

U.Commerce®
How money moves on campus.™

Marketplace 6.0

User's Guide

April 2012

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About this Guide

The *Marketplace User's Guide* is for the administrators, managers, and fulfillers who will maintain campus online shopping with TouchNet Marketplace.

This guide does not cover technical setup of the Marketplace software; nor does it explain concepts of online retailing. It describes how to use the features of the Marketplace Operations Center to build and maintain a shopping site.

About TouchNet Marketplace

Marketplace 6.0 gives you the tools to design, build, and maintain online shopping that meets the special requirements of campus e-commerce. Through the Marketplace uStores features, you can set up online stores. Through the uPay features, you can link your existing sites to a set of payment pages that you customize.

This user guide explains how to build and manage your Marketplace site. Marketplace is easy to use, but it does offer a lot of functionality. Some of the terms and processes may be unfamiliar to you. This manual will help you understand the structure of a Marketplace site, how to build your site, and how to use and manage it successfully.

First, you will learn how to plan your site and build a framework of users and merchants. As you proceed through the manual, you will learn how to set up stores, add products, implement promotions, read financial reports, and much more. All of this information is broken into short, easy-to-read sections and supported with Marketplace screen captures and step-by-step instructions.

To Contact Customer Care

For technical assistance, continuing customer support, or other questions, contact us at:

Telephone:	888-621-4451 or 913-599-6699
Fax:	913-599-5588
E-mail:	CustomerCare@touchnet.com
Web site:	https://clientcommunity.touchnet.com/web
Address:	TouchNet Information Systems, Inc. 15520 College Boulevard Lenexa, Kansas 66219

TouchNet Customer Care is available Monday through Friday between 7:00 a.m. and 7:00 p.m. Central Time. Extended support hours are available by agreement with TouchNet.

What's New in Marketplace 6.0

Marketplace 6.0 contains the following enhancements:

- **Redesigned uStores mall**—We have redesigned the uStores mall, included an improved left navigation menu, and provided additional content for the home page. The left navigation menu now groups stores into store categories and products into product categories. A store drop-down menu lists all stores. The home page also includes tabs for displaying store lists and categories, making the shopping experience easier for your customers. See "What Shoppers See" on page 25 for more information.

Important! Because the HTML code structure and the associated style sheets have been significantly enhanced for Marketplace 6.0, Marketplace 5.0 style sheets cannot be used with Marketplace 6.0. Any style sheet or HTML customizations created in Marketplace 5.0 will need to be recreated in Marketplace 6.0. See the *Marketplace uStores Layout Guide* for more information on customizing style sheets and layout.

- **Store categories for the Marketplace mall**—Stores can now be placed in store categories, creating a navigation structure in the left navigation menu that customers can use for locating the stores that interest them most. See "Store Categories" on page 96 for more information.
- **Auto enable and disable products**—You can now schedule products to be enabled and/or disabled on specific days and times. Instead of manually enabling or disabling products, you can use options in product configuration to schedule a particular date and time when a product should be enabled for customers (or disabled). See "Enabling and Disabling Products" on page 236 for more information.
- **Text message notifications for uStores customers**—Customers can now receive text messages in conjunction with their orders. Text messages will be generated when an order is placed, when an order is fulfilled, when an order is canceled, and when a refund is processed. Customers can request a text message during the checkout process. Registered customers can also configure a text message address as part of their user profile options. See "Text Messaging" on page 112 for more information.
- **General ledger integration for Datatel**—Marketplace now features general ledger integration with Datatel. When Datatel general ledger functionality is used with Marketplace, accounting codes can be established and associated with Marketplace stores, uPay sites, products, tax rates, and shipping rates. See the *Datatel Setup Guide for Marketplace 6.0* for more information.

- **Interac payment integration**—Marketplace now adds Interac as an acceptable payment method. The Interac Online service allows customers to pay for goods and services over the Internet using funds directly from their bank accounts. (The Interac online service is widely supported by Canadian banks.)
- **Style sheet uploads**—You can now use the Marketplace Operations Center to download and upload the style sheets that are used for customizing the look and feel of the Marketplace mall, stores, and uPay sites. You can edit these style sheets to specify campus colors, fonts, and images. See "Single-Store Style Sheets" on page 168 for more information.
- **Tax accounting codes for merchants**—You can now setup tax account codes at the merchant level, allowing you to use the same tax account codes for all of the merchant's stores. See "Merchant Accounting Codes" on page 133 for more information.
- **Enhanced privacy policy editing**—You can now use the Marketplace Operations Center to customize the privacy policy text. Privacy policies can be customized separately for each store in single-store mode. The privacy policy link can also be configured to point at an externally maintained privacy policy page. See "Single-Store Settings" on page 156 for more information.
- **Return policy agreement enhancements**—Marketplace now allows you to maintain return policy agreements for uPay sites and determine whether customers must agree to these agreements. In addition, the display of return policies has been modified for the uStores checkout process. See "General Settings" on page 86 for more information.
- **Delete option for unused payment profiles**—Schools can now determine how long unused payment profiles (that were saved by registered users of uStores) will be retained. Administrators can enter a date on the Registered User Maintenance page and all payment profiles that have not been used since that date will be deleted. See "Registered User Maintenance" on page 113 for more information.
- **Refresh option for updating Marketplace after payment method information has changed in the host system account**—If the payment method information changes in Payment Gateway for any Marketplace merchants, you can now use a payment-method-refresh option in the Marketplace Operations Center to refresh the payment methods displayed to your customers. See "Updating the Host System Account" on page 132 for more information.
- **Store accountant role for managing reports for uStores and uPay**—A new user role named "store accountant" allows users to view reports for uStores and uPay without also having the ability to edit stores or uPay sites. See "Marketplace Reports" on page 407 for more information.
- **Refund user role for uPay**—A new user role named "payment clerk" allows users to issue refunds for uPay sites without also having the

ability to edit uPay sites. See "Payment Search, Refunds, and Cancellations" on page 363 for more information.

- **Link to single store from mall view**—Hyperlinks to stores in single-store mode can now appear as part of the menu system automatically generated for the uStores mall. These links will appear in the left navigation menu, as well as the navigation tabs on the home page. See "The Display-Store-In-This-Mode Option" on page 166 for more information.
- **Mobile web application**—Your customers can now use mobile devices to visit a Marketplace mall that is optimized for web devices. For more information, see the *Mobile Marketplace Guide*.



Part 1:
Marketplace
Introduction

1.0 Introduction to 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 easy for students, parents, alumni, and the community to do business with the campus. Marketplace allows institutions to take control of security by placing financial transactions in the hands of appropriate campus authorities, while the responsibility for storefront appearance and contents is given to authorized campus groups.

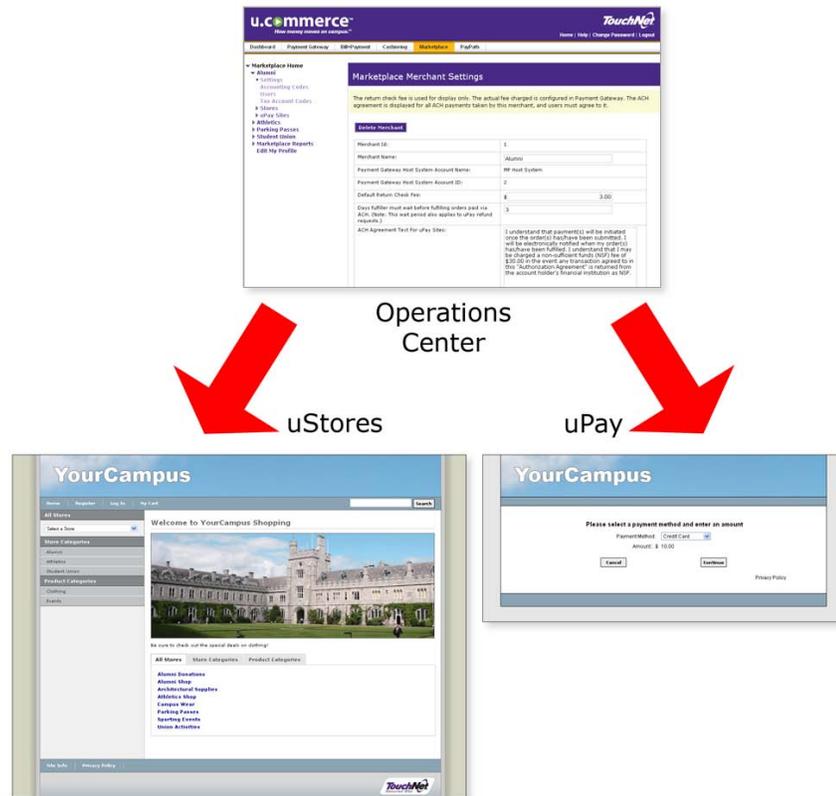
TouchNet Marketplace does not require extensive programming skills to implement and deploy. It uses TouchNet Payment Gateway™ for electronic payment processing; it uses the Marketplace Operations Center as the web software interface that allows you to build and manage online shopping sites and online payment pages; and it uses the familiar shopping cart theme to allow buyers to browse and make purchases online.

TouchNet Marketplace is a self-contained e-commerce solution, combining online storefronts with inventory control, order fulfillment, and financial reporting.

1.1 Marketplace Web Applications

Marketplace includes three web-based applications: the Marketplace Universal Stores (uStores) shopping site, the Marketplace Universal Payment (uPay) site, and the Marketplace Operations Center administrative site.

- uStores is a collection of online stores that can be set up by campus departments and organizations. Shoppers can use the uStores site to browse store contents and make purchases.
- uPay is a web application that customers use to make a one-time or recurring payment. For example, one uPay site might take alumni donations and another might take conference registration fees. uPay online payment pages can be connected to your existing web applications and web sites.
- The Marketplace Operations Center is the web application for building and editing your Marketplace site. This web application allows you to create and customize Marketplace stores and payment pages, view reports, create and edit users, and fulfill orders. The following pages of this user guide show you how to use the Operations Center.



The Operations Center is used for creating both stores and uPay sites.

1.2 Getting Started

Your first step in building online shopping sites and online payment pages is to use your web browser to launch U.Commerce. Marketplace is part of U.Commerce. So you must first navigate to U.Commerce and login.

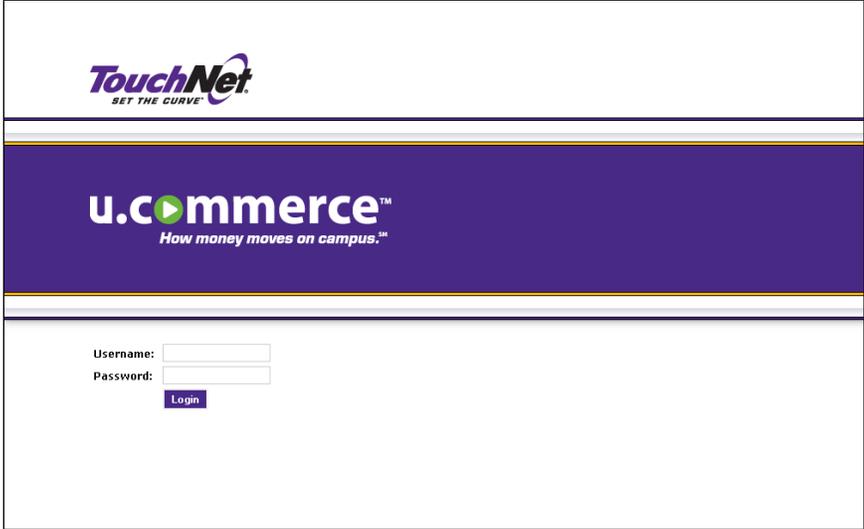
To launch U.Commerce, you need the U.Commerce URL, as well as a username and password.

Where do you get the U.Commerce URL and login credentials?

- If you are the chief administrator logging in for the first time, you will get the U.Commerce URL, username, and password from your TouchNet implementation specialist.
- Existing U.Commerce users can be given access to Marketplace by the following Marketplace users: administrators, merchant managers, store managers, and uPay site managers.

- New U.Commerce users must be created through User Management in U.Commerce. Then Marketplace access can be granted by administrators or managers in Marketplace.

When you enter the U.Commerce URL in your browser's address field, the Login page for U.Commerce appears, as shown below.



The screenshot shows the U.Commerce login page. At the top is the TouchNet logo with the tagline "SET THE CURVE". Below that is a purple banner with the U.Commerce logo and the tagline "How money moves on campus." Underneath the banner is a white login form with two input fields: "Username:" and "Password:". Below the password field is a blue "Login" button.

Your login credentials might come directly from the Marketplace chief administrator (especially if you will be an administrator or merchant manager), or your login credentials might come from someone who was subsequently assigned a Marketplace role that allowed them to create new users (especially if you will be a store manager, store clerk, or fulfiller).

When the login page appears, enter your username and password and click the Login button.

What You'll See After You Login

After you login to U.Commerce, you will see the U.Commerce home page. The top navigation bar shows all the U.Commerce products that are available for you to use. Marketplace will appear as one of the links in the top navigation bar.

Click on the link for Marketplace. The Marketplace Operations Center Home page will now load.

The screenshot shows the 'Marketplace Operations Center Home' page. It features a top navigation bar with the 'u.commerce' logo and 'TouchNet' branding. Below this is a secondary navigation bar with links for 'Dashboard', 'Payment Gateway', 'Bill+Payment', 'Cashiering', 'Marketplace', and 'PayPath'. A left sidebar contains a 'Marketplace Home' menu with options like 'System Administration', 'Alumni', 'Athletic Department', 'Campus Staff', 'College Merchant', 'Continuing Education', 'Parking', 'Marketplace Reports', and 'Edit My Profile'. The main content area is titled 'Marketplace Operations Center Home' and includes two tables: 'uStore Statistics' and 'uPay Site Statistics', along with a 'uStore Quick Order Search' form.

Store Name	Store Id	Store Status	Mobile Store Status	Fulfillments Pending
Alumni Donations	3	ONLINE	OFFLINE	0
Alumni Foundation	15	OFFLINE	OFFLINE	N/A
Alumni Shop	2	ONLINE	ONLINE	0
Architectural Supplies	7	ONLINE	OFFLINE	0
Athletics Shop	5	ONLINE	ONLINE	6
Campus Wear	1	ONLINE	ONLINE	22

Site Name	Site Id	Site Status	Number of Transactions
Concert	2	OFFLINE	0
Donations	0	ONLINE	2

The Marketplace Operations Center Home page.

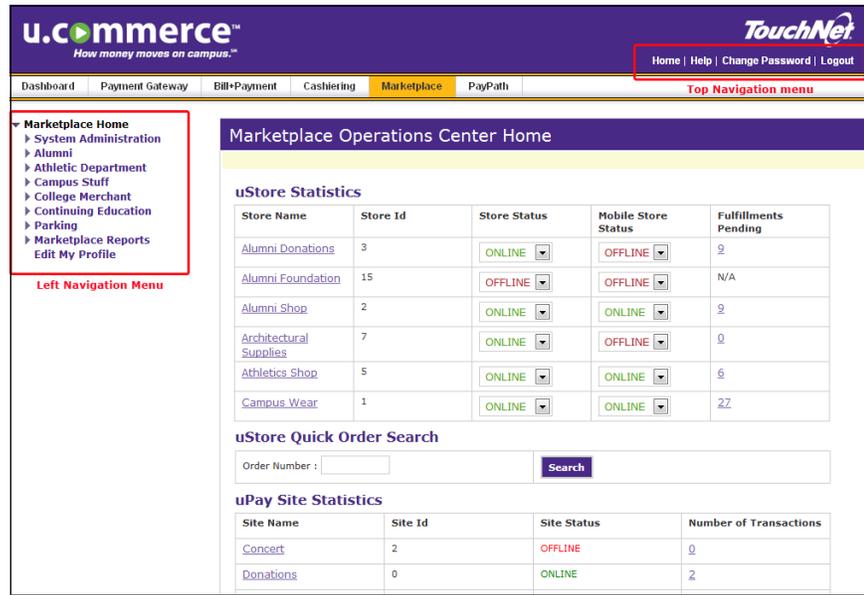
On your very first login, you'll be taken to your Marketplace User Profile page so you can enter your name and contact information. After you enter this information, your Marketplace Operations Center Home page appears.

Initially, your home page contains few links and little information. However, as stores and uPay sites are created, the home page will grow in size. This page displays statistics for all the stores and uPay sites available to the user. If this is the first time you have used Marketplace and no stores or uPay sites have thus far been created (to which you have access), you will see no statistics displayed on the home page.

Site Navigation

The left navigation menu provides navigation within the Marketplace Operations Center. The top navigation menu provides links for Home, Help, Change Password, and Logout. The left navigation menu displays only those functions that are available to you, depending on your user rights.

As you create stores and uPay sites, additional links will appear in the left navigation menu and additional rows will be displayed in the page's statistics tables. On the other hand, if your own duties are limited to system administrative duties, you may not see any additional links in the left navigation menu.



In the example above, the user has system administrative rights (as indicated by the System Administration link in the left navigation menu). The user also has access to several stores, so statistics for these stores appear on the home page (as well as Quick Order Search functionality).

A Key Concept: Marketplace Merchant

In Marketplace, the word "merchant" has a special meaning, and it's crucial that you understand this meaning. In Marketplace parlance, a merchant is a department or other campus entity (such as a campus organization) that needs to process payments.

Marketplace's use of the term "merchant" allows stores and uPay sites to be grouped into a logical structure. Each merchant in Marketplace can have one or more stores and one or more uPay sites. Before you can create a Marketplace store, you must create a Marketplace merchant. Settings are associated with this merchant that affect its stores and uPay sites.

In addition, each merchant is assigned a merchant manager who creates the stores or uPay sites and manages the merchant's settings, such as the wait period for ACH payments, ACH agreements for uPay sites, and return check fees.



This example shows the left navigation menu after stores and uPay sites have been added to a merchant

Marketplace Users

So now you've launched the Marketplace Operations Center and you're looking at your Marketplace Home Page. Where do you go from here and what do you do? The answer to this question depends on your role (or roles) within Marketplace. Therefore, before you begin using the Operations Center, it's crucial that a plan be in place that enumerates who will be assigned the various Marketplace functions. Here is a list of the Marketplace user roles with descriptions of the responsibilities that go with these roles.

User Role	Responsibilities
Chief Administrator	Responsible for adding additional chief administrator and administrators. (See Section , "Adding Administrative Users" on page 123.) Responsible for editing administrative-level user roles. Can reset user passwords for all users. Can modify user information for all users. Can disable users. Can also perform any of the responsibilities listed below for administrators.

User Role	Responsibilities
Administrator	<p>Responsible for creating merchants. (See "Adding Merchants" on page 129.)</p> <p>Responsible for assigning merchant managers to merchants. ("Adding Managers" on page 136.)</p> <p>Responsible for establishing and maintaining configuration settings that affect all Marketplace stores, including accounting codes, tax account codes, product categories, splash page images, header images, and ACH agreements for stores. ("System Administration Settings" on page 85.)</p> <p>Responsible for assigning an accountant to view reports. (See "Adding Administrative Users" on page 123.)</p>
Accountant	<p>Responsible for reviewing the Revenue by Merchant report. ("Revenue by Merchant Report" on page 409.)</p>
Merchant Manager	<p>Responsible for managing the merchant's configuration settings, such as the wait period for ACH payments, ACH agreements for uPay sites, and return check fees. ("Merchant Settings" on page 131)</p> <p>Responsible for adding stores to a merchant. ("Adding a New Store" on page 145.)</p> <p>Responsible for assigning store managers to stores and uPay site managers to uPay sites. (See "Adding Managers" on page 136 and "Adding uPay Site Users" on page 359.)</p> <p>Responsible for adding uPay sites to a merchant. ("Building a uPay Site" on page 297)</p>
Store Manager	<p>Responsible for managing store settings, such as the store images, store categories, store payment methods, and shipping rates. ("Store Settings" on page 146)</p> <p>Responsible for assigning store clerks, a store contact, a store accountant, and fulfiller users (including a fulfiller with refund/cancel rights). ("Adding Store Users" on page 176.)</p> <p>Responsible for adding and editing products. (See "Adding Products to a Store" on page 205.)</p> <p>Responsible for creating store promotions. (See "Creating Store Promotions" on page 192.)</p>
Store Clerk	<p>Responsible for adding and editing products. ("Adding Products to a Store" on page 205.)</p> <p>Responsible for moving products among categories. (See "Managing Products in a Store" on page 226)</p>
Fulfiller	<p>Responsible for fulfilling orders. (See "About Payment Types and Fulfillment" on page 257.)</p>

User Role	Responsibilities
Fulfiller with refund/cancel rights	Responsible for fulfilling orders as well as refunding and cancelling orders. (See "Processing Refunds" on page 261.)
Store Contact	Serves as the designated contact who appears on a store site. No responsibilities within the Marketplace Operations Center other than keeping their own contact information up to date on their user profile.
uPay Site Manager	Responsible for managing uPay site settings. (See "Managing a uPay Site" on page 351.) Responsible for assigning payment clerks and store accountants. (See "uPay User Role" on page 280.)
Payment Clerk	Responsible for issuing uPay refunds. (See "Refund a Payment" on page 365.)
Store Accountant	Responsible for viewing reports. Both stores and uPay sites can have store accountants. (See "Marketplace Reports" on page 407.)

Assigning Roles to Users

Roles are assigned to users at various levels within the Marketplace Operation Center. The following table describes where roles are assigned and which users can assign these roles:

Users with this User Role ...	Can assign this user role to other users ...	By navigating to this page in the Operations Center ...
Chief administrator	<ul style="list-style-type: none"> Chief administrator Administrator Accountant Merchant manager 	Marketplace Home > System Administration > User Settings > Users
Administrator	<ul style="list-style-type: none"> Administrator Accountant Merchant manager 	Marketplace Home > System Administration > User Settings > Users
Merchant manager	<ul style="list-style-type: none"> Store manager uPay site manager 	Marketplace Home > [merchant] > Users
Store manager (and merchant manager)	<ul style="list-style-type: none"> Store manager Store clerk Fulfiller Fulfiller with cancel/refund rights Store contact Store accountant 	Marketplace Home > [merchant] > Stores > [store] > Store Settings > Store Users

Users with this User Role ...	Can assign this user role to other users ...	By navigating to this page in the Operations Center ...
uPay site managers	<ul style="list-style-type: none"> • Payment clerk • Store accountant 	Marketplace Home > [merchant] > uPay Sites > [uPay site] > Users

Note: As can be seen from this table, a user who only has the role of administrator cannot directly assign the store manager role to a user. A merchant manager must make this assignment. (However, an administrator could assign themselves the merchant manager role and then assign themselves the store manager role.)

Users and Multiple Roles

Marketplace users can be assigned multiple user roles. For example, an administrator could assume the duties of a merchant manager by assigning himself as the merchant manager when he establishes a merchant. Likewise, a merchant manager could also assume the duties of a store manager by assigning himself as the store manager when he establishes a store. In this way, a single user could be responsible for an entire Marketplace web site, from administrative settings down to product options. Marketplace was designed so that user functions could be divided among multiple campus groups. However, Marketplace is also flexible enough that administrators and merchant managers can assume multiple roles as necessary.

A Sample Implementation Plan

Following the user roles and responsibilities described in the previous section, you will need to devise a plan for building your Marketplace site in which responsibilities are delegated and assignments are made. Here is a sample plan:

- 1 Create Chief Administrator**—The chief administrator logs in (be sure to change the TouchNet assigned password) and assigns the chief administrator role to another person. This person can then serve as a backup or become the lead contact for building your Marketplace site. Assigning the chief administrator role involves creating a new username and password. The chief administrator forwards the login credentials and the Operations Center URL to the new chief administrator. It's essential that more than one person in your organization serve as a chief administrator because this helps ensure that someone is always available for managing the site at the highest level.
- 2 Assign Administrator**—(This step is optional and may not be required by your institution.) The chief administrator who will serve as the Marketplace lead then logs in and assigns the administrator role to someone who will be responsible for creating merchants and managing the settings that affect all the uStores sites. (The chief

administrator can also serve this role.) The chief administrator creates the username and password for the new administrator and forwards these login credentials as well as the Operations Center URL to the new administrator.

- 3 Assign Administrative Settings**—The administrator logs in and manages the global uStores settings. These settings affect all the stores added to your implementation of Marketplace. These settings include delivery methods, accounting codes, tax account codes, and product categories. In addition, these settings include the splash page and header image graphics. Style sheets can also be customized.
- 4 Create Merchants and Assign Merchant Manager Roles**—The administrator logs in and creates a Marketplace merchant for each campus organization or department that will be creating a store or uPay site. The administrator also assigns a merchant manager for each merchant. As each merchant is created, the administrator has the option of either creating a new user to serve as the merchant manager or to select an existing user to serve in this role. For new merchant managers, the administrator creates a new username and password and forwards these login credentials along with the Operations Center URL to the new merchant manager.
- 5 Assign Merchant Settings**—Each merchant manager logs in and assigns the merchant settings. These settings include the wait period for ACH payments, ACH agreements for uPay sites, and return check fees.
- 6 Add Stores and/or uPay Sites**—Each merchant manager logs in and adds a store and/or one or more uPay sites to their merchant. (Depending on your institution's preferences, you may use both uStores and uPay, uStores alone, or uPay alone.) As a store or uPay site is created, the merchant manager has the option of either creating a new user to serve as the store manager (or uPay site manager) or to select an existing user to serve in this role. For new store managers (or uPay site managers), the merchant manager creates a new username and password and forwards these login credentials along with the Operations Center URL to the new user.
- 7 Complete Store or uPay Site Configuration**—Each store manager logs in and enters the store configuration settings for that store. These settings include a header image, store categories, store payment methods, and shipping classes.
- 8 Assign Store Clerk**—(Optional.) Each store manager can also assign a store clerk to the store. The store clerk has the authority to add and maintain products, as well as define product category assignments. After assigning a store clerk, the store manager forwards the merchant name and store name to the store clerk (as well as the login credentials and Operations Center URL if the store clerk is a new user).

- 9 **Assign Fulfiller Role**—(Optional.) Each merchant manager or store manager logs in and assigns a fulfiller to their store. (The store must have at least one fulfiller with cancel/refund rights.) The fulfiller will be responsible for fulfilling orders. After assigning a fulfiller, the store manager forwards the merchant name and store name to the fulfiller (as well as the login credentials and Operations Center URL if the fulfiller is a new user).
- 10 **Add products**—Each store manager or store clerk logs in and adds products to their store. A new product wizard leads you through the process of adding a product. In preparation, though, you need to have considered several pieces of information, such as product descriptions, prices, product categories, product graphics, and product options (such as size and color). You can also import products (in CSV format).
- 11 **Bring Store Online**—Each merchant manager or store manager logs in, navigates to the store's General Settings page, and clicks the Bring Store Online button.

After Marketplace is Set Up

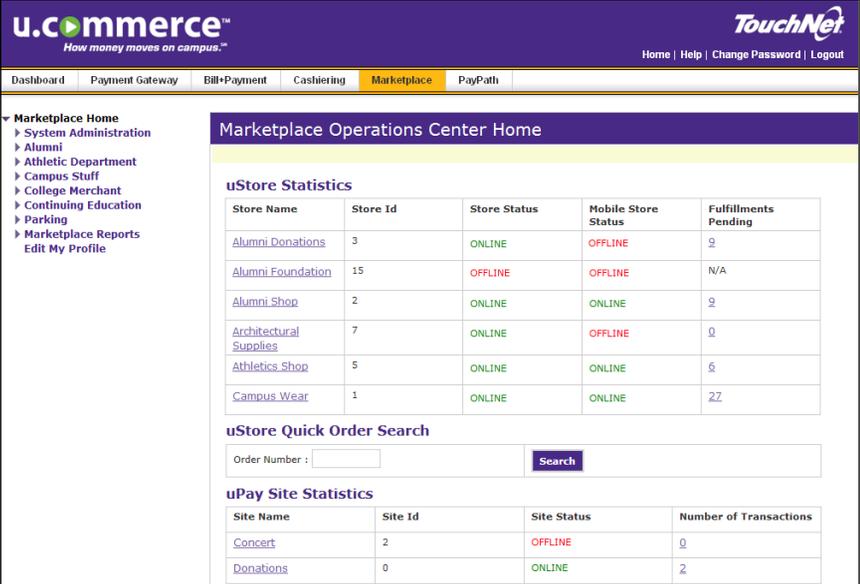
After Marketplace has been set up and stores and uPay sites have been added, one or more people will be responsible for maintaining the stores and uPay sites, fulfilling orders, and reviewing reports. Therefore, a plan must be in place that delineates the on-going Marketplace responsibilities. Here is a brief discussion of the on-going responsibilities that must be managed.

- **Product Maintenance**—A store manager or store clerk performs product maintenance, which includes editing product features, moving product into categories, enabling or disabling a product, and changing the inventory count of a product. In addition, user roles must be maintained so that the appropriate people have access to stores.
- **Fulfilling Orders**—A store fulfiller completes order processing by accepting payments, entering fulfillment information, and sending shipments to buyers. Fulfillers with refund/cancel rights can also cancel part or all of a pending order (if paid by credit card) and refund payment for an order.
- **uPay Site Management**—A merchant manager or uPay site manager can update settings for a uPay site. These settings include layout selections, image management, payment settings, messages, and titles. In addition, payment clerks are responsible for refunds and cancellations.
- **Reviewing Reports**—Several reports are available within Marketplace. Chief administrators, administrators, and accountants can view the Revenue by Merchant report. Merchant managers can view the Merchant Revenue report. Store managers, merchant managers, and store accountants can view the Store Revenue report (by product, stock number, and product type, as well as by totals). uPay site managers, merchant managers, and store accountants can view the uPay Revenue report and the Posting Status report.

1.3 Your Home Page

After you launch the Marketplace Operations Center, you'll see your home page—unless this is the very first time that you've logged in to Marketplace, in which case the Edit Profile page may appear.

Your Operations Center home page is customized according to your user role(s). For example, if you are an administrator, the home page will display a list of all the stores and uPay sites. The Fulfillments Pending column in the uStore Statistics section indicates the number of pending fulfillments for each store. Likewise, the Number of Transactions column in the uPay Site Statistics section provides a quick overview of the total transactions for each uPay site. In addition, the status of each store and uPay site is indicated.



uStore Statistics

Store Name	Store Id	Store Status	Mobile Store Status	Fulfillments Pending
Alumni Donations	3	ONLINE	OFFLINE	0
Alumni Foundation	15	OFFLINE	OFFLINE	N/A
Alumni Shop	2	ONLINE	ONLINE	0
Architectural Supplies	7	ONLINE	OFFLINE	0
Athletics Shop	5	ONLINE	ONLINE	6
Campus Wear	1	ONLINE	ONLINE	27

uStore Quick Order Search

Order Number:

uPay Site Statistics

Site Name	Site Id	Site Status	Number of Transactions
Concert	2	OFFLINE	0
Donations	0	ONLINE	2

If you are a store manager, the home page will display the statistics for the store(s) that you have access to.

Your home page contains the same site navigation links that you'll find throughout the Operations Center. The left navigation menu displays links arranged in a hierarchical structure. These links include System Administration (which you'll see only if you're an administrator), Merchants (with stores and uPay sites listed by merchant), and Marketplace Reports. The top navigation menu includes links for Home, Help, Change Password, and Logout. (Your Profile page is discussed in "Your User Profile" on page 21.)

Quick Order Search Functionality

Your home page is generally limited to displaying statistics and navigation links; however, for merchant managers and store managers, the home page also includes Quick Order Search functionality. This input field allows you to enter an order number and search all the stores in which you are the merchant manager or store manager. You might need to use this tool, for example, if a problem with an order (such as Insufficient Funds for the ACH payment method) is identified in TouchNet Payment Gateway. The Payment Gateway administrator can notify a Marketplace administrator that a problem exists with a specific order and forward the order number, which can then be used to get details on the order.

Follow these steps to use Quick Order Search:

- 1 If you are not already on your home page, select Home from the top navigation bar. Your Home Page appears.
- 2 Enter an order number in the Order Number field and choose the Search button. If an order is found with this number, the Order Search Results Screen appears. If no order is found (in the stores or uPay sites that you have permission to view), the following message appears: "No order found for your merchants with the given order number."
- 3 If you would like to view the order detail, select the item's Order ID. The Order Details screen appears.

1.4 Your User Profile

From your home page, you can select the Edit My Profile link in the left navigation menu to view your user profile. This page includes your name, contact information, e-mail notification settings, and the ability to change your own password.

The e-mail notification settings allow you to specify whether you would like to be notified when orders are placed from stores in which you have the role of fulfiller, merchant manager or store manager. This feature is useful when you have a store with low volume and don't want to log in every day just to see if orders were placed. To be notified when an order is placed, simply select the checkbox beside the store and chose the Update Notification Settings button.

Update Profile

Welcome, Gary Johnson! From this page you can update your contact information, change your password, and decide which stores will notify you when an order is placed.

Profile Information

First Name:	<input type="text" value="John"/>
Last Name:	<input type="text" value="Doe"/>
E-mail Address:	<input type="text" value="jdoe@touchnet.com"/>
Phone Number (day):	<input type="text"/>
Phone Number (mobile):	<input type="text"/>
Phone Number (night):	<input type="text"/>

Update Profile

I would like to receive an e-mail when an order is placed from the following store(s):

<input type="checkbox"/> Campus Wear

Update Notification Settings

Fulfillers, merchant managers, and store managers can opt to receive e-mail messages when orders are placed.

When the e-mail notification option is turned on for a specific store, you will receive a separate e-mail message for every order.

Part 2:
What Customers See

2.0 What Shoppers See

This section describes what shoppers will see in the Marketplace shopping application, uStores. (For a discussion of the Marketplace payment page application, uPay, see "Building and Managing uPay Sites" on page 277.)

Before you start using the Marketplace Operations Center to create stores, you need to understand what stores look like. So before we plunge into the plethora of settings that can be used for establishing stores, this section provides you with a detailed overview of what you can expect your customers to see.

2.1 Viewing the uStores Web Site

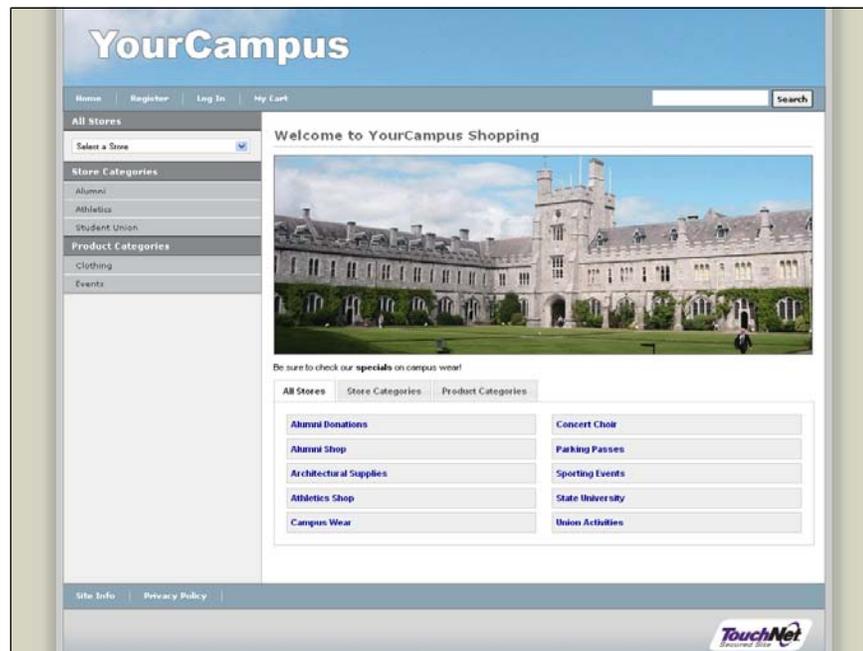
As you use the Marketplace Operations Center to create stores, categories, and products, you'll want to view the results of your work by looking at the shopping application. In uStores, you'll see store pages, category pages, and product pages.

The URL for uStores was determined when Marketplace was installed. The URL for the uStores home page uses the following format:

```
http://[server]/[context]/web/index.jsp
```

[server] is the computer where uStores was installed, and [context] is the context path. The default value of [context] is **ustores**. If you do not know the server name or the context path, you should contact your Marketplace administrator.

When you use the uStores URL, the uStores site home page loads in your browser, as illustrated in the following example.



For your implementation of Marketplace, the home page will be customized with a header image in the header, your splash page image, an announcement message, and your set of store categories, product categories, and stores. These customizations are created during the uStores system-level setup. For more information about these customizations, see "Administrative and Merchant Setup" on page 81.

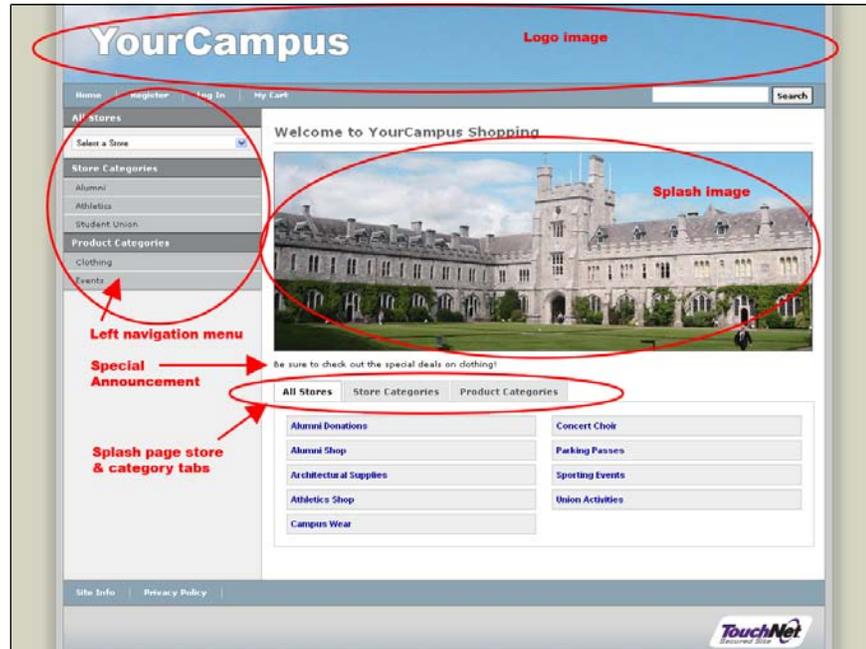
2.2 What Shoppers See: The Mall

Marketplace stores are displayed by default to shoppers in the uStores mall. The uStores mall is a collection of stores that can be used as a retail center for commerce by your campus. For example, the Athletics Department can sell tickets for sporting events. The Student Union can sell campus clothing. The Alumni Group can take donations. The English Department can set up registrations for writing seminars. Etc., etc. etc.

The uStores mall is a collection of all the stores that are set up by these departments or groups. Stores in the uStores mall are arranged via "Store Categories" into various groupings in ways that make sense to your school. For example, all the Student Union-related stores might be placed in store category called "Student Union." All the stores related to the Athletics Department might be placed in a store category called "Athletics."

Products in the uStores mall can be arranged via "Product Categories." For example, all clothing products, regardless of the stores, can be placed in a category called "Apparel." Or all campus events (sporting events, seminars, theatrical productions, etc.) can be placed in a category called "Events."

Here is an example that shows what a campus mall might look like, with the major components of the page labeled.



Notice that store categories and product categories are available in the left navigation menu. In addition, store categories and product categories are available from the tabs below the mall splash image.

Header Image

The header image appears as the page header for all pages throughout the uStores mall (except for stores in single-store mode, which can use their own header image). This image is configured on the Image Settings page in the System Administration section of the Operation Center:

System Administration > Settings > Images

Header images can be uploaded in whatever size you think is necessary. However, unless you modify the mall style sheet, we recommend the default size of 960 pixels wide by 100 pixels high.

Splash Image

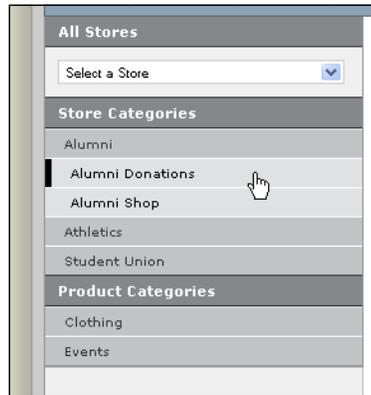
The mall splash image only appears on the mall's home page. You can use this image to provide shoppers with a visually appealing design when they first arrive on the sight. This image is configured on the Image Settings page in the System Administration section of the Operation Center:

System Administration > Settings > Images

The splash image can be uploaded in whatever size you think is necessary. However, unless you modify the mall style sheet, we recommend the default size of 680 pixels wide by 250 pixels high.

Left Navigation Menu

The left navigation menu provides an easy means for your customers to navigate quickly to stores and product categories.



Specific stores can be reached in one of two ways: 1) the All Stores dropdown menu can be used to select any store and 2) the Store Categories can be clicked to reveal the stores available within each category.

In the example to the right, the store category named "Alumni" has been clicked to reveal two stores: Alumni Donations and Alumni Shop.

Product Categories can be used to group similar products from across stores throughout the mall. For example, clothing in the Alumni Shop, clothing in the Athletics Shop, and clothing in the Student Union's Campus Wear store can all be combined in the product category named "Clothing."

The system administrator is responsible for creating store categories and product categories that can be used by all the stores in the mall. Store categories can be configured on the Store Categories page in the System Administration section of the Operation Center:

System Administration > Settings > Store Categories

Product categories can be configured on the Product Categories page in the System Administration section of the Operation Center:

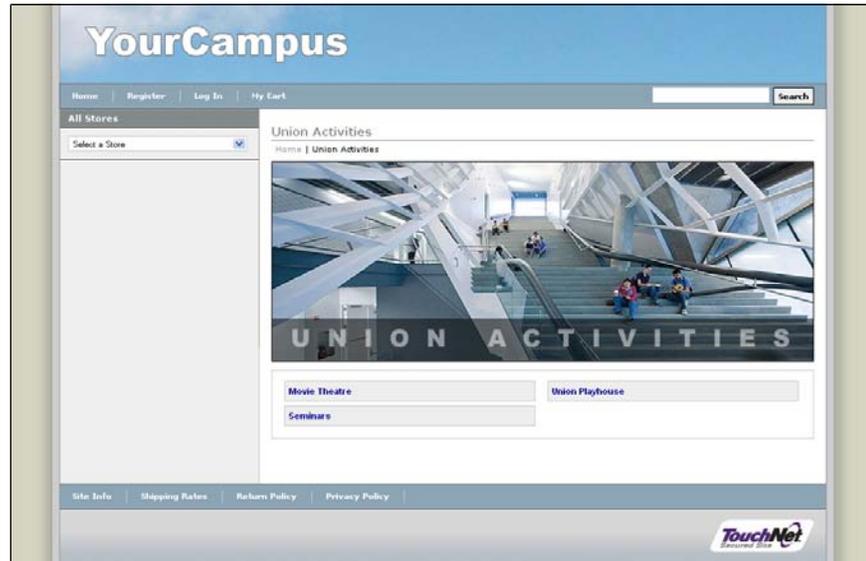
System Administration > Settings > Product Categories

The system administrator can create as many store categories or product categories as necessary for your campus's uStores mall.

About Building the Left Navigation Menu

The administrator and store managers must work together in order to build the left navigation menu. The administrator must create store categories and product categories that are appropriate for your uStores mall. We strongly recommend that the administrator consult the store managers regarding categories that would be useful and helpful for shoppers. Once these categories are created, store managers can assign their stores to store categories and their products to product categories.

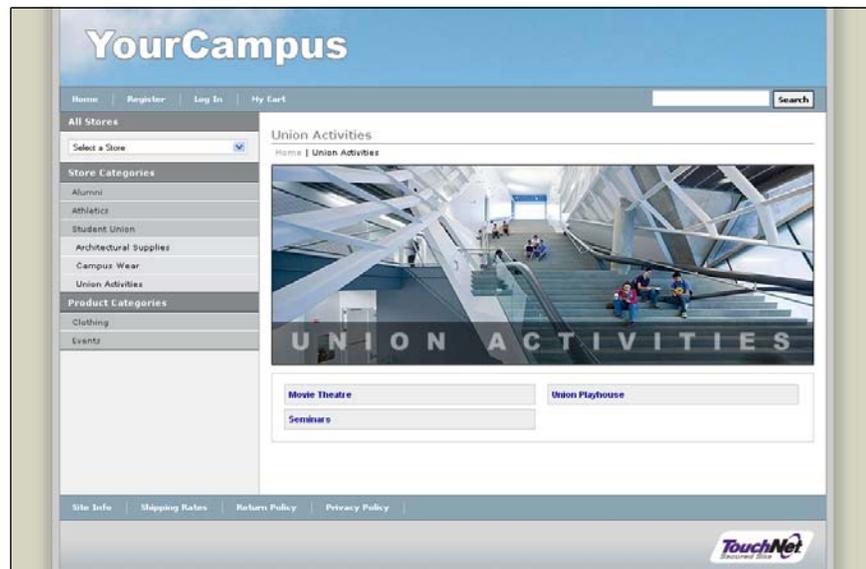
Here is an example of a left navigation menu BEFORE store or product categories have been created:



No categories have been created for this mall.

In the above example, no store categories or product categories have been created. Notice how the left navigation menu is empty except for the All Stores dropdown menu.

The following example shows an example left navigation menu AFTER the administrator and store managers have worked together to build appropriate categories:



Several categories have been created for this mall.

In the above example, the administrator created three store categories and two product categories. The store managers then associated their stores with

the appropriate store categories and their products with the appropriate product categories.

More About Store Categories

Store categories allow you to arrange stores into logical groups. This becomes increasingly important as the number of stores grows in your Marketplace mall.

Instead of merely listing all the mall's stores in a long list, you can create store categories so that shoppers can see at a glance the types of stores that exist in the mall. For example, an Alumni group might have several stores, and these can all be grouped together in a store category called "Alumni." Likewise all the Student Union stores could be grouped together. Or all the Athletics Department stores could be grouped together.

Once store categories are created by an administrator in the System Administration section of the Operation Center, store managers then see a selection box on the Store General Settings page for each store:

[merchant name] > Stores > [store name] > Store Settings > General

The selection box for Marketplace Store Category Assignments allows store managers to assign their stores to one or more store categories.

The Importance of Using Store Categories

Prior to Marketplace 6.0, the name of every store was always visible in the left navigation menu. For schools with lots of stores, the left navigation menu quickly became a long and unwieldy list of store names. In some cases, the list extended far down the page, forcing shoppers to search through many store names in order to find the stores that interested them.

Now, by using store categories, Marketplace administrators and store managers can group stores in ways that will reduce the length of the left navigation menu and help shoppers quickly find stores.

We strongly recommend that 1) your Marketplace administrator create store categories and 2) your store managers assign their stores to these categories. By taking these actions, you will help build the left menu and provide your shoppers with more navigation options.

Important! If you DO NOT create store categories and assign stores to these categories, shoppers will only find store names in the left navigation menu by opening the All Stores dropdown menu.

Top Navigation Menu

The top navigation menu appears on every page in the uStores mall. It appears on all store pages. It appears on the cart and checkout pages.

Here is an example of the top navigation menu:



The top navigation bar sits at the bottom of the header.

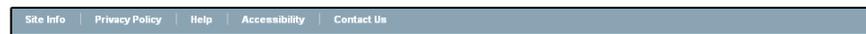
The top navigation menu contains the following information:

- **Home**—the Home link takes shoppers to the mall home page.

Bottom Navigation Menu for the Mall

- **Register**—the Register link allows shoppers to become registered users by creating their own account, which can be used for storing payment method information, address information, and other contact information. Registered users also have access to their purchase history. In addition, some stores (private stores) may require shoppers to be registered users.
- **Log In**—the Log In link allows registered users to log in.
- **My Cart**—the My Cart link takes shoppers to their shopping cart.
- **Search**—the Search functionality allows shoppers to search stores and products.

The bottom navigation menu for the uStores mall provides links to additional web pages. Here is an example of the bottom navigation menu:



The bottom navigation menu provides various links.

The bottom navigation menu links are described in the following tables:

What Do the Bottom Navigation Links Look Like?

