The Office of the Bursar
SALT LAKE COMMUNITY COLLEGE

Touchnet Marketplace Guide
Setting Up & Maintaining your Marketplace Store

touchnet
A Global Payments Company

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Overview of Marketplace

What is Touchnet Marketplace?

TouchNet Marketplace enables campuses to build and operate secure, web-based shopping cart applications and online payment pages. It connects buyers and sellers electronically, making it easier for students, parents, alumni, and the community to do business with Salt Lake Community College. Marketplace allows departments and clubs to take control of security by placing financial transactions in the hands of the appropriate campus authorities.

What are Marketplace Stores?

Imagine an online mall. Now imagine your department or club is a store within the mall and that your store sells various products. Our Payment Card Industry (PCI) compliant Marketplace Stores work for online sales event registrations, memberships, donations, parking passes, merchandise, library fines, study abroad programs, and more. Individual stores can be customized with branded images, layouts, pricing, etc.

Marketplace Stores are:

- Designed with your departmental/club needs in mind.
- Managed by designated members of your team, who will have access to view sales, run real time reports, and obtain other pertinent information.

How will a Marketplace Store benefit my department or club?

Are you tired of submitting deposit forms, worrying about handling SLCC currency (cash, checks, and money orders), and then having to transport the funds to Cashiering in the state-required timeframe? Utilizing Marketplace to create an online store will allow you to operate in a cashless, secure environment. Marketplace stores also meet the needs of many of our students, who desire options for paying electronically.

Requesting a Marketplace Store

If you would like to set up a Marketplace store, please email the following details to bursaroperations@slcc.edu.

Marketplace Store Setup Form

Desired Storefront Name:

Store Users (Complete below for all persons needing access to manage the store)
Designate **1 user to authorize refunds** and **1 user to process refunds**.

First Name	Last Name	Email Address	Process Refunds Y/N	Authorize Refunds Y/N

Account Number:

Fund/Index Number:

List of items being sold (physical items, dues, fees, registration, etc.):

Item	Price	Quantity Y/N (Do you want to establish a quantity, so you don't oversell an item?)

Is there any additional information you need to collect from the buyers?

PCI Compliance & Security

SLCC ensures that all payment transactions made through the Touchnet Marketplace comply with **PCI-DSS** (Payment Card Industry Data Security Standards) to protect cardholder data and reduce the risk of fraud. Merchants and users are expected to follow these security protocols when processing payments:

- **Do not store cardholder data** such as credit card numbers, CVV codes, or expiration dates outside of the secure Touchnet platform.
- Ensure that access to the Marketplace is protected by strong, unique passwords that are regularly updated.
- Use encrypted connections (such as SSL) when accessing sensitive payment information.

If you suspect any security breaches or fraud, contact the OneCard office immediately for guidance.

Glossary of Terms

- **Chargeback:** A request for a refund initiated by a customer through their credit card provider, often due to disputes or issues with the product or service.

- **CSV (Comma-Separated Values):** A file format used for exporting tabular data, such as reports, from the Marketplace into other systems like Excel. It allows for easy formatting and manipulation of data.

- **Fulfillment:** The process of completing a customer's order by delivering the product or service. In Marketplace, this refers to the action of marking an order as fulfilled once it has been processed.

- **Order ID:** A unique identifier automatically assigned to each order processed in the Marketplace system. This number is essential for tracking and managing transactions.

- **PCI Compliance:** Refers to the Payment Card Industry Data Security Standards (PCI-DSS), which all online payment systems must follow to ensure data protection and prevent fraud.

- **Payment Gateway:** A third-party service provider that securely processes credit card payments. Touchnet connects SLCC Marketplace with these services to handle all transactions.

- **Product ID:** A unique identifier assigned to each product in the store to track inventory, sales, and reports.

- **Recurring Payment:** A scheduled, automated payment that occurs at regular intervals (such as weekly or monthly) for ongoing products or services, like memberships or subscriptions.

- **Refund:** A transaction that reverses the payment, returning money to the customer. Refunds in Marketplace can be initiated through the Order Search function.

- **SSL (Secure Sockets Layer):** A protocol used to ensure the encryption of data during transmission, providing security when customers enter sensitive information.

- **uPay Site:** A hosted payment page used by the Touchnet Marketplace to collect customer payments securely.

Best Practices

To ensure the smooth operation of your Marketplace store, consider the following best practices:

- **Test Your Store Before Launch:** Always run a test transaction to ensure the checkout process is working properly, and all products display correctly.

- **Keep Customer Data Secure:** Do not share any customer payment information outside of secure channels. Make sure customer data is up to date and only used for legitimate purposes.

- **Use Consistent Product Descriptions:** To maintain professionalism and clarity, ensure that product descriptions are clear, concise, and consistent across all items.

- **Review Reports Regularly:** Periodically check your sales and payment reports to monitor store performance and catch any potential issues, such as missed payments or refunds.

- **Communicate with Customers:** Keep customers informed about their purchases through email notifications, and ensure any issues are resolved promptly.

- **Do not use private payment platforms:** Marketplace does not support Venmo, Cash App, Apple Pay, PayPal, or other common payment apps. These platforms should <u>NEVER</u> be used by clubs or departments. Having funds transferred to your personal account for College-related activities is strictly forbidden.

Troubleshooting Common Issues

- **Issue:** *Product Not Appearing in the Store*
  Solution:
  o Make sure the product is published and set to visible in the **Store Settings**.
  o Verify that there are no restrictions applied (such as limiting visibility to specific customer groups).
  o Check that the **start date** and **end date** settings are correct for when the product should be available.

- **Issue:** *Failed Payments or Payment Gateway Not Processing*
  Solution:
  o Ensure that the **payment gateway** (e.g., Touchnet) is properly connected and active in the Marketplace settings.
  o Confirm that the payment method used by the customer (e.g., Visa, Mastercard, etc.) is accepted.
  o If issues persist, contact bursaroperations@slcc.edu to verify if there are any outages or system issues.

- **Issue:** *Incorrect Pricing on Products*
  Solution:
  o Double-check the pricing field in the **Product Settings**. Ensure that no extra charges (like shipping or taxes) have been misapplied.
  o Verify if special discounts, sales, or promotional pricing have been set up in the system and correct them as needed.

- **Issue:** *Refund Process Not Completing*
  Solution:
  o Verify the correct **Order ID** and **Payment Gateway Reference Number** are used when initiating the refund.
  o If the issue persists, confirm that there are no holds or blocks on the account, such as outstanding balances or flagged transactions.

- **Issue:** *Duplicate Orders in the System*
  Solution:
  o Review the **Order History** in the system to identify if the orders were placed twice due to a payment issue.
  o Communicate with the customer to verify if they attempted to place the order multiple times.
  o In case of duplicate orders, process a refund or cancellation as needed.

- **Issue:** *Customer Not Receiving Order Confirmation Emails*
  Solution:
  o   Confirm that the correct email address was entered during the checkout process.
  o   Check the **Email Notification Settings** in the Marketplace system to ensure confirmation emails are enabled.
  o   Instruct the customer to check their spam/junk folder in case the email was filtered incorrectly.

