

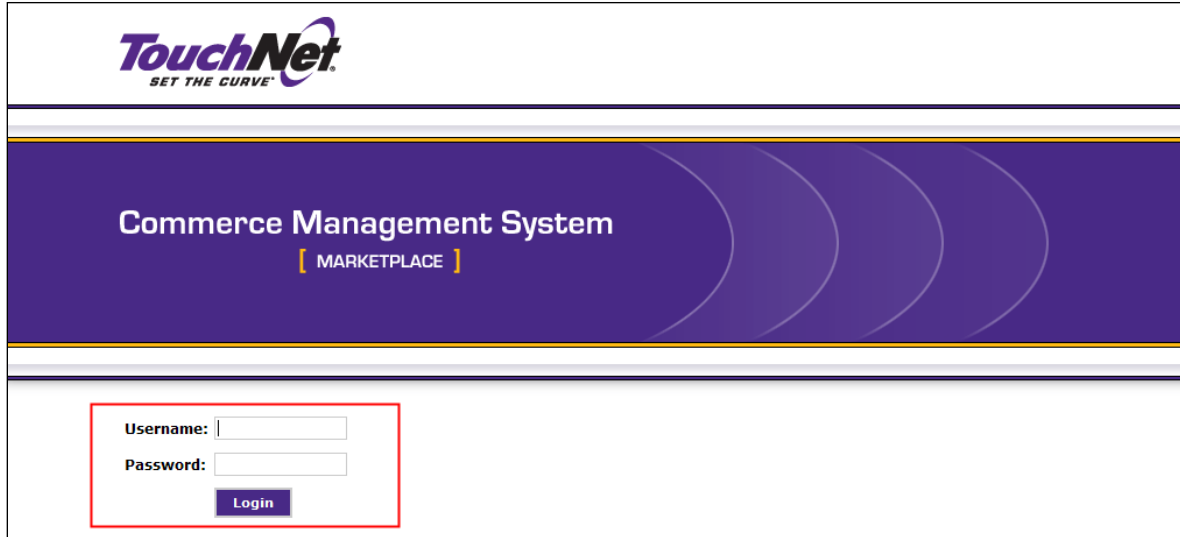
# Marketplace 5.0 User Guide

Created 10/2009da

The URL to log in for the uPay Marketplace site is:

[https://secure.touchnet.com/C20444\\_tmsadmin/web/login.jsp](https://secure.touchnet.com/C20444_tmsadmin/web/login.jsp)

**Enter your Username & Password.** If this is the first time you are logging in to Marketplace, your username & password are issued from the uPay administrator. We suggest you change your password the first time you log in.



TouchNet  
SET THE CURVE

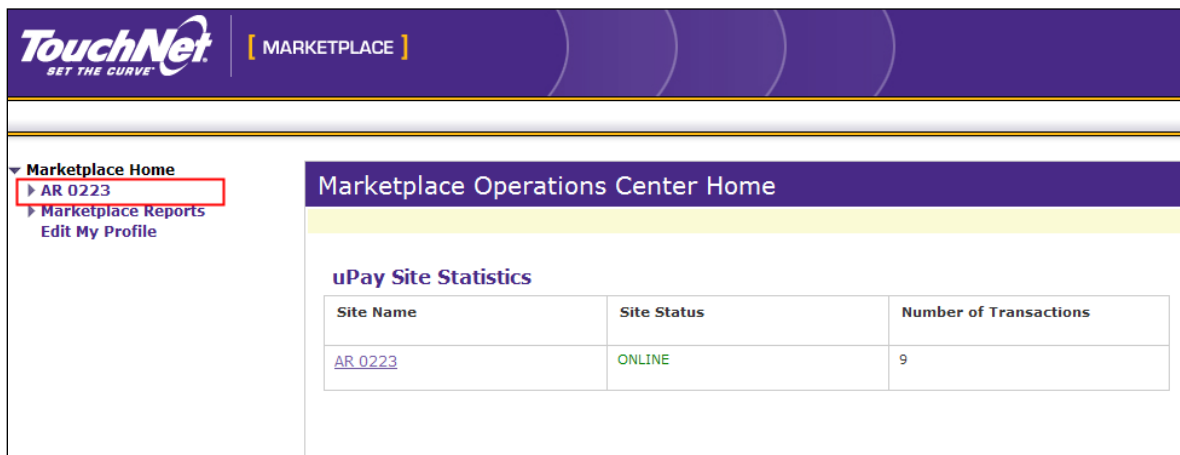
Commerce Management System  
[ MARKETPLACE ]

