Accounting for Credit Card Transactions

Essential Tools for Reconciling

Stand Alone Credit Card Terminals and IU Pay Plus
Quick Reference Flow Chart for Daily Reconciliation Process

Use this quick reference guide to assist you with determining what actions you will need to take to complete your daily reconciliation steps.

See page 13 for the steps to access the Chase Resource Online (ROL) system.
Accounting for Transactions

Each card transaction must be accounted for; however, you will not need to prepare any Kauli Financial System (KFS) documents to book payment card transactions as income. All IU merchants are set up with an automatic feed into the general ledger (GL). The income will flow into the account number and object code that was provided when setting up your merchant account. If at any time a Merchant wishes to use a different account number or object code, the fiscal officer should submit a request using this form and we will have the data changed. It is the merchant's responsibility to ensure that the data is correct. It is important to keep the receipts from all transactions and the end of day batch totals for this purpose. Reconciling payment cards should be done on a daily basis you do not have to wait until the end of the month in order to balance your payment card transactions to the GL. You can look up the monies deposited into your KFS account at any time by following the steps below:

a. Sign onto OneStart
b. Under Services Tab, go to Financials (KFS)
c. Go to Balance Inquiries.
d. Click on General Ledger Entry.
e. Enter the income account, sub account, object code, and sub object code you wish to query.
f. You may also change the month and limit the document type to CCAD if you wish. Click on Search.
g. The General Ledger Entry Screen should appear listing all of the transactions under the account information you provided.

The data will appear as a line item with the document type of CCAD. The document number identifies our processor and the date of the data transmission, not the transaction date (i.e. JPM120503 identifies JPMorgan Chase transmission on ([yy/mm/dd] 12/05/03). The date shown under the dollar amount is the transaction date that is fed into the GL and will match the date from the document number. It will be later than when you ran the actual transactions, as the information is fed into the GL between one and two business days later depending on your settlement.

The detail, which makes up the total daily summary amount in the GL, can be obtained by running a query from the Indiana University Information Environment (UIIE). The availability of this detail will assist you in knowing the exact transactions (both debits and credits) that make up the feed into the GL and the monies that were deposited into your GL Income Account.

- Credit Card Transaction Details

For reconciling, you have your end of day receipts, the amount fed into KFS, and the detail of the transactions that make this amount. If these figures do not agree at any time, you must contact Payment Card Services. Your role as a merchant is to reconcile the data daily to your KFS account and to work with Payment Card Services in solving any differences when you uncover them daily and not later than within 60 days of the occurrence.

Each merchant should access their monthly statements directly from the Chase Resource Online (ROL) system for reconciliation purposes showing each batch submitted. It is your responsibility to verify that this information is correct. See page 13 for steps to access the Chase ROL system.

Note: all underlined words are links. To access the link visit the Treasury website at: http://treasurer.iu.edu, Then click on e-Business, Payment Card Services, Accounting for Transactions, at the bottom of page click on the link, Accounting for Credit Card Transactions.
Treasury Reconciling References

**Merchant Agreement**: Below are sections of the merchant agreement that reference activities associated with reconciling credit cards.

4. Settlement.

4.1 Submission of Transaction Data. Failure to transmit Transaction Data to Processor within one (1) business day following the day that such Transaction originated could result in higher interchange fees and other costs, as well as increased Chargeback’s. Unless Merchant has notified Treasury on its Application or Treasury has otherwise agreed in writing in advance, Merchant shall not submit Transactions for processing until (a) the Transaction is completed; (b) the goods are delivered or shipped; (c) the services are performed; or (d) Merchant has obtained the Customer’s consent for a recurring Transaction. Processor may from time to time contact Customers to verify that they received goods or services for which Transactions have not been submitted. Processor reserves the right to refuse to process any Transaction Data presented by Merchant if Processor reasonably believes that the Transaction may be uncollectible from the Customer or was prepared in violation of any provision of this Agreement, applicable law, or the Payment Brand Rules. For all Transactions, Processor will submit Merchant’s Transaction Data to the applicable Payment Brands.

