

CU Marketplace is currently providing over
Clemson departments with online business
opportunities.

Clemson University Marketplace Instruction Manual

Cash and Treasury Services

CU Marketplace Manual

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About Marketplace

The E-Commerce unit of the Cash and Treasury Services Department strives to provide Clemson University departments with a secure and convenient way to extend their business operations to the World Wide Web. Our goal is to provide a secure environment that allows buyers and sellers to connect electronically, making it easy for students, parents, alumni, and the community to do business with Clemson.

Marketplace, hosted by TouchNet Information Systems, Inc., will serve as the University's main E-Commerce service provider. The use of Marketplace helps us to accomplish our mission by providing an E-Commerce solution that is Payment Card Industry (PCI) compliant. It is both secure and cost-effective, and allows departments to easily operate online storefronts to sell products or accept online payments.

Please review our features on the next page of this document and allow us to show you all that Marketplace has to offer. E-commerce is growing rapidly throughout the world and we want to ensure that Clemson is not left behind.

Marketplace Features

Payments

- Available Payment Types:
 - All major credit cards (MasterCard, Visa, Discover, American Express)
 - Debit cards with a MasterCard or Visa logo
 - Electronic checks
- Verifies the credit card number, expiration date, and available funds
- PCI compliant payment
- Departments never see the credit card number
- Ability to take \$0 payments

Accounting

- Automatic upload to PeopleSoft
- Separate chart field strings for each product
- Eliminates the need for receipt transmittals and web departmental deposits
- Creates MCR journal ID entries

Customer Information

- Variety of information gathering options
 - Text entry (optional or required)
 - Drop down selection (required)
 - Checkbox selection (optional)
 - Ability to collect virtually any customer information you would like using the methods above

Dynamic pricing

- Create price increases or decrease based on the options selected
- Price can vary based on options selected (Ex. Registrant type, t-shirt size, etc.)

Checkout

- Ability to allow customers to become a registered user
 - Saves shipping information
 - Saves billing information
 - Saves payment information
 - Provides order history
 - This feature is optional and can be hidden
- Promotional Codes (\$ or % off)
- Ability to offer optional items at checkout
- Ability to collect other customer information
- Calculates sales tax automatically based on zip + 4
- Calculates shipping rates based on rates given by department

Customer Communications

- System sends automatic emails
 - Order confirmation
 - Order fulfillment (i.e. notice that goods were shipped)
 - Cancellation
 - Refund
 - Ability to send these communications via text message as well

Shipping

- Rates set by the department
- Ability to add additional charge per item
- Shipping cost captured at checkout
- Printable packing list available
- Customer can be sent a tracking number
- Ability to ship internationally and limit where items can be shipped

Reports

- Real-time reports
- Reports include all information entered by the customer except billing information
- Ability to pull high-level and transactional reports
- All reports are exportable to excel
- Ability to pull multiple product reports at one time

Cost

- No set up fee
- No maintenance fee
- Only fees are credit card processing fees
 - Visa – 1.43% of revenue
 - MasterCard – 1.53% of revenue
 - Discover – 1.85% of revenue
 - American Express – 2.15% of revenue
- These are base rates, actual fees fluctuate based on the interchange fees applied
- Credit card fees are processed monthly with a journal entry by Cash and Treasury Services to the chart field string that you designate

Layout

- Customizable images
- Customizable store and product descriptions
- General layout customization also available

Miscellaneous

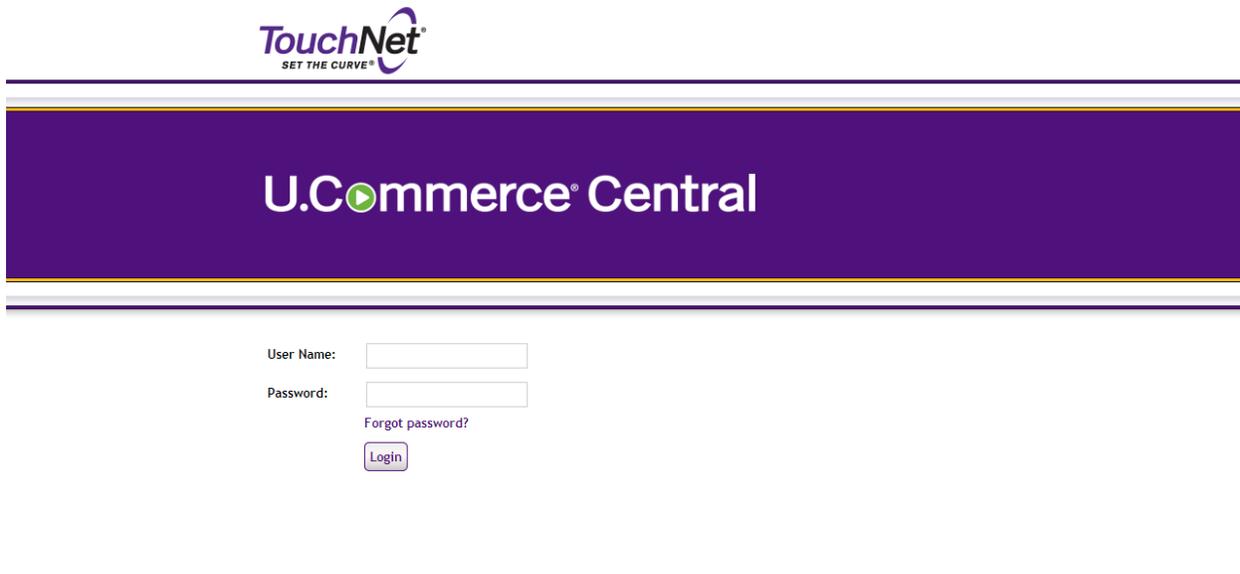
- Ability to bring products or stores offline and back online quickly
- Changes can be made with no downtime
- Mobile optimized version is included

- Ability to set inventory for products (i.e. limit number of registrants or merchandise available for sale)
- Downloadable QR codes
- Departments able to do refunds
 - Refunds can be full or partial refunds
 - Refunds are made to the same payment method as the original payment

Marketplace User Guide

Fulfilling an Order

1. Log in to [U.Commerce Central](#)



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SET THE CURVE®

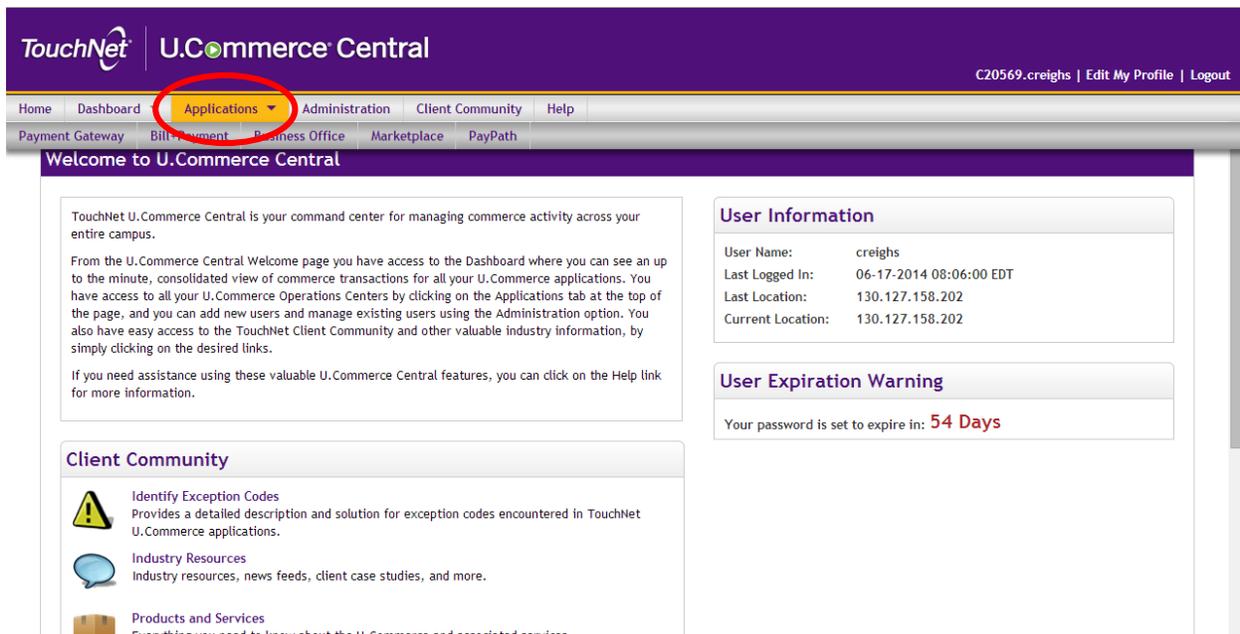
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Hover over the Applications tab



TouchNet | U.Commerce Central

C20569.creighs | [Edit My Profile](#) | [Logout](#)

Home | Dashboard | **Applications** | Administration | Client Community | Help

Payment Gateway | Bill Payment | Business Office | Marketplace | PayPath

Welcome to U.Commerce Central

TouchNet U.Commerce Central is your command center for managing commerce activity across your entire campus.

From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.

User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

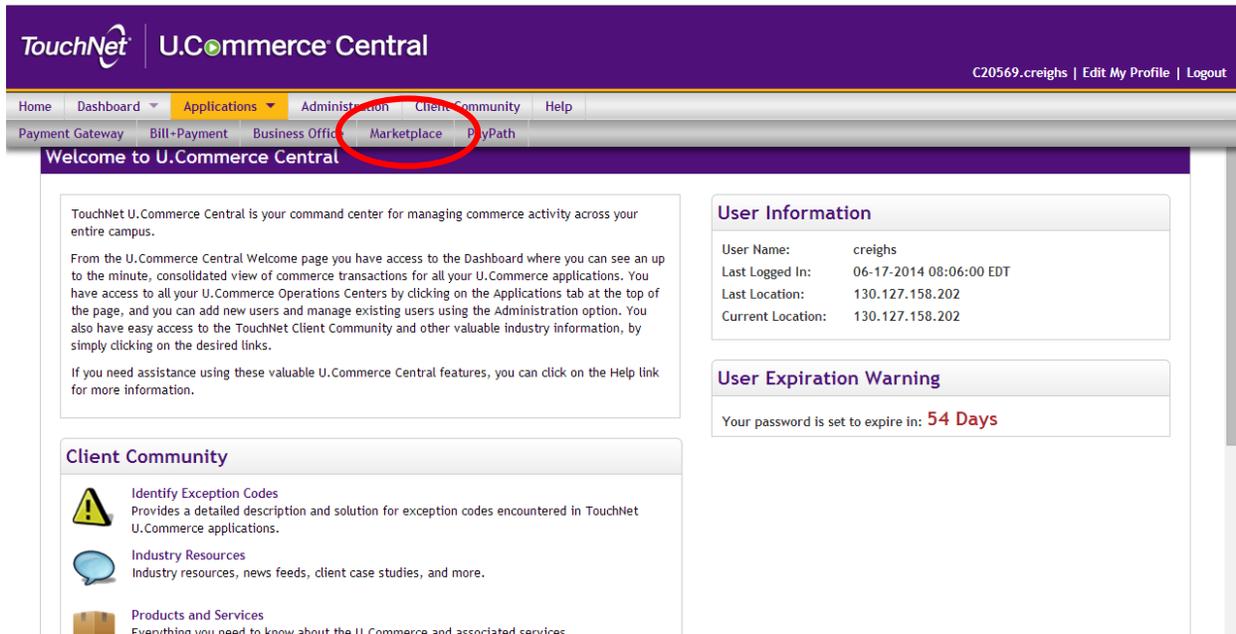
User Expiration Warning

Your password is set to expire in: **54 Days**

Client Community

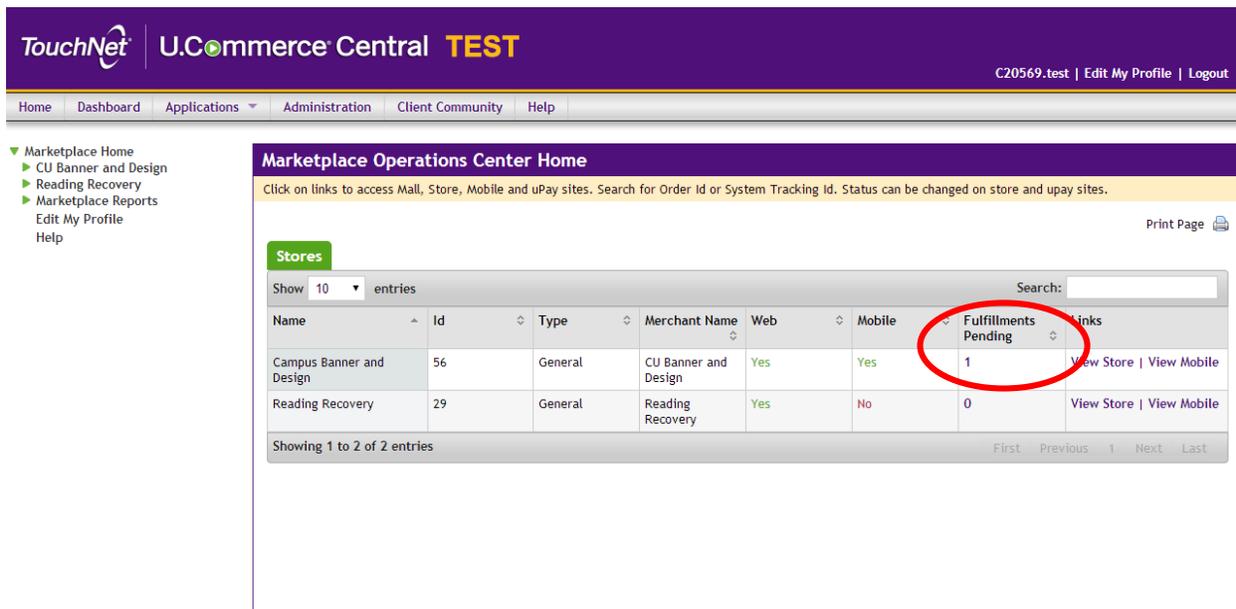
-  **Identify Exception Codes**
Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
-  **Industry Resources**
Industry resources, news feeds, client case studies, and more.
-  **Products and Services**
Everything you need to know about the U.Commerce and associated services.

3. Navigate to Marketplace



The screenshot shows the U.Commerce Central dashboard. The top navigation bar includes "Home", "Dashboard", "Applications", "Administration", "Client Community", and "Help". The "Marketplace" menu item is circled in red. Below the navigation bar, the "Welcome to U.Commerce Central" section contains introductory text and a "Client Community" section with links for "Identify Exception Codes", "Industry Resources", and "Products and Services". On the right, there is a "User Information" box showing user details and a "User Expiration Warning" box indicating the password expires in 54 days.

4. Click on the number under the “Fulfillments Pending” column



The screenshot shows the Marketplace Operations Center Home page. The page title is "Marketplace Operations Center Home" and it includes a search bar and a "Print Page" button. A table lists marketplace entries with columns for Name, Id, Type, Merchant Name, Web, Mobile, and Fulfillments Pending. The "Fulfillments Pending" column for the first entry is circled in red.

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Campus Banner and Design	56	General	CU Banner and Design	Yes	Yes	1	View Store View Mobile
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

Showing 1 to 2 of 2 entries

5. Check the box of the order desired to fulfill
 - a. You are able to check more than one box at a time

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Home Dashboard Applications Administration Client Community Help

Help

There are 1 pending fulfillments to process.

