



UNC

FINANCE AND OPERATIONS

University Cashier

**touch**net

User Guide

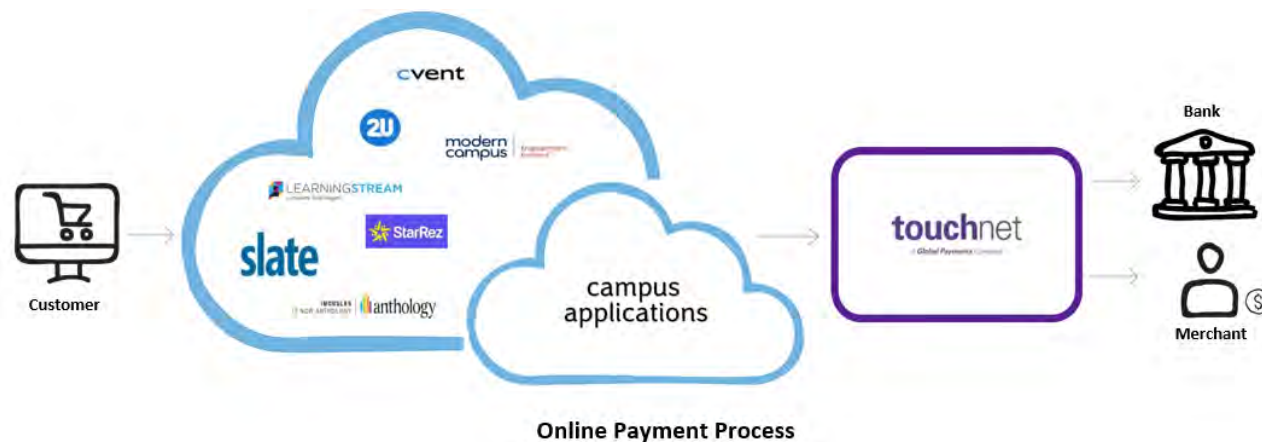
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## What is TouchNet?

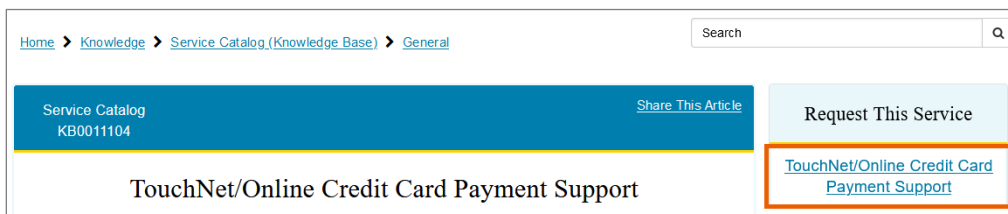
TouchNet is a global payments company, providing secure and convenient ways to process web-based, card-not-present payments. It is the University's payment gateway and it's a hosted solution. All electronic storage, processing, and transmission of cardholder data is NOT on the campus network but is off premises, taking place at TouchNet, in their data center. Because TouchNet is the University's online payment gateway, the [Finance CERTIFI Committee](#) can centrally manage procedures, streamline merchant requests, and provide additional security. All these things help to ensure the University remains PCI compliant.



