

TOUCHNET UPAY RECONCILIATION GUIDE

Topics covered:

- I. [Login Information](#)
- II. [uPay User Roles](#)
- III. [Issuing uPay Refunds](#)
- IV. [Reconciling TouchNet Activity](#)
- V. [Viewing and Posting Credit Card Fees](#)

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_ecommerce@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.

Marketplace Home
Athletics Membership: Payment Search
Print Page

Search for payments to view, refund, or cancel.

- Marketplace Home
- ▶ System Administration
- ▶ Divinity School
- ▶ GSD
- ▼ Harvard Athletics
 - Settings
 - Accounting Codes
 - Users
 - Tax Account Codes
 - Stores
 - ▼ uPay Sites
 - Add New uPay Site
 - ▼ Athletics Membership
 - Style Sheets
 - Users
 - Images
 - Payment Settings
 - Messages & Titles
 - Form Parameters
 - Miscellaneous
 - Email Messages
 - Recurring Settings
 - Additional Donation
 - **Payment Search**
 - GL Exceptions (null)
 - Posting Exceptions
- ▶ Harvard eCommerce
- ▶ Harvard Info Center
- ▶ Harvard Univ Housing
- ▶ HBS Knowl & Libr Svs
- ▶ HCL Access Services
- ▶ HGSE
- ▶ HKS
- ▶ HMS Masters Degree
- ▶ HMS-Vanderbilt Hall
- ▶ HSDM

Payment Search

Enter one or more filter values for payment search.

System Tracking ID:	<input type="text"/>
Payment Gateway Reference Number:	<input type="text"/>
Credit Card Authorization Code:	<input type="text"/>
External Transaction ID:	<input type="text"/>
Linked Session ID:	<input type="text"/>
Customer Name:	<input type="text"/>
Customer Phone Number:	<input type="text"/>
Customer Email:	<input type="text"/>
Order Date:	From: <input type="text" value="08/01/18 12:00 AM"/> To: <input type="text" value="08/21/18 11:59 PM"/>
Parameter Name:	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Clear All Select All </div>
Parameter Value:	<input type="text"/>
Number of rows per page:	<input type="text" value="10"/>

Run Search

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

Payment Details
Print Page

Click a Refund link to refund the full payment amount. For recurring payment installments, click a Cancel link to cancel an upcoming installment.

Search Results

Order Details

System Tracking ID:	5508
Order Date:	08/15/2018 11:55:10 AM EDT
Customer:	Raphael Solomon 1033 Mass Ave. Cambridge, MA 03218
Payment Method:	Credit Card : Visa
Accounting Details:	Debit accounting code:34029200120045000100000 Credit accounting code:340.29240.5320.000001.588024.0000.03820
Linked Session Id:	877657a5-75b6-48dc-b8ea-c36329444cef

Return Policy

Completed Payments

Date	Status	TPG Reference Number	Original Amount	Remaining Balance	Action
08/15/2018 11:55:14 AM EDT	Success	20180815000000	\$1.00	\$1.00	Refund

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

Effective Date Between	<input type="text" value="06/01/2018"/>		-	<input type="text" value="08/21/2018"/>	
Posted Date Between	<input type="text"/>		-	<input type="text"/>	
Transaction Amt Between	<input type="text"/>		-	<input type="text"/>	

- Your Tub (Org, etc. if needed)

* Tub	340	Object Type	--Select Value--	Fund Category	--Select Value--
Giga Org	--Select Value--	Tera Object	--Select Value--	Fund Type	--Select Value--
Mega Org	--Select Value--	Giga Object	--Select Value--	Fund	--Select Value--
Super Org	--Select Value--	Mega Object	--Select Value--	Activity	--Select Value--
Org	--Select Value--	Super Object	--Select Value--	Subactivity	--Select Value--
		Object	--Select Value--	Root	--Select Value--

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

Journal Source	OTM700 eCommerce
Journal Category	--Select Value--
Batch Name	--Select Value--
Consolidating Flag	(All Column Values)
HUID	--Select Value--

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**

uPay Site Revenue Report Print Page 


The default report shows current day information.

[Export To CSV](#)


From:  To:  [View](#)

Application Type:

uPay
 uPay Mobile

[View Multiple Product Detail Report](#) 



<input type="checkbox"/>	Product Name	Number of Transactions	Sales
<input checked="" type="checkbox"/>	Athletics Membership	54	\$4,426.00
	Total:	54	\$4,426.00

Product Detail Report Print Page 

The default report shows current day information.

