18	340	29200	0011	000000	120045	0001	00000	08/16/2018	1.00	StoreNo: UPAY0
2019	AUG-18	340	29240	5320	000001	588024	0000	03820	08/16/2018	-1.00	StoreNo: UPAY0 OrderId: 5508 ItemId: 5967 StockNo:
2019	AUG-18	340	29240	5320	000001	588024	0312	00000	08/08/2018	100.00	StoreNo: 3 OrderId: 4626 ItemId: 5723 StockNo: 2151215

Please note: transactions will not show up in OBI until 2 business days after the transaction occurred. For example: a transaction occurs on Monday, it will show as an unposted journal in Oracle on Tuesday and will be available in OBI on Wednesday.

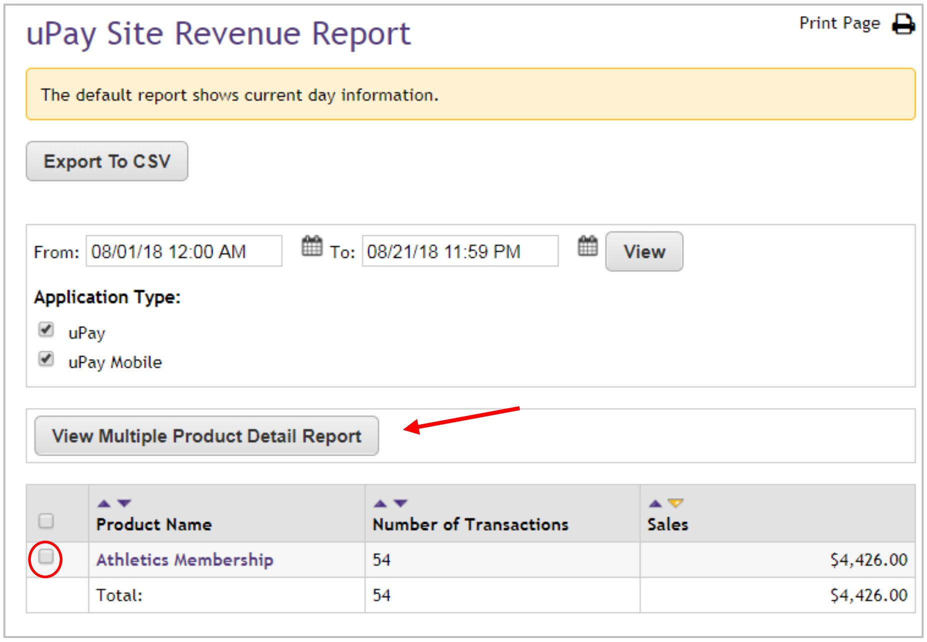
View revenue/sales report from 3rd party front-end system that connects to uPay. If there is a discrepancy with what shows in OBI, proceed to TouchNet reporting.

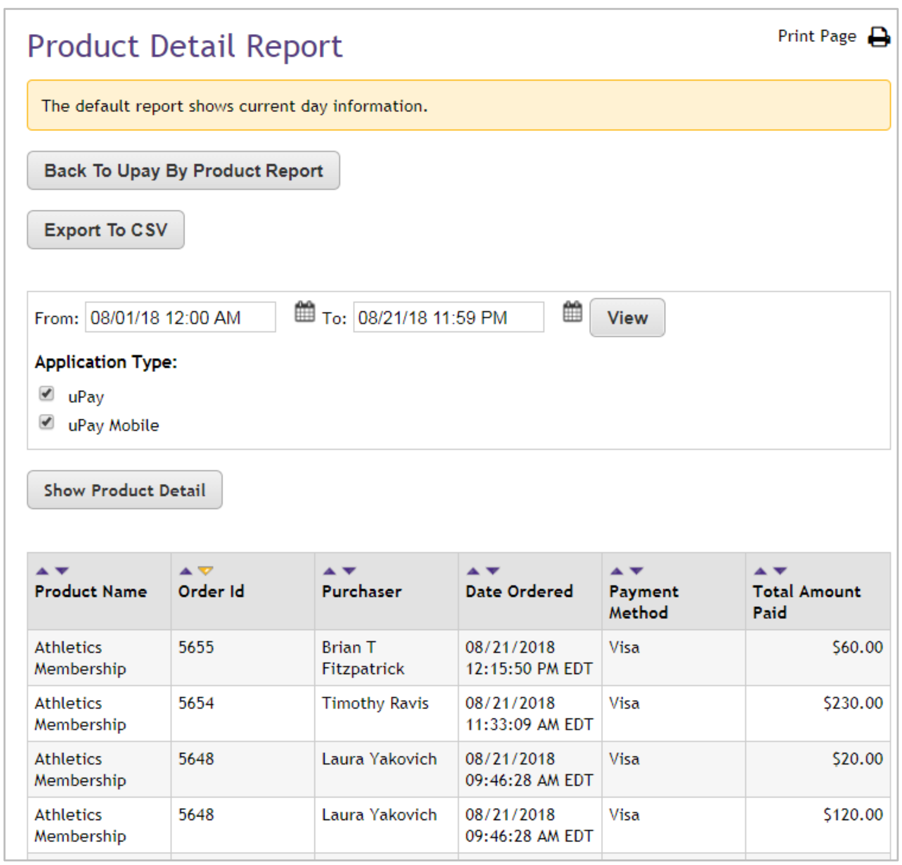
TouchNet uPay site Revenue Report and Product Detail Report