- **Issue:** *Cannot Export Reports*
  Solution:
  o   Ensure that the correct report type is selected before attempting the export.
  o   Check that the **date range** and other report parameters are set correctly to generate data.
  o   If the export option is grayed out or not functioning, try using a different browser or clearing cache and cookies to resolve any temporary issues.

Frequently Asked Questions (FAQs)

Q: Is Marketplace compatible with Venmo, Cash App, Apple Pay, and PayPal? Can these platforms be used for fundraisers?

A: Marketplace does not support payments from these platforms. All major credit cards are accepted. Online payments should only be made directly through Marketplace. All other platforms outside of College oversight are strictly forbidden and present considerable risk for theft and misconduct.

Q: Are taxes added to purchases made in a Marketplace Store?

A: Yes. Sales taxes can be added to purchases depending on the product type. Taxes are based on the Taylorsville, UT, rate, which is 7.25%.

Q: What products require sales tax? What products are exempt from sales tax?

A: Taxable transactions include:
- Tangible/physical products (storage, use, or consumption)
- Products transferred electronically, such as music, video, reading materials, and software.
- Admission or user fees for amusement, entertainment, recreation, exhibition, cultural or athletic activity. Admission examples include contests, dances, and carnivals.
- Memberships
- Meals
- Services performed on property. Examples include auto repairs, car washes, furniture restoration, or pet grooming.

Non-taxable transactions include:
- Donations
- Services performed on humans (haircuts or dental exams)
  - While haircuts are not taxable, if the customer also bought shampoo, shampoo would be taxable.
- Professional/consulting services like tax consulting services or blueprints (design fee) from an architect

If you are unsure whether sales tax should be added to a product, please email BursarOperations@slcc.edu for further guidance.

Source: Utah State Tax Commission

Q: Are store owners responsible for setting up sales tax for their store?

A: While the tax rate is pre-set, if you add new products to your store, you will need to set either "default tax" or "no tax" for each product set up.

Q: Are Marketplace Stores only for physical items (shirts, hats, etc.)?

A: No, you can use your store to sell a variety of items that come in a variety of delivery methods. Other stores collect fee payments, conference registrations, and donations.

Q: How long does it take before a payment is reflected in the department/club index?

A: Payments will typically appear in the index within 1 business day.

Q: How is inventory handled?

A: Store owners are responsible for creating, purchasing, and distributing their inventory. Store owners can configure their store settings to track inventory levels, prevent overselling, and receive notifications when inventory reaches predefined thresholds.

Q: Are stores always available?

A: Yes, store purchases can be made 24/7, except for downtime during the Fiscal Year End and occasional system outage.

HOW-TO GUIDES
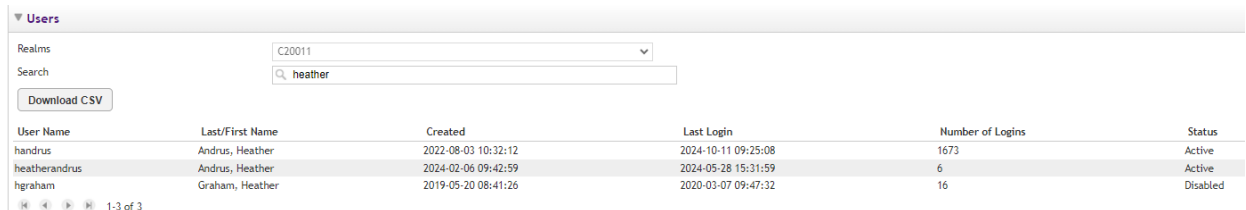
Adding Users to your Store

If you do not need to add a user but need to edit a current user's role(s), please jump to step 10.

1. **Log into Touchnet** (https://secure.touchnet.net/central).
   Navigate to the store dashboard by logging into your account.

2. **Go to Administration > User Management.**

   ### Administration

   C20011, Salt Lake Community
   College-SLC
   - ● Communications
   - SponsorPoint Reconciliation
   - System Configuration
   - User Management
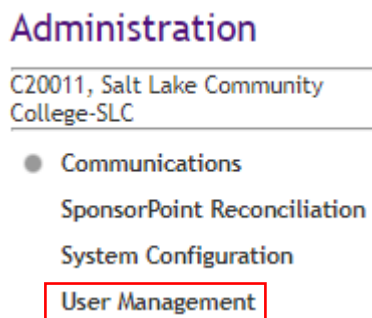
3. **Search by their First and/or Last Name.**

4. **Verify if the User is already setup in TouchNet.**

   ▼ Users

Realms	C20011				
Search	🔍 heather				

   Download CSV

User Name	Last/First Name	Created	Last Login	Number of Logins	Status
handrus	Andrus, Heather	2022-08-03 10:32:12	2024-10-11 09:25:08	1673	Active
heatherandrus	Andrus, Heather	2024-02-06 09:42:59	2024-05-28 15:31:59	6	Active
hgraham	Graham, Heather	2019-05-20 08:41:26	2020-03-07 09:47:32	16	Disabled

   ⏮ ◀ ▶ ⏭ 1-3 of 3

5. **If there is not an existing account, click on the New User dropdown.**

6. **Add a User Name.**
   The User Name is generally the first letter of the first name and the full last name.
   Example: The User Name for Brutus Bear would be bbear.
   While for this example you would enter bbear for the username, their login would
   be the **Realm** (always C20011) followed by a period and then the username.
   Therefore, their Touchnet login User Name would be C20011.bbear.
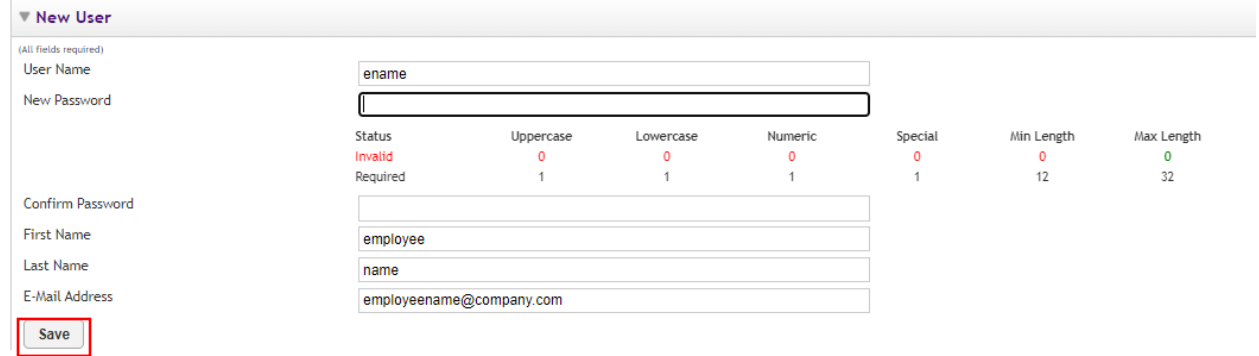
7. **Add a Password.**
   This will act as a temporary password and the user will be prompted to create their own when they first log in. The password requirements are provided.
   Temporary Password Example: ChangeMe2024!