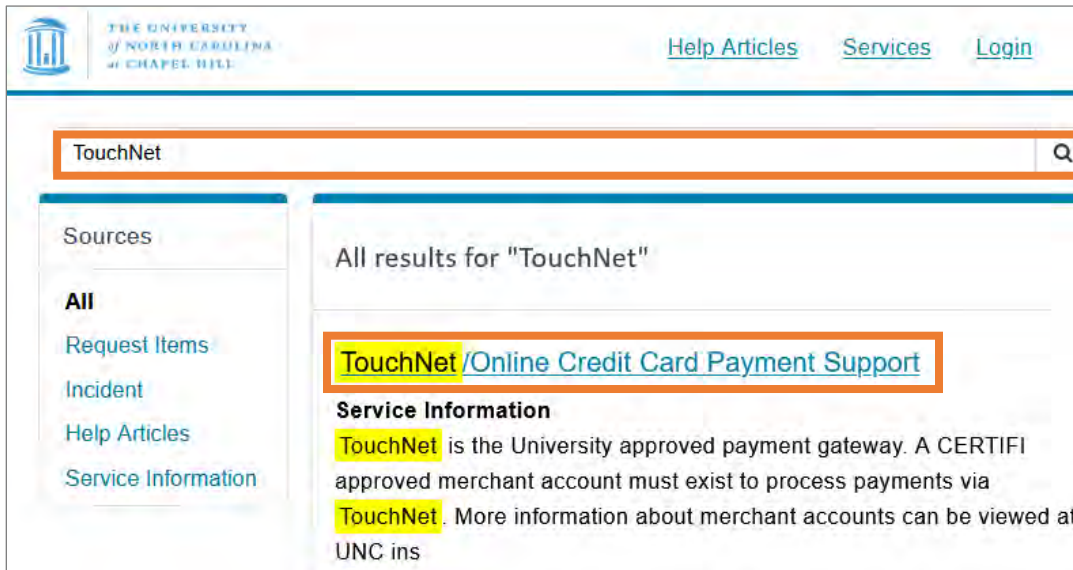
## Getting Started

### Request Access to TouchNet

- To request TouchNet access, use this link to submit a help request: [ServiceNow request for TouchNet](#).  
**Result:** You will be taken to the TouchNet/Online Credit Card Payment Support page.
- Select **TouchNet/Online Credit Card Payment Support** to request access for new users and general help. Single Sign-on will prompt you to log in with your Onyen if you are not already signed in.



**Note:** You can also navigate directly to help.unc.edu and use the search bar to filter TouchNet resource links, as shown on the next page.



**Note:** When you submit a request for access, TouchNet support will verify prerequisites (PCI Training, supervisor approval, SAQ/merchant approval), set up the requested access, then communicate next steps in an email message to the new user.

### Setting up your profile

Once you have received access to TouchNet you'll complete the following steps to finish setting up your user profile.

1. You will receive an email with the following information, including a **temporary password**:
2. Click the link provided in the email.

You have been set up as a user on the TouchNet system.  
 url: <https://secure.touchnet.com/ucommercecentral>  
 User ID: c21551.ONYEN  
 Temporary password: Mc62gR\$zKz

**Result:** The TouchNet login screen will display, where you will be prompted to set up an authentication email address.

3. Click the **Continue** button.

4. Enter an authentication email address.
5. Click the **Send verification code** button.

6. You will be prompted to enter a verification code sent to the email address that you provided. Check your email for the code. If you do not see the email in your inbox, check your spam or junk folder.

- Once you have verified an authentication email address you will be prompted to verify an authentication phone number. Click the **Continue** button.

**Account Login**

Please provide the following details.

You have no authentication phone number on record. Click continue to set up an authentication phone number.

**Continue**

- Enter the phone number you wish to use for authentication purposes. A code will be sent to that number via text or call depending on the option that you choose.
- Select the **Send Code** button to receive the code by text or the **Call Me** button to receive the code by phone.

**Account Login**

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code  
United States (+1) ▼

Phone Number  
Please enter a valid phone number  
Phone number

**Send Code** **Call Me**

- You will be prompted to enter the verification code sent phone number that you provided.
- TouchNet will ask you to reset your password as a first-time user. Enter a new password and then reenter that same password.
- Then click the **Continue** button.

**Account Login**

Please provide the following details.

Password

Reenter Password

**Continue**

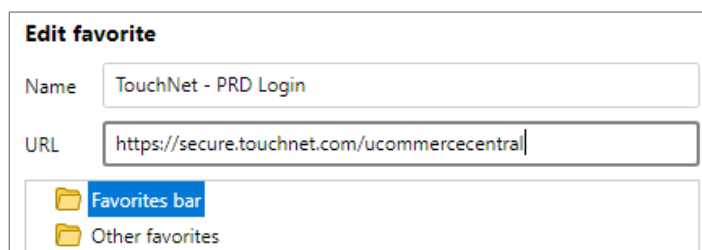
**Result:** You have now successfully completed new user login for TouchNet.