Refresh Pending Fulfillments

Order Search

To modify the order search, select value for filtering: Pending

From: To:

Search

Order Number:

Search by Order Number

Pending Fulfillments

<input checked="" type="checkbox"/> Select All	Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input checked="" type="checkbox"/>	1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	PENDING

Process Fulfillment

6. Click "Process Fulfillment"

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Home Dashboard Applications Administration Client Community Help

Help

There are 1 pending fulfillments to process.

Refresh Pending Fulfillments

Order Search

To modify the order search, select value for filtering: Pending

From: To:

Search

Order Number:

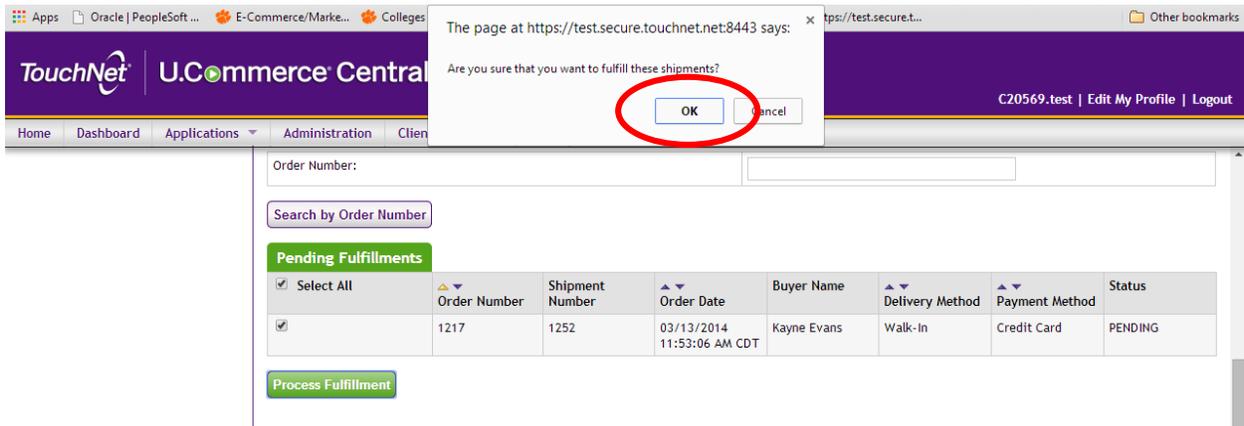
Search by Order Number

Pending Fulfillments

<input checked="" type="checkbox"/> Select All	Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input checked="" type="checkbox"/>	1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	PENDING

Process Fulfillment

7. Click “Ok” when asked if you want to fulfill these shipments



The page at https://test.secure.touchnet.net:8443 says: Are you sure that you want to fulfill these shipments?

OK Cancel

Order Number:

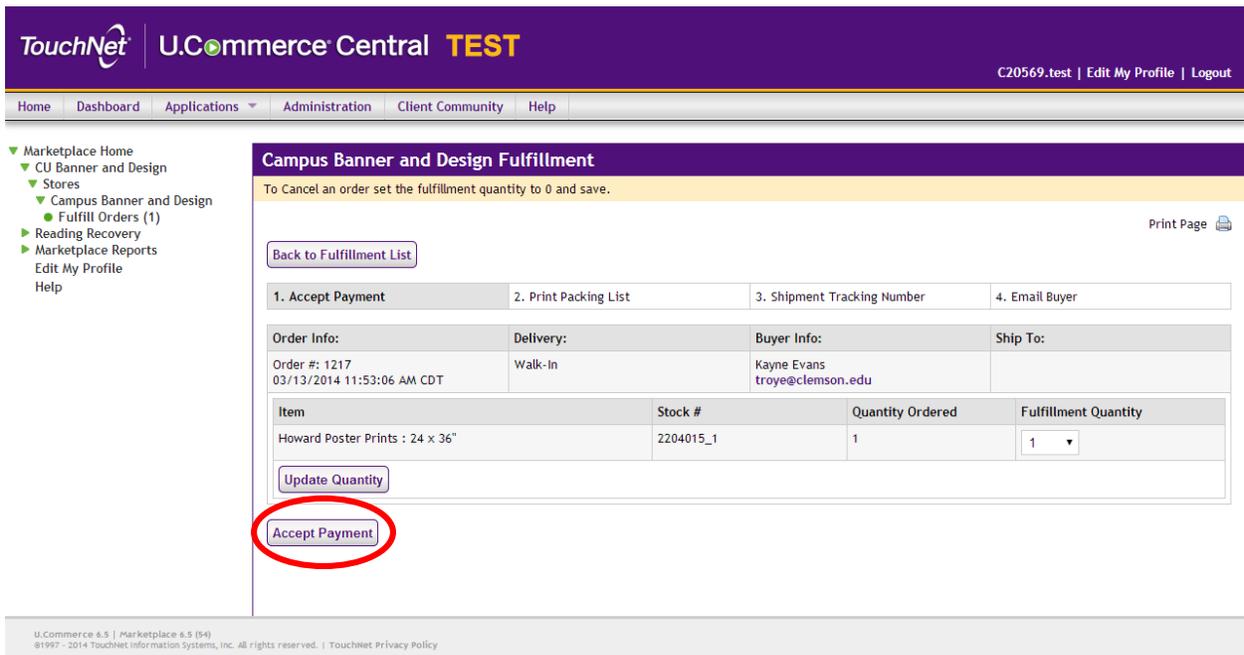
Search by Order Number

Pending Fulfillments

<input checked="" type="checkbox"/> Select All	Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input checked="" type="checkbox"/>	1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	PENDING

Process Fulfillment

8. Click “Accept Payment”



TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Marketplace Home
 CU Banner and Design
 Stores
 Campus Banner and Design
 Fulfill Orders (1)
 Reading Recovery
 Marketplace Reports
 Edit My Profile
 Help

Campus Banner and Design Fulfillment

To Cancel an order set the fulfillment quantity to 0 and save.

Print Page

Back to Fulfillment List

1. Accept Payment 2. Print Packing List 3. Shipment Tracking Number 4. Email Buyer

Order Info: Order #: 1217
03/13/2014 11:53:06 AM CDT

Delivery: Walk-In

Buyer Info: Kayne Evans
troy@clemsn.edu

Ship To:

Item	Stock #	Quantity Ordered	Fulfillment Quantity
Howard Poster Prints : 24 x 36"	2204015_1	1	1

Update Quantity

Accept Payment

U.Commerce 6.5 | Marketplace 6.5 (54)
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9. Click “Ok” when asked if you are sure that you want to charge the customer

The page at https://test.secure.touchnet.net:8443 says: This will charge the customer. Do you want to continue?

OK Cancel

Campus Banner and Design Fulfillment

To Cancel an order set the fulfillment quantity to 0 and save.

Print Page

Back to Fulfillment List

1. Accept Payment 2. Print Packing List 3. Shipment Tracking Number 4. Email Buyer

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 1217 03/13/2014 11:53:06 AM CDT	Walk-In	Kayne Evans troye@clemsun.edu	

Item	Stock #	Quantity Ordered	Fulfillment Quantity
Howard Poster Prints : 24 x 36"	2204015_1	1	1

Update Quantity

Accept Payment

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10. Click “Print Packing List”

Campus Banner and Design Fulfillment

Print the packing list if needed. Then, continue to step 3 to complete the fulfillment process.

Print Page

Back to Fulfillment List

1. Accept Payment 2. Print Packing List 3. Shipment Tracking Number 4. Email Buyer

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 1217 03/13/2014 11:53:06 AM CDT	Walk-In	Kayne Evans troye@clemsun.edu	

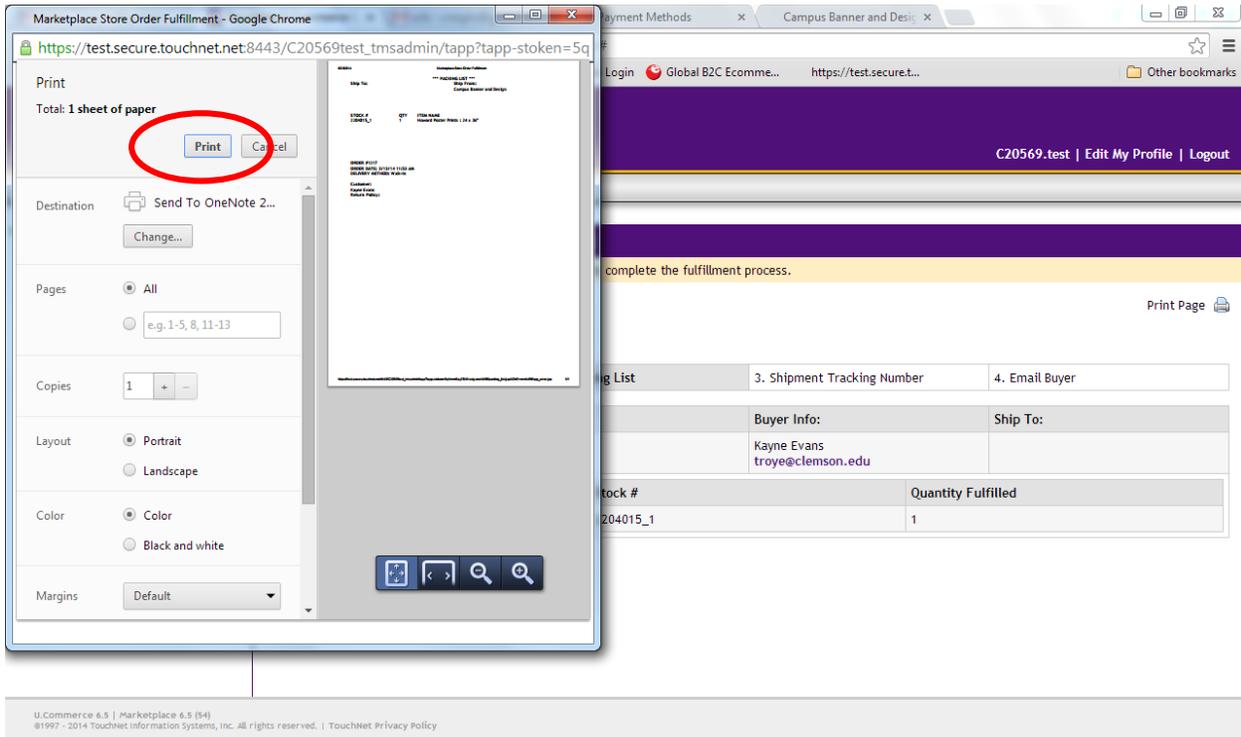
Item	Stock #	Quantity Fulfilled
Howard Poster Prints : 24 x 36"	2204015_1	1

Print Packing List Proceed To Step 3

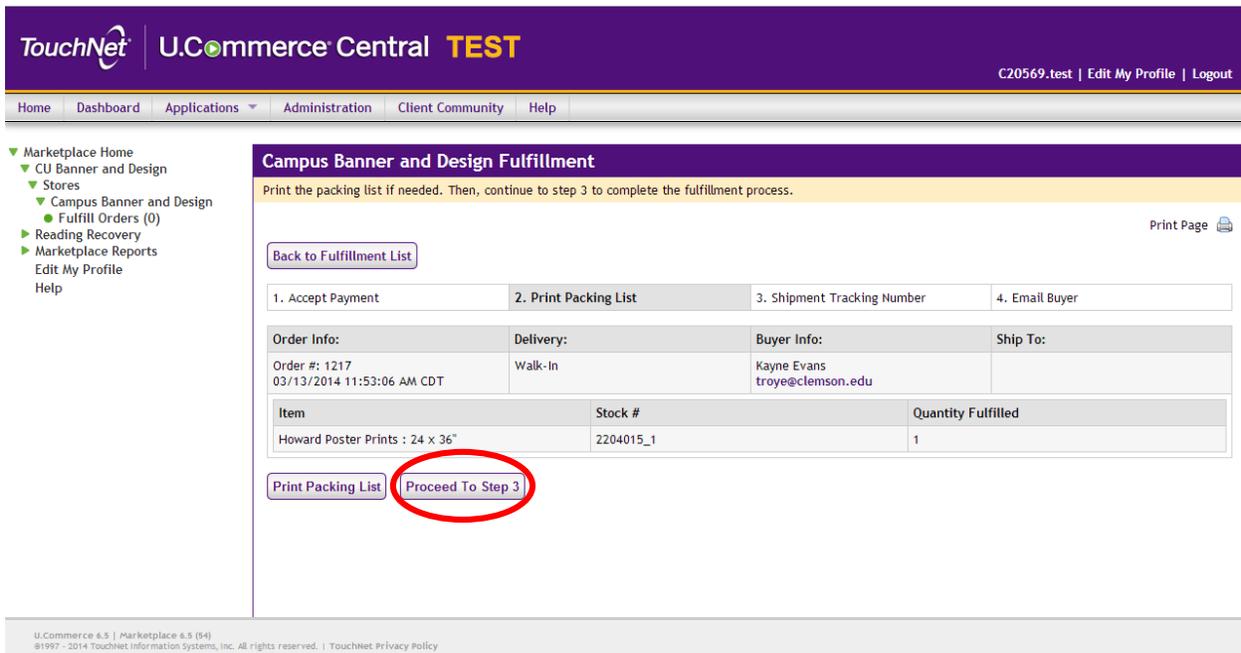
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Note: Skip to Step 12 if you do not wish to print a packing list.

11. Click "Print"



12. Click "Proceed to Step 3"



13. Enter a tracking number

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Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- CU Banner and Design
 - Stores
 - Campus Banner and Design
 - Fulfill Orders (1)
 - Reading Recovery (1)
 - Marketplace Reports
 - Edit My Profile
 - Help

Campus Banner and Design Fulfillment

Enter a shipment tracking number if needed. Then, continue to step 4 to send an e-mail to the customer. Print Page

[Back to Fulfillment List](#)

1. Accept Payment	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #:1420 06/23/2014 09:44:29 AM CDT	Walk-In	Troy Evans troy@clemsun.edu	

Item	Stock #	Quantity Fulfilled
Thomas Green Statue Canvas : 24" x 36" - \$120.95	1614481_2	

Tracking Number:

[Proceed To Step 4](#)

U.Commerce 6.5 | Marketplace 6.5 (54)
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Note: Entering a tracking number is optional. Skip to Step 14 if you do not have a tracking number.

14. Click "Proceed to Step 4"

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Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- CU Banner and Design
 - Stores
 - Campus Banner and Design
 - Fulfill Orders (1)
 - Reading Recovery
 - Marketplace Reports
 - Edit My Profile
 - Help

Campus Banner and Design Fulfillment

Enter a shipment tracking number if needed. Then, continue to step 4 to send an e-mail to the customer. Print Page

[Back to Fulfillment List](#)

1. Accept Payment	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #:1420 06/23/2014 09:44:29 AM CDT	Walk-In	Troy Evans troy@clemsun.edu	

Item	Stock #	Quantity Fulfilled
Thomas Green Statue Canvas : 24" x 36" - \$120.95	1614481_2	1

Tracking Number:

[Proceed To Step 4](#)

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15. Click "Send Email"

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Home | Dashboard | Applications | Administration | Client Community | Help

- ▼ Marketplace Home
- ▼ CU Banner and Design
- ▼ Stores
- ▼ Campus Banner and Design
 - Fulfill Orders (1)
- ▶ Reading Recovery
- ▶ Marketplace Reports
- Edit My Profile
- Help

Campus Banner and Design Fulfillment

Send an e-mail to the customer to complete the fulfillment process. Follow your own policies for the timing of shipments with the online fulfillment process. Print Page

[Back to Fulfillment List](#)

1. Accept Payment	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #:1420 06/23/2014 09:44:29 AM CDT	Walk-In	Troy Evans troye@clemsun.edu	

Item	Stock #	Quantity Fulfilled
Thomas Green Statue Canvas : 24" x 36" - \$120.95	1614481_2	1

[Send E-Mail](#)

U.Commerce 6.5 | Marketplace 6.5 (5-4)
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Note: Sending an email to the customer is optional. If you do not want to contact the customer, click "Back to Fulfillment List".