8. **Enter the User's First Name, Last Name, and Email Address.**

9. **Click Save.**
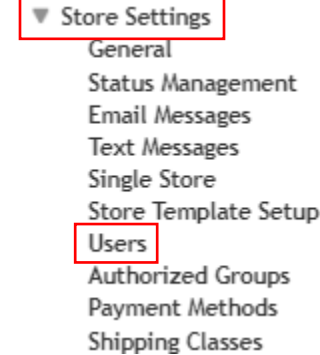
▼ New User							
(All fields required)							
User Name	ename						
New Password							
	Status	Uppercase	Lowercase	Numeric	Special	Min Length	Max Length
	Invalid	0	0	0	0	0	0
	Required	1	1	1	1	12	32
Confirm Password							
First Name	employee						
Last Name	name						
E-Mail Address	employeename@company.com						
Save							

10. **Navigate to your Store's Users page.**
    Go to Store Settings > Users.
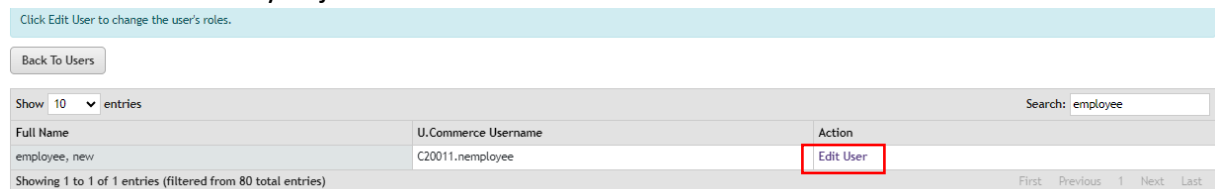
    ▼ Store Settings
    General
    Status Management
    Email Messages
    Text Messages
    Single Store
    Store Template Setup
    Users
    Authorized Groups
    Payment Methods
    Shipping Classes

11. **Verify the User has been added and Assign their store Roles.**
    Click on the **View U.Commerce Users** button at the top of the **Users** page.
    Search for the User you just added and click on **Edit User** in the **Action** column.

Click Edit User to change the user's roles.

Back To Users

Show 10 ∨ entries   Search: employee

Full Name	U.Commerce Username	Action
employee, new	C20011.nemployee	Edit User

Showing 1 to 1 of 1 entries (filtered from 80 total entries)   First Previous 1 Next Last

Check the boxes next to the **Available Roles** they need then click the **Save** button.

Marketplace Roles	
Assigned Roles	**Available Roles**
Remove	Add
None	☑ Fulfiller with cancel/refund rights
	☑ Fulfiller
	☑ Store Clerk
	☑ Store Accountant

Save

12. **Email the new user their User Name, Password, and Hyperlinks to TouchNet and store.**
Username: C20011.bbear
Password: ChangeMe2024!
Touchnet Link: https://secure.touchnet.net/central
Store URL Example:
https://epay.slcc.edu/C20011_ustores/web/store_main.jsp?STOREID=StoreIDnumber&SINGLESTORE=true

Adding or Modifying Products

Adding a New Product

1. **Log into Touchnet** (https://secure.touchnet.net/central).
   Navigate to the store dashboard by logging into your account. Go to **Applications** >
   Marketplace.

2. **Navigate to Store Settings**
   Go to **Store Settings**, then select **Products**.

3. **Click on the Add Box**
   This will take you to the **Add Product** page.

4. **Enter Product Name**
   This is the name customers will see in your store. Make it clear and concise.

5. **Add Short Description**
   Provide a brief description, such as repeating the product name or adding a few key details.

6. **Add Long Description**
   Include more detailed information here. This is shown when customers click on the product.

7. **Select Product Type**
Choose whether the product is **Digital**, **Generic,** or a **Donation**.

8. **Enter Price**
If it's a donation account, ensure the minimum amount is at least $5.00.

Product Type		
	○ Digital	
	● Generic	
	○ Donation	
Should this be offered as an additional item at checkout?	○ Yes ● No	
Should this be offered only as an additional item at checkout? (Only if yes to question above)	○ Yes ◉ No	
Is this item eligible for the Invoice Me payment method?	○ Yes ● No	
Show stock number to shopper:	○ Yes ● No	
All prices are in USD ($)		
Price:		

Donation amount:	Donation Amounts	Donation Text (500 chars max)
	☐ User entered amount:	
	Minimum user entered amount:	
	1 ☐	
	Add More Selections	

Continue   Cancel

9. **Add Product Image (Optional)**
You can upload images of the product to enhance its appeal.

10. **Add Options (Optional)**
Add options to your product including size and color.

11. **Add a Stock Number (SKU)**
Found on the **Items for Sale Settings** page.
Each product should have a unique **SKU** or **Stock Number** for inventory management.
This number should be specific enough to identify the product variant (such as size, color, or type).
Example format: **PROD001-L-BLK** for a **Large Black Shirt.**

The Stock Number (SKU) can also be autogenerated by clicking on the **Assign Random Stock #** button.

12. **Adjust the Inventory Settings (Optional)**
For physical products, activate the Inventory Tracking option to monitor stock levels. You can also set low-stock notifications and automatic deactivation when inventory reaches zero.

13. **Select Fulfillment Option: Always choose Auto-Fulfill**
This is important because with Manual Fulfill, you will need to go into Marketplace and click the fulfill button for each order. If this step is forgotten, after 72 hours, the order placed will be cancelled and the customer will not be charged.

14. **Save and Post Product**
The final page of the process is titled **Store Status**. On this page, you can enable the product or set a date range for it to be enabled in your store. Once you've made your selections, click **Confirm**.

Modifying an Existing Product

1. **Log into Touchnet (**https://secure.touchnet.net/central**).**
Navigate to the store dashboard by logging into your account. Go to **Applications** > **Marketplace**.

2. Go to **Store Settings** > **Products**.

3. **Find the Product:**
Locate the product you want to modify in your list. If you have a large volume of products, you can search by **Product ID** or **Product Name**.

4. **Edit Product Details:**
Make any necessary changes including **Name**, **Description**, **Price**, or **Inventory**.

5. **Save Changes:**
Once your updates are complete, click **Confirm** on the **Store Status** page to publish the changes. If the product is live, changes will be updated automatically.

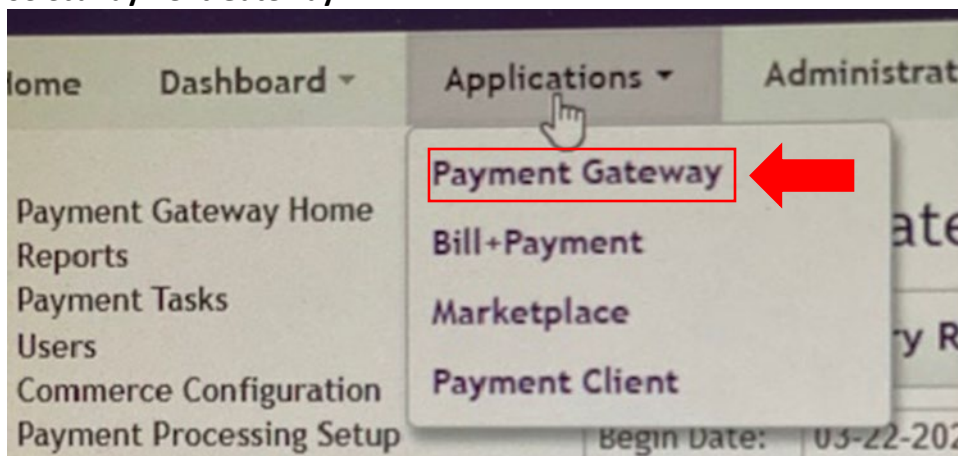# Issuing Refunds

1. **Gather Payment Details**
   - Gather the following details for the payment you need to refund:
     - o **Payment Date**
     - o **Payment Amount**
     - o **Last 4 digits of the credit card** used to make the payment.