**Important:** Remember to keep your login credentials in a safe and secure place and do not share them with others.

### Logging in and out of TouchNet

Each time you log in to TouchNet, if it has been more than 24 hours since you last visited the site, you will be required to re-authenticate using the phone number or email you provided during setup.

**Important:** Be sure to use the TouchNet URL and only that URL. If you bookmark the URL, edit it to remove any extra parameters that have been added.



The image shows a browser's 'Edit favorite' dialog box. It has a title bar that says 'Edit favorite'. There are two input fields: 'Name' with the text 'TouchNet - PRD Login' and 'URL' with the text 'https://secure.touchnet.com/ucommercecentral'. Below these fields are two folder icons: 'Favorites bar' (which is highlighted in blue) and 'Other favorites'.

For security, TouchNet is designed to log out idle users quickly.

Best practices for using TouchNet include:

- Have a specific task in mind, log in, complete the task, and log out.
- Don't forget about your session and let it time out. Use the logout button to logout.
- Only have one session of TouchNet going at a time.
- Clear your cache often and restart the browser. It is best to start with a clean browser session every time you log in.

**Note:** Marketplace and Payment Gateway menus can time out at different times.

## TouchNet Roles

Users may be granted one or more roles depending on their campus merchant needs. These roles determine the functionality you'll have access to within the TouchNet application.

- **Marketplace** – this role reports at the uPay site level.
- **Payment Gateway** – this role reports at the merchant level.

Common user roles are described below. Other less common roles are available to central campus administrators and student services support staff and are intentionally omitted from the guide.



- **Marketplace Payment Clerk:** This role allows the user to search for payment transactions and process refunds. Payment search results can be helpful for order fulfillment and looking up customer information (name, address).
- **Marketplace Accountant:** Users with this role can view and download financial reports. They can also search transactions but cannot process refunds.
- **Payment Gateway Accountant:** Users with this role can review all reports for their assigned campus merchant(s). Common reporting activities are generating batch settlements to support daily deposit processing, reviewing payment activity for a specific day or date range, and troubleshooting customer payment issues. Payment Gateway Accountants will typically have access to ConnectCarolina Finance to submit Daily Deposits. Reasons for having this role are to generate revenue and settlement reports and to investigate credit card validation errors.

## Exploring TouchNet by Role

The following is a brief description about navigation based on user roles. Please note that not all menu options/features are accessible. This section will highlight the features based on user role.

### Marketplace Payment Clerk

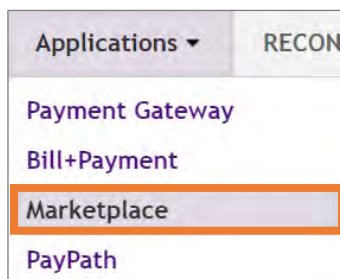
Common tasks performed by payment clerk users include:

- Searching for payment transactions.
- Processing refunds.
- Looking up customer information.

### Navigation

Follow these steps to access the Marketplace resources:

1. Click the drop-down menu on **Applications** tab.
2. Select **Marketplace** from the list.



**Note:** For business offices with multiple sites per TouchNet merchant, you may want to use Marketplace, which reports on one site at a time.

The middle section of the Marketplace home page will show you what sites you have access to. See example below.

### Marketplace Operations Center Home

Click on links to access Mall, Store, Mobile and uPay sites. Search for Order Id or System Tracking Id. Status can be changed on store and upay sites.

#### Mall Link and Search

Order or System Tracking ID:

Search [Advanced Search](#)

#### uPay Sites

Showing 10 search

<input type="checkbox"/>	Name	Id	Template	Uses T-Link	Merchant Name	Partner Name	Web	Point of Sale	Transactions
<input type="checkbox"/>	ITS Test Site 338	338	Designer: Fixed Width	No	ITS Test Merchant		Enabled	Action Required	0
<input type="checkbox"/>	ITS Test Site 347 [PCIP1]	347	Designer: Fixed Width	No	ITS Test Merchant		Enabled	Action Required	1
<input type="checkbox"/>	STAGE Event Reg	193	Designer: Fixed Width	No	Intellectual Prop		Enabled	Action Required	0

Showing 1 to 3 of 3 entries 
First
Previous
1
Next
Last

Searching payment transactions

Follow these steps to search for payment transactions:

1. Enter the **Order or System Tracking ID**.
2. Click the **Search** button.

### Marketplace Operations Center Home

Click on links to access Mall, Store, Mobile and uPay sites. Search for Order Id or System Tracking Id. Status can be changed on store and upay sites.

