

**OLD DOMINION UNIVERSITY
OFFICE OF FINANCE PROCEDURE MANUAL**

Title: USTORE/UPAY Deposits and Adjustments

Procedure: 4-531

PURPOSE

The purpose of this document is to describe the steps required in processing and reconciling UPAY Touchnet transactions in Banner.

A. DESIGNATED STAFF

Departmental staff responsible for revenue collection
Student Account Technician
Cash Operations Supervisor
Director of Student Accounts

B. PROCESSING CYCLE

Retrieve information from Touchnet to input into Banner daily.
Reconcile and submit cash report(s) daily for all Touchnet activity to be posted to Banner by the Student Account Office.

C. REQUIRED RESOURCE MATERIALS

ODU Official Revenue Deposit Form
Touchnet Credit Card Batch Settlement Report
Touchnet Adjustment Form
Touchnet Credit Card Batch Detail Report

D. GOVERNING POLICIES AND PROCEDURES

Cash Management, State Comptroller's Directive

E. CROSS REFERENCE TO OTHER PROCEDURES

Monitoring Departmental Compliance for Deposits (4-525)
Balancing a Cash Report/Cashiering Session (4-528)
Departmental Guide for Receipting and Transmitting Funds (4-902)

F. OTHER ODU OFFICES IMPACTED

University Department Collecting Funds
Campus Police

G. INVOLVEMENT EXTERNAL TO ODU

None

H. PROCEDURE:

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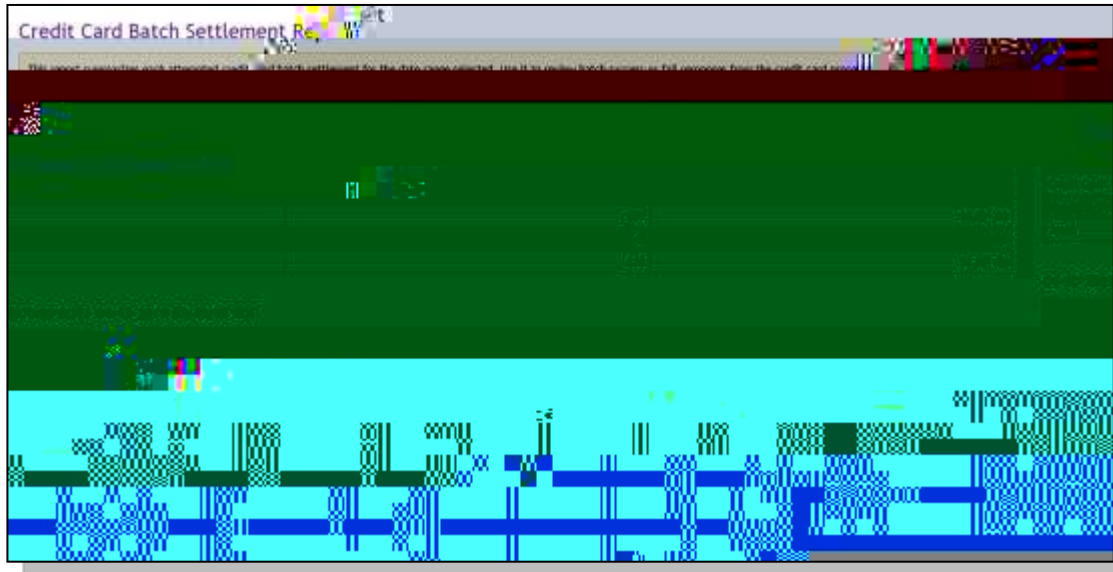
OVERVIEW:

Transaction for services and products paid online through the Touch net sites. All transactions and adjustments must be submitted to the Cash Office for processing.

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5. Prepare/Submit an ODU Official Revenue Deposit Form
 - a. Attach a copy of the batch settlement report
 - b. Retain copies of deposit forms for your records
 - c. Submit the ODU Official Revenue Deposit Form
 - i. Method of Payment – **UPAY CHARGES**
 - ii. Fill out the Budget information to be credited
 - iii. Two signatures required before submitting
 - d. **UPAY/USTORE deposits ONLY submit via email to cashiersoffice@odu.edu**
 - e. **IF additional methods of payments are used**
 - i. Run calculator tapes for cash and check totals
 - ii. Add all funds to ensure balance
 - iii. Add budgets amounts to ensure balance
 - iv. Secure in a locked bank bag for pickup

Refer to: Procedure for Balancing a Cashiering Session/Cash Report (4-528)

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Cashier's Office Use ONLY:

Department Name: [REDACTED]

Charge: [REDACTED]

Web/Upay Charges: \$1,250.00

Overage Shortage: [REDACTED]

Date of Deposit: [REDACTED]

Fund Code	Org Code	Unit #	DESCRIPTION	AMOUNT
1	XXXXX	3101	DEGREE APPL FEE	[REDACTED]
2	XXXXX	3104	NON DEGREE APPL FEE	[REDACTED]

6. Place the ODU Official Revenue Deposit Form and Touch-net Batch Settlement report(s), along with all other funds to be deposited, in your department's locked bank bag and place in a secured facility until pick up by campus police or delivered to the Cashier's office.

Refer to Department Guide for Receipting and Transmitting Funds (4-902).

