

# TOUCHNET USTORES RECONCILIATION GUIDE

## Topics covered:

- I. [Login Information](#)
- II. [uStores User Roles](#)
- III. [Reconciling TouchNet Activity](#)
- IV. [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\\_eccommerce@harvard.edu](mailto:otm_eccommerce@harvard.edu).

## II. uStores User Roles

The following user roles are available for uStores:

- Store Managers – Responsible for managing store settings, such as the store images, store categories, store payment methods, and shipping rates. Responsible for assigning store clerks, a store accountant, and fulfillers. Responsible for adding and editing products and creating store promotions. [A Store Manager will not be able to perform the functions of the roles below unless they assign themselves to these roles.]
- Fulfillers with refund/cancel rights – Responsible for fulfilling orders as well as refunding and cancelling orders.
- Store Accountants – Responsible for reviewing the Revenue by Merchant report.

## 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 uStores 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:

- Research and resolve any unreconciled transactions
- Post credit card fees to GL Cash (see section IV. Posting Credit Card Fees)

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 departments use in reconciling uStores activity:

- Harvard OBI Transaction SummComp (TL)
- TouchNet uStore 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, uStore activity will be distinguished from uStore activity with **StoreNo** and prefix **USTORE[#]**. uStores will be listed as **StoreNo: [#]**

2019	OCT-18	550	50812	5730	000001	765511	0000	00000	10/02/2018	-80.00	StoreNo: 4 OrderId: 8401 ItemId: 9326 StockNo: 0604103
2019	OCT-18	550	50812	5730	000001	765511	0000	00000	10/02/2018	-80.00	StoreNo: 4 OrderId: 8410 ItemId: 9335 StockNo: 0604103
2019	OCT-18	550	50812	5730	000001	765511	0000	00000	10/03/2018	-80.00	StoreNo: 4 OrderId: 8413 ItemId: 9338 StockNo: 0604103

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.

### TouchNet Store Revenue Report and Product Detail Report


**View Store Revenue Report, you must be assigned the role of ACCOUNTANT within your TouchNet uStore.**

[Log in](#) to TouchNet and navigate to:

**APPLICATIONS > MARKETPLACE > MARKETPLACE REPORTS > STORES > [STORE NAME] > BY PRODUCT**

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

# Store Revenue Report

Print Page 

The default report shows current day information using the default of all application types.. The report is a summary of the total revenue.

Export To CSV

From: 07/01/18 12:00 AM To: 07/31/18 11:59 PM Report Type: Product View

Application Type:


- uStores
- uStores Mobile

View Multiple Product Detail Report 

<input type="checkbox"/>	Product Name	Quantity Sold	Sales
<input checked="" type="checkbox"/>	DMD Application Fee	257	\$20,560.00
<input type="checkbox"/>	AGE Application Fee	142	\$11,360.00
	<b>Total:</b>	<b>399</b>	<b>\$31,920.00</b>

Product Detail report should provide the detail needed to resolve discrepancies.

# Product Detail Report

Print Page 

The default report shows current day information using the default of all application types.

Back To Store Revenue Report

Export to CSV

- Show columns with a zero dollar price adjustment
- Include all modifiers
- Select modifiers to export

From: 07/01/18 12:00 AM To: 07/31/18 11:59 PM View

Application Type:

- uStores
- uStores Mobile

Show Detail

Stock Number	Product Name	Order Id	Purchaser	Date Ordered	Date Fulfilled	Qty Fulfilled	Payment Method	Total Amount Paid
0604103	DMD Application Fee	5120	Raphael Solomon	07/31/2018 11:34:25 PM EDT	07/31/2018 11:34:26 PM EDT	1	Visa	\$80.00
0604103	DMD Application Fee	5114	Raphael Solomon	07/31/2018 10:05:40 PM EDT	07/31/2018 10:05:41 PM EDT	1	Visa	\$80.00

## 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.

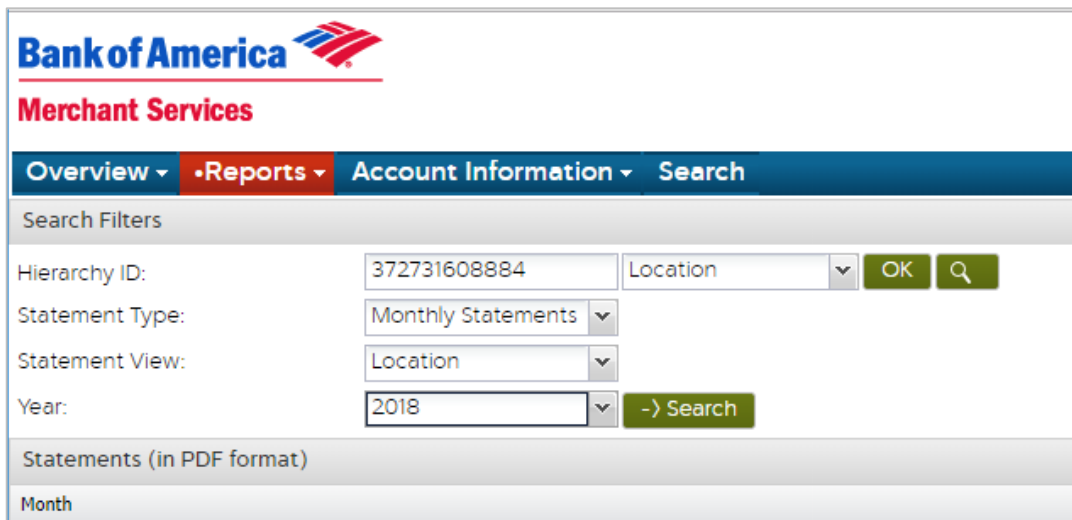
**If you share a merchant account, contact your Central Finance Office for a breakdown of the fees. Fees can be estimated by multiplying the total volume by 2%.**

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](mailto: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)

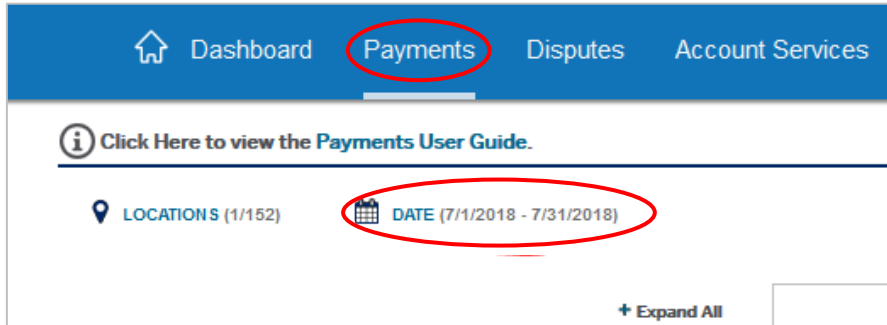
There are "OK" and "Search" buttons next to the Hierarchy ID field, and a "-> Search" button next to the Year field. Below the search filters, the text "Statements (in PDF format)" is displayed, followed by a "Month" dropdown menu.

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
<b>GRAND TOTAL</b>				<b>-\$349.33</b>

**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 5<sup>th</sup> day of the subsequent month. Run a report from the 1<sup>st</sup> day – 5<sup>th</sup> of the subsequent month. For example, if you are reconciling for June, select date parameters July 1<sup>st</sup> - July 5<sup>th</sup>.

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	\$10,895.53
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