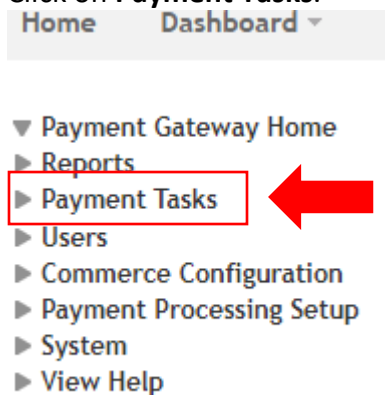2. **Log in to Touchnet & Navigate to Payments Tasks**
   - **Log into TouchNet** and access the **Applications** dropdown menu.
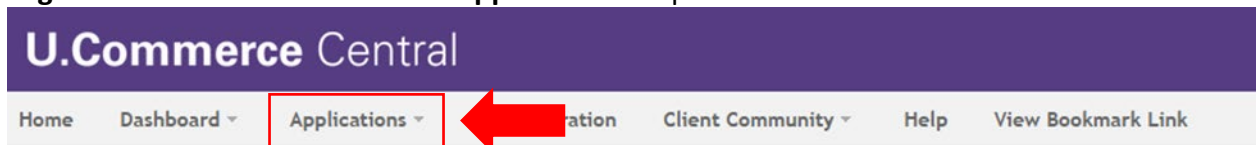
   - Select **Payment Gateway**.

   - Click on **Payment Tasks**.

- In the **marketplace_ccards** section, select **Manage Credit Payments**. After selecting **Manage Credit Payments**, a new page will appear with a **Payment Search** heading.
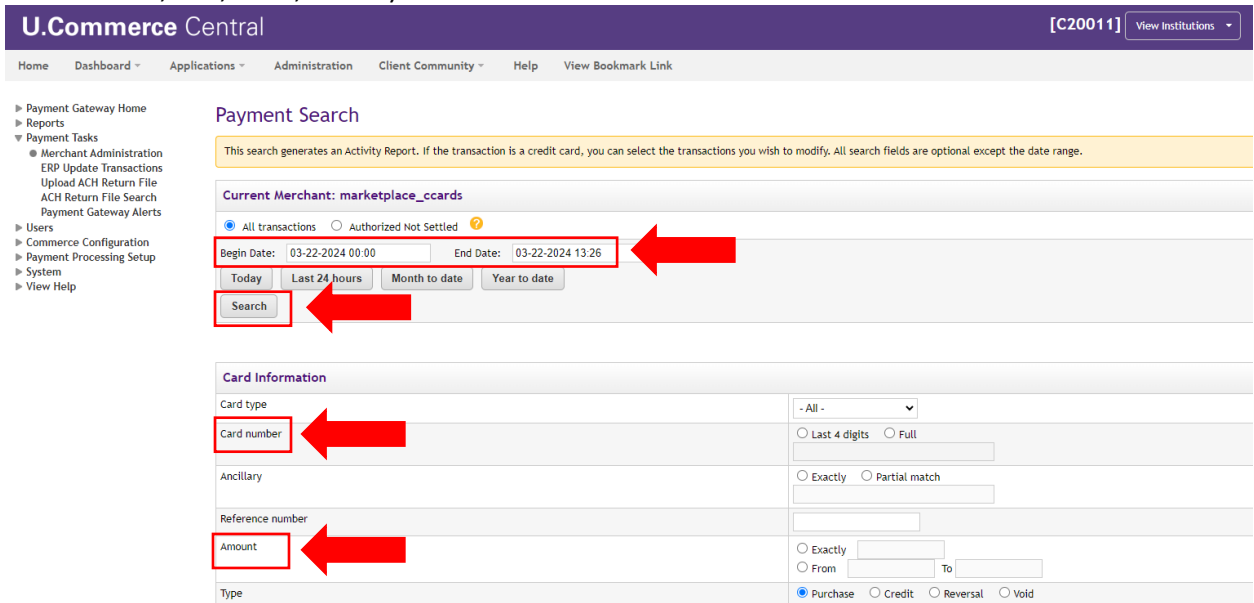
Merchant Administration

Credit Merchants

banssv_ccards	elevate_ccards	grandtheatre_ccards	marketplace_ccards	recruiter_ccards
Single Authorization	Single Authorization	Single Authorization	Single Authorization	Single Authorization
Manage Credit Payments	Manage Credit Payments	Manage Credit Payments	Manage Credit Payments	age Credit Payments
Settle Batch	Settle Batch	Settle Batch	Settle Batch	Settle Batch

sbdc_ccards
Single Authorization
Manage Credit Payments
Settle Batch

3. **Search for the Payment**
   - Enter the following information to search for the payment:
     - **Date of the payment**
     - **Amount of the payment**
     - **Last 4 digits of the credit card**
       Tip: If the last 4 digits are not available, you can search using the card type (e.g., VISA, MC, DISC, AMEX).

U.Commerce Central   [C20011] View Institutions ▾

Home   Dashboard ▾   Applications ▾   Administration   Client Community ▾   Help   View Bookmark Link

▶ Payment Gateway Home
▶ Reports
▼ Payment Tasks
   ● Merchant Administration
      ERP Update Transactions
      Upload ACH Return File
      ACH Return File Search
      Payment Gateway Alerts
▶ Users
▶ Commerce Configuration
▶ Payment Processing Setup
▶ System
▶ View Help

Payment Search

This search generates an Activity Report. If the transaction is a credit card, you can select the transactions you wish to modify. All search fields are optional except the date range.

Current Merchant: marketplace_ccards

◉ All transactions   ○ Authorized Not Settled ❓

Begin Date: 03-22-2024 00:00   End Date: 03-22-2024 13:26

Today   Last 24 hours   Month to date   Year to date

Search

Card Information

Card type	- All - ▾
Card number	○ Last 4 digits ○ Full
Ancillary	○ Exactly ○ Partial match
Reference number	
Amount	○ Exactly ○ From To
Type	◉ Purchase ○ Credit ○ Reversal ○ Void

- For a broader search, set the **date range** to include the day before and the day after the payment date.
  - Example: If the payment was made on **03/05/2024**, set the date range to **03/04/2024 – 03/06/2024**.

- Click **Search** after entering the information.

4. **Access Payment Details**

- Once search results appear, click on the **Reference Number** of the payment.

marketplace_ccards

03-04-2024 00:00:00 MST - 03-06-2024 15:22:59 MST

Action	App	Module	Merchant	Date	Type	Card Type	Card Number	CC	Amount	Reference #	Approval	Payer ID	Ancillary
Settlement	Marketplace	uStores	marketplace_ccards	03-05-2024 00:03:06 MST	PUR	VISA	8320	USD	50.00	20240305000019	09210D		Recurring payment sys_tracking_id=484368

- Copy the **Payment Gateway Reference Number** from the payment details.