[Back To Upay By Product Report](#)

[Export To CSV](#)

From:  To:  [View](#)

Application Type:

uPay
 uPay Mobile

[Show Product Detail](#)

Product Name	Order Id	Purchaser	Date Ordered	Payment Method	Total Amount Paid
Athletics Membership	5655	Brian T Fitzpatrick	08/21/2018 12:15:50 PM EDT	Visa	\$60.00
Athletics Membership	5654	Timothy Ravis	08/21/2018 11:33:09 AM EDT	Visa	\$230.00
Athletics Membership	5648	Laura Yakovich	08/21/2018 09:46:28 AM EDT	Visa	\$20.00
Athletics Membership	5648	Laura Yakovich	08/21/2018 09:46:28 AM EDT	Visa	\$120.00

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.

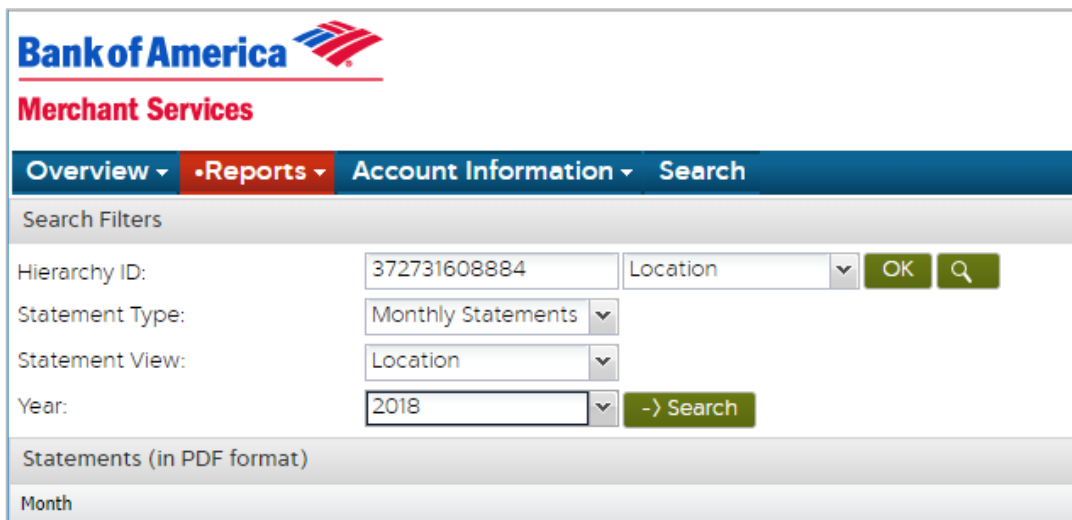
If you share a merchant account, contact your Central Finance Office for a breakdown of the fees. Fees can be estimated by multiplying the total volume by 2%.

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.



The screenshot displays the Bank of America Merchant Services ClientLine interface. At the top, the Bank of America logo is visible, followed by the text "Merchant Services". Below this is a navigation bar with tabs for "Overview", "Reports", "Account Information", and "Search". The "Reports" tab is currently selected. Underneath the navigation bar is a "Search Filters" section with the following fields:

- Hierarchy ID: 372731608884
- Location: (dropdown menu)
- Statement Type: Monthly Statements (dropdown menu)
- Statement View: Location (dropdown menu)
- Year: 2018 (dropdown menu)

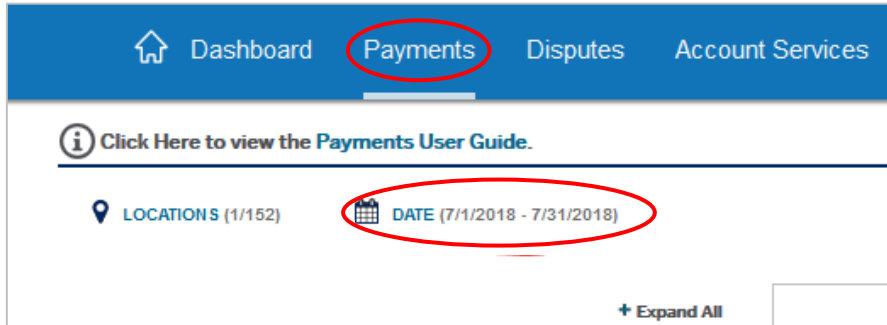
There are "OK" and "Search" buttons next to the Location field, and a "-> Search" button next to the Year field. Below the search filters, there is a section titled "Statements (in PDF format)" with a "Month" dropdown menu.

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	\$10,895.60
7/5/2018	185M3126	\$0.00	\$0.00	\$0.00	\$723.57	\$0.00	(\$723.57)
7/2/2018	18115996	\$4,400.00	\$0.00	\$4,400.00	\$90.20	\$0.00	\$4,400.00