

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

**Title: USTORE/UPAY Deposits and Adjustments**

**Procedure: 4-531**

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**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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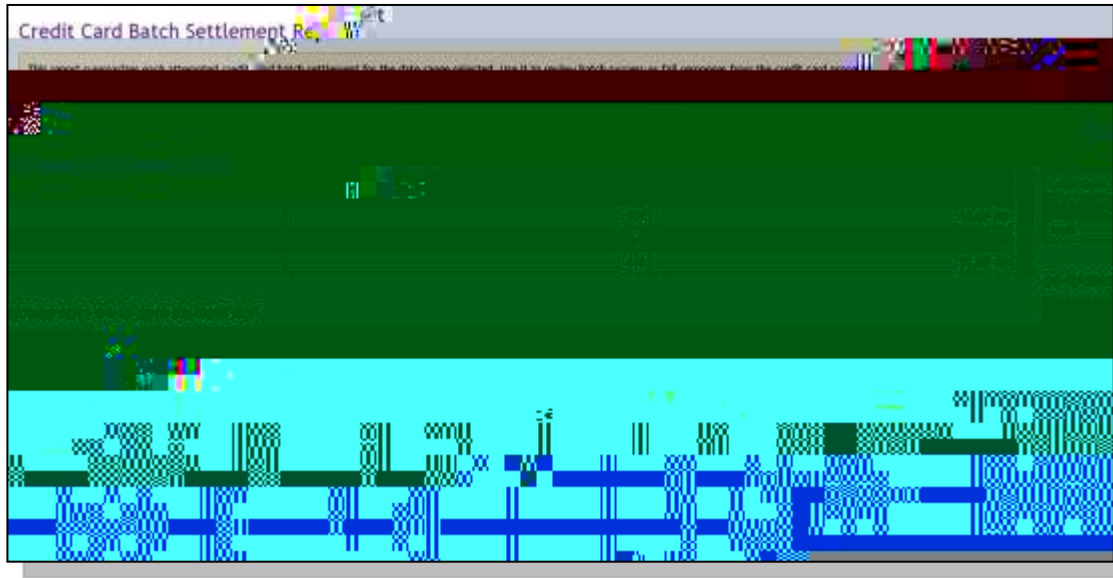
**OVERVIEW:**

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](mailto: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]

Fund Code	Orig Code	Unit #	DESCRIPTION	AMOUNT
1	XXXX	3101	DEGREE APPL FEE	[REDACTED]
2	XXXX	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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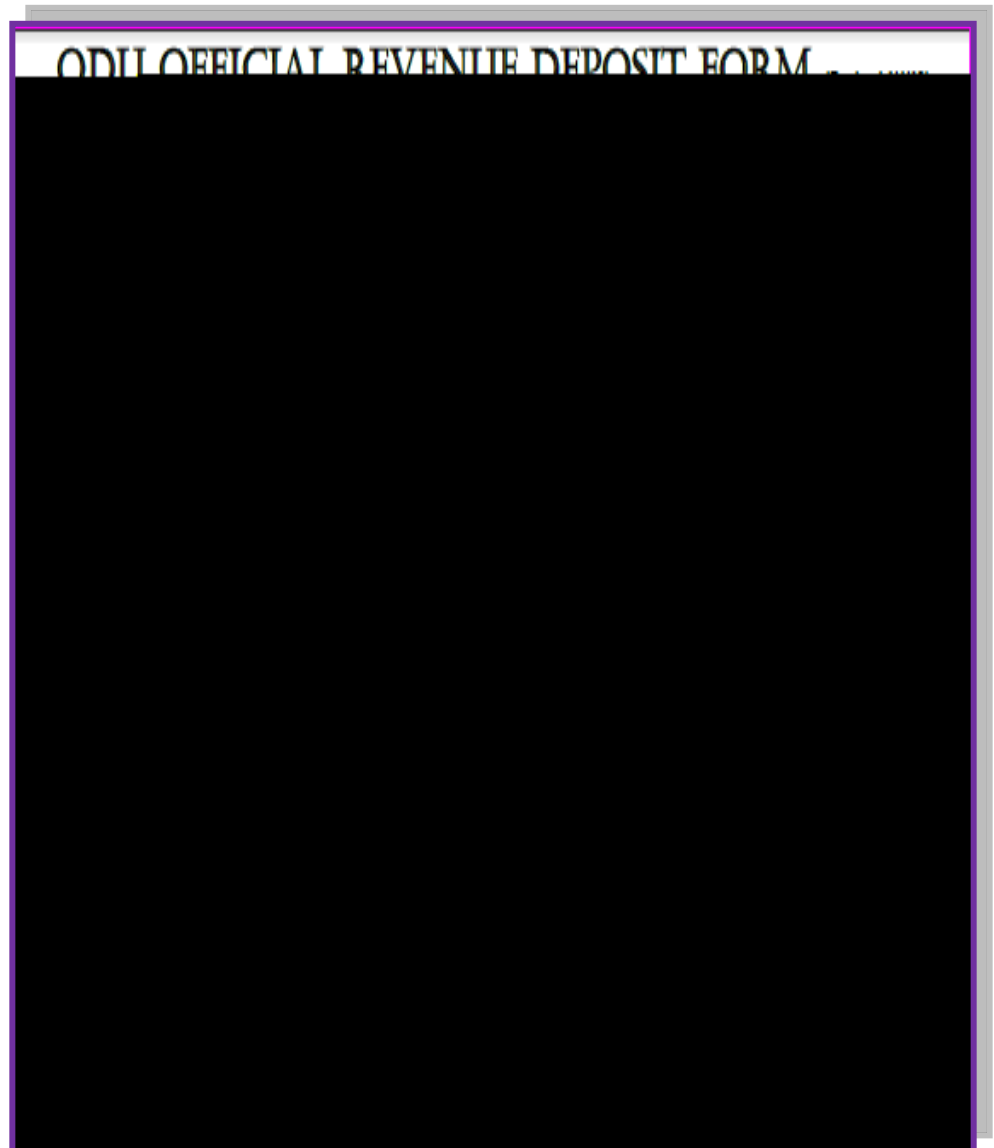
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- c. Fill out a deposit form on the next business day to debit your budget
  - i. Review the Credit Card Detail Report for the refund
  - ii. Reconcile report to determine the budget information
  - iii. If Total is **positive** place amount on the 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.