Process Credit Card Credit

To process a credit for this credit card transaction, enter either the adjusted amount or the credit amount in the appropriate fields and click the Process Credit button. Cl proposed credit.

[Search again]   [Back to transaction list]

Payment Details

Payment Gateway Reference Number	20240305000394
Transaction Date	03-05-2024 12:24:38 MST
Application	Marketplace
Module	uPay
Payment Gateway Merchant	marketplace_ccards
Payment Gateway Merchant SubTransCode	1

5. **Locate the Order in Marketplace**

- Navigate back to **Marketplace**. Locate your store in the menu on the left side. Select **Order Search** under the **Store Settings** dropdown.

    ▶ Imports Workshop
    ▼ The Mill at SLCC
        ▶ Store Settings
        Store Copy
        ● Order Search
        Fulfill Orders
        Refunds

- Paste the **Payment Gateway Reference Number** into the search field and click **Run Search**.

The Mill at SLCC Order Search   Print Page 🖨

Order Search

Enter one or more filter values for order search.

Order Number:	
Payment Gateway Reference Number:	
Credit Card Authorization Code:	
Customer Name:	
Customer Email:	
Customer Phone Number:	
Terminal Id:	
Order Date:	From: 📅 ⊙ To: 📅 ⊙
Fulfilled Date:	From: 📅 ⊙ To: 📅 ⊙

[Run Search]

- The relevant payment will appear. Click on the **ID** to view further details.

ID	Date/Time	Type	Buyer Name	Buyer Email	Ship To Name
484368	04/12/2022 04:01:40 PM MDT	uStores	Timothy C Brown	Tim@candidcom.com	

Show 10 entries   Search:

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

- Copy the **Order ID** for the next step.

The Mill at SLCC Order Details   Print Page 🖨

Review order, shipment, and fulfillment details for your order.

New Order Search   Search Results

Order Details

Order ID:	484368
Order Date:	04/12/2022 04:01:40 PM MDT
Buyer:	Timothy C Brown 788 west susquehanna drive murray, UT 84123 United States Tim@candidcom.com
Payment Method:	Credit Card : Visa
Accounting Details:	Cashier Id: MRKTPLAC Host Payment Method Id: 4M Payment Method Id: MK27

6. **Process the Refund**
    - Go to the store dropdown and click on **Fulfill Orders**.

▼ Stores
    Add New Store
    ▶ 2023 SLCC Child Care Summit
    ▶ Global Business Center
    ▶ Global Class Info Session
    ▶ Global Entrepreneurship
    ▶ Imports Workshop
    ▼ The Mill at SLCC
        ▶ Store Settings
        Store Copy
        Order Search
        ● Fulfill Orders
        Refunds
        GL Exceptions (0)

- Under **Order Search**, change the search option from **Pending** to **Fulfilled Date**.
- Paste the **Order Number** into the search field and select **Search by Order Number**.

The Mill at SLCC Fulfillments   Print Page 🖨

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. A maximum of 50 orders can be fulfilled at one time

Pending Fulfillments

There are no pending fulfillments to process.

Order Search

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

From: [   ] 📅 ⊙   To: [   ] 📅 ⊙

Search

Order Number: 484368

Search by Order Number

- In the **Action** column, click on **View** to see the order details.

Show 50 entries							Search:
Completed Fulfillments							
Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
484368	471398	04/12/2022 04:01:40 PM MDT	Timothy C Brown	None	Credit Card		View
Showing 1 to 1 of 1 entries						First Previous 1 Next Last	

- Scroll down to the **Completed Payments** section.
- In the **Action** column, click the dropdown next to the payment you want to refund and select **Refund**.
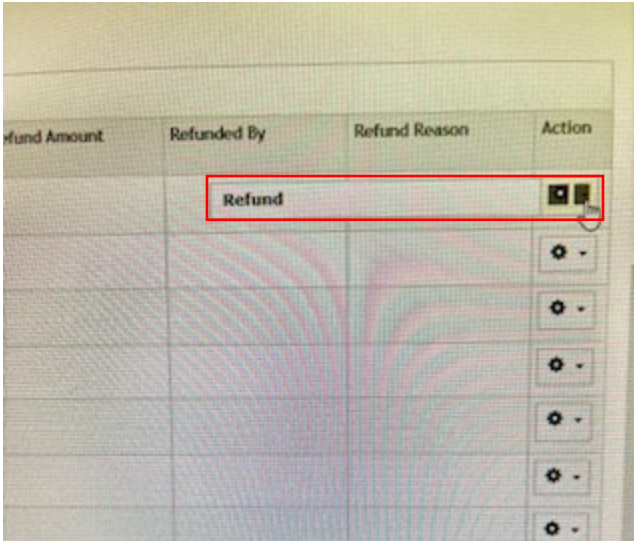
7. **Complete the Refund**
   - Enter the **Refund Amount** and provide a **Refund Reason**.
   - Click **Refund** to finalize the transaction.

Completed Payments								
Date	Status	TPG Reference Number	Original Amount	Refundable Amount	Refund Amount	Refunded By	Refund Reason	Action
05/05/2022 12:29:31 AM MDT	Success	20220505000077	$50.00	$50.00	$			Refund
06/05/2022 12:25:41 AM MDT	Success	20220605000071	$50.00	$50.00	$			Refund

- A refund confirmation will be sent to the email provided by the buyer during the original purchase.

Modifying Product Taxes

1. **Login to TouchNet (https://secure.touchnet.net/central).**

2. **Under Applications, select Marketplace.**

3. **Expand Store Settings and Go to Products.**

4. **Click on an existing product to access and modify its settings.**
   - In this example, we will review the Nitrous Oxide (Laughing Gas) product on the Dental Hygiene Clinic store.

Dental Hygiene Clinic Products

Click on links to access product settings, items for sale, and modifiers.

Add	Import	Copy	Manage Related Product Groups

Product

Showing 25 ▾

☐	ID	Name
☐	2099	1.1% Home Fluoride Toothpaste (SLCC dentist prescription required)
☐	2101	16 oz Bottle 0.12% Chlorhexidine Mouthwash-Peridex (SLCC dentist prescription required)
☐	2104	Advanced Deep Cleaning/ Periodontal Scaling and Root Planing (Additional fee if diagnosed)
☐	2107	Child and Teen Comprehensive Dental Cleaning
☐	2106	Comprehensive Dental Cleaning (Initial appointment)
☐	2105	Discounted Advanced Deep Cleaning/ Periodontal Scaling and Root Planing (Additional fee if diagnosed)
☐	2096	Discounted Comprehensive Dental Cleaning (Initial Appointment)
☐	2103	Nitrous Oxide (Laughing Gas)- per appointment

Select the product you want to modify.

Showing 1 to 8 of 8 entries

5. **Scroll down to Shipping/Tax/Account Settings on the Product Settings page.**

6. **Set either "Default Tax" or "No Tax" for every product you setup.**
   - "Higher Tax Rate" should never be selected.