Log in to TouchNet and navigate to:

APPLICATIONS > MARKETPLACE > MARKETPLACE REPORTS > UPAY SITE > [SITE NAME] > BY PRODUCT

Set parameters, select desired product(s) and **View Multiple Product Detail**





These reports should provide the detail needed to resolve discrepancies.

V. Reconciling Credit Card fees

IMPORTANT: TouchNet sales are automatically posted to the GL. The school/unit **DOES NOT** need to post any TouchNet sales. The only posting done by the school/unit is for the credit card fees. Credit card fees should be debited to the school/unit's revenue code and credited to the Cash coding provided by Cash Management.

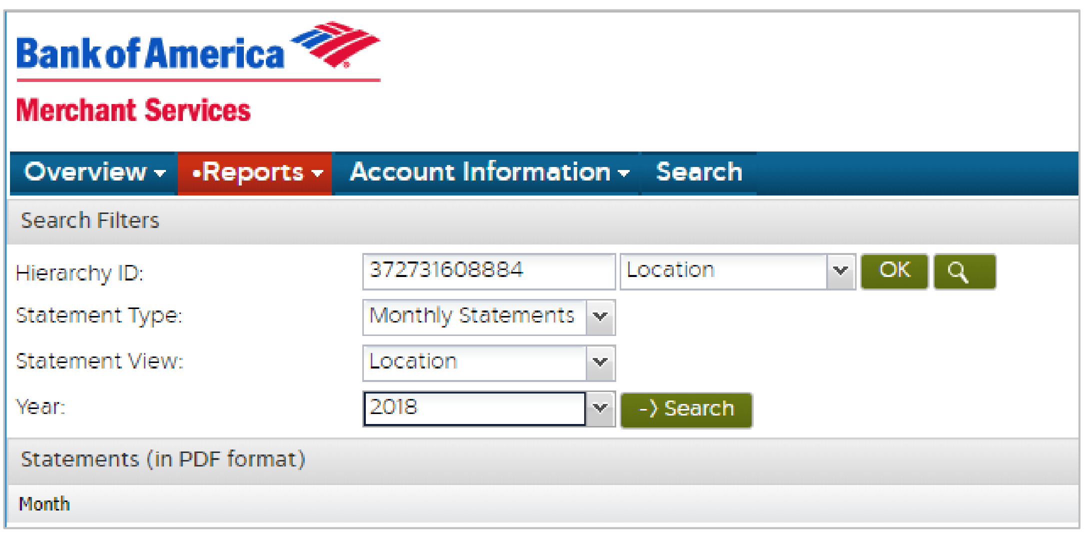
If you share a merchant account, contact your Central Finance Office for a breakdown of the fees. Fees can be estimated by multiplying the total volume by 2%.

If you have a dedicated merchant account used for TouchNet only, access statements for VISA/MASTERCARD/ DISCOVER and AMEX.