16. Click "Continue"

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Home | Dashboard | Applications | Administration | Client Community | Help

- ▼ Marketplace Home
- ▼ CU Banner and Design
- ▼ Stores
- ▼ Campus Banner and Design
 - Fulfill Orders (1)
- ▶ Reading Recovery
- ▶ Marketplace Reports
- Edit My Profile
- Help

Campus Banner and Design Fulfillment

Continue to the next fulfillment, or use the menu to the left to manage another feature of Marketplace. Print Page

[Back to Fulfillment List](#)

FULFILLMENT COMPLETE

Order Info:	Delivery:	Buyer Info:	Ship To:
#1420 06/23/2014 09:44:29 AM CDT	Walk-In	Troy Evans troye@clemsun.edu	

Item	Stock #	Quantity Ordered
Thomas Green Statue Canvas : 24" x 36" - \$120.95	1614481_2	1

[Continue](#)

U.Commerce 6.5 | Marketplace 6.5 (5-4)
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Cancelling an Order

1. Repeat steps 1-6 on “Fulfilling an Order” Section
2. Change the “Fulfillment Quantity” to 0

Note: The system will not allow you to increase the quantity. The customer would have to make another order.

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

- Marketplace Home
- CU Banner and Design
- Stores
 - Campus Banner and Design
 - Fulfill Orders (1)
 - Reading Recovery
 - Marketplace Reports
 - Edit My Profile
 - Help

Campus Banner and Design Fulfillment

To Cancel an order set the fulfillment quantity to 0 and save.

Print Page

[Back to Fulfillment List](#)

1. Accept Payment	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 1217 03/13/2014 11:53:06 AM CDT	Walk-In	Kayne Evans troye@clemsn.edu	

Item	Stock #	Quantity Ordered	Fulfillment Quantity
Howard Poster Prints : 24 x 36"	2204015_1	1	<input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="1"/>

[Update Quantity](#)

[Accept Payment](#)

U.Commerce 6.5 | Marketplace 6.5 (5-4)
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3. Click “Update Quantity”

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C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

- Marketplace Home
- CU Banner and Design
- Stores
 - Campus Banner and Design
 - Fulfill Orders (1)
 - Reading Recovery
 - Marketplace Reports
 - Edit My Profile
 - Help

Campus Banner and Design Fulfillment

To Cancel an order set the fulfillment quantity to 0 and save.

Print Page

[Back to Fulfillment List](#)

1. Accept Payment	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer
-------------------	-----------------------	-----------------------------	----------------

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 1217 03/13/2014 11:53:06 AM CDT	Walk-In	Kayne Evans troye@clemsn.edu	

Item	Stock #	Quantity Ordered	Fulfillment Quantity
Howard Poster Prints : 24 x 36"	2204015_1	1	<input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="1"/>

[Update Quantity](#)

[Accept Payment](#)

U.Commerce 6.5 | Marketplace 6.5 (5-4)
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4. Click “Ok” when asked if you’re sure you want to update the order quantities for this shipment

The screenshot shows a web browser window with the UCommerce Central interface. A modal dialog box is open, asking for confirmation to update order quantities. The dialog text is: "The page at https://test.secure.touchnet.net:8443 says: Are you sure that you wish to update the ordered quantities for this shipment?". The "OK" button is circled in red. The background page is titled "Campus Banner and Design Fulfillment" and contains a table with order details and a fulfillment quantity dropdown.

UCommerce Central

Home Dashboard Applications Administration Client

Marketplace Home
CU Banner and Design
Stores
Campus Banner and Design
Fulfill Orders (1)
Reading Recovery
Marketplace Reports
Edit My Profile
Help

Campus Banner and Design Fulfillment

To Cancel an order set the fulfillment quantity to 0 and save.

Print Page

Back to Fulfillment List

1. Accept Payment 2. Print Packing List 3. Shipment Tracking Number 4. Email Buyer

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 1217 03/13/2014 11:53:06 AM CDT	Walk-In	Kayne Evans troye@clermson.edu	

Item	Stock #	Quantity Ordered	Fulfillment Quantity
Howard Poster Prints : 24 x 36"	2204015_1	1	1

Update Quantity

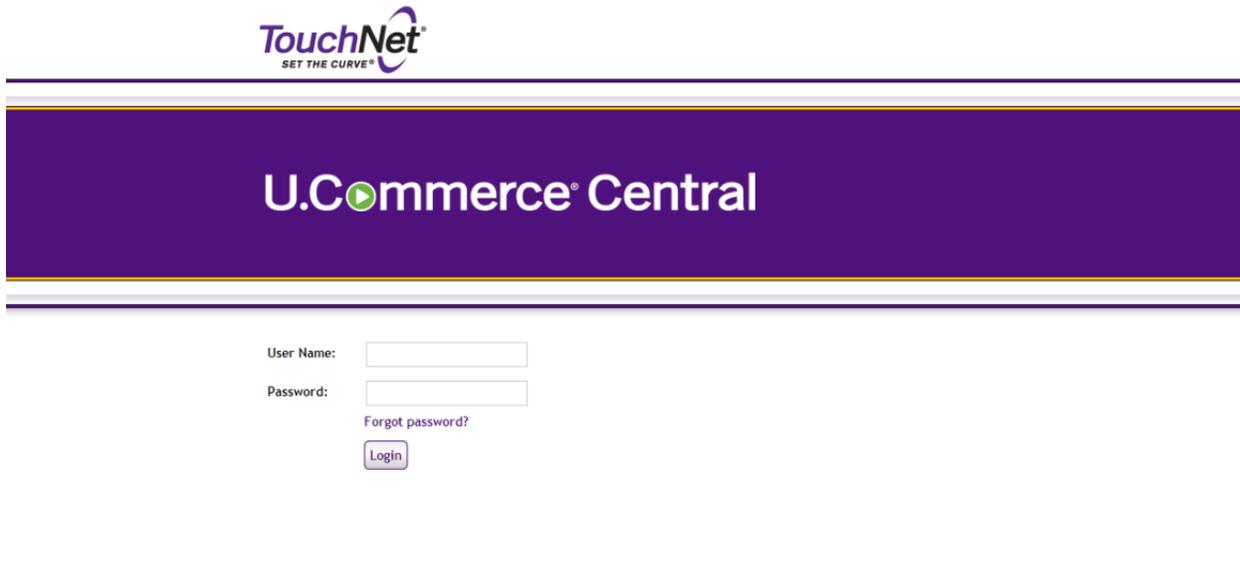
Accept Payment

UCommerce 6.5 | Marketplace 6.5 (5-9)
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Note: The customer will automatically receive a system generated order cancellation notice.

Processing a Refund

1. Log in to [U.Commerce Central](#)



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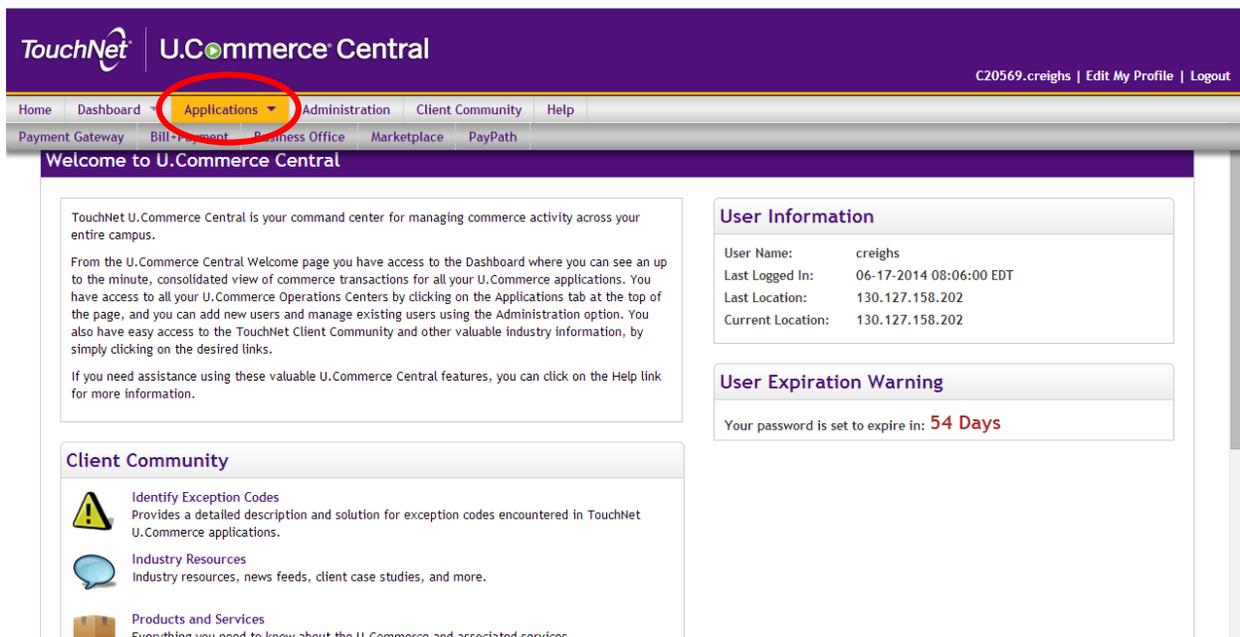
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Hover over the Applications tab



TouchNet | U.Commerce Central

C20569.creighs | [Edit My Profile](#) | [Logout](#)

Home | Dashboard | **Applications** | Administration | Client Community | Help

Payment Gateway | Bill Payment | Business Office | Marketplace | PayPath

Welcome to U.Commerce Central

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From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.

User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

User Expiration Warning

Your password is set to expire in: **54 Days**

Client Community

-  **Identify Exception Codes**
Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
-  **Industry Resources**
Industry resources, news feeds, client case studies, and more.
-  **Products and Services**
Everything you need to know about the U.Commerce and associated services.

3. Navigate to Marketplace

The screenshot shows the U.Commerce Central dashboard. The top navigation bar includes the TouchNet logo, U.Commerce Central, and user information (C20569.creighs | Edit My Profile | Logout). Below the navigation bar, the Marketplace menu item is circled in red. The main content area is titled "Welcome to U.Commerce Central" and contains several sections: a welcome message, User Information (User Name: creighs, Last Logged In: 06-17-2014 08:06:00 EDT, Last Location: 130.127.158.202, Current Location: 130.127.158.202), a User Expiration Warning (Your password is set to expire in: 54 Days), and a Client Community section with links for Identify Exception Codes, Industry Resources, and Products and Services.

4. Click the number under the “Fulfillments Pending” Column

The screenshot shows the Marketplace Operations Center Home page. The top navigation bar includes the TouchNet logo, U.Commerce Central TEST, and user information (C20569.test | Edit My Profile | Logout). Below the navigation bar, the Marketplace Operations Center Home page is displayed. The page contains a table with the following data:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Campus Banner and Design	56	General	CU Banner and Design	Yes	Yes	1	View Store View Mobile
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

The number '1' in the 'Fulfillments Pending' column for the 'Campus Banner and Design' row is circled in red. The page also includes a search bar, a 'Print Page' button, and a sidebar with navigation links.

5. Search by date range

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The user is logged in as 'C20569.test'. The left sidebar shows 'Reading Recovery', 'Fulfill Orders (1)', 'Marketplace Reports', 'Edit My Profile', and 'Help'. The main content area has a 'Pending Fulfillments' section with a message 'There are 1 pending fulfillments to process.' and a 'Refresh Pending Fulfillments' button. Below this is the 'Order Search' section. A dropdown menu is open, showing options: 'Pending', 'Pending', 'Order Date', 'Fulfilled Date', 'Recur Order Date', and 'Recur Payment Date'. The 'Order Date' option is highlighted in blue. A red circle highlights the 'From:' and 'To:' date input fields. There is also an 'Order Number:' input field and a 'Search by Order Number' button.

6. Change “Pending” to “Order Date”

This screenshot is similar to the previous one, showing the 'Order Search' section. The dropdown menu is still open, but now the 'Order Date' option is selected and highlighted in blue. A red circle highlights the dropdown menu. The 'From:' and 'To:' date input fields are still present but not highlighted. The rest of the interface, including the navigation bar and sidebar, remains the same.

7. Click "Search"

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Reading Recovery
Fulfill Orders (1)
Marketplace Reports
Edit My Profile
Help

Pending Fulfillments
There are 1 pending fulfillments to process.
Refresh Pending Fulfillments

Order Search
To modify the order search, select value for filtering: Order Date
From: 6/3/14 To: 6/19/14
Search
Order Number:
Search by Order Number

8. Look for the Buyer Name

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Campus Banner and Design
Fulfill Orders (0)
Reading Recovery
Marketplace Reports
Edit My Profile
Help

Load All Pending Fulfillments

Order Search
To modify the order search, select value for filtering: Order Date
From: 3/1/14 To: 6/23/14
Search
Order Number:
Search by Order Number

Completed Fulfillments

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View

U.Commerce 6.5 | Marketplace 6.5 (94)
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9. Click "View"

TouchNet U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

▼ Campus Banner and Design
● Fulfill Orders (0)
▶ Reading Recovery
▶ Marketplace Reports
Edit My Profile
Help

Load All Pending Fulfillments

Order Search

To modify the order search, select value for filtering: Order Date

From: 3/1/14 To: 6/23/14

Search

Order Number:

Search by Order Number

Completed Fulfillments

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View

U.Commerce 6.5 | Marketplace 6.5 (54)
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10. Select Quantity to Return

TouchNet U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	0	\$

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Process Refund

Tracking Number

Tracking Number: No Tracking Number

Send User Email:

Update Tracking Number

Return Policy

Fulfillment Activity (1856)

Date	03/13/2014 11:53:08 AM CDT
Type	Authorization

11. Enter the Refund Amount

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1 ▼	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

[Process Refund](#)

Tracking Number

Tracking Number:

Send User Email:

[Update Tracking Number](#)

Return Policy

Fulfillment Activity (1856)

Date: 03/13/2014 11:53:08 AM CDT

Type: Authorization

Note: If refunding a whole dollar amount, it is not necessary to input decimals (Ex. Input \$240 instead of \$240.00). The refund amount cannot exceed the total amount paid by the customer. Partial refunds can be given. All refunds will be applied to the original method of payment.