Shipping / Tax / Accounting Settings

Shipping/handling message:

Shipping Class: Dental Hygiene Clinic ▾

Tax Class: Default Tax Rate ▾
- No Tax
- Default Tax Rate
- Higher Tax Rate

Store's Default Accounting Code:

Override Default Accounting Code:

7. **Scroll to the bottom of the page and click Save.**

Visit our FAQ section for details on taxable and non-taxable products.

Modifying Promo Codes

How to add a Promo Code

1. **Login to TouchNet (**https://secure.touchnet.net/central**).**

2. **Under Applications, select Marketplace.**
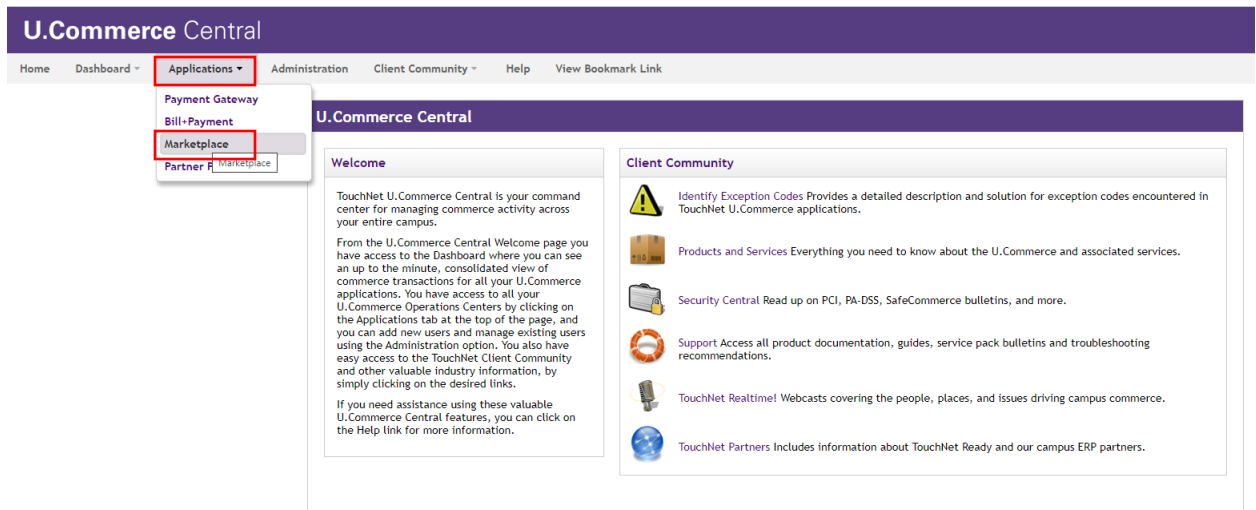
3. **Expand Store Settings and Select Promotions.**
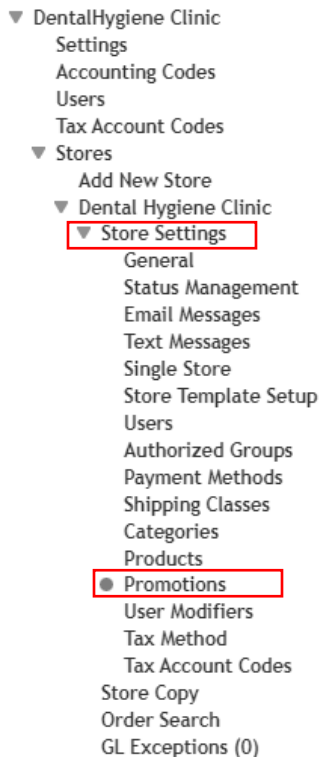
4. **Click "Product Promotion" button (or if you want a general discount, select "Store Promotion")**
   - For the example below, we will be adding a Product Promotion.

Dental Hygiene Clinic Promotions

Promotions require the buyer to enter a promotional code. When a promotion expires, archive it to reuse its promotional code.

Add Promotion

[Store Promotion]   [Category Promotion]   [Product Promotion]   [Order Promotion]

Current Promotions

No Current Promotions

5. **Provide details on the Promotion Information page.**
   - Promotion Code: Enter the code you want customers to use. For example, "50OFF" or "TAKE20."
   - Name of Promotion: Same as the Promotion Code.
   - Promotion Description: Describe what the Promotion is. For example, "New customer 20% off discount."
   - Promotion Type: Select either "Percentage Off Per Item" or "Amount Off Per Item."
   - Value Off: Enter the dollar or percentage you want to discount.
   - Promotion Usage From: Enter the start date for the promotion.
   - Promotion Usage To: Enter the date the promotion ends. If you want this promo to continue for the foreseeable future, select a distant date.
   - Fill in any other relevant fields.

Promotion Information

If a promotion code is not provided, a system generated numeric promotion code will be assigned.

Promotion Code:	FALL20
Name of Promotion:	FALL 20
Promotion Description:	20% OFF FALL SALE ON NITROUS OXIDE

Promotion Discount

Promotion Type:	Percentage Off Per Item ∨

All amounts are in USD ($)

For percentage off promotions enter the percentage as a whole number. 10 for 10%. For amount promotions enter the amount. 5 for $5.00

Value Off:	20

Promotion Usage

From: 10/3/24 🗓   To: 12/3/24 🗓

Can a customer use this promotion code more than once?	○ Yes ● No
Maximum number of times this promotion code can be used by all users:	

- In the "Products to Include Section", select all products included in the promotion.

Products to Include

- ☐ Discounted Comprehensive Dental Cleaning (Initial Appointment)
- ☐ 1.1% Home Fluoride Toothpaste (SLCC dentist prescription required)
- ☐ 16 oz Bottle 0.12% Chlorhexidine Mouthwash-Peridex (SLCC dentist prescription required)
- ☑ Nitrous Oxide (Laughing Gas)- per appointment
- ☐ Advanced Deep Cleaning/ Periodontal Scaling and Root Planing (Additional fee if diagnosed)
- ☐ Discounted Advanced Deep Cleaning/ Periodontal Scaling and Root Planing (Additional fee if diagnosed)
- ☐ Comprehensive Dental Cleaning (Initial appointment)
- ☐ Child and Teen Comprehensive Dental Cleaning

6. **Click Create Promotion**

How to disable a Promo Code

1. **Login to TouchNet (**https://secure.touchnet.net/central**).**

2. **Under Applications, select Marketplace.**

3. **Expand Store Settings and select Single Store.**

▼ Dental Hygiene Clinic
  ▼ Store Settings
        General
        Status Management
        Email Messages
        Text Messages
     ● Single Store
        Store Template Setup
        Users
        Authorized Groups
        Payment Methods
        Shipping Classes
        Categories
        Products
        Promotions
        User Modifiers
        Tax Method
        Tax Account Codes

4. **Under Display Settings, set the Show Promotion Code to No.**

Display Settings

Show Cart Quantity:	○ Yes ● No
Show Promotional Code:	○ Yes ● No

5. **Press Save at the bottom.**

Marketplace Phone Purchases

Providing a web link or QR code are great ways to direct people to your Marketplace store. You can include these links/QR codes in advertisements, emails, or have them posted at merchandise tables for in-person events.

1. **Access the Store**
   - Provide the **link** or **QR code** to buyers to offer access to the store's homepage featuring the various products they are selling.