Link Name	Is the link optional?	Can the link text be customized?	Where can the link be configured?
Site Info	Yes	Yes	Enable button and link text field on General System Settings page (see page 86).
Privacy Policy	Yes	Yes	Enable button and link text field on General System Settings page (see page 86).*
Help	Yes	Yes	Enable button and link text field on General System Settings page (see page 86). *
Accessibility	Yes	Yes	Enable button and link text field on General System Settings page (see page 86).*

Link Name	Is the link optional?	Can the link text be customized?	Where can the link be configured?
Contact Us	Yes	No	The "Default contact e-mail address for the site" field on the General System Settings page (see page 86). An entry in this field causes the "Contact Us" link to appear. Each store can have its own "Contact Us" e-mail address. For more about how this link can change on store pages, see "Bottom Navigation Menu for Stores" on page 62 .

*Can be configured separately for stores in single-store mode (see [page 70](#)).

What Do the Bottom Navigation Links Do?

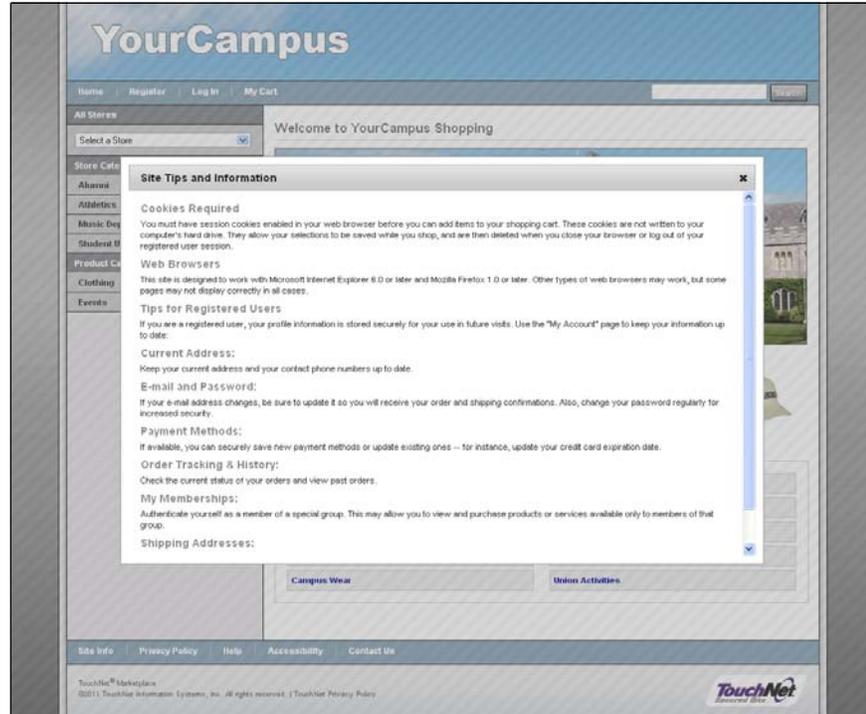
Link Name	What happens when the link is selected?	Can the info page be edited?	Comments
Site Info	A modal window appears that contains the Site Info page.	The Site Info page can be customized by using the Site Info HTML field on the General System Settings page (see page 86).**	The Site Info page can be used to display basic information about the site or about how to use the site.
Privacy Policy	A modal window appears that contains the Privacy Policy page.*	The Privacy Policy page can be customized by using the Privacy Text HTML field on the General System Settings page (see page 86).**	The Privacy Policy link page displays information about the campus policy toward user privacy. TouchNet strongly recommends that you develop policies regarding the privacy of shoppers' data and the use of unsolicited bulk e-mail.

Link Name	What happens when the link is selected?	Can the info page be edited?	Comments
Help	A modal window appears that contains the Help page.*	The Help page can be customized by using the Help HTML field on the General System Settings page (see page 86).**	The Help page displays information about how to use the site.
Accessibility	A modal window appears that contains the Accessibility page.*	The Accessibility page can be customized by using the Accessibility HTML field on the General System Settings page (see page 86).**	The Accessibility page displays information about the campus policy toward user accessibility. TouchNet strongly recommends that you develop policies regarding user accessibility.
Contact Us	A new message is opened in the customer's default e-mail client	Not applicable.	When shoppers select the Contact Us link, their default e-mail software application will be launched so that the shopper can send a message to the uStores contact e-mail address.
<p>*Can also be configured with a URL to launch a web page in a separate browser window. This web page may exist on any web server that is accessible to your customers.</p> <p>**Can be configured separately for stores in single-store mode (see page 70).</p>			

The bottom navigation menu contains additional links when store pages are displayed. For more about the bottom navigation menu for stores, see "Bottom Navigation Menu for Stores" on page 62. And parts of the bottom navigation menu are optional and customizable for stores in single-store mode. For more about the bottom navigation menu for stores in single-store mode, see "Optional Page Elements" on page 70.

Modal Windows

Modal windows are used to display several pages that contain additional information. These windows are superimposed on the uStores pages and are opened via links in the bottom navigation menu.



Modal windows are used to display additional site information.

Modal windows are used with the following links in the bottom navigation menu:

- Site Info
- Privacy Policy
- Help
- Accessibility

For more about configuring the info pages that are displayed when these links are selected, see "Bottom Navigation Menu for the Mall" on page 31.

In addition, when you are on a store page, modal windows are used with the following additional links in the bottom navigation menu:

- Shipping Rates
- Return Policy

For more about configuring these store-level info pages, "Bottom Navigation Menu for Stores" on page 62.

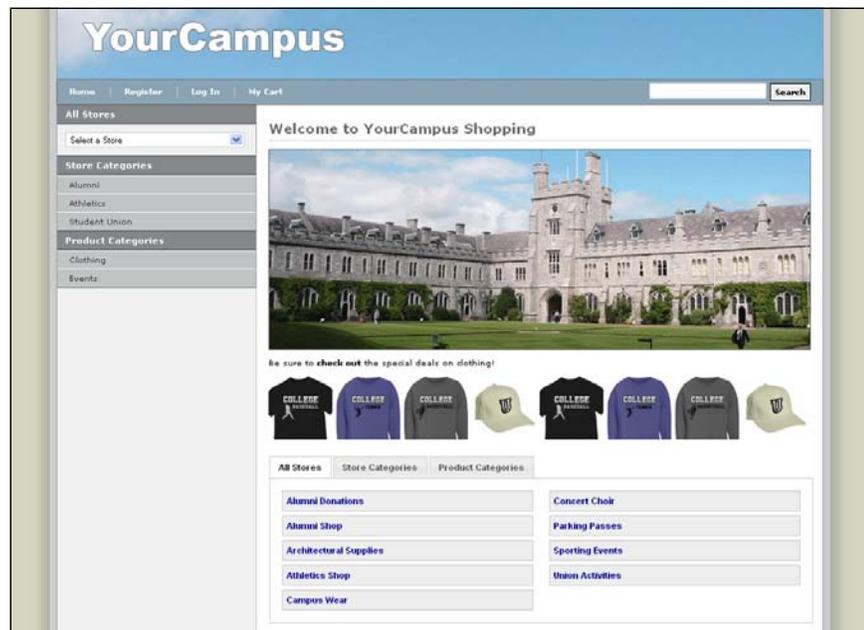
Parts of the bottom navigation menu are optional and customizable for stores in single-store mode. For more about the bottom navigation menu for stores in single-store mode, see "Optional Page Elements" on page 70.

Special Announcements

The mall's special announcement field appears below splash images. You can use this field to provide shoppers with key information about your uStores mall. For example, you can use this field to tell shoppers about a sale or clearance items.

The special announcement field accepts HTML. This presents many options for enhancing the look of announcements (such as adding bold text or changing the text color). Advanced users with experience coding HTML can even add additional design elements via the special announcement field (such as HTML tables or images).

Here is an example mall home page in which HTML was used with the special announcement field to add sample product images to the page design:



In this example, the clothing thumbnails were added via the mall's special announcement field.

By introducing new HTML to the mall home page, you can potentially add major new elements to the mall home page that can enhance the shopping experience for your customers.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by the fields that allow HTML (such as the special announcement field). If you would like for your HTML to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

Home Page Tabs

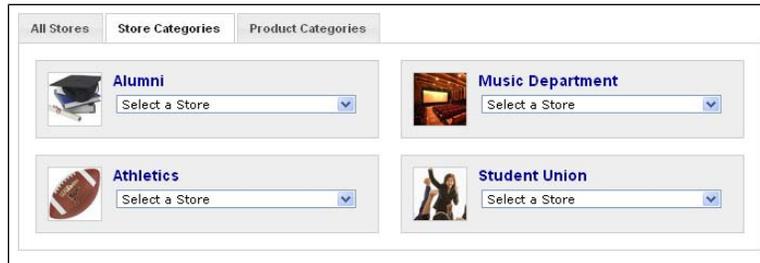
Tabs are located below the splash image on the mall home page. These tabs provide customers with an easy way to navigate to specific stores or product categories.

The first tab is a simple list of all the stores in the mall.



The All Stores tab is a list of all the stores created for the mall view.

The second tab, Store Categories, displays dropdown menus that can be used for navigating to stores within each category.



The Store Categories tab displays a dropdown menu for each store category.

The third tab, Product Categories is a simple list of all the product categories that have been created for the mall.



The Product Categories tab is a list of all the product categories.

Note: If no store categories have been created, you will not see this tab. Likewise, if no product categories have been created, you will not see this tab.

The system administrator is responsible for creating store categories and product categories that can be used by all the stores in the mall. Store categories can be configured on the Store Categories page in the System Administration section of the Operation Center:

System Administration > Settings > Store Categories

Product categories can be configured on the Product Categories page in the System Administration section of the Operation Center:

System Administration > Settings > Product Categories

The system administrator can create as many store categories or product categories as necessary for your campus's uStores mall.

About Building the Mall Home Page Tabs

All stores that are online will appear on the All Stores tab. All store categories for which stores have been assigned will appear on the Store Categories tab. And all product categories for which products have been assigned will appear on the Product Categories tab. Only top-level product categories will appear on the this tab (i.e., .sub-level product categories do not appear).

The Store Categories tab will not appear if no stores have been assigned to store categories or if no store categories have been created. Likewise, the Product Categories tab will not appear if no products have been assigned to product categories or if no product categories have been created.

As with the left navigation menu, we strongly recommend that 1) your Marketplace administrator create both store categories and product categories and 2) your store managers assign their stores to these store categories and their products to the product categories. By taking these actions, you will help build content for the mall home page tabs and provide your shoppers with more navigation options.

Important! If you DO NOT create categories and assign stores and products to these categories, the mall home page tabs will not appear, except for the All Stores tab.

Mall Style Sheets

Many schools that use Marketplace decide to modify the look and feel of the uStores mall so that it resembles existing campus web sites. Typically, this involves using school colors and approved fonts so that a consistent look and feel is maintained as customers navigate from a campus portal web site to Marketplace.

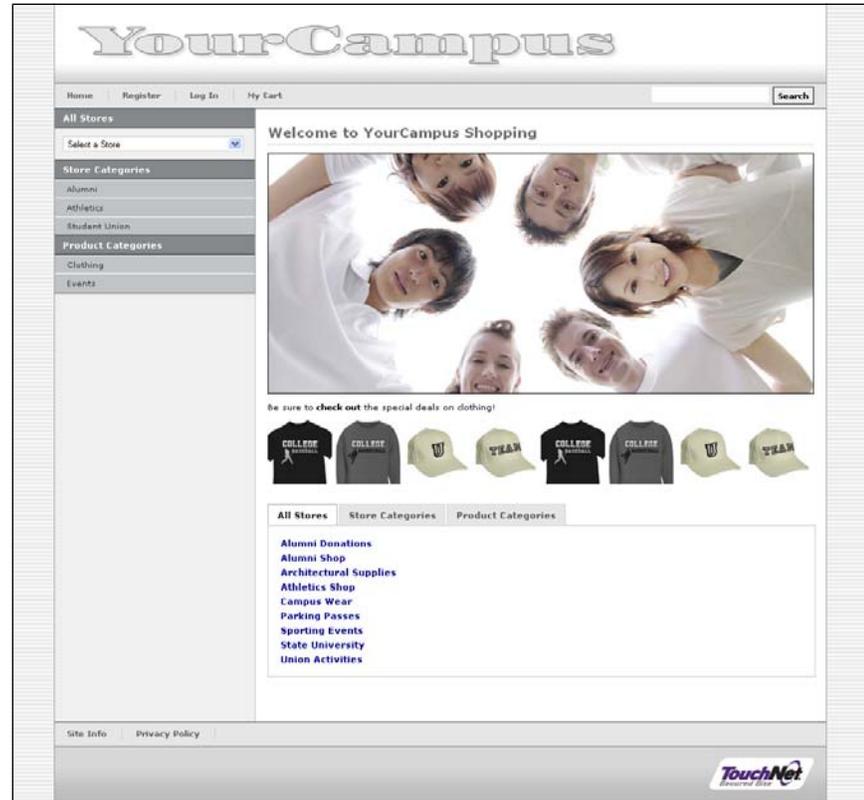
By editing the Marketplace style sheet, you can take greater control of how the uStores mall is displayed. For example, you can choose whether the site should be centered or left justified. You can choose whether the header and footer should span the entire browser window or be limited to a set pixel width. You can change background colors, font families, font sizes, link colors, and many other page elements.

Important! Any major changes to the mall style sheets should be performed by an experienced web designer. Faulty CSS code can cause the mall to stop loading correctly in the web browsers of your customers.

System administrators can download and upload style sheets that determine the look-and-feel of the uStores mall by using the Mall Style Sheet Settings page in the System Administration section of the Operation Center:

System Administration > Settings > Style Sheets

Here is an example of a mall that has been customized with style sheet changes. Compare this example with the mall example from earlier in this section.



Notice how some of the background colors have been changed in this example.

Here is a list of some of the changes that can be made to the look-and-feel of the uStores mall through style sheet changes:

Modifying site layout

- Using a centered layout
- Using a left-justified layout
- Modifying the width of the content areas

Modifying background colors

- Modifying the header background color
- Modifying the footer background color
- Modifying the background color of the top navigation menu
- Modifying the background color of the left navigation buttons
- Modifying the background color of the bottom navigation menu

- Modifying the main content background color
- Modifying the margin colors
- Modifying the width and color of borders

Modifying link colors

- Modifying the link color used in the breadcrumbs
- Modifying the link color used in the top and bottom navigation menus
- Modifying the link color used in the main content area
- Modifying the link color used in the footer

This is a small sampling of the types of changes that can be accomplished by making style sheet changes. More advanced users with experience coding CSS can make more far reaching changes to the mall's look and feel, particularly when combining customized CSS with customized HTML (as is allowed with the special announcement field).

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by your customized mall style sheet. If you would like for your style sheet to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

For more information about editing style sheets, see the *Marketplace uStores Layout Guide*.

2.3 What Shoppers See: Product Categories

There are two types of product categories in Marketplace:

- Mall-level product categories — These product categories appear in the left navigation menu and include products from all stores in the mall.
- Store-level product categories — These product categories appear within individual stores. Each store has its own set of product categories. The product categories for a single store only show products for that one store.

Product categories can be used to help organize products in ways that can be valuable to shoppers and help them quickly find the products that they desire. Instead of going to a specific store and then browsing the products that it offers, the shopper can select a product category that fits their needs and then view the products in that category.

In this section, we'll discuss mall-level product categories. We'll discuss store-level product categories in "What Shoppers See: Stores" on page 54.

Product Categories Layout

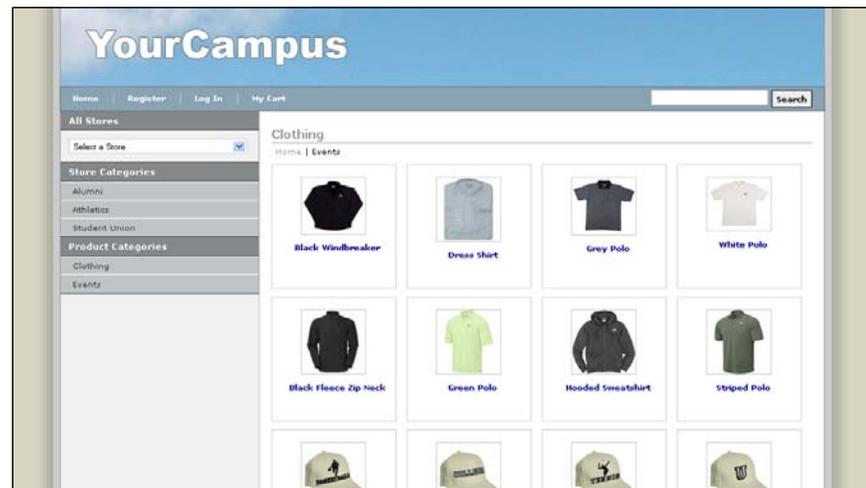
Administrators can create mall-level product categories that can be used for all stores in the uStores mall. For example, all clothing products, regardless of the stores, can be placed in a category called "Apparel." Or all campus events (sporting events, seminars, theatrical productions, etc.) can be placed in a category called "Events."

Mall-level product categories can be configured on the Product Categories page in the System Administration section of the Operation Center:

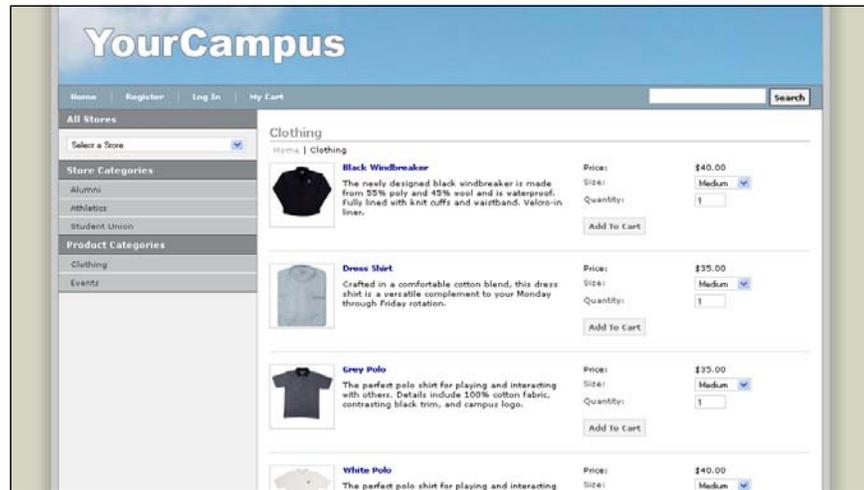
System Administration > Settings > Product Categories

Product categories are displayed on product category pages in the uStores mall. Three layout options are available for product category pages: 1) the thumbnails option displays a product thumbnail image (and a name) for each product in the category, 2) the detailed option displays product thumbnails with accompanying short product descriptions, prices, and option menus (plus the Add to Cart button appears for each product), and 3) the name-and-price layout option displays a table that includes rows for each product (which show the product names and prices).

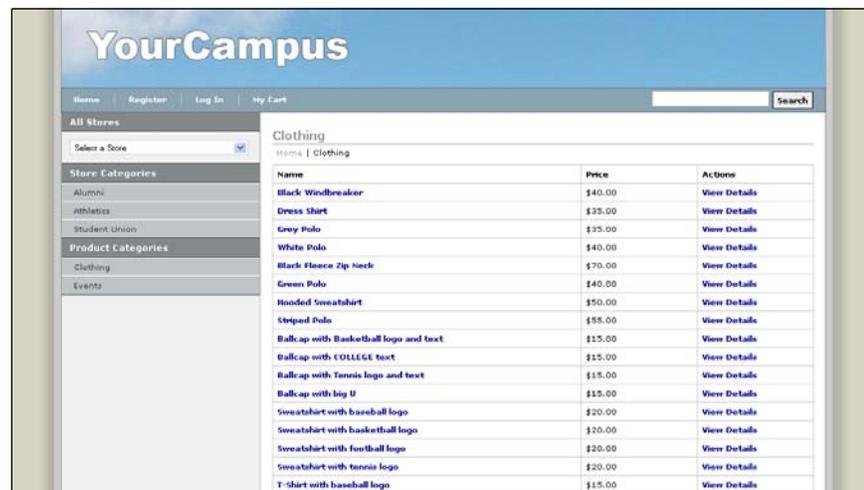
The following examples show the three layout options for the product category pages:



The thumbnails layout for a sample product category page.



The detailed layout for a sample product category page.



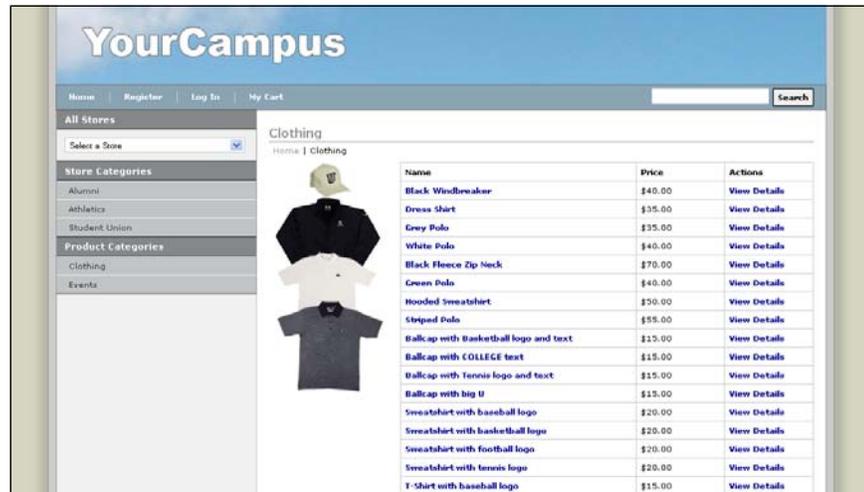
The name-and-price layout for a sample product category page.

Using a Product Category Side Banner

In addition to the layout options described above, product category pages can be configured to display a side banner. This image will appear to the left of the products.

We recommend that you be careful using the product category side banner because it reduces the real estate afforded thumbnails and product descriptions. Product category pages can also look out of balance and chaotic when poorly designed side banners are used with category pages. We recommend relatively simple images. Category side banners work well with the name-and-price layout.

Here is an example of a category side banner used with the name-and-price layout.



When used with the name-and-price layout, a category side banner can help create an appealing design.

The name-and-price layout doesn't use images for the products, so by using a category banner you can give customers a peek at some of the products within a category while also deriving the benefits of the condensed layout afforded by the tabular display of product names and prices. This layout option works especially well with large numbers of products, in which the display of large numbers of thumbnails might delay the display of a product category page (as each image downloads to the shopper's browser).

Note: By default, category banners can be no larger than 150 pixels wide by 300 pixels high.

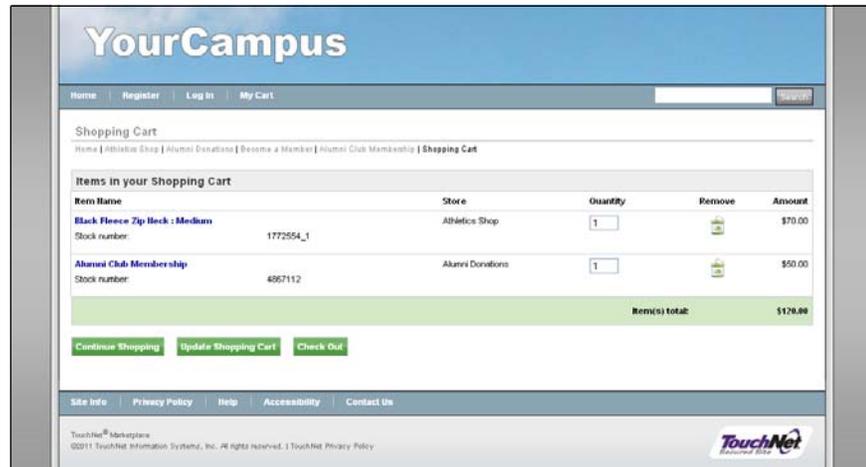
2.4 What Shoppers See: The Cart

The shopping cart and checkout pages share some of the same layout as the mall. The mall header image appears, the top navigation bar appears, and the footer appears. Many of the same background image and colors still apply. But the left navigation menu no longer appears once customers are in the shopping cart and checkout.

The Shopping Cart

The shopping cart shows shoppers the items that they are considering purchasing. A table displays each product that has been added to the shopping cart. Each product appears in a separate table row that displays item name, item options, store name, quantity and dollar amount.

Here is a sample shopping cart page:

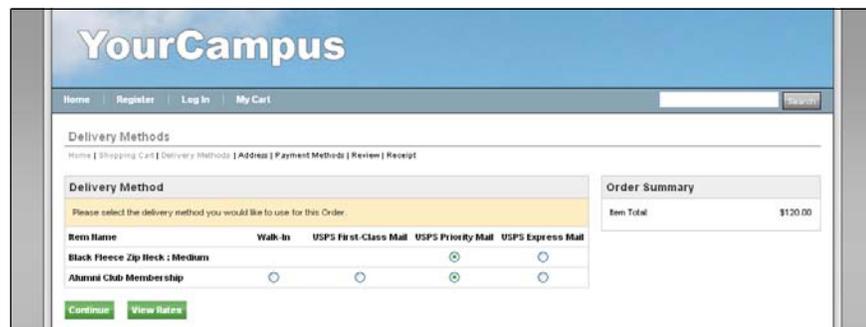


The shopping cart page contains many of the same design elements as the mall.

The layout of the shopping cart can only be changed via modifications to the style sheet that governs the cart and checkout style sheets. There are no elements on these pages that can be changed with the Marketplace Operations Center—except for stores in single-store mode.

The Checkout Pages

The checkout pages lead shoppers through the process of purchasing items from your Marketplace stores. Here are the main pages that are part of the checkout process, with notes on situations in which the pages will not appear.



The Delivery Method page.

Delivery Methods page—This page allows the shopper to choose a delivery method for each item in their shopping cart. For orders that require no shipping (such as digital products), the Delivery Methods page is skipped.

The Delivery Address page.

Delivery Address page—The Delivery Address page will always appear; however, if no shipping is required, this page will only ask for the shopper's e-mail address. An e-mail address is always required for Marketplace transactions.

The Payment Method page.

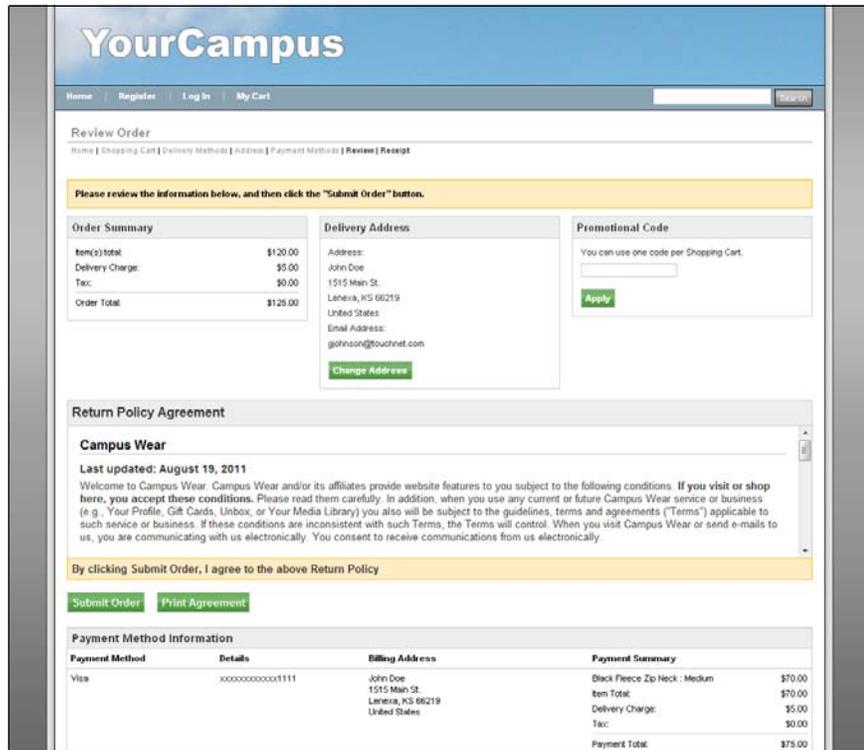
Payment Method page—This page allows the shopper to choose a payment method for each item in their shopping cart. For orders that only contain items priced at zero, the Payment Method page will be skipped.

The Payment Information Page.

Payment Information page—This page allows the shopper to enter payment information for each payment method chosen on the Payment Method page. For orders that only contain items priced at zero, the Payment Information page will be skipped.

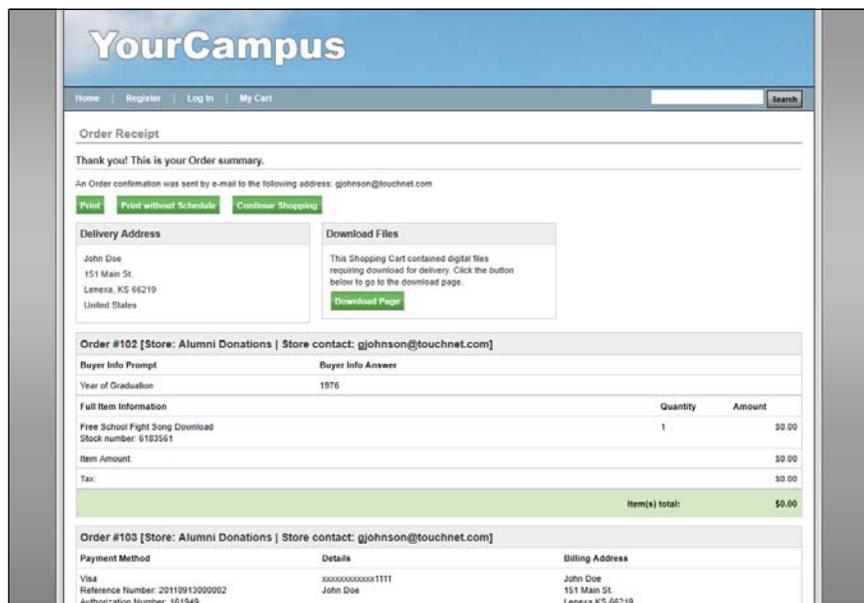
The Buyer Information Page.

Buyer Information page—This page contains fields that are customizable by each store. These fields allow stores to acquire additional information from the buyer in the form of required menu selections, text entries, and optional checkboxes selections. The Buyer Info page only appears if the cart contains products from a store that has been configured to ask for "user modifiers." (For information about configuring stores to ask for "user modifiers," see "User Modifiers (Buyer Info)" on page 197.)



The Review Order page.

Review Order page—This page summarizes the order information and allows the buyer an opportunity to confirm that the information is correct. The buyer is given the opportunity to change the delivery address and to edit the payment method information. In addition, users can view the return policy agreement. This page always appears during the checkout process.



The Order Receipt page.

Order Receipt page—The receipt page summarizes all the information for the order. If a recurring payment schedule was established for a donation, this schedule appears on the receipt. If the shopper purchased a digital product, a link to a "Download Page" also appears.



The Digital Download page.

Digital Download page—At the conclusion of the checkout process, buyers who have purchased a digital product can use the Digital Download page to download this item.

2.5 What Shoppers See: My Account

Shoppers in Marketplace uStores have the option of becoming registered users. The Register link appears in the top navigation bar and appears on all pages throughout the uStores mall. Shoppers are also given the option of becoming registered users during the checkout process.

Once registered, customers can save personal information, such as shipping addresses and payment methods. In addition, customers can view their order history and get detailed information on each order. For each customer, this suite of personal information pages and order history pages is known as "My Account."

Registering

Customers become registered users by clicking the Register link in the top navigation menu and completing the fields on the Create an Account page.

The Create an Account page.

After customers have become registered users, they can login and view personal information and order history. Customers login by clicking the Log In link in the top navigation menu, at which point the following page appears:

The Registered User Login page.

Customers are also given the opportunity to register or login during the checkout process.

The screenshot shows the 'YourCampus' checkout page. The main heading is 'YourCampus'. Below it, there are navigation links: Home, Register, Log In, My Cart, and a Search box. The page title is 'Delivery Address'. Below the title, there are links for Home, Shopping Cart, Delivery Methods, Address, Payment Methods, Review, and Receipt. The main content area is titled 'Delivery Address' and contains a form for entering delivery information. The form includes fields for Prefix, First Name, Middle Name, Last Name, Suffix, Address Line 1, Address Line 2, City, State / Province, Zip / Postal Code, and Country. There is also a 'Contact Information' section. To the right of the form, there is an 'Order Summary' section showing 'Item(s) Total: 15.00' and 'Order total: 15.00'. Below the order summary, there is a 'Registered Users' section with fields for Username and Password, and a 'Login' button. At the bottom of the page, there is a 'New Users' section with a 'Register Now' button.

During checkout, registered users can login by using the fields in the Registered Users box in the far right column of the Delivery Address page. Also during checkout, new users can become registered users by clicking the Register Now button in the far right column.

My Account: Profile

Customers can store the following personal information on their profile page:

- e-mail address
- text message address
- billing address (including telephone numbers)
- shipping addresses (multiple shipping addresses can be saved)

Here is a sample Profile page:

YourCampus

Home | Log Out | My Account | My Cart

My Account

Welcome Gary
Thanks for logging in. You can manage your account here or [continue shopping](#).

[Continue Shopping](#)

Profile | Payment Methods | Memberships | Order History | Change Password

Email Address

Current E-mail Address: gjohnson@touchnet.com
New E-mail Address:

[Update Email Address](#)

Text Message

Text Message Number: (555-555-5555)
Mobile Carrier:

* To get optional text messages about orders, enter your mobile phone number and carrier.
* Reminder: Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages.

[Update Text Message](#)

Billing Address

Prefix: City:
* First Name: * State/Province:
Middle Name: * Zip/Postal Code:
* Last Name: * Country:
Suffix: Phone Number (Day): (555-495-5555)
* Address Line 1: Phone Number (Night):
Address Line 2: Phone Number (Mobile):

[Update Billing Address](#)

Shipping Addresses

Current Shipping Addresses

Profile name: work
Recipient name: Gary Johnson
Recipient address: 15520 College Blvd., Leneza, KS, 66210 US
[Edit](#) | [Delete](#)

Add New Shipping Address

Prefix:
* First Name:
Middle Name:
* Last Name:
Suffix:
* Address Line 1:
Address Line 2:
* City:
* State/Province:
* Zip/Postal Code:
* Country:
* Name This Address (ex: Work):

[Add](#)

Site Info | Privacy Policy | Help | Accessibility | Contact Us

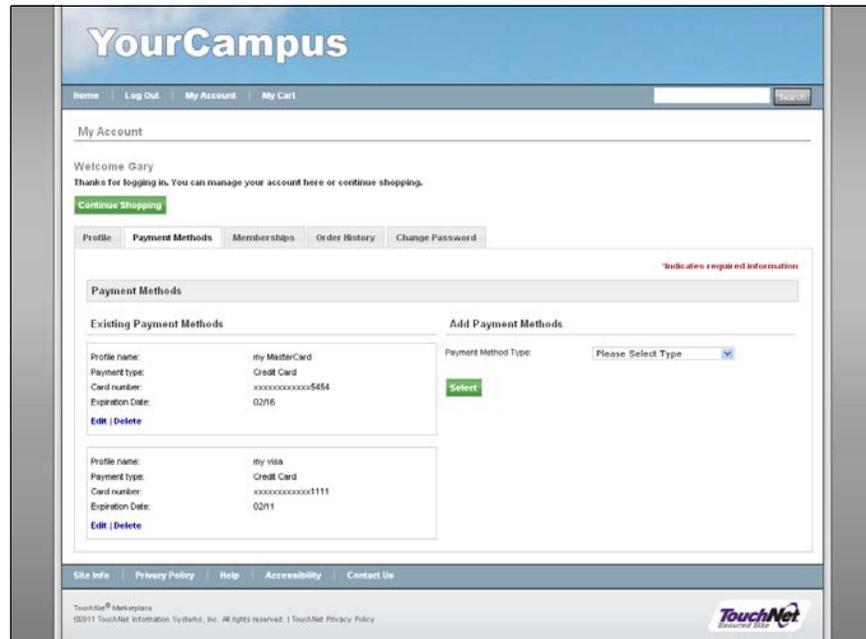
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The Profile tab on the My Account page displays shipping address, billing address, text message address, and e-mail address.

My Account: Payment Methods

In addition to personal information, customers can save payment information to their My Account profile. This payment information can be for credit card transactions and bank account ACH transfers.

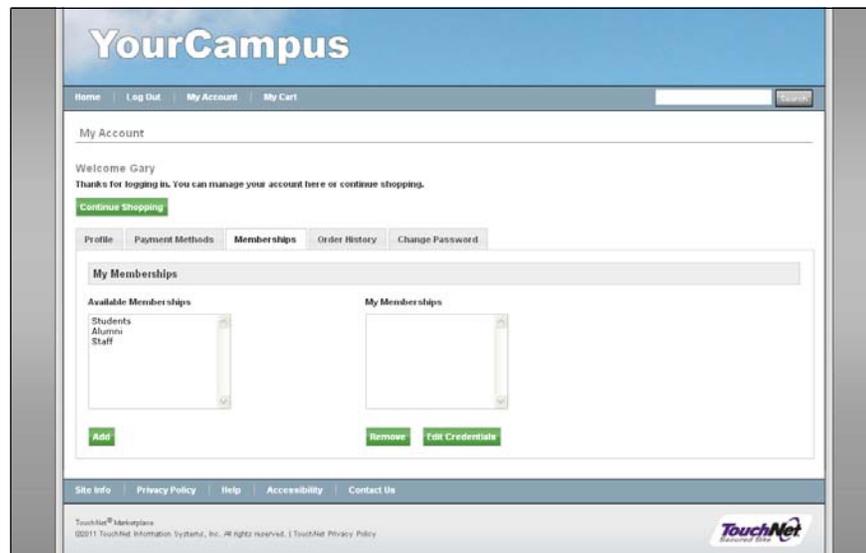


The Payment Methods tab on the My Account page.

To help ensure user security, Marketplace does not display the complete credit card number or bank account after it has been initially entered.

My Account: Memberships

Once a shopper has become a registered user, they can add a group membership to their account by navigating to the Memberships tab in My Account. The shopper can then select add a membership by selecting a user group listed in the Available Memberships list box and then clicking the Add button.



The Memberships tab on the My Account page.

If the user group requires no authentication, the selected user group name moves to the My Memberships list box. If the user group requires authentication, the Membership Authentication screen appears, which requires the user to enter a username and password for the group.

After a user is authenticated as a member of a user group, the selected user group name moves to the My Memberships list box. The user can now access any private stores that require membership in this user group. Subsequently, the user must simply log in as a Marketplace registered user in order to use active memberships for accessing private stores.

The user groups displayed in the Available Memberships list box represent all the user groups established for your implementation of Marketplace. All Marketplace shoppers will see the same list of available user group memberships from which to choose.

To help ensure user security, Marketplace does not display the complete credit card number or bank account after it has been initially entered.

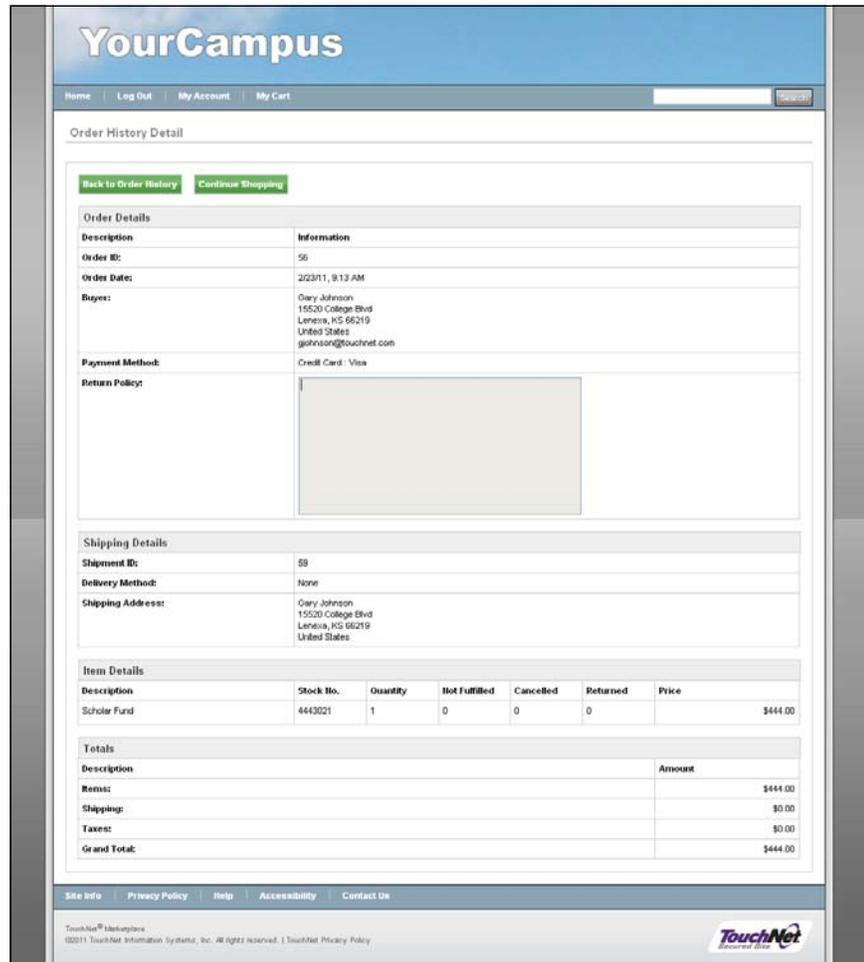
My Account: Order History

The Order History page displays the order number, order date, and status of each order. The order number is a link that the customer can click to view detailed order information on each order. This information appears on the Order History Detail page.

The screenshot shows the 'YourCampus' My Account page. The 'Order History' tab is active, displaying a table of orders. The table has three columns: Order Number, Order Date, and Status. The data is as follows:

Order Number	Order Date	Status
57	2/23/11 9:13 AM	Cancelled
56	2/23/11 9:13 AM	Complete
55	2/23/11 9:12 AM	Complete

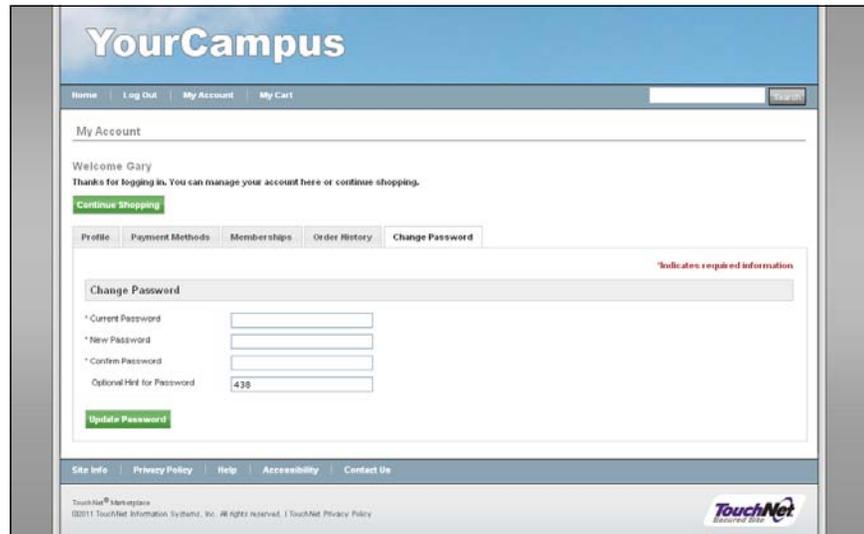
The Order History tab on the My Account page.



The Order History Detail page gives detailed information on past orders.

**My Account:
Change
Password**

Registered customers can change their passwords by navigating to the Change Password tab of the My Account page.



The Payment Methods tab on the My Account page.

To change their password, the customer must enter their current password as well as a new password (which must be confirmed). Passwords must be 6 to 20 characters long.

2.6 What Shoppers See: Stores

The layout for stores closely follows the look of the mall in most respects. The same stylesheets are used and the same header image is used (except for stores in single-store mode). The left navigation menu and top navigation menu work as in the mall. However, the layout for stores has additional options. For example, stores can use a side banner. In addition, the announcements field provides a means of adding new HTML to store home pages.

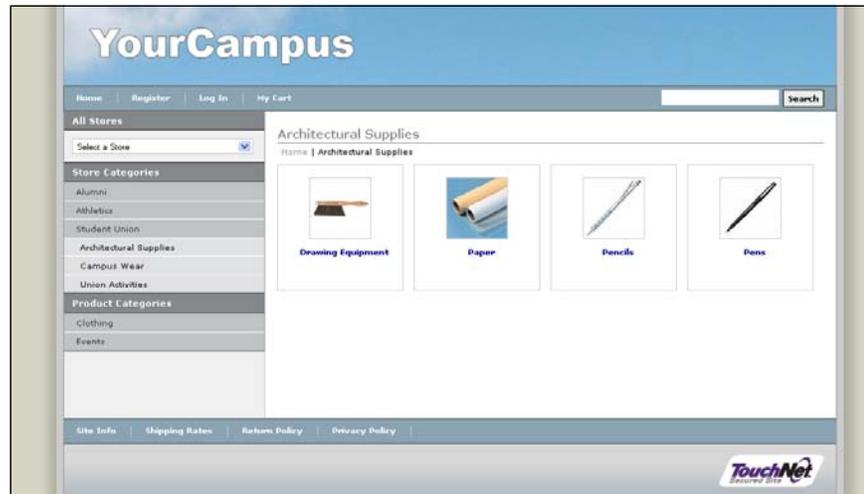
Store Layout

Store managers can choose from two layout options: 1) the default layout uses a thumbnail grid display for top-level products and categories and 2) a splash page layout combines the use of a large splash page image with text links for the categories within the store.

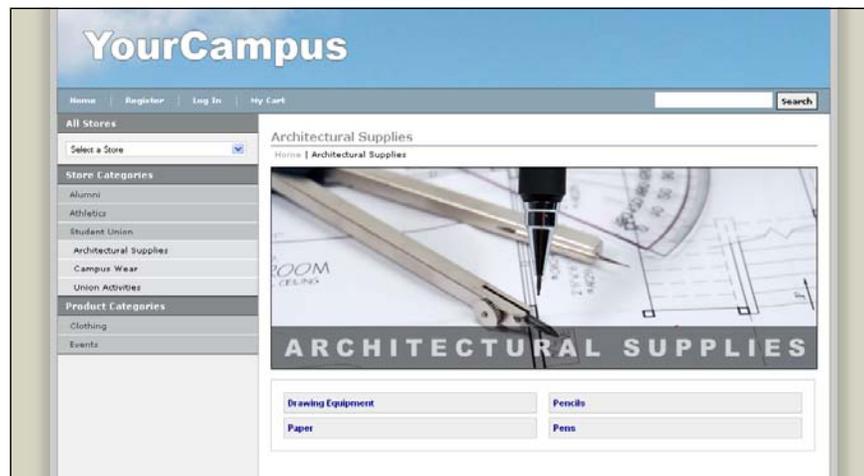
Store layout is configured on the Store General Settings page for each store:

[merchant name] > Stores > [store name] > Store Settings > General

The following examples show the two layout options for stores:



The default store layout displays thumbnails for each store product category on the store home page. Select products can also be displayed as thumbnails on the store home page.



The splash page layout combines a splash page image with text links for store product categories.

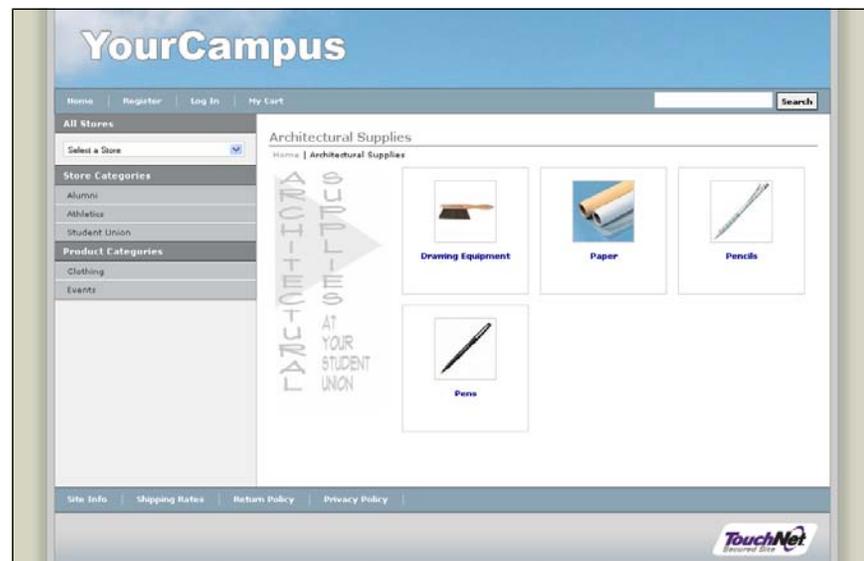
The default layout display of thumbnails is great if you have a small number of products because it allows you to display BOTH products and categories together on the store home page. However, the splash page layout only allows store product categories to be displayed in addition to the splash image, and therefore if you use the splash page layout for your store's home page, you MUST create categories for your store products because the links for the categories will be the ONLY means that shoppers have of navigating to your products (outside of using the mall's product categories or the mall's search functionality).