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TOUCHNET REFUND STEPS MANUAL PROCESSING:

This process is necessary if a refund is being process in Touchnet. You must fill out an adjustment form to request all refunds. The refund request will be processed in Touchnet by the **Cash Office Staff**. Please allow 3-5 business days for an adjustment to be processed.

1. Prepare **Touchnet Adjustment Memo**
 - a. Select reason(s) for the adjustment
 - b. Attach any supporting documentation.
 - c. Attach the Touchnet printout
 - d. Retain copies for departmental records.

Add the new form

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2.

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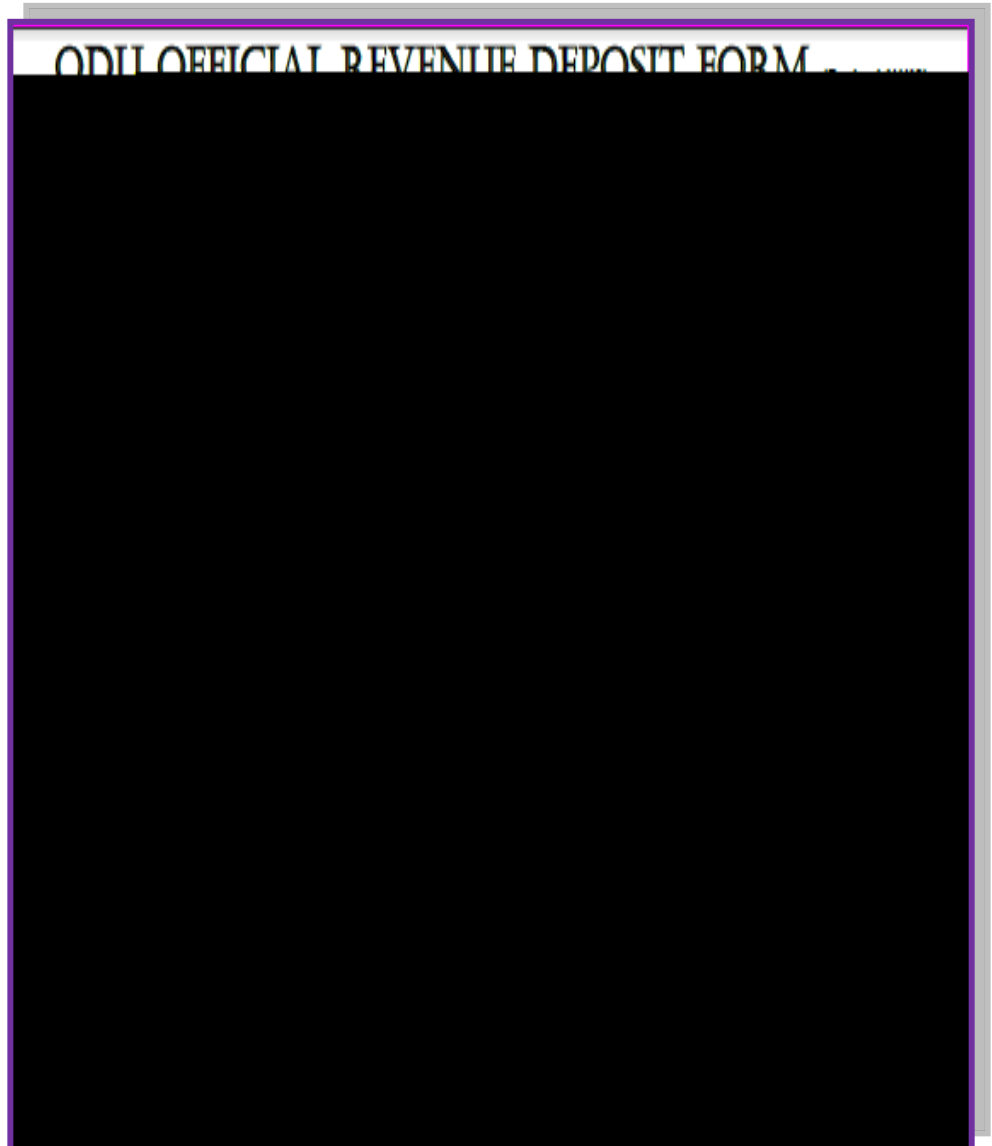
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- c. Fill out a deposit form on the next business day to debit your budget
 - i. Review the Credit Card Detail Report for the refund
 - ii. Reconcile report to determine the budget information
 - iii. If Total is **positive** place amount on the UPAY line
 - iv. IF Total is **negative** place amount on the UPAY line **-250**
 - v. Fill out budget code for the refund with **negative** amount
 - vi. Send to [cashiersoffice](#) Fill 30000912 0 612 792 re [WBTF1 10.02 Tf1 0 0 1 446.](#)

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FOR CASH OFFICE:

1. Login to Touch net to make Manual Adjustment/Refund
 - a. Click **Payment Gateway** Tab

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- b. Click **Payment Task**
- c. Select your **USTORE Merchant**
- d. Click **Manage Credit Card Payment**
- e. Select the date range
- f. Put in the last four of card number
- g. Click View
- h. Verify to make sure you have the correct payment
- i. Click the **reference number**
- j. Go to box Adjusted amount and Type dollar amount **0.00**
- k. Click Process
- l. Refresh to ensure credit was processed
- m. Print and file with Adjustment form
- n.