Products

Men's Staff Large Locker Annual Rental

$65.00

Men's Staff Small Locker Annual Rental

$45.00

SLCC 1 Personal Training Sessions Package

$10.00

SLCC 10 Personal Training Sessions Package

$80.00

SLCC 20 Personal Training Sessions Package

$140.00

SLCC 5 Personal Training Sessions Package

$45.00

Women's Staff Locker Large Annual Rental

Women's Staff Locker Small Annual Rental

2. **Select and Add Product to Cart**
   - Choose the product you wish to purchase and click **Add to Cart**.

3. **Enter Customer Information**
   - On the next screen, enter your **name**, **email address**, **phone number** (optional), and **Student ID Number**. Required details will differ depending on the store/product.
   - Click **Continue.**

4. **Proceed to Checkout**
   - Choose to **Checkout as Guest** or create an account by selecting **Register Now**.
   - If you opt to checkout as a guest, enter your **email address** and click **Checkout as Guest**.
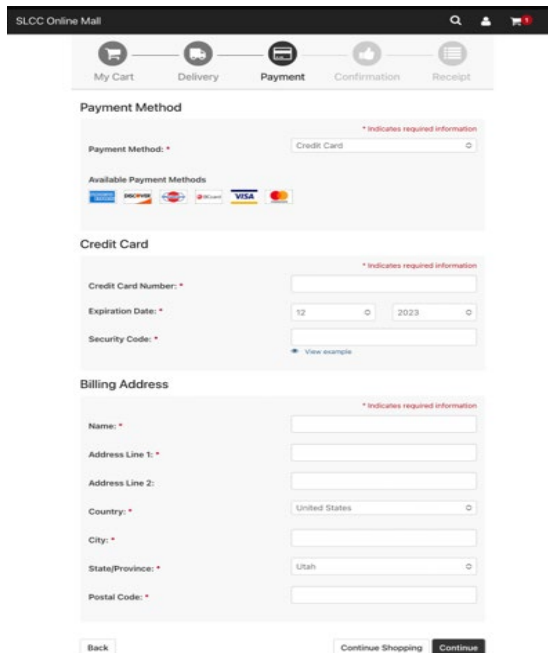
5. **Enter Payment Information**
   - Input your **payment details**, review the information, and click **Continue.**
   - Review your order details and select **Submit Order**.
   - A receipt will be sent to the **email address** provided during checkout.

Cancelling Recurring Payments

1. **Log into Touchnet (https://secure.touchnet.net/central).**
   - Navigate to your store's dashboard and click on **Order Search** under **Store Settings**.
   - Input either the **customer name**, **order number**, or **payment gateway reference number** (Customer name will be used for this example).

2. **Search for the Order**
   - After entering search parameters, click **Run Search**.

   The Mill at SLCC Order Search   Print Page

Order Search	
Enter one or more filter values for order search.	
Order Number:	
Payment Gateway Reference Number:	
Credit Card Authorization Code:	
Customer Name:	andy zhao
Customer Email:	
Customer Phone Number:	
Terminal Id:	
Order Date:	From: ☰ ⊙ To: ☰ ⊙
Fulfilled Date:	From: ☰ ⊙ To: ☰ ⊙

   Run Search

3. **Click on the Order ID.**
   - View the Order ID details to verify this is the correct recurring payment to cancel.
   - Upon verification, copy the Order ID number.

   Show 10 ∨ entries   Search:

ID	Date/Time	Type	Buyer Name	Buyer Email	Ship To Name
535497	02/13/2023 03:56:51 PM MST	uStores	Andy Zhao		

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

4. **Go to Fulfill Orders**
   - Take the Order ID, go to **Fulfill Orders** (under your store dropdown), and enter the Order Number.
   - Click on **Search by Order Number**.

Order Search		
To modify the order search, select value for filtering:		Pending ∨
From: ☰ ⊙	To: ☰ ⊙	

   Search

Order Number:	458970	

   Search by Order Number

5. **Cancel Pending Payments**
   - Under **Completed Fulfillments**, click **View**.

Show 50 entries							Search:
Completed Fulfillments							
Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
458970	446000	09/09/2021 01:10:40 PM MDT	John Lane	None	Credit Card		View
Showing 1 to 1 of 1 entries						First Previous 1 Next Last	

   - Navigate to **Pending Payments**, click **Select All**, and then **Cancel Payment**. This action will cancel all future scheduled payments.

| **Pending Payments**			
☑ Select All	Date	Status	Amount
☑	04/05/2024 12:00:00 AM MDT	Not Processed	$50.00
☑	05/05/2024 12:00:00 AM MDT	Not Processed	$50.00
☑	06/05/2024 12:00:00 AM MDT	Not Processed	$50.00
☑	07/05/2024 12:00:00 AM MDT	Not Processed	$50.00
☑	08/05/2024 12:00:00 AM MDT	Not Processed	$50.00
☑	09/05/2024 12:00:00 AM MDT	Not Processed	$50.00

Cancel Payment

MARKETPLACE REPORTS

Marketplace Reports by Product

1. **Login to Touchnet (**https://secure.touchnet.net/central**).**
   - Go to **Applications > Marketplace.**

   - Scroll to the bottom and click on **Marketplace Reports**.

![Salt Lake Community College logo]
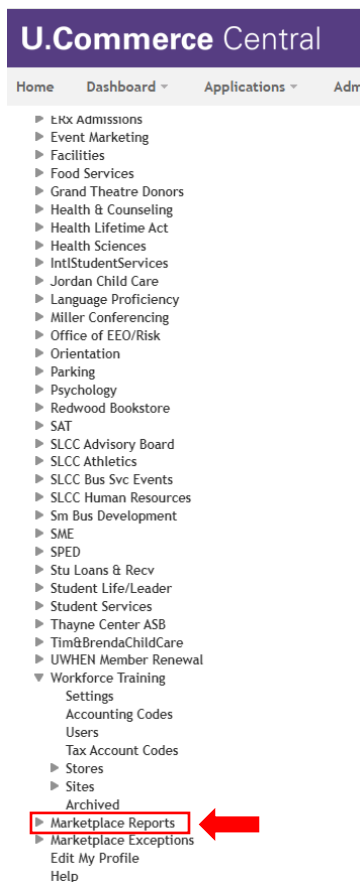
2. **Select Store and Report Type**
   - Click on **Stores** and select the store you want to run reports for.

   ▼ Marketplace Reports
   　▶ Marketplace
   　▶ Merchants
   　▶ Stores ⟵
   　▶ uPay Sites

   - From the dropdown, choose **By Product**.

   ▼ Louisiana Domestic Study ⟵
   　Revenue By Payment Type
   　By Product ⟵
   　By Stock No.
   　By Product Type
   　Totals
   　Taxes
   　Buyer Information
   　Recurring Payment
   　User Roles
   　Transaction Details
   　Operations Center Activity

3. **Enter Date Range and View Report**
   - Input the desired **date range** and click **View**.

By Product Report

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

From: 3/26/24, 12:00 AM To: 3/26/24, 11:59 PM Report Type: Product [View] ⟵

Application Type:
☑ uStores
☑ uStores Mobile
☑ uStores Point of Sale

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

   - Select the specific **product** to view its details.