Username:

Password:

Login

Once you have successfully logged in to Marketplace, this is what you will see:



TouchNet  
SET THE CURVE

[ MARKETPLACE ]

Marketplace Home

- AR 0223
- Marketplace Reports
- Edit My Profile

Marketplace Operations Center Home

uPay Site Statistics

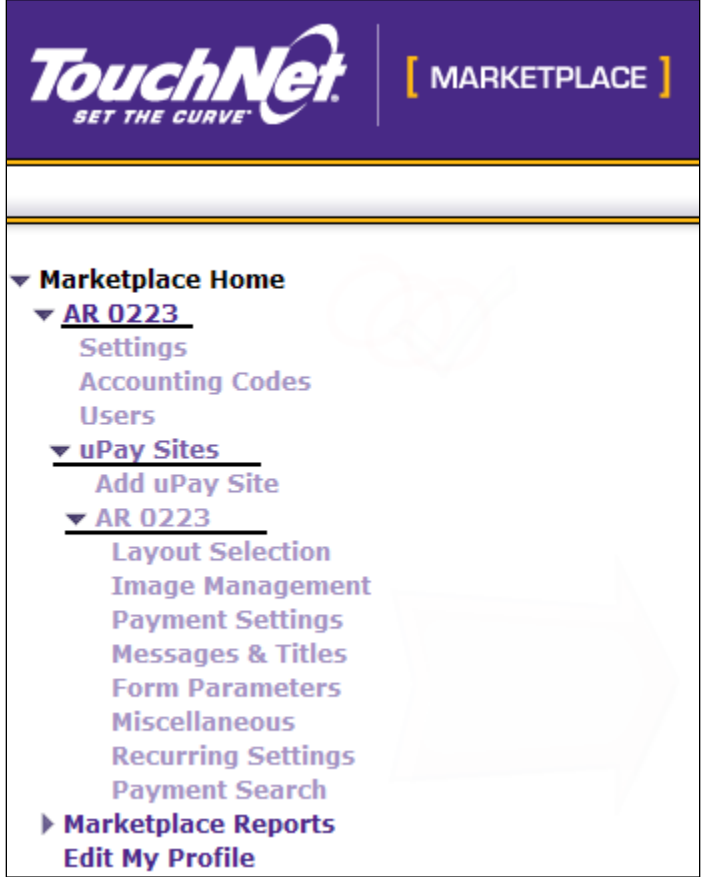
Site Name	Site Status	Number of Transactions
<a href="#">AR_0223</a>	ONLINE	9

The uPay site names that you have access to are listed on the left hand side under “Marketplace Home”.

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## ❖ Review and Refund Transactions



1. Click on the uPay site **Name** to expand the menu. In this example, we are using AR 0223.
2. Click on **uPay Sites**
3. Click on **AR 0223** (site name)

## ❖ Click on **Payment Search**.

You can search by any of the fields listed. These fields correspond to the uPay Transaction Confirmation. (See sample on next page.)

### uPay Payment Search

Search for payments to view, refund, or cancel.