#### Mall Link and Search

Order or System Tracking ID:

Search [Advanced Search](#)

**Note:** If you do not know the Order or System Tracking ID, you can perform an Advanced Search. Click the **Advanced Search** link, enter one or more filter values, then click the **Run Search** button.

**Result:** The payment search returns records of any payments that fit the search criteria you entered. To see more detailed information about the payment click the **System Tracking ID**.

### Processing a refund

You can process a refund from the Payment Details page or by using the uPay Refunds option. Follow these steps to process a refund from the Payment Details page:

1. After performing a Payment Search and locating the transaction that you need to refund, click on the **System Tracking ID** for that transaction to access the Payment Details page.
2. In the Completed Payments section, click on the **Action dropdown menu** to initiate the refund process.

## Payment Details

Print Page

Review order details. For recurring payment installments, click a Cancel link to cancel an upcoming installment.

Search Results

**Order Details**

System Tracking ID:	10442
Order Date:	3/3/2022 7:40:58 AM CST
Customer:	Second try 123 Logged St Anytown, NC 27555 United States wjwtaddell@unc.edu
Transaction Type:	eCommerce
Payment Method:	Credit Card : MasterCard

**Return Policy**

**Completed Payments**

Date	Status	Type	TPG Reference Number	Accounting Code	Amount	Remaining Balance	Refunded By	Refund Reason	Actions
3/3/2022 7:40:59 AM CST	Success	Purchase	20220303000002		\$2.22	\$2.22			

**Result:** You will be redirected to the Refunds page.

3. Enter all or part of the amount in the **Refund** field.
4. Enter a **Refund Reason**.
5. Click the **Refund link** that is in the **Action** column.

Complete Payments										
Date	Status	Type	TPG Reference Number	Accounting Code	Amount	Remaining Amount	Refund	Refund By	Refund Reason	Action
3/3/2022, 7:40:59 AM CST	Success	Purchase	20220303000002		\$2.22	\$2.22	\$ 1.00		cancel, partial refur	Refund

**Result:** If the refund was processed successfully, a "Refund issued" message displays at the top of the page and the Complete Payments section will display both the Purchase and Return transactions. Refer to the picture on the following page.

Enter Refund amount and click Refund link to process a refund transaction.

Refund issued

[Single Payment Refund](#)   [Batch of Refunds](#)   [Batch Management](#)

[Search Results](#)

---

**Order Details**

System Tracking ID: 10442

Order Date: 03/03/2022 07:40:58 AM CST

Customer: Second try  
123 Logged St  
Anytown, NC 27555  
United States  
wjjwaddell@unc.edu

Transaction Type: eCommerce

Payment Method: Credit Card : MasterCard

---

**Return Policy**

No return policy.

---

Complete Payments										
Date	Status	Type	TPG Reference Number	Accounting Code	Amount	Remaining Amount	Refund	Refund By	Refund Reason	Action
3/3/2022, 7:40:59 AM CST	Success	Purchase	20220303000002		\$2.22	\$1.22	\$ <input type="text"/>		<input type="text"/>	Refund
3/28/2022, 11:11:56 PM CDT	Success	Return	20220303000002		-\$1.00	\$1.22		Cynthia_test O'Daniel (C21551.testodaniel)	cancel, partial refund	

Follow these steps to process a refund using the uPay Refunds option:

1. From the Marketplace Home page, navigate to the Merchant, select **Sites**, select the **uPay Site**, then click on the **Refunds** option.
2. On the Single Payment Refund tab, search for the payment you wish to refund.

3. In the Payment Search Results, locate the payment to refund then click the **Refund link** that is in the **Action** cell for that payment.
4. Enter the refund amount and provide a reason.
5. Click the **Refund link** to process.


