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

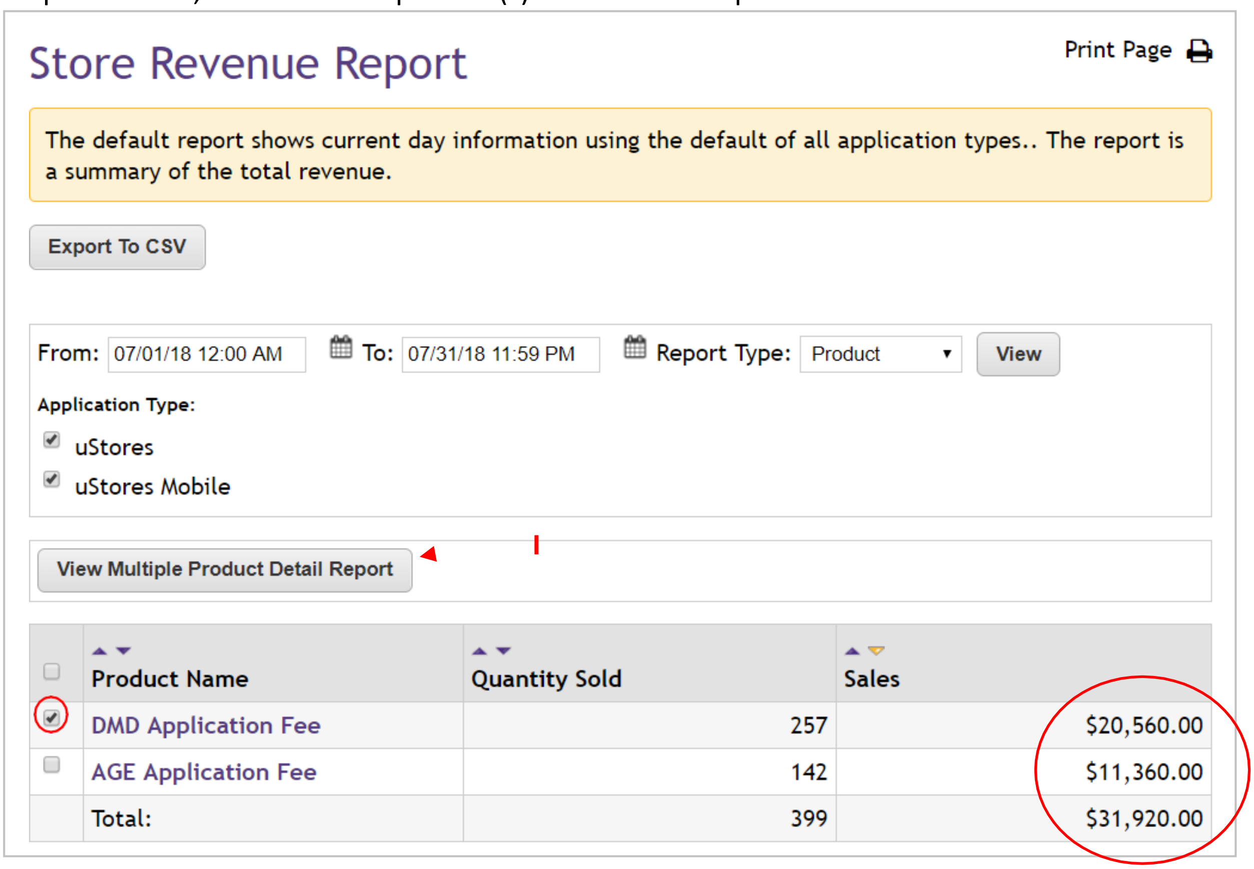
TouchNet Store Revenue Report and Product Detail Report

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



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

- [x] 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:

- [x] uStores
- [x] 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 (yymm). ***(NOTE: Payment Card Fees prior to August 1, 2018 posted with prefix JVX)***