Using a Store Side Banner

In addition to the layout options described above, stores can be configured to display a store side banner. This image will appear to the left of the products on all pages in a store, with these exceptions: 1) the store banner image will not appear on the splash page, if the splash page layout is used and 2) the store side banner will be replaced on category pages if a side banner has been uploaded for a store product category.

We recommend that you be careful using the store side banner because it reduces the real estate afforded the product information. Store pages can also easily look out of balance and chaotic when poorly designed store side banners are used. We recommend you use relatively simple images.

Here is an example of a store side banner on a store home page.



The Store side banner appears to the left of products and categories.

We recommend you avoid using large photos or blocks of color in the store side banners because this will make the side banners compete for attention with the product thumbnail images, possibly creating a chaotic page design. We recommend using a store side banner with the same color background as the rest of the page, thus allowing the store side banner to flow into the page design and become less intrusive.

By default, store side banners can be no larger than 150 pixels wide by 300 pixels high.

Store Product Categories

Store managers can create product categories within a store. These categories are independent from the mall product categories, which are available for all stores. Store product categories exist to categorize products within an individual store. For example, a clothing store might separate t-shirts into one category, sweatshirts into another category, and ballcaps into a third category.

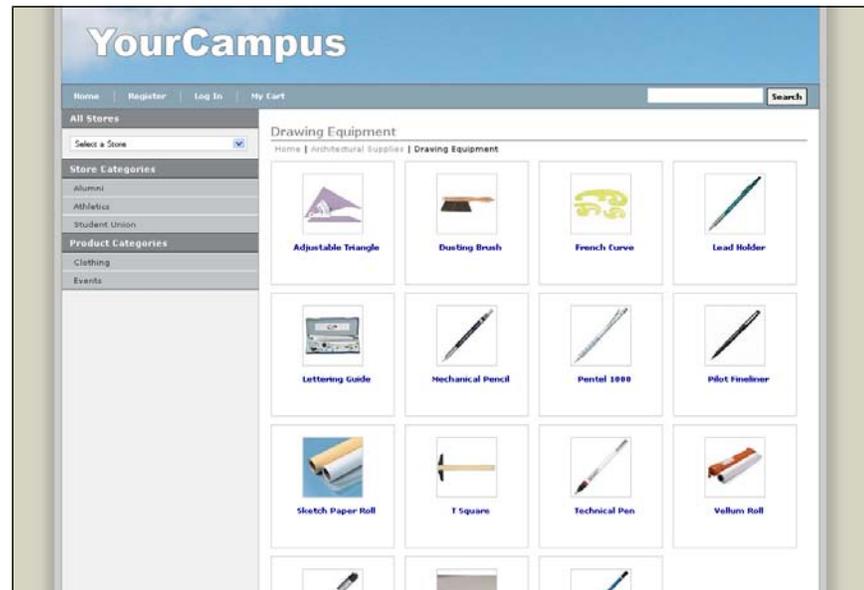
Three layout options are available for determining how the products within a category will be displayed: 1) a thumbnails option displays each product thumbnail image and the product name, 2) the detailed option displays product thumbnails with accompanying short product descriptions, prices, and option menus (plus the Add to Cart button appears for each product), and 3) the name-and-price layout option displays a table that includes rows for each product (which show the product names and prices).

Store product categories are a great way to group products in relevant ways for your shoppers. If you have only a few products, categories might not be important. Keep in mind, however, that if you use the splash page layout for your store's home page you **MUST** create categories because the links for store product categories will be the **ONLY** means of shoppers navigating to your products from the store home page.

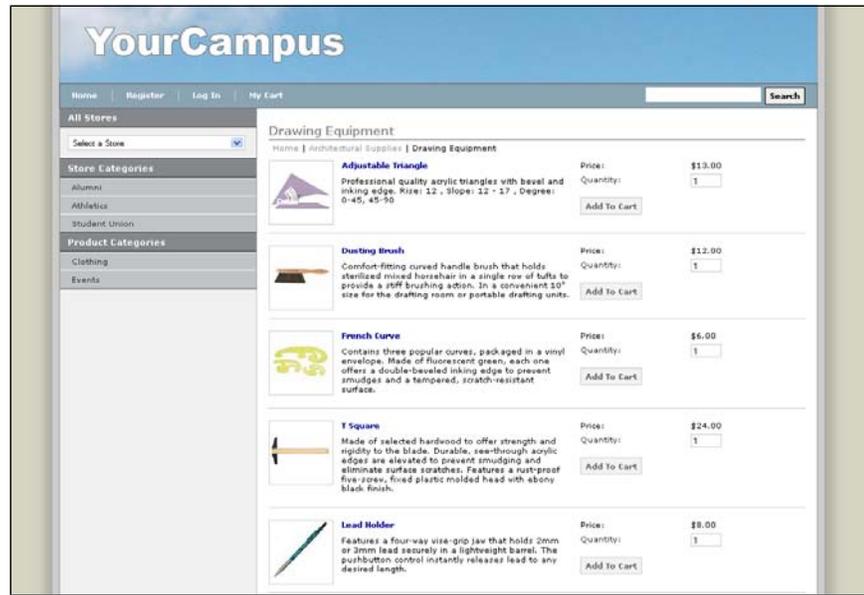
The layout for store product categories is configured on the Store Category Settings for each store:

[merchant name] > Stores > [store name] > Store Settings > Categories

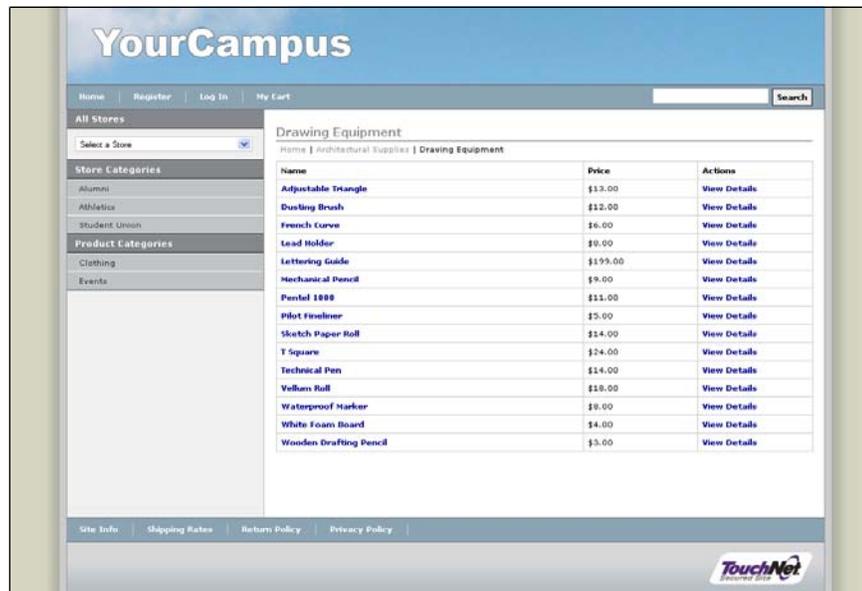
The following examples show the three layout options for the store category product pages:



The thumbnails layout for a sample store product category page.



The detailed layout for a sample store product category page.



The name-and-price layout for a sample store product category page.

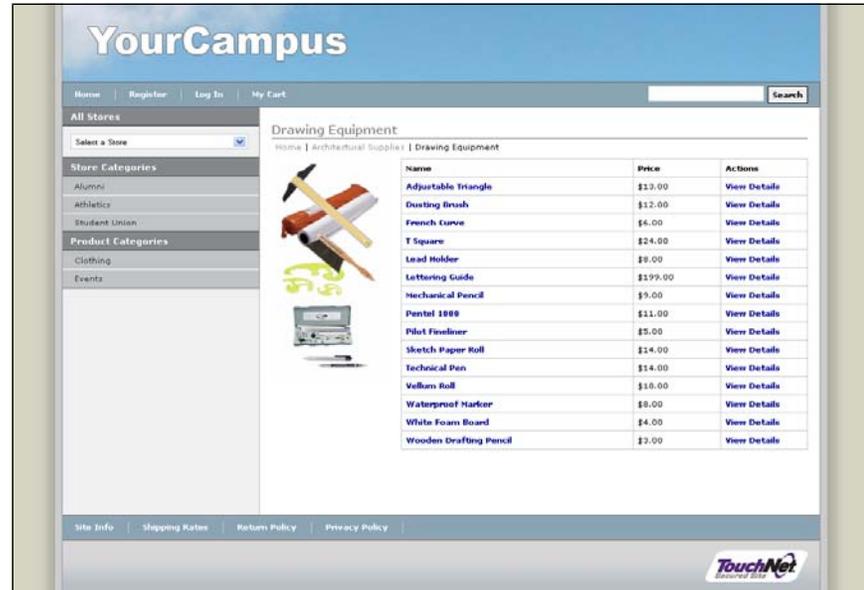
Using a Category Side Banner

In addition to the layout options described above, store product categories can be configured to display a category side banner. This side banner will appear to the left of the products.

We recommend that you be careful using the store product category side banner because it reduces the real estate afforded thumbnails and product descriptions. Store product category pages can also easily look out of balance and chaotic when poorly designed category side banners are used.

We recommend relatively simple images. Category side banners work quite well with the name-and-price layout.

Here is an example of a category side banner used with the name-and-price layout.



When used with the name-and-price layout, a category side banner can help create an appealing design.

The name-and-price layout doesn't use images for the products, so by using a category side banner you can give customers a peek at some of the products within a category while also deriving the benefits of the condensed layout afforded by the tabular display of product names and prices. This layout option works especially well with large numbers of products, in which the display of large numbers of thumbnails might delay the display of a product category page (as each image downloads to the shopper's browser).

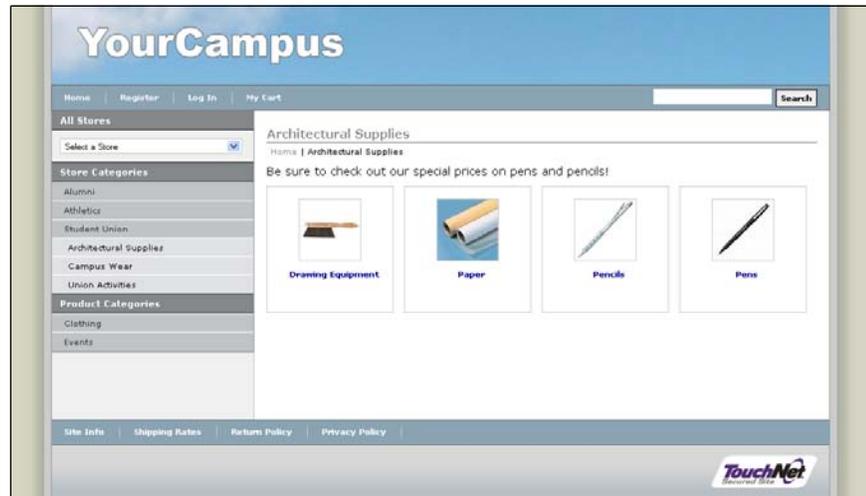
Category side banners only appear on category pages. Category side banners do not appear on product detail pages.

Note: By default, category side banners can be no larger than 150 pixels wide by 300 pixels high.

Store Announcements

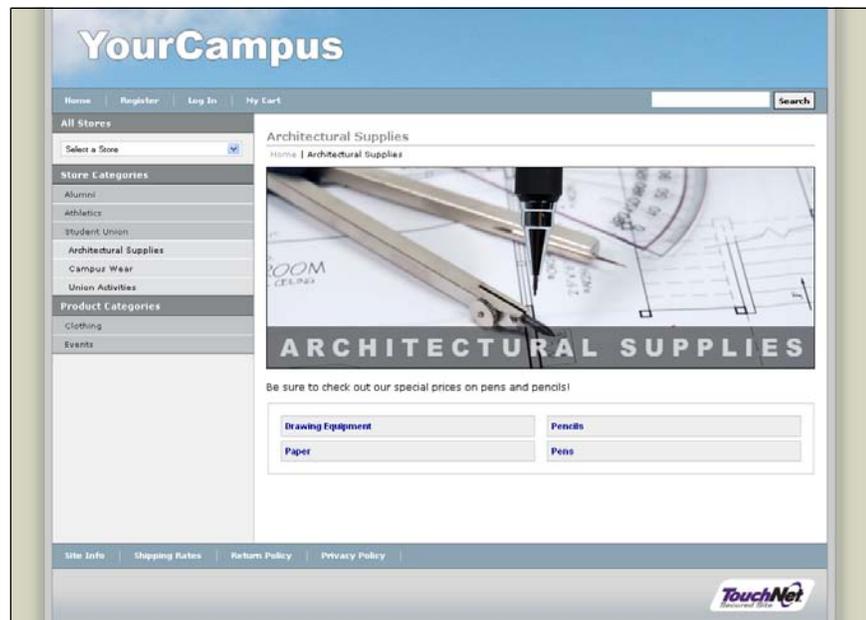
Stores have their own special announcement field (separate from the mall's special announcement field). With the default layout (which displayed top-level products and categories in a thumbnail grid), the special announcement appears below the breadcrumbs and above the thumbnails. With the store splash page layout, the special announcement appears below the splash image.

Here is an example of the special announcement appearing on the default store layout:



With the default store layout, the special announcement appears above the store and category thumbnails.

And here is an example of the special announcement appearing with the splash page layout:



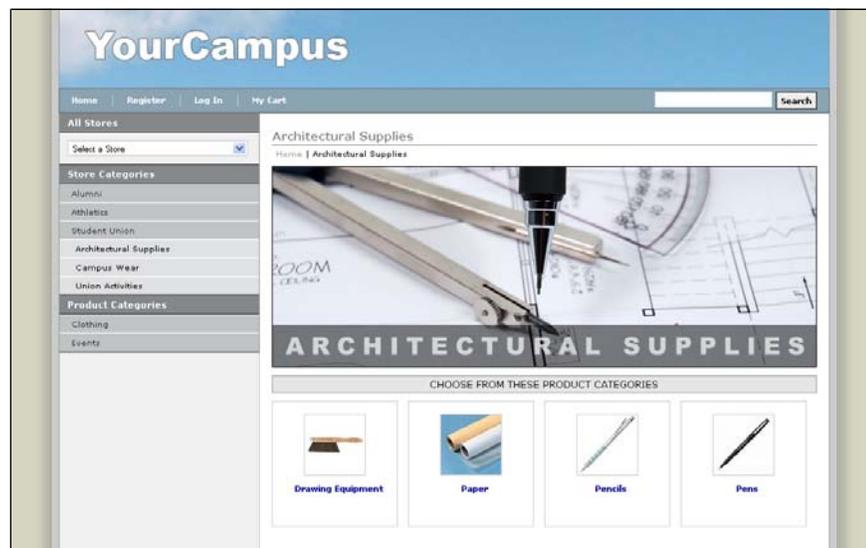
With the splash page layout, the special announcement appears below the splash image.

You can use the special announcement field to provide shoppers with key information about a store. For example, you can use this field to tell shoppers about a special shopping deal.

Using HTML with Special Announcements

The special announcement field accepts HTML. This presents many options for enhancing the look of announcements (such as adding bold text or changing the text color). Advanced users with experience coding HTML can even add additional design elements via the special announcement field (such as HTML tables or images).

Here is an example of a store home page in which HTML was used with the special announcement field and the default store layout (top-level products and categories as thumbnails). HTML was used to add an additional image—a splash page image—to the store home page and has combined this image with the standard thumbnail images:



In this example, the splash page image was added via the mall's special announcement field and combined with the category thumbnails that were provided with the default store layout.

By introducing new HTML to store home pages, you can potentially add major new elements to the store home pages that can enhance the shopping experience for your customers.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by the fields that allow HTML (such as the special announcement field for stores). If you would like for your HTML to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

Bottom Navigation Menu for Stores

The bottom navigation menu for stores is similar to the menu displayed for the uStores mall; however, for stores, this menu contains two additional links: "Shipping Rates" and "Return Policy." Plus, the "Contact Us" link can be modified with the e-mail address of the store contact.

Note: For information about the standard links that appear in the bottom navigation menu (Site Info, Privacy Policy, Help, Accessibility, and Contact Us), see "Bottom Navigation Menu for the Mall" on page 31.

Here is an example of the bottom navigation menu:



The bottom navigation menu for stores contains more links than the mall version.

The store-level bottom navigation menu links are described in the following tables:

Bottom Navigation Links: What Do They Look Like?

Link Name	Is the link optional?	Can the link text be customized?	Where can the link be configured?
Shipping Rates	Only for stores in single-store mode.	No	No link configuration.
Return Policy	Only for stores in single-store mode.	No	Enable button and link text field on Store General Settings page.
Contact Us	No	No	Each store can have its own "Contact Us" e-mail address by assigning the store contact role. The e-mail address that this user has configured in their Marketplace user profile will be used as the store's "Contact Us" e-mail address.

Bottom Navigation Links: What Do They Do?

Link Name	What happens when the link is selected?	Can the info page be edited?	Comments
Shipping Rates	A modal window appears that contains the Shipping Rates page.	Only by editing the shipping classes.	The Shipping Rates page is automatically generated and displays the shipping classes and rates. No additional content on this page is customizable.
Return Policy	A modal window appears that contains the Return Policy page.	The Return Policy page can be customized by using the Return Policy HTML field on the Store General Settings page.	The Return Policy page displays the active store's return policy. TouchNet strongly recommends that each store develop a return policy.
Contact Us	A new message is opened in the customer's default e-mail client	Not applicable.	When shoppers select the Contact Us link, their default e-mail software application will be launched so that the shopper can send a message to the store contact. If a store contact has NOT been established, the contact e-mail address configured for the mall will be used.

For information about the optional (and customizable) links in the bottom navigation menu for stores in single-store mode, see "[Optional Page Elements](#)" on page 70.

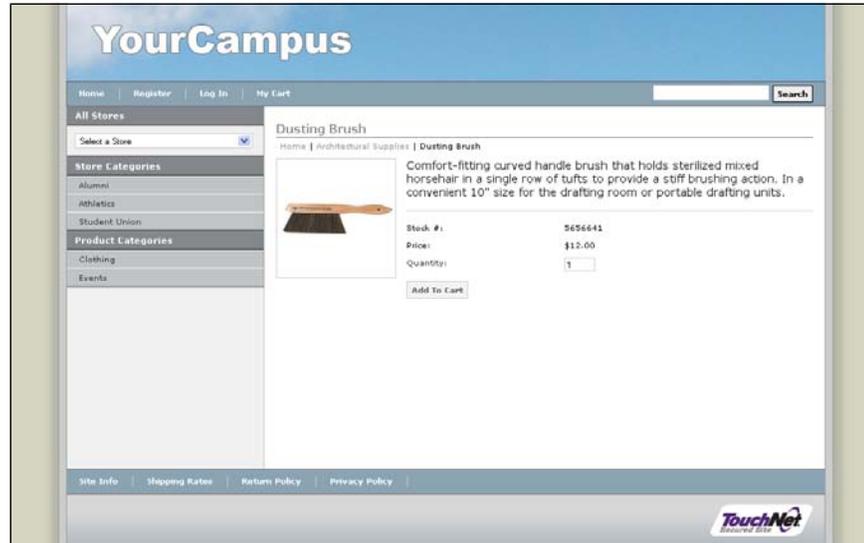
For information about modal windows, see "[Modal Windows](#)" on page 34.

Product Layout

The layout of product detail pages closely follows the layout for the stores to which the products belong. In addition, a product image appears on each product detail page. By default, product images can be a maximum of 250 pixels wide by 250 pixels high. The product description (long description)

appears to the right of the product image. This description can contain up to 30,000 characters.

Here is a sample product page:



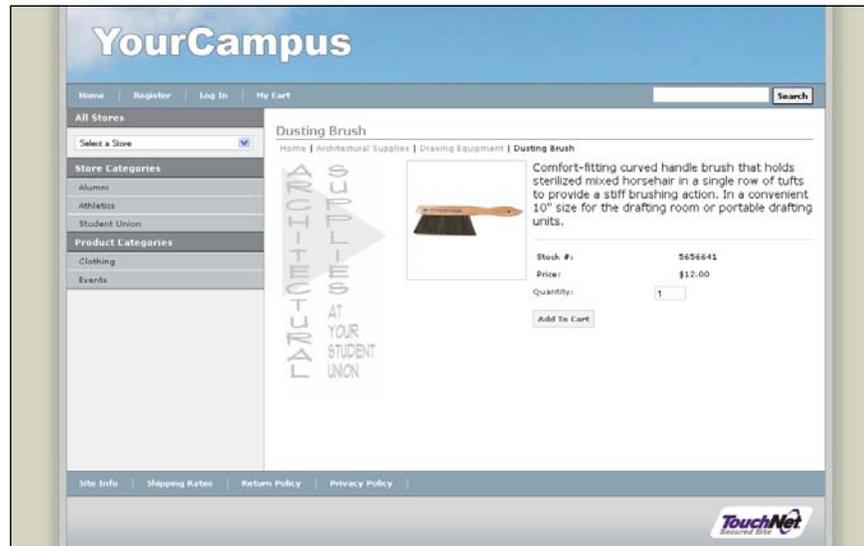
A product image appears to the left of the product description on the product detail pages.

If any product options are available, such as size or color, these options appear on the product page.

Using Store Banners

If the store has been configured to use a store banner, the banner will appear on the product pages. This banner appears to the left of the product image.

Here is a sample product page for a store in which a store banner has been configured:



If a store side banner is used, it appears to the left of the product image on the product detail pages.

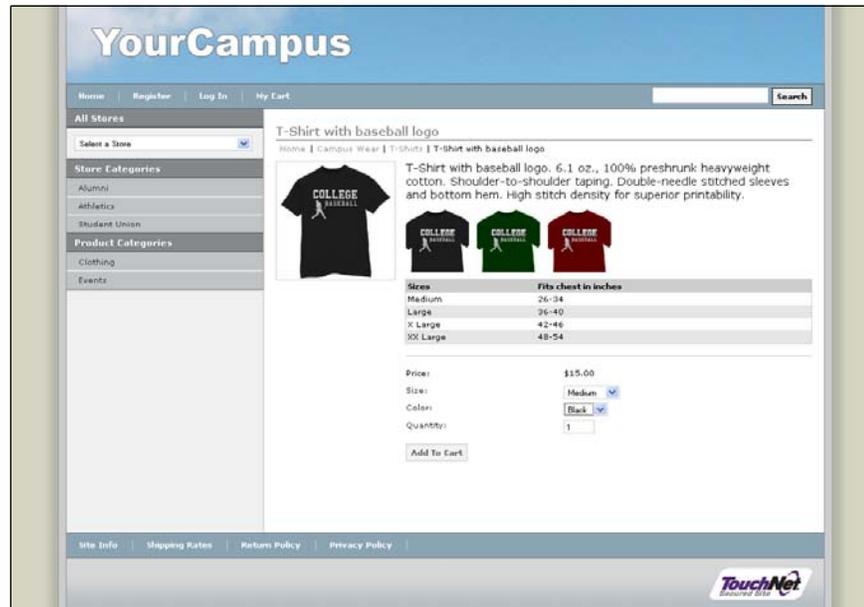
In the previous examples, notice how the product name appears in the title bar. The name of the store is reduced in size and appears in the breadcrumbs, so shoppers can use the breadcrumb links to backup to a category or the store home page.

If you would like to increase exposure of the store name on the product pages, you can configure the store to use a store banner; however, notice how a store banner takes up valuable horizontal real estate on the product pages. You will need to decide whether the use of a store banner is appropriate for your store.

Using HTML in the Product Description

The product description (long description) accepts HTML. This presents many options for enhancing the look of product pages (such as adding bold text or changing the text color). Advanced users with experience coding HTML can even add additional design elements via the long description field (such as HTML tables or images).

Here is an example of a product detail page that uses HTML in the product description.



By using HTML in the product description, you can provide shoppers with more robust product information.

By introducing new HTML to a product page, you can provide shoppers with important additional information. In the example above, thumbnail images were used so shoppers would see samples of each color option. In addition, a table was added to provide information about the shirt sizes.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by the fields that allow HTML (such as the product description fields). If you would like for your HTML to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

2.7 What Shoppers See: Single-Store Mode

Stores in the uStores mall must use the configuration and layout settings that have been established at the administrative level. However, stores may exist for a wide range of purposes and the mall configuration and layout might not always be appropriate for all stores. Some stores might exist to sell physical products, another might exist for conference registrations, and yet another might have been created for accepting alumni donations. These stores might require customized approaches that fit their intended audiences.

For example, maybe the term "shopping cart" doesn't work for a store that was established for taking alumni donations. Maybe you'd prefer to change the "Add to Cart" button to say "Make a Gift," and maybe you want to

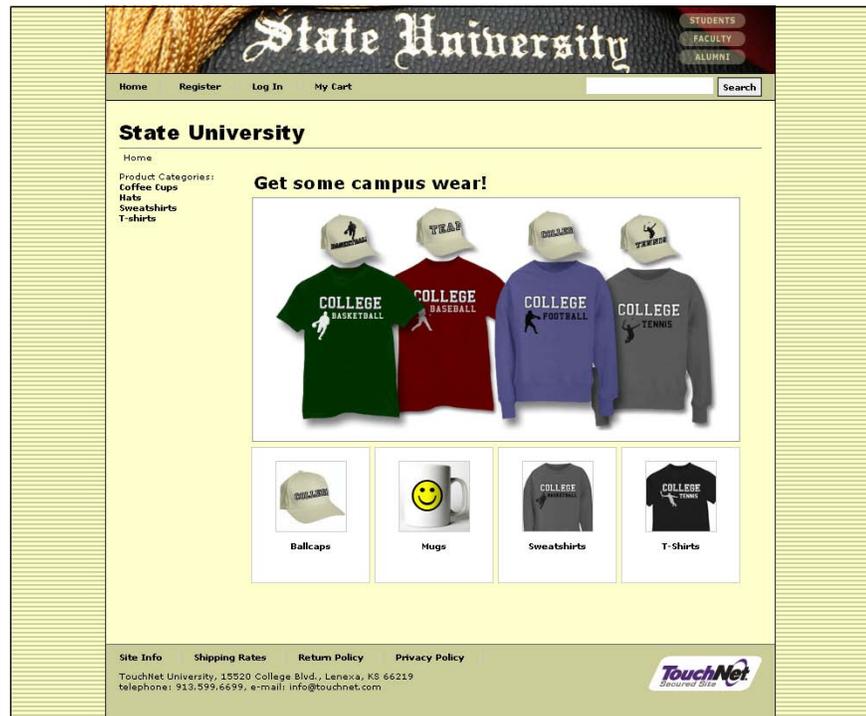
change the "Checkout" button to say "Complete Donations Now." These types of changes are possible for stores in single-store mode.

In addition, a store might have a branding strategy that is different than the strategy being used by the uStores mall. This strategy might involve using different fonts, different colors, and a different header image. This strategy might even involve making changes to the width of page elements or the position of those page elements. These types of changes are possible in single-store mode.

In this section, we'll discuss the options available in single-store mode that affect what shoppers see. Some of these options simply require the use of settings in the Marketplace Operations Center. Other options require advanced skills, such as knowledge of HTML and CSS.

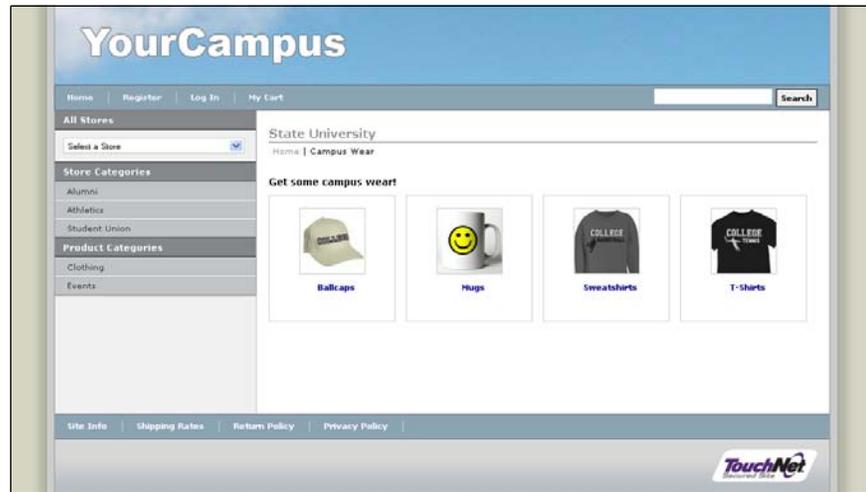
Single-Store Example

Here is an example of a store in single-store mode that has been customized for a branding strategy that is different than the campus's uStores mall:



This store is displayed in single-store mode.

Compare this store with the following store, which appears as part of the campus's uStores mall:



This store is part of the uStores mall.

Notice how different colors and images have been used for the store in single-store mode. These modifications were accomplished with a combination of style sheet edits and the use of extra HTML.

Store managers may opt to take this approach in order to maintain the branding that store customers are accustomed to seeing. This branding may include the use of specific header images, font families, font sizes, font colors, background colors, and background images. Even additional page HTML and images may be necessary to maintain store branding requirements. These types of customizations are possible when using Marketplace's single-store mode.

Navigating to Stores in Single-Store Mode

Stores in single-store mode do not appear as part of the uStores mall (unless the Store-Is-Viewable-In-Mall option has also been turned on). These stores do NOT appear in the mall's left navigation menu, they do NOT appear in the All Stores dropdown menu on the uStores mall home page, and they do NOT appear on the All Stores tab on the mall home page. In addition, the products for these stores cannot be placed in mall product categories, and the products cannot be located using the mall's search functionality.

For customers to navigate to stores that have been set up in single-store mode, you will need to provide them with the store URL (e.g., via a link on a web page or via an e-mail message with the link included) OR you will need to turn on the Link-to-Single-Store-From-Mall option, which allows the store to work in single-store mode but provides the customary links to the store from within the uStores mall.

Note: For more about the Store-is-Viewable-In-Mall option, see "The Store-Is-Viewable-in-Mall Option" on page 166, and for more information about the Link-to-Single-Store-From-Mall option, see "The Display-Store-In-This-Mode Option" on page 166. For detailed information about store URLs, see "Linking to a Store" on page 202

The Left Navigation Menu

Stores in single-store mode do not have uStores mall's left navigation menu (unless the Store-Is-Viewable-In-Mall option has also been turned on). The left navigation menu disappears when single-store mode is turned on.

Here are examples of a store as it would look in the mall AND how the same store would look once single-store mode has been turned on:



This store is part of the uStores mall.



Single-Store mode has been turned on for this store (but no additional customizations have been made).

In the above examples, you should notice that the left navigation menu disappears for the store in single-store mode, which forces the remaining page elements to the left. In this case, the store manager may choose to

make additional customizations to the store so that the entire horizontal width of the content area is used more effectively. These customizations might involve uploading a wider splash image or building new HTML content for the left side via the optional left navigation field.

Note: For more about building a new left navigation menu for a store in single-store mode, see "The Header, Left Nav, and Footer Fields" on page 74.

The Home Button

For stores in the uStores mall, the home button simply takes customers to the mall's home page. For stores in single-store mode, however, the home button works differently: it takes customers to the home page for the STORE.

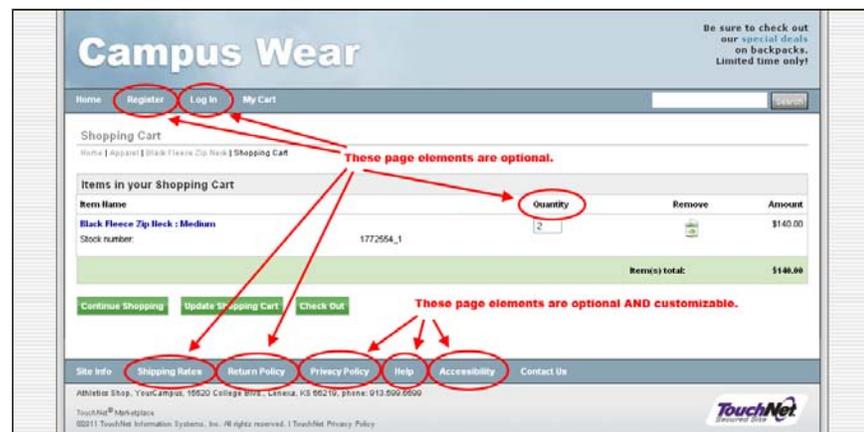
By design, we have designed Marketplace's single-store mode so that stores can truly stand apart from the uStores mall. Therefore, for these stores, the home button no longer targets the mall home page, which would be inconsistent with the construction of independent stores.

In some instances, however, store managers may wish to reap the benefits of placement within the uStores mall while also maintaining a standalone store front. These store managers can use the Store-Is-Viewable-In-Mall option, as described in "The Store-Is-Viewable-in-Mall Option" on page 166.

Optional Page Elements

A store manager may decide that some page elements are irrelevant for a store in single-store mode. For example, a store manager might decide that the "Quantity" column on the shopping cart and checkout pages isn't appropriate for a store that takes alumni donations. Several page elements fall into this category and can be optionally displayed for stores in single-store mode.

Here is a sample page with optional page elements:



The red ellipses show the optional page elements.

Store managers can show/hide optional page elements by going to the Single Store Settings page of the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Single Store

Here is a list of the optional page elements for single-store mode:

- **Quantity Column**—In the shopping cart, as well as the checkout pages, a column for "Quantity" appears. This column indicates the quantity of each item that the customer is ordering. If this field is irrelevant for your store, you can remove this column.
- **Promotional Code Field**—(Not shown above) During the checkout process, a field for entering a promotional code appears. If this field is irrelevant for your store, you can remove the promotional code field.
- **Shipping Rates Link**—In the bottom navigation bar of Marketplace uStores, a link for "Shipping Rates" appears. If this link is irrelevant for your store, you can remove this link. When shoppers select the Shipping Rates links, a web page is displayed that shows the applicable shipping rates for the store that the shopper is viewing. The shipping rate page is generated automatically based on the configured shipping classes and shipping rates for the store.
- **Return Policy Link**—In the bottom navigation bar of Marketplace uStores, a link for "Return Policy" appears. If this link is irrelevant for your store, you can remove this link. When shoppers select the Return Policy link, a web page is displayed that provides information about the store's return policy. TouchNet strongly recommends that each store develop a return policy. For more information, see "General Settings" on page 146.
- **Register and Login Links**—In the top navigation bar of Marketplace uStores, links appear for "Register" and "Login." In addition, as part of the checkout process, registered users are given an opportunity to sign in (and non-registered users are given an opportunity to become registered users). If these fields are irrelevant for your store, you can remove these fields.

And here are the optional page elements for single-store mode that can be customized with alternate text:

- **Privacy Policy Link**—When shoppers select the Privacy Policy link, a web page is displayed that provides information about the campus policy toward user privacy. TouchNet strongly recommends that you develop policies regarding the privacy of shoppers' data and the use of unsolicited bulk e-mail.
- **Help Link**—When shoppers select the Help link, a web page is displayed that provides help information about how to use the site.
- **Accessibility Link**—When shoppers select the Accessibility link, a web page is displayed that provides information about the campus policy toward user accessibility. TouchNet strongly recommends that you develop policies regarding user accessibility.

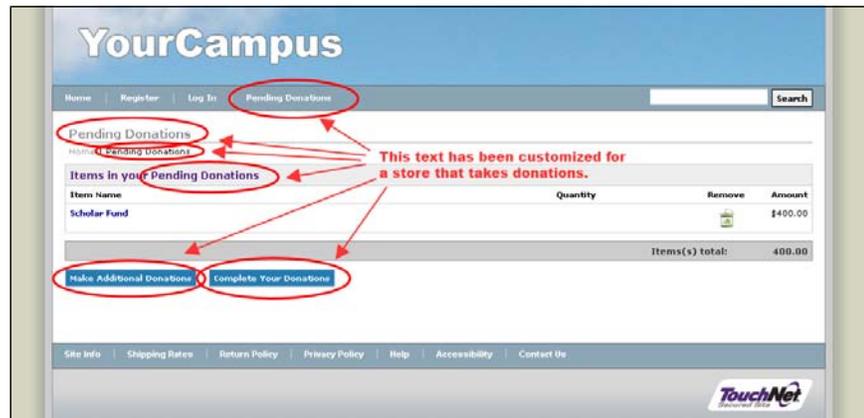
By turning on/off the display of these page elements for a store in single-store mode, the store manager can make the store better meet the expectations of its intended audience.

For information about turning on/off the optional page elements, see "Single-Store Settings" on page 156. For more information about using alternative text with the Privacy Policy, Help, and Accessibility links, see "Alternate Text Fields" on page 72.

Alternate Text Fields

Store managers may use single-store mode for making simple changes to button and link text. For example, a store manager might decide that language such as "Add to Cart" or "buyer" is not appropriate for a store that was created for accepting alumni donations. In this case, "Make a Gift" or "Donate Now" might be good alternatives to "Add to Cart," and the word "Donor" might be a good alternative for "Buyer."

Here is an example of shopping cart that has been customized with alternate text for a store that takes donations:



The red ellipses show the alternate text on this shopping cart page.

Store managers can edit the Alternate Text fields by going to the Single Store Settings page of the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Single Store

Here is a list of the alternate text fields that can be altered, along with examples of alternate text:

- **Alternate "Add to Cart" Text**—On product detail pages (as well as on product category pages that use the "detailed" layout), the words "Add to Cart" appear on buttons. A store manager setting up a store for taking conference registrations might choose to change this text to "Register Now," while the alternate text "Make a Donation" might be more appropriate for a store that takes alumni donations.
- **Alternate "Shopping Cart" Text**—At various places in the Marketplace shopping application, the words "shopping cart" appear. A store manager setting up a store for taking conference registrations might choose to change this text to "Pending Registrations," while the

alternate text "Pending Gifts" might be more appropriate for a store that takes alumni donations. (Your entry in this field will also replace instances of "My Cart" in the top navigation bar.)

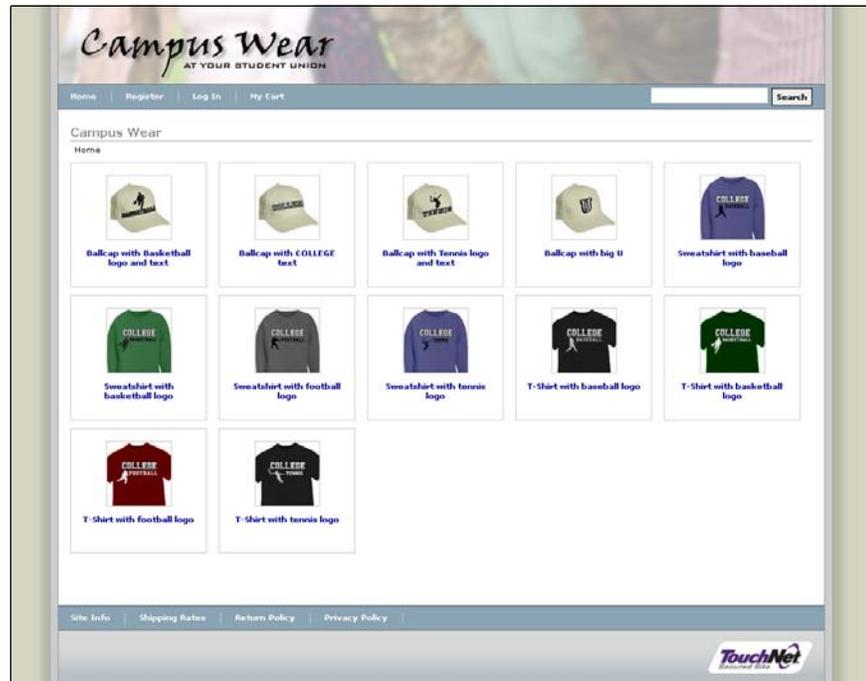
- **Alternate "Continue Shopping" Text**—As part of the Shopping Cart page, a "Continue Shopping" button appears that allows customers to return to the store they were shopping in previously. A store manager setting up a store for taking conference registrations might choose to change this text to "Additional Registrations," while the alternate text "Make Another Donation" might be more appropriate for a store that takes alumni donations.
- **Alternate "Check Out" Text**—The Shopping Cart page includes a "Check Out" button that can be used to initiate the checkout process. A store manager setting up a store for taking conference registrations might choose to change this text to "Complete the Registration Process," while the alternate text "Complete Your Donation" might be more appropriate for a store that takes alumni donations.
- **Alternate "Order" Text**—At various places in the Marketplace shopping application, the word "order" appears. A store manager setting up a store for taking conference registrations might choose to change this text to "Reservation," while the alternate text "Donation" might be more appropriate for a store that takes alumni donations.
- **Alternate "Buyer" Text**—At various places in the Marketplace shopping application, the word "buyer" appears. A store manager setting up a store for taking conference registrations might choose to change this text to "Registrant," while the alternate text "Donor" might be more appropriate for a store that takes alumni donations.

By using single-store mode, the store manager can then make various customizations that help the store better meet the expectations of its intended audience.

Header Image

Stores in single-store mode have the option using their own header image in the header area of their web pages. While stores in the mall display the mall's header image in the header, stores in single-store mode can replace the mall header image with their own header image.

Here is an example of a store in single-store mode that has been customized with a header image:



A sample store with its own header image.

By using a header image, a store can give greater visibility to its store name and its branding.

Using a header image for a store in single-store mode is a two-step process, first the store manager must turn on the Show-Store-Header-Image option on the Single Store Settings page of the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Single Store

And then the store manager must upload a header image on the store's Image Settings page in the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Images

The use of a header image is typically an important part of developing the look and feel for a store in single-store mode.

The Header, Left Nav, and Footer Fields

Extra HTML can be added to stores in single-store mode. This HTML can be used for a wide range of purposes: for example, you can add additional text to store headers, you can add additional images, you can add navigation buttons, you can add informational tables, and you can add contact info to the footer. You can make these changes and many more edits. The limit is your own imagination.

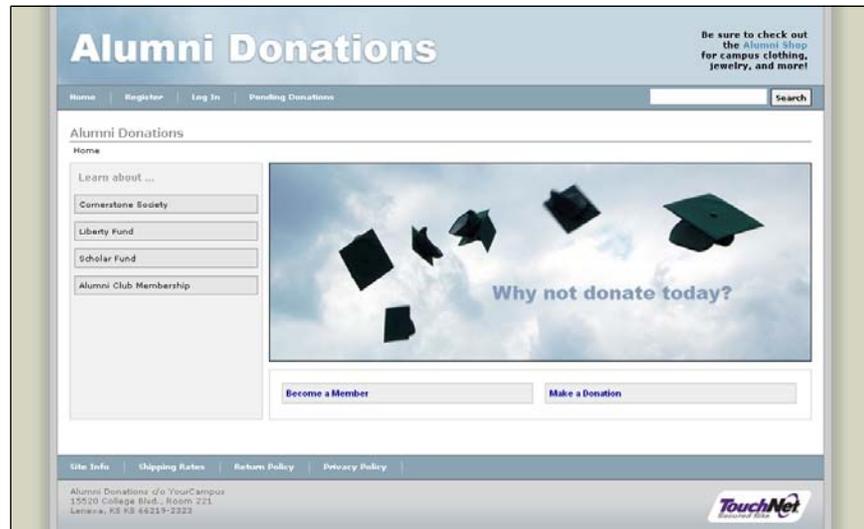
Important! The use of HTML in the header, left navigation and footer fields requires knowledge of CSS and HTML. We strongly recommend that only experienced web designers attempt to make these edits. Improperly formatted CSS or HTML may prevent customers from using stores. Please see the *Marketplace uStores Layout Guide* for more information about using the single-store mode's HTML fields.

The ability to add HTML to the header, left navigation, and footer fields provides store managers with a potentially powerful means of adding content to stores. It also provides web designers with the means of customizing the look and feel of stores so that store branding can be emphasized.

Store managers can add HTML to the header, left navigation, and footer fields by going to the Single Store Settings page of the Operation Center:

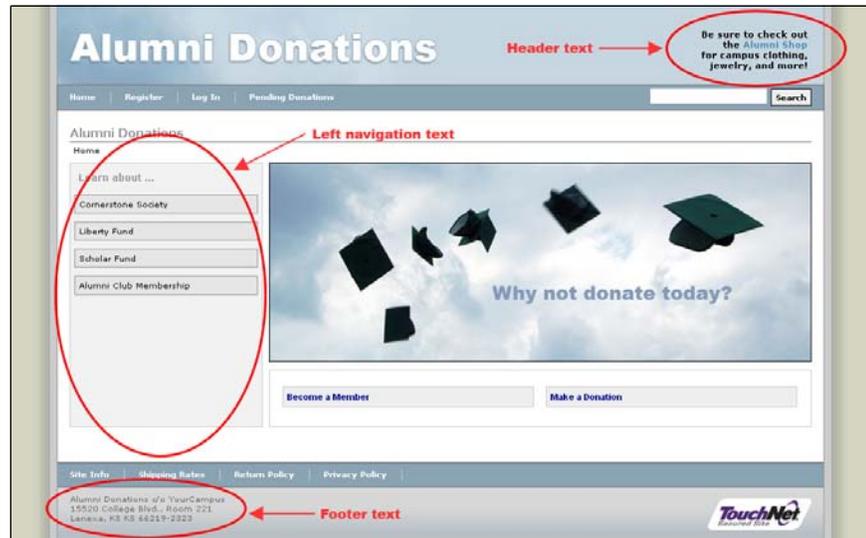
[merchant name] > Stores > [store name] > Store Settings > Single Store

Here is an example of a store in which extra HTML was added to the header, left navigation, and footer fields:



This store adds HTML to its pages via the header, left navigation, and footer fields.

And this example points out where the extra HTML is located in the previous example:



These callouts point out where HTML was added to this store page.

Note: In this example, extra HTML was used to add text and a link in the header. In the left navigation area, extra HTML and CSS modifications were used to build the new navigation menu. This menu contains direct links to the details pages for four products. In the footer, extra HTML was used to add the school address.

To order to use the header, left navigation, and footer fields for adding HTML, you will need to make CSS modifications.

For more information about single-store style sheets and CSS, see "Single-Store Style Sheets" on page 76.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by your HTML. If you would like for HTML in the header, left navigation, or footer fields to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

Single-Store Style Sheets

The style sheets for stores in single-store mode can be downloaded and uploaded by store managers. Once a store manager has downloaded a store style sheet, the store manager can modify the style sheet and then upload and activate the style sheet for the store.

[merchant name] > Stores > [store name] > Store Settings > Single Store Style Sheets

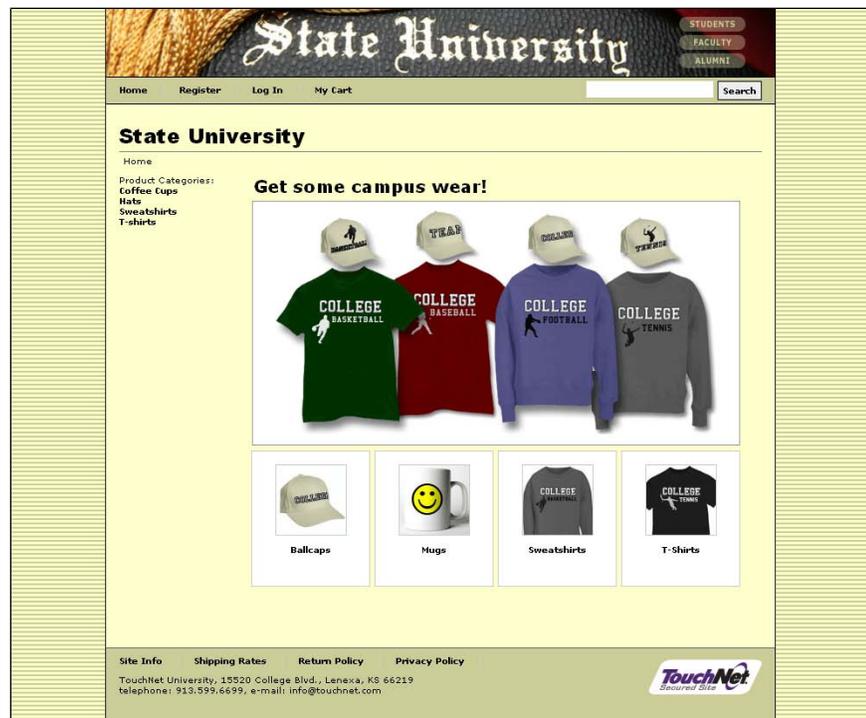
Style sheet modifications can be used for a wide range of purposes. Some store managers may simply use style sheet edits to make simple changes to font families or font sizes, while other store managers may use style sheet edits to completely overhaul the look and feel of a store. The latter type of style sheet modification may involve using background colors and images that reflect the store branding. This type of change may be used to make a

store look considerably different than the stores that use the mall look and feel.