**Note:** The steps, process, and result are like the first method that was described on the previous page.

### Resending Purchase and Refund notifications

For payments and refunds, your customer receives an email notification. This email is configured to appear that it is coming from the email address of your uPay Site. Sometimes these notifications are flagged as spam and may get deleted from the customer's inbox. You can resend these notifications. You can also modify the customer's email address in case it was mistyped when the payment was processed. Follow these steps to resend a payment or refund email notification:

1. Search for the transaction using the **uPay Payment Search option**.
2. Click on the **System Tracking Id** to open the Payment Details page.
3. In the Completed Payments section, click the **Actions dropdown menu** and select **Resend Purchase Receipt**.

**Result:** The Resend Email prompt appears.

**Payment Details**
Print Page 

Review order details. For recurring payment installments, click a Cancel link to cancel an upcoming installment.


Search Results

**Order Details**

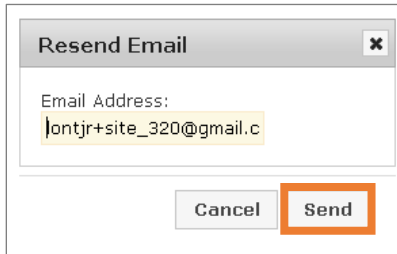
System Tracking ID:	10442
Order Date:	3/3/2022 7:40:58 AM CST
Customer:	Second try 123 Logged St Anytown, NC 27555 United States wjwaddell@unc.edu
Transaction Type:	eCommerce
Payment Method:	Credit Card : MasterCard

**Return Policy**

**Completed Payments**

Date	Status	Type	TPG Reference Number	Accounting Code	Amount	Remaining Balance	Refunded By	Refund Reason	Actions
3/3/2022 7:40:59 AM CST	Success	Purchase	20220303000002		\$2.22	\$2.22			

- The Email Address field is prepopulated with the purchaser's email address, or you can enter a different address.
- Click the **Send** button.



A dialog box titled "Resend Email" with a close button (X) in the top right corner. It contains an "Email Address:" label and a text input field with the value "lontjr+site\_320@gmail.c". Below the input field are two buttons: "Cancel" and "Send". The "Send" button is highlighted with an orange border.

**Result:** The notification is sent, and a success message will display at the top of the page.

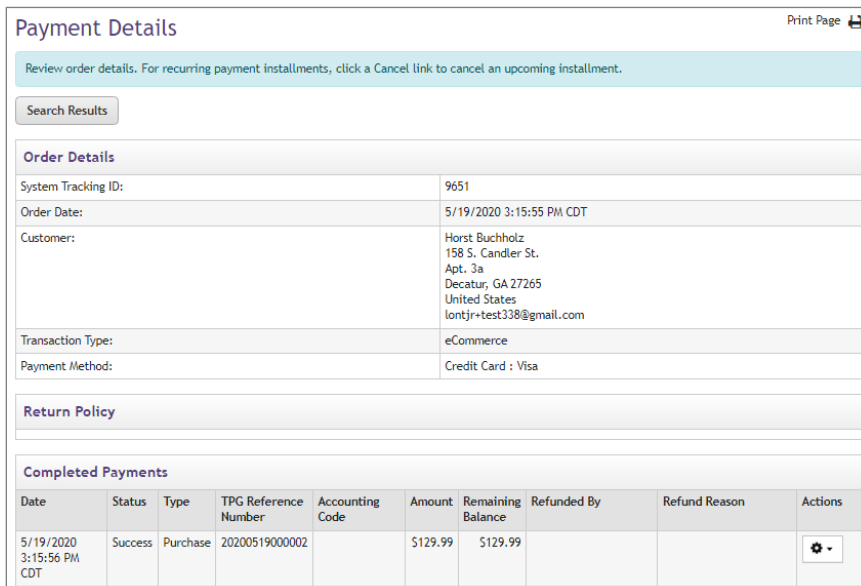
### Looking up Customer Information

Marketplace Payment Clerks can view details about payment transactions, including customer name and address information. Follow these steps to view customer information, use the Payment Search option:

- From the **Marketplace Home page**, navigate to the **Merchant page**.
- Select **Sites**.
- Select the **uPay Site**, then click on the **Payment Search** option.
- Enter values in one or more of the search fields and then select the **Run Search** button.