Enter one or more values on which to search:

System Tracking ID:	<input type="text" value="1070"/>
Payment Gateway Reference Number:	<input type="text" value="20091008000000"/>
External Transaction ID:	<input type="text" value="testscenario1"/>
Customer Phone Number:	<input type="text"/>
Customer E-mail Address:	<input type="text" value="we don't store this info"/>
Order Date:	From: <input type="text" value="10/08/2009"/> To: <input type="text" value="10/08/2009"/>
Number of rows per page:	<input type="text" value="10"/>

←

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Home > Transaction Confirmation

## uPay Transaction Confirmation [testscenario1[20091008111951847]]

### Transaction Information

<b>Your Transaction ID</b> <sup>3</sup>	<b>Transaction Status</b>	<b>Transaction Completed</b>
testscenario1 [20091008111951847]	success	2009-10-8.11.20. 43. 709000000
<b>uPay Transaction ID</b>	<b>Transaction Submitted By</b>	<b>uPay Group Number</b>
7134	dalexand	245

### Confirmation Information

<sup>2</sup> <b>Reference Number</b>	<b>Tracking Number</b> <sup>1</sup>	<b>Payment Date</b>
20091008000000	1070	2009-10-08 00:00:00.0
<b>Card Type</b>	<b>Name On Card</b>	
MasterCard	John Smith	

### Transaction Details

Item Number	Description	Quantity	Cost Ea.
1	test tubes	50	4.50
<b>Transaction Total</b>			\$225.00

[Print Confirmation](#)

[Start A New Transaction](#)

*Corresponding Fields on Marketplace Payment Search*

1. System Tracking ID
2. Payment Gateway Reference Number
3. External Transaction ID

- Enter any information you have.
- Click on ' Search'.

Example of results:

prev | 1 | 2 | next

System Tracking ID	Order Date	Customer Name	Customer E-Mail Address	External Transaction ID	Amount	Payment Method Name
<a href="#">1024</a>	10/01/2009, 10:19:57 AM	Test one		test [20091001091903258]	6.66	MasterCard
<a href="#">1025</a>	10/01/2009, 10:23:54 AM	bill tester		kjkske	0.00	Visa
<a href="#">1027</a>	10/01/2009, 03:38:30 PM	Billy Boudy		last test 1	82.00	MasterCard

- To view or refund all or part of a transaction, click on the 'System Tracking ID'

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Once you are in the Payment Details page, you have the option to Refund the transaction.

**Payment Details**

Click a Refund link to refund the full payment amount. For recurring payment installments, click a Cancel link to cancel an upcoming installment.

**Search Results**

**Order Details**

System Tracking ID:	1030
Order Date:	10/01/2009, 03:42:47 PM
Customer:	Bull tester NA NA, NA USA
Payment Method:	Credit Card : Visa

**Completed Payments**

Date	Status	TPG Reference Number	Original Amount	Remaining Balance	Action
10/01/2009, 03:42:48 PM	Success	20091001000004	\$9.99	\$9.99	<a href="#">Refund</a>

## ❖ Process a Full or Partial Refund

To process a refund, click on the Refund Link.

A small window will pop up and looks like this:

**Payment Details**

Click a Refund link to refund the full payment amount. For recurring payment installments, click a Cancel link to cancel an upcoming installment.

**New Payment Search** **Order Details**

Refund Options

Full Refund (\$9.99)

Partial Refund  (Example: 125.50)

NOTE: Maximum Amount for Partial Refund is \$9.99.

**Cancel** **Submit**

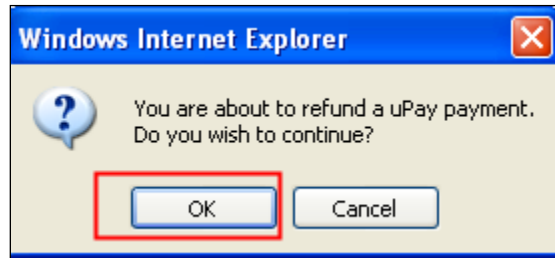
You may do a full or a partial refund. For our example we will do a partial.

- Click in the Partial Refund radio button.
- Fill in the amount you wish to refund (You will not be able to refund more than the amount of the original payment).
- Click on 'Submit'.

A pop-up window will ask if you wish to continue. Confirm by clicking on the OK button or click Cancel to stop.