12. Click "Process Refund"

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1 ▼	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

[Process Refund](#)

Tracking Number

Tracking Number:

Send User Email:

[Update Tracking Number](#)

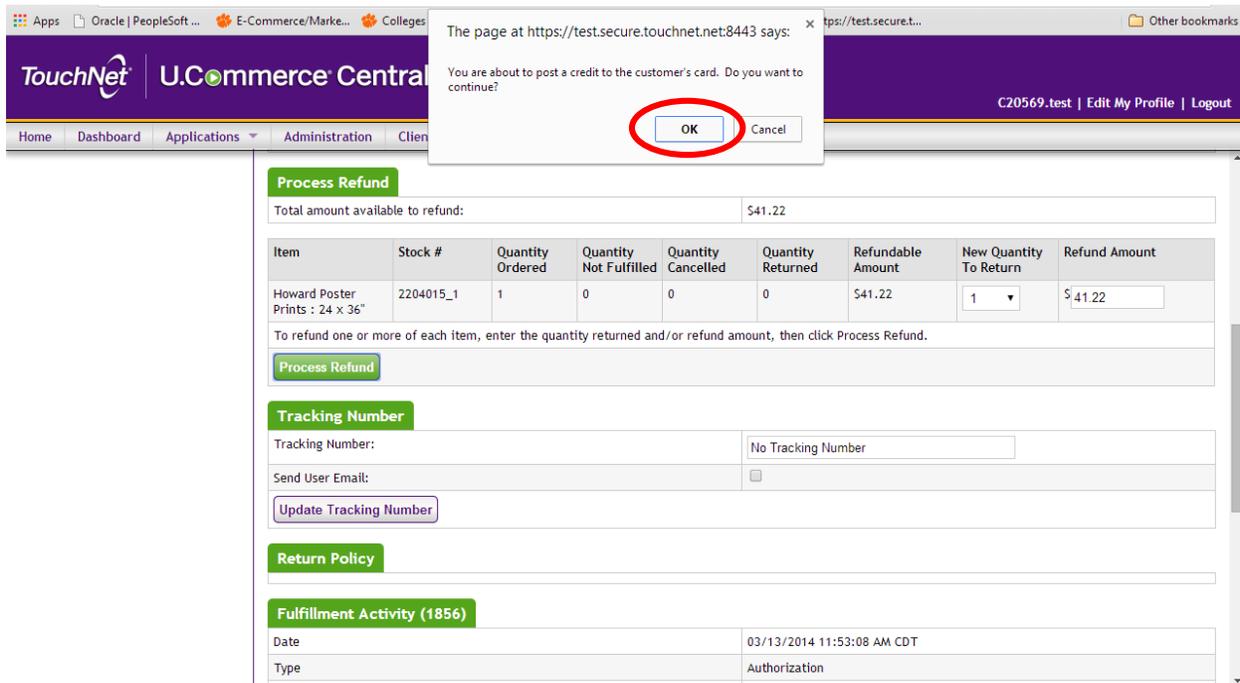
Return Policy

Fulfillment Activity (1856)

Date: 03/13/2014 11:53:08 AM CDT

Type: Authorization

13. Click “Ok” when asked if you want to continue



The page at https://test.secure.touchnet.net:8443 says:

You are about to post a credit to the customer's card. Do you want to continue?

OK Cancel

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Process Refund

Tracking Number

Tracking Number: No Tracking Number

Send User Email:

Update Tracking Number

Return Policy

Fulfillment Activity (1856)

Date	03/13/2014 11:53:08 AM CDT
Type	Authorization

Note: The system will automatically send an email to the customer notifying them of the refund. Refunds will take approximately 3-5 business days to show up in the customer's account. Any purchase made through Marketplace must be refunded using the steps outlined above.

Printing a Duplicate Receipt

1. Navigate to Fulfillments Page (See Steps 1-4 of “Fulfilling an Order”)

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

- Marketplace Home
 - Reading Recovery
 - Stores
 - Reading Recovery
 - Fulfill Orders (1)
- Marketplace Reports
 - Edit My Profile
 - Help

Reading Recovery Fulfillments

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. To process refunds, search for fulfilled orders.

Print Page

Pending Fulfillments

There are 1 pending fulfillments to process.

Refresh Pending Fulfillments

Order Search

To modify the order search, select value for filtering: Pending

From: To:

Search

Order Number:

Search by Order Number

2. Enter desired date range

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

- Marketplace Home
 - Reading Recovery
 - Stores
 - Reading Recovery
 - Fulfill Orders (0)
 - Marketplace Reports
 - Edit My Profile
 - Help

Reading Recovery Fulfillments

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. To process refunds, search for fulfilled orders.

Print Page

Pending Fulfillments

There are no pending fulfillments to process.

Order Search

To modify the order search, select value for filtering: Pending

From: 6/16/14 To: 6/19/14

Search

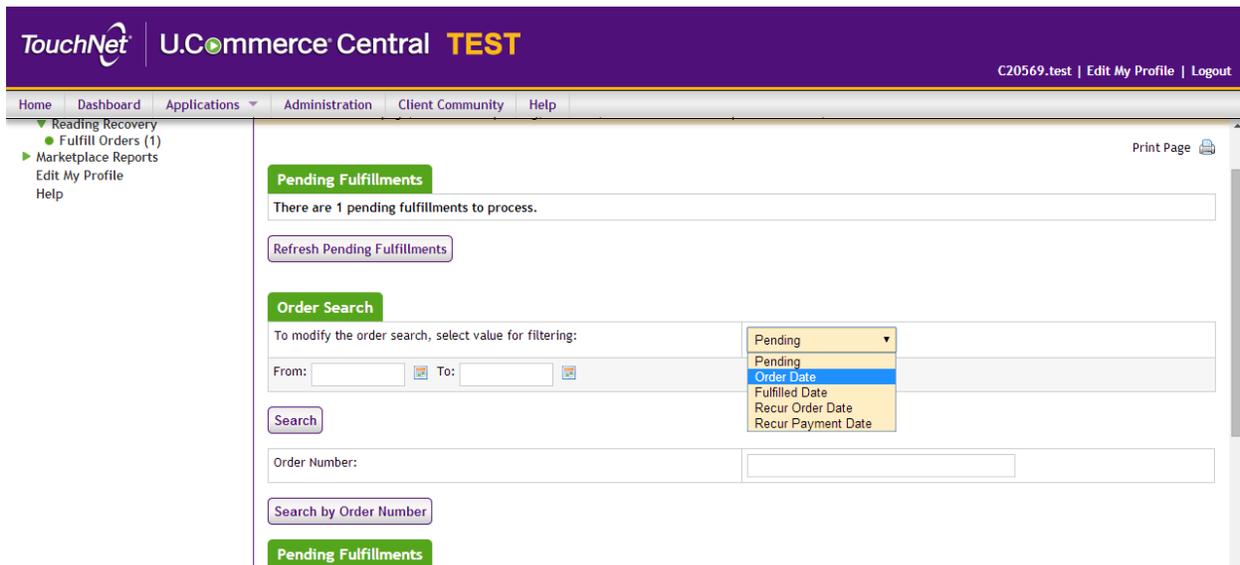
Order Number:

Search by Order Number

Pay By Check Payment Status

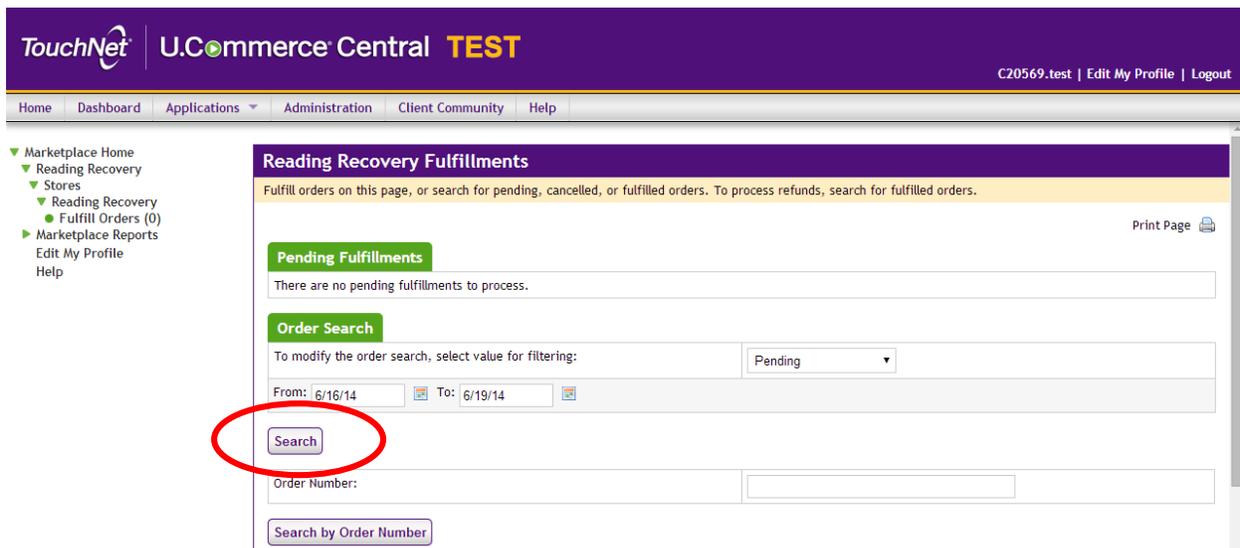
Select All	Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status
<input type="checkbox"/>	1100	1111	06/18/2014	Coakley	None	Invoice MC	To Be Paid

3. Change “Pending” to “Order Date”



The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The left sidebar shows 'Reading Recovery' with 'Fulfill Orders (1)' and 'Marketplace Reports'. The main content area is titled 'Pending Fulfillments' and displays 'There are 1 pending fulfillments to process.' Below this is a 'Refresh Pending Fulfillments' button. The 'Order Search' section has a dropdown menu open, showing options: 'Pending', 'Order Date', 'Fulfilled Date', 'Recur Order Date', and 'Recur Payment Date'. The 'Order Date' option is selected. There are also 'From' and 'To' date fields, a 'Search' button, and an 'Order Number' field with a 'Search by Order Number' button.

4. Click “Search”



The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The left sidebar shows 'Marketplace Home', 'Reading Recovery', 'Stores', 'Reading Recovery', 'Fulfill Orders (0)', and 'Marketplace Reports'. The main content area is titled 'Reading Recovery Fulfillments' and displays 'Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. To process refunds, search for fulfilled orders.' Below this is a 'Pending Fulfillments' section with the text 'There are no pending fulfillments to process.' The 'Order Search' section has a dropdown menu set to 'Pending', 'From' and 'To' date fields set to '6/16/14' and '6/19/14' respectively, and a 'Search' button circled in red. There are also an 'Order Number' field and a 'Search by Order Number' button.

5. Click "View" next to the desired order

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

To modify the order search, select value for filtering: Fulfilled Date

From: 6/20/14 To: 6/24/14

Search

Order Number:

Search by Order Number

Completed Fulfillments

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View
1418	1453	06/23/2014 09:42:14 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View
1419	1454	06/23/2014 09:43:17 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View
1420	1455	06/23/2014 09:44:29 AM CDT	Troy Evans	Walk-In	Credit Card	COMPLETED	View

U.Commerce 6.5 | Marketplace 6.5 (5-9)
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6. Click "Print Page"

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- CU Banner and Design
- Stores
 - Campus Banner and Design
 - Fulfill Orders (0)
- Reading Recovery
- Marketplace Reports
- Edit My Profile
- Help

Campus Banner and Design Fulfillment

Review all details related to an order, or process a refund as needed (requires refund/cancel privileges).

[Back to Fulfillment List](#)

[Print Packing List](#)

[Print Page](#)

Fulfillment Information

This fulfillment was processed on 06/23/2014 09:54:58 AM CDT.

Order #:	1420
Delivery Information	
Date:	06/23/2014 09:44:29 AM CDT
Method:	Walk-In
Buyer Information	
Name:	Troy Evans
Email Address:	troye@clemsun.edu

Process Refund

Total amount available to refund:	\$129.42
-----------------------------------	----------

7. Click "Print"

The screenshot shows a web browser window with a print dialog open on the left and a fulfillment order page on the right. The print dialog has a 'Print' button circled in red. The fulfillment page displays order details for 'Campus Banner and Design Fulfillment'.

Print Dialog:

- Total: 2 sheets of paper
- Buttons: **Print** (circled in red), Cancel
- Destination: Send To OneNote 2... (Change...)
- Pages: All (selected), e.g. 1-5, 8, 11-13
- Copies: 1
- Layout: Portrait (selected), Landscape
- Color: Color (selected), Black and white
- Margins: Default
- Options: Headers and footers, Background colors and images

Fulfillment Page:

6020014 TouchNet U.Commerce Central

Campus Banner and Design Fulfillment
Review all details related to an order, or process a refund as needed (requires refund/cancel privileges).

Fulfillment information
This fulfillment was processed on 06/23/2014 09:54:58 AM CDT.

Order #: 1420

Delivery Information
Date: 06/23/2014 09:44:29 AM CDT
Method: Walk-In

Buyer Information
Name: Troy Evans
Email Address: troye@clemsun.edu

Process Refund
Total amount available to refund: \$129.42

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Thomas Green Statue Canvas : 24" x 36" - \$120.95	1614481_2	1	0	0	0	\$129.42	0	\$

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Tracking Number
Tracking Number: 345345345345
Send User Email:

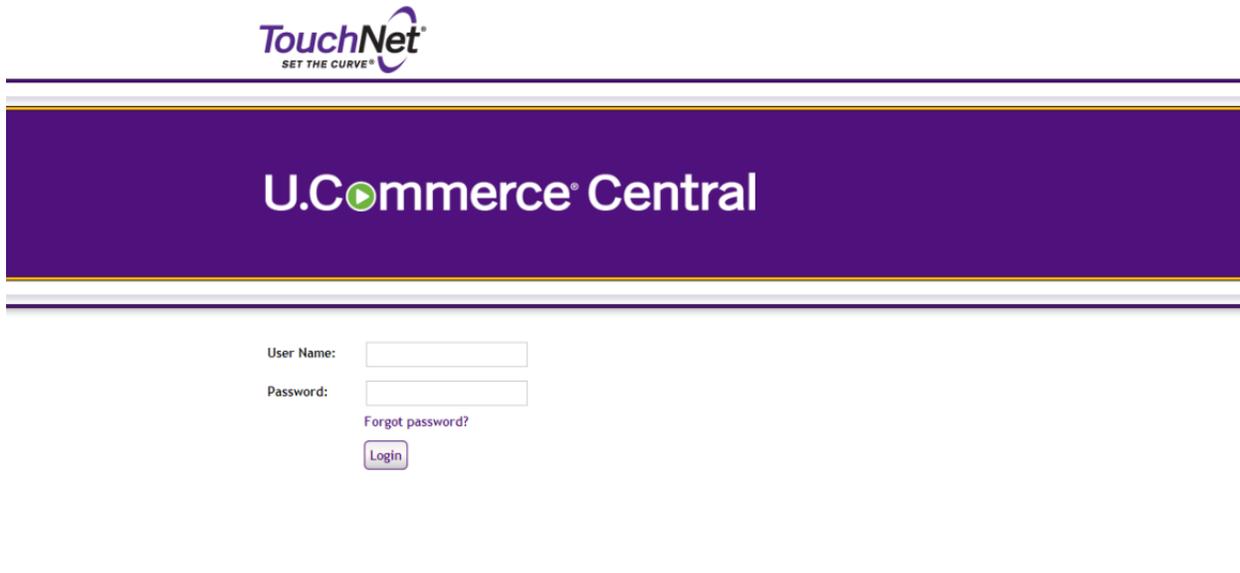
Return Policy

Fulfillment Activity (2102)
Date: 06/23/2014 09:44:30 AM CDT

102

Sending Automatic Emails

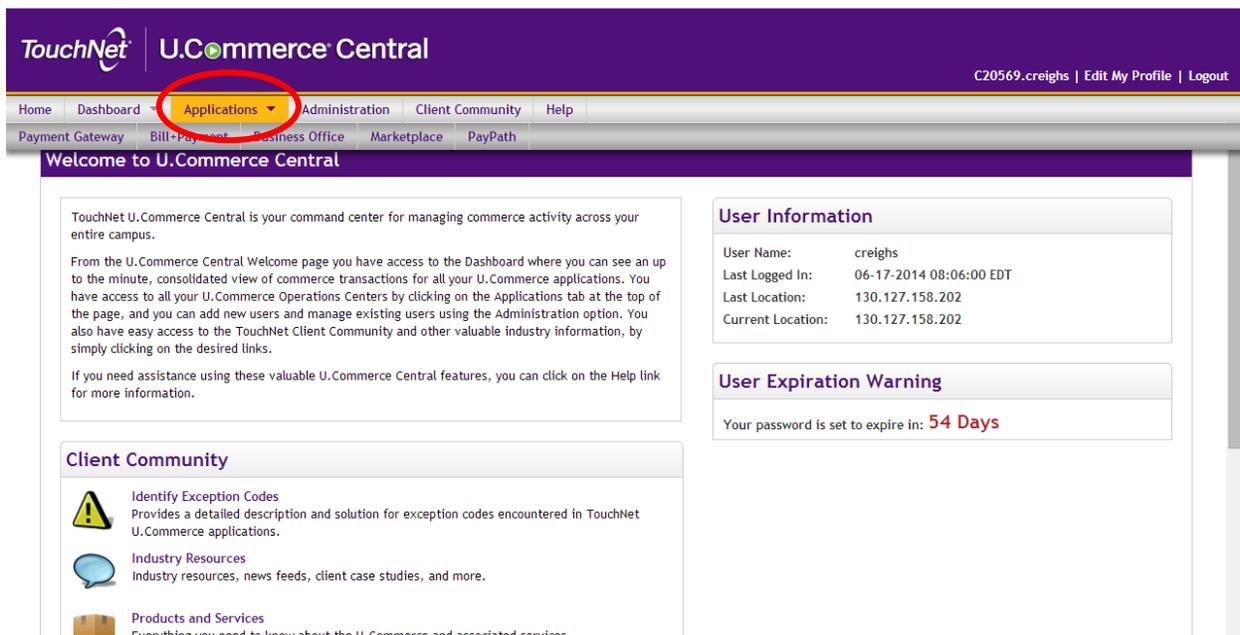
1. Log in to [U.Commerce Central](#)




U.Commerce Central

User Name:
 Password:
[Forgot password?](#)

2. Hover over the Applications tab



TouchNet  **U.Commerce Central** C20569.creighs | [Edit My Profile](#) | [Logout](#)

[Home](#) | [Dashboard](#) | **[Applications](#)** | [Administration](#) | [Client Community](#) | [Help](#)

[Payment Gateway](#) | [Bill Payment](#) | [Business Office](#) | [Marketplace](#) | [PayPath](#)

Welcome to U.Commerce Central

TouchNet U.Commerce Central is your command center for managing commerce activity across your entire campus.

From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.

Client Community

-  **Identify Exception Codes**
 Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
-  **Industry Resources**
 Industry resources, news feeds, client case studies, and more.
-  **Products and Services**
 Everything you need to know about the U.Commerce and associated services.

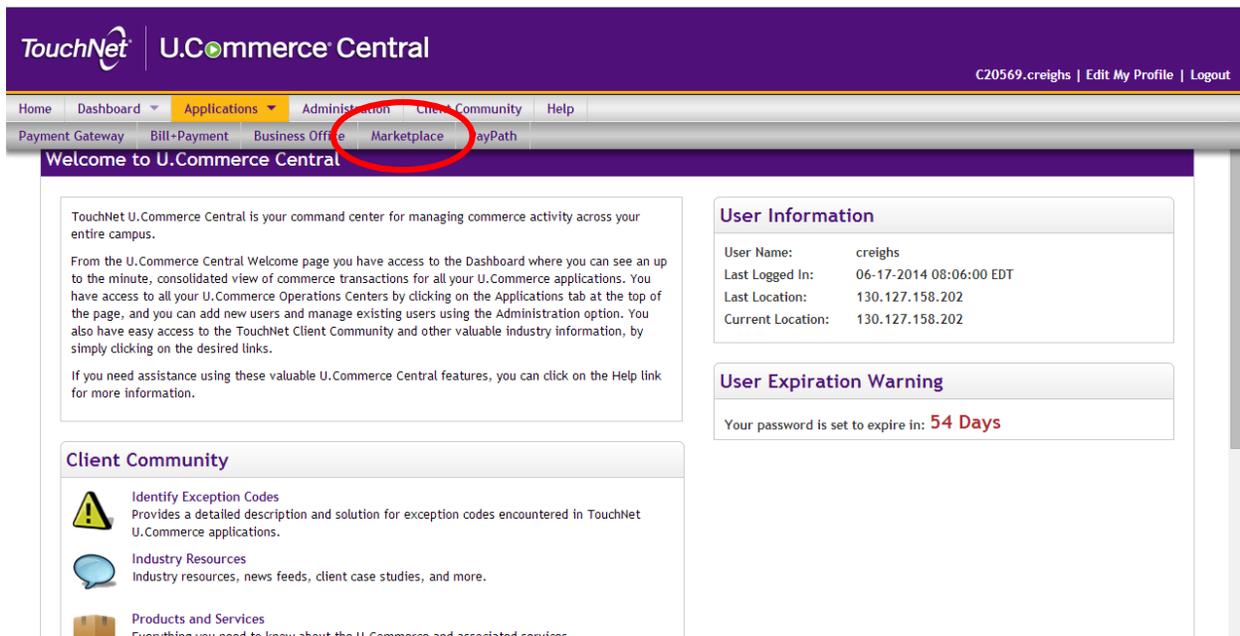
User Information

User Name: creighs
 Last Logged In: 06-17-2014 08:06:00 EDT
 Last Location: 130.127.158.202
 Current Location: 130.127.158.202

User Expiration Warning

Your password is set to expire in: **54 Days**

3. Navigate to Marketplace



The screenshot shows the U.Commerce Central dashboard. The navigation menu at the top includes Home, Dashboard, Applications, Administration, Client Community, and Help. The Marketplace link is circled in red. Below the navigation menu, the main content area is titled "Welcome to U.Commerce Central" and contains several sections: a welcome message, User Information, User Expiration Warning, and Client Community links.

TouchNet U.Commerce Central

C20569.creighs | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Payment Gateway Bill+Payment Business Office Marketplace DayPath

Welcome to U.Commerce Central

TouchNet U.Commerce Central is your command center for managing commerce activity across your entire campus.

From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.

User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

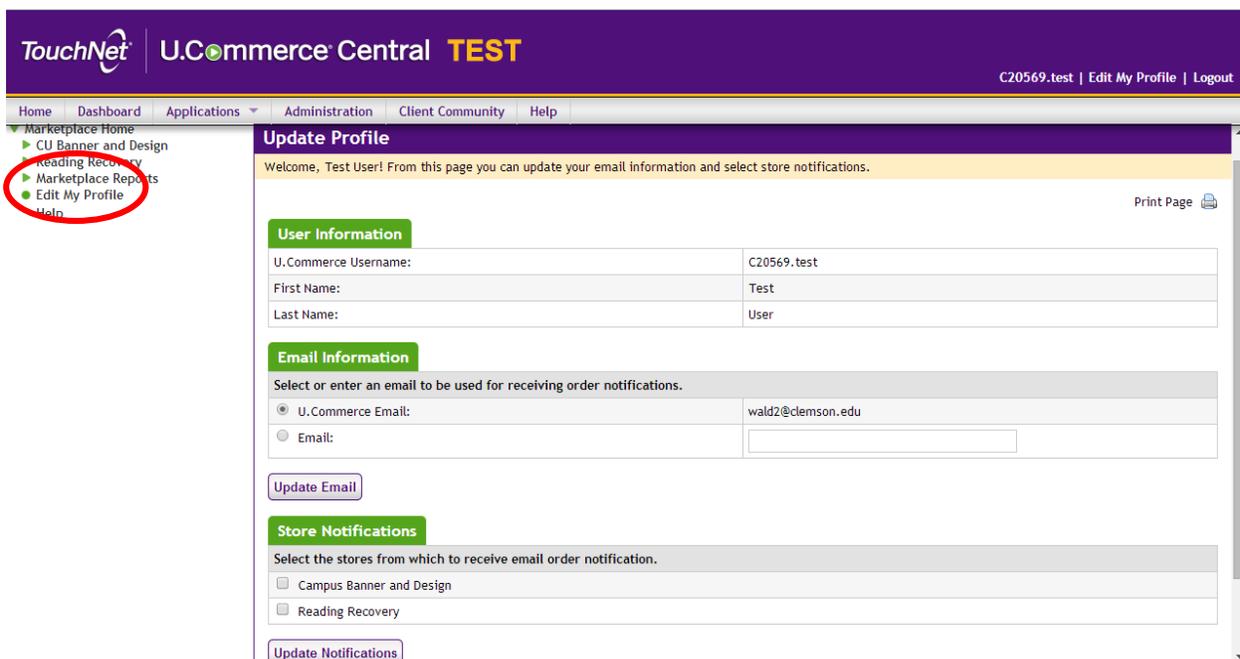
User Expiration Warning

Your password is set to expire in: **54 Days**

Client Community

- Identify Exception Codes**
Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
- Industry Resources**
Industry resources, news feeds, client case studies, and more.
- Products and Services**
Everything you need to know about the U.Commerce and associated services.

4. Click "Edit my Profile"



The screenshot shows the "Update Profile" page in U.Commerce Central. The navigation menu at the top includes Home, Dashboard, Applications, Administration, Client Community, and Help. The "Edit My Profile" link is circled in red. The main content area is titled "Update Profile" and contains several sections: User Information, Email Information, and Store Notifications.

TouchNet U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Marketplace Home
CU Banner and Design
Reading Recovery
Marketplace Reports
Edit My Profile
Help

Update Profile

Welcome, Test User! From this page you can update your email information and select store notifications.

User Information

U.Commerce Username:	C20569.test
First Name:	Test
Last Name:	User

Email Information

Select or enter an email to be used for receiving order notifications.

U.Commerce Email: wald2@clemsun.edu

Email:

Update Email

Store Notifications

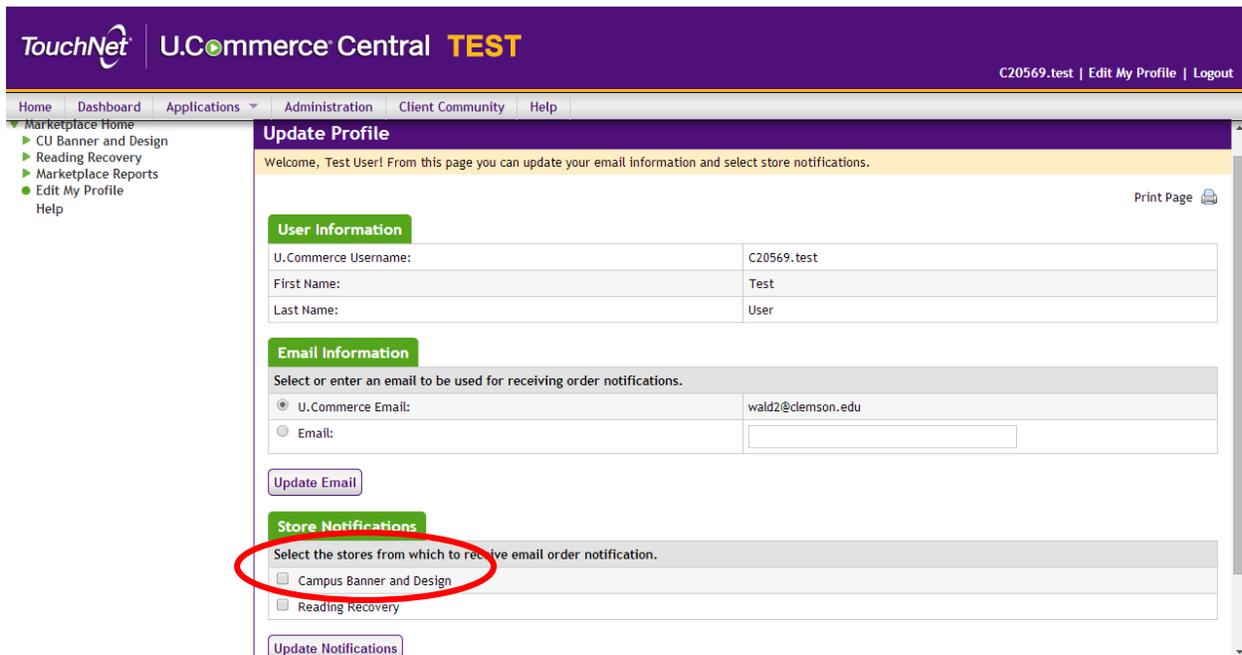
Select the stores from which to receive email order notification.

Campus Banner and Design

Reading Recovery

Update Notifications

5. Check the box next to your store name



TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Marketplace Home
CU Banner and Design
Reading Recovery
Marketplace Reports
Edit My Profile
Help

Update Profile

Welcome, Test User! From this page you can update your email information and select store notifications.

Print Page

User Information

U.Commerce Username:	C20569.test
First Name:	Test
Last Name:	User

Email Information

Select or enter an email to be used for receiving order notifications.

U.Commerce Email: wald2@clemsan.edu

Email:

Update Email

Store Notifications

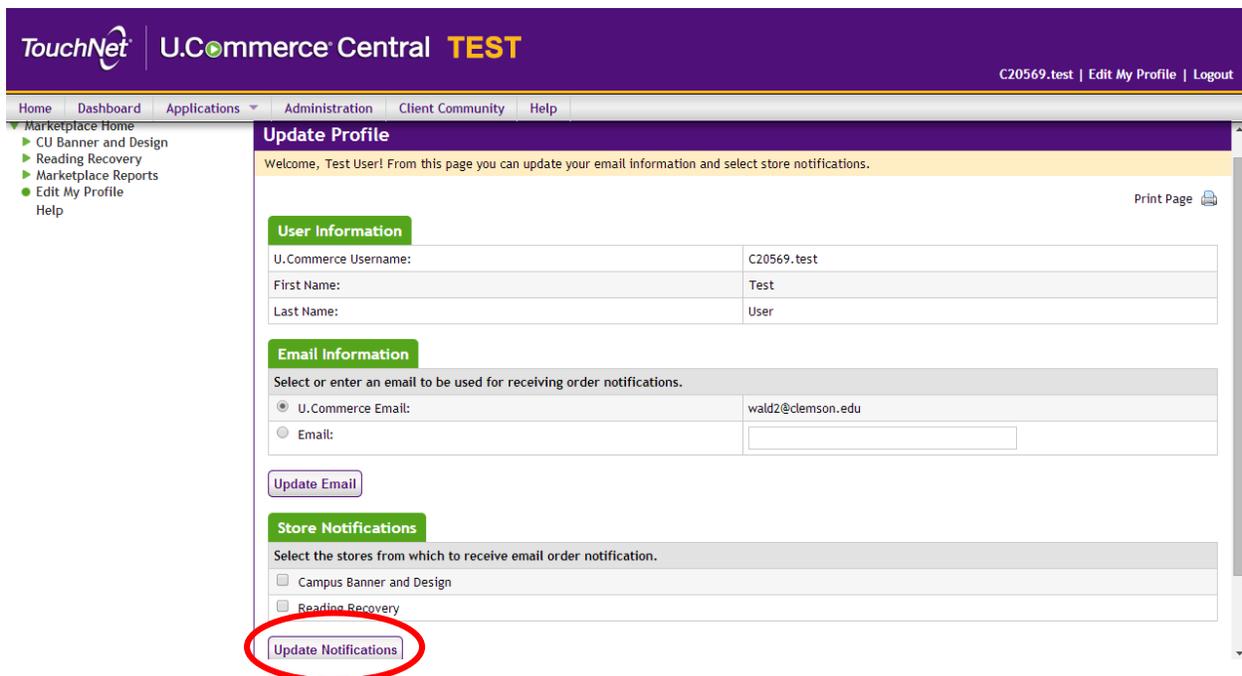
Select the stores from which to receive email order notification.