4.2 Merchant’s Settlement Account. The daily sales will automatically settle into the appropriate bank account designated by Treasury. This information is automatically fed into Indiana University’s Kauli Financial System (KFS). Income and the associated processing fees are placed into a valid IU KFS account number(s). The posting will occur Sunday through Friday. Any changes to the KFS account number(s) must be requested by the Fiscal Officer for that account via Treasury’s Credit Card General Ledger Accounting Change Form.

5. Accounting and Reconciling.

5.1 Accounting. Processor will supply a detailed statement reflecting the activity of Merchant’s account(s) by online access and Merchant shall ensure that any online access to such statements is secure. If Merchant believes any adjustments should be made with respect to Merchant’s Settlement Account, Merchant must notify Treasury via the online Treasury Research System in writing no later than 60 days after any such adjustment is or should have been affected. Failure could result in loss of funds.

5.2 Reconciling. It is the responsibility of the Merchant to reconcile the settlement amount in the IU general ledger (via the Indiana University Information Environment IUIE) to the credit card receipts and the Merchant Billing Statement provided by Processor. **Reconciling must be done on a daily basis.** Any discrepancies are the responsibility of the Merchant to reconcile. If Merchant is unable to reconcile any discrepancy, Merchant should notify Treasury, Payment Card Services immediately.

**Treasury Policy**: Below is an excerpt from VI-120 Processing Revenue, VI-110

**Accepting Electronic Payments.**

“Ensure timely recording of transactions and expedite the prompt reconcilement of general ledger and bank accounts.”
Reconciling for Stand Alone Credit Card Terminal Payments

Terminal Transaction Detail Report

If you manually settle your terminal each day then you will want to do an Audit report. You will use this report to verify that you have all receipts that were processed in the terminal. You will need this information to answer the questions about totals when you do the settlement.

You should have transaction receipts that reflect (match) the totals on this report.
Terminal Settlement Report

If you let the terminal auto settle then each morning you will have a settlement report on your terminal. You can use this to verify the previous day's receipts that were processed in the terminal. The settlement report confirms that the previous day's transactions have been submitted to Chase Paymentech.

Your report should reflect the following:
Settlement Successful "OK #### ###."

Once you have verified that all your transactions match your credit card terminal detail report and your settlement reports. You can then match them to your IUJE Report-Credit Card Transaction Details report which is populated by the information that comes from Chase Paymentech or you can use Chase’s Resource Online system to verify transaction (see page 13).
IUIE Report-Credit Card Transaction Details

To access this report use the following steps which should take you to a report that looks like the example below:

Your Credit Card Transaction Detail report (which is populated by Chase Paymentech)

- Log into OneStart
- Click the tab “Services”
- Click “Administrative Systems” on the left sidebar
- Click “IUIE”
- Click “Master Catalog” “under Quick Links”
- Click on “Kuali Financial”
- Click on “General Ledger”
- Click on “Other Queries”
- Click on “Credit Card Transaction Details”
- Enter your “Merchant number”
- Enter date range
- Under “Select the Output Format” select “MS Excel”
- You will be asked if you want to “open” or “save” select “open”, select “open”.

The next screen that appears is the Detailed Credit Card Transaction Query.
Next you will need to compare these deposits to your General Ledger.

These totals should match what was deposited into your General Ledger account.
Financials KFS

General Ledger Entry Lookup

You can look up the monies deposited into your KFS GL account at any time by following the steps below:

a. Sign onto OneStart, then Financials KFS interface.
b. Go to Balance Inquiries.
c. Click on General Ledger Balance.
d. Enter the income account, sub account, object code, and sub object code you wish to query. You may also change the month and limit the document type to CCAD if you wish. Click Search.
e. The General Ledger Entry Lookup screen should appear listing all of the transactions under the account information you provided.