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You should see this message:

**Your refund for System Tracking ID 1070 has been successful.**

**Search Results**

**Order Details**

System Tracking ID:	1070
Order Date:	10/08/2009, 12:20:38 PM
Customer:	John Smith NA NA, NA USA Day Phone - 426-2988 Night Phone - 426-5941
Payment Method:	Credit Card : MasterCard

**Completed Payments**

Date	Status	TPG Reference Number	Original Amount	Remaining Balance	Action
10/08/2009, 12:20:40 PM	<u>Success</u>	20091008000000	<u>\$225.00</u>	<u>\$174.50</u>	<a href="#">Refund</a>

Verify that the refund was successful, by viewing the Completed Payments section at the bottom of the page. You can see the student still has a balance since we only did a partial refund.

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## ❖ Marketplace Financial Reports

- uPay Revenue Report

We use the uPays Site revenue report to balance each site to the Payments & Disbursements Office..

Click on Marketplace Reports, uPay Sites, “your site name”, and finally, Revenue.

uPay Site ID	uPay Site Name	# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue
9	AR 0223	2	\$174.50	0	\$0.00	2	\$174.50

Fulfillment Date	System Tracking ID	External Trans ID	Payment Method	Name	TPG Reference Number	One Time / Recurring	Payment Amount
2009-10-08 12:20:40.0	1070	testscenario1 [20091008111951847]	MasterCard	John Smith	20091008000000	One Time	\$225.00
2009-10-08 17:03:18.0	1070	testscenario1 [20091008111951847]	MasterCard	John Smith	20091008000000	One Time	-\$50.50

Change the Start & End Date to a range or specific date you want to run the report for. Click on the View button.

uPay Site ID	uPay Site Name	# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue
9	AR 0223	2	\$174.50	0	\$0.00	2	\$174.50

To download your report, Click on the ‘Export to CSV’ button.

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**uPay Revenue Report**

The default report shows current day information.

**Export To CSV** ←

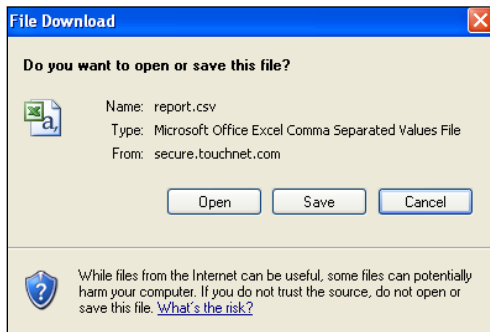
From: 10/08/2009 To: 10/08/2009

Number of rows per page: 10

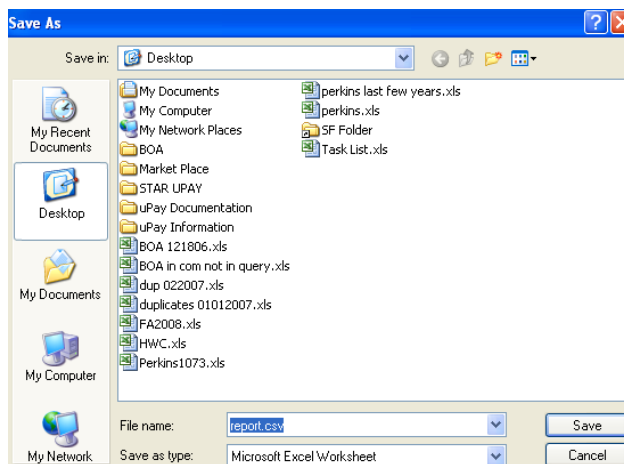
**View**

uPay Site ID	uPay Site Name	# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue
9	AR 0223	2	\$174.50	0	\$0.00	2	\$174.50

A File Download box will appear. Click on the Save button.



Choose a destination to save the report to.



## ❖ Balancing

# Marketplace 5.0 User Guide

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The Payments and Disbursement Center will make a deposit to your account for the total of all transactions sent to the bank and send the deposit receipt to you.

**It is the site manager's responsibility to verify that the total on the deposit receipt balances to your uPay site revenue report .**

**UPAY Administrators: [Deanne Alexander](#), [Bonnie Raper](#) & [Pam Voorhis](#)**