In the search results list, click on the **System Tracking ID** link to access customer information for the transaction.

**Result:** The Payment Details page appears. Customer information appears in the Order Details section as shown below.



The "Payment Details" page includes a "Print Page" link in the top right. Below the title is a light blue banner with the text: "Review order details. For recurring payment installments, click a Cancel link to cancel an upcoming installment." A "Search Results" button is located below the banner. The main content is divided into three sections: "Order Details", "Return Policy", and "Completed Payments".

**Order Details**

System Tracking ID:	9651
Order Date:	5/19/2020 3:15:55 PM CDT
Customer:	Horst Buchholz 158 S. Candler St. Apt. 3a Decatur, GA 27265 United States lontjr+test338@gmail.com
Transaction Type:	eCommerce
Payment Method:	Credit Card : Visa

**Return Policy**

**Completed Payments**

Date	Status	Type	TPG Reference Number	Accounting Code	Amount	Remaining Balance	Refunded By	Refund Reason	Actions
5/19/2020 3:15:56 PM CDT	Success	Purchase	20200519000002		\$129.99	\$129.99			

## Marketplace Accountant

Common tasks performed by accountant users include:

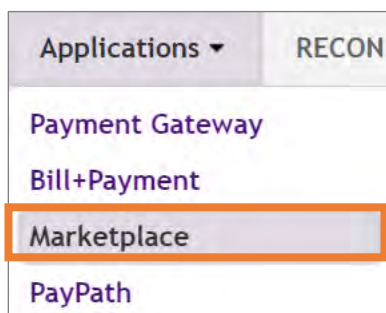
- Viewing financial reports.
- Accountants can also search payment transactions but cannot process refunds.

**Note:** For Accountants who also have Payment Gateway access, if your merchant has multiple uPay Sites you may want to use Marketplace which reports on one site at a time. Payment Gateway reports are at the merchant level and include all sites for the merchant.

### Navigation

Follow these steps to access the Marketplace resource:

1. Click the drop-down menu on **Applications** tab.
2. Select **Marketplace** from the list.



### Viewing financial reports

The middle section of the Marketplace home page will show you what sites you have access to. Choose the left side navigation menu to access reports.

The Revenue report provides evidence of the uPay Site deposit:

1. From the navigation menu on the left, choose **Marketplace Reports**.
2. Select **uPay Sites**.
3. Choose your site.
4. Select **Revenue**.

**uPay Revenue Report** Print Page

The default report shows current day information.

From: 3/29/22 12:00 am To: 3/29/22 11:59 pm **View**

Number of rows per page: 10

Site ID	Site Name	Credit Card Transactions	Total Credit Card Transactions	Campus Card Transactions	Total Campus Card Transactions	ACH Transactions	Total ACH Transactions	Total Transactions	Total Revenue
362	ITS Test Site 362	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00

There is no data on record for the selected time period.

**Result:** The uPay Revenue Report page appears. Report filters are prefilled and will need to be adjusted.

- Adjust the settings to the desired date and time values then click **View**.

**Result:** The report will display based on your criteria. Click the Export to CSV to download the report into an Excel file.

**uPay Revenue Report** Print Page

The default report shows current day information.

**Export To CSV**

From: 5/19/20 10:00 pm To: 5/20/20 10:00 pm **View**

Number of rows per page: 10

Site ID	Site Name	Credit Card Transactions	Total Credit Card Transactions	Campus Card Transactions	Total Campus Card Transactions	ACH Transactions	Total ACH Transactions	Total Transactions	Total Revenue
362	ITS Test Site 362	4	\$79.96	0	\$0.00	0	\$0.00	4	\$79.96

**Show Detail**

Fulfillment Date	System Tracking ID	External Trans ID	Payment Method	Name	TPG Reference Number	One Time/Recurring	Payment Amount
05/20/2020 11:15:42 AM CDT	9657	Test_362_001	Visa	Horst Buchholz	20200520000000	One Time	\$19.99
05/20/2020 11:19:48 AM CDT	9658	Test_362_002	Visa	Horst Buchholz	20200520000001	One Time	\$19.99
05/20/2020 12:11:13 PM CDT	9659	Test_362_002	Visa	Horst Buchholz	20200520000002	One Time	\$19.99
05/20/2020 02:18:55 PM CDT	9662	Test_362_002	Visa	Horst Buchholz	20200520000004	One Time	\$19.99



## Searching payment transactions

The Transaction Detail report contains all available transaction information for a date and time range.