Campus Banner and Design

Reading Recovery

Update Notifications

6. Click "Update Notifications"



TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

Marketplace Home
CU Banner and Design
Reading Recovery
Marketplace Reports
Edit My Profile
Help

Update Profile

Welcome, Test User! From this page you can update your email information and select store notifications.

Print Page

User Information

U.Commerce Username:	C20569.test
First Name:	Test
Last Name:	User

Email Information

Select or enter an email to be used for receiving order notifications.

U.Commerce Email: wald2@clemsan.edu

Email:

Update Email

Store Notifications

Select the stores from which to receive email order notification.

Campus Banner and Design

Reading Recovery

Update Notifications

Note: Automatic order notification emails will be sent to the email address provided while the box is checked. To stop receiving order notification emails, uncheck the box and click "Update Notifications".

Running a PeopleSoft Query

1. Navigate to [PeopleSoft](#)



PEOPLESOFT ENTERPRISE

<p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p style="text-align: center;">Sign In</p> <p style="text-align: center; font-size: small;">To set trace flags, click here</p>	<p>Select a Language:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 ไทย 繁體中文 </td> <td style="width: 50%; vertical-align: top;"> Español Deutsch Français du Canada Magyar Norsk Português Svenska 日本語 Русский 简体中文 العربية </td> </tr> </table>	English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 ไทย 繁體中文	Español Deutsch Français du Canada Magyar Norsk Português Svenska 日本語 Русский 简体中文 العربية
English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 ไทย 繁體中文	Español Deutsch Français du Canada Magyar Norsk Português Svenska 日本語 Русский 简体中文 العربية		

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2. Click “Query”



[Home](#) | [Worklist](#) | [Add to Favorites](#) | [Sign out](#)

Personalize [Content](#) | [Layout](#)

Menu

Search:

- ▾ My Favorites
- ▾ CU_CUSTOM
- ▾ Vendors
- ▾ Purchasing
- ▾ Accounts Payable
- ▾ Commitment Control
- ▾ General Ledger
- ▾ Set Up Financials/Supply Chain
- ▾ Tree Manager
- ▾ Reporting Tools
- ▾ PeopleTools
- ▾ Budget Journals
- ▾ Journals
- ▾ View Archived Journals
- ▾ Payroll Corrections
- ▾ Project Information
- ▾ Purchase Orders
- ▾ **Query**

Note: If you do not see “Query” in your navigation pane, please contact your college Business Officer for query access.

3. Search By Query Name

The screenshot shows the Oracle Query Manager interface. The search criteria are set to "Query Name" and "begins with" "MARKETPLACE_TRANSACTIONS_DEPT". The search results are displayed in a table under "My Favorite Queries".

Search Criteria: *Search By: Query Name begins with MARKETPLACE_TRANSACTIONS_DEPT

My Favorite Queries Table:

Query Name	Descr	Owner	Folder	Run to HTML	Run to Excel	Schedule	Remove
MARKETPLACE_TRANSACTIONS_ALL	Daily Marketplace Transactions	Private		Run to HTML	Run to Excel	Schedule	

Budgets:

- CU88_REV_BUD_BALANCE: Shows Budget, Revenues and Balance
- CU88_BUDGET_BALANCE: Shows Budget, Expenditures and Balance
- CU88_FUND_BALANCE: Shows Fund Balance Info. from the Ledger
- CU_BUDGET_BALANCE_DEPTID_FY: Shows Budget, Expenditures and Balance for a Deptid by Year
- CU88_PROJ_BUDGET_BALANCE: Shows Budget, Expenditures and Balance for Project by FY

Actuals:

- CU88_CHARTFIELD_STRING_DRILL: Actuals FY 2011 to Current
- ARC_CHARTFIELD_STRING_DRILL: Actuals Prior to FY 2011
- CU88_CHARTFIELD_STRING_BALANCE: Shows Chartfield Balance Info. in the Ledger

API/PO:

- CU88_PO_ENC_VCHR_VNDR: Shows Enc., change orders and vouchers against a PO
- CU88_REQ_STATUS_PROC: Shows Requisition, approval, buyer, BCM status, etc.
- CU88_VOUCHER_BUD_ERRORS: Shows Voucher Budget Check Errors by Business Unit

4. Type "Marketplace" without quotation marks in the search box

The screenshot shows the Oracle Query Manager interface. The search criteria are set to "Query Name" and "begins with" "MARKETPLACE_TRANSACTIONS_DEPT". The search results are displayed in a table under "My Favorite Queries".

Search Criteria: *Search By: Query Name begins with MARKETPLACE_TRANSACTIONS_DEPT

My Favorite Queries Table:

Query Name	Descr	Owner	Folder	Run to HTML	Run to Excel	Schedule	Remove
MARKETPLACE_TRANSACTIONS_ALL	Daily Marketplace Transactions	Private		Run to HTML	Run to Excel	Schedule	

Budgets:

- CU88_REV_BUD_BALANCE: Shows Budget, Revenues and Balance
- CU88_BUDGET_BALANCE: Shows Budget, Expenditures and Balance
- CU88_FUND_BALANCE: Shows Fund Balance Info. from the Ledger
- CU_BUDGET_BALANCE_DEPTID_FY: Shows Budget, Expenditures and Balance for a Deptid by Year
- CU88_PROJ_BUDGET_BALANCE: Shows Budget, Expenditures and Balance for Project by FY

Actuals:

- CU88_CHARTFIELD_STRING_DRILL: Actuals FY 2011 to Current
- ARC_CHARTFIELD_STRING_DRILL: Actuals Prior to FY 2011
- CU88_CHARTFIELD_STRING_BALANCE: Shows Chartfield Balance Info. in the Ledger

API/PO:

- CU88_PO_ENC_VCHR_VNDR: Shows Enc., change orders and vouchers against a PO
- CU88_REQ_STATUS_PROC: Shows Requisition, approval, buyer, BCM status, etc.
- CU88_VOUCHER_BUD_ERRORS: Shows Voucher Budget Check Errors by Business Unit

5. Click "Search"

ORACLE Home Worklist Add to Favorites Sign out

Menu
 Search:
 My Favorites
 CU CUSTOM
 Vendors
 Purchasing
 Accounts Payable
 Commitment Control
 General Ledger
 Set Up Financials/Supply Chain
 Tree Manager
 Reporting Tools
 PeopleTools
 Budget Journals
 Journals
 View Archived Journals
 Payroll Corrections
 Project Information
 Purchase Orders
 Vouchers
 Query

Query Manager
 Enter any information you have and click Search. Leave fields blank for a list of all values.
 Find an Existing Query | Create New Query

*Search By: Query Name begins with MARKETPLACE_TRANSACTIONS_DEPT
 [Advanced Search](#)

Find an Existing Query | Create New Query

My Favorite Queries

Query Name	Descr	Owner	Folder	Run to HTML	Run to Excel	Schedule	Remove
MARKETPLACE_TRANSACTIONS_ALL	Daily Marketplace Transactions	Private		Run to HTML	Run to Excel	Schedule	

Budgets
[CU88_REV_BUD_BALANCE](#)
 Shows Budget, Revenues and Balance
[CU88_BUDGET_BALANCE](#)
 Shows Budget, Expenditures and Balance
[CU88_FUND_BALANCE](#)
 Shows Fund Balance Info. from the Ledger
[CU_BUDGET_BALANCE_DEPTID_FY](#)
 Shows Budget, Expenditures and Balance for a Deptid by Year
[CU88_PROJ_BUDGET_BALANCE](#)
 Shows Budget, Expenditures and Balance for Project by FY

Actuals
[CU88_CHARTFIELD_STRING_DRILL](#)
 Actuals FY 2011 to Current
[ARC_CHARTFIELD_STRING_DRILL](#)
 Actuals Prior to FY 2011
[CU88_CHARTFIELD_STRING_BALANCE](#)
 Shows Chartfield Balance Info. in the Ledger

AP/PO
[CU88_PO_ENC_VCHR_VNDR](#)
 Shows Enc. change orders and vouchers against a PO
[CU88_REQ_STATUS_PROC](#)
 Shows Requisition, approval, buyer, BCM status, etc.
[CU88_VOUCHER_BUD_ERRORS](#)
 Shows Voucher Budget Check Errors by Business Unit

6. Click "Run to Excel"

ORACLE Home Worklist Add to Favorites Sign out

Menu
 Search:
 My Favorites
 CU CUSTOM
 Vendors
 Purchasing
 Accounts Payable
 Commitment Control
 General Ledger
 Set Up Financials/Supply Chain
 Tree Manager
 Reporting Tools
 PeopleTools
 Budget Journals
 Journals
 View Archived Journals
 Payroll Corrections
 Project Information
 Purchase Orders
 Vouchers
 Query

Query Manager
 Enter any information you have and click Search. Leave fields blank for a list of all values.
 Find an Existing Query | Create New Query

*Search By: Query Name begins with MARKETPLACE_TRANSACTIONS_DEPT
 [Advanced Search](#)

Search Results

*Folder View: -- All Folders --
 *Action: -- Choose --

Query	Query Name	Descr	Owner	Folder	Run to HTML	Run to Excel	Schedule
<input type="checkbox"/>	MARKETPLACE_TRANSACTIONS_DEPT	Marketplace Trans. By Dept	Public		Run to HTML	Run to Excel	Schedule

Find an Existing Query | Create New Query

My Favorite Queries

Query Name	Descr	Owner	Folder	Run to HTML	Run to Excel	Schedule	Remove
MARKETPLACE_TRANSACTIONS_ALL	Daily Marketplace Transactions	Private		Run to HTML	Run to Excel	Schedule	

Budgets
[CU88_REV_BUD_BALANCE](#)
 Shows Budget, Revenues and Balance
[CU88_BUDGET_BALANCE](#)
 Shows Budget, Expenditures and Balance
[CU88_FUND_BALANCE](#)
 Shows Fund Balance Info. from the Ledger
[CU_BUDGET_BALANCE_DEPTID_FY](#)
 Shows Budget, Expenditures and Balance for a Deptid by Year

Actuals
[CU88_CHARTFIELD_STRING_DRILL](#)
 Actuals FY 2011 to Current
[ARC_CHARTFIELD_STRING_DRILL](#)
 Actuals Prior to FY 2011
[CU88_CHARTFIELD_STRING_BALANCE](#)
 Shows Chartfield Balance Info. in the Ledger

7. Enter the desired date range

MARKETPLACE_TRANSACTIONS_DEPT - Marketplace Trans. By Dept.

From: 
To: 
Dept:
[View Results](#)

Journal ID	Date	Account	Dept	Fund	Class	Program	Project	Amount	Line Descr
------------	------	---------	------	------	-------	---------	---------	--------	------------

8. Enter your department number

MARKETPLACE_TRANSACTIONS_DEPT - Marketplace Trans. By Dept.

From: 
To: 
Dept:
[View Results](#)

Journal ID	Date	Account	Dept	Fund	Class	Program	Project	Amount	Line Descr
------------	------	---------	------	------	-------	---------	---------	--------	------------

9. Click "View Results"

MARKETPLACE_TRANSACTIONS_DEPT - Marketplace Trans. By Dept.

From: 
To: 
Dept:
[View Results](#)

Journal ID	Date	Account	Dept	Fund	Class	Program	Project	Amount	Line Descr
------------	------	---------	------	------	-------	---------	---------	--------	------------

10. Open the excel document

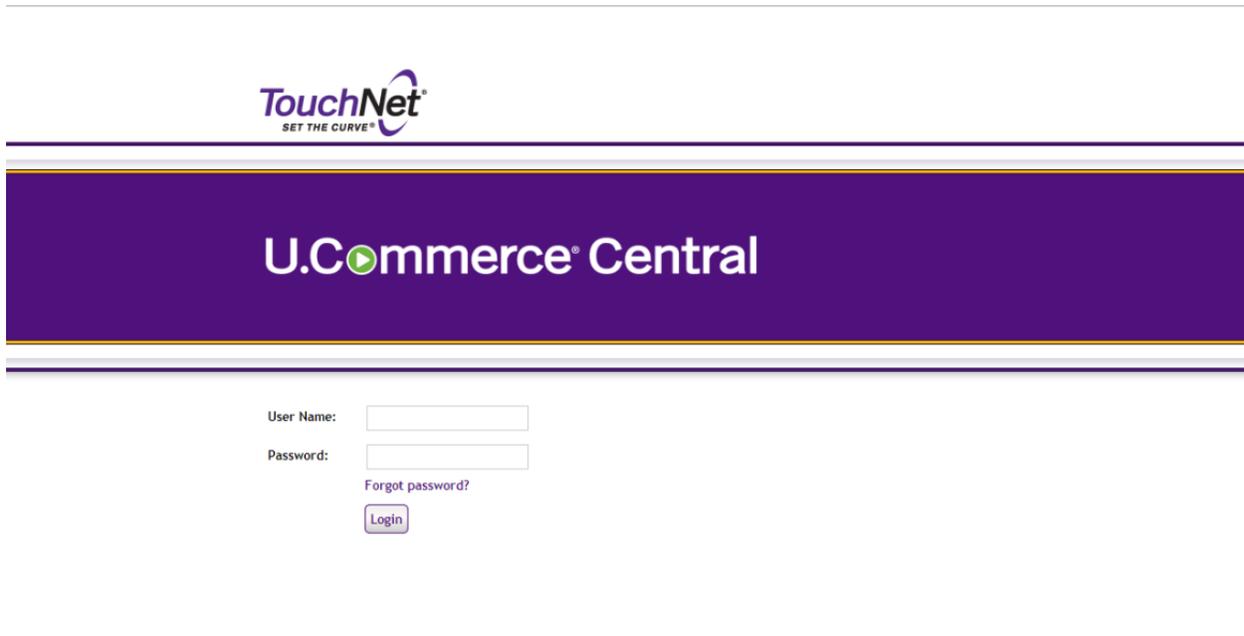
MARKETPLACE_TRANSACTIONS_DEPT - Marketplace Trans. By Dept.

