

TOUCHNET USTORES RECONCILIATION GUIDE

Topics covered:

- Login Information
- uStores User Roles
- Reconciling TouchNet Activity
- Reconciling 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: ecommerce@uw.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.

III. Reconciling TouchNet activity

For reconciling budget general guidance, please reference Financial Reporting:

<https://finance.uw.edu/fr/internal-controls/reconciliation>

School/Unit/Department Responsibilities:

- Research and resolve any unreconciled transactions
- Manage any chargebacks

Reports departments use in reconciling uStores activity:

- TouchNet uStore site Revenue Report and Product Detail Report
- Elavon Merchant Connect
- UW Merchant Services Accounting Report

TouchNet Store Revenue Report and Product Detail Report

To 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:  To:  Report Type: [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
	Total:	399	\$31,920.00

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: To: [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

Reconciling Credit Card fees

UW Merchant Reports

Below is a link to two reports:

- Merchant Services Administration Fee Breakdown
- Merchant Services CT Reconciliation Report

These customizable reports provide detail and back-up for the Administrative Fees and CTs which post to your budget.

Please use your UW NetID and password to log in to the report.

<https://rpt1.fmdata.uw.edu/Reports/browse/Merchant%20Services>

Cash Transmittals

Merchant Services receives settlement data from our acquirer, Elavon. This data is used to generate CTs which credit the budget and revenue code designated at the time of MID set-up. Please contact pcihelp@uw.edu for any budget number or revenue code updates.

The generated CT numbers follow the structure below:

FS(MS)(M)(D)(XX)

- FS = Banking and Accounting Operations is designated as the Originating Area who uploaded the file
- MS = This CT is generated for payment card settlements

Values M, D, and XX are unique values which correspond to the date and MID associated with each CT. More detail can be found by referring to the Merchant Services CT Reconciliation Report, or contacting pcihelp@uw.edu.

UW Merchant Fees

UW Merchant Fees (formerly known as Admin Fees) are posted at the end of the accounting month in which fees are accrued. For example, a UW Merchant Fee assessed for activity in the month of March will be posted within the first two business days of April, and appear in the month of March in MyFD. These entries are processed as ISDs, and are identified with FSMS (mmyy). **(NOTE: UW Merchant Fees prior to July 2019 posted as Journal Vouchers (JVs) with a prefix of JVM or JVS)**

Payment Card Fees

The Payment Card fees (formerly known as Merchant Fees) assessed by Elavon include processor transaction fees and interchange fees associated with Visa/MasterCard/Amex, etc. The Payment Card fees assessed for a given month are posted in the beginning of the following month. For example, a Payment Card Fee for the month of February would be posted to the corresponding budget in early March. These entries are processed as JVs, and are identified with JVM (yyymm). **(NOTE: Payment Card Fees prior to August 1, 2018 posted with prefix JVX)**

Chargebacks

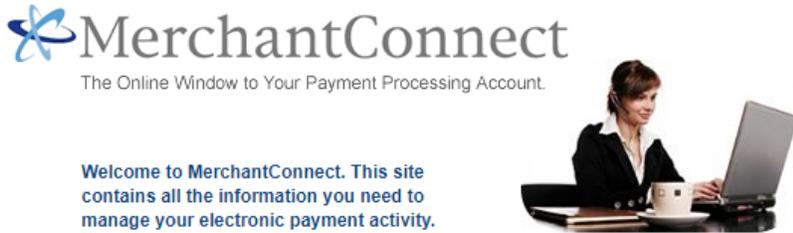
Chargebacks are reviewed on a monthly basis, and credited/debited by a JV submitted by Banking and Accounting Operations. If a department responds to a chargeback resulting in the chargeback being reversed, the JV will be reversed in the monthly review for which the bank account is credited.

Merchant Connect (Elavon)

<https://www.merchantconnect.com/CWRWeb/displayMemberLogin.do>

Select Merchant Connect below to create your account.

Once there, select "register" in the top right-hand corner of the screen underneath "Merchant Login".



It's fast. It's easy. It's secure. Connect today!

We need your feedback! [Take our short survey](#)

MY ACCOUNT

View or update information about your account. Find copies of statements, make changes to your account, and find out about valuable products and services to help your business.

[Proceed to My Account](#)

MERCHANT LOGIN

User ID

Password

[register](#) [forgot password?](#) [ocm demo](#)

Friday, May 25, 2018

MERCHANT NEWS

>>Visa is making changes to its dispute resolution process. Effective April 15, 2018, your deadline to respond to dispute notifications will be reduced from 45 days to 30 days. To speed up the response process, you can [sign up for email or fax notifications](#). Contact customer service for more information.

>>Are You Ready for TLS v1.2? If your device is not updated to the TLS

Enter the Merchant ID, the last 4 digits of the bank account number (6747), your email, and a User ID (which you select). Then complete the Authentication window and submit. You will receive an email to set up your password, after which you can log in. Please reach out to pcihelp@uw.edu if you encounter any issues with the set up.

Visa/MasterCard

Visa and MasterCard have made important changes to merchant acceptance as part of a proposed settlement for merchants located in the U.S. and U.S. territories. For more information [click here](#).

The Online Window To Your Payment Processing Account

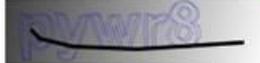


[Home](#) [Create New Account](#)

Get started with MerchantConnect now! Accessing your account information online is fast and easy! Complete the information below, choose your User ID and click the Submit button. The system will verify the information you've entered against our records and display your temporary password.

You can immediately go back to the Home page, enter your login information and you're up and running. It's that simple.

Please ensure that you have entered the authentication challenge correctly and that you have entered a valid email address as your password will be emailed to this address. Additionally, all password resets will be verified through this email address.

Merchant ID	<input type="text"/>	
Business Checking Account Number	<input type="text"/> (last 4 digits only)	
Email Address	<input type="text"/>	
Desired User ID	<input type="text"/>	NOTE: User ID must be 5 to 20 characters and contain only values 0 to 9 or a to z.
Authentication		
	<input type="text"/>	
	Use Audio	
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Administration



The Online Window to Your Payment Processing Account.

Welcome to MerchantConnect. This site contains all the information you need to manage your electronic payment activity.



It's fast. It's easy. It's secure. Connect today!

We need your feedback! [Take our short survey](#)

To view **settlement details**, hover your mouse over "My Reports", and select "Deposits". This will bring you settlement totals for the last 60 days, which can be individually selected for more detail.

To view **monthly statements**, hover your mouse over "My Account", select "MyStatements" and then "Online Statements". Choose the month you wish to view from the dropdown menu. This will display an overall summary of your account. If you would like to view a detailed statement, click "View Full Report Detail" on the upper right-hand corner.

To view **chargebacks**, hover your mouse over "My Reports", and select "Chargebacks". Please note **the response expiration date**. **Once you have passed this date you are not able to dispute the chargeback**. For further details on chargebacks, please read our PCI Digest #9.