For example, you can choose whether the site should be centered or left justified. You can choose whether the header and footer should span the entire browser window or be limited to a set pixel width. You can change background colors, font families, font sizes, link colors, and many other page elements.

Important! Any major changes to the style sheets should be performed by an experienced web designer. Faulty CSS code can cause stores to stop loading correctly in the web browsers of your customers.

Here is an example of a store in single-store mode that has been customized with style sheet changes.



The style sheets have been modified for this store.

The following list indicates the range of changes that can be made to the look and feel of stores through style sheet changes:

Modifying site layout

- Using a centered layout
- Using a left-justified layout
- Modifying the width of the content areas

Modifying background colors

- Modifying the header background color
- Modifying the footer background color
- Modifying the background color of the top navigation menu
- Modifying the background color of the left navigation buttons
- Modifying the background color of the bottom navigation menu
- Modifying the main content background color
- Modifying the margin colors
- Modifying the width and color of borders

Modifying link colors

- Modifying the link color used in the breadcrumbs
- Modifying the link color used in the top and bottom navigation menus
- Modifying the link color used in the main content area
- Modifying the link color used in the footer

This is a small sampling of the types of changes that can be accomplished by making style sheet changes. More advanced users with experience coding CSS can make more far-reaching changes to the store's look and feel, particularly when combining customized CSS with customized HTML (as is allowed with the header, left navigation, and footer fields, as well as the special announcement field).

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by your customized mall style sheet. If you would like for your style sheet to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

For more information about editing style sheets, see the *Marketplace uStores Layout Guide*.

Part 3:
Administrative and
Merchant Setup

3.0 Administrative and Merchant Setup

TouchNet Marketplace gives you a vast and varied tool set for creating online stores and uPay payment pages. This setup begins with administrative settings and the creation of users and merchants.

The following table describes how uStores and uPay are affected by system administrative setup:

How is system administrative setup used by ...		
	uStores?	uPay?
Administrative settings	These settings determine how the uStores shopping mall will look and function. These settings involve the site name, images, style sheets, store categories, product categories, delivery methods, cache settings, tax account codes, accounting codes, special announcements, and much more.	These settings have no effect on uPay sites—except for Accounting Codes and the default state and country. Accounting codes established at the administrative level are available for uPay sites to use.
User settings	Various user types can be established, including chief administrators, administrators, merchant managers, and accountants. User groups and user authentication can be established.	Various user types can be established, including chief administrators, administrators, merchant managers, and accountants.
Merchants	Before you can create a Marketplace store or a uPay site, you must create a Marketplace merchant. Each merchant in Marketplace can have one or more stores and one or more uPay sites. Settings are associated with merchants that affect their stores and uPay sites.	

This section will help you move quickly through administrative setup. This setup must be completed by an administrator user.

You must complete the administrative settings before you bring any part of your Marketplace site online. Later, and over time, you can return to each setup choice and fine-tune your ideas.

A Note to Users of General Ledger Systems

If you'll be transferring data from Marketplace to a general ledger (GL) system, you have special setup fields and tasks. In particular, you must set up the account codes for tax revenue before store managers can finish adding products. In this section, we describe the general ledger fields you'll encounter during setup. See "General Ledger Information" on page 375 for the basics of general ledger setup.

A Note to Those Not Using General Ledger Systems

Many of the examples and pictures in this section show the general ledger fields. If you aren't using a general ledger system with Marketplace, you will still see Marketplace's generic general ledger fields in the Operations Center. You can simply disregard these fields.

3.1 Planning Ahead

Administrators completing the global setup of Marketplace will find they need to make decisions as they move through the fields and options in the Operations Center.

Although you don't need to figure out all the details before you start filling in your site's options, here's an overview of information an administrator may need when beginning administrative setup.

Planning for Administrative Settings

Administrative settings are primarily about the global setup of uStores. (The only administrative settings that affect uPay are tax account codes and the default state and country.) Administrative settings determine how the uStores mall will function. These settings will also determine the look of the uStores mall and how users will shop there.

Important! Administrators must complete the setup of delivery methods before products can be added to stores.

The following planning summary discusses some of the main issues to be considered when planning for Marketplace.

Planning Summary for Administrative Settings

Shopping Site Basics	<ol style="list-style-type: none"> 1. What should the shopping site be named? 2. Do we want to display links to categories on the home page? 3. Do we want shoppers to be in secure mode while browsing products? 4. Do we want shoppers to securely save their payment information and shipping address information for use in repeat visits? 5. Who is the site's default e-mail contact for shoppers, in case there is no e-mail contact in a store?
Graphics	<ol style="list-style-type: none"> 6. What should we use as our home page splash graphic? 7. What URL will we link to from our mall header image, if any? 8. Do we need standard graphics available for stores to use? 9. Who is going to create the graphics/images we need for our store?
Look and Feel	<ol style="list-style-type: none"> 10. Should we customize the mall style sheet for campus colors, fonts, and other matters of look and feel? 11. Should we customize the checkout style sheet? 12. Do we need to make a standard set of supplementary style sheets available for all stores to use?
Categories	<ol style="list-style-type: none"> 13. Will we use category links on the shopping site's home page? 14. What product categories need to be created? 15. What store categories need to be created?
Delivery Methods	<ol style="list-style-type: none"> 16. What major carriers and delivery services do we want stores to have the option of using for shipping? (Delivery methods MUST be set before products can be added to stores.)

Taxes	<p>17. Are different levels of taxes charged on different types of products in our locale?</p> <p>18. Should stores charge the default tax rate, or will they need to know when to charge no tax?</p>
General Ledger (GL) Codes (if general ledger features are used at your school)	<p>19. What general ledger codes should be used to track revenue?</p> <p>20. What general ledger codes should be used for tracking revenue from taxes?</p> <p>21. Will the store use "global" general ledger codes (which were created by a Marketplace administrator for use by all Marketplace stores) or will the store create its own codes?</p>

Planning for Administrative Users

There are four types of administrative users: chief administrators, administrators, accountants, and merchant managers. You will need to determine which user types you will need to create. In addition, you will need to consider whether any stores will need to limit customers to those in particular user groups (in which case private stores can be created in which users must be authenticated before they can shop at these stores).

Planning Summary for Administrative Users

Administrators	<p>1. Who should be set up as the backup chief administrator?</p> <p>2. Who else should be setup as an administrator?</p>
Accountants	<p>3. Does anyone ONLY need access to reports on total revenue by merchant?</p>
Merchant Managers	<p>4. Who needs to manage on-campus commerce for campus-affiliated groups (departments, organizations, etc.)?</p>
User Groups	<p>5. Do any user groups need to be established so that private stores can be created?</p>

Merchants

Marketplace's use of merchants allows stores and uPay sites to be grouped into a logical structure. Each merchant in Marketplace can have one or more stores and one or more uPay sites. Before you can create a Marketplace

store or a uPay site, you must create a Marketplace merchant. Settings are associated with this merchant that affect its stores and uPay sites.

Planning Summary for Merchants

Merchant creation	1. What departments and campus organizations need to establish stores or uPay sites?
Merchant basics	2. Which Payment Gateway host system account will be used with each merchant? 3. What should the default return check fee be for ACH transactions? 4. How many days must a fulfiller wait before fulfilling ACH orders? 5. What should the ACH agreement say for uPay transactions? 6. Should credit cards be authorized at order time?
Accounting codes	7. Do accounting codes need to be created for use by all the merchants's stores and uPay sites?
Users	8. Who should be assigned to manage each merchant?
Tax account codes	9. Do merchant-level tax account codes need to be established?

3.2 System Administration Settings

Administrative settings are primarily about the global setup of uStores. (The only administrative settings that affect uPay are tax account codes.) Administrative settings determine how the uStores mall will function. These settings will also determine the look of the uStores mall and how users will shop there.

Important! Administrators must complete the setup of delivery methods before products can be added to stores.

To start setting up your uStores site, navigate to Marketplace Home > System Administration > Settings.

General Settings

Like most options in your uStores site, the System Administration settings can be changed easily whenever you want.

Although you can go on to some other parts of setup without selecting your general site features, you will have a better idea of your site's total design if you make initial choices, then change them as needed while you build the site.

Note: Only an administrator can change the settings described in this section.

To view the General System Settings page, make the following selections in the left navigation menu:

Navigate to Marketplace Home > System Administration > Settings > General.

General System Settings	
Here you can manage several important settings for your Marketplace implementation.	
Ustores	
Shopping site name:	Marketplace 6.0
Special announcement for shoppers (5,000 chars max): (HTML Allowed)	<p>Announcement for 6.0</p>
Email Thank You Statement (500 chars max):	Thank you for shopping at Marketplace 6.0.
Text for uStores ACH Agreement: (HTML Allowed)	Authorization Agreement for Electronic Payment (ACH DEBIT) I understand that payment(s) will be initiated once the order(s) has/have been submitted. I will be electronically notified when my order(s) has/have been fulfilled. I authorize the following debit transaction(s) to my account(s) based on the terms
Require the security code for credit cards for uStores:	<input checked="" type="checkbox"/>
Do a \$1.00 credit card authorization for recurring payment schedule setup:	<input type="checkbox"/>
Display mall level product categories to shoppers:	<input checked="" type="checkbox"/>
Checkout and My Account pages are secure (https):	<input type="checkbox"/>
Shopping pages are secure (https):	<input type="checkbox"/>
Allow buyer to save payment methods:	<input checked="" type="checkbox"/>
Allow buyer to save shipping addresses:	<input checked="" type="checkbox"/>
Show total number of reachable, orderable products next to category links:	<input checked="" type="checkbox"/>
Default Cashier ID:	
Default contact email for the site:	wagon@touchnet.com
Default state/province:	Kansas
Default country:	United States
Host System (from Payment Gateway setup):	Marketplace
Allow products to be purchased with Departmental Charge:	<input checked="" type="checkbox"/>
Payment Gateway User Defined Payment Method Id for Departmental Charge:	100
The Return Policy Text appears in uStores and Mobile Sites.	
Text For Return Policy:	Mall Return Policy Text

General System Settings page

Complete the following fields:

Shopping site name

Buyers see this name in the automatically generated order confirmation e-mail and in the online "Thank you for shopping" message.

Special announcement for shoppers

This message appears on your uStores site's home page. You may want to plan your special announcements around individual stores, promotions, products, or seasonal advertising.

You can enter up to 5000 characters in this field. These characters may include HTML and/or CSS, which can be used to change the appearance of the special announcement.

HTML entered in this field must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to this field.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

For more information about using HTML or CSS, please see the *Marketplace 6.0 uStores Layout Guide*.

Text for uStores ACH agreement

This text contains the terms and conditions to which ACH payers must agree when making purchases from uStores sites. Make sure this text has been reviewed and approved by your institution and satisfies NACHA rules.

Require the security code for credit cards for uStores

Use this checkbox to require uStores shoppers who are using a credit card to enter their credit card verification value during the checkout process. Depending on the credit card processor, a lower transaction rate may be available for these transactions.

Do a \$1.00 credit card authorization for recurring payment schedule setup

If you check this box, Marketplace will send a \$1.00 credit card authorization when customers set up recurring payment schedules. This authorization temporarily encumbers the customer's credit card for \$1.00.

By sending this \$1.00 credit card authorization, you confirm that the credit card has a valid number and can be encumbered for at least \$1.00. After the

credit card is authorized, Marketplace immediately reverses the \$1.00 encumbrment.

Display mall level product categories to shoppers

If you check this box, shoppers will see links in the left navigation menu for mall-level product categories. Shoppers will also see the Product Categories tab on the home page.

"Checkout and My Account pages are secure" and "Shopping pages are secure"

These checkboxes set the point when your shoppers switch to secure mode while shopping. You can check either or both boxes. TouchNet strongly recommends that you always provide security on the checkout and My Account pages.

If you check the "Checkout and My Account pages are secure" box, shoppers enter secure pages whenever they check out or view their account information. This provides security on personal and payment information.

If you check the "Shopping pages are secure" box, shoppers enter secure pages as soon as they begin to browse in stores or categories. This provides security on all of the shopper's browsing, but will slow site performance for the shopper.

Note: For some secure pages to work, your web server must have a valid SSL certificate installed.

Note: For Marketplace installations in the TouchNet DataCenter, these two options must both be selected.

"Allow buyer to save payment methods" and "Allow buyer to save shipping addresses"

If these boxes are checked, shoppers will be advised during checkout that they can save profile information. Shoppers will also see the profile options in the "My Account" page. If a box is cleared, however, the option to save that kind of profile is never shown to the shopper.

If saving payment methods is enabled, shoppers can save payment information for use in future visits. For example, a shopper might save a credit card number and expiration date under the payment method name "My Credit Card."

Or, if saving shipping addresses is enabled, a shopper can save multiple addresses, then choose the desired shipping address during checkout. Shoppers are never required to save any addresses, but if they do, the information is secure.

Show total number of reachable, orderable products next to category links

Select this box to show shoppers how many products are in a category (or in a subcategory). Showing the number of products in each category can help

shoppers choose which categories to browse. The number will be used with both mall-level product categories and store-level product categories. The number will not appear in the left navigation menu. Neither will this number appear on the Product Category tab on the mall home page.

Default contact email for the site

In stores, shoppers see a link named "Contact Us" in the bottom navigation bar. When shoppers select this link, a new e-mail message will be created in their e-mail client—with the TO address that has been configured in this field.

If the store manager has not assigned the store contact user role, e-mail messages will go to the default address for the uStores site. If the e-mail contact address has not been established at either the store or administration level, then the "Contact Us" link is not displayed.

The person whose address you list here might receive e-mail messages from shoppers about individual stores or products, as well as about the site itself. If you want all shopper e-mail messages to go to this address, ask your store managers not to assign a store contact for their stores. Be sure to keep this e-mail address current.

Default state/province

During checkout, a buyer enters shipping and billing addresses. The buyer selects the correct state from a drop-down list. The default state for address entry will typically be your home state, from which items are shipped.

Default country

As with the Default State/Province field, the Default Country field establishes the default country that appears when a buyer enters the shipping and billing addresses.

Host system (from Payment Gateway setup)

This field is displayed for informational purposes only. This value cannot be changed. It was established during Payment Gateway setup.

Allow products to be purchased with departmental charge

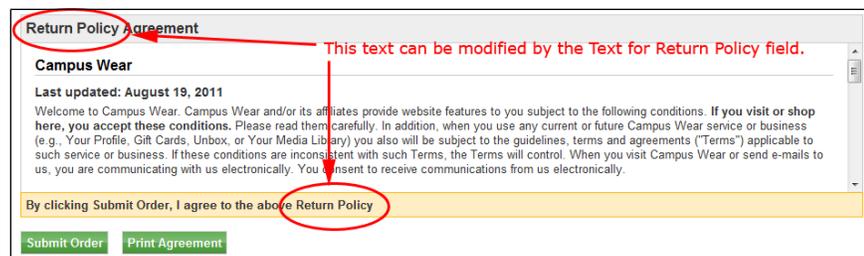
(Banner only) When set to Yes, "departmental charge" is available for stores to use as a payment method when configuring products. The departmental charge payment method can only be used to transfer budget funds between Banner general ledger accounts. The buyer's general ledger account will be charged for items purchased through that store. The buyer must enter a Banner detail code during the checkout process in order to complete the transaction. For more information about using the departmental charge option, see the *Banner Setup Guide for Marketplace*.

Payment Gateway user defined payment method ID for departmental charge

(Banner only) In order for "departmental charge" to be used, configuration in Payment Gateway must first take place: a user-defined payment method must be created. The ID for this user-defined payment method must then be recorded in this field.

Text For Return Policy

The words "Return Policy" appear in the bottom navigation menu for stores, as well as during the checkout process. If this language does not fit the needs of your store, you can use the "Text for Return Policy" field to enter alternative text.



Here is an example of the Return Policy section that will appear to customers on the Review Order page of the uStores checkout process.

This field is NOT for the body text that appears for customers as the Return Policy Agreement (either on the Review Order page of the checkout process or on the Return Policy Agreement modal window). The body text for the Return Policy agreement is maintained on the General Settings page of stores, as described in "General Settings" on page 146.

The Site Info Link appears in the uStores Site.	
Enable Site Info Link:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Text For Site Info Link:	<input type="text"/>
Site Info Link URL:	<input type="text"/>
- OR -	
Site Info Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
The Privacy Link appears in the uStores Site.	
Enable Privacy Link:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Text For Privacy Link:	<input type="text"/>
Privacy Link URL:	<input type="text"/>
- OR -	
Privacy Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
The Help Link appears in the uStores Site.	
Enable Help Link:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Text For Help Link:	<input type="text"/>
Help Link URL:	<input type="text"/>
- OR -	
Help Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
The Accessibility Link appears in the uStores Site.	
Enable Accessibility Link:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Text For Accessibility Link:	<input type="text"/>
Accessibility Link URL:	<input type="text"/>
- OR -	
Accessibility Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>

HTML can be used in the Privacy, Help, and Accessibility text fields.

Enable [Site Info/Privacy/Help/Accessibility] Link

Separate sections for Site Info, Privacy, Help, and Accessibility allow you to manage these links and the informational pages that the links reference. By enabling each of these links, you determine if these links will be displayed

in the bottom navigation menu. Stores in single-store mode can be configured with their own status for the Privacy, Help, and Accessibility links.

TouchNet strongly recommends that you develop policies regarding the privacy of shoppers' data and the use of unsolicited bulk e-mail. Policies such as these should be available for shoppers from the Privacy Policy link in uStores.

In addition, TouchNet strongly recommends that you develop policies regarding user accessibility. These policies should be available for shoppers from the Accessibility link in uStores.

Text for [Site Info/Privacy/Help/Accessibility] Link

The text for the Privacy, Help, and Accessibility links can be customized to meet the meetings of your installation of Marketplace. The alternate text that you enter in these fields will appear in the bottom navigation menu in uStores.

[Site Info/Privacy/Help/Accessibility] Link URL

An entry in the [Privacy/Help/Accessibility] URL field determines what happens when the shopper selects the corresponding link in the bottom navigation menu of uStores. If an entry is made in this field, a separate browser window will be used for loading the web page targeted by the URL. If no entry is made in this field, the entry in the [Privacy/Help/Accessibility] Text field will be displayed in a modal window.

Note: When you enter a URL, be sure to include "http://" at the beginning of the URL. For example, enter "http://www.statecollege.edu/policies/privacy.htm"; do NOT enter "www.statecollege.edu/policies/privacy.htm". If you do not include "http://" in the URL, the targeted web page will not load in the customer's browser.

[Site Info/Privacy/Help/Accessibility] Text

You can maintain the privacy policy page, the help page, and the accessibility page by using these fields.

You can enter up to 50,000 characters in each of these fields. These characters may include HTML.

HTML entered in this field must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to this field.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

For more information about using HTML or CSS, please see the *Marketplace 6.0 uStores Layout Guide*.

Images

To choose images for your uStores site, follow these steps.

- 1 Navigate to Marketplace Home > System Administration > Settings > Images.

The uStores Image Settings page opens (shown below).

Note: Only an administrator can upload uStores site-level images.

The uStores Image Settings page.

- 2 In the Splash Image section, click the "Upload Splash Image" link. A pop-up Image Upload box opens.

Note: The splash image will appear on the Marketplace uStores home page.

- 3 Browse to your image file, select the file, and then click the Upload Now button.
- 4 In the Header Image section, click the "Upload Header Image" link. A pop-up Image Upload box opens.

Note: The header image will appear in the header of all Marketplace uStores pages.

5 Browse to your image file, select the file, and then click the Upload Now button.

6 (Optional) In the "You can specify a URL to which the header image links" section, you can specify a URL for your header image and the alternate text that should appear when the shopper passes the cursor over the header image.

If you enter a URL here, your header image becomes a link to another web page—for instance, your campus home page. Enter the full URL, beginning with `http://`. If you leave the field empty, your header image will be a static image (not a broken link).

If you use a URL, be sure to enter the alternate text, which aids users who have visual impairments.

7 Click the Save button.

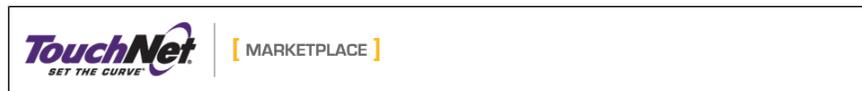
Note: For an example of using a splash image and a header image, see "What Shoppers See: The Mall" on page 26.

Image Specifications

- You can only use GIF, JPG, or PNG format images.
- Splash images are best displayed at a pixel size of 680 (width) x 250 (height).
- Header images are best displayed at a pixel size of 960 (width) x 100 (height).
- All images must have file sizes of 250K or less.

More About Header Images

With the default layout of uStores, the header area looks like this:



The mall header image appears in the header area.

The header area is 960 pixels wide. The mall header image appears flush left within the header area. If you have uploaded a header image that is less than 960 pixels wide by 100 pixels high (which is the recommended size), you will see part of the background that has been applied to the header area. By default, the background color of the header area is white. This background color can be changed by editing the *marketplace.css* style sheet. For more about downloading and uploading style sheets, see "Mall Style Sheets" on page 117.

Here is an example of how the header will look if the mall header image is smaller than 960 pixels wide by 100 pixels wide.

State College

In this example, the mall header image is much smaller than the header area.

In this situation, we recommend you take one of the following actions:

- Upload a new header image that is 960 pixels wide by 100 pixels high.
- Upload a new header image that uses a transparent background. This will allow the header's background to show through the transparent portion of the header image, which will make the header image blend into the header area.
- Edit the style sheet so that the header background color blends into the mall header image.

Important! Upon upgrade from Marketplace 5.x to `<MadCap:variable name = "MyVariables.ProductNumber" />`, the header size is increased from 800 pixels wide to 1024 pixels wide. We recommend that you view uStores in a browser soon after the upgrade and then take one of the actions described above so that the header image and header background work well together.

Store Categories

By using store categories, you build the left navigation menu. Customers can then use these categories to navigate to stores. Store categories provide a means for organizing stores into logical groups. This is especially important if your campus has a large number of stores.

Store categories are created by administrators. Administrators name and manage these categories. Store categories work well for grouping all the stores created by a campus department or organization. For example, an alumni group may have several stores, and this group may wish for their stores to be grouped into a store category named "Alumni."

Administrators do NOT place stores into store categories. It is up to store managers to choose whether to place their stores into store categories.

Note: For an example of store categories in the left navigation menu, see "Left Navigation Menu" on page 28.

To set up mall-level store categories, follow these steps.

- 1 Navigate to Marketplace Home > System Administration > Settings > Store Categories. The Store Categories page opens.

Store Categories

This page allows you to configure the mall level store categories. Please note that a category is shown to shoppers only if stores have been assigned to the category.

[Add Store Category](#) [Manage Store Category Listing Order](#)

Id	Name	Number of Stores	Actions	
1	Alumni	2	Edit	Delete
0	Athletics	3	Edit	Delete
3	English Department	0	Edit	Delete
2	Student Union	4	Edit	Delete

The Store Categories page

- 2 Click the Add Store Category link. The Add Store Category page appears.

Add Store category

This page allows you to add a store category.

[Back To Store Category Management](#)

Store Category Name:

[Save](#)

The Add Store Category page.

- 3 Enter a name for the store category.
- 4 Click Save.

Note: After mall-level store categories have been created, it is the responsibility of store managers to place their stores into these categories, as described in "General Settings" on page 146.

Store Category Tips

- Check with store managers to hear what store categories would help them most. Also, tell store managers when new store categories are added or changed so they can make sure stores are in the right categories.
- If a category is empty, shoppers won't see its link in the site. You can add empty categories while you are figuring out the best structure for your site, and then remove unused categories later.

- Avoid giving a category the same name as a store or as a product category. If category names and store names are the same, navigation may be confusing for shoppers.
- Changes to store categories are visible to online shoppers immediately. (New store categories become visible when stores are placed in these categories.) If your changes can affect shopping in progress, you may want to take the store or site offline while you update category structure.

Managing Store Categories

You can edit a store category name by clicking the Edit link of the corresponding category. You can then edit the store name and upload a store category logo.

A store category thumbnail image can be uploaded with the Edit Store Category page.

Store category thumbnail images will appear on the Store Categories tab of the uStores mall home page. By default, store category thumbnail images are displayed on the mall home page in an area that is 48 pixels wide by 48 pixels high.

Note: You can upload images larger than the recommended size; however, only the upper left corner (48 pixels wide by 48 pixels high) of these images will be displayed.

Deleting a Store Category

On the Store Categories page, you can remove a store category by clicking the Delete button of the corresponding category. Over time, you may find that some categories do not help the shopper as much as others. You may need to delete some categories as you add others.

Mall Product Categories

uStores mall product categories (created at the system-administration level) contain products from all stores, not just from one store.

If you chose in your general settings to display category links, then store managers can showcase products in product categories.

Use products categories to help customers find products faster. If several stores stock the same types of products—for instance, logo wear—a single product category on the home page will help shoppers find all those products in the site.

These categories are listed in the left navigation menu of the mall home page and in the tabbed section on the uStores mall home page. For examples of the product category pages, see "Product Categories Layout" on page 40.

Note: Only an administrator can set up uStores product categories.

To set up system-level product categories, follow these steps.

- 1 Navigate to Marketplace Home > System Administration > Settings > Product Categories. The Mall Categories page opens.

Id	Name	Number of Products	Actions
1	Clothing	21	Edit
30	Clothing - Ballcaps	1	Edit
3	Events	12	Edit

The Mall Categories page

- 2 Click the Add Top-Level Category link. Or, if you already have top-level categories and want to add subcategories under them, click the Add Sub-Level Category link. The Category Management pop-up opens.

- 3 Enter your category or subcategory name.

- 4 Select a product layout. (For details on product layouts, see "Choosing Product Layouts" below.)
- 5 Click Save.

Choosing Product Layouts

The category's product layout determines how shoppers view the list of products. Choose the best layout for each category and its products. To choose a product layout, think about the kinds of products and how many products are in the category. For examples of the product category layout pages, see "Product Categories Layout" on page 40.

- **Name and Price.** The shopper sees product names and prices. This layout works well when products don't have images, or when the category contains many products. With the Name and Price layout, shoppers won't have to scroll as far through a long product list.
- **Thumbnail Layout.** The shopper sees product thumbnail images and names. This layout works well for many product groupings. Products appear from left to right in rows on the page.
- **Detailed Layout.** The shopper sees product thumbnail images, short descriptions, names, and prices. This layout works well for categories that don't contain many products, or when you want to quickly advertise more information about the products in a category. The shopper scrolls down the page to see each detailed product listing.

Adding Category Graphics and Changing Category Features

To add or change category graphics and edit other category setup:

- 1 Go to Marketplace Home > System Administration > Settings > Categories.
- 2 Click the Edit link for the category you want to set up. The Edit Category Settings page opens.

This page contains fields for the Category Name, the Product Layout selection, and the Category Logo.

Note: For sub-categories, the Parent Category field also appears on this page, as well as the Category Thumbnail upload option.

- 3 Change the category name or product layout as needed.
- 4 If you would like to add a Category Side Banner to this category, click the Upload Side Banner button, browse to your image file, and then click the Upload Now button.

Note: The category side banner appears at the left side of the uStores category pages. For more about category logos, see "Product Categories Layout" on page 40.

- 5 If you would like to add a Category Thumbnail to this category, click the Upload Thumbnail Image button, browse to your image file, and then click the Upload Now button.

Note: The thumbnail image appears beside the category name in lists of subcategories. (Thumbnail images are not used with top-level category names.)

Image Specifications

When you design and save your category logo and thumbnail images, keep these limits in mind:

- You can only use GIF, JPG, or PNG format images.

- Category logos are best displayed at a width by height of 150 x 300 pixels.
- Category thumbnails are best displayed at 80 x 80 pixels.
- All images must have file sizes of 250K or less.

Category Design Tips

- Check with Store Managers to hear what category choices would help them most. Also, tell Store Managers when system-level categories are added or changed so they can make sure products are in the right categories.
- If a category is empty, shoppers won't see its link in the site. You can add empty categories while you are figuring out the best structure for your site, then remove unused categories later.
- Avoid giving a category the same name as a store. If category names and store names are the same, navigation may be confusing for shoppers.
- Category layout can improve navigation. For example, a category that includes products with no images might require the Name and Price layout.
- Changes to categories are visible to online shoppers immediately. (New categories become visible when products are placed in them.) If your changes can affect shopping in progress, you may want to take the store or site offline while you update the category structure.

Manage the Category Listing Order

By default, subcategories are shown in alphabetic order to the shopper. You can enter a specific order for any list of subcategories. Top-level categories are always shown in alphabetic order.

To change the listing order:

- 1 Go to Marketplace Home > System Administration > Settings > Categories, and click the Manage Category Listing Order link.
- 2 Enter a two-digit "sort key" value for each category.

Note: For numbers 1 through 9, use a leading zero (01, 02, 03, and so on). This ensures the listing order will be correct.

- 3 Click the Save button.

Note: If you leave a sort key empty, Marketplace will show the sorted categories first, followed by the rest of the categories in alphabetic order.

uStores Category Listing Order

Categories display alphabetically by default. To change the order, enter two-digit numbers (01, 02, 03) to list them in order.

[Back To Category Management](#)

Top-Level Category Name	Sort Key
Apparel	<input type="text"/>
Downloads	<input type="text"/>
Events	<input type="text"/>
Give to TU	<input type="text"/>
Office Supplies	<input type="text"/>
Parking Permits	<input type="text"/>

[Save](#)

Managing the Category Listing Order with sort order keys

Deleting a Category

In the Mall Categories page, you can click an empty category's Delete link to remove it. Over time, you may find that some categories do not help the shopper as much as others. You may need to delete some categories as you add others.

You can't delete a category unless it and all its subcategories are empty. You must ask Store Managers to move products out of a category before you can delete it.

Linking to a Product Category

To link directly to a specific site-level product category, you should navigate to the shopping application (uStores) and then open the category page that you wish to link to. Copy the URL displayed in your browser's address field.

The URL for the uStores home page uses the following format:

http://[server]/[context]/web/category.jsp?CATID=[category ID#]

[server] is the computer where uStores was installed, and [context] is the context path. [category ID#] is the category ID assigned by Marketplace. This ID value can only be determined by viewing the category page in the shopping application.

Note: Do not include bracket characters in the URL.

Delivery Methods

Delivery methods must be recorded in Marketplace to match the physical delivery methods that will be offered by stores. Each delivery method (US First-Class Mail, US Express Mail, UPS Ground, etc.) must be created at the system administration level. For example, if a store needs US Express Mail to be available to customers as a delivery method, this delivery method must first be entered in Marketplace at the system administration level.

The system administrator(s) needs to determine all the delivery methods that will be used by the stores and then create entries for these shipping methods in Marketplace. For instance, will any store ship by US Priority Mail or UPS Next Day Air? If so, the system administrator(s) will need to add these delivery methods to Marketplace.

Three delivery methods—None, Walk-In, and US Mail—are "pre-populated" for you during Marketplace setup.

Note: Only an administrator can add or remove delivery methods.

Using the uStores Delivery Methods Page

The uStores Delivery Methods page allows you to create and manage delivery methods. Once you create delivery methods, these methods are available for products.

Use the following steps to add new delivery methods:

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Delivery Settings > Delivery Methods. The uStores Delivery Methods page appears.

uStores Delivery Methods

The delivery methods defined here are available to all Marketplace stores. Products cannot be added to stores unless delivery methods have first been added. Enter the complete delivery method name. For example, enter "FedEx Express Saver", not "FedEx" or "Express Saver."

Add Delivery Method

Description	Actions	
None	Edit	Delete
Walk-In	Edit	Delete
US Mail	Edit	Delete
International	Edit	Delete
UPS	Edit	Delete
FedEx Ground	Edit	Delete

- 2 Click the Add Delivery Method link. The Marketplace Delivery Methods pop-up window appears.

- 3 Enter a name for the delivery method. This name will appear as a delivery option when store managers and store clerks are creating and editing products. This name will also appear for uStores customers. The name should include both the delivery service name and the delivery method (e.g., UPS Next Day Air, US Express Mail, etc.).
- 4 Click the OK button.

Tip on Delivery Methods

Be as specific as you can. If a commercial service offers both overnight shipping and two-day shipping, add both as delivery methods. That way, store managers can charge different rates for the two types of shipping.

Editing Delivery Methods

In the uStores Delivery Methods page, you can click the Edit link to edit an existing delivery method. When you click the Edit link, the Marketplace Delivery Methods pop-up window appears. You can then rename the delivery method.

When you rename a delivery method, store managers will see the change in their shipping classes, and uStores customers will also see the new name during the checkout process.

Important! Because store managers may be using the delivery method in their shipping classes, always notify store managers before editing a delivery method.

Deleting Delivery Methods

In the uStores Delivery Methods page, you can click the Delete link to delete a delivery method.

When you delete a delivery method, the delivery method will be removed from all existing shipping classes created for stores. As a result, uStores customers will no longer see this delivery method offered during the checkout process.

Important! Because store managers may be using the delivery method in their shipping classes, always notify store managers before deleting a delivery method.

Accounting Codes

If you use general ledger options, you can create accounting codes in Marketplace that correspond to the accounting codes in your general ledger system.

For instance, administrators can create accounting codes for each tax class. This will allow you to transfer tax revenue information to the general ledger system.

The codes you create will appear in accounting code and tax account code selections.

Note: Administrators and merchant managers both create accounting codes. Administrators create the codes to be used for tax classes. Merchant managers create the codes to use in credit code selection for products and shipping methods. When a merchant manager creates an accounting code, it is used only by that merchant's uStore and uPay sites.

Adding Accounting Codes as an Administrator

In the left navigation menu, go to Marketplace Home > System Administration > Settings > Accounting Codes. The uStores Common Accounting Codes screen opens.

uStores Common Accounting Codes

Common accounting codes are available to all Marketplace merchants. Merchant managers can choose to use these common codes within their store or uPay site or create their own.

Add Common Accounting Code

Name	In Use?	Actions	
College_Digital Downloads	No	Edit	Delete
GL_College Marketplace	Yes	Edit	Delete
Tax	Yes	Edit	Delete

Show Merchant Accounting Codes

- 1 Click the Add New Common Accounting Code link.
- 2 In the Accounting Code field, enter the account code used in your general ledger system.
- 3 In the Accounting Code Name field, enter the name to display in Marketplace. The name will appear in the selection list of codes. You may want to assign a name that reminds Marketplace users what the code is for.
- 4 Click the Add button.

Editing Accounting Codes as an Administrator

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Accounting Codes. The uStores Common Accounting Codes screen opens.
- 2 Click the Edit button for any code in the list.

- 3 Update the Accounting Code or the Accounting Code Name fields as needed.
- 4 Click the Save button.

Viewing Merchant Accounting Codes as an Administrator

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Accounting Codes. The Common Accounting Codes screen opens.
- 2 Select the Show Merchant Account Codes link. The page is then updated to include a list of all the merchants and the accounting codes that they are using.

Tax Account Codes

Tax classes determine the tax rates charged for products and shipping. Tax classes are set up outside the Operations Center. For setup details, see "About Tax Rates" and "Changing Tax Rates" below.

If you use general ledger options, each tax class can be assigned one of the accounting codes you have created. This code is used to transfer tax revenue information to the general ledger system.

The available codes are set up in the Accounting Codes options. (See "Accounting Codes" on page 105.)

For other details, see "General Ledger Information" on page 375.

To assign a tax account code:

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Tax Account Codes. The Tax Account Codes screen opens.

uStores Tax Account Codes

If you use general ledger (GL) integration, select an accounting code for each tax class.

Tax Class Id	Tax Class Name	Accounting Code
0	no tax	Tax ▼
1	default tax rate	Tax ▼
2	higher tax rate	Tax ▼

- 2 For each tax class, select the accounting code from its dropdown list.
- 3 Click the Save button.

About Tax Rates

A tax class determines the tax rate charged for a purchased product or on shipping. Marketplace includes three tax classes: no tax, default tax rate, and higher tax rate. Many implementations use only the "no tax" and "default tax rate" classes, but the "higher tax rate" class is available for jurisdictions that require higher tax rates on specific items.

Store managers decide which tax rate to charge for each product, and the administrator sets the tax rates in Marketplace configuration files. The tax rate configuration files are set up outside of the Operations Center.

You should explain the tax rates and any local taxation issues to new store managers. Store managers will need to know how much tax to charge on both products and shipping.

Changing Tax Rates

Two Marketplace configuration files contain information that is used to calculate the applicable sales tax for each customer: *city_county.dat* and *taxrates.dat*. These files were set up during Marketplace implementation and are located in the *touchnet\marketplace60\sys\stmstax\data* directory.

The *city_county.dat* file simply associates each city in the state with its county. This information is used by Marketplace when customers enter their city name during the checkout process: Marketplace determines the city/county relationship as indicated in the *city_county.dat* and then calculates the appropriate tax rate using the corresponding city/county/state tax data contained in the *taxrates.dat* file.

A default tax rate for the state can be set up. Exceptions for different cities and counties within the state can be added as needed.

When tax information changes for your state or for locales within your state, update the tax rates in the *taxrates.dat* file. Use the following steps to edit the *taxrates.dat* file.

- 1 Use a text editor to open the *taxrates.dat* file.
- 2 Locate the state, county, or city entry for which the tax rate has changed. Entries for cities follow this format:

```
|STATE|County|City|lower tax rate|higher tax rate
```

An entry for an entire county follows this format:

```
|STATE|County||lower tax rate|higher tax rate
```

For a county-wide tax rate, leave the city field empty. Do not remove the extra vertical pipe character that divides the county name from the space for the city name.

An entry for an entire state follows this format:

```
|STATE|||lower tax rate|higher tax rate
```

For a state-wide tax rate, leave the county and city fields empty. Do not remove the extra vertical pipe characters that divide the state/county/city fields.

Note: When making an entry for a city, be sure to include the name of the county also or the tax rate will be computed at the default state tax rate.

- 3 For each locale where tax has changed, enter the correct rates. Tax rates include state sales tax plus any applicable local sales tax. You may enter up to two tax rates.
 - If a locale uses two tax rates, enter the lower of the tax rates first, followed by the higher tax rate.
 - If a locale uses only one tax rate, enter the same rate in both tax rate fields.
 - If a locale charges no tax, enter 0.0.

Example 1 In this example, the county of Albany charges 4% tax at the lower rate and 8% tax at the higher rate.

```
|NY|Albany||0.04|0.08
```

- 4 Save and close the file.
- 5 Restart the TMStax module so that the changes take effect.

Example 2 If the default tax rate for the entire state is 6.5%, the *taxrates.dat* file will include this line:

```
|NY|||0.65|0.65
```

If the county of Albany has a different tax rate (say, 7.25%), then you would add another line to *taxrates.dat* as follows:

```
|NY|Albany||0.0725|0.0725
```

If the city of Altamont (in Albany county) has a different tax rate (say, 7.75%), then you would add another line to *taxrates.dat* as follows:

```
|NY|Albany|Altamont|0.0775|0.0775
```

Store Listing Order

The store listing order sets the order for stores to be listed on the Marketplace shopping home page.

To change the order in which stores are listed:

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Store Listing Order. The Store Listing Order screen opens.

Marketplace Store Listing Order

By default, Marketplace lists stores in alphabetical order. To change the store listing order, enter two-digit numbers (01, 02, 03, etc.) in the Sort Key field for each store.

Store Name	Sort Key
College Store	<input type="text" value="02"/>
Athletics	<input type="text" value="04"/>
Continuing Education	<input type="text" value="05"/>
Advancement	<input type="text"/>
Alumni Memberships	<input type="text"/>
Campus Books	<input type="text"/>
Campus Events	<input type="text"/>
Campus Parking Permits	<input type="text"/>
Campus Wear	<input type="text"/>
Online Giving	<input type="text"/>

- 2 In the Sort Key column, use two-digit numbers to show the order you want the categories to appear.

Note: For numbers 1 through 9, use a leading zero (01, 02, 03, and so on). This ensures the listing order will be correct.

In the example above, the Campus Gifts store would be listed first on the home page, followed by the Alumni Store, Athletic Department, and Continuing Education, in that order.

- 3 Click the Save button.

Digital File Settings

The Marketplace Digital File Settings page displays digital file size allocations and allows administrators to edit the allocation for each store. In addition, the maximum file size limitation can be set.

Administrators can view the Digital File Settings page by making the following selections in the Control Menu: Marketplace Home > System Administration > Settings > Digital Files.

The Total Size Available for Digital Files field at the top of the page displays the total space available for all digital products in all stores. The total file space for digital files is determined by the *critical.prp* file. By default, this value is set at 10,000,000 bytes (10 MB). If you would like to change this limit, you must edit the *critical.prp* file. See the *Marketplace 6.0 Install Guide* for more information editing the *critical.prp* file.

Note: The unit of measure is bytes for all file size and allocation limits displayed on the Marketplace Digital File Settings page.

Important! TouchNet DataCenter customers must contact their TouchNet Customer Care specialist if they would like to change the amount of server space allocated for digital files.

uStores Digital File Settings

These settings determine the maximum allowable size for digital files, as well as the total allocated server storage space for each store.

Total Size Available for Digital Files	1,000,000,000
Total Amount Used By All Stores	0
Percent Allocated To Stores	20
Maximum File Size	<input type="text" value="10000"/>
** All sizes are in bytes. **	

Save

Merchant	Store Name	% of Total File Allocation	Size Of Files	Total Allocated For Store Use
Athletic Department				
	Athletics	<input type="text" value="0"/>	0	0
College Merchant				
	College Store	<input type="text" value="0"/>	0	0
Continuing Education				

In order for a store to use digital products, the administrator must designate a file space allocation for the store by entering a percentage in the "% of Total File Allocation" field. If a store reaches or exceeds its allocation, then no additional digital products can be added to the store.

Note: If a store needs additional file space for digital products, the merchant or store manager must contact the Marketplace administrator about changing the file space allocation percentage.

Field definitions:

Total Amount Used By All Stores

The total amount currently used by all the Marketplace stores. This figure is a sum of all the values in the "Size of Files" column.

Percent Allocated to Stores

The sum of all the values in the "% of Total File Allocation" column. This value can be less than 100%, but it cannot exceed 100%.

Maximum File Size

The maximum allowed size for each digital file. This value can be changed by a Marketplace administrator.

% of Total File Allocation

Percent of "Total Size Available for Digital Files" that is available to an individual store. The total of all percentages entered in this column for all merchants must add up to 100.

Size of Files

The total size of all digital files that have been added to an individual store.

Total Allocated For Store Use

The total amount of server space that is available to an individual store for digital files.

Text Messaging

Administrators must set up the basic configuration for text messaging by entering the carrier names and the carrier URLs. This information is maintained on the Text Messaging page.

To view the Text Messaging page, go to Marketplace Home > System Administration > Settings > Communications. The Text Messaging page then opens.

Text Messaging

Add, edit, or delete text message carriers.

Enable the use of text message alerts: Yes No

[Save](#)

Add Message Carriers

Carrier Name		Carrier URL (do not add @)	Action
<input type="text"/>	@	<input type="text"/>	Add New

View/Edit Message Carriers

Carrier Name		Carrier URL	Action
att	@	att.com	Change Delete

The Text Messaging page is used to set up text messaging carriers.

To Add a New Text Message Carrier

To add a new message carrier, you must enter a carrier name in the Carrier Name text box and a carrier URL in the Carrier URL box. Then select the Add New link.

For example to add Verizon Wireless for text messaging, you might enter **Verizon** in the Carrier Name text box (this name is displayed to customers when they select their text messaging carrier in their user profile) and **vtext.com** for the Carrier URL.

Adding text message carriers is just part of the setup process for text message carriers. The contents of text messages are maintained by each store. Stores managers complete these setup steps, as described in "Text Messaging" on page 154.

To Edit an Existing Message Carrier

To edit an existing text message carrier, click the Change link for the corresponding carrier. Once you click this link, the Carrier Name and Carrier URL fields become editable. Enter your changes and then click the Save Changes link.

To Delete an Existing Text Message Carrier

To delete an existing text message carrier, simply click the Delete link for the corresponding carrier.

Registered User Maintenance

In some situations, registered users for uStores may have saved payment methods to their profiles but then not used those payment methods for an extended period of time. Schools can now determine how long unused payment profiles will be retained. Administrators can enter a date on the Registered User Maintenance page and all payment profiles that have not been used since that date will be deleted.

To view the Registered User Maintenance page, go to Marketplace Home > System Administration > Settings > Registered User Maintenance. The Registered User Maintenance page then appears.

Registered User Maintenance

Here you can delete payment methods that are stored with registered user profiles if those payment methods have not been updated or used since the date selected below. This date must be at least 90 days before today.

This process will delete 0 user-saved payment methods from 0 registered user profiles from 9/17/11.

Delete Payment Profiles

Delete user-saved payment methods that have not been updated or used since this date:

Get Number of Profiles That Will Be Deleted

Delete User-Saved Payment Methods

You can delete payment profiles by using the Registered User Maintenance page.

To delete payment profiles, enter a date or use the calendar button to open the calendar widget and select a date.

Click the Get Number of Profiles That Will Be Deleted button to view a message that describes how many user-saved payment methods will be deleted.

Click the Delete User-Saved Payment Methods button to delete payment methods immediately.

Important! To help prevent the accidental deletion of all payment profiles, Marketplace requires that the date entered for deleting payment profiles be at least 90 days before the current date.

Cache Settings

Marketplace keeps information in memory about a number of products and articles.

An article (or SKU) is a particular variety of a product, for example, a product in a particular size or color.

The product and article cache sizes determine the number of products and articles for which Marketplace will store information in memory.

If a buyer browses to a product or article available in the cache, Marketplace can retrieve this information from memory rather than from the database.

Products and articles that are frequently viewed by buyers are more likely to be available from this cache, decreasing the time required for a buyer to view information about a popular selection.

The Cache Statistics page in the Marketplace Operations Center allows an administrator to see and change the values for cache sizes.

You can also see a variety of statistics that will help you assess whether to increase or decrease your cache sizes.

Note: Only an administrator can change cache sizes.

To change cache sizes, follow these steps:

- 1 In the left navigation menu, go to Marketplace Home > System Administration > Settings > Cache Settings. The Cache settings page opens (shown below).
- 2 Enter a new size as needed for either the product or the article cache, then click the Update button.

uStores Cache Settings

Cache sizes are the number of products and articles that uStores retains in memory. If shoppers browse to something in the cache, it will be retrieved from memory instead of the database.

Refresh Statistics

uStores Location: http://172.16.20.10:8080/ustores/	
Maximum Cache Size	1000
# of Products in Cache	0
Total # of Requests	0
# of Cache Hits	0
# of Cache Misses	0
# of Cache Removals	0
Cache Hit Ratio	n/a

New Maximum Product Cache Size:*

* Note: Changes to the maximum cache size will take effect immediately. However, there will be a temporary performance degradation while browsing in uStores because the cache must be cleared before it is resized.

Update Product Cache

Article Cache

uStores Location: http://172.16.20.10:8080/ustores/	
Maximum Cache Size	200
# of Articles in Cache	0
Total # of Requests	0
# of Cache Hits	0
# of Cache Misses	0
# of Cache Removals	0
Cache Hit Ratio	n/a

New Maximum Article Cache Size:*

* Note: Changes to the maximum cache size will take effect immediately. However, there will be a temporary performance degradation while browsing in uStores because the cache must be cleared before it is resized.

Update Article Cache

Understanding Cache Statistics

Cache statistics alone do not provide a complete picture of the efficiency of your shopping site. They provide one way to assess how quickly your buyers are able to view products or articles, and they may also provide some insight to the range of buyers' selection within your site.

In general, if your hit ratios are relatively high over time, buyers are likely to be able to retrieve the most-requested product and article data from the cache, which is faster than retrieving it from the database. However, a high hit ratio alone does not indicate site efficiency.

For example, consider the scenario where a hit ratio is high, but only a few products have been viewed. In this case, the administrator might consider

decreasing the cache size from 100 to a number closer to the actual number of different products being requested.