From: 
To: 
Dept:
[View Results](#)

Journal ID	Date	Account	Dept	Fund	Class	Program	Project	Amount	Line Descr
------------	------	---------	------	------	-------	---------	---------	--------	------------

Pulling a Totals Report

1. Log in to [U.Commerce Central](#)



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SET THE CURVE®

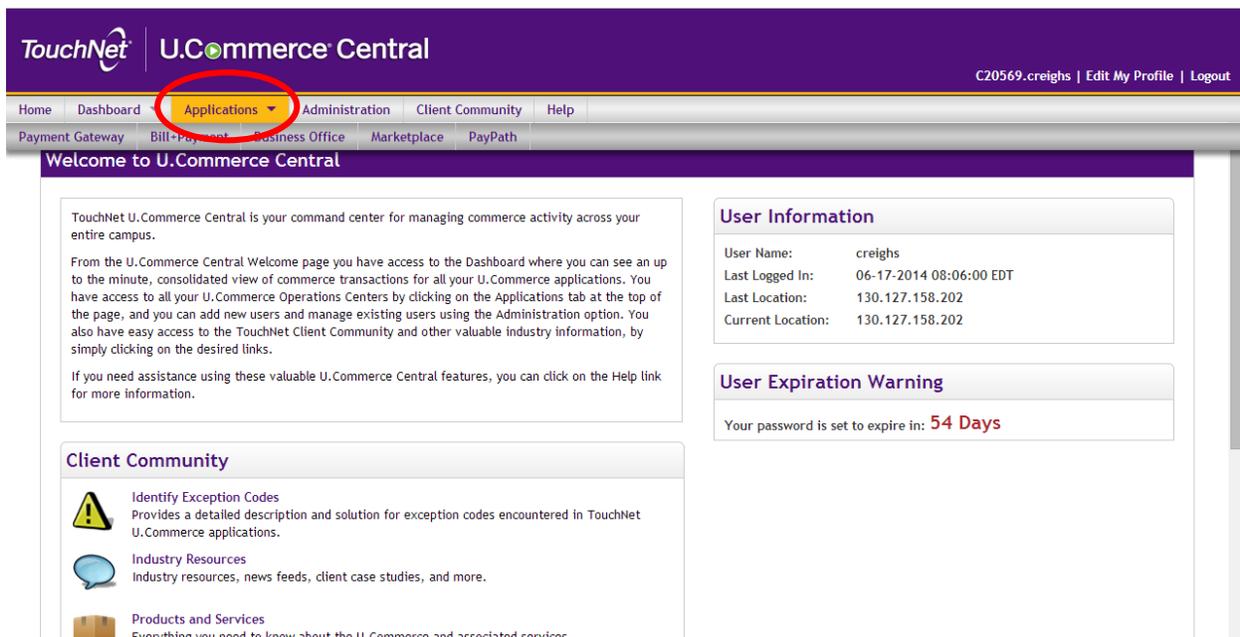
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Hover over the Applications tab



TouchNet | U.Commerce Central

C20569.creighs | [Edit My Profile](#) | [Logout](#)

Home | Dashboard | **Applications** | Administration | Client Community | Help

Payment Gateway | Bill+Payment | Business Office | Marketplace | PayPath

Welcome to U.Commerce Central

TouchNet U.Commerce Central is your command center for managing commerce activity across your entire campus.

From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.

User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

User Expiration Warning

Your password is set to expire in: **54 Days**

Client Community

-  **Identify Exception Codes**
Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
-  **Industry Resources**
Industry resources, news feeds, client case studies, and more.
-  **Products and Services**
Everything you need to know about the U.Commerce and associated services.

3. Navigate to Marketplace

TouchNet U.Commerce Central C20569.creighs | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help
 Payment Gateway Bill+Payment Business Office **Marketplace** PayPath

Welcome to U.Commerce Central

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 Last Logged In: 06-17-2014 08:06:00 EDT
 Last Location: 130.127.158.202
 Current Location: 130.127.158.202

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Everything you need to know about the U.Commerce and associated services.

4. Click “Marketplace Reports” on the left side of your screen

TouchNet U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

▼ Marketplace Home
 ▶ Reading Recovery
Marketplace Reports
 Edit My Profile
 Help

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.

Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

5. Click "Stores"

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores**
- Edit My Profile
- Help

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. Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

6. Select your store

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
- Reading Recovery**
- Edit My Profile
- Help

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. Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

7. Click “Totals”

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
 - Reading Recovery
 - By Product
 - By Stock No.
 - By Product Type
 - Totals**
 - Taxes
 - Buyer Information
 - Recurring Payment
- Edit My Profile
- Help

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.

Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

8. Change the date range to the desired state and click “View”

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
 - Reading Recovery
 - By Product
 - By Stock No.
 - By Product Type
 - Totals**
 - Taxes
 - Buyer Information
 - Recurring Payment
- Edit My Profile
- Help

Store Revenue Report

The default report shows current day information using the default of all application types.. The report is a summary of the total revenue.

Print Page

From: 6/2/14 To: 6/8/14 Report Type: Totals View

Application Type:

Stores

Mobile

There are no sales on record for this store for the selected time period.

9. Click “Export to CSV”

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- ▼ Marketplace Home
- ▶ Reading Recovery
- ▼ Marketplace Reports
- ▼ Stores
 - ▼ Reading Recovery
 - By Product
 - By Stock No.
 - By Product Type
 - Totals
 - Taxes
 - Buyer Information
 - Recurring Payment
 - Edit My Profile
 - Help

Store Revenue Report

The default report shows current day information using the default of all application types.. The report is a summary of the total revenue.

Print Page 

Export To CSV

From: 3/4/14 To: 6/8/14 Report Type: Totals

Application Type:

Stores

Mobile

Store Name	Number of Fulfillments	Number of Items Sold	Item Amount	Shipping Amount	Item + Shipping Amount	Tax Collected	Total Amount with Tax
Reading Recovery	5	3	\$245.00	\$0.00	\$245.00	\$0.00	\$245.00

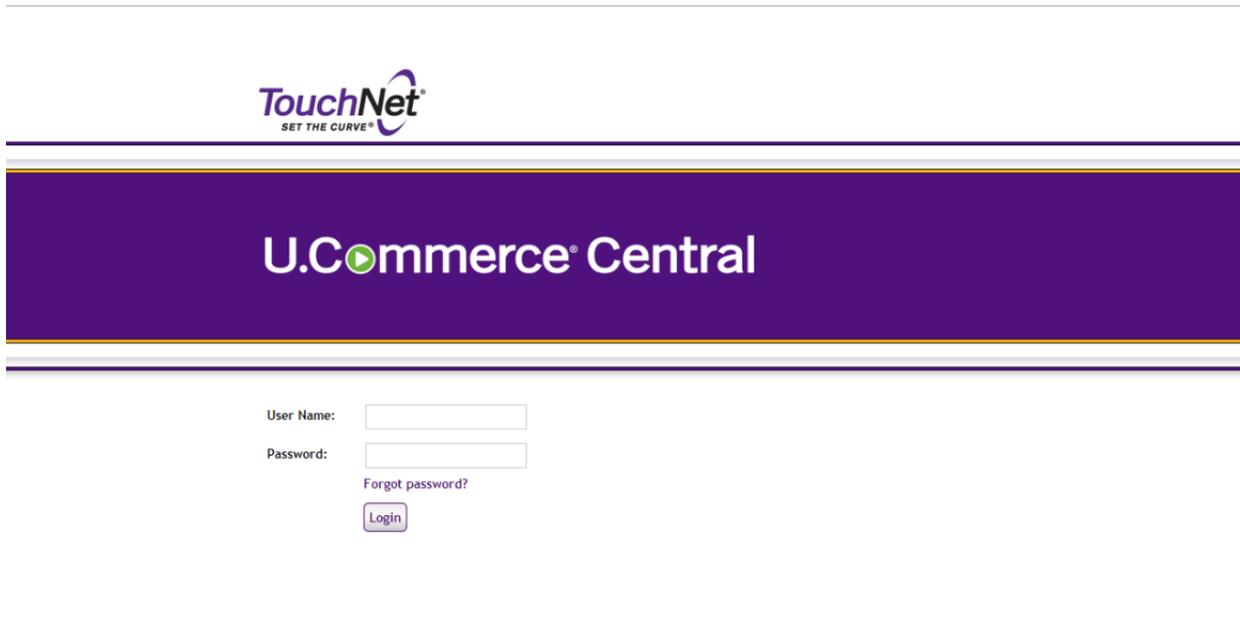
Reconciling Your Account

1. Pull a Totals Report (See “Pulling a Totals Report”)
2. Export to CSV
3. Save as Rev by Acct Code (From Date Range) to (To Date Range)
 - a. For Example, If we pulled date from 6/2/14 to 6/6/14, our file name would be: “Rev by Acct Code 6-2-14 to 6-6-14”
4. Run a PeopleSoft Query (See “Running a PeopleSoft Query”)
5. Open the Excel document
6. Total all of the transactions
7. Save as “PeopleSoft Query (From Date Range) to (To Date Range)”
 - a. For Example, if we pulled data from 6/2/14 to 6/6/14, our file name would be “PeopleSoft Query 6-2-14 to 6-6-14”

Note: Marketplace revenues should be reconciled on a monthly basis. It may be necessary to reconcile more frequently (weekly or daily) dependent on sales volume.

Pulling a Product Report

1. Log in to [U.Commerce Central](#)



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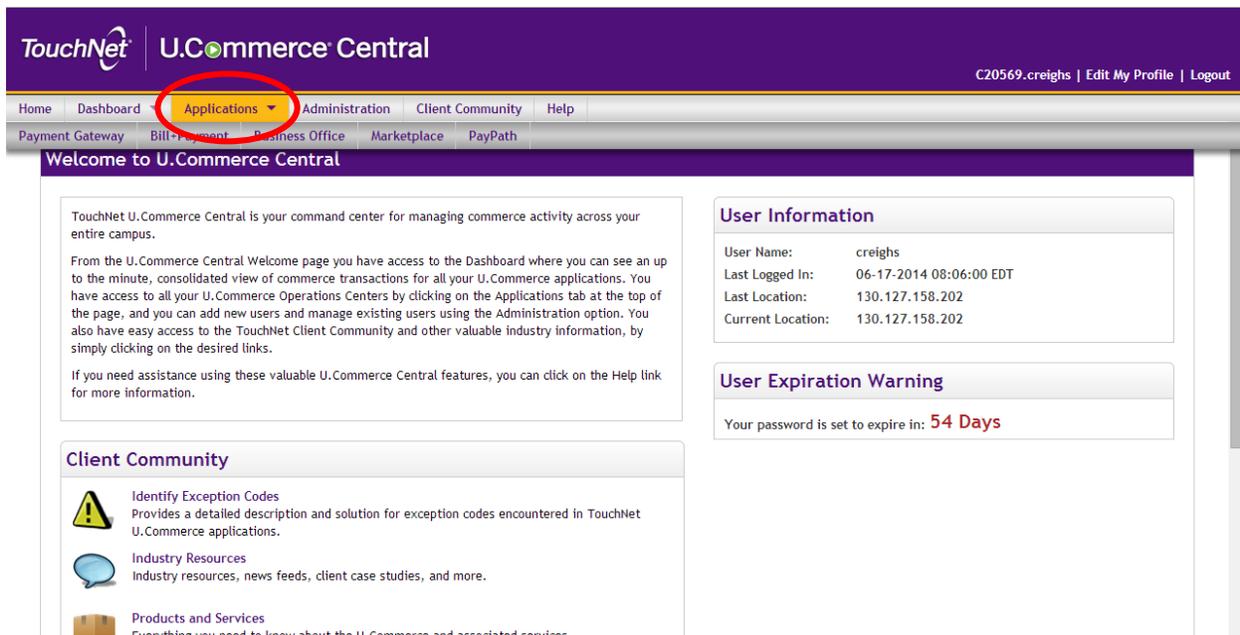
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Hover over the Applications tab



TouchNet | U.Commerce Central

C20569.creighs | [Edit My Profile](#) | [Logout](#)

Home | Dashboard | **Applications** | Administration | Client Community | Help

Payment Gateway | Bill Payment | Business Office | Marketplace | PayPath

Welcome to U.Commerce Central

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Client Community

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Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
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Industry resources, news feeds, client case studies, and more.
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Everything you need to know about the U.Commerce and associated services.

User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

User Expiration Warning

Your password is set to expire in: **54 Days**

3. Navigate to Marketplace

The screenshot shows the U.Commerce Central dashboard. The top navigation bar includes "Home", "Dashboard", "Applications", "Administration", "Client Community", and "Help". Below this, a secondary navigation bar contains "Payment Gateway", "Bill+Payment", "Business Office", "Marketplace", and "PayPath". The "Marketplace" link is circled in red. The main content area is titled "Welcome to U.Commerce Central" and contains several sections: a welcome message, "User Information" (showing user name, last logged in, last location, and current location), "User Expiration Warning" (indicating the password expires in 54 days), and "Client Community" (with links for Identify Exception Codes, Industry Resources, and Products and Services).

4. Click "Marketplace Reports" on the left side of your screen

The screenshot shows the "Marketplace Operations Center Home" page. The top navigation bar includes "Home", "Dashboard", "Applications", "Administration", "Client Community", and "Help". The main content area is titled "Marketplace Operations Center Home" and contains a search bar, a "Print Page" button, and a "Stores" section. The "Stores" section displays a table with columns: Name, Id, Type, Merchant Name, Web, Mobile, Fulfillments Pending, and Links. The table contains one entry: "Reading Recovery" with Id 29, Type General, Merchant Name Reading Recovery, Web Yes, Mobile No, and Fulfillments Pending 0. The table footer shows "Showing 1 to 1 of 1 entries" and navigation links: First, Previous, 1, Next, Last. On the left sidebar, the "Marketplace Reports" link is circled in red.

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

5. Click "Stores"

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores**
- Edit My Profile
- Help

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.

Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

6. Select your store

TouchNet | U.Commerce Central TEST

C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
- Reading Recovery**
- Edit My Profile
- Help

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.

Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

7. Click “By Product”

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
 - Reading Recovery
 - By Product**
 - By Stock No.
 - By Product Type
 - Totals
 - Taxes
 - Buyer Information
 - Recurring Payment
- Edit My Profile
- Help

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.

Print Page

Stores

Show 10 entries Search:

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

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

8. Change the date range to the desired state

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home Dashboard Applications Administration Client Community Help

- Marketplace Home
- Reading Recovery
- Marketplace Reports
- Stores
 - Reading Recovery
 - By Product
 - By Stock No.
 - By Product Type
 - Totals
 - Taxes
 - Buyer Information
 - Recurring Payment
- Edit My Profile
- Help

Store Revenue Report

The default report shows current day information using the default of all application types.. The report is a summary of the total revenue.

Print Page

Export To CSV

From: 3/2/14 To: 6/18/14 Report Type: Product View

Application Type:

- Stores
- Mobile

9. Click “View”

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes the TouchNet logo, the text "U.Commerce Central TEST", and user information "C20569.test | Edit My Profile | Logout". Below this is a secondary navigation bar with links for Home, Dashboard, Applications, Administration, Client Community, and Help. A left-hand sidebar menu lists various options under "Marketplace Home", "Marketplace Reports", and "Stores". The main content area is titled "Store Revenue Report" and contains a description of the report, an "Export To CSV" button, and a form with fields for "From" (3/2/14), "To" (6/18/14), and "Report Type" (Product). The "View" button next to the "Report Type" field is circled in red. Below the form, there are checkboxes for "Application Type" with "Stores" and "Mobile" selected.