1. From the left navigation menu, select **Marketplace Reports**, then **uPay Sites**. Choose your site.
2. Select **Transaction Details**. The Transaction Detail Report page appears.
3. Adjust the settings to the correct date and time values then click **View**.

**Result:** The report will display based on your criteria. You can choose to export summary or details into an Excel file.

Transaction Detail Report													
The default report shows current day information using the default of all application types.													
Export Summary To CSV				Export Detail To CSV									
From:		5/1/20 12:00 am		To:		5/29/20 11:59 pm		View					
Order #	TPG Reference Number	Shipment #	Date Ordered	Date Fulfilled	Merchant ID	Merchant Name	Site/Store ID	Site/Store Name	Type	Transaction Type	Device Terminal ID	Purchase/Refund	Payment Method
9657	20200520000000	8592	2020-05-20 11:15:41	2020-05-20 11:15:42	80	ITS Test Merchant	362	ITS Test Site 362	UPAY	ECOMM		Purchase	Visa
9658	20200520000001	8593	2020-05-20	2020-05-20	80	ITS Test Merchant	362	ITS Test Site 362	UPAY	ECOMM		Purchase	Visa

## Payment Gateway Accountant

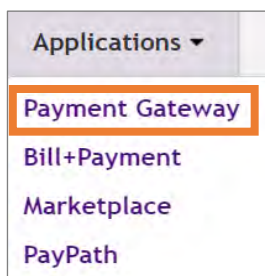
Common tasks performed by payment gateway users include:

- Generating batch settlement and payment activity reports.
- Troubleshooting customer payment issues.

### Navigation

Follow these steps to access the Payment Gateway resources:

1. Click the **Applications** tab.
2. From the drop-down menu select **Payment Gateway**.



**Result:** The **Payment Gateway Home** page will appear.

## Generating Batch Settlements

A Batch Settlement is a type of report that can be useful in preparing daily deposits. Follow these steps to complete a Batch Settlement in Payment Gateway:

1. Select **Reports** from the navigation menu on the left.



**Result:** The Report Selection screen will display.

2. Select **Credit Card** from the *Payment Type* options.
3. Select **Batch Settlement** from the *Report* options.
4. Click the **View** button.

 A screenshot of the 'Report Selection' screen. It features a yellow instruction box at the top, followed by two dropdown menus: 'Payment Type' (with 'Credit Card' selected and highlighted) and 'Report' (with 'Batch Settlement' selected and highlighted). Below these are date fields for 'Begin Date' and 'End Date', both set to '02-16-2022'. There are buttons for 'Today', 'Last 24 hours', 'Month to date', and 'Year to date'. At the bottom, there are 'View' and 'Reset' buttons, with 'View' highlighted.

**Result:** The report displays.

 A screenshot of the 'Credit Card Batch Settlement Report' page. It includes a yellow instruction box, a 'Close Window' button, and a summary table. Below the summary is a date range '04-01-2022 00:00:00 CDT - 04-04-2022 15:59:59 CDT' and a detailed data table.
 

Credit and Signature Debit Summary (USD)										
	Count	Amount								
Credit Card	9	310.00								
Signature Debit	2	160.00								
<b>Total</b>	<b>11</b>	<b>470.00</b>								

04-01-2022 00:00:00 CDT - 04-04-2022 15:59:59 CDT										
Merchant	Date	Batch #	Batch Status	CC	Credit Card		Signature Debit		Batch Total	
					Count	Amount	Count	Amount	Count	Amount
First Data Re INT	04-01-2022 21:00:02 CDT	04424	Success	USD	3	120.00	0	0.00	3	120.00
First Data Re INT	04-02-2022 21:00:07 CDT	04425	Success	USD	2	30.00	1	80.00	3	110.00
First Data Re INT	04-03-2022 21:00:00 CDT	04426	Success	USD	4	160.00	1	80.00	5	240.00

**Note:** You can be liberal with the day and time ranges, as you will only get one line per day.

Follow these steps to combine the batch summary and export as an Excel or CSV file:

1. Select **Payment Gateway** from the navigation menu on the left.
2. Select **Reports**.

**Result:** The Report Selection screen will display.

**Report Selection**

Select payment type and report type first. Additional search criteria vary by report type (unavailable criteria are grayed-out). Select Show at the bottom of the page to reveal additional criteria that narrow your search to particular transactions, files, error messages, etc. Click the View Report button when you have finished selecting criteria.