Also, if you consider the number of products in the shopping site, the statistics can also show the range of product selection among your buyers. In the example above, if the shopping site contained only twenty products, these statistics would show that buyers were selecting a broad range of the available products to view. However, if the site contained 200 products, the statistics would show that buyers were selecting only a few of the available products to view.

In general, you may safely decrease your cache size when, over time, the Current Cache Size value remains significantly lower than the Cache Max Size value.

You may want to increase your cache size value if, over time, the number of removals continues to increase. This would indicate that buyers are continuing to select a greater number of different products or articles than is available in the cache.

Note: When increasing the cache size, do not increase it to the point that you will approach or exceed the limit of memory available.

Field definitions:

Maximum Cache Size

The maximum number of products and their details that can be kept in memory at any one time. These values can be changed in the cache-size fields.

of Products in Cache

The number of different products or articles that have been added to the cache as a result of buyers browsing to these products.

Total # of Requests

The number of requests made to the cache. This is the number of times buyers have browsed to products in your shopping site (or to articles, for article cache statistics).

of Cache Hits

The number of times the product or article requested was found in the cache.

of Cache Misses

The number of times the product or article requested was not found in the cache. In these cases, data about the product or article was retrieved from the database.

of Cache Removals

The number of times a product or article in the cache has been removed from the cache. This occurs when the number of different products or articles requested exceeds the cache size.

Cache Hit Ratio

The ratio of cache hits to all cache requests.

System Diagnostic Tools

The System Integration Map and Site Connection Details pages provide diagnostic tools in case you require troubleshooting assistance from TouchNet.

The Marketplace Application Integration Map page (Marketplace Home > System Administration > Settings > System Integration Map) shows the URLs for the application servers and transaction manager values.

The Marketplace Connection Details page (Marketplace Home > System Administration > Settings > Site Connection Details) shows status information regarding the connection to uStores and uPay.

3.3 Mall Style Sheets

By editing the uStores style sheets, you can take greater control of how the uStores mall is displayed.

Important! Any major changes to the mall style sheets should be performed by an experienced web designer. Faulty CSS code can cause the mall to stop loading correctly in the web browsers of your customers.

System administrators can download and upload style sheets that determine the look-and-feel of the uStores mall by using the Mall Style Sheet Settings page in the System Administration section of the Operation Center:

System Administration > Settings > Style Sheets

The Mall Style Sheet Settings page then appears.

Mall Style Sheet Settings

To customize the layout of uStores, you can download and upload uStores mall stylesheets.

Main Stylesheet

Use this stylesheet	The following stylesheet controls how the mall and stores are displayed. You can download this stylesheet. Your revised version of the stylesheet can be uploaded. Once uploading a stylesheet, you can choose which stylesheet to use (the default version or the revised version) by selecting the corresponding radio button. (Filename: marketplace.css)		
<input type="radio"/>	Default main stylesheet	Download	
<input checked="" type="radio"/>	Revised main stylesheet	Download	Upload
		Remove	

Cart Stylesheet

Use this stylesheet	The following stylesheet controls how the cart is displayed. You can download this stylesheet. Your revised version of the stylesheet can be uploaded. Once uploading a stylesheet, you can choose which stylesheet to use (the default version or the revised version) by selecting the corresponding radio button. (Filename: checkout_stylesheet.css)		
<input type="radio"/>	Default cart stylesheet	Download	
<input checked="" type="radio"/>	Revised cart stylesheet	Download	Upload
		Remove	

Supplementary Stylesheets

Use this stylesheet	You can upload supplementary uStores mall stylesheets. By selecting the corresponding checkboxes, you tell Marketplace to use these stylesheets. Multiple supplementary stylesheets can be used at the same time. All uploaded stylesheets are available for stores (in single-store mode) to use. (Limit of 5)		
<input type="checkbox"/>	extra-more.css	Download	Upload
<input type="checkbox"/>	extra4.css	Download	Upload
<input type="checkbox"/>	extra.css	Download	Upload
Upload a supplementary stylesheet:		Upload	

[Save](#)

Administrators manage style sheets by using the Mall Style Sheet Settings page.

The following types of style sheets can be used with the uStores mall:

- **Main Style Sheet**—The main style sheet controls how the mall and stores are displayed. You can download this style sheet. Your revised version of the style sheet can be uploaded. After you have uploaded a revised style sheet, you can then activate the style sheet by choosing the radio button for the revised style sheet. You can also revert to the default main style sheet. (Required filename: *marketplace.css*.)
- **Cart Style Sheet**—The cart style sheet controls how the cart and checkout pages are displayed. You can download this style sheet. Your revised version of the style sheet can be uploaded. After you have uploaded a revised style sheet, you can then activate the style sheet by choosing the radio button for the revised style sheet. (Required filename: *checkout_stylesheet.css*.)
- **Supplementary Style Sheets**—The system administrator can also upload up to five supplementary style sheets as necessary. These style sheets for various purposes. They might be used to provide new styles for use with HTML added via the mall "special announcement" field

or the product descriptions that appear on uStores product detail pages.

Modifying Style Sheets

Use the following steps for downloading, modifying, and uploading style sheets for uStores:

- 1 Click the Download button for the "Default" style sheet" that you would like to edit (or if you have already uploaded a style sheet, click the Download button for the "Revised" style sheet that you need to edit).

Your browser's save window will then appear.

- 2 Save the file.
- 3 Open the downloaded style sheet in the editor of your choice.
- 4 Edit the styles as necessary.

Your browser's save window will then appear.

Important! To ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed in uploaded style sheets. For critical information about the validation process, see "Validation of Style Sheets" on page 120. And for a complete list of all allowed CSS, see the *Marketplace uStores Layout Guide*, which can be downloaded from the TouchNet Client Community.

- 5 Save the style sheet.
- 6 Use the following file names:
 - The main style sheet must be named **marketplace.css**.
 - The cart style sheet must be named **checkout_stylesheet.css**.

Note: The above file names must be used or Marketplace will not allow you to upload your revised style sheets.

- 7 Click the Upload button for the corresponding style sheet type.
The Marketplace CSS Upload window appears.
- 8 Click the Browse button and locate the style sheet that you modified.
- 9 Click the Upload Now button.

As part of the upload process, Marketplace validates the uploaded style sheet. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

Important! For critical information about the validation process, see "Validation of Style Sheets" on page 120.

- 10 Select the corresponding "Revised" radio button in order to activate your modified style sheet.
- 11 Click the Save button.

Using Supplementary Style Sheets

As an alternative to modifying the main style sheet (or the cart style sheet), you can use the "Supplementary Style Sheets" feature to upload additional style sheets to be used by the uStores mall. Supplementary style sheets can be used to override the styles in the main style sheet.

When the uStores mall loads in the customer's browser, the main style sheet will load first and then the supplementary style sheets (thus overriding the mall style sheet).

Supplementary style sheets might come in handy if you want to separate uStores styles into multiple style sheets or if you want to introduce new styles to be used with configuration fields that allow you to add HTML to various uStores pages (such as the Announcement field, which can be used to add HTML to the mall home page, or the Product Description field, which can be used to add HTML to Product Detail pages).

You can upload up to five supplementary style sheets for use by your uStores mall. Use the checkboxes in the "Use this style sheet" column to select which supplementary style sheets should be active and then select the Save button.

Like the main style sheet, supplementary style sheets must pass a validation process before they can be uploaded. For more information about the validation process, see "Validation of Style Sheets" on page 120.

Validation of Style Sheets

As part of the upload process, Marketplace validates the uploaded style sheet. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

In addition, to ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed in uploaded style sheets.

This code includes (but is not limited to) the following:

- Position attributes with values of "absolute" or "relative"
- JavaScript
- Comments
- And any other code that TouchNet determines may potentially represent a security threat.

If any code in your style sheet does not pass the validation process, Marketplace will prompt you to edit the corresponding lines of your style sheet.

Important! The default uStores style sheet includes a comment at the beginning of the file. This comment identifies the file version. When you download this style sheet, this comment is included in the style sheet. Before you can successfully upload your edited uStores style sheet, you **MUST** remove this comment.

For more information about using Marketplace style sheets, including a list of all allowable CSS properties, please see the *Marketplace uStores Layout Guide*, which can be downloaded from the TouchNet Client Community.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by your customized mall style sheet. If you would like for your style sheet to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

3.4 Administrative Users

Administrative users are responsible for the overall structure and settings used by uStores and uPay. These users are not responsible for creating stores or products or uPay sites, but they are responsible for setting up the environment that will be used by stores and uPay sites.

Important! We strongly suggest assigning more than one user the role of Chief Administrator so that if one Chief Administrator forgets their password another can still login. **Very important!**

The following descriptions summarize what each administrative user can do.

Administrator User Roles

The administrator user roles include:

- Chief administrators
- Administrators

The first chief administrator was established during Marketplace installation and setup. Consider setting up at least one additional chief administrator as they are the only users who can add and remove other chief administrators and administrators.

User Role	What They Can Do
Chief administrator	<ul style="list-style-type: none"> • Manage site settings • Add other chief administrator, administrator, accountant, and merchant manager users • Add user groups • Manage user authentication settings • Add new merchants • Review Marketplace financial reports
Administrator	An administrator can do everything a chief administrator can, except add other chief administrators and administrators.



Accountant User Roles

Accountant users can review the Revenue by Merchant report. They cannot make any changes to settings or users in Marketplace.

Merchant User Role

The Merchant level user role is the merchant manager. Merchant managers are able to:

- Manage their merchant's settings
- Add store manager and uPay site manager users
- Add a store and uPay sites

- Edit store settings
- Review Marketplace financial reports



Adding Administrative Users

The process of adding a new user to Marketplace is two-fold. It involves the creation of a new user in the User Management application of U.Commerce, and it involves the creation of a new user in Marketplace, including the assignment of Marketplace user roles to the new user.

The process of using the User Management application to add a new U.Commerce user is described in the *U.Commerce User's Guide*. Typically, not all Marketplace users will have access to User Management in U.Commerce, so you may find the duty of creating a new U.Commerce user will need to be handed off to a User Management administrator.

We recommend the user be created first in U.Commerce and then in Marketplace because this order requires that you hand off just one set of login credentials (for U.Commerce) to the new user, whereas the reverse situation requires the new user to receive two sets of login credentials (for U.Commerce as well as Marketplace).

Follow these steps to add another chief administrator, an administrator, an accountant, or a merchant manager.

Note: Only chief administrators can add other chief administrators or administrators. Administrators can add accountants.

- 1 From the left navigation menu, go to Marketplace Home > System Administration > User Settings > Users. The Marketplace Users by Role screen appears.
- 2 Click the Add User link. The Add a New Marketplace User screen appears.

Add A New Marketplace User

If adding a merchant manager, you can also select the user's merchant. Notify the new user of the login name and password for the first login.

[Back To Marketplace Users by Role](#)

User Information

Use these fields if CAS Username is available.	
Username:	<input type="text"/>
CAS Username:	<input type="text"/>

Or

Use these fields if CAS Username is not available.	
Username:	<input type="text"/>
Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

User Role

Assign Role:	<input type="text" value="▼"/>
Merchant (if applicable):	<input type="text" value="▼"/>

Submit

3 Enter the user information.

Use these fields if a U.Commerce user has already been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. Initially, this value will be used to link the specified U.Commerce user (see the next field) with a new Marketplace username. Subsequently, this username will identify the user in Marketplace.
- **Link to this existing U.Commerce user**—Enter the U.Commerce username. This username will be linked to the user's Marketplace Username (entered in the previous field). Once these usernames are linked, Marketplace will be available when the user logs in to U.Commerce. Marketplace will not require a separate log in.

OR

Use these fields if a U.Commerce user has NOT yet been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. This username will identify the user in Marketplace.
- **Password**—Enter a Marketplace password. This password must contain six to twenty alphanumeric characters. In addition, it must contain at least one number and one alphabetic character.

- 4 Assign a user role by making a selection from the Assign Role dropdown menu. This menu allows you to choose which administrative role you want to assign. If you want to assign more than one role to the user, choose an initial role here. You can give the user more roles later.
- 5 If you are assigning a merchant manager role, be sure to choose the associated merchant from the Merchant dropdown menu.
- 6 Click the Submit button.
- 7 Notify the user that they now have access to Marketplace.

- If you created the new user by linking an existing U.Commerce user with the new Marketplace username, you simply need to tell the user that they now have access to Marketplace and can launch it after logging in to U.Commerce.

Note: If a new U.Commerce user was also created, you should make sure the user has the U.Commerce login credentials and the U.Commerce URL.

- If you created the new user without linking the user to an existing U.Commerce user, you will need to forward the Marketplace username and password to the user. In addition, the user will need login credentials for U.Commerce, as well as the U.Commerce URL. (The user will NOT be able to log in to Marketplace without also having a U.Commerce login.)

Note: When the user launches Marketplace for the first time, they will be asked for their Marketplace login credentials. When the user enters this information, the Marketplace user will be linked to their U.Commerce username. Subsequently, the user will not be asked for Marketplace login credentials: only login via U.Commerce will be required.

Important! Users cannot log in to Marketplace without first logging in to U.Commerce. You must make sure that new Marketplace users have U.Commerce login credentials and the U.Commerce URL.

Editing Users

After users have been created and assigned roles, an administrator can make changes to the administrative roles that have been assigned to these users. Chief administrators can also edit user information, including resetting passwords, for all users (i.e., not just for administrative users).

For information about how to edit store user roles, see "Editing Store Users" on page 178, and for information about how to edit uPay site user roles, see "Editing uPay Site User Roles" on page 362.

When you make changes to users, you should keep the following two points in mind:

- Always notify users when you change their roles.

- After a user's roles have been changed, the user must log out and log back in to see any changes in the Operations Center.

Note: Each user can have multiple roles. For example, a merchant manager can also be an administrator or an accountant. Each merchant manager can manage multiple merchants.

Chief administrators and administrators should follow these steps for editing users at the administrative level:

- 1 From the left navigation menu, navigate to Marketplace Home > System Administration > User Settings > Users. The Marketplace User Settings screen appears.
- 2 Click the Edit User link to the right of the person you want to edit roles for. The following page appears:

Edit User [Gary Johnson]

Add or remove user roles. The user will see changes at the next login.

Back To Marketplace Users by Role
Back To All Marketplace Users

Account Status	Enabled
----------------	---------

Disable
Remove This User

User Information

Username:	gjohnson0
First Name:	<input type="text" value="Gary"/>
Last Name:	<input type="text" value="Johnson"/>
E-mail Address:	<input type="text" value="gjohnson@touchnet.com"/>

Save

Reset User's Password

Enter NEW password:	<input type="password"/>
Confirm NEW password:	<input type="password"/>

Reset Password

Current Marketplace Roles	Available Roles
Remove	Add
- none -	<input type="checkbox"/> Chief Administrator
	<input type="checkbox"/> Administrator
	<input type="checkbox"/> Accountant

- 3 (Only chief administrators see the User Information fields.) If necessary, edit the user's name or e-mail address.
- 4 (Only chief administrators see the Reset User's Password fields.) If necessary, reset the user's password by entering a new password. You must re-enter the password in the Confirm NEW password field.

Note: Be sure to contact the user and provide the new password.

Important! Only chief administrators can reset user passwords.

- 5 To remove a role, click the Remove check box for that role. To add a role, click the Add checkbox for that role.

Note: Only chief administrators can edit other chief administrators or administrators. Administrators can edit accountant and merchant manager roles.

- 6 Click the Save Changes button.

User Groups and User Authentication

A "user group" is a category of shoppers. Marketplace includes two user groups by default. Most Marketplace sites will use only these groups:

- **Everybody.** All shoppers are part of the "Everybody" group. It does not require a special login from the shopper.
- **Registered Users.** Any shopper who sets up a Marketplace profile automatically becomes part of the "Registered Users" group.

A Marketplace administrator can add additional user groups for private stores. The login credentials of these users must be authenticated against an on-campus system. For example, if students on your campus have a student ID and PIN maintained by your SIS, the Marketplace administrator can create a Marketplace user group called "Students." The administrator would also need to define an authentication method for the "Students" group. Store managers can subsequently decide that only a certain user group can have access to this store.

For instructions on how to add a new user group and establish user authentication, go to "User Groups and Private Stores" on page 245.

For instructions on how to create a link from another campus application into uStores using group logins, go to "How to Link to Marketplace with Group Logins" on page 252.

3.5 Merchants

In Marketplace, the word "merchant" refers to a department or other campus entity (such as a campus organization) that needs to process payments.

Marketplace allows stores and uPay sites to be grouped into a logical structure. Each merchant in Marketplace can have one or more stores and one or more uPay sites. Before stores or uPay sites can be created, a Marketplace administrator must create one or more merchants. When each store or uPay site is created, it is created as belonging to a merchant. Settings are associated with this merchant that affect its stores and uPay sites.

The merchant's settings include the wait period for ACH payments, the text for ACH agreements for uPay sites, return check fees, and more.



About Merchant Settings

Once an administrator creates a merchant, a new entry appears for the merchant in the left navigation menu. This entry contains all the links for maintaining the merchant settings. These settings are shared by all the stores and uPay sites that belong to this merchant.

While the initial merchant setup is accomplished at the administrative level, the subsequent maintenance of the merchant is performed on a new level—the merchant level. The administrator must name a merchant manager to be responsible for maintenance of the merchant settings.

In the sections to follow, we'll start with a discussion of how an administrator creates a merchant and then move to a discussion of how a merchant manager uses the merchant-level settings to maintain the merchant.

Adding Merchants

Follow these steps to add a Merchant. Remember, merchants are department-like entities, not people.

Note: Only chief administrators and administrators can add merchants.

- 1 From the left navigation menu, navigate to Marketplace Home > System Administration > Merchants > Add New Merchant. The Add Marketplace Merchant screen appears.

Add Marketplace Merchant

If you create a new merchant manager user, notify that user of the login name and password for the first login.

Merchant Name:	<input type="text"/>
Payment Gateway Host System Account:	--- None --- ▾
Default Return Check Fee:	\$ <input type="text"/>
Days fulfiller must wait before fulfilling orders paid via ACH. (Note: This wait period also applies to uPay refund requests.)	<input type="text"/>
ACH Agreement Text For uPay Sites:	I understand that payment(s) will be initiated once the order(s) has/have been submitted. I will be electronically notified when my order(s) has/have been fulfilled. I understand that I may be charged a non-sufficient funds (NSF) fee of \$30.00 in the event any transaction agreed to in this "Authorization Agreement" is returned from the account holder's financial institution as NSF.
Authorize Credit Card at Order Time:	<input type="checkbox"/>
Days before re-authorizing credit card during fulfillment:	<input type="text"/>
Specify Merchant Manager	
Select an Existing Marketplace User:	<input type="text"/> ▾
Or	
Use these fields to create a new Marketplace user when a U.Commerce username IS available.	
Create a new Marketplace user with this username:	<input type="text"/>
Link to this existing U.Commerce user:	<input type="text"/>
Or	
Use these fields to create a new Marketplace user when a U.Commerce username is NOT available.	
Create a new Marketplace user with this username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
<input type="button" value="Submit"/>	

- 2 Complete the fields.

- **Merchant Name**—This name is only used by the Operations Center. uStores shoppers and uPay customers will not see the merchant name.
- **Payment Gateway Host System Account**—This dropdown menu lists all the host system accounts that can be used by Marketplace

merchants. A host system account represents a complete collection of the payment methods that are available for use by a Marketplace merchant. These payment methods are linked in Payment Gateway to merchant accounts (which contain financial information that is meaningful to credit card processors, ACH processors, and banks).

Important! Be sure you select the appropriate host system account when you add a merchant because this value cannot be changed after the merchant is established. Contact your Payment Gateway administrator for information about which Payment Gateway host system account is appropriate for the merchant.

- **Default Return Check Fee**—This fee affects returned checks for ACH transactions.
- **Days fulfiller must wait before fulfilling orders paid via ACH**—This wait period affects both purchases in uStores sites and refund requests in uPay sites.
- **ACH Agreement Text For uPay Sites**—This text contains the terms and conditions to which ACH payers must agree when using uPay sites. Make sure this text has been reviewed and approved by your institution and satisfies NACHA rules.
- **Authorize Credit Card at Order Time**—(uStores only) Use this option in order to encumber the customer's credit card at the time an order is submitted. By using this option, you determine if 1) the credit card information is valid and 2) sufficient funds are available.
- **Days before re-authorizing credit card during fulfillment**—(uStores only) This option is used in conjunction with the "Authorize Credit Card at Order Time" option. This option represents the number of days that must elapse before an order—that has not yet been fulfilled—is automatically re-authorized (i.e., re-encumbers the customer's credit card). This value is typically tied to the number of days that a credit card processor will allow a credit card to be encumbered, at which point this option can be used to automatically re-encumber the customer's credit card for the original amount. In most cases, the value used for the "Re-authorize credit card" option should be equal to the number of days that your credit card processor allows a credit card to be encumbered.

- **Specify Merchant Manager**—When you set up a merchant, you must choose a merchant manager. You can either choose an existing user to serve as merchant manager or add a new user to serve in this role. All existing users appear in the Choose Existing User dropdown menu. (For more about creating a new Marketplace merchant manager, see "Adding Administrative Users" on page 123.)

3 Click the Submit button.

Merchant Settings

After a merchant has been created, you can edit the merchant settings by following these steps.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Settings. The Marketplace Merchant Settings screen appears.

Marketplace Merchant Settings

The return check fee is used for display only. The actual fee charged is configured in Payment Gateway. The ACH agreement is displayed for all ACH payments taken by this merchant, and users must agree to it.

Delete Merchant

Merchant Id:	1
Merchant Name:	<input type="text" value="Alumni"/>
Payment Gateway Host System Account Name:	MP Host System
Payment Gateway Host System Account ID:	2
Default Return Check Fee:	\$ <input type="text" value="3.00"/>
Days fulfiller must wait before fulfilling orders paid via ACH. (Note: This wait period also applies to uPay refund requests.)	<input type="text" value="3"/>
ACH Agreement Text For uPay Sites:	I understand that payment(s) will be initiated once the order(s) has/have been submitted. I will be electronically notified when my order(s) has/have been fulfilled. I understand that I may be charged a non-sufficient funds (NSF) fee of \$30.00 in the event any transaction agreed to in this "Authorization Agreement" is returned from the account holder's financial institution as NSF.
Authorize Credit Card at Order Time:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Days before re-authorizing credit card during fulfillment:	<input type="text" value="3"/>

Save

Update the Host System Account payment information in the Stores: Update

* Note: When pressing the Update button, this will update all Host System Account Information for all TMS merchants.

2 You can edit the following fields.

- **Merchant Name**—This name is only used by the Operations Center. uStores shoppers and uPay customers will not see the merchant name.

- **Default Return Check Fee**—This fee affects returned checks for ACH transactions.
- **Days fulfiller must wait before fulfilling orders paid via ACH**—This wait period affects both purchases in uStores sites and refund requests in uPay sites.
- **ACH Agreement Text For uPay Sites**—This text contains the terms and conditions to which ACH payers must agree when using uPay sites. Make sure this text has been reviewed and approved by your institution and satisfies NACHA rules.
- **Authorize Credit Card at Order Time**—Use this option in order to encumber the customer's credit card at the time an order is submitted. By using this option, you determine if 1) the credit card information is valid and 2) sufficient funds are available. In addition, if auto authorization fails, the customer finds out immediately during the checkout process and can then re-examine the credit card information that they entered, thus reducing the opportunity for entry errors.
- **Day before re-authorizing credit card during fulfillment**—This option is used in conjunction with Automatically Authorize Shipment Payments. This option represents the number of days that must elapse before an order is automatically re-authorized (i.e., re-encumbers the customer's credit card) during the fulfillment process. This value is typically tied to the number of days that a credit card processor will allow a credit card to be encumbered. In most cases, the value used for Re-Authorization Days should be equal to the number of days that your credit card processor allows a credit card to be encumbered.

3 Click the Save button.

Note: The Payment Gateway Host System Account Information displayed on the Marketplace Merchant Settings screen is for informational purposes only. You cannot change the host system account linked to a merchant. However, you can update Marketplace with the current payment information for the Host System Account—as stored in Payment Gateway—by clicking the Update button on the Merchant Settings page. For more information, see "Updating the Host System Account" on page 132.

Updating the Host System Account

In addition to the standard merchant settings, the payment information for the Host System Account can be updated with the Marketplace Merchant Settings page (navigate to Marketplace Home > [merchant] > Settings). Look for the separate section at the bottom of the page, with the Update button.

Update the Host System Account payment information in the Stores:	Update
* Note: When pressing the Update button, this will update all Host System Account Information for all TMS merchants.	

The Host System Account information can be updated by using the Update button on the Merchant Settings page.

If changes have been made to payment information in Payment Gateway for the Host System Account being used by the merchant, you will need to update Marketplace to use this new payment information. Any merchant manager can update the payment information by selecting the Update button.

When this button is selected, the Host System Account payment information for ALL Marketplace merchants is updated.

Important! If the Host System Account payment information has changed in Payment Gateway, you must update Marketplace to use this updated information or payments may fail.

Deleting a Merchant

A merchant manager can delete a merchant by following these steps.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Settings. The Marketplace Merchant Settings screen appears.
- 2 Click the Delete Merchant button. When you click the Delete Merchant button, a prompt appears that says "You are about to delete this merchant. Okay to continue?"
- 3 Click OK. The merchant has been removed from Marketplace and is no longer available. The corresponding merchant link in the left navigation menu has also been removed.

Note: A merchant can only be deleted if no orders have been placed with the merchant's stores AND no payments have been taken with the merchant's uPay sites.

Important! When you delete a merchant, any associated stores, products, and uPay sites will also be deleted. Before you delete a merchant, you should always review the merchant and ensure that its entire contents can be deleted.

Merchant Accounting Codes

If you use general ledger options, you can create accounting codes in Marketplace that correspond to the accounting codes in your general ledger system.

Merchant managers create the codes to use in credit code selection for products and shipping revenue. When a merchant manager creates an accounting code, it is used only by that merchant's store or uPay site.

Note: Administrators and merchant managers both create accounting codes.

Adding Accounting Codes as a Merchant manager

- 1 In the left navigation menu, go to Marketplace Home > [Merchant Name] > Accounting Codes. The Merchant Accounting Codes screen opens.

Marketplace Merchant Accounting Codes

Merchant specific accounting codes are available to this Marketplace merchant only. Merchant managers can choose to use any number of the common accounting codes in addition to the specific codes, or none at all.

College_Digital Downloads
GL_College Marketplace
Tax

Add >>

Enabled Common Accounting Codes

Name	In Use?	Actions
None currently enabled.		

Add Accounting Code

Current Accounting Codes

Name	In Use?	Actions
campus stuff books	No	Edit Delete

- 2 The common codes listed were created by a Marketplace administrator. To use a common code in the merchant's uStore site, select the code name and click the Add button.
- 3 To add a new code, click the Add New Accounting Code link. The Add a New Accounting Code screen opens.

Note: The appearance of the Add a New Accounting Code screen will vary for some customers depending on their implementation of accounting codes. For example, PeopleSoft customers will see several additional fields.

Add A New Accounting Code

Back To Campus Stuff Accounting Codes

Accounting Code:	
New Accounting Code Name:	

Add

- 4 In the Account Code field, enter the account code used in your general ledger system.
- 5 In the New Accounting Code Name field, enter the name to display in Marketplace. The name will appear in selection lists of codes. You may want to assign a name that reminds Marketplace users what the code is for.
- 6 Click the Add button.

Editing Accounting Codes as a Merchant manager

The merchant manager can edit the accounting codes that were added on a merchant level. The merchant manager cannot edit the accounting codes that were added on the administrative level. To edit merchant-level accounting codes, follow these steps:

- 1 In the left navigation menu, go to Marketplace Home > [Merchant Name] > Accounting Codes. The Merchant Accounting Codes screen opens.
- 2 Click the Edit link for any code in the list.

Current Accounting Codes			
Name	In Use?	Actions	
campus stuff books	No	Edit	Delete

- 3 Update the Account Code or the Account Code Name fields as needed.
- 4 Click the Save button.

Merchant Tax Account Codes

Marketplace administrators can set up tax account codes; however, merchant managers can override the administrative tax account accounts by setting up merchant level tax account codes.

You will first need to set up the general ledger accounting codes that can be used by the merchant, as described in "Merchant Accounting Codes" on page 133. Once these accounting codes are established you can then assign these accounting codes to tax classes.

To assign a tax account code, follow these steps:

- 1 In the left navigation menu, go to Marketplace Home > [merchant] > Tax Account Codes. The Marketplace Merchant Tax Account Codes page opens.

Marketplace Merchant Tax Account Codes

You can override the Mall settings for all Stores in this Merchant by selecting an accounting code for each tax class.

Tax Class Name	Accounting Code
no tax	<input type="text" value=""/>
default tax rate	<input type="text" value=""/>
higher tax rate	<input type="text" value=""/>

- 2 For each tax class, select an accounting code from the Accounting Code dropdown list.
- 3 Click the Save button.

Adding Managers

The process of adding a new user to Marketplace is two-fold. It involves the creation of a new user in the User Management application of U.Commerce, and it involves the creation of a new user in Marketplace, including the assignment of Marketplace user roles to the new user.

The process of using the User Management application to add a new U.Commerce user is described in the *U.Commerce User's Guide*. Typically, not all Marketplace users will have access to User Management in U.Commerce, so you may find the duty of creating a new U.Commerce user will need to be handed off to a User Management administrator.

We recommend the user be created first in U.Commerce and then in Marketplace because this order requires that you hand off just one set of login credentials (for U.Commerce) to the new user, whereas the reverse situation requires the new user to receive two sets of login credentials (for U.Commerce as well as Marketplace).

Merchant managers can create new store managers or new uPay site managers by following these steps:

Note: Only a merchant manager can add a store manager or a u Pay site manager.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Users. The Merchant User Settings screen appears.

Merchant Users by Role

Click the user's name to send an e-mail. Click Edit User to change the user's access to stores or uPay sites.

[Add User](#) [View All Marketplace Users](#)

Merchant Managers

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Store Managers

Full Name	Username	Action
Campus Books		
Gary Johnson	gjohnson	Edit User
Campus Events		
Gary Johnson	gjohnson	Edit User
Campus Wear		
Gary Johnson	gjohnson	Edit User

UPay Site Managers

No UPay Sites.

Full Name	Username	Action
-----------	----------	--------

- Click the Add User link. The Add a New Merchant User screen appears.

Add A New Merchant User

Be sure to notify the new user of the name and password to use at the first login.

[Back To Merchant Users by Role](#)

User Information

Use these fields if CAS Username is available.

Username:	<input type="text"/>
CAS Username:	<input type="text"/>

Or

Use these fields if CAS Username is not available.

Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

User Role

Store Manager of:	<input type="text"/> <input type="button" value="v"/>
uPay Site Manager of:	<input type="text"/> <input type="button" value="v"/>

[Submit](#)

3 Enter the user information.

Use these fields if a U.Commerce user has already been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. Initially, this value will be used to link the specified U.Commerce user (see the next field) with a new Marketplace username. Subsequently, this username will identify the user in Marketplace.
- **Link to this existing U.Commerce user**—Enter the U.Commerce username. This username will be linked to the user's Marketplace Username (entered in the previous field). Once these usernames are linked, Marketplace will be available when the user logs in to U.Commerce. Marketplace will not require a separate log in.

OR

Use these fields if a U.Commerce user has NOT yet been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. This username will identify the user in Marketplace.
 - **Password**—Enter a Marketplace password. This password must contain six to twenty alphanumeric characters. In addition, it must contain at least one number and one alphabetic character.
- 4 Assign a user role by making a selection from the following fields:
- **Store Manager of**—The Store Manager dropdown menu allows you to assign the new user as store manager of a specific store. All the stores for the active merchant will appear in this dropdown menu.
 - **uPay Site Manager of**—The uPay Site Manager dropdown menu allows you to assign the new user to be a uPay site manager of a specific uPay site. All the uPay sites for the active merchant will appear in this dropdown menu.
- 5 Click the Submit button. You are returned to the Merchant Users by Role page. Notice that the new store manager or uPay site manager now appears in the list of managers for this merchant.
- 6 Notify the user that they now have access to Marketplace.
- If you created the new user by linking an existing U.Commerce user with the new Marketplace username, you simply need to tell the user that they now have access to Marketplace and can launch it after logging in to U.Commerce.

Note: If a new U.Commerce user was also created, you should make sure the user has the U.Commerce login credentials and the U.Commerce URL.

- If you created the new user without linking the user to an existing U.Commerce user, you will need to forward the Marketplace username and password to the user. In addition, the user will need login credentials for U.Commerce, as well as the U.Commerce URL. (The user will NOT be able to log in to Marketplace without also having a U.Commerce login.)

Note: When the user launches Marketplace for the first time, they will be asked for their Marketplace login credentials. When the user enters this information, the Marketplace user will be linked to their U.Commerce username. Subsequently, the user will not be asked for Marketplace login credentials: only login via U.Commerce will be required.

Important! Users cannot log in to Marketplace without first logging in to U.Commerce. You must make sure that new Marketplace users have U.Commerce login credentials and the U.Commerce URL.

Editing Managers

Use the following steps to edit user roles for store managers and uPay site managers.

Note: Only merchant managers can edit store managers and uPay site managers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Users. The Marketplace Merchant User Settings screen appears.

Merchant Users by Role

Click the user's name to send an e-mail. Click Edit User to change the user's access to stores or uPay sites.

[Add User](#) [View All Marketplace Users](#)

Merchant Managers

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Store Managers

Full Name	Username	Action
Campus Books		
Gary Johnson	gjohnson	Edit User
Campus Events		
Gary Johnson	gjohnson	Edit User
Campus Wear		
Gary Johnson	gjohnson	Edit User

UPay Site Managers

No UPay Sites.

Full Name	Username	Action
-----------	----------	--------

- Click the Edit User link to the right of the person for which you want to edit roles. The following screen appears:

Edit User [gjohnson]

Add or remove user privileges for stores or uPay sites. The user will see changed options at the next login.

[Back To Merchant Users by Role](#)

Currently Store Manager Of	Stores Available To Manage
Remove	Add
<input type="checkbox"/> Campus Books	- none -
<input type="checkbox"/> Campus Events	
<input type="checkbox"/> Campus Wear	
Currently uPay Site Manager Of	uPay Sites Available To Manage
Remove	Add
- none -	- none -

[Save](#)

The Currently Store Manager Of column displays a list of the stores that the user is currently assigned to manage for this merchant. Additional store that can be assigned to this user are displayed in the Store Available To Manage column.

The Currently uPay Site Manager Of column displays a list of the uPay sites that the user is currently assigned to manage for this merchant. Additional uPay sites that can be assigned to this user are displayed in the uPay Sites Available To Manage column.

- 3** To assign a store or uPay site to the user, select the Add checkbox for that store or uPay site. To un-assign a store or uPay site from the user, click the Remove check box for that store or uPay site.
- 4** Click the Save Changes button.

Part 4:
**Building and
Managing Stores**

4.0 Adding and Setting Up Stores

This section explains how to add and set up stores. If uStores system-level settings such as categories, delivery methods, and tax account codes have not yet been established, contact your administrator. These settings should be in place before you add a new store.

4.1 Adding a New Store

Stores are set up by merchant managers. Before setting up a new store, the merchant manager needs to have considered how the store will be configured. Here are some of the main questions to consider:

- What name should be used for the store?
- Who will be the store manager?
- What should the store's return policy say?
- What should the store's order e-mail messages say?
- Will the store use general ledger reporting? And if so, what accounting codes should be used? Should new accounting codes be created?

To add a new store, a merchant manager should follow these steps:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > Add Store. The Add a New Store screen appears.

Create New Store

If you create a new store manager user, notify that user of the login name and password for the first login.

New Store Name:	
Specify Store Manager	
Select an Existing Marketplace User:	▼
Or	
Use these fields to create a new Marketplace user when a U.Commerce username IS available.	
Create a new Marketplace user with this username:	
Link to this existing U.Commerce user:	
Or	
Use these fields to create a new Marketplace user when a U.Commerce username is NOT available.	
Create a new Marketplace user with this username:	
Password:	
Confirm Password:	

- 2 Enter the store name. This name will be displayed in the Operations Center and in reports. The store manager can change the name later if necessary.
- 3 Select a store manager from the list of existing Marketplace users or create a new user and assign that user as the store manager. (For more about creating a new Marketplace store manager, see "Adding Store Users" on page 176.)
- 4 Click the Submit button. The store is created and the General Settings page appears.

For more information about store general settings, see "General Settings" on page 86.

4.2 Store Settings

Each store's general settings can be changed easily whenever necessary by the merchant manager or store manager. Unlike changes to mall features, changes to store settings don't affect other stores or the design of the mall's home page.

Although you can go on to some other parts of setup without selecting your store's settings, you will have a better idea of your store's total design if you make initial choices and then edit the settings as necessary while you build the store.

Important! Once a store is established, you must add at least one shipment class, as described in "Shipping Classes" on page 182. Without at least one shipment class, products cannot be added to the store.

General Settings

Follow these steps to complete your store's general settings:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > General. The [Store] General Settings screen appears.

Alumni Donations General Settings	
Settings on this page change your store display and global options that will apply to products.	
General Information	
Store Id :	3
Store Name:	<input type="text" value="Alumni Donations"/>
Store Display Name:	<input type="text" value="Alumni Donations"/>
Ustore status:	ONLINE Manage Status
Return Policy: (5,000 chars max) (HTML Allowed)	<input type="text"/>
Special Announcement for Ustores: (5,000 chars max) (HTML Allowed)	<input type="text"/>
Email Fulfillment Announcement: (5,000 chars max)	<input type="text"/>
Email Order Announcement: (5,000 chars max)	<input type="text"/>
Email Cancel Order Announcement: (5,000 chars max)	<input type="text"/>
Store Home Page Layout:	<input type="text" value="Splash (Top Level Categories and Splash Image)"/>

2 Complete the fields.

- Store Id**—This field displays the ID assigned to the store. You will need this ID number if you wish to determine the store's URL before the store goes online. You will also need the Store ID value if your store uses single-store-only mode and the "Store is Viewable In Mall" option is set to "No." (In this case, you can only navigate to the store by using a store URL, which includes the Store ID value.) For more information about linking to a store, see "Linking to a Store" on page 202.
- Store Name**—The Store Name appears in the Operations Center and in financial reports. You can change this name here. Just be sure to let your administrators know so they can find your store in their reports.
- Store Display Name**—The Store Display Name is the name you want shoppers to see in the site and in e-mail correspondence regarding orders.

- **Return Policy**—A link to the Return Policy page appears in the bottom navigation menu for store pages. When shoppers select the Return Policy link, a modal window is displayed that provides information about the store's return policy. This text can be configured by using the Return Policy field. This same text also appears on the Review Order page of the checkout process.

TouchNet strongly recommends that each store develop a return policy. This policy should cover all of your store's products. Note any individual differences as appropriate in the product descriptions.

This field accepts HTML. We recommend the use of <h2> tags for header text and <p> tags for body text. However, with the use of style sheet changes you can further modify the layout of return policy text.

Keep in mind that the HTML you enter in this field will appear on two different pages: 1) the Return Policy modal window and 2) the Return Policy Agreement section of the Review Order page during the checkout process. Therefore, any style sheet modifications will need to work for both pages.

For more information about the allowable HTML tags, see the *Marketplace uStores Layout Guide*.

Note: If the customer's cart contains products from multiple stores, the return policies for all the corresponding stores will be displayed in the Return Policy Agreement section of the Review Order page of the checkout process. Likewise, the return policies will be combined on the Return Policy modal window (which appears when customers click the Return Policy link in the bottom navigation menu).

- **Special Announcement**—The Special Announcement appears on your store's home page. Use it to let customers know about promotions, sales, store changes, etc. This field accepts HTML. For more information about the allowable HTML tags, see the *Marketplace uStores Layout Guide*.

Note: HTML entered in fields must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to fields.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

- **Email Fulfillment Announcement**—The Email Fulfillment Announcement appears on e-mail messages generated to

customers upon the completion of the fulfillment process. Use this announcement field to enter a paragraph that tells customers their payment method has been processed and their orders are being shipped. Characters entered in this field will appear as text in e-mail messages.

- **Email Order Announcement**—The Email Order Announcement appears on e-mail messages generated to customers after orders have been placed. Use this announcement field to enter a paragraph that tells customers their orders have been received. Characters entered in this field will appear as text in e-mail messages.
- **Email Cancel Order Announcement**—The Email Cancel Order Announcement appears on e-mail messages generated when orders are cancelled during the fulfillment process (for example, because an item is no longer available, because the customer's credit card number is incorrect, because the customer's credit card has expired, etc.). Use this announcement field to enter a paragraph that tells customers their orders have been cancelled. Characters entered in this field will appear as text in e-mail messages.
- **Store Home Page Layout**—Choose a Store Home Page Layout from the dropdown list. List entries describe what will be shown on your home page for each layout.

Note: If you change to the Splash layout after using the Default layout, you must move products from your Store Home Page category into other categories, or they will not appear in your store.

Total Digital File Space Used By Store (bytes):	0																
Total Size Available for Digital Files (bytes):	0																
Order Month, Day, and Year as it will be presented to the user for recurring payments (e.g. Ranking Month first, Day second and Year third will result in the format (MM/dd/yyyy)).	<table border="1"> <tr> <td></td> <td>1st</td> <td>2nd</td> <td>3rd</td> </tr> <tr> <td>Month</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Day</td> <td><input type="radio"/></td> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Year</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input checked="" type="radio"/></td> </tr> </table> <input type="checkbox"/> Override Mall Settings		1st	2nd	3rd	Month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Day	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Year	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	1st	2nd	3rd														
Month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>														
Day	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>														
Year	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>														
Allow Partial Refunds:	<input type="radio"/> Yes <input checked="" type="radio"/> No																
Allow The Refunding Of Shipping:	<input type="radio"/> Yes <input checked="" type="radio"/> No																
Allow Recurring Payments On Donation Product Type:	<input type="radio"/> Yes <input checked="" type="radio"/> No																
Perform General Ledger Updates: (if checked, accounting code entry is required)	<input type="radio"/> Yes <input checked="" type="radio"/> No																
Cashier ID:	<input type="text"/>																
Default Accounting Code:	<input type="text"/> Use Accounting Codes to define this list.																
Time Zone: (Applicable only for product Enable/Disable)	Greenwich Mean Time - GMT (0:00) <input type="button" value="v"/>																
E-mail addresses to notify when donations are made: Separate addresses with commas. (limit 500 characters)	<input type="text"/>																
<input type="button" value="Save"/>																	
Marketplace Store Category Assignments																	
Current: Athletics <input type="button" value="v"/>	New assignment: Alumni English Department Music Department Student Union <input type="button" value="v"/>																
<input type="button" value="Remove Current Selected"/> <input type="button" value="Add New Assignment"/>																	

More setting from the Store General Settings page.

- **Total Digital File Space Used by Store (in bytes)**—Displays the total file space used by this store's digital products.
- **Total Size Available for Digital Files (in bytes)**—Displays the total file space designated for this store's digital products. This value is set in the system administration setting. For more about this value, see "Digital File Settings" on page 110. If your store needs more total file space for digital products, contact the Marketplace administrator.
- **Allow Partial Refunds**—The refund process for each store can be set to either run in the standard mode (in which only complete refunds are allowed) or in the partial refunds mode (in which the fulfiller can enter a refund amount up to the total transaction amount). To use the standard refund mode, select No for the Allow Partial Refunds prompt. To use the partial refunds mode, select Yes. (For more about partial refunds, see "Processing a Refund" on page 263.)
- **Allow The Refunding of Shipping**—To allow for the refunding of shipping, select Yes. If you select No, fulfillers will not be able to refund shipping.

- **Allow Recurring Payments On Donation Product Type**—To allow donors to set up recurring payment plans on donation products, select Yes. This option must be enabled before donation products can be configured to offer recurring payment plans.
- **Perform General Ledger Updates**—This field only appears for merchant managers. By selecting this option, general ledger reporting is activated for the store. For more about general ledger reporting, see "General Ledger Information" on page 375.
- **Default Accounting Code**—This field only appear for merchant managers. If you select the "Perform General Ledger Updates" checkbox, you must make a selection from the Default Accounting Code drop-down list. This field lists all the accounting codes that are available for this store to use.
- **Time Zone**—Select the time zone that should be used in conjunction with the enabling and disabling products. This field ONLY affects the enabling and disabling of products.
- **E-mail addresses to notify when donations are made**—You can enter a list of e-mail addresses in this field. When donations are made in this store, notification e-mail messages are sent to all the e-mail addresses entered in this field.

3 Click the Save button.

Assigning a Store to a Mall-level Store Category

Stores can be assigned to mall-level store categories. Administrators are responsible for creating the mall-level store categories, as described on "Store Categories" on page 96. Store managers then select the appropriate categories for their stores.

The Marketplace Store Category Assignments fields appear at the bottom of the Store General Settings page. The available mall-level store categories appear in the New Assignment list box. To assign a store to a category, select the category name from the New Assignment list box and then click the Add New Assignment button. You can CTRL + click multiple store categories or SHIFT + click a range of store categories. After you click the Add New Assignment button, the selected categories will be moved to the Current list box.

Removing a Store from a Mall-level Store Category

Once assigned to mall-level store categories, stores can be easily removed from categories.

The current mall-level store category assignments are displayed in the Marketplace Store Category Assignments fields at the bottom of the Store General Settings page. The current assignments appear in the Current list

box. To remove a category assignment, select the category name from the Current list box and then click the Remove Current Selected button. You can CTRL + click multiple store categories or SHIFT + click a range of store categories. After you click the Remove Current Selected button, the selected categories will be moved to the New Assignment list box.

4.3 Store Status Management

Store managers are responsible for managing whether stores are online or offline. Store managers can also delete stores.

Before Bringing Your Store Online

Set up your store before bringing it online. When you bring the store online, its name will appear as a link on the site's home page. If your school's site is live, shoppers will see your store's products as soon as you bring the store online.

If you want to bring the store online before it's fully finished, you may want to use a "coming soon" or "under construction" splash graphic or special announcement. (More details about splash graphics and special announcements follow in this section.)

Note: You can also use Single Store mode temporarily when you bring a store online. When stores are in Single Store mode, they can only be accessed by customers that have the URL for the store (or that use a link that leads directly to the store). When in Single Store mode, the store cannot be accessed from the Marketplace home page. When the store is ready to go live, simply remove the store from Single Store mode.

You don't need to take your store offline to make changes to the store, but remember that shoppers in a live site will see the changes as you make them.

Follow the steps in this section to set up your store. Only the merchant manager can set store features while adding a store. Both merchant managers and store managers can edit store settings.

Important! By default, new stores are initially offline. After a store's settings have been completed, you are ready to bring your store online by visiting the General Settings page for the store and choosing the Bring Store Online button. This procedure is described in [see Section , "Updating the Current Store Status" on page 152](#). Unless you follow this procedure, your store will remain offline and unavailable to shoppers.

Updating the Current Store Status

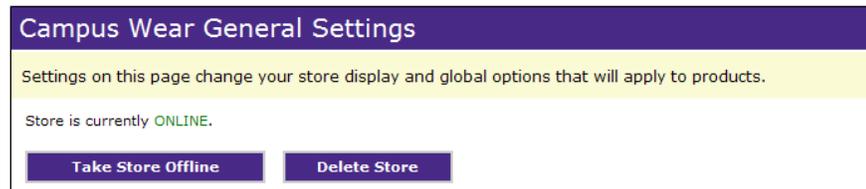
By default, new stores are initially offline. After a store's settings have been completed and products have been added, you are ready to bring your store

online. Once your store is online, shoppers can view your products and make purchases.

Important! Make sure the store settings have been chosen and products have been added before you bring your store online.

To change your store's online status:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > General. The [Store] General Settings screen appears.



The Take Store Offline/Online button is located at the top of the Store General Settings page.

- 2 To change your store's online or offline status, click the button that appears below the page title. Depending on the store's current status, this button either says Take Store Online or Take Store Offline.

You don't need to take a store offline to make changes, but remember that shoppers in a live site will see the changes as you make them. If your store is online when you make changes, consider whether the changes are likely to confuse shoppers currently in the site. If so, you might want to take the store offline while you make the changes, or make the changes at a time when fewer people are likely to be shopping.

Deleting a Store

To delete a store—and all of its products—use the following instructions:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > General. The [Store] General Settings page appears.

- 2 Click the Delete Store button.

When you click the Delete Merchant button, a prompt appears that says "You are about to delete this store. Okay to continue?"

- 3 Click OK.