These totals should match the JPM140405 automatic deposit totals on the IUIE Detailed Credit Card Transaction Query.
Reconciliation for IUPayPlus Payments

Pull your IUIE Basic: KFS IUPay Plus Daily Transactions report (which is populated by the Nelnet system)

1. Log into OneStart
2. Click the tab “Services”
3. Click “Administrative Systems” on the left sidebar
4. Click “IUIE”
5. Click “Master Catalog” under Quick Links
6. Open the “Ecommerce” folder
7. Open the “IU Pay (TPP) folder”
8. Click on “KFS IUPay Plus Daily Transactions”
9. Enter your “Order Type (Department Code)” in the text field
10. Enter a transaction date
    - 01/01/2014 for a single day
    - >01/01/2014 for a range larger than a specific date
    - 01/01/2014..02/01/2014 for specific date range
11. Select “All Columns”
    - You can modify this once you establish what data is needed to reconcile
12. Scroll down towards the bottom right, under “Maximum Number of Rows…” select “No Limit”
13. At the bottom of the page, click on “Run”
14. You will be asked if you want to “open” or “save” select “open”, select “open”. This report will have your transaction details. Transaction definitions are as follows:
   - Transaction Type
     1 = Credit Card – Payment
     2 = Credit Card – Refund
   - Transaction Status will show the status of the payment
     1 = Credit Card – Accepted Payment/Refund
     2 = Credit Card – Rejected Payment
     3 = Credit Card – Error with the Payment/Refund (invalid zip, address format, etc.)
     4 = Credit Card – Unknown Payment/Refund

NOTE: Reconciliation should be conducted daily.
IUIE IU PAY PLUS Transaction Report

Your report should look like this below.

Note: The transaction cut off time is 4pm. Any transactions after that time will be on the next day's business.

| A | B   | C | D | E | F | G | H | I | J | K | L | M | N | O |
|---|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 317 | 1   | 1 | 15 | VISA | 1/27/2014 0:00 | 1/27/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 | 3/28/2014 0:00 |
| 617 | 1   | 1 | 40 | VISA | 3/30/2014 0:00 | 3/30/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 | 3/31/2014 0:00 |

To reconcile means you need to make sure you compare your IUIE Basic: KFS IUPay Plus Daily Transactions (which is populated by the Nelnet system) report to your IUIE Credit Card Transaction Detail report (which is populated by Chase Paymentech) by following the steps below:

- Log into OneStart
- Click the tab “Services”
- Click “Administrative Systems” on the left sidebar
- Click “IUIE”
- Click “Master Catalog” “under Quick Links”
- Click on “Kuali Financial”
- Click on “General Ledger”
- Click on “Other Queries”
- Click on “Credit Card Transaction Details”
- Enter your “Merchant number”
- Enter date range
- Under “Select the Output Format” select “MS Excel”
- You will be asked if you want to “open” or “save” select “open”, select “open”.

The final step is to make sure your income from your transactions has actually reached your general ledger account which is located in the Financials (KFS). See page 9 for steps to access the general ledger.

The reconciliation process is complete.
Processing Refunds for IUPay Plus Transactions

Processing refunds for IUPay Plus transactions is a one step process:

1. Click on the following link: https://quikpayasp.com/iu/commerce manager/csr.do
2. Login using the appropriate login information.
   
   **Login Name:** use your IU network ID  
   **Password:** sent in separate email

3. From the Message Board, click on Find Transaction in the left column. This will bring up a search screen.

4. On the search screen, provide the information that you have regarding the transaction and click search. The quickest and easiest way to locate a transaction is to use the seven-digit Confirmation Number (Original Transaction ID in the IUIE report) that is generated at the time of the transaction.

5. Depending on how you searched, you will either be presented with a list of matching transactions or the Transaction Details for the transaction you are trying to refund. If you are presented with a list, locate the transaction you are looking for and click on the magnifying glass in the Detail column to pull up the Transaction Details page.