Chargebacks

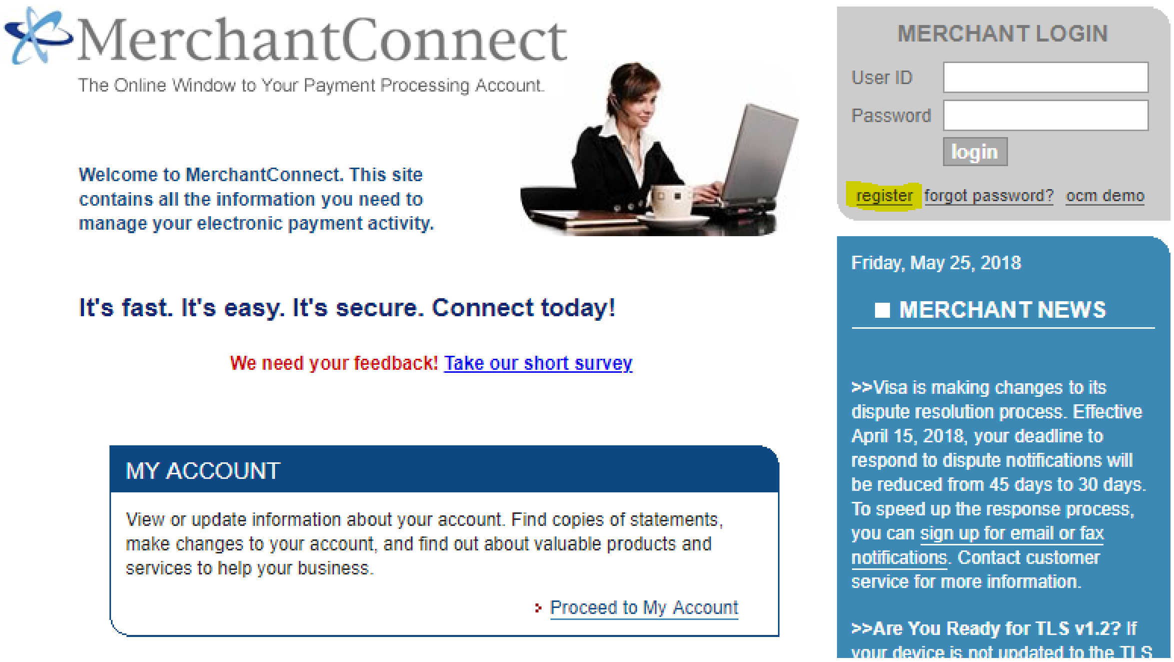
Chargebacks are reviewed on a monthly basis, and credited/debited by a JV submitted by Banking and Accounting Operations. If a department responds to a chargeback resulting in the chargeback being reversed, the JV will be reversed in the monthly review for which the bank account is credited.

Merchant Connect (Elavon)