[Export To CSV]

From: 8/23/23, 12:00 AM To: 3/26/24, 11:59 PM Report Type: Product [View]

Application Type:
☑ uStores
☑ uStores Mobile
☑ uStores Point of Sale

[View Multiple Product Detail Report]

Product Name	Quantity Sold	Sales
Louisiana ⟵	10	$4,850.01
Total:	10	$4,850.01

- You can view the details generated on the webpage or export to a CSV (more details below).

4. **Export Report**
   - You can export the report by clicking **Export to CSV**, which will download the file to your system.
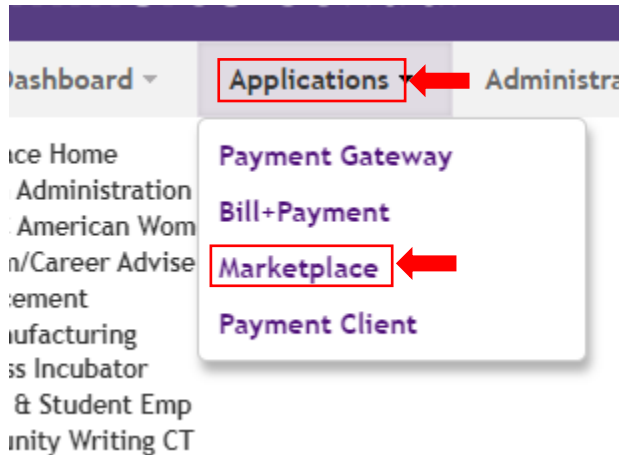

Product Sale Details →

- Open the CSV file from your **downloads** and format it as needed.

Marketplace Reports by Recurring Payments

1. **Login to Marketplace (**https://secure.touchnet.net/central**).**
   - Go to **Applications > Marketplace.**
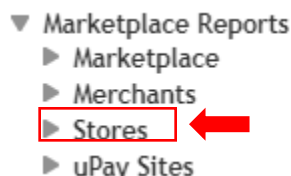

   - Scroll to the bottom and click on **Marketplace Reports**.
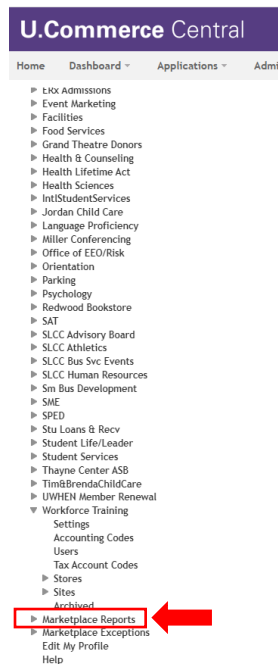
2. **Select Store and Report Type**
   - Click on **Stores** and select the store you want to run reports for.

- Select **Recurring Payments** as the report type.

3. **Enter Date Range and View the Report**
   - Input the desired **date range** for the report and click **View**.

- The report will show information such as **payment types**, **buyer name**, or the **last four digits of the credit card** used.

Store Recurring Payment Group Report   Print Page 🖨

The default report shows current day information.

Export To CSV

From: 2/1/24, 12:00 AM   To: 2/29/24, 11:59 PM   View
Application Type:
☑ uStores
☑ uStores Mobile
☑ uStores Point of Sale

Store ID	Store Name	Processed Transactions	Processed Revenue	Pending Transactions	Pending Revenue
82	The Mill at SLCC	229	$9,343.00	0	$0.00

System Tracking ID	Payment Method	Last 4 Digits of Credit Card	Expiry Date of Credit Card	Name	Installments	Processed Revenue	Pending Revenue	Total Revenue
442238	Visa	4602	01/25	Prince Manneh	1 of 36	$0.00	$0.00	$0.00
442890	Visa	4890	08/25	Jordan Richardson	1 of 36	$0.00	$0.00	$0.00
443045	AmEx	1000		Hossein Dadkhah	1 of 36	$0.00	$0.00	$0.00
443779	Visa	2394		Ryan Pilkington	1 of 36	$0.00	$0.00	$0.00
444050	AmEx	2009		Chrisella Herzog	1 of 36	$0.00	$0.00	$0.00
444356	Visa	8970	12/25	Dontrell Morrow	1 of 36	$0.00	$0.00	$0.00
444830	Visa	6653		Beya N Fezzani	1 of 36	$0.00	$0.00	$0.00
444995	MasterCard	1404	09/24	Eduardo Reyes Bade	1 of 36	$0.00	$0.00	$0.00
444997	Visa	9045	04/24	Michael S Glassford	1 of 36	$0.00	$0.00	$0.00
445314	Visa	7709	02/25	Matthew Branham	1 of 36	$0.00	$0.00	$0.00
448462	Visa	8186	06/26	QMS Global LLC	1 of 36	$0.00	$0.00	$0.00
449024	Visa	8516		Monique James	1 of 33	$0.00	$0.00	$0.00

4. **Export the Report**
   - If you need a copy of the report, click **Export to CSV**. This will download the file to your system's **downloads** folder, where you can open and format it as needed.

Store Recurring Payment Group Report

Print Page 🖨

The default report shows current day information.

Export To CSV

From: 2/1/24, 12:00 AM 📅 🕐   To: 2/29/24, 11:59 PM 📅 🕐   View

Application Type:
- ☑ uStores
- ☑ uStores Mobile
- ☑ uStores Point of Sale

Store ID	Store Name	Processed Transactions	Processed Revenue	Pending Transactions	Pending Revenue
82	The Mill at SLCC	229	$9,343.00	0	$0.00

System Tracking ID	Payment Method	Last 4 Digits of Credit Card	Expiry Date of Credit Card	Name	Installments	Processed Revenue	Pending Revenue	Total Revenue
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443779	Visa	2394		Ryan Pilkington	1 of 36	$0.00	$0.00	$0.00
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444356	Visa	8970	12/25	Dontrell Morrow	1 of 36	$0.00	$0.00	$0.00
444830	Visa	6653		Beya N Fezzani	1 of 36	$0.00	$0.00	$0.00
444995	MasterCard	1404	09/24	Eduardo Reyes Bade	1 of 36	$0.00	$0.00	$0.00
444997	Visa	9045	04/24	Michael S Glassford	1 of 36	$0.00	$0.00	$0.00
445314	Visa	7709	02/25	Matthew Branham	1 of 36	$0.00	$0.00	$0.00
448462	Visa	8186	06/26	QMS Global LLC	1 of 36	$0.00	$0.00	$0.00
449024	Visa	8516		Monique James	1 of 33	$0.00	$0.00	$0.00

ADDITIONAL RESOURCES & SUPPORT

Please direct any questions about Marketplace to bursaroperations@slcc.edu.

Other SLCC Marketplace Stores to Reference:

You can check out the entire SLCC Online Mall at
https://epay.slcc.edu/C20011_ustores/web/index.jsp

Reference Materials:

- [Marketplace 8.6 User Guide](#)
- [Setting up your Touchnet Marketplace uStore (University of Washington)](#)
- [Marketplace Training Manual (University of Connecticut)](#)
- [Marketplace Instruction Manual (Clemson University)](#)