10. Click on a listed product for more detailed information

- a. This option will show all of the information the customer entered

The screenshot shows the U.Commerce Central TEST interface with a detailed view of a product listing. The top navigation bar is identical to the previous screenshot. The main content area shows the "Store Revenue Report" form from the previous screenshot, with the "View" button circled in red. Below the form is a "Hide Detail" button and a table of product listings. The table has columns for Product Name, Order Id, Purchaser, Date Ordered, Date Fulfilled, Qty Fulfilled, Payment Method, Pay By Check Payment Status, and Total Amount Paid. The first row shows a product named "2013 Summer Institute - Participant Registration" with an order ID of 1287, purchased by Kayne Evans, ordered on 04/01/2014, fulfilled on 04/01/2014, with a quantity of 1, paid by MasterCard, and a total amount of \$70.00. Below the table is a "Shipping Information" section with the email troye@clemson.edu. Underneath is a "Product Modifiers" section with a table of prompts, answers, and prices. The prompts include "Participant Name" (Kayne Evans, \$50.00), "Phone Number" (864-940-6830, \$50.00), and a note about a Tiger Executive Meal (Chicken Salad on Croissant, \$50.00). The table ends with a second row for the same product with an order ID of 1267, purchased by Kayne Evans, ordered on 03/24/2014, fulfilled on 03/24/2014, with a quantity of -1, paid by MasterCard, and a total amount of -\$35.00.

Product Name	Order Id	Purchaser	Date Ordered	Date Fulfilled	Qty Fulfilled	Payment Method	Pay By Check Payment Status	Total Amount Paid
2013 Summer Institute - Participant Registration	1287	Kayne Evans	04/01/2014 02:40:16 PM CDT	04/01/2014 02:40:19 PM CDT	1	MasterCard		\$70.00
Shipping Information								
troye@clemson.edu								
Product Modifiers								
Prompt			Answer			Price		
Participant Name			Kayne Evans			\$50.00		
Phone Number			864-940-6830			\$50.00		
If you are interested in having a Tiger Executive Meal for lunch, please check one of the following			Chicken Salad on Croissant			\$50.00		
2013 Summer Institute -	1267	Kayne Evans	03/24/2014 02:16:40 PM	03/24/2014 02:28:28 PM	-1	MasterCard		-\$35.00

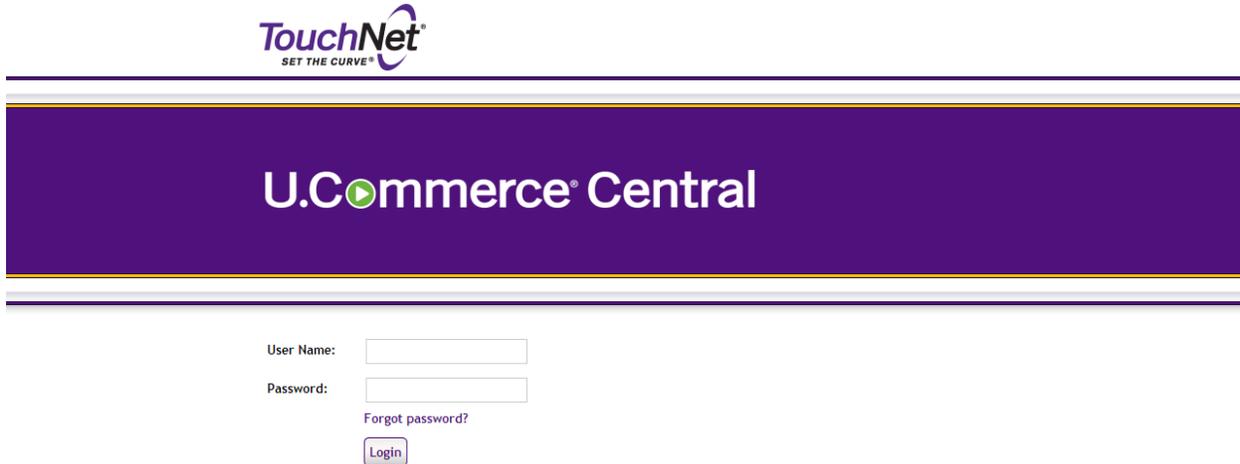
11. Click “Export to CSV”

The screenshot displays the U.Commerce Central TEST interface. At the top, there is a purple header with the TouchNet logo and the text "U.Commerce Central TEST". To the right of the header, it says "C20569.test | Edit My Profile | Logout". Below the header is a navigation bar with links for Home, Dashboard, Applications, Administration, Client Community, and Help. On the left side, there is a sidebar menu with various options, including "Marketplace Home", "Reading Recovery", "Marketplace Reports", "Stores", "Reading Recovery", "By Product", "By Stock No.", "By Product Type", "Totals", "Taxes", "Buyer Information", "Recurring Payment", "Edit My Profile", and "Help". The main content area is titled "Product Detail Report" and contains the following elements:

- A yellow banner with the text: "The default report shows current day information using the default of all application types."
- A "Print Page" button with a printer icon.
- A "Back To Store Revenue Report" button.
- An "Export to CSV" button, which is highlighted with a red circle.
- A list of radio buttons for report options:
 - Show columns with a zero dollar price adjustment
 - Include all modifiers
 - Select modifiers to export
- A date range selector with "From: 3/2/14" and "To: 6/18/14" fields, and a "View" button.
- An "Application Type:" section with two checked checkboxes:
 - Stores
 - Mobile
- A "Hide Detail" button at the bottom.

What If I Forgot My Password?

1. Click “Forgot My Password”



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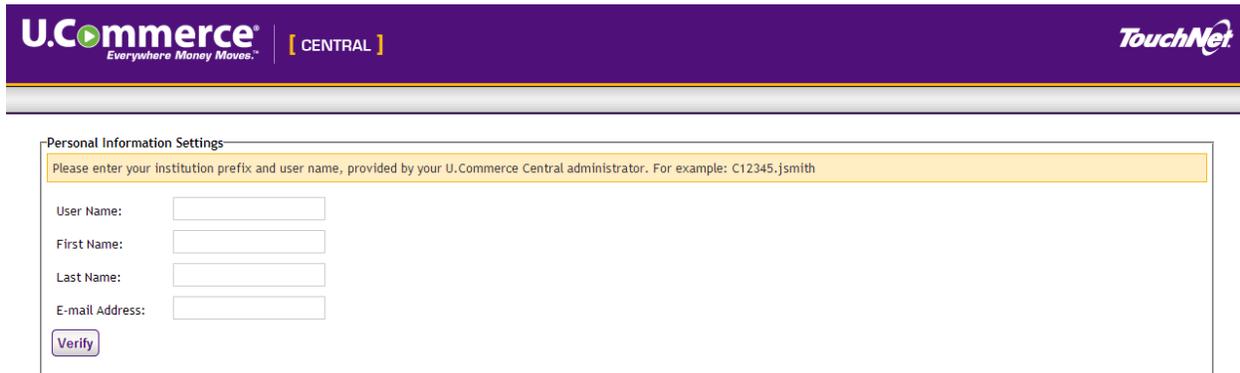
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Enter required information



U.Commerce®
Everywhere Money Moves.™

[CENTRAL]

TouchNet

Personal Information Settings

Please enter your institution prefix and user name, provided by your U.Commerce Central administrator. For example: C12345.jsmith

User Name:

First Name:

Last Name:

E-mail Address:

3. Check your email for further instructions

Note: The system will lock you out after entering an incorrect password three or more times. Contact your Marketplace administrator at Marketplace@lists.clemson.edu if this occurs.

FAQs for Marketplace

Payments

1. Are cash and personal checks accepted as payment methods?

Marketplace is an online system and therefore cannot accept cash as a payment method. Our customers cannot mail in physical checks; however, we gladly accept payment through personal e-checks that require the customer's routing and account number.

2. Is this website secure?

CU Marketplace is a TouchNet hosted solution that is secure and meets Payment Card Industry Data Security Standards. You can feel confident knowing that the site is completely PCI Compliant.

3. What credit cards does the system accept?

CU Marketplace proudly accepts all major credit cards. These include:

- Visa
- MasterCard
- Discover
- American Express
- And all of their subsidiaries

Also, Marketplace accepts debit cards with a MasterCard or Visa logo.

4. Are any of the credit card numbers saved?

A customer can choose to save their payment method after registering for an online profile. However, only the last four digits can be seen. Departments do not have access to any portion of the credit card number.

5. What if no payment is required?

Our system has the ability to process \$0 payments. This occurs when there is no fee for an event registration or when a promotional code brings the total amount to \$0. No billing information will be collected for a \$0 purchase.

Accounting

1. Who handles all of the accounting duties?

Marketplace automates the process of accounting for revenues collected. Revenues are deposited into the chart field string of your choice nightly. This eliminates the administrative burden placed on individual departments. Reconciliation of Marketplace and PeopleSoft reports is the responsibility of the department collecting the funds.

2. Do I have access to the accounting information?

Departments are able to access multiple Marketplace reports and PeopleSoft queries. Marketplace reports show all purchases in real-time, while PeopleSoft updates overnight and shows the dollar amount for purchases from the previous day.

Customer Information

1. Can I collect additional customer information?

Yes. The department has the ability to gather as much information from the customer as they would like. Information requested can be required or optional. Our information gathering methods include textbox entries, drop-down selections, and multiple select checkboxes. Prices increases or decreases can be configured based on options selected.

2. What is dynamic pricing?

Dynamic pricing allows the price options to fluctuate when different combinations of products are selected or when dates change. For example, an increase in price may occur if a customer would like to attend a banquet the night before a conference or if different prices are available for students versus employees.

Checkout

1. Can a customer access their order history?

Only the individual who created the account has the ability to access purchase history. Cash and Treasury Services can only view orders and delete inactive accounts.

2. Can promotional codes be used?

Marketplace is able to use (2) different types of promotional codes, unlimited use and single use. It is the responsibility of the department to determine which type best fits their needs and distribute the codes to their customers.

3. Can additional items be offered at checkout?

Yes. The department has the ability to offer additional items at checkout. For example, a department can offer a customer the ability to purchase a T-shirt for a conference after registration.

4. Will I have to calculate tax and shipping costs?

Sales tax is calculated by the system and, if applicable, is included in the final price of the product. Shipping costs must be determined by the department when their store or product is being created. The system will calculate shipping costs after they have been initially set. The customer will receive a breakdown of all costs on their checkout page.

5. Can a customer print out a receipt?

Yes. The customer will have the ability to print a receipt after checkout is complete.

6. Is the refund policy visible online?

Each department sets their refund policy individually. By submitting an order, the customer is agreeing to that refund policy.

Customer Communications

1. Will the customer automatically receive an order confirmation?

After completing the buying process, the customer will be redirected to a confirmation page. The customer will also receive an email with their confirmation and receipt. Order confirmations can also be delivered via a text message if the customer chooses that option during checkout.

2. Can additional information be sent to the customer?

Every department has the option to request a customer's phone number or email address during the information gathering stage. This provides the ability for the department to send additional information to the customer, if they would like.

Shipping

1. Who is responsible for setting the shipping rates for a product?

Individual departments set their own shipping rates during the product creation phase. A base rate must be provided and then an additional rate per additional product purchased can be set.

2. Am I able to provide a tracking number with each shipment?

Yes. The department may provide a tracking number that will be emailed to the customer when the order is fulfilled.

3. Can items be shipped internationally?

Yes. This is up to the discretion of the department and the policies set forth by the University. Shipping can be limited to specific countries.

Reports

1. How do I access reports?

Marketplace reports are real-time and can be accessed through [U.Commerce Central](#). This will require login information, which is provided by the Cash and Treasury Services Department after the creation of your Marketplace store.

2. What do the reports show?

There are (2) reports available. The Totals report shows overall revenue, and the By Product report gives all customer information, excluding credit card numbers.

3. Can I receive an email every time an order is placed?

Yes. Marketplace offers this option upon completion of store setup. See “Sending Automatic Emails” for instructions.

Costs

1. Is there a set-up fee to acquire a Marketplace store?

No. Store set-up is completely free.

2. Are there credit card processing fees?

Yes. A credit card processing fee is the only charge associated with Marketplace.

These fees fluctuate based on the interchange rate. Base rates are given below.

- Visa-1.43% of revenue
- MasterCard- 1.53% of revenue
- Discover- 1.85% of revenue
- American Express- 2.15% of revenue

For more information contact Cathy Freeman at cdorfne@clermson.edu.

3. Do I have to perform any actions in regards to managing these fees?

No. They are charged to the chart field string that has been provided to the Cash and Treasury Services Department.

Layout

1. Is the department able to customize their store?

Image, text, and general layout customization is available.

Miscellaneous

1. Can products come on and offline?

Products can be taken on and offline in real-time. The department needs to let the Cash and Treasury Services Department know when they would like this to occur.

2. Do stores have to come offline for changes to be made?

No. Changes to any aspect of the store can be made while the store is still active.

3. Can mobile payments be made?

Yes. The customer would have the ability to make payments after being redirected to a mobile optimized site.

4. Can QR codes be created?

Yes. QR codes are able to be created for each product.

5. Do I have the ability to give refunds?

Yes. Departments are able to process their own refunds. The refund is processed to the same payment method as the original purchase. The chart field string associated with the original purchase will also be debited.

6. Can the price of a product be changed?

Yes. This has to be changed manually during normal business hours.

7. How long does it take for a store to be created?

Once all necessary forms have been received, it takes 2-3 weeks for a store to be created.

8. How long does it take for a new product to be added to a store?

The average product takes 1-5 business days to be added to a store.

System Administration

1. What if I forget my password?

Complete the steps in the “What if I Forgot My Password” section.

2. What if I need to add a new employee to an account?

Contact Marketplace@lists.clemson.edu

3. What if an employee leaves?

Contact Marketplace@lists.clemson.edu

Pre-Customer Checklist

- Visit our informational Marketplace website at <http://www.clemson.edu/finance/cash-treasury/e-commerce-marketplace.html>.
- Complete CU Marketplace Application
- Complete Marketplace E-Commerce User Agreement
- Complete Credit Card Merchant Registration Form
- Once approved, send additional information to Cash and Treasury,
 - Product Images
 - Descriptions
 - Text
 - Shipping Information
- Cash and Treasury will create a test site for you
- Test the site and request changes as needed
- Approve your store for production
- Cash and Treasury will build your site in production, provide training, and send you the necessary URLs and login information

This entire process will last anywhere from 10 days to 25 days

For any questions, consult the FAQs on the Marketplace Website

For further assistance, contact Marketplace@lists.clemson.edu

Existing Customers Checklist

- Review Reports
 - Ensure that you review all of the reports to which you have access.
- Reconcile Monthly
 - Cash and Treasury recommends that each department reconcile their reports at least monthly. Depending on the volume of sales transactions, it may be necessary to reconcile weekly or even daily.
- Open Budgets
 - Please contact your college Business Officer to ensure that all budgets are open for the new fiscal year.
 - Marketplace journals will not post for unopened budgets. This will cause a delay in your department receiving revenues.
- Fulfill Orders
 - Orders must be marked as fulfilled through TouchNet before they are deemed to be complete. This only applies to departments using manual fulfillments.
- Contact Cash and Treasury with Updates
 - If changes need to be made to your store, contact Marketplace@lists.clemson.edu.
 - Updates will be made during normal business hours.
- Check FAQs for Answers
 - Cash and Treasury Services has developed a specific list of frequently asked questions in order to provide our customers with the best service possible. Please utilize this list before contacting the department regarding questions.
- Provide Feedback
 - Feedback regarding CU Marketplace is always encouraged. Please do not hesitate to tell us when you have a positive or negative experience with the system. Contact Marketplace@lists.clemson.edu to leave feedback.