6. Once on the Transaction Details page, verify that this is the transaction you wish to refund.

7. Then click the Refund button in the lower right corner.

8. The Enter Refund Information page will appear. Confirm the data one more time and enter the Refund Amount in the box. Click Continue. **NOTE**: You may only refund up to the original dollar amount of the transaction. You may refund less if a partial amount is due. You may not refund more than the original transaction.

9. The Refund Confirmation page will appear. This is your last opportunity to verify that you are processing the correct refund. Click Confirm to continue.

10. The screen will flip to Processing Refund and then to a Refund Receipt. You may print this page for your records if needed.

11. Log out using the Log Off function on the far right of the red IU header bar.
Chase Paymentech Resource Online Quick Reference Instructions

Merchants should use Chase Resource Online (ROL) for their daily transaction reconciling, for their monthly statements, as well as for their chargebacks and ticket retrievals.

**Accessing the system**

1. Log in to Resource Online via the following link:
   
   https://secure.paymentech.com/signin

   a) You should have received an email from Chase Paymentech informing you of your user id information as well as an additional email informing you of your temporary password.
   b) First you will need to set up your security parameters after that you should see the following screens

      Your screen should look like this below:

   ![Secure Login - Resource Online](image)

      After 15 minutes of inactivity, you will be required to login again. All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

2. Once you have logged in, click Recon Solution tab at the top. The next page is the menu where you can find monthly statements, chargeback management, and daily transactions.
3. **Menu page.**

4. **For Daily Transactions** go to the menu item labeled Daily Report Review, and then choose All Transactions. On the next screen you will need to drill down to your merchant account.
5. Inside the box you should see your merchant account. Click on your merchant account to highlight it. To the side of the Selected Hierarchy box, hit the drill down button to get your merchant account to appear both above the box and inside the box. Click on your merchant account inside the box to highlight it, and then hit select. In the Selected Hierarchy box you will now see your merchant account.

6. For Monthly Statements go to the menu page (see step 3, p.14), select View Statements. Once you have selected the appropriate Merchant, you will want to select the previous month from the calendar drop down box. If the statements for that month are ready, you will see the last day of that month highlighted in blue. 

   **NOTE:** Statements usually are ready to be viewed at least 10 days after the end of the previous month.

   Merchants should be looking at their monthly statements each month to confirm that they are correct and that they understand all charges & fees assessed to them.
7. For Chargebacks and Ticket Retrievals go to the menu page (see step 3, p.14), under the heading Chargeback Review select Chargeback Management. You should see this screen next:

8. To see your chargeback click on CB Query drop down arrow, then choose Chargebacks to be Assigned.

9. You should now see your chargebacks:

To Work your Chargeback

Click on the Sequence Number (hyperlink)

- A new page will pop up called Chargeback Management
- Don’t worry about assigning the case; you can work it from this page
- On the right side you will see Available Actions, click on the down arrow
- Either Accept the item, meaning you agree the customer should have the money, or challenge the item, meaning you don’t think the customer should have this money returned
- If you Accept, you have completed all you need to do
- If you Challenge, another page will pop up called Challenge Case
- DO NOT write your response in the box provided
• You should have all your documentation in a document that you can upload into the system
  • The document file title cannot have any spaces
  • Include the sequence number, case number, your merchant number on all documents you upload
  • You can send a “narrative”, but also include any other important information such as refund policies, proof of purchase; proof service/item was delivered, etc.

• Then you wait until the decision is made

Once a customer files a chargeback, that money is automatically taken from your GL account, once you challenge the chargeback, we get the money back. If you win, all is good, if you lose, the money gets taken out again.

10. To see your ticket retrievals click on RR Query drop down arrow, then choose Retrievals to be Assigned.

![CB Work Queue Query](image)

11. Your retrieval screen should look like your chargeback screen with a list of retrievals to be worked.