The store has been removed from Marketplace and is no longer available. The corresponding store link in the left navigation menu has also been removed.

Note: A store cannot be deleted if any orders have been placed in that store.

Important! When you delete a store, any associated products will also be deleted. Before you delete a store, you should review the store and its products carefully. Once a store is deleted, it cannot be restored.

4.4 Text Messaging

Store managers determine the content of text messages sent to their customers. This information is maintained on the Automatic Message Content page.

To view the Text Messaging page, go to Marketplace Home > [Merchant] > Stores > [Store] > Text Messaging. The Automatic Message Content page then opens.

Architectural Supplies Automatic Message Content		
Change the text of text messages that your users receive.		
Text Message Use	Text Message Subject Line	Action
Order Confirmation	Order Confirmation	Edit
Order Fulfillment	Your On-line Order	Edit
Order Cancellation	Order Cancellation	Edit
Refund Processed	Refund Processed	Edit

The Automatic Message Content page is used to maintain text message content.

There are four types of messages:

- Order Confirmation messages
- Order Fulfillment messages

- Order Cancellation messages
- Refund Processed messages

Note: In order for text messaging to be available for your customers, administrative setup must be done. This setup must be done in order to establish the text message carriers. You should check with a Marketplace administrator to determine if this setup has been completed.

To Edit Text Message Content

To edit text message content, click the Edit link of the corresponding message type on the Automatic Message Content page. The Edit Text Message Content page then appears.

Architectural Supplies Edit Text Message Content

Each text message can use up to 160 characters, including subject, message, and details.

Subject Line

Text Message

We have received your order. Thank you for shopping!

Specific details that appear in the text message

<input checked="" type="checkbox"/> Name:[Joe Buyer]
<input checked="" type="checkbox"/> Store:[Store Name]
<input checked="" type="checkbox"/> ID#:[1234]
<input checked="" type="checkbox"/> Total:[\$100.00]
Maximum characters left <input style="width: 50px;" type="text" value="8"/>

The Edit Text Message Content is used for editing text message content.

The following customizations can be made for each text message type:

- **Subject Line**—This subject line will be sent with the text message.
- **Text Message**—This text will be sent as the body of the message.
- **Specific details that appear in the text message**—You can determine which order details to send with the text message. This information includes customer name, store name, order ID number, and the dollar total. Use the checkboxes to determine which fields to include with your text messages.

As you enter text for the subject line and the text message AND as you select the specific order details to include in the message, the **Maximum**

characters left field keeps track of how many characters remain available. A maximum of 160 characters can be sent in text messages, so you must pay attention to the number of characters that you are using. Marketplace will not allow you to exceed 160 characters.

4.5 Single-Store Mode

Marketplace provides opportunities for customizing stores through the use of single-store mode. These customizations can have a major impact on the customer experience, particularly the use of customized style sheets and optional HTML.

Stores may use single-store mode for simple changes to button text (e.g., changing "Add to Cart" to "Make a Gift" or changing the word "buyer" to "donor"), or single-store mode can be used to customize the look and feel of a store completely (e.g., with new background images and colors specified in a customized style sheet).

For examples of stores in single-store mode, see [See "What Shoppers See: Single-Store Mode"](#) on page 66.

Single-Store Settings

To view the General System Settings page, make the following selections in the left navigation menu:

Navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Single Store.

Campus Wear Single Store Settings	
Settings on this page determine how the store will appear and function in single-store mode.	
Store Id :	1
Store Name:	Campus Wear
Use single store mode:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Store Is Viewable In Mall: (Only applicable when Use single store mode is Yes)	<input checked="" type="radio"/> Yes <input type="radio"/> No
When viewable in mall, display the store in this mode: (If you choose "Single store mode," customers will only be able to navigate back to the mall by using their browsers' back button.)	<input checked="" type="radio"/> Mall mode <input type="radio"/> Single store mode
When linking to a store in single store mode from the mall, display the following text in a pop-up message to indicate shoppers are leaving the mall:	<input type="text" value="Hey. You're leaving the mall!"/>
Alternate "Add to Cart" Text:	<input type="text"/>
Alternate "Shopping Cart" Text:	<input type="text"/>
Alternate "Continue Shopping" Text:	<input type="text"/>
Alternate "Checkout" Text:	<input type="text"/>
Alternate "Order" Text:	<input type="text"/>
Alternate "Buyer" Text:	<input type="text"/>
Show Cart Quantity:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Promotional Code:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Shipping Rates:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Registration:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Store Header Image:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Store Name In Header:	<input type="radio"/> Yes <input checked="" type="radio"/> No

Complete the following fields:

Store Id

This field displays the ID assigned to the store. You will need this ID number if you wish to determine the store's URL before the store goes online. You will also need the Store ID value if your store uses single-store-only mode and the "Store is Viewable In Mall" option is set to "No." (In this case, you can only navigate to the store by using a store URL, which includes the Store ID value.) For more information about linking to a store, see "Linking to a Store" on page 202.

Store Name

The Store Name appears in the Operations Center and in financial reports. You can change this value on the [store] General Settings page.

Use single store mode

To activate single-store mode, select the "Yes" radio button. Single-store mode allows you to establish stores that are not necessarily part of the

uStores mall. Customization options are available for stores in single-store mode that are not otherwise available. These customizations involve look-and-feel options as well as modifications to selected button/link text. In addition, options are available for showing/hiding some of the page elements. For examples of using single-store mode, see ["What Shoppers See: Single-Store Mode"](#) on page 66.

Store is Viewable in Mall

The "Store is Viewable in Mall" option determines if a link to the store appears in the uStores mall. If you select the "Yes" radio button, customers can reach the store either by using the store URL or by selecting the store link on the uStores mall. If customers reach the store by navigating directly with the URL (as described in ["Linking to a Store"](#) on page 202), the customers will see the single-store mode customizations. However, if customers reach the store by selecting a link on the uStores mall, the store will NOT use single-store mode customizations (unless the "When viewable in mall, display the store in this mode" option is also set to "Single store mode").

If you select the "No" radio button, customers will ONLY be able to reach the store by using the store URL.

When viewable in mall, display the store in this mode

If the "Store is Viewable in Mall" option has been set to Yes, you can use the "When viewable in mall ..." option to specify the display mode for the store when it is reached via a link on the uStores mall. If this option is set to "Mall mode," the store will appear WITHOUT single-store mode customizations. If this option is set to "Single store mode," the store will appear WITH single-store mode customizations. For more about this option, see ["The Display-Store-In-This-Mode Option"](#) on page 166

When linking to a store in single store mode from the mall, display the following text in a pop-up message to indicate shoppers are leaving the mall

Only applicable when "Link to Single Store From Mall" is Yes.

Alternate "Add to Cart" Text

On the product pages in the Marketplace shopping application, the words "Add to Cart" appear on buttons. If this language does not fit the needs of your store, you can enter alternative text in this field.

Alternate "Shopping Cart" Text

At various places in the Marketplace shopping application, the words "shopping cart" appear. If this language does not fit the needs of your store, you can enter alternative text in this field. (Your entry in this field will also replace instances of "My Cart" in the top navigation bar, including the cart icon image.)

Alternate "Continue Shopping" Text

As part of the Shopping Cart and Checkout pages, a "Continue Shopping" button appears. If this language does not fit the needs of your store, you can enter alternative language in this field.

Alternate "Checkout" Text

After the customer has placed items in their shopping cart, they can view the Shopping Cart. This page includes a "Checkout" button that can be used to initiate the checkout process. If this language does not fit the needs of your store, you can enter alternative language in this field.

Alternate "Order" Text

At various places in the Marketplace shopping application, the word "order" appears. If this language does not fit the needs of your store, you can enter alternative language in this field.

Alternate "Buyer" Text

At various places in the Marketplace shopping application, the word "buyer" appears. If this language does not fit the needs of your store, you can enter alternative language in this field.

Show Cart Quantity

In the Marketplace shopping application's Shopping Cart, as well as the checkout pages, a column for "Quantity" appears. This column indicates the quantity of each item that you are ordering. If this information is irrelevant for your store, you can have this column removed.

Note: The Show Cart Quantity field does NOT affect whether the store pages ask the customer to select a quantity of the product that they are ordering. Donation products and digital download products do not ask for the customer to select a quantity; however, the "generic" product type, which is typically used for physical products (hats, t-shirts, etc.) and events (such as event registrations), does ask for the customer to select a quantity.

Show Promotional Code

In the Marketplace shopping application's checkout process, a field for entering a promotional code appears. If this field is irrelevant for your store, you can have this column removed.

Show Shipping Rates

In the bottom navigation bar of the Marketplace shopping application, a link for "Shipping Rates" appears. If this link is irrelevant for your store, you can have this link removed.

Show Registration

In the top navigation bar of the Marketplace shopping application, links appear for "Register" and "Login." In addition, as part of the checkout process, registered users are given an opportunity to sign in (and non-registered users are given an opportunity to become registered). If these fields are irrelevant for your store, you can have these fields removed.

Show Store Header Image

In the header area of stores in single-store mode, you can add an image that replaces the mall-level header image. If you choose the "Yes" radio button, be sure to use the [Store] Images page to upload a store header image, as described in "Images" on page 179.

Show Store Name in Header

In single-store-only mode, you can add the store name (text) to the header. This text will appear right justified above the top navigation bar links.

Header (10,000 chars max):	Be sure to check out the Alumni Shop for campus clothing, jewelry, and more!
Left Navigation (10,000 chars max):	<div class="donationlead">Learn about ...</div> <div class="donationbutton">Cornerstone Society</div>
Footer (10,000 chars max):	Alumni Donations c/o YourCampus 15520 College Blvd., Room 221 Lenexa, KS KS 66219-2323

Header

The text or HTML entered in this field will appear in the header area of the Marketplace shopping application. This text will only appear for stores displayed in single-store mode. 10,000 characters maximum.

Left Navigation

The text or HTML entered in this field will appear in the left navigation area of the Marketplace shopping application. This text will only appear for stores displayed in single-store mode. 10,000 characters maximum.

Footer

The text or HTML entered in this field will appear in the footer area of the Marketplace shopping application. This text will only appear for stores displayed in single-store mode. 10,000 characters maximum.

Note: HTML entered in the header, left navigation, and footer fields must be properly formatted. It will undergo a validation process and any

improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to these fields. For more information about using HTML or CSS, please see the *Marketplace uStores Layout Guide*.

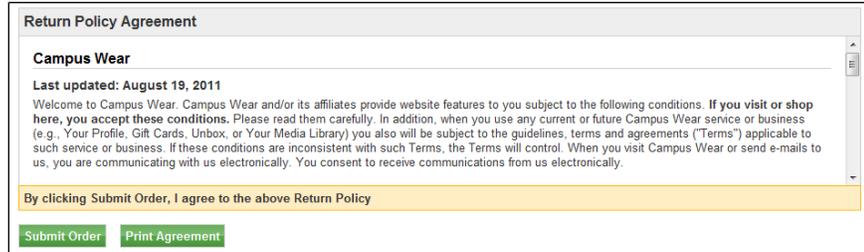
Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

The Return Policy appears in the uStores Site.	
Enable Return Policy:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Use Mail Return Policy Text:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Return Policy:	<input type="text" value="Return Policy"/>
The Privacy Link appears in the uStores Site.	
Enable Privacy Link:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Use Mail Settings For Privacy Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Privacy Link:	<input type="text"/>
Privacy Link URL:	<input type="text"/>
- OR -	
Privacy Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 80px;"></div>
The Help Link appears in the uStores Site.	
Enable Help Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Use Mail Settings For Help Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Help Link:	<input type="text"/>
Help Link URL:	<input type="text"/>
- OR -	
Help Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 80px;"></div>
The Accessibility Link appears in the uStores Site.	
Enable Accessibility Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Use Mail Settings For Accessibility Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Accessibility Link:	<input type="text"/>
Accessibility Link URL:	<input type="text"/>
- OR -	
Accessibility Text (50,000 chars max): (HTML Allowed)	<div style="border: 1px solid #ccc; height: 80px;"></div>

You can use HTML in the Privacy, Help, and Accessibility fields

Enable Return Policy

By default, the Review Order page of the checkout process displays the Return Policy Agreement for your store. However, if display of the Return Policy Agreement is not appropriate for your store, you can turn off the display of the Return Policy Agreement in uStores by selecting No for the Enable Return Policy option.



The Return Policy Agreement appears on the Review Order page of the checkout process. For uStores, you can turn off the display of the Return Policy Agreement.

The display of return policy is typically required by credit card regulations. However, if your store does not accept credit cards, or if the credit cards that you accept do not require the display of a return policy, then you may consider disabling the display of a Return Policy Agreement.

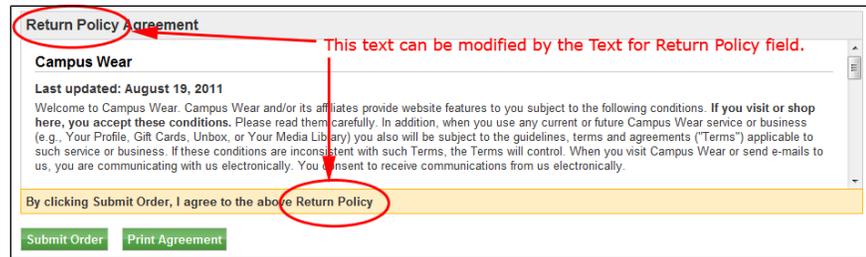
Important! Before you choose No for the Enable Return Policy option, we strongly recommend that you contact your credit card processor about credit card regulations and determine whether display of the return policy is required.

Use Mail Return Policy text

Instead of using the text configured in the Text for Return Policy field in single-store settings (see below), you can use the text configured for the mall on the General System Settings page.

Text For Return Policy

The words "Return Policy" appear in the bottom navigation menu for stores, as well as during the checkout process. If this language does not fit the needs of your store, you can use the "Text for Return Policy" field to enter alternative text.



Here is an example of the Return Policy section that will appear to customers on the Review Order page of the uStores checkout process.

This field is NOT for the body text that appears for customers as the Return Policy Agreement (either on the Review Order page of the checkout process or on the Return Policy Agreement modal window). The body text for the Return Policy agreement is maintained on the General Settings page of stores, as described in "General Settings" on page 146.

Enable [Privacy/Help/Accessibility] Link

Separate sections for Privacy, Help, and Accessibility allow you to manage these links and the informational pages that the links reference. By enabling each of these links, you determine if these links will be displayed in the bottom navigation menu. Stores in single-store mode can be configured with their own status for the Privacy, Help, and Accessibility links.

TouchNet strongly recommends that you develop policies regarding the privacy of shoppers' data and the use of unsolicited bulk e-mail. Policies such as these should be available for shoppers from the Privacy Policy link in uStores.

In addition, TouchNet strongly recommends that you develop policies regarding user accessibility. These policies should be available for shoppers from the Accessibility link in uStores.

Use Mall Settings for [Privacy/Help/Accessibility Link] Link

For the Privacy, Help, and Accessibility links, you can either use the settings that were established at the mall-level (in which case, select "Yes") or establish override values for the store (in which case, select "No"). For more about the mall-level settings, see "General Settings" on page 86.

If you select "No," the values you enter for the next three fields will be used. If you select "Yes," the values for the next three fields are not used.

Text for [Privacy/Help/Accessibility Link] Link

The text for the Privacy, Help, and Accessibility links can be customized to meet the meetings of your installation of Marketplace. The alternate text that you enter in these fields will appear in the bottom navigation menu in uStores.

[Privacy/Help/Accessibility Link] URL

An entry in the [Privacy/Help/Accessibility] URL field determines what happens when the shopper selects the corresponding link in the bottom navigation menu of uStores. If an entry is made in this field, a separate browser window will be used for loading the web page targeted by the URL. If no entry is made in this field, the entry in the [Privacy/Help/Accessibility] Text field will be displayed in a modal window.

Note: When you enter a URL, be sure to include "http://" at the beginning of the URL. For example, enter "http://www.statecollege.edu/privacy.htm"; do NOT enter "www.statecollege.edu/privacy.htm". If you do not include "http://" in the URL, the targeted web page will not load in the customer's browser.

[Privacy/Help/Accessibility] Text

You can maintain the privacy policy page, the help page, and the accessibility page by using these fields.

You can enter up to 50,000 characters in each of these fields. These characters may include HTML.

HTML entered in this field must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to this field.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

For more information about using HTML or CSS, please see the *Marketplace 6.0 uStores Layout Guide*.

Store is Advancement

If the store will integrate with Banner Advancement, select the "Yes" radio button. (This field does not display unless your installation of Marketplace has already been configured for using Advancement.) When Advancement integration is established, the following fields become available. You must contact your Advancement administrator about the allowable values for the following fields.

- Operator ID
- Address Type
- Email Type
- Phone Type
- Gift Code

The Store-Is-Viewable-in-Mall Option

Stores in single-store mode can be optionally viewed as part of the uStores mall. This option allows a store to reap the benefits of placement within the mall: the store will appear in the mall's left navigation menu (if the store has been assigned to a store category), the store will appear in the All Stores dropdown menu, and the store will appear on the All Stores tab on the mall home page. In addition, the products for these stores can be placed in mall product categories, and the store's products can be located using the uStores search functionality.

For an example of a store that uses the Store-Is-Viewable-In-Mall, see ["Single-Store Example" on page 67](#).

Store managers turn on the Store-Is-Viewable-In-Mall option on the Single Store Settings page of the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Single Store

The "Store is Viewable in Mall" option determines if a link to the store appears in the uStores mall. If you select the "Yes" radio button, customers can reach the store either by navigating directly with the store URL or by selecting the store link on the uStores mall. If customers reach the store by navigating directly with the URL (as described in ["Linking to a Store" on page 202](#)), the customers will see the single-store mode customizations. However, if customers reach the store by selecting a link on the uStores mall, the store will NOT use single-store mode customizations (unless the "When viewable in mall, display the store in this mode" option is also set to "Single store mode").

If you select the "No" radio button, customers will ONLY be able to reach the store by using the store URL. The products for this store will not appear in mall product categories, and the store's products CANNOT be located using the uStores search functionality. For instructions on how to link to a store in single-store mode, see ["Linking to a Store" on page 202](#).

The Display-Store-In-This-Mode Option

The "When viewable in mall, display the store in this mode" option is available if the "Store is Viewable in Mall" option has been set to Yes. The "Store is Viewable in Mall" option determines if a link to the store appears in the uStores mall, which allows a store to reap the benefits of placement within the mall. In turn, the "When viewable in mall, display the store in this mode" option then determines in which mode the store is displayed when shoppers navigate to the store from the mall—mall mode or single-store mode.

If this option is set to "Mall mode," the store will appear WITHOUT single-store mode customizations when customers navigate to the store via a link on the uStores mall, which has the effect of making the store look like a consistent part of the uStores mall—meaning the store loses button/link text changes, hidden page elements (which become visible again), extra HTML (added via the header, left nav, or footer fields), a store header image, and style sheet changes. The store will revert to using the mall's layout for all

store pages, including the shopping cart and checkout pages. In addition, the Home button will take the customer to the mall home page. In short, the store will look and function like a regular mall store. However, if a customer navigates directly to the store using the "&SINGLESTORE=true" URL option (as described in "Linking to a Store" on page 202), the store will appear with all of its single-store mode customizations intact.

If this option is set to "Single store mode," the store will appear WITH single-store mode customizations when customers navigate to the store via a link on the uStores mall. That is, when a customer clicks on a store name link in the left navigation menu of the uStores mall, the customer will leave the mall and enter the store in single-store mode. The store will use all of its single-store-mode customizations. Please keep in mind this means the customer will not see any means on the store pages of navigating BACK to the mall. The store is in true single-store mode, including the cart and checkout pages.

Note: When customers click on a store name in the left navigation menu for a store in single-store mode, the store can optionally display a prompt (configured on the Single Store Settings page) that warns customers they are now leaving the uStores mall. As part of this message, you should consider adding text that explains the following: 1) the customer will only be able to navigate back to the mall by using their browser's back button and 2) the customer will lose any items they have already placed in their shopping cart.

Store managers can use the "When viewable in mall, display the store in this mode" option by using the following navigation:

[merchant name] > Stores > [store name] > Store Settings > Single Store

This option was designed to allow the uStores mall to remain a central means of accessing all stores—even when some (or even ALL) stores are in single-store mode. We encourage you to use the uStores mall to present customers with a complete picture of all stores that have been created.

Setting this option to "Mall mode" works well for stores in which the single-store-mode customizations are cosmetic (for example, when style sheet edits change background colors and the page font). However, if the single-store-mode customizations alter the store to better meet the needs of the store's intended audience (for example, changing button text from "Add to Cart" to "Make a Donation"), then setting this option to "Single store mode" may be more appropriate.

Single-Store Style Sheets

The style sheets for stores in single-store mode can be downloaded and uploaded by store managers.

Once a store manager has downloaded a store style sheet, the store manager can modify the style sheet and then upload and activate the style sheet for the store. Store managers can download and upload style sheets by going to the Single Store Settings page of the Operation Center:

[merchant name] > Stores > [store name] > Store Settings > Single Store Style Sheets

Style sheet modifications can be used for a wide range of purposes. Some store managers may simply use style sheet edits to make simple changes to font families or font sizes, while other store managers may use style sheet edits to completely overhaul the look and feel of a store. The latter type of style sheet modification may involve using background colors and images that reflect the store branding. This type of change may be used to make a store look considerably different than the stores that use the mall look and feel.

Important! Any major changes to the style sheets should be performed by an experienced web designer. Faulty CSS code can cause stores to stop loading correctly in the web browsers of your customers.

Mall Style Sheet Settings

The following settings are used if the store is in single-store mode.

Main Stylesheet

Use this stylesheet	The following stylesheet controls how the mall and stores are displayed. You can download this stylesheet. Your revised version of the stylesheet can be uploaded. Once uploading a stylesheet, you can choose which stylesheet to use (the default version, the revised version, or your customized version) by selecting the corresponding radio button. (Filename: marketplace.css)	
<input type="radio"/>	Default main stylesheet	Download
<input checked="" type="radio"/>	Revised main stylesheet	Download
	Your customized main stylesheet	Upload

Cart Stylesheet

Use this stylesheet	The following stylesheet controls how the cart is displayed. You can download this stylesheet. Your revised version of the stylesheet can be uploaded. Once uploading a stylesheet, you can choose which stylesheet to use (the default version, the revised version, or your customized version) by selecting the corresponding radio button. (Filename: checkout_stylesheet.css)	
<input type="radio"/>	Default cart stylesheet	Download
<input checked="" type="radio"/>	Revised cart stylesheet	Download
	Your customized cart stylesheet	Upload

Single Store Stylesheet

Use this stylesheet	The following stylesheet controls how the single store specific styles are displayed for single store. You can download this stylesheet. Your revised version of the stylesheet can be uploaded. Once uploading a stylesheet, you can choose which stylesheet to use (the default version, the revised version, or your customized version) by selecting the corresponding radio button. (Filename: single_store.css)	
<input checked="" type="radio"/>	Default single store stylesheet	Download
	Your customized cart stylesheet	Upload

Supplementary Stylesheets

Use this stylesheet	The following supplementary stylesheets are available for all stores in single-store mode to use. These stylesheets are shared by all stores and can only be downloaded and uploaded at the administrative level. Use the checkbox to select which supplementary stylesheets (if any) should be used with this store.	
<input checked="" type="checkbox"/>	extra-more.css	Download
<input type="checkbox"/>	extra4.css	Download
<input checked="" type="checkbox"/>	extra.css	Download

Additional Store Stylesheets

Use this stylesheet	You can upload additional stylesheets for use by this store. Only stylesheets marked as "Use this stylesheet" will be used with this store. (Limit of 5)			
<input checked="" type="checkbox"/>	singlestore2.css	Download	Upload	Remove
Upload an additional stylesheet:		Upload		

[Save](#)

Store managers manage style sheets by using the Style Sheet Settings page.

The following types of style sheets can be used by stores in single-store mode:

- **Main Style Sheet**—The main style sheet controls most styles that are needed for displaying your store's home page, category pages, and product pages. You can download this style sheet, modify it, and then

upload your revised version of the file. Once you have uploaded a main style sheet, you must use the "revised" radio button to activate this style sheet. (Required filename: *marketplace.css*)

- **Cart Style Sheet**—The cart style sheet controls how your store's cart and checkout pages are displayed. You can download this style sheet, modify it, and then upload your revised version of the file. Once you have uploaded a cart style sheet, you must use the "revised" radio button to activate this style sheet. (Required filename: *checkout_stylesheet.css*)
- **Single Store Style Sheet**—The single store style sheet contains extra styles that are only used by stores in single store mode. You can download the default version of the single store style sheet, modify it, and then upload your revised version of this file. Once you have uploaded a single store style sheet, you must use the "revised" radio button to activate this style sheet. (Required filename: *single_store.css*)
- **Supplementary Style Sheets**—Up to five supplementary style sheets can be saved at the administrative level. These style sheets can be selectively used by all stores. These style sheets cannot be edited by store managers, only by administrators. Use the checkboxes to select which supplementary style sheets should be used with your store.
- **Additional Store Style Sheets**—You can upload up to five additional style sheets for use by your store. Use the checkboxes to select which additional store style sheets should be used.

Modifying Style Sheets

Use the following steps for downloading, modifying, and uploading style sheets for your store:

- 1 Click the Download button for the "Default" style sheet" that you would like to edit (or if you have already uploaded a style sheet, click the Download button for the "Revised" style sheet that you need to edit).

Your browser's save window will then appear.

- 2 Save the file.
- 3 Open the downloaded style sheet in the editor of your choice.
- 4 Edit the styles as necessary.

Important! To ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed in uploaded style sheets. For critical information about the validation process, see "Single-Store Style Sheets" on page 168. And for a complete list of all allowed CSS, see the *Marketplace uStores Layout Guide*, which can be downloaded from the TouchNet Client Community.

5 Save the style sheet.

Use the following file names:

- The main style sheet must be named **marketplace.css**.
- The cart style sheet must be named **checkout_stylesheet.css**.
- The single store style sheet must be named **single_store.css**.

Note: The above file names must be used or Marketplace will not allow you to upload your revised style sheets.

6 Click the Upload button for the corresponding style sheet type.

The Marketplace CSS Upload window appears.

7 Click the Browse button and locate the style sheet that you modified.

8 Click the Upload Now button.

As part of the upload process, Marketplace validates the uploaded style sheet. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

Important! For critical information about the validation process, see "Single-Store Style Sheets" on page 168.

9 Select the corresponding "Revised" radio button in order to activate your modified style sheet.

10 Click the Save button.

Using Additional Store Style Sheets

As an alternative to modifying the main style sheet or the single store style sheet (or the cart style sheet), you can use the "Additional Store Style Sheets" feature to upload additional style sheets to be used by your store.

When your store loads in the customer's browser, the main style sheet will load first, followed by the cart style sheet, the supplementary style sheets, the single store style sheet, and finally the "additional" store style sheets. Each style sheet can override the styles in style sheets that have previously loaded. For example, styles in a supplementary style sheet can override styles in the main style sheet or the cart style sheet. Likewise, styles in an "additional" stylesheet can override styles in the main style sheet, the cart style sheet, supplementary style sheets, and the single store style sheet.

"Additional" store style sheets can also be used to provide new styles for additional HTML that you've added to pages via the numerous fields that allow HTML (such as the Header, Left Nav, and Footer HTML fields for stores in single-store mode).

"Additional store style sheets" might also come in handy if you want to separate store styles into multiple style sheets. You can upload up to five "additional" style sheets for use by your store. Use the checkboxes in the "Use this style sheet" column to select which style sheets should be active and then select the Save button.

Like all style sheets, additional store style sheets must pass a validation process before they can be uploaded. For more information about the validation process, see "Single-Store Style Sheets" on page 168.

Validation of Style Sheets

As part of the upload process, Marketplace validates the style sheet to be uploaded. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

In addition, to ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed by Marketplace in uploaded style sheets.

This code includes (but is not limited to) the following:

- Position attributes with values of "absolute" or "relative"
- JavaScript
- Comments
- And any other code that TouchNet determines may potentially represent a security threat.

If any code in your style sheet does not pass the validation process, Marketplace will prompt you to edit the corresponding lines of your style sheet.

For more about the validation process, see the *uStores Layout Guide*.

Important! The default uStores style sheet includes a comment at the beginning of the file. This comment identifies the file version. When you download this style sheet, this comment is included in the style sheet. Before you can successfully upload your edited uStores style sheet, you **MUST** remove this comment.

For more information about using Marketplace style sheets, including a list of all allowable CSS properties, please see the *Marketplace uStores Layout Guide*, which can be downloaded from the TouchNet Client Community.

Important! Marketplace does not currently provide a means for uploading the additional image files that might be referenced by your customized mall style sheet. If you would like for your style sheet to reference additional image files, you will need to place these image files on a server that can be accessed from Marketplace uStores.

4.6 Store User Roles

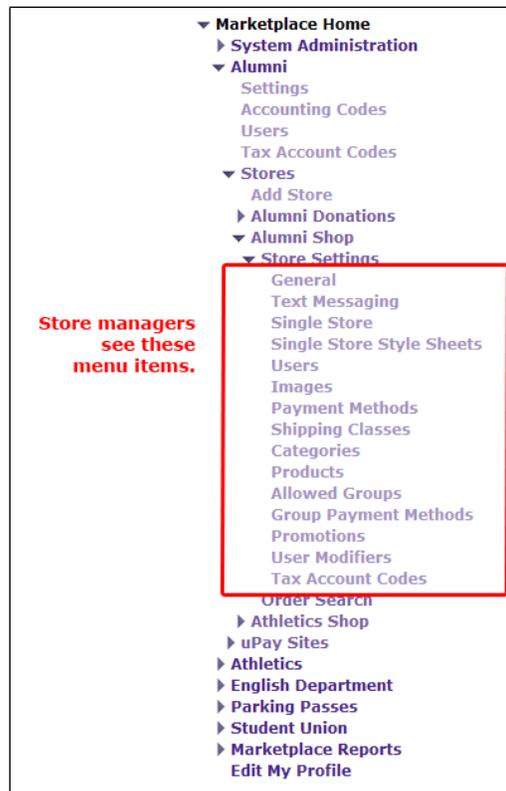
The store user roles include:

- Store Managers
- Store Clerks
- Store Contacts
- Fulfillers with refund/cancel rights
- Fulfillers
- Store Accountants

And here are descriptions of the duties that these user roles can take:

User Role	What They Can Do
Store Manager	<ul style="list-style-type: none"> • Manage their store's settings including products, categories, images, and payment methods • Designate store clerk, store contact, fulfiller with refund/cancel rights, and fulfiller users • Review Store Revenue reports by Product, Stock Number, Product Type, and Totals
Store Clerk	Add and edit products in their store and move products among categories
Store Contact	<p>This is the designated contact that appears on the store site via the "Contact Us" link in the bottom navigation bar. The user assigned the store contact role must add their e-mail address to their user profile.</p> <p>The store contact's e-mail address also appears in automatically generated order confirmation e-mails sent to buyers</p> <p>If no e-mail information is available for the store contact, order confirmations will use the default e-mail address specified by an administrator in the site's general settings</p>

User Role	What They Can Do
Fulfiller with Refund/Cancel Rights	<ul style="list-style-type: none"> • Fulfill orders • Refund orders • Cancel orders • For orders made with an ACH payment method, override the waiting period and proceed with fulfillment
Fulfiller	Fulfill orders
Store Accountant	View reports. Store accountants cannot make any changes to store settings.



Managing Store Users

Follow these steps to manage store users and their roles.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Store Users. The [Store] Users by Role screen appears.

Campus Wear Users by Role

Click the user's name to send an e-mail. Click Edit User to change the user's roles.

Add User
View All Marketplace Users

Store Managers

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Fulfillers With Cancel/Refund Rights

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Fulfillers

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Store Clerks

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

Store Contact

Full Name	Username	Action
Gary Johnson	gjohnson	Edit User

- 2 The Users by Role screen lists all the users (and their usernames) who have been assigned roles for this store, including store managers, store clerks, fulfillers, fulfillers with cancel/refund rights, store accountants, and store contacts. This screen allows for the following actions:
 - **Add a new user**—You can add new store clerks, fulfillers, fulfillers with cancel/refund rights, and store contacts by choosing the "Add User" link (and provided you are a merchant manager or a store manager). For detailed instructions, see Section , "Adding Store Users" on page 176.
 - **Send e-mail to the user**—You can send an e-mail message to a store user by clicking the user's name. This action will open a new e-mail message in your e-mail software application with the user's e-mail address inserted in the To field.
 - **Edit user**—You can edit a user's role by choosing the "Edit User" link. For detailed instructions, see Section , "Editing Store Users" on page 178.

Adding Store Users

The process of adding a new user to Marketplace is two-fold. It involves the creation of a new user in the User Management application of U.Commerce, and it involves the creation of a new user in Marketplace, including the assignment of Marketplace user roles to the new user.

The process of using the User Management application to add a new U.Commerce user is described in the *U.Commerce User's Guide*. Typically, not all Marketplace users will have access to User Management in U.Commerce, so you may find the duty of creating a new U.Commerce user will need to be handed off to a User Management administrator.

We recommend the user be created first in U.Commerce and then in Marketplace because this order requires that you hand off just one set of login credentials (for U.Commerce) to the new user, whereas the reverse situation requires the new user to receive two sets of login credentials (for U.Commerce as well as Marketplace).

Follow these steps to add a store clerk, a store contact, a fulfiller, a fulfiller with Cancel/Refund Rights, and a store accountant.

Note: Only a merchant manager or store manager can add store users.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Store Users. The [Store] Users by Role screen appears.
- 2 Click the Add User link. The Add New User in [Store] screen appears.

Add New User in Online Giving

Be sure to notify the new user of the name and password to use at the first login.

Back To Store Users by Role

User Information

Use these fields if CAS Username is available.

Username:	<input type="text"/>
CAS Username:	<input type="text"/>

Or

Use these fields if CAS Username is not available.

Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

User Role

Assigned Role:	<input type="text" value=""/>
----------------	-------------------------------

Submit

- 3 Enter the user information.

Use these fields if a U.Commerce user has already been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. Initially, this value will be used to link the specified U.Commerce user (see the next field) with a new Marketplace username. Subsequently, this username will identify the user in Marketplace.
- **Link to this existing U.Commerce user**—Enter the U.Commerce username. This username will be linked to the user's Marketplace Username (entered in the previous field). Once these usernames are linked, Marketplace will be available when the user logs in to U.Commerce. Marketplace will not require a separate log in.

OR

Use these fields if a U.Commerce user has NOT yet been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. This username will identify the user in Marketplace.
 - **Password**—Enter a Marketplace password. This password must contain six to twenty alphanumeric characters. In addition, it must contain at least one number and one alphabetic character.
- 4 Assign a user role by making a selection from the Assigned Role dropdown menu. If you want to assign more than one role, choose an initial role here, then you can add more roles later. See "Editing Store Users" on page 178 for details.

Note: For more information about the various user roles, see "Marketplace Users" on page 14.

- 5 Click the Submit button.
- 6 Notify the user that they now have access to Marketplace.
- If you created the new user by linking an existing U.Commerce user with the new Marketplace username, you simply need to tell the user that they now have access to Marketplace and can launch it after logging in to U.Commerce.

Note: If a new U.Commerce user was also created, you should make sure the user has the U.Commerce login credentials and the U.Commerce URL.

- If you created the new user without linking the user to an existing U.Commerce user, you will need to forward the Marketplace username and password to the user. In addition, the user will need login credentials for U.Commerce, as well as the U.Commerce URL. (The user will NOT be able to log in to Marketplace without also having a U.Commerce login.)

Note: When the user launches Marketplace for the first time, they will be asked for their Marketplace login credentials. When the user enters this information, the Marketplace user will be linked to their U.Commerce username. Subsequently, the user will not be asked for Marketplace login credentials: only login via U.Commerce will be required.

Important! Users cannot log in to Marketplace without first logging in to U.Commerce. You must make sure that new Marketplace users have U.Commerce login credentials and the U.Commerce URL.

Editing Store Users

Follow these steps to edit user roles for store managers, store clerks, store contacts, fulfillers, fulfillers with cancel/refund rights, and store accountants.

Note: Only store managers can edit these roles.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Store Users. The [Store] Users by Role page appears.
- 2 Click the Edit User link to the right of the user you want to edit. The following page appears:

Edit User in Alumni Donations

Add or remove the user's roles for this store only.

Back To Alumni Donations Users by Role

Editing User: Gary Johnson (gjohnson0)	
Current Roles	Available Roles
Manager <input type="checkbox"/> Fulfiller with cancel/refund rights	<input type="checkbox"/> Fulfiller <input type="checkbox"/> Store Clerk <input type="checkbox"/> Store Accountant <input type="checkbox"/> Store Contact

Remove Roles

Add Roles

- 3 Click the checkboxes to add or remove roles for this user.

Note: For more information about the various user roles, see "Marketplace Users" on page 14.

- 4 Click the Add Roles button to add the available roles to the user or click the Remove Roles button to remove the selected roles from the user.

4.7 Images

Follow these steps to set up the images for your store.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Images. The [Store] Image Settings screen appears.

Note: The following example shows the Image Settings screen as it appears for a Splash home page layout. If you chose the Default home page layout in General Settings you will only see the Side Banner section.

Campus Events Image Settings

Use graphics in JPG, GIF, or PNG formats. Maximum file size is 250K.

Side Banner

(no store side banner)

(recommended W x H: 150 x 300 pixels)

Upload Side Banner

Splash Image

(no store splash)

(recommended W x H: 680 x 280 pixels)

Upload Splash Image

You can link the splash image to one of the following

Store Category:	none ▼
Product:	none ▼
Or a specific url:	<input style="width: 90%;" type="text"/>
plus a description (shown as the alternate text):	<input style="width: 90%;" type="text"/>

Save

Save

- 2 Upload a side banner.

The side banner appears on the left side of product pages in your store. If you are using single-store-only mode, this image may not display if you selected to use a store header in the header (on the [Store] General Settings page).

Note: By default, this image should be no wider than 150 pixels; however, if the uStores style sheet (*marketplace.css*) has been modified to increase the width of this area, a wider side banner may be acceptable. For more information about Marketplace style sheets, see the *Marketplace uStores Layout Guide*.

3 Upload your store header image (if applicable).

This option only appears if you both 1) selected single-store-only mode when choosing the store settings and 2) selected to use a store header image (on the [Store] General Settings page). In this case, the store header image will be used if the customer arrives at the store by using a direct link that includes the "SINGLESTORE = true" parameter (see "Linking to a Store" on page 202). This image will appear in the header area of the store's web pages. However, if a customer arrives at the store by way of the Marketplace mall (if the store is viewable in the mall), the mall header image will appear, not the store header image.

4 Upload your splash image (if applicable).

The splash image appears on your store's home page only when the Splash home page layout is selected on the [Store] General Settings page. If the Splash layout option is not selected, the splash image option will not be displayed.

Note: By default, this image should be no wider than 680 pixels; however, if the uStores style sheet (*marketplace.css*) has been modified to increase the width of this area, a wider splash image may be acceptable. Likewise, if the style sheet has been modified to reduce the width of this area, a narrower splash image may be required to prevent potential layout problems. For more information about Marketplace style sheets, see the *Marketplace uStores Layout Guide*.

5 Optional: link the splash image to a store category, product, or URL. A shopper who clicks on the splash image will be routed to the destination. Without link information, the splash image is static (not a broken link).

If you use a URL, enter the full URL, beginning with `http://`. Use the description box to describe the web page you'll link to. When the shopper passes the cursor over the splash image, the description will appear.

Image descriptions help visually impaired users, who can hear the text through screen reader tools. The descriptions may be required by your school for compliance with federal regulations.

6 Click the Save Store Image Info button.

Image Specifications

- You can only use GIF, JPG, or PNG format images.
- Side banners are best displayed at a pixel size of 150 (width) x 300 (height).

- Store header images are best displayed at a pixel size of 960 (width) by 100 (height).
- Splash images are best displayed at a pixel size of 680 (width) x 280 (height).
- All images must have file sizes of 250K or less.

4.8 Payment Methods

The payment method settings determine how the existing payment methods will be used by your store.

Note: The payment methods available on a store's Payment Methods page are determined by the Payment Gateway Host System Account that was selected when the Marketplace merchant (to which the store belongs) was established. Marketplace users cannot add payment methods to stores or merchants. Payment methods can only be created in Payment Gateway.

Follow these steps to select the payment method settings for your store.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Payment Methods. The Payment Methods screen appears.

Campus Wear Payment Methods

Payment methods are configured in Payment Gateway for the host system account. Select a default. Authentication methods, if used, are set up by the Marketplace administrator.

Host System Account:
Campus Stuff

Payment Method	Default For New Products?	Sort Key
AmEx	<input checked="" type="checkbox"/>	1 <input style="width: 30px;" type="text"/>
Discover	<input checked="" type="checkbox"/>	2 <input style="width: 30px;" type="text"/>
MasterCard	<input checked="" type="checkbox"/>	3 <input style="width: 30px;" type="text"/>
Visa	<input checked="" type="checkbox"/>	4 <input style="width: 30px;" type="text"/>
webCheck	<input checked="" type="checkbox"/>	5 <input style="width: 30px;" type="text"/>
Departmental Charge	<input type="checkbox"/>	<input style="width: 30px;" type="text"/>

- 2 Select which payment methods should be pre-selected (checked) for new products. All the payment methods displayed on this screen are still available for new products. Your choices here only determine which payment methods will be automatically checked when you add a product.

- 3 Leave the Authentication Method set to No Authentication unless either of the following situations applies: 1) your school has developed authentication transactions to use with Marketplace ("How to Add an Authentication Method" on page 248) or 2) you would like the payment method to be available only to registered users (in which case you would select "Registered Users" as the Authentication Method).
- 4 Enter the order you want the methods to appear in the Sort Key column.
- 5 Click the Save Changes button.

Note: The settings on the Payment Methods page do not restrict the available payment methods. If you need to limit the available payment methods for all products in a store, you can do so by using the Group Payment Methods page, as described in "Group Payment Methods" on page 191.

4.9 Shipping Classes

When shoppers buy a product, they choose how they want it shipped—for instance, first-class or overnight, or which commercial carrier. Their list of choices and the rates they're charged come from the shipping class.

Shipping classes let you group physically similar products and charge the right shipping rates for different types of items, for all the ways those items might be shipped. Before you can add products to your store, you must define at least one shipping class. Later, when you enter products, you will associate a shipping class with each product.

When you set up shipping classes for a store, you will be asked to enter a default delivery location. This delivery location is used for calculating tax on products that do not require delivery, such as seminar registrations. This delivery location will also be used for delivery options such as "will-call," in which the customer picks up the product and no delivery takes place.

For each shipping rate, you must choose the correct tax level to charge on shipping. Tax law and tax rates vary by state and local district. Ask your Marketplace administrator for guidelines on your site's tax rates.

Follow these steps to set up shipping classes for your store.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Shipping Classes. The Shipping Classes screen appears.

Campus Wear Shipping Classes

A shipping class is required for product setup. Available delivery methods and tax rates are set up by the administrator.

Add Shipping Class

Shipping Classes

Name	Actions
Regular	Rename Delete
None	Rename Delete
Walk-in	Rename Delete

Shipping Class: Regular

DeliveryMethod	Enable?	Base Charge (\$)	Per Additional Item Charge (\$)	Require Shipping Address?	Allowed Countries	Tax Class
None	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate ▼
Walk-In	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate ▼
US Mail	<input checked="" type="checkbox"/>	4.00	2.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate ▼
International	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate ▼
UPS	<input checked="" type="checkbox"/>	5.00	3.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate ▼
FedEx Ground	<input checked="" type="checkbox"/>	12.00	5.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate ▼

Default Delivery Location:

City:	Lenexa
State:	Kansas ▼
ZipCode:	66219

Save Regular Shipping Class

- 2 Use the links at the top of the screen to add, rename, or delete a shipping class.

Note: Remember, choose names that describe your shipping rate scheme. Shoppers can see the shipping class names and rate information by clicking the store's Shipping Classes link.

- 3 Use the Shipping Rate Tables to enable delivery methods, enter charge amounts, require shipping addresses, choose tax classes, and enter accounting code overrides.

You can charge both base charges and a per additional item charge on each of your shipments.

For instance, if a shopper buys two t-shirts from your store and requests them shipped by the same delivery method—let's say, commercial two-day shipping—then the shopper will pay the base rate for shipping the first shirt and the per-item rate for the second shirt.

Note: Tax rates are set up by an administrator. The assignment of "no tax," "default tax rate," or "higher tax rate" to products depends on your local taxation requirements. (For more information, see "Tax Account Codes " on page 107.)

- 4 Enter a city, state, and zip code in the Default Delivery Location section. This location is used to calculate taxes when the product will not be physically shipped. In these instances, the default delivery location represents where the customer will pick up the product.

Typically, taxes are based on the customer's shipping address; however, if the product is not shipped to the customer, Marketplace uses the default delivery location to determine the appropriate tax.

- 5 Click the Save Changes button.

Changing Delivery Methods

In each shipping class, you have enabled whichever delivery methods a shopper might use for shipping products. Delivery methods are added by an administrator for the entire site. If you need additional delivery methods, contact a Marketplace administrator.

Removing a Shipping Class

You cannot delete a shipping class that products currently use. First, edit the products that use the class's shipping rates. Assign each product a new shipping class. Then, remove the unused shipping class. Removing a shipping class does not affect completed orders.

Selecting Allowed Countries for Shipping

You can restrict which countries are available for each delivery method. To select the allowed countries, click the Select Countries link for the corresponding delivery method. The Marketplace Store Shipping Countries Allowed page then appears.

Marketplace Store Shipping Countries Allowed

List of countries this delivery method can deliver to.

Back To Shipping Rates

Save

<input checked="" type="checkbox"/> Select All	Country
<input checked="" type="checkbox"/>	Afghanistan
<input checked="" type="checkbox"/>	Aland Islands
<input checked="" type="checkbox"/>	Albania
<input checked="" type="checkbox"/>	Algeria
<input checked="" type="checkbox"/>	American Samoa

By default, all countries are selected on the Marketplace Store Shipping Countries Allowed page. You can select and de-select countries as necessary by clicking the corresponding checkboxes. Then click the Save button.

4.10 Store Product Categories

Create product categories for your store to make it easier for shoppers to find what they are looking for.

Store categories and subcategories let you group your products any way you want within your store. Later, when you add products, you will place each product in a store category or subcategory. This makes your category names important.

If a category is empty, shoppers won't see its link anywhere in the site. You can add empty categories while you are figuring out the best structure for your store, then move your products into categories later.

Note: If you are using the splash layout for your store home page, you must create at least one store category for your store before you can start adding products.

Follow these steps to set up, edit, sort, and delete categories for your store.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Categories. The Category Settings screen appears.

Campus Wear Category Settings

A category link is shown to buyers only if it contains products.

[Add Top-Level Category](#) [Manage Category Listing Order](#)

Current Catagories

(number in parentheses is number of products in category)

Coffee Cups (4)	Edit	Delete	Add Sub-Category
Hats (2)	Edit	Delete	Add Sub-Category
Sweatshirts (2)	Edit	Delete	Add Sub-Category
T-shirts (2)	Edit	Delete	Add Sub-Category

2 To add a new top-level category, click the link. This screen appears.

Marketplace Category Management - Windows Internet Explorer

New Category Name:
(50 characters max)

Product Layout: Detailed

[Cancel](#) [Save](#)

Enter the category name and choose whether you want the product layout to be:

- **Detailed**—The shopper sees product thumbnail images, short descriptions, names, and prices. This layout works well for categories that don't contain many products, or when you want to quickly advertise more information about the products in a category. The shopper scrolls down the page to see each detailed product listing.
- **Thumbnail**—The shopper sees product thumbnail images and names. This layout works well for many product groupings. Products appear from left to right in rows on the page.
- **Name and Price**—The shopper sees product names and prices. This layout works well when products don't have images, or when the category contains many products. With the Name and Price layout, shoppers won't have to scroll as far through a long product list.

3 Click the OK button.

4 To change the category order, click the Manage Category Listing Order link. This screen appears:

Campus Wear Category List Order

Categories display alphabetically by default. To change the order, enter two-digit numbers (01, 02, 03) to list them in order.

[Back To Category Settings](#)

Sub-Category Name	Sort Key
Coffee Cups	<input type="text"/>
Hats	<input type="text"/>
Sweatshirts	<input type="text"/>
T-shirts	<input type="text"/>

[Save](#)

In the Sort Key column, use two-digit numbers to show the order you want the categories to appear. Then, click the Save Changes button.