Payment Type	Report
<input type="radio"/> All <input checked="" type="radio"/> Credit Card	<input type="text" value="Activity"/> <input type="text" value="Credit Card Type Usage"/> <input type="text" value="Pending Transactions"/> <input type="text" value="Batch Settlement"/> <input checked="" type="text" value="Batch Details"/> <input type="text" value="Authorized NOT Settled"/>

Begin Date: 02-16-2022 00:00      End Date: 02-16-2022 09:44

Export:

3. Select **Credit Card** from the *Payment Type* options.
4. Select **Batch Details** from the *Report* options.
5. Choose your date range.
6. In the **Export** field choose from the dropdown Excel or CSV.

**Result:** A pop-up window will display offering you the option to Open or Save the file.

**Note:** Opening in Excel will allow you to configure the report to choose certain batch numbers and file them as evidence for the deposit.

### Viewing Payment Activity

Follow these steps to view the Activity Report:

1. Select **Payment Gateway** from the navigation menu on the left.
2. Click **Reports**.

**Result:** The Report Selection screen will display.

3. Select **Credit Card** from the *Payment Type* options.
4. Select **Activity** from the *Report* options.

- Choose your date range then click **View**.

**Report Selection**

Select payment type and report type first. Additional search criteria vary by report type (unavailable criteria are grayed-out). Select Show at the bottom of the page to reveal additional criteria that narrow your search to particular transactions, files, error messages, etc. Click the View Report button when you have finished selecting criteria.

**Payment Type**

Credit Card

**Report**

Activity

Batch Settlement

Batch Details

Authorized Not Settled

Begin Date: 02-16-2022 00:00      End Date: 02-16-2022 09:44

Today    Last 24 hours    Month to date    Year to date

**View**    Reset

Export    Select

## Troubleshooting Payment Issues, Investigate Validation Errors

### Credit Card Validation Errors

- The **Activity** report lists all transactions for your date range. The report includes a return code value for each transaction, the “TPG Rc” value. A negative return code indicates an error was returned to TouchNet by the customer’s card issuing bank.
- You can look up return codes and descriptions on this publicly available website: <https://secure.touchnet.net/help/ech/default.htm>.

**touchnet**

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  - Exception -1721 (Hosted Solutions)
  - Exception -1724 (Hosted Solutions)**

**Exception Codes for Hosted Solutions: Exception -1724**

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1724 (TNERR\_AVS\_FAILED) exception occurs when address verification (AVS) is used and the card issuer declines the transaction because the address entered by the customer does not agree with the expected value setup at the card issuer level.

The cardholder should double check the address information that they entered, make changes as necessary, and resubmit the transaction. The school can change configuration so authorizations will not fail due to AVS issues.

## Common Payment Processing Errors

Error Code	Description
-1657	Generic failed: card will not be accepted, must go to card issuer
-1698	Generic failed: card will not be accepted, must go to card issuer
-1724	Address verification failed: zip code only is checked
-1741	CVV2 invalid
-1757	Card rejected because of too many failures
-1764	Insufficient funds
-1772	“need verbal auth from merchant”
-1777	Generic failed: card will not be accepted, must go to card issuer

## Getting Help

Submit a [ServiceNow](#) request or send email to [TouchNet\\_Admin@office.unc.edu](mailto:TouchNet_Admin@office.unc.edu).

## About this User Guide

This guide provides step-by-step instructions on how to perform various functions in the TouchNet system. If you have questions about the content of this guide, or notice missing or out-of-date information, please email [TouchNet\\_Admin@office.unc.edu](mailto:TouchNet_Admin@office.unc.edu).