VISA/MASTERCARD/DISCOVER:

If you do not have a Bank of America Merchant Services (ClientLine) login, contact your Cash Management Accountant. If you don't know who your accountant is, please send an email to cash_management@harvard.edu.

Log onto ClientLine and download monthly statement.



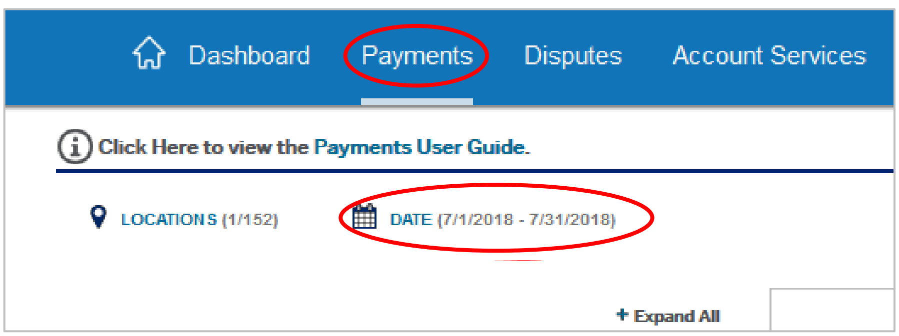
Credit card fees are located on the Monthly Statement under Pending Fees and Charges. The fees are billed in arrears for the prior month.

PENDING FINANCIAL CHARGES AND FEES — Financial charges and fees incurred but not funded during the statement period. See future statements for processing information.

Transaction Type	Date Posted	Description	Net Amount Posted
		TOTAL CHARGEBACK	0.00
		TOTAL CHARGEBACK REVERSAL	0.00
Fees	07/31/18	ACQUIRER PROCESSOR FEE CREDIT 32 TRANSACTIONS AT .019500	-$0.62
Fees	07/31/18	ACQUIRER PROCESSOR FEE DB/PP 19 TRANSACTIONS AT .015500	-$0.29
Fees	07/31/18	AMEX AUTH FEE 4 TRANSACTIONS AT .100000	-$0.40
Fees	07/31/18	CNP AVS FEE 9 TRANSACTIONS AT .010000	-$0.09
Fees	07/31/18	DIGITAL ENABLEMENT FEE .000100 X 7 TRNS $2,639.46	-$0.26
Fees	07/31/18	MC ACCT STATUS INQ SVC INTRARE 7 TRANSACTIONS AT .025000	-$0.18
Fees	07/31/18	MC CVC2 TRANSACTION FEE 10 TRANSACTIONS AT .002500	-$0.03
Fees	07/31/18	MC NETWORK ACCESS AUTH FEE 7 TRANSACTIONS AT .019500	-$0.14
Fees	07/31/18	US CROSS BORDER FEE 1 TRANS TOTALING $307.74	-$1.85
Fees	07/31/18	VISA INTL SERVICE FEE - BASE 5 TRANS TOTALING $1,538.70	-$12.31
Fees	07/31/18	VISA ZERO AMT & AVS FEE 46 TRANSACTIONS AT .025000	-$1.15
		TOTAL FEES	-$17.32
		GRAND TOTAL	**-$349.33**

AMEX

Login, select PAYMENTS from the home dashboard choose and date range for report download.



Credit Card fees are billed in arrears, the fees for the prior month are posted the 5th day of the subsequent month. Run a report from the 1st day – 5th of the subsequent month. For example, if you are reconciling for June, select date parameters July 1st - July 5th.

Report Type	Settlements
Location(s) Searched	Selected Locations
Date Range	July 1 2018 - July 5 2018
Generated	August 23 2018 10:42:31 am

Fees to be posted

Settlements

Settlement Date	Settlement Number	Total Charges	Credits	Submission Amount	Discount Amount	Fees & Incentives	Settlement Amount
7/5/2018	185M3125	$10,895.00	$0.00	$10,895.00	$239.47	$0.20	$10,895.0
7/5/2018	185M3126	$0.00	$0.00	$0.00	$723.57	$0.00	($723.57)
7/2/2018	181I5996	$4,400.00	$0.00	$4,400.00	$90.20	$0.00	$4,400.00