Note: For numbers 1 through 9, use a leading zero (01, 02, 03, and so on). This ensures the listing order will be correct.

- To edit an existing category, click the Edit link to the right of it. The following screen appears:

Campus Wear Edit Store Category

The category layout you choose applies to all products in the category. Use graphics in JPG, GIF, or PNG formats. Maximum file size is 250K

[Back To Category Management](#)

Category Name:

[Rename](#)

Product Layout:

[View layout samples](#) [Update Layout](#)

Side Banner

(none)

(recommended W x H: 150 x 300 pixels)

[Upload Side Banner](#)

Thumbnail Image

(none)

(recommended W x H: 80 x 80 pixels)

[Upload Thumbnail Image](#)

- Make the necessary changes.

Adding New Categories and Subcategories

Add a new category or subcategory when the number of products in a category is too great for shoppers to browse easily, or when too many different types of products are in the same category. Add the new category, then move products into it (as described in Section 5.3 , "Managing Products in a Store" on page 226).

Deleting a Category

Over time, you'll find that some categories do not help the shopper as much as others. You may need to delete some categories as you add others. You can't delete a category unless it and all its subcategories are empty. First, move your products; then remove the category.

Renaming a Category

Rename a category or subcategory when its name doesn't reflect the type of products it contains.

Using Category Graphics

Shoppers see store category images when they browse through categories in the store. If a category doesn't use a category side banner, the store's side banner will appear instead.

The category side banner appears at the left side of the page. The thumbnail image appears beside the category name in lists of subcategories.

Image Specifications

- You can only use GIF, JPG, or PNG format images.
- Category side banners are best displayed at a width by height of 150 x 300 pixels.
- Category thumbnails are best displayed at 80 x 80 pixels.
- All images must have file sizes of 250K or less.

Linking to a Store Category

To link directly to a specific store category, you should navigate to the shopping application (uStores) and then open the category page that you wish to link to. Copy the URL displayed in your browser's address field.

The URL for a store category uses the following format:

http://[server]/[context]/web/store_cat.jsp?STOREID=[store ID#]&CATID=[category ID#]

[server] is the computer where uStores was installed, and [context] is the context path. [store ID#] is the store ID assigned by Marketplace. [category ID#] is the category ID assigned by Marketplace. The category ID value can only be determined by viewing the category page in the shopping application.

Note: If a store is in single-store-only mode and the "Store is Viewable in Mall" option is set to "No" (on the store's General Settings page), you cannot link directly to a store category.

Note: Do not include bracket characters in the URL.

4.11 Allowed Groups

A "user group" is a category of shoppers. Marketplace includes two user groups by default. Most Marketplace sites will use only these groups:

- **Everybody.** All shoppers are part of the "Everybody" group. It does not require a special login from the shopper.
- **Registered Users.** Any shopper who sets up a Marketplace profile automatically becomes part of the "Registered Users" group.

A Marketplace administrator can add additional user groups for private stores, and a store manager can subsequently decide that only a certain user group can have access to a store.

To specify the user groups allowed to shop in a store, the store manager follows these steps:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Allowed Groups. The Store Group Settings screen appears.

Campus Wear Group Settings

A "group" is a particular category of shoppers. Groups are defined by the Marketplace administrator. You can allow only certain groups to make purchases from your store.

Groups Allowed

<input checked="" type="checkbox"/> Everybody
<input type="checkbox"/> Registered Users
<input type="checkbox"/> faculty
<input type="checkbox"/> staff
<input type="checkbox"/> students
<input type="checkbox"/> alumni

Non-Members allowed to view products in the Store

Message displayed to Non-Members when trying to access the store or trying to purchase one of the products. (2000 char)

Store Group Settings, showing the two default groups and an additional group created by an administrator

- 2 Select the groups that can shop in your store.
 - If you select Everybody, then all shoppers in Marketplace can shop in the store.
 - If you clear the Everybody group and select only Registered Users, then only shoppers who have created profiles can shop in the store.
 - Any additional user groups listed are private

Note: Do not clear all the groups, or no one will be able to shop in the store.
- 3 If shoppers who are not in the selected groups can view products, mark the "Non-members allowed to view products" checkbox. If you have selected the Everybody group for the store, leave this checkbox empty.
- 4 If you have marked the "Non-members allowed..." checkbox, enter the message that non-members will see when they try to purchase an item.
- 5 Click the Save Changes button.

4.12 Group Payment Methods

The Group Payment Methods page displays the allowed user groups (as determined on the Allowed Groups page), and for each allowed user group, a set of checkboxes is displayed for the available payment methods. You can use the checkboxes to choose which payment methods to make available for each user group.

Important! Even if your store only uses the "everybody" group, be sure to use the Group Payment Methods page to specify the payment methods. If no payment methods are selected, shoppers will not be able to purchase items from the store.

The store manager must specify payment methods for user groups:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Groups Payment Methods. The Payment Method Settings screen appears.

Campus Wear Group Payment Method Settings

Select the payment methods that each group can use.

Payment Methods Allowed

Group	Payment Methods Allowed
Everybody	<input checked="" type="checkbox"/> AmEx <input checked="" type="checkbox"/> Discover <input checked="" type="checkbox"/> MasterCard <input checked="" type="checkbox"/> Visa <input type="checkbox"/> webCheck <input type="checkbox"/> Departmental Charge
Registered Users	<input checked="" type="checkbox"/> AmEx <input checked="" type="checkbox"/> Discover <input checked="" type="checkbox"/> MasterCard <input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> webCheck <input type="checkbox"/> Departmental Charge

- 2 For each group shown, select the payment methods that group members can use. In the example above, all shoppers can use American Express, Discover, MasterCard, and Visa credit cards to

purchase items, but a registered user who has logged in can also pay electronically via webCheck (ACH) from a bank account.

- 3 Click the Save Changes button.

Note: When you disable a user group (by unchecking a user group on a store's Allowed Groups page), the selected payment methods are stripped away for that user group. If you subsequently reenable the same user group, you will need to reselect the allowed payment methods.

4.13 Creating Store Promotions

A promotion is a limited-time price discount that a store manager applies to a product, group of products, all products, or one or more categories. A store manager who creates a promotion can, if desired, create an e-mail that advertises the promotion and an e-mail distribution list.

The store manager assigns each new promotion a promotional code. Shoppers must know the code to use the promotion. If you use a promotional e-mail, include the code in its text.

To advertise promotions in the store's pages, you might change the store's special announcement, change product descriptions, or link the store's splash image to a promoted category.

Creating a New Promotion

You can create three types of promotions: store-wide, all products in a single category, or for a single product. You can have multiple promotions in your store at the same time.

When you create a promotion, you'll enter this information:

- **Promotion code**—To use the promotion, shoppers enter this code at checkout. You cannot change the code once you create the promotion.
- **Name of Promotion and Promotion Description**—In these fields, enter the promotion's name and description for your records.
- **Promotion Type**—Select either Percentage Off (Each Item) or Dollars Off (Each Item). For store-wide promotions, only Percentage Off is available as the Promotion Type.
- **Value Off**—For percentage off promotion, enter the percentage as a whole number (10 for 10% off). For dollar off promotions, enter the dollar amount to subtract from the price (5 for \$5 off). You cannot change the discount once you create the promotion.
- **Allow Unlimited Usage**—Check this box to allow a shopper to use the promotion more than once. To restrict shoppers to one-time use of the promotion, clear this box. You cannot change the use limit once you create the promotion.

- **Start Date and End Date**—Select dates from the calendar, or enter the start and end dates for the promotion in the form mm/dd/yyyy. For example, enter August 4, 2003 as 08/04/2003.
- (Optional) **List of E-mail Addresses Receiving Promotion**—Enter e-mail addresses separated by a delimiter such as a comma or semicolon. In the Delimiter used field, enter the same delimiter you used between e-mail addresses. Mark the Send E-mail checkbox to go directly to the Promotions e-mail page after you create the promotion.

How to Create a Promotion

Follow these steps to create a promotion for your store. Only merchant managers and store managers can create promotions.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Promotions. The Promotions screen appears.

Campus Wear Promotions

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

Add Promotion

All Products in Store
Specific Product(s)
Specific Category(s)

Current Promotions

Code	Name	Start Date	End Date	Actions
777	cups	12/04/2008	12/31/2008	Archive

Future Promotions

Code	Name	Start Date	End Date	Actions
888	t-shirts	01/01/2009	01/31/2009	Archive

Expired Promotions

No Expired Promotions

Archived Promotions

No Archived Promotions

- 2 Click the link for the type of promotion to add.
If you chose a Store-Wide Promotion, the following screen appears.

Add A New Store Promotion

Separate e-mail addresses with a delimiter like a comma or semi-colon. Enter the same delimiter in the Delimiter Used field.

Back To Promotions Management

Promotion Code: (A random number will be assigned if not provided)	<input type="text"/>
Name of Promotion:	<input type="text"/>
Promotion Description:	<input type="text"/>
Promotion Type:	Percentage Off (Each Item) ▾
Value Off: For percentage off promotions enter the percentage as a whole number (10 for 10% off) For dollar off promotions enter the dollar amount (5 for \$5 off)	<input type="text"/>
From: <input type="text"/> 	To: <input type="text"/> 
<input checked="" type="checkbox"/> Allow Unlimited Usage	
List of E-mail Addresses receiving Promotion:	<input type="text"/>
Delimiter used to separate E-mail Addresses:	<input type="text"/>
<input type="checkbox"/> Send E-Mail to specified E-mail Addresses:	

Create Promotion

3 Enter the promotion info for the store-wide promotion.

If you want to send an e-mail about the promotion, enter the destination e-mail addresses, separating each address with a delimiter (for example, a comma). Specify the delimiter character in the Delimiter field.

The Product Promotion screen has exactly the same fields as the Store Promotion, plus an opportunity to choose which products the promotion applies to:

Products to Include
<input type="checkbox"/> Baseball cap w/ Team logo
<input type="checkbox"/> Baseball cap w/ tennis logo
<input type="checkbox"/> Sweatshirt with basketball logo
<input type="checkbox"/> Sweatshirt with football logo
<input type="checkbox"/> T-shirt with baseball logo
<input type="checkbox"/> T-shirt with football logo
<input type="checkbox"/> White coffee cup with Good Idea logo
<input type="checkbox"/> White coffee cup with college logo
<input type="checkbox"/> White coffee cup with heart logo
<input type="checkbox"/> White coffee cup with smiley logo

Likewise, the Category Promotion screen includes an opportunity to choose which category the promotion is for:

Categories to Include	
<input type="checkbox"/>	Coffee Cups
<input type="checkbox"/>	Hats
<input type="checkbox"/>	Sweatshirts
<input type="checkbox"/>	T-shirts

- 4 When you have finished filling out the screen for your promotion type, click the Create Promotion button.
- 5 If you chose to send a promotional e-mail, the following screen appears.

Campus Wear Send Promotion E-mail

Include your promotional code and store name in the e-mail. The buyer will need the code at checkout. Separate e-mail addresses with a comma.

Promotion added.

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Send E-mail For Promotion uiuu / iopuu

E-mail Addresses:	johnd@abc.com
Subject:	<input type="text"/>
Message:	<div style="border: 1px solid #ccc; height: 40px;"></div>
Send Test E-Mail To:	<input type="text"/>

Send Test E-Mail

Send E-mail to Recipients

Complete the fields. Send a test e-mail to yourself if you want to see how the message will look. When you are finished, click the Send E-mail to Recipients button.

Tips for Drafting a Promotional E-mail

Always include the promotional code and your store name in the e-mail. The buyer must enter the promotional code during checkout. Your e-mail should include all information the buyer will need to find promoted products and use the promotion.

Changing an Existing Promotion

You cannot change the promotional code, discount, or usage limit of an existing promotion. However, you can change and save any other information.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Promotions. The Promotions screen appears.
- 2 Click the promotion code link for the promotion you want to change. The Promotion Details screen appears.

Campus Wear Send Promotion E-mail

Include your promotional code and store name in the e-mail. The buyer will need the code at checkout. Separate e-mail addresses with a comma.

Promotion added.

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Send E-mail For Promotion uiuu / iopuu

E-mail Addresses:	<input style="width: 95%;" type="text" value="johnd@abc.com"/>
Subject:	<input style="width: 95%;" type="text"/>
Message:	<div style="border: 1px solid #ccc; height: 60px; width: 95%;"></div>
Send Test E-Mail To:	<input style="width: 95%;" type="text"/>

- 3 Make your changes and click the Update Promotion button.

Archiving a Promotion

To re-use a promotional code in the future, archive the promotion. You can archive any promotion, current, future, or expired.

If you archive a current promotion, shoppers cannot use its promotional code. Unless you intend to block the use of a promotion, wait until it has expired before you archive it.

Follow these steps to archive a promotion. Only merchant managers and store managers can archive promotions.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Promotions. The Promotions screen appears.

- 2 Click the Archive link to the right of the promotion you want to archive.
- 3 Click OK to verify that you want to archive the promotion.

Viewing Promotion Statistics

The promotions statistics show totals of redemptions, orders, quantities, revenues, and discounts applied, and a list of purchased discounted items.

If you created an e-mail list for the promotion, you can also see the redemption rate. This rate shows the percent of your target market that redeemed the offer.

- 1 From the left navigation menu, go to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Promotions. The Promotions screen appears.
- 2 Click the promotion code link to see its statistics in the Promotion Details screen.

4.14 User Modifiers (Buyer Info)

A "user modifier" is a custom field that can be added to the checkout process. For shoppers, user modifiers appear as fields/questions near the conclusion of the checkout process. User modifiers do not add cost to the purchase. These fields are strictly for informational purposes and are used for capturing additional information about customers. The customer responses can be viewed on the Buyer Information report and exported in CSV format.

Important! Marketplace does not encrypt user modifier data in storage or mask this data in reports. Therefore, sensitive material should not be collected using the user modifier fields. For example, collecting Social Security Numbers with a user modifier field would increase the risk of the misuse of this information (i.e., identity theft).

The following four types of user modifiers can be established for a store:

- **Required Selection**—The shopper is required to make a selection from a dropdown list before the checkout process can be completed. For example, the shopper is required to identify their relationship to the university: student, alumni, parent, staff, or other.
- **Optional Text Entry**—The shopper is asked to enter a text response to a prompt, but the response is not required. For example, the shopper might be asked a demographics question, such as their current occupation.
- **Optional Multiple Select Checkboxes**—The shopper is asked to choose from multiple checkbox options that may apply to themselves or their purchases. This response is not required. For example, the shopper

might be asked to indicate which restaurants they have visited in the past year (with the checkboxes listing many hometown restaurants).

- **Required Text Entry**—The shopper is required to enter a text response to a prompt. For example, the shopper might be asked to enter their year of graduation.

Adding a User Modifier

Follow these steps to add a product modifier. Only merchant managers and store managers can add product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > User Modifiers. The Add Store User Modifiers screen appears. Any existing user modifiers are listed at the bottom of this page.

Campus Wear Add Store User Modifier

Modifiers are questions that can be added to collect information about the buyer.

Modifier Types

Required Selection	Example
Optional Text Entry	Example
Optional Multiple Select Checkboxes	Example
Required Text Entry	Example

Current Modifiers

Modifiers applied to this Store: None

- 2 The modifier types appear as text links. Click the type of modifier that you want to add. The Add User Modifier page appears for the modifier type that you selected.
- 3 Enter the modifier information and then click the Add Modifier button. (See "Using the Add/Edit User Modifier Pages" below for details on completing the page.)

Using the Add/Edit User Modifier Pages

Four types of product modifier pages are available: 1) required selection, 2) optional text entry, 3) optional multiple select checkboxes, and 4) required text entry. When you add a user modifier, you select a modifier type (as described in "Adding a User Modifier" above) and then complete the fields on the user modifier page.

- **Required Selection Modifier**—You must enter a name for the modifier and its selection values. For example, you might create a modifier with the name of "customer type" and the selections might be student, alumni, parent, staff, and other.

Campus Wear Add User Modifier

Required Selection Modifier requires the buyer to choose a selection from the list.

Back To User Modifiers

Required Selection Modifier

Name:

The buyer will select from the following entries.

Selection

1. <input style="width: 100%;" type="text"/>
2. <input style="width: 100%;" type="text"/>
3. <input style="width: 100%;" type="text"/>
4. <input style="width: 100%;" type="text"/>
5. <input style="width: 100%;" type="text"/>
6. <input style="width: 100%;" type="text"/>
7. <input style="width: 100%;" type="text"/>
8. <input style="width: 100%;" type="text"/>
9. <input style="width: 100%;" type="text"/>
10. <input style="width: 100%;" type="text"/>

Add More Selections

Add Modifier

- **Optional Multiple Selection Checkbox Modifier**—You must enter a name for the modifier and its selection values. For example, you might create a modifier that prompts the customer to indicate which restaurants they have visited in the college hometown over the past year. The buyer may have eaten at one or more of the restaurants, so buyer can select the checkboxes as appropriate.

Campus Wear Add User Modifier

Optional Multiple Selection Checkbox Modifier presents a list of options to the buyer. To add an option, the buyer marks its checkbox.

[Back To User Modifiers](#)

Optional Multiple Selection Checkbox Modifier

Name:

The buyer will select from the following entries.

Selection

1. <input style="width: 100%;" type="text"/>
2. <input style="width: 100%;" type="text"/>
3. <input style="width: 100%;" type="text"/>
4. <input style="width: 100%;" type="text"/>
5. <input style="width: 100%;" type="text"/>
6. <input style="width: 100%;" type="text"/>
7. <input style="width: 100%;" type="text"/>
8. <input style="width: 100%;" type="text"/>
9. <input style="width: 100%;" type="text"/>
10. <input style="width: 100%;" type="text"/>

[Add More Selections](#)

[Add Modifier](#)

- **Optional Text Entry Modifier**—You must enter a name for the modifier and the maximum number of characters that a shopper can enter in the text entry field. For example, you might create a modifier that asks, "What is your current occupation?" You can set a maximum number of characters for this field. (The maximum allowed by Marketplace is 100.)

Campus Wear Add User Modifier

Optional Text Entry Modifier allows the buyer to add customized text.

[Back To User Modifiers](#)

Optional Text Entry Modifier

Name:

Maximum Number Of Characters That Can Be Entered (Maximum of 100):

[Add Modifier](#)

- **Required Text Entry Modifier**—You must enter a name for the modifier and the maximum number of characters that a shopper can enter in the text entry field. For example, you might create a modifier that asks, "What is your year of graduation?" You can set a

maximum number of characters for this field. (The maximum allowed by Marketplace is 100.)

Campus Wear Add User Modifier

Required Text Entry Modifier requires the buyer to enter the requested information.

[Back To User Modifiers](#)

Required Text Entry Modifier

Name:	<input type="text"/>
Maximum Number Of Characters That Can Be Entered (Maximum of 100):	<input type="text"/>

[Add Modifier](#)

Editing a User Modifier

Follow these steps to edit a product modifier. Only merchant managers and store managers can edit product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > User Modifiers. The Add Store User Modifiers screen appears. Any existing user modifiers are listed at the bottom of this page.
- 2 Select the user modifier to be modified by clicking the Edit link in the Other Actions column. The Edit User Modifier page appears.
- 3 Edit the modifier name and/or the selections (and if necessary add new selections).
- 4 Click the Save Modifier button.

Deleting a User Modifier

Follow these steps to edit a product modifier. Only merchant managers and store managers can edit product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > User Modifiers. The Add Store User Modifiers screen appears. Any existing user modifiers are listed at the bottom of this page.
- 2 For the user modifier that you need to delete, click the Remove text link in the Other Actions column. The user modifier is immediately removed.

Note: If a modifier is removed, it will still appear on the Buyer Information report.

4.15 Assigning Tax Account Codes

Marketplace administrators and merchant managers can set up tax account codes; however, store managers can override the administrative or merchant tax account accounts by setting up store level tax account codes.

A merchant will first need to set up the general ledger accounting codes that can be used by the store, as described in "Merchant Accounting Codes" on page 133. Once these accounting codes are established you can then assign these accounting codes to tax classes.

To assign a tax account code:

- 1 In the left navigation menu, go to Marketplace Home > [merchant] > Stores > [store] > Tax Account Codes. The uStores Tax Account Codes page opens.

Tax Class Name	Accounting Code
no tax	<input type="text" value=""/>
default tax rate	<input type="text" value=""/>
higher tax rate	<input type="text" value=""/>

Save Reset

- 2 For each tax class, select an accounting code from the Accounting Code dropdown list.
- 3 Click the Save button.

4.16 Linking to a Store

After you create a store and move it online, customers can visit the store and make purchases/donations. A link for the store will appear on the home page of the Marketplace shopping application (unless the store is in single-store-only mode and the "Store is Viewable in Mall" option is set to "no"). In addition, you can provide customers with a direct link to the store.

By using Marketplace's mall concept, in which all Marketplace stores are available from the Marketplace home page, you can encourage customers to view additional stores and foster additional shopping revenue for other stores. However, in some instances you may choose to focus customer

attention on just your own store. In this situation, you can provide customers with a direct link to your store. You can even go a step further by putting your store in single-store-only mode, which has the effect of removing links from your store that would allow customers to navigate to the Marketplace home page, where they might discover other shopping opportunities. For more information about turning on single-store-only mode, see "Adding a New Store" on page 145.

How to Link to a Store

The easiest way to determine the link for a store is to navigate to that store through the Marketplace shopping application after bringing the store online. You can then copy the URL that appears in the address field of your browser. This URL can then be used in e-mail messages to customers or on web pages that need to link to the store.

If a store is in single-store-only mode, however, you need to understand the format of the URL because parameters in the URL are required for activating the single-store-only mode. In addition, if the store is in single-store-only mode and the "Store is Viewable in Mall" option is set to "no," you won't be able to visit the store through the Marketplace shopping application. In this situation, you must understand the store URL format so that you can piece together the store URL.

In addition, you will also need to understand the store URL format if you would like to determine the URL for a store before bringing a store online.

Store URL Format

Marketplace stores use the following format for URLs:

```
http://[server]/[context]/web/store_
main.jsp?STOREID=[ID#]&SINGLESTORE=true
```

[server] is the computer where Marketplace uStores was installed, and [context] is the context path. The default value of [context] is **ustores**. If you do not know the server name or the context path, you should contact your Marketplace administrator.

[ID#] is the Store ID given by the Marketplace Operations Center when the store was established. This value is available on the General Settings page of the store.

The screenshot shows the 'Campus Wear General Settings' page. The page title is 'Campus Wear General Settings'. Below the title, there is a yellow banner with the text 'Settings on this page change your store display and global options that will apply to products.' Below the banner, it says 'Store is currently ONLINE.' There are two buttons: 'Take Store Offline' and 'Delete Store'. At the bottom, there is a 'Store Id' field with the value '23' and a red circle around it, with the text 'Store ID' next to it.

The Store ID is displayed on the [Store] General Settings page.

[&SINGLESTORE = true] is necessary if single-store-only mode has been activated for the store. By adding this parameter to the store URL, the store will be launched in single-store mode, which means the store will exist as a separate web site unconnected to other Marketplace stores. If this parameter is omitted from stores in single-store mode (and the "Store is Viewable in Mall" option is set to "Yes"), then links to the Marketplace home page will appear, and customers can navigate to additional stores.

Note: If single-store-only mode has been turned on—and "Store is Viewable in Mall" has been set to "No"—the store is only viewable by using the "SINGLESTORE = true" parameter. In this case, if a customer uses a store URL without the "singlestore = true" parameter, they will see an error message that indicates the store is not accessible.

An Example of Linking to a Store

For this example, we will use the following values: [server] is "touchnet.edu," [context] is "ustores," and [ID#] is 23. In addition, single-store mode has been turned on.

The store URL would look like this:

```
http://www.touchnet.edu/ustores/web/store_
main.jsp?STOREID=23&SINGLESTORE=true
```

Note: SINGLESTORE must be in uppercase. This parameter is case sensitive.

5.0 Adding Products to a Store

After you've set up at least one shipping class and one category, you can start adding products to your store.

There are two ways to add products.

- One at a time, using the Add a New Product Wizard in the Operations Center (See "Adding a Single Product Using the Wizard" on page 205).
- Or, you can build a product import file to add multiple products at the same time (See "Importing Product Lists" on page 221).

Rules and Tips

When adding products, keep these rules and tips in mind:

- **If a product has options** (like size or color), use the Add a New Product Wizard. You can't include options in a product import file.
- **With either method**, you can add a product but choose not to enable it for immediate display to shoppers.
- **If you don't know some product details**, leave those fields empty—or, in the product import file, include temporary text as a substitute for the real information. Add the product but leave it disabled. Then, edit the product and enable it later.
- **If a product has modifiers** (like a personal monogram), first add the product, then edit it to include the modifier features.

You can edit a product's details anytime after you add the product. The fields to change a product are the same as those to add a product.

5.1 Adding a Single Product Using the Wizard

The Add a New Product Wizard makes adding products simple. Just follow the prompts and continue page by page through the process. Before you get started, however, make sure you understand the concept of using product "options" (such as size or color). Depending on your product, you may need to add product "options" as you work through the wizard.

Products With Options

An "option" is a factor like size or color that changes a product's stock number. Using options lets you group related stock numbers (also known as stock keeping units, or SKUs) into a single product for display. Each combination of options results in a separately tracked "article."

For instance, you might offer a shirt in three colors. Instead of adding three products, you enter the shirt as one product with three options.

As you go through the Add a New Product Wizard, you will have an opportunity to set up options for your product, if necessary.

Important! If an optional product feature doesn't result in a different inventory item, use a product "modifier" instead. See "Products With Modifiers (Custom Ordering Options)" on page 220 for more details.

The Add a New Product Wizard

Follow these steps to add a single product. Merchant managers, store managers, and store clerks can add products.

Important! Before you begin adding products to a new store, you must configure one or more shipping classes, as described in "Shipping Classes" on page 182.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.

- 2 Click the Add a New Product link. The Add a New Product Wizard: Step 1 screen appears.

Add A New Product Wizard : Step 1

Use the generic product type for physical articles. Payment methods are configured for the host system account in Payment Gateway.

Back To Product Management

Product Name: (200 chars max)	<input type="text"/>
Short Description: (500 chars max) (HTML Allowed)	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
Long Description: (30,000 chars max) (HTML Allowed)	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
Product Type	<input checked="" type="radio"/> Generic <input type="radio"/> Digital <input type="radio"/> Donation
Should this be offered as an additional item at checkout?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Should this be offered only as an additional item at checkout? (Only if yes to question above)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Price: (Generic and Digital)	\$ <input type="text"/>
Donation amount:	<input type="checkbox"/> User entered amount. <input checked="" type="checkbox"/> 1 <input type="text"/>
Allowed Payment Methods:	<input type="checkbox"/> INTERAC <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input type="checkbox"/> webCheck <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard
Days To Wait before processing ACH Payments:	<input type="text"/>

3 Complete the following product description fields:

- **Product Name**—Shoppers see the product name when browsing in the site. It also appears in order and billing confirmations, store financial reports, and fulfillment event records.
- **Short Description**—Shoppers see this short product description in the detailed product layout. This field accepts a maximum of 500 characters. This field accepts HTML. Depending on the chosen store or category layout, shoppers may add some products to the cart without seeing the long descriptions. Put critical details in both the short and long descriptions to make sure shoppers see this information.

- **Long Description**—Shoppers see this description when they go to a product detail page. Price and options (such as size and color) appear below the description on the product detail page. You may want to use the long description to provide shoppers with additional information about the available options. If the product requires special shipping information or if its return policy differs from the store policy, you can add those details here. Depending on the chosen store or category layout, shoppers may add some products to the cart without seeing the long descriptions. Put critical details in both the short and long descriptions to make sure shoppers see this information. The Long Description field accepts a maximum of 30,000 characters. This field accepts HTML.

Note: You can use HTML in both the Short Description field and the Long Description field. HTML entered in these fields must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to these fields. For more information about using HTML or CSS, please see the *Marketplace uStores Layout Guide*.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

- 4 Choose a product type.
 - **Generic**—This product type encompasses a wide range of products. Typically, these are physical products that require shipping (or pickup by the customer), but they may also be conference/seminar registrations.
 - **Digital**—A digital product (e.g., a PDF, an audio file, a video file, a Flash presentation, a Microsoft PowerPoint presentation, etc.) that can be downloaded by the customer. Typically, these products do not require shipping; however, it is possible to use this product type to create a digital product and also request a shipping address so that a physical copy of the file (or a related product or document) could be shipped to the customer. Before you select Digital as the Product Type, you must ensure that a shipping class has been created that is appropriate for digital products. For example, in many cases you'll need a shipping class of "none." See "Shipping Classes When Delivery is Not Required" on page 217 for more information.
 - **Donation**—If you select Donation as the Product Type, you need to ensure that a shipping class has been created that is appropriate for donations. See "Shipping Classes When Delivery is Not Required" on page 217 for more information.
- 5 Enter a price for Generic and Digital products.

This amount is the base price for the product. The price can be affected by options and modifiers. If the Product Type is "Donation," do not enter a price.

OR

- 6 Complete the "Donation amount" fields for Donation products.
 - **User entered amount**—Select this checkbox to display a field to the donor in which they can enter a specific donation amount.
 - **1**—Select this checkbox to provide donors with a set donation amount that they can choose by selecting a radio button. Enter the donation amount in the field to the right of the checkbox. Add more pre-set donation amounts by selecting the Add More Selections button. The first time you select the Add More Selections button a **2** line appears. The second time, a **3** line appears, etc.
- 7 Choose the allowed payment methods for this product. For more information about payment methods, see "Notes on Payment Methods" on page 1.

Important! If you do not choose any payment methods, the product will not be displayed to shoppers. For the product to be displayed, you must choose at least one payment method.

- 8 Enter the number of days to wait before fulfilling an order paid for using the ACH payment method.

Note: The waiting period allows time for Payment Gateway to return any notice that the ACH payment was rejected. Please consult your Payment Gateway administrator for an acceptable time period. The waiting period can be overridden by a fulfiller with refund/cancel rights.

- 9 Click the Continue button. The Step 2 screen appears.

Add A New Product Wizard : Step 2

You must have set up shipping rates before you create the product. Tax rates are set up by the administrator.

Back To Product Management

Adding Product:

Choose Shipping Class: (determines delivery charge)	<input type="text" value="Regular"/>
Choose Tax Class:	<input type="text" value="default tax rate"/>
Special Authorization Required to Purchase?	<input type="radio"/> Yes <input checked="" type="radio"/> No
If yes, enter prompt displayed to buyer:	<input type="text"/>
What is the answer to the prompt?	<input type="text"/>
Shipping/handling message:	<input type="text"/>

10 Complete the following fields.

- **Prompt for Donation amount**—(Donation only) You can customize the prompt that asks the customer for the donation amount.
- **Choose Shipping Class**—Choose a shipping class that contains delivery methods appropriate for the product. If the product type is "Digital" or "Donation," see "Shipping Classes When Delivery is Not Required" on page 217 for more information about setting up a shipping class appropriate for donations. For more information about shipping classes, see "Shipping Classes" on page 182.
- **Choose Tax Class**—Choose a tax class appropriate for the product. For more about tax classes, see "Tax Account Codes " on page 107.
- **Store Default Account Code and Accounting Code Override**—These fields are only present if the Perform General Ledger Updates option was selected when the store was established. For store's that use the general ledger system, the store's default accounting code is displayed. You can choose either to use the default accounting code or select an override from the Accounting Code Override dropdown menu. For more information about accounting codes, see Section , "Merchant Accounting Codes" on page 133.
- **Special Authorization Required to Purchase?**—If the purchase of this product requires the customer to provide additional information that can be used to authorize the purchase (such as a student ID number), choose the Yes radio button. Also, enter text in the "If yes, enter prompt displayed to buyer" field. This prompt will appear on the product page and ask the buyer to enter additional information. The buyer's entry will be validated.

Note: If you would like buyers to be authenticated before they purchase this product, you should establish a user group. For more information, see Section , "User Groups and User Authentication" on page 127.

- **Shipping/handling message**—This message will appear on the packing slip that is printed during the fulfillment process. This message can contain special handling instructions required for the shipping of this product.

11 Click the Continue button. The Step 3 screen appears.

12 Click the upload links to launch the upload dialog window, which allows you to browse for images on the hard drive as well as network locations. Follow these guidelines when choosing images:

- You can only use GIF, JPG, or PNG format images.
- Full size product images are best displayed at 250 pixels wide by 250 pixels high.
- Thumbnail product images are best displayed at 80 pixels wide by 80 pixels high.
- All images must have file sizes of 250K or less.

Note: The file name of each image must be unique within a store. If you upload an image that uses the same name as another image within the same store, the original image will be overwritten. So remember to always use unique names for images.

13 Click the Continue button. The Step 4 screen appears.

- 14** If the product has no options such as size and color, click the No radio button and then the Continue button. The Step 5 page appears. (Go to the next step.)

If the product has options such as size or color, click the Yes radio button and then the Continue button. The Add A New Product Wizard now follows an alternate branch that allows you to specify the product options. These options typically require separate inventory items: For example, a sweatshirt might be available in black or white.

First, you're asked to specify the types of options to use.

Add A New Product Wizard : Options

Select or enter up to four product options.

[Back To Product Management](#)

Adding Product: sweatshirt

Please select the options associated with this product, or name your own.

Size

Color

Other, enter name:

Other, enter name:

For generic products, both "size" and "color" can be selected (while for digital products, "file size" and "file format" are available); however, you can also name additional option types (such as height, weight, volume, etc.). After you've selected the option types (or entered new types), click the Continue button.

Add A New Product Wizard : Options

When ordering the product, buyers will select from the options you enter.

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Adding Product: sweatshirt

For option "Size", enter the possible values:	Current values:
1. <input style="width: 90%;" type="text"/>	(None)
2. <input style="width: 90%;" type="text"/>	
3. <input style="width: 90%;" type="text"/>	
4. <input style="width: 90%;" type="text"/>	
5. <input style="width: 90%;" type="text"/>	
6. <input style="width: 90%;" type="text"/>	
For option "Color", enter the possible values:	Current values:
1. <input style="width: 90%;" type="text"/>	(None)
2. <input style="width: 90%;" type="text"/>	
3. <input style="width: 90%;" type="text"/>	
4. <input style="width: 90%;" type="text"/>	
5. <input style="width: 90%;" type="text"/>	
6. <input style="width: 90%;" type="text"/>	

Cancel
Add More
Continue

Now, you're asked to specify the allowed values for a product option. For example, if you selected "size" on the previous page, you can now enter "small," "medium," and "large." Or if you selected "color" on the previous page, you might now enter "white," "red," and "yellow." You're initially given six fields in which to name the values for a product option. If you need to record more than six values for a product option, click the Add More button.

Important! If product options are necessary, be sure to set up the product options when you add the product to Marketplace. You cannot add options to existing products.

Add A New Product Wizard : Additional Product Info

Enter the inventory and pricing options for the product.

Back To Product Management

Adding Product: sweatshirt

Limit Quantity?	<input type="radio"/> Yes, Maximum Order Quantity: <input style="width: 50px;" type="text"/> <input checked="" type="radio"/> No
Track Inventory?	<input type="radio"/> Yes, Initial Quantity: <input style="width: 50px;" type="text"/> <input checked="" type="radio"/> No
Back Orderable?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Auto Fulfill?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Stock # (30 chars max):	<input style="width: 100%;" type="text"/>

Assign Random Stock #

Check to see if stock number is already used

Cancel
Continue

The Additional Product Info page appears next.

- 15** On the Additional Product Info page of the "Add a New Product Wizard," the available fields depend on the product type.
- **Limit Quantity?**—(Generic and Donation only) Mark Yes to limit the quantity of the product that a shopper can purchase. If yes, enter the maximum order quantity.
 - **Track inventory?**—(Generic and Donation only) Mark Yes to track the product's inventory. If yes, enter the initial inventory quantity.
 - **Back orderable?**—(Generic and Donation only) Mark Yes if a shopper can order the product even when the quantity available is zero.
 - **Upload product file**—(Digital only) When you select this link, you can browse to a file and select it for upload. If you added options to the product (such as file format or file size, see Step 12 above), you'll be able to upload a different digital file for each combination of options.
 - **Maximum times customer can request download?**— (Digital only) This option can be used to restrict the total number of times a customer can download a digital file.
 - **Time limit for downloading?**—(Digital only) This option can be used to place a time limit—in days—on the period during which the digital product can be downloaded.
 - **Auto fulfill?**—This option can be used for any product in which the payment should take place at the time the order is submitted versus when the order is fulfilled. Typically, this option would be used for products in which no shipping is involved, such as

donations or digital products. It could also be used for some generic products (e.g., for conference registrations when no materials are shipped to the customer).

Note: (For donations only) In order for the recurring payments option to be available, the Auto Fulfill option must be set to Yes. In addition, the recurring payments options must also be selected in the store's general settings.

- **Stock #**—You must enter a stock number for all products, including digital products and donation products. This number can be a UPC number or any other number of value to your store or organization. If necessary, you can allow Marketplace to assign a stock number for tracking and reports: click the Assign Random Stock # button. If you manually enter a stock number, you can have Marketplace check to determine if the stock number is already in use: select the "Check to see if stock number is already used" checkbox.

If your product does not have options, you only have to fill out this screen once. However, if you established product options, you will notice text in the upper left of the page that says, "Article #1 of ## - [option combination name]." This means you are entering information for that option combination and you will need to fill out this screen for each option combination. For option combinations, two additional fields appear on the Step 5 page:

- **Price**—For each option combination, you can set a different price. For example, you might need to charge more for an extra-large shirt versus a small shirt (or more for a blue shirt than a white one). The price you enter on the Step 5 page overrides the price that you entered on Step 1.
- **This particular article is not available**—If an option combination is not valid for your store, or if a combination is not currently available, you can use this checkbox to disable the combination. If at a later day you need to enable the option combination, you can do so by navigating to the Product Option page.

- 16 Click the Continue button when you are finished. The enable/disable options appears.

Add New Product to Architectural Supplies

A disabled product is not displayed to buyers. You can change its features, then enable it later through the Products page.

Back To Product Management

Adding Product: **sweatshirt**

All required information about this product has been collected. You can always edit the information later.

To add this product to your store, click "Add Product".

Enable this product for now.
 Disable this product for now.
 Schedule Product.

Enable Date: Enable Hour:
 Disable Date: Disable Hour:

24-hour (Example: 00 for Midnight)

Store TimeZone: Greenwich Mean Time

Cancel
Add Product

17 You have three options on this page:

- **Enable this product for now**—If you choose this option, the product will be immediately available to buyers once you click the Add Product button.
- **Disable this product for now**—If you choose this option the product will not be available to shoppers until you enable it. You can use this option if you plan to add modifiers to a product, as described in "Products With Modifiers (Custom Ordering Options)" on page 220, you should check the "Disable this product for now" checkbox. By taking this action, you can set modifiers for the product before it goes live in your store.
- **Schedule Product**—These fields can be used to enable and/or disable a product on a specified date and time. Both a date and time must be selected. Times are listed in military format. (For example, 15 is 3 p.m.) The enable and disable fields can be used together or separately. When an enable date and time are selected, you do not need to enter a disable date and time. Likewise, when you enter a disable date and time, you do not need to enter an enable date and time.

Note: The time zone for the enable and disable times is established on the Store General Settings page, as described in "General Settings" on page 146.

18 Click the Add Product button. The Step 7 screen appears.

Add A New Product Wizard : Step 7

To select multiple Marketplace categories, press the CTRL key, then click the category names.

[Back To Product Management](#)

Thank you.

The product "running shoes" has been added to your store.

Please assign "running shoes" to appropriate categories below.

Choose Marketplace Categories (optional, up to 3)

- Apparel
- Events
- Office Supplies
- Downloads
- Give to TU

Choose In-Store Category

(Not Shown to Buyer)

[Continue](#)

- 19 Assign your product to Marketplace categories (for more information, see "Mall Product Categories" on page 99) and an in-store category (for more information, see "Store Product Categories" on page 185).
- 20 Click the Continue button. Your product has been successfully added to your store!

Shipping Classes When Delivery is Not Required

For the product types of "Digital" and "Donation," you need to ensure that a shipping class has been created in which the delivery method of N/A (or None) has been enabled. Take the following actions to set up a shipping class.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Shipping Classes. The Shipping Classes screen appears.
- 2 Review the shipping classes displayed on this screen to determine if a shipping class appropriate for donations has already been created. In a shipping class appropriate for donations, the Enabled checkbox will be checked for the delivery method of N/A (or None), and the other delivery methods in the shipping class will not be enabled. This shipping class should be named "No Shipping Required" (or something similar). If this shipping class does not exist, proceed to Step 3.
- 3 Click the Add New Shipping Class text link. A pop-up window appears.
- 4 Enter "No Shipping Required" in the Enter New Shipping Class Name field and click OK. The Shipping Classes screen is refreshed with the new shipping class added.

Shipping Class: No shipping required						
DeliveryMethod	Enable?	Base Charge (\$)	Per Additional Item Charge (\$)	Require Shipping Address?	Allowed Countries	Tax Class
None	<input checked="" type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
Walk-In	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
US Mail	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
International	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
UPS	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
FedEx Ground	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>	N/A	default tax rate ▼
Default Delivery Location:						
City:			Lenexa			
State:			Kansas ▼			
ZipCode:			66219			
Save No shipping required Shipping Class						

- 5 Select the Enable checkbox for the delivery method of N/A (or None).
- 6 Enter zero as the Base Charge for the N/A delivery method.
- 7 Enter zero as the Per Additional Item Charge for the N/A delivery method.
- 8 Uncheck the Require Shipping Address checkbox for the N/A delivery method.

Note: For more information regarding the establishment of shipping classes and delivery methods, see "Shipping Classes" on page 182 and "Delivery Methods" on page 104.

Donations and Recurring Payments

The Recurring Payment Setup page will appear as part of the Add a New Product Wizard if the following conditions have been met:

- 1 The Allow Recurring Payments on Donation Product Types option has been turned on in the store's general settings.
- 2 Donation was selected as the Product Type in Step 1 of the Add a New Product Wizard.
- 3 The Auto Fulfill option was set to Yes on the Additional Product Info page of the Add a New Product Wizard.

If these conditions are met, the Recurring Payment Setup page will appear as part of the Add a New Product Wizard immediately after the Additional Product Info page. (For more information about the Add a New Product Wizard, see "The Add a New Product Wizard" on page 206.)

Add A New Product Wizard : Recurring Payment Setup

If users should make one-time payments only, set the first option to No and do not set other options.

Back To Product Management

Allow Recurring Payments?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Recurring Payments are required?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Prompt Displayed to User Asking if Recurring Payments are Desired:	<input style="width: 100%;" type="text"/>
Maximum Duration	<input style="width: 40%;" type="text"/> --Select Units-- (5 years Max)
Accepted Frequencies:	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Bi-Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually <input type="checkbox"/> Annually

Cancel
Continue

Follow these steps to complete the Recurring Payment Setup page:

- 1 Complete the following fields.
 - **Allow Recurring Payments?**—If you set this option to Yes, complete the rest of the options for the page. If you set the option to No, skip the rest of the options on this page.
 - **Recurring Payments are required?**—If you want to require customers to use recurring payments, select Yes. Otherwise, select No.
 - **Prompt Displayed to User Asking if Recurring Payments are Desired**—This field determines the prompt text that asks the customer whether they want to make a recurring payment. The prompt appears when the customer adds the donation product to their shopping cart.
 - **Maximum Duration**—Enter a number and specify whether it is a number of months or years. The most you can allow is 6 years. If you leave the number field empty, the maximum duration will be 6 years.
 - **Accepted Frequencies**—When making a recurring payment, the customer is asked, "How often will your payment recur?" The frequency options you check here will appear in the dropdown selection list for the customer.
- 2 Click the Continue button.

Products With Modifiers (Custom Ordering Options)

A "modifier" is a custom ordering option, like monogramming. It doesn't change the stock number of the product, but it might change the price.

Modifiers aren't part of the basic product setup. After you add a product, you can edit it with one of these kinds of modifiers:

- **Required Selection**—The shopper must select from options to add the product to the cart. For example, if a shopper is purchasing a baseball cap, they might be given the option of adding a simple campus logo, a more elaborate campus logo, or no logo.
- **Optional Text Entry**—The shopper can choose to customize a product with text. For example, the shopper might be able to add a monogram to a pen set or a shirt.
- **Optional Multiple Select Checkboxes**—The shopper can choose from customizing options. For example, the shopper might be able to add ingredients to a pizza by selecting these checkboxes.
- **Required Text Entry**—The shopper must enter a value to add the item to the cart. For example, the shopper might need to enter their student ID number when signing up for a seminar.

Note: When a shopper purchases a product, a confirmation message is sent to the shopper. This message displays the modifier value. However, if you are collecting sensitive information with the Optional Text Entry modifier or the Required Text Entry modifier (such as a student ID or a social security number), you should suppress display of the modifier in confirmation email messages. You can suppress display of the modifier by choosing the checkbox labelled Hide Modifier in Confirmation E-mails on the setup page for the modifier.

Adding a Product Modifier

Follow these steps to add a product modifier. Only merchant managers and store managers can add product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.
- 2 Select the product's category from the Choose Other Category dropdown menu. The Store Product Management screen is refreshed with the products from the selected category.
- 3 Click the product name link. The Store Product Details screen appears.
- 4 Scroll down to the bottom of the screen and click the Add New Modifier link. The Add Product Modifier screen appears.

Campus Wear Add Product Modifier

Modifiers are questions that can be added to collect information about the product. A modifier does not change the product's inventory, but can alter the product price.

[Back To Product Detail](#)

Modifier Types

Required Selection	Example
Optional Text Entry	Example
Optional Multiple Select Checkboxes	Example
Required Text Entry	Example

- 5 Click the modifier type you want to add.
- 6 Enter the modifier information and price adjustment(s). Then click the Add Modifier button.

Note: For detailed information about each modifier type, see "Using Product Modifiers " on page 237.

5.2 Importing Product Lists

You can import multiple products using a product import file.

Creating the Product Import File

Use any text editor to create your product import file with each row in the file describing a single product. The entries for each product, which are similar to those in the Add a New Product Wizard, are separated by commas. Save the file in CSV (comma-separated value) format.

Keep in mind these rules and tips:

- **Don't include products that use options.** For products with options like size or color, use the Add a New Product Wizard. Marketplace product options are not supported when using a product import file.
- **Use temporary values if needed.** If you don't know all the product's details, enter temporary values. Import the product, then edit it with the Operations Center.
- **Save the file with a descriptive name.** You may have more than one import file. Use file names that you will recognize when you import the products.
- **After import, check the product information.** Edit each imported product to verify its details and add any others. For instance, you must edit the product to add its graphics or choose its site categories.
- **After import, move products to the right categories.** With the default layout for the store home page, imported products appear on the store

home page. With the splash layout for the home page, imported products are added to the "Not Shown to Buyer" category, which means you will need to move each product to an appropriate category in order for it to be displayed in your store.

Note: With the splash layout selected for the home page, you should not select "Store Home Page" as the category for a product. This category will not display products in the splash layout. As a reminder, the Choose Other Category dropdown list on the Product Management screen will display "Store Home Page - Not Displayed."

- **Payment types are determined by store settings.** The default payment types configured in the store settings determine the payment types for each product in the import file. If you need to alter the allowable payment types for a specific product, you should import the product and then edit the product with the Operations Center.

About the CSV Format

In the CSV format, values are separated by commas. You can use one or two sets of quotation marks around a value. If an entry includes a comma, the entire entry must be contained inside quotation marks.

If an entry includes quotation marks, include them with a double set of quotation marks. For example, the entry "Item 3" would yield the result Item 3, while the entry "Item ""4"", size small" would yield the result Item "4", size small.

Steps in Creating the File

- 1 In a text file, enter the row of required column headings (see "Required Column Headings" on page 222).
- 2 To the row, add any optional column headings you want to use (see "Optional Column Headings" on page 223).
- 3 In a new row, enter the values for the first product. Enter all the required values. To leave an optional value empty, enter a comma only.
- 4 Add a new row for each additional product, then save and close the file.

Required Column Headings

Enter these column headers on the first row or line of the file exactly as shown here:

`NAME, SHORT_DESC, LONG_DESC, SHIP_CLASS, PRICE, PRODUCT_TYPE`

Under each required column, enter the values for your product. If you don't know all of a product's details, enter temporary values. Import the product, then edit it later in the Manage Products pages.

*Field definitions:***NAME**

Name of the product. Maximum 50 characters.

SHORT_DESC

Short description of the product. Maximum 100 characters.