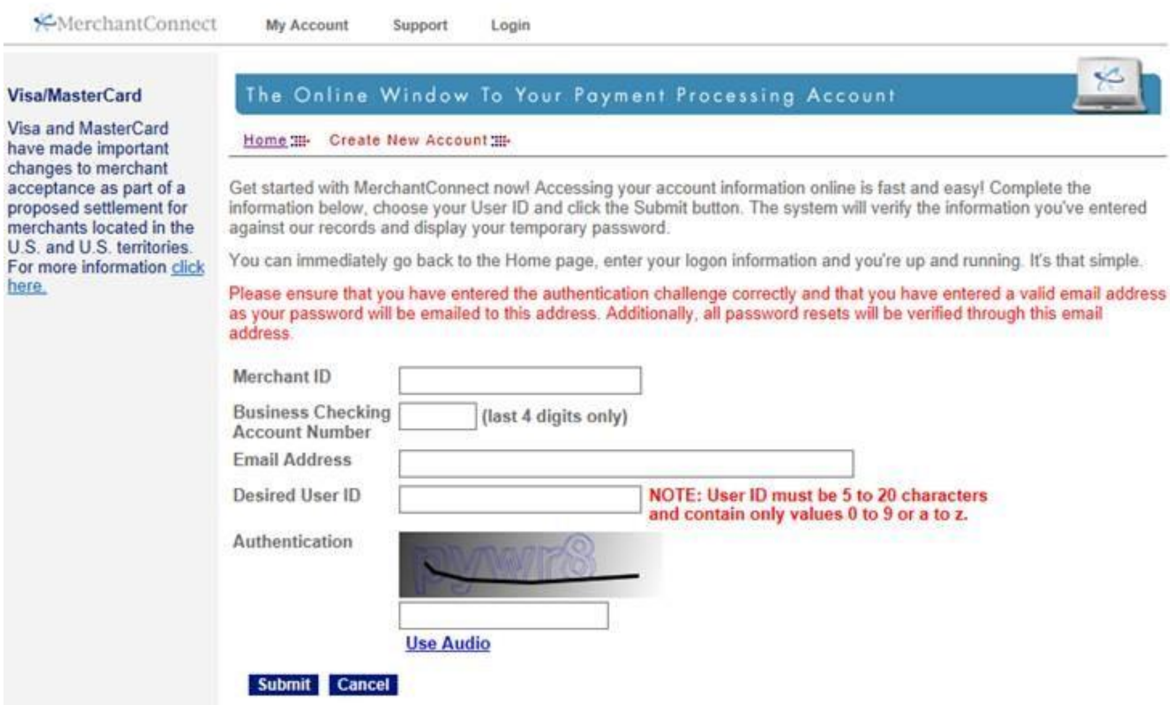
https://www.merchantconnect.com/CWRWeb/displayMemberLogin.do

Select Merchant Connect below to create your account.

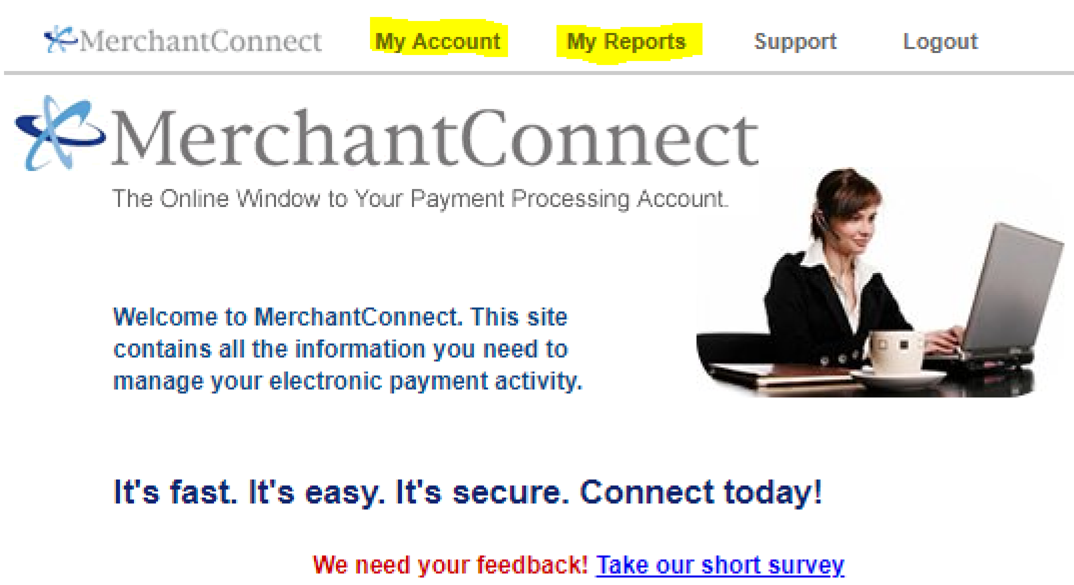
Once there, select "register" in the top right-hand corner of the screen underneath "Merchant Login".



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.



Administration



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.**