LONG_DESC

Long description of the product. Maximum 2000 characters.

SHIP_CLASS

Name of the Shipping Class for the product. Must match an existing shipping class name in the store.

PRICE

Product price. Use the format x.xx, with up to two decimal places. Do not use commas or dollar signs. Do not use negative numbers.

PRODUCT_TYPE

Enter Donation for a donation product. Otherwise, enter Generic. (Donation products must have a price of 0.00.)

Optional Column Headings

These columns are optional. If you include one of these columns, its column header must appear on the first row or line of the file.

```
QTY, BACK_ORDERABLE, STOCK_NO, ENABLED, AUTH_REQD, AUTH_
    PROMPT, TAX_CLASS, CREDIT_ACCOUNT
```

Enter an optional value under its correct column heading. You can change this and all other product entries later in the Manage Products pages.

To leave an optional value blank, enter only a comma. For example, the first product here uses all four optional values. The second product doesn't use the stock number value. (Required columns not shown.)

```
QTY, BACK_ORDERABLE, STOCK_NO, ENABLED
15, Y, Z765-OT3, Y
35, Y, , Y
```

*Field definitions:***QTY**

Quantity available. If this column is not used, the quantity available will not be tracked. You can change this entry later in the Edit Product page.

BACK_ORDERABLE

Signals whether the product may be purchased with back-order status. Enter Y if the product is back-orderable. Enter N if the product is not back-orderable. If the column or value is not used, the product is imported as "not back-orderable."

STOCK_NO

Stock number. Maximum 30 characters. If the column or value is not used, a random number will be assigned.

ENABLED

Signals whether product should be enabled for display. Enter Y to display the product immediately. Enter N to leave the product disabled. If the column or value is not used, the product will be enabled and displayed for purchase.

AUTH_REQD

Signals whether authorization is required to purchase the product. Enter Y if authorization is required, otherwise enter N. If the column or value is not used, the product will be imported as "no authorization required."

AUTH_PROMPT

Prompt displayed to the user if authorization is required. Maximum 200 characters. Must be filled in if authorization is required.

TAX_CLASS

Tax class name. Must be one of these: No tax, Default tax rate, or Higher tax rate. If the column or value is not used, the product will use the Default tax rate class set up by the administrator.

CREDIT_ACCOUNT

Only use this column if you are transferring data to a General Ledger system. Enter a value if the accounting code for the product is different than the store's default accounting code. To use the default accounting code, leave the column blank by entering only a comma.

Importing a CSV File

After you have created a CSV file, use the following steps to import the file.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Product Management screen appears.
- 2 Choose the "Import Product(s) from a File" link. The Product File Upload screen appears.

- 3 Choose import options.
 - **Check for errors only**—Use this option to test the import without saving products and see if any errors exist in the CSV file. If you choose this option, Marketplace will return a list of the errors that it encounters, such as shipping classes or accounting codes that are used in the CSV file but not available for products in the store.
 - **Check to see if stock number is already used**—Use this option to determine if the products in the CSV file are using unique stock numbers that have not previously been assigned to products.
- 4 Either enter the path of the CSV file or click the Browse button to locate the file.
- 5 Click the Upload Now button. The Upload Status screen appears. Messages are displayed on this screen and these messages either represent errors with the import file or confirm that products were imported.

Using a CSV File to Edit Products

You can edit products in Marketplace by using a CSV file. To edit a product, the stock number must be identical in both the Marketplace store and the CSV file.

Use the following steps to import a CSV file for editing products.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Product Management screen appears.

- 2 Choose the "Import Product(s) from a File" link. The Product File Upload screen appears.
- 3 Verify that the "Check to see if stock number is already used" checkbox is selected.
- 4 Either enter the path of the CSV file or click the Browse button to locate the file.
- 5 Click the Upload Now button. The Upload Status screen appears. Messages are displayed on this screen and these messages 1) represent potential errors with the import file, 2) confirm that products were imported, and 3) list the products that will be edited.

Note: For each product you are editing, Marketplace will return a warning on the Upload Status screen that says the stock number is in use.

- 6 Confirm each product that should be edited by choosing the corresponding checkbox in the Update Database column.
- 7 Choose the Update Products button.

5.3 Managing Products in a Store

After products have been added to a store, the Product Management page can be used (by merchant managers, store managers, and store clerks) for the following purposes:

- To edit product features
- To move a product to a different category for display
- To enable or disable product display
- To change the display listing order of products within a category
- To delete a product

To open the Product Management page, the store manager or merchant manager navigates to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.

Campus Wear Product Management

Use the Choose Category list to see products in another category. To move a product, select from the Move Selected To list, then click the Move Selected To button.

Add Product **Import Product(s)**

Category: Coffee Cups

Choose Other Category:

Select	Product Name	Sort Key	Quantity Remaining	Status	Modifiers	Action
<input type="checkbox"/>	White coffee cup with Good Idea logo	<input type="text"/>	Not tracked	Enabled		Delete
<input type="checkbox"/>	White coffee cup with college logo	<input type="text"/>	Not tracked	Enabled		Delete
<input type="checkbox"/>	White coffee cup with heart logo	<input type="text"/>	Not tracked	Enabled		Delete
<input type="checkbox"/>	White coffee cup with smiley logo	<input type="text"/>	Not tracked	Enabled		Delete

Move Selected To: **Update Sort Order**

Editing Products

To edit a product:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.
- 2 Select the product's category from the Choose Other Category dropdown menu. The Store Product Management screen is refreshed with the products from the selected category.
- 3 Click the product name link. The Store Product Details screen appears.



Note: To change the features of a particular article (or SKU) associated with a product, click the product's View Articles link. Then, click the article name to edit its features.

Architectural Supplies Product Details	
Change your product's details or add a modifier to allow buyers to customize the product.	
Back To Product Management	
Editing Product: Lead Holder	
Articles: add options	
Product Name: (200 chars max)	Lead Holder
Ustore status:	ENABLED Manage status
Short Description (500 chars max): (HTML Allowed)	Features a four-way vise-grip jaw that holds 2mm or 3mm lead securely in a lightweight barrel. The push button control instantly releases lead to any desired length.
Long Description (30,000 chars max): (HTML Allowed)	Features a four-way vise-grip jaw that holds 2mm or 3mm lead securely in a lightweight barrel. The push button control instantly releases lead to any desired length.
Should this be offered as an additional item at checkout?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Should this be offered only as an additional item at checkout? (Only if yes to question above)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Price:	\$ 8.00
Shipping Class: (determines shipping charge)	regular
Tax Class:	default tax rate
Special Authorization Required for Purchase?	<input type="radio"/> Yes <input checked="" type="radio"/> No
If yes, enter prompt displayed to buyer: (200 chars max)	
What is the answer to the prompt? (Optional) (50 chars max)	
Shipping/handling message:	
Require shoppers to respond to CAPTCHA before the product can be placed in their cart? (Can be used to help prevent internet bots from making purchases.) Example: 	<input type="radio"/> Yes <input checked="" type="radio"/> No
Limit Order Quantity?	<input type="radio"/> Yes, Maximum Order Quantity: <input type="text"/> <input checked="" type="radio"/> No
Track Inventory?	<input type="radio"/> Yes, Current Quantity: <input type="text"/> <input checked="" type="radio"/> No
Back Orderable?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Auto Fulfill?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Stock # (30 chars max):	5006503
Allowed Payment Methods:	<input type="checkbox"/> INTERAC <input checked="" type="checkbox"/> AmEx <input type="checkbox"/> Discover <input checked="" type="checkbox"/> webCheck <input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> MasterCard
Days To Wait before processing ACH Payments:	

The Product Details page.

- 4 You can edit the fields on Product Detail page.

Field descriptions:

- **Product Name**—Shoppers see the product name when browsing in the site. It also appears in order and billing confirmations, store financial reports, and fulfillment event records.
- **Short Description**—Shoppers see this short product description in the detailed product layout. This field accepts a maximum of 500 characters. This field accepts HTML. Depending on the chosen store or category layout, shoppers may add some products to the cart without seeing the long descriptions. Put critical details in both the short and long descriptions to make sure shoppers see this information.
- **Long Description**—Shoppers see this description when they go to a product detail page. Price and options (such as size and color) appear below the description on the product detail page. You may want to use the long description to provide shoppers with additional information about the available options. If the product requires special shipping information or if its return policy differs from the store policy, you can add those details here. Depending on the chosen store or category layout, shoppers may add some products to the cart without seeing the long descriptions. Put critical details in both the short and long descriptions to make sure shoppers see this information. The Long Description field accepts a maximum of 30,000 characters. This field accepts HTML.

Note: You can use HTML in both the Short Description field and the Long Description field. HTML entered in these fields must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to these fields. For more information about using HTML or CSS, please see the *Marketplace uStores Layout Guide*.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

- **Price**—This price is the base price for the product. The price can be affected by options and modifiers. If the Product Type is "Donation," do not enter a price. Also, see "Editing Donations" on page 232 for more information about how the product fields are different for donation products.

- **Shipping Class**—Choose a shipping class that contains delivery methods appropriate for the product. If the product type is "Donation," see "Shipping Classes When Delivery is Not Required" on page 217 for more information about setting up a shipping class appropriate for donations. For more information about shipping classes, see "Shipping Classes" on page 182.
- **Tax Class**—Choose a tax class appropriate for the product. For more about tax classes, see "Tax Account Codes " on page 107.
- **Store's Default Account Code and Accounting Code Override**—These fields are only present if the Perform General Ledger Updates option was selected when the store was established. For store's that use the general ledger system, the store's default accounting code is displayed. You can choose either to use the default accounting code or select an override from the Accounting Code Override dropdown menu. For more information about accounting codes, see Section , "Merchant Accounting Codes" on page 133.
- **Special Authorization Required to Purchase?**—If the purchase of this product requires the customer to provide additional information that can be used to authorize the purchase, choose the Yes radio button. Also, enter text in the "If yes, enter prompt displayed to buyer" field. This prompt will appear on the product page and ask the buyer to enter an answer to the prompt.

Enter the answer for the prompt in the "What is the answer to the prompt?" field. All buyers must provide this answer. If you enter nothing in the "What is the answer to the prompt?" field (this field is optional), then any entry by the buyer will be accepted.

The "Special Authorization Required to Purchase?" field works well in situations where you have handed off the answer to a select group of customers, but you should keep in mind that anyone who gets the answer can then purchase the product.

For example, you might use the "Special Authorization" field in conjunction with a flier distributed on campus. The flier would describe the product and provide the answer for the "Special Authorization" prompt. Anyone with access to the flier—as well as anyone who has been supplied the answer by any other means—can then purchase the product.

Note: If you would like buyers to be authenticated before they purchase this product, you should establish a user group. For more information, see Section , "User Groups and User Authentication" on page 127.
- **Shipping/handling message**—This message will appear on the packing slip that is printed during the fulfillment process. This message can contain special handling instructions required for the shipping of this product.

- **Require shoppers to respond to CAPTCHA before the product can be placed in their cart?**—When Yes is selected, the shopper will see a CAPTCHA challenge prompt when they attempt to add the product to their shopping cart. The shopper must enter the code before they can continue. This field can be used to help prevent Internet bots from being used to purchase products, as bots cannot typically interpret CAPTCHA codes. Use of this field may be particularly relevant for a product in which the demand may be high and the inventory supply limited (such as parking places or a ticketed event).
- **Auto Enable?**—These fields can be used to enable and/or disable a product on a specified date and time. Both a date and time must be selected. Times are listed in military format. (For example, 15 is 3 p.m.) The enable and disable fields can be used together or separately. When an enable date and time are selected, you do not need to enter a disable date and time. Likewise, when you enter a disable date and time, you do not need to enter an enable date and time.

Note: The time zone for the enable and disable times is established on the Store General Settings page, as described in "General Settings" on page 146.

- **Limit Order Quantity?**—Mark Yes to limit the quantity of the product that a shopper can purchase. If yes, enter the maximum order quantity.
- **Track inventory?**—Mark Yes to track the product's inventory. If yes, enter the initial inventory quantity.
- **Back Orderable?**—Mark Yes if a shopper can order the product even when the quantity available is zero.
- **Auto Fulfill?**—This option can be used for any product in which the payment should take place at the time the order is submitted versus when the order is fulfilled. Typically, this option would be used for products in which no shipping is involved, such as donations or digital products. It could also be used for some generic products (e.g., for conference registrations when no materials are shipped to the customer).

Note: If the Auto Fulfill option is set to Yes and the "Days to Wait before processing ACH Payments" is set to any value greater than zero, then the Auto Fulfill selection is automatically overridden and manual fulfillment is required.

- **Stock #**—You must enter a stock number for the product. This number can be a UPC number or any other number of value to your store or organization. If necessary, you can allow Marketplace to assign a stock number for tracking and reports: click the Assign Random Stock # button. If you manually enter a stock number,

you can have Marketplace check to determine if the stock number is already in use: select the "Check to see if stock number is already used" checkbox.

- **Allowed Payment Methods**—Choose allowed payment methods for this product using the checkboxes. For more information about payment methods, see "Notes on Payment Methods" on page 1.
- **Days to Wait before processing ACH Payments**—Enter the number of days to wait before fulfilling an order paid for using the ACH payment method. The waiting period allows time for Payment Gateway to return any notice that the ACH payment was rejected. Please consult your Payment Gateway administrator for an acceptable time period. The waiting period can be overridden by a fulfiller with refund/cancel rights.

Note: If the Auto Fulfill option is set to Yes and the "Days to Wait before processing ACH Payments" is set to any value greater than zero, then the Auto Fulfill selection is automatically overridden and manual fulfillment is required.

- 5 If you edited any of the fields described above, click the Save button.

Editing Donations

Donations can be edited like generic products; however, the following additional fields also appear: Prompt for Donation Amount and a link to a setup page for Recurring Payments.

Note: In order for the Recurring Payments link to be available, the Auto Fulfill field must be set to Yes.

Field descriptions:

- **Prompt for Donation Amount**—Donors will see the text that you enter in this field as a prompt for entering a donation amount (or selecting a pre-set amount).
- **Recurring Payments**—By clicking the View Setup link , you can set up a donation product to accept recurring payments from donors. When you click the View Setup link, the recurring payment fields are displayed.

The Recurring Payments fields appear on a separate page from the Product Details.

The following fields are displayed for recurring payments:

- **Allow Recurring Payments?**—Turn on this option for donors by selecting Yes. If you select Yes, complete the rest of the options on this page. If you select No, skip the rest of the options on this page.
- **Recurring Payments are required?**—If you want to require customers to use recurring payments, select Yes. Otherwise, select No.
- **Prompt Displayed to User Asking if Recurring Payments are Desired**—This field determines the prompt text that asks the donor whether they want to make recurring payments. The prompt appears on the Product Details page.

The recurring payments prompt appears before donors place the item in their shopping cart.

- **Maximum Duration**—Enter a number and specify whether it is a number of months or years. The maximum duration is 99 years. Donors who use a credit card cannot set up a donation period that exceeds the expiration date on their credit card.
- **Accepted Frequencies**—When making a recurring payment, the customer is asked, "How often will your payment recur?" The

frequency options you check here will appear in the dropdown selection list for the customer.

Category Assignments

Category assignments for products are assigned on the Product Details pages for each product.

The screenshot shows a section titled "Marketplace Category Assignments". It contains two columns: "Current:" and "New assignment:". The "Current:" column has a checkbox. The "New assignment:" column has a dropdown menu with three options: "Clothing", "Events", and "Clothing - Ballcaps". Below these columns is a purple button labeled "Add New Assignment".

The Category Assignments section of the Product Details page.

You can edit the product's system-level category assignment. (For more information about system-level categories, see "Mall Product Categories" on page 99.) To add a system-level category assignment, click the category name in the New Assignment list box. You can use CTRL-click to select multiple categories and SHIFT-click to select a range of categories. Then click the Submit button.

To remove a current assignment, select the checkbox for the corresponding category name displayed in the Current column. Then click the Remove Selected button.

Image Management

Product images are managed on the Product Details page for each product.

The screenshot shows a section titled "Product Image Management". It contains two image management sections. The top section displays a large image of a blue pen. Below the image are two buttons: "Upload full size image" and "Remove full size image". The recommended dimensions for this image are 250 x 250 pixels. The bottom section displays a smaller thumbnail image of the same pen. Below the image are two buttons: "Upload thumbnail image" and "Remove thumbnail image". The recommended dimensions for this image are 80 x 80 pixels.

The Category Assignments section of the Product Details page.

You can upload product images. Click the upload link to launch the upload dialog window, which allows you to browse for images on the hard drive

as well as network locations. Follow these guidelines when choosing images:

- You can only use GIF, JPG, or PNG format images.
- Full size product images are best displayed at 250 pixels wide by 250 pixels high.
- Thumbnail product images are best displayed at 80 pixels wide by 80 pixels high.
- All images must have file sizes of 250K or less.

Note: The file name of each image must be unique within a store. If you upload an image that uses the same name as another image within the same store, the original image will be overwritten. So remember to always use unique names for images.

Modifiers Management

Product modifiers are managed on the Product Details page for each product.

Modifiers applied to this Product		
Name	Sort Key	Other Actions
Name Monogram	<input type="text"/>	Edit Remove
Save Sort		
Add Modifier		

The Category Assignments section of the Product Details page.

You can add modifiers to products as well as edit existing modifiers. A "modifier" is a custom ordering option, such as monogramming. It doesn't change the stock number of the product, but it might change the price. Modifiers aren't part of the basic product setup.

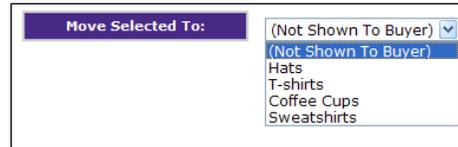
If any modifiers have been created for the product, the modifiers are listed in the Modifiers section of the Product Details page. The Modifiers section can be used for the following purposes:

- To add a new modifier: click the Add New Modifier text link. For details about adding product modifiers, "Using Product Modifiers " on page 237
- To edit an existing modifier: click the Edit link of the corresponding modifier. For details about editing product modifiers, "Using Product Modifiers " on page 237
- To remove an existing modifier: click the Remove link of the corresponding modifier.
- To determine the display order of the product's modifiers: enter a sort number in the Sort Key text box of each modifier and then click the Save Changes button. The sort order determines the order that modifiers are displayed on the shopping site's Item Detail Page. This page is displayed after shoppers click the Add to Cart button.

Moving a Product to a Different Store Category

To move a product from one category to another:

- 1 Open the Product Management page.
- 2 Use the Choose Other Category dropdown to navigate to the category containing the product.
- 3 Mark the Select checkbox for the product you want to move.
- 4 Use the Move Selected To dropdown list to choose the new category for the product. All the store's categories appear in the Move Selected To dropdown list.
- 5 Click the Move Selected To button.



By default, at least two choices are available in the Move Selected To dropdown list: 1) Not Shown to Buyer and 2) Store Home Page. If any store categories have been established, these additional categories will also be available in the dropdown list. Use the Not Shown to Buyer selection to remove a product from a store category and thus suppress its display (however, the product will still be available by way of direct URL link). Use the Store Home Page selection in combination with the default Store Home Page Layout (as described in Section 4.2 , "Store Settings" on page 146) to display products directly on the store's home page.

Enabling and Disabling Products

To immediately enable or disable a product, take the following action:

- 1 Open the Product Management page.
- 2 Use the Choose Other Category dropdown to navigate to the category containing the product.
- 3 The Status column indicates whether the products in the current store category are enabled or disabled. To disable a product, click the Enabled text link. To enable a product, click the Disabled text link.
- 4 A dialog appears that asks you to confirm enabling or disabling the product. Click the Yes button.

Products that have been enabled are displayed to shoppers in the category to which they belong. Products that have been disabled are not displayed to shoppers in the category to which they belong; however, the products have not been deleted and are still listed on the Product Management page as belonging to their category. If a shopper somehow reaches the product page for a disabled product (for example, by an outdated link or a saved favorite), the product cannot be added to a shopping cart.

In addition to immediately enabling or disabling products, you can also schedule enabling or disabling. Scheduling is discussed in "Editing Products" on page 227.

Changing the Product Listing Order

By default, products within categories are shown in alphabetic order to the shopper. You can enter a specific order for any list of products in a category.

To change the listing order:

- 1 Open the Product Management page.
- 2 Use the Choose Other Category dropdown to navigate to the category containing the product.
- 3 In the Sort Key column, enter a two-digit "sort key" value for each product.

Note: For numbers 1 through 9, use a leading zero (01, 02, 03, and so on). This ensures the listing order will be correct.

- 4 Click the Save Changes button.

Note: If you leave some sort key fields empty, Marketplace will show the sorted products first, followed by the rest of the products in alphabetic order.

Deleting a Product

You can permanently remove products; however, be careful when deleting a product because it cannot be restored. To delete a product:

- 1 Open the Product Management page.
- 2 Use the Choose Other Category dropdown to navigate to the category containing the product.
- 3 The Action column contains a Delete link for each product. To delete a product, click its Delete link.
- 4 A dialog appears in which you must confirm deletion of the product. Click the Yes button.

Note: When a product is deleted, its order history remains in the Marketplace database so that the product will appear in reports.

Important! Be careful that you do not delete products with outstanding orders that require fulfillment.

5.4 Using Product Modifiers

A "modifier" is a custom ordering option for a product, such as monogramming. It doesn't change the stock number of the product, but it might change the price.

Modifiers aren't part of the basic product setup. After you add a product to your store, you can then add a modifier to the product.

Important! Marketplace does not encrypt product modifier data in storage or mask this data on display in the Marketplace Operations Center. Therefore, sensitive material should not be collected using the product modifier fields. For example, collecting Social Security Numbers with a product modifier field would increase the risk of the misuse of this information (i.e., identity theft).

The following types of modifiers are available:

- **Required Selection**—To add the product to their shopping cart, the shopper must select from two or more options. For example, if a shopper is purchasing a baseball cap, they might be given the option of adding a simple campus logo, a more elaborate campus logo, or no logo.
- **Optional Text Entry**—The shopper can choose to customize a product with text. For example, the shopper might be able to add a monogram to a pen set or a shirt.
- **Optional Multiple Select Checkboxes**—The shopper can choose from two or more options that will customize the product. For example, the shopper might be able to add ingredients to a pizza by selecting these checkboxes.
- **Required Text Entry**—The shopper is required to make a text entry before the product can be added to their shopping cart. For example, the shopper might need to enter their student ID number when signing up for a seminar.

Adding a Product Modifier

Follow these steps to add a product modifier.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.
- 2 Select the product's category from the Choose Other Category dropdown menu. The Store Product Management screen is refreshed with the products from the selected category.
- 3 Click the product name link. The Store Product Details screen appears.
- 4 Scroll to the bottom of the screen and click the Add New Modifier link. The Add Product Modifier screen appears.

Campus Wear Add Product Modifier

Modifiers are questions that can be added to collect information about the product. A modifier does not change the product's inventory, but can alter the product price.

Back To Product Detail

Modifier Types

Required Selection	Example
Optional Text Entry	Example
Optional Multiple Select Checkboxes	Example
Required Text Entry	Example

- 5 The modifier types appear as text links. Click the type of modifier that you want to add. The Add Product Modifier page appears for the modifier type that you selected.
- 6 Enter the modifier information and price adjustment(s). Then click the Add Modifier button. (See "Using the Add/Edit Product Modifier Pages" below for details on completing the page.)

Using the Add/Edit Product Modifier Pages

Four types of product modifier pages are available: 1) required selection, 2) optional text entry, 3) optional multiple select checkboxes, and 4) required text entry. When you add a product modifier, you select a modifier type (as described in "Adding a Product Modifier" above) and then complete the fields on the product modifier page.

- **Required Selection Modifier**—You must enter a name for the modifier and its selection values. For example, you might create a modifier with the name of "color" and the selections might be white, yellow, and red. Price adjustments can be entered for each selection: enter only the amount to add to the base product price. Do not enter a total product price.

Campus Wear Add Product Modifier

Required Selection Modifier requires the buyer to choose a selection from the list before the article can be added to the cart. For price adjustments, enter only the amount to add to the base product price. Do not enter a total product price.

[Back To Product Modifiers](#)

Required Selection Modifier

Name:

The buyer will select from the following entries.

Selection	Price Adjustment
1. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
2. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
3. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
4. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
5. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
6. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
7. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
8. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
9. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
10. <input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>

[Add More Selections](#)

[Add Modifier](#)

- Optional Multiple Selection Checkbox Modifier**—You must enter a name for the modifier and its selection values. For example, you might create a modifier with the name of "extras" (for a seminar being offered by your school). The selections might be 1) box lunch, 2) binder for handouts, 3) mug, and 4) parking pass. Price adjustments can be entered for each selection: enter only the amount to add to the base product price. Do not enter a total product price.

Campus Wear Add Product Modifier

Optional Multiple Selection Checkbox Modifier presents a list of options to the buyer. To add an option, the buyer marks its checkbox. For price adjustments, enter only the amount to add to the base product price. Do not enter a total product price.

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Optional Multiple Selection Checkbox Modifier

Name:	<input style="width: 90%;" type="text"/>
The buyer will select from the following entries.	
Selection	Price Adjustment
1. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
2. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
3. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
4. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
5. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
6. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
7. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
8. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
9. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
10. <input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Add More Selections	
Add Modifier	

- Optional Text Entry Modifier**—You must enter a name for the modifier and the maximum number of characters that a shopper can enter in the text entry field. For example, you might create a modifier called "monogram," for which you might set a maximum number of characters at 10. (The maximum allowed by Marketplace is 100.) Price adjustments can be entered for each selection: enter only the amount to add to the base product price. Do not enter a total product price.

Campus Wear Add Product Modifier

Optional Text Entry Modifier allows the buyer to add customized text to the article. For price adjustments, enter only the amount to add to the base product price. Do not enter a total product price.

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Optional Text Entry Modifier

Name:	<input style="width: 90%;" type="text"/>
Maximum Number Of Characters That Can Be Entered (Maximum of 100):	<input style="width: 90%;" type="text"/>
Price Adjustment:	<input style="width: 90%;" type="text"/>
Hide Modifier In Confirmation e-Mails:	<input type="checkbox"/> Yes (Check if collecting sensitive information)
Add Modifier	

- Required Text Entry Modifier**—You must enter a name for the modifier and the maximum number of characters that a shopper can enter in the text entry field. For example, you might create a modifier called "attendee name," for which you might set a maximum number of characters at 20. (The maximum allowed by Marketplace is 100.) Price adjustments are relevant in this modifier if the product has articles/variations and you want to apply the modifier to some but not all of the articles/variations. Enter only the amount to add to the base product price. Do not enter a total product price.

Campus Wear Add Product Modifier

Required Text Entry Modifier requires the buyer to enter the requested information. For price adjustments, enter only the amount to add to the base product price. Do not enter a total product price.

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Required Text Entry Modifier

Name:	<input type="text"/>
Maximum Number Of Characters That Can Be Entered (Maximum of 100):	<input type="text"/>
Price Adjustment:	<input type="text"/>
Hide Modifier In Confirmation e-Mails:	<input type="checkbox"/> Yes (Check if collecting sensitive information)

[Add Modifier](#)

Note: If product options/variations have been established, you will need to specify how the modifiers should be applied. You can choose to apply the modifiers to all the product articles/variations by selecting the "Apply to all articles for this product" checkbox. Or you can apply the modifiers to specific articles/variations: CTRL click all applicable articles/variations displayed in the list box. (By default, all the articles/variations are initially selected. You can de-select and re-select items as necessary.

Note: When a shopper purchases a product, a confirmation message is sent to the shopper. This message displays the modifier value. However, if you are collecting sensitive information with the Optional Text Entry modifier or the Required Text Entry modifier (such as a student ID or a social security number), you should suppress display of the modifier in confirmation email messages. You can suppress display of the modifier by choosing the checkbox labelled Hide Modifier in Confirmation E-mails on the setup page for the modifier.

Editing a Product Modifier

Follow these steps to edit a product modifier. Only merchant managers and store managers can edit product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.
- 2 Select the product's category from the Choose Other Category dropdown menu. The Store Product Management screen is refreshed with the products from the selected category.
- 3 Click the product name link. The Store Product Details screen appears.
- 4 Scroll down to the "Modifiers applied to this Product" section. This section lists all the modifiers that have been added to the product.
- 5 For the product that you need to edit, click the Edit text link in the Other Actions column. The Edit Product Modifier screen appears.

Deleting a Product Modifier

Follow these steps to edit a product modifier. Only merchant managers and store managers can edit product modifiers.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > Products. The Store Product Management screen appears.
- 2 Select the product's category from the Choose Other Category dropdown menu. The Store Product Management screen is refreshed with the products from the selected category.
- 3 Click the product name link. The Store Product Details screen appears.
- 4 Scroll down to the "Modifiers applied to this Product" section. This section lists all the modifiers that have been added to the product.
- 5 For the product that you need to delete, click the Remove text link in the Other Actions column. The Remove Modifier from Product page appears.

Campus Wear Delete Product Modifier

To select multiple products from the list, press the CTRL key, then click the product names.

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Removing the Modifier addition from the Product:	Baseball cap w/ Team logo
You can remove this modifier from all articles or from only specific articles	
<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> small medium large </div>	

Remove From Selected

Remove From All

- 6 You will need to specify how the modifier should be removed. You can choose to remove the modifier from all the articles/variations by

selecting the Remove From All button checkbox. Or you can remove the modifiers from selected articles/variations: CTRL click all applicable articles/variations displayed in the list box and then click the Remove From Selected button. (By default, all the articles/variations are initially selected. You can de-select and re-select items as necessary.)

5.5 Linking to a Product

To link directly to a specific product, you should navigate to the shopping application (uStores) and open the product page that you wish to link to. Copy the URL displayed in your browser's address field.

The URL for a product category uses the following format:

```
http://[server]/[context]/web/product_
detail.jsp?PRODUCTID=[product ID#]
```

[server] is the computer where uStores was installed, and [context] is the context path. [product ID#] is the product ID assigned by Marketplace. The product ID value can only be determined by viewing the product page in the shopping application.

Note: If a store is in single-store-only mode and the "Store is Viewable in Mall" option is set to "No" (on the store's General Settings page), you cannot link directly to a store category.

Note: Do not include bracket characters in the URL.

6.0 User Groups and Private Stores

Access to Marketplace stores can be restricted to specified user groups. This functionality can be used to create private stores, in which only specified user groups can view specified stores or make purchases from these stores.

This section first describes user groups and private stores and then provides instructions for how to implement this functionality.

6.1 About User Groups and Authentication

User groups are created in Marketplace by an administrator. Marketplace includes two default user groups:

- **Everybody**—All shoppers are part of the "Everybody" group. Stores that use this group do not require shoppers to register or login.
- **Registered Users**—Any shopper who sets up a Marketplace profile automatically becomes part of the "Registered Users" group. Stores that use this group require that shoppers be registered users who are currently logged in.

Most Marketplace installations will only use these two groups.

A Marketplace administrator can add additional user groups for use by private stores in restricting access. The login credentials of the users in these groups must be authenticated against an on-campus system. For example, if students on your campus have a student ID and PIN maintained by your student information system, the Marketplace administrator can create a Marketplace user group called "Students" and an authentication method for the "Students" group. Store managers can subsequently decide that only a certain user group can have access to this store.

6.2 About Private Stores

A "private store" is restricted to one or more user groups. For example, a store might be restricted so that only students or campus staff members could view the store or make purchases. A store manager can designate the user groups that are allowed in this store. A store manager can also decide whether non-members are allowed to view the store but not make purchases.

Shoppers can access private stores in two ways:

- **As Registered Users**—By becoming registered users of Marketplace, shoppers can enter login credentials that allow them to be recognized as user group members. When users log in to Marketplace, they will

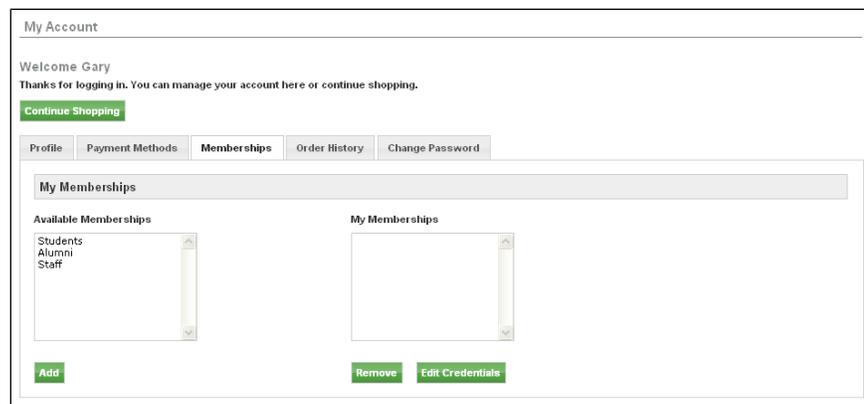
see any private stores that require membership in the user groups to which they belong.

- **By Using Web Links That Provide User Group Authentication**—A user who has already logged in to a campus application does not have to log into Marketplace to see private stores. A web link from the campus application can identify a user group and provide username and password information. Marketplace, in turn, forwards the login credentials to a campus system for authentication. For example, suppose you have defined a "Students" group in Marketplace. If a student logs into another campus application and clicks the link to Marketplace, the student's username and password (as well as a user group ID) will automatically be forwarded to Marketplace, which then forwards the login credentials to an on-campus system. After the student is authenticated, the student can view and make purchases from any private stores that require membership in the "Students" user group.

6.3 Becoming a Registered User and Adding Group Memberships

By becoming a registered user, a shopper can add user group memberships to their account. A shopper can become a registered user by choosing the Marketplace shopping application's Sign Up link (above the Keyword Search field in the title bar area) and completing the fields on the Create User Account screen (including the username, password, and e-mail address fields).

Once a shopper has become a registered user and signed in to Marketplace, they can add a group membership to their account by navigating to the My Account screen in the Marketplace shopping application (by selecting the My Account link in the top navigation menu) and then selecting Memberships from the selections available on the My Account screen.



Registered shoppers can choose to add memberships to their account.

The user groups displayed in the Available Memberships list box represent all the user groups established for your implementation of Marketplace. All Marketplace shoppers will see the same list of available user group memberships.

A registered user can add an available membership to their Marketplace account by selecting the appropriate membership displayed in the Available Memberships list box and clicking the Add button. If the user group requires no authentication, the selected user group name moves to the My Memberships list box. If the user group requires authentication, the Membership Authentication screen appears, which requires the user to enter a username and password for the group.

After a user is authenticated as a member of a user group, the selected user group name moves to the My Memberships list box. The user can now access any private stores that require membership in this user group. Subsequently, the user must simply log in as a Marketplace registered user in order to use active memberships for accessing private stores.

6.4 How to Establish a Private Store

To set up a private store, the following actions must take place:

- 1 A system administrator creates an XML transaction that will authenticate the users as belonging to the group.

Note: User group setup requires a transaction-based method using TouchNet's Transaction Manager for authenticating login information against data stored in other campus systems. Instructions on how to create an XML-based transaction are outside the scope of this document.

- 2 A system administrator adds a new transaction to the Transaction Attributes table in TouchNet Payment Gateway.

Note: For schools using TouchNet Cashiering, Pay Path, or eBill, a transaction may already exist that can be used for authentication purposes.

- 3 In the Marketplace Operations Center, a Marketplace administrator defines an authentication method for the new group. (See "How to Add an Authentication Method" on page 248.)
- 4 The Marketplace administrator creates a new group for the users who will be allowed in the store. (See "How to Create a User Group" on page 251.)
- 5 As part of store setup, the store manager selects which groups are allowed to purchase in the store. The store manager can also decide to let all other shoppers see the store's products but not purchase them. (See "Allowed Groups" on page 189.)

- 6 The store manager defines what payment methods the allowed groups can use in the store. (See "Group Payment Methods" on page 191.)

After these steps are completed, only the allowed groups will be able to purchase from the private store.

6.5 How to Add an Authentication Method

The Marketplace administrator may need to create a new authentication method for a new group. For example, you may already have a way to authenticate students, but not a method to authenticate faculty and staff. In that case, you would need to create a transaction, then an authentication method to verify faculty and staff users.

These steps assume you have an XML-based transaction available to authenticate group members.

Note: The transaction must be recorded in the transaction attributes table for the Transaction Manager that will pass login credentials to the authenticating system. This must be done before you create the authentication method in Marketplace.

To add a new authentication method:

- 1 From the left navigation menu in the Marketplace Operations Center, navigate to Marketplace Home > System Administration > User Settings > User Authentication. The Marketplace User Authentication screen appears.
- 2 Click the Add New Authentication Method link. The Add a New Authentication Method page appears.

Add A New Authentication Method

Before you can create a new group, you must create an XML transaction for authentication of group members. The transaction must be defined with a unique code in the Transaction Manager's transaction attributes table.

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Authentication method name:	<input type="text"/>
Authentication method description: (maximum of 500 characters)	<input style="width: 95%; height: 30px;" type="text"/>
Transaction code:	<input type="text"/>
TransMgr:	tmsrecur ▼
Instructions to Buyer: (maximum of 2000 characters)	<input style="width: 95%; height: 30px;" type="text"/>
Logon prompt:	<input type="text"/>
Password prompt:	<input type="text"/>
Request XML logon tag name:	<input type="text"/>
Request XML password tag name:	<input type="text"/>
Response XML output tag name:	<input type="text"/>
Response XML output tag type:	Value ▼

Save

- 3 Complete the fields as described below in "Field Definitions," and then click the Save button.

Field Definitions:

Authentication Method Name and Description

The authentication method name will appear in the list of authentication methods that are available when creating a new group (and as an authentication selection for store payment methods). The description appears in the Edit page for authentication methods. It is your description of how the method is to be used.

Transaction Code

Enter the code (number) for the transaction used to authenticate the group's members. This code should correspond to the number in the transaction attributes table.

TransMgr

Select the name of the Transaction Manager module that will pass the authentication transaction to the host. This is the Transaction Manager where you have recorded transaction attributes details for your transaction.

Instructions to Buyer

These instructions tell the shopper what to enter to log in.

Logon Prompt

This text becomes the label for the logon field. In this field, the shopper enters whatever login ID you require.

Password Prompt

This text becomes the label for the password field used at login.

Request XML Logon Tag Name

Enter the XML tag name used for the logon in your transaction's request XML.

Request XML Password Tag Name

Enter the XML tag name used for the password in your transaction's request XML.

Response XML Output Tag Name

Enter the XML tag name used for the response output that indicates the user is a valid member of the group.

Response XML Output tag Type

Enter the type of tag used for the response output that indicates the user is a valid member of the group.

Note: A Marketplace administrator can change authentication settings later. To edit the settings, navigate to System Administration > User Settings > User Authentication, then click the Edit link next to the authentication method name.

About Authentication for Banner

By establishing a user group for Banner, access to Marketplace stores can be restricted to just those users identified by your Banner system. This functionality can be used to create private stores, in which only users identified by your Banner system can view specified stores or make purchases from these stores.

Important! Before you can establish an authentication method for Banner, you must complete the steps for establishing Banner integration. These steps include editing the *bannerconnect.prp* file, which is described in *Banner Setup Guide for Marketplace 6.0*.

Transaction Code

Enter the following code: **17412**

TransMgr

Make the following selection: **bannerconnect**

Request XML Logon Tag Name

Enter the following text: **STUDENT_ID**

Request XML Password Tag Name

Enter the following text: **STUDENT_PIN**

Response XML Output Tag Name

Enter the following text: **PIDM**

Response XML Output tag Type

Make the following selection: **Value**

6.6 How to Create a User Group

Note: Only administrators can create user groups.

To create a user group:

- 1 From the left navigation menu, navigate to Marketplace Home > System Administration > User Settings > User Groups. The uStores User Groups screen appears.
- 2 Click the Add New Group link. The Add a New uStores Group page appears.

Add a New uStores Group

If you don't need buyers to register as a member of the group, leave the "Display to Buyers" checkbox empty.

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Group name:	<input style="width: 80%;" type="text"/>
Display to Buyer (My Account pages):	<input type="checkbox"/>
Authentication method:	No Authentication ▼

Save

Sample of adding a new student group

- 3 Enter information for the group:
 - **Group name**—Enter a name for the group. Choose a name that both shoppers and store managers will understand.
 - **Display to Buyer (My Account pages)**—Choose this checkbox to display the group for registered Marketplace shoppers as an "Available Membership" on the My Account screen of the Marketplace shopping application.
 - **Authentication method**—Choose the authentication method used to verify that the shopper is a member of the group.
- 4 Click the Save New Group button.

Note: A Marketplace administrator can change group settings later. Navigate to System Administration > User Settings > User Groups, then click the Edit link for the group to update.

6.7 How to Link to Marketplace with Group Logins

You can create links from your campus applications so that a user who has already logged in does not have to log into uStores to see private stores.

For example, suppose you have defined a "Students" group in Marketplace. If a student logs into another campus application, and clicks the link to uStores, the student will automatically be able to shop in all stores that require a student group membership for purchases.

Follow these steps to add to your web page a form element that passes login information to uStores:

- 1 Log into the Marketplace Operations Center with administrator's rights.
- 2 From the left navigation menu, navigate to Marketplace Home > System Administration > User Settings > User Groups. The uStores Groups screen appears.

- 3 In the list of current groups, locate the group of users who will have logged in through your campus application. Click its Edit link.
- 4 Note the group ID. You will need to include this group ID in your HTML form element.
- 5 Log out of the Operations Center.
- 6 Locate the page in Marketplace you want to link to and note its identifier within the URL:
 - To link to the Marketplace home page, the value is `index.jsp`.
 - To link to a store, navigate to that store's home page. The URL will include **`store_main.jsp?STOREID=X`**, where X is the store's ID.
 - To link to a category, navigate to its main page. The URL will include **`store_cat.jsp?STOREID=X&CATID=Y`**, where X is the store's ID and Y is the category's ID.
- 7 In your web page, add a form element where you want your link to Marketplace uStores to appear. In the examples that follow, values to change are shown in bold.
 - **Server Name.** In the action attribute, you must enter the name of the server where the Marketplace shopping site is installed.
 - **GROUP_ID.** Enter the ID value that you noted for the group in Marketplace.
 - **Navigate.** Enter the URL string to link to the home page, a store, or a category.
 - **Submit.** Choose whether to use `input type="submit"`, along with a button name of your choice, or `input type="image"`, and specify an image file for your application's link to Marketplace. In the example, the button name is shown as "Shop Our Campus Stores."
- 8 Save your changes and test the link.

Important! You should make sure the link to Marketplace uStores uses https protocol—not http. Otherwise, the login credentials you are submitting via the HTML form will be transmitted as clear text and will not be encrypted.

Form Element Examples

This section shows three sets of form element examples in which user names and passwords are used in combination with a group ID in order to link to a Marketplace store. Replace the values as appropriate for your own store.

Linking to the Marketplace uStores Home Page

Here are examples of linking to the Marketplace uStores Home page:

Example 1 Use the first example if you want both the user name and the password passed when linking to the Marketplace mall home page.

```
<form name="SignInForm"
  action="https:// [server]/ustores/rsbuyer" method="post">
<input type="hidden" name="START_APP" value="true">
<input type="hidden" name="JSP_TYPE" value="web">
<input type="hidden" name="Navigate" value="index.jsp">
<input type="hidden" name="OnError" value="group_
  login.jsp?GROUP_ID=X">
<input type="hidden" name="AUTH_EXTERNAL_USER"
  value="ActionKey">
<input type="hidden" name="GROUP_ID" value="Z">
<input type="hidden" name="USERNAME" value="external system
  logon">
<input type="hidden" name="PASSWORD" value="external system
  password">
<input type="hidden" name="REDIRECT" value="">
<input type="submit" value="Shop Our Campus Stores">
</form>
```

Example 2 Use the second example if you want users to re-enter their passwords.

```
<form name="SignInForm"
  action="https:// [server]/ustores/rsbuyer" method="post">
<input type="hidden" name="START_APP" value="true">
<input type="hidden" name="JSP_TYPE" value="web">
<input type="hidden" name="Navigate" value="index.jsp">
<input type="hidden" name="OnError" value="group_
  login.jsp?GROUP_ID=X">
<input type="hidden" name="AUTH_EXTERNAL_USER"
  value="ActionKey">
<input type="hidden" name="GROUP_ID" value="Z">
<input type="hidden" name="USERNAME" value="external system
  logon">
<input type="hidden" name="REDIRECT" value="">
<input type="submit" value="Shop Our Campus Stores">
</form>
```

Linking to a Store's Home Page

Here are examples of linking to a store's home page:

Example 1 Use the first example if you want both the user name and the password passed when linking directly to a private store.

```
<form name="SignInForm"
  action="https:// [server]/ustores/rsbuyer" method="post">
<input type="hidden" name="START_APP" value="true">
<input type="hidden" name="JSP_TYPE" value="web">
```

```

<input type="hidden" name="Navigate" value="store_
  main.jsp?STOREID=X">
<input type="hidden" name="OnError" value="group_
  login.jsp?GROUP_ID=Z">
<input type="hidden" name="AUTH_EXTERNAL_USER"
  value="ActionKey">
<input type="hidden" name="GROUP_ID" value="Z">
<input type="hidden" name="USERNAME" value="external system
  logon">
<input type="hidden" name="PASSWORD" value="external system
  password">
<input type="hidden" name="REDIRECT" value="">
<input type="submit" value="Shop Our Campus Stores">
</form>

```

Example 2 Use the second example if you want users to re-enter their passwords.

```

<form name="SignInForm"
  action="https:// [server]/ustores/rsbuyer" method="post">
<input type="hidden" name="START_APP" value="true">
<input type="hidden" name="JSP_TYPE" value="web">
<input type="hidden" name="Navigate" value="store_
  main.jsp?STOREID=X">
<input type="hidden" name="OnError" value="group_
  login.jsp?GROUP_ID=Z">
<input type="hidden" name="AUTH_EXTERNAL_USER"
  value="ActionKey">
<input type="hidden" name="GROUP_ID" value="Z">
<input type="hidden" name="USERNAME" value="external system
  logon">
<input type="hidden" name="REDIRECT" value="">
<input type="submit" value="Shop Our Campus Stores">
</form>

```

Linking to a Store Category Page

Here are examples of linking to a store category page:

Example 1 Use the first example if you want both the user name and the password passed when linking directly to a category within a private store.

```

<form name="SignInForm"
  action="https:// [server]/ustores/rsbuyer" method="post">
<input type="hidden" name="START_APP" value="true">
<input type="hidden" name="JSP_TYPE" value="web">
<input type="hidden" name="Navigate" value="store_
  cat.jsp?STOREID=X&CATID=Y">
<input type="hidden" name="OnError" value="group_
  login.jsp?GROUP_ID=Z">
<input type="hidden" name="AUTH_EXTERNAL_USER"
  value="ActionKey">
<input type="hidden" name="GROUP_ID" value="Z">
<input type="hidden" name="USERNAME" value="external system
  logon">
<input type="hidden" name="PASSWORD" value="external system
  password">
<input type="hidden" name="REDIRECT" value="">
<input type="submit" value="Shop Our Campus Stores">

```

```
</form>
```

Example 2 Follow the second example if you want users to re-enter their passwords.

```
<form name="SignInForm"
      action="http://[server]/ustores/rsbuyer" method="post">
  <input type="hidden" name="START_APP" value="true">
  <input type="hidden" name="JSP_TYPE" value="web">
  <input type="hidden" name="Navigate" value="store_
    cat.jsp?STOREID=X&CATID=Y">
  <input type="hidden" name="OnError" value="group_
    login.jsp?GROUP_ID=Z">
  <input type="hidden" name="AUTH_EXTERNAL_USER"
    value="ActionKey">
  <input type="hidden" name="GROUP_ID" value="Z">
  <input type="hidden" name="USERNAME" value="external system
    logon">
  <input type="hidden" name="REDIRECT" value="">
  <input type="submit" value="Shop Our Campus Stores">
</form>
```

7.0 The Fulfillment Process

A uStores fulfiller completes order processing by accepting payments, entering fulfillment information, and sending shipment confirmation messages to buyers. Fulfillers with refund and cancel rights can also cancel part or all of a pending order and refund payment for an order.

When you fulfill an order, the buyer receives an e-mail message stating that items have been shipped. If the order was paid by credit card, the e-mail message also confirms the credit card charges.

The fulfiller and the store manager must determine policies for the timing of actual shipments or deliveries with the online fulfillment process. In general, orders should not be fulfilled until the ordered products can be shipped to the customer.

7.1 About Payment Types and Fulfillment

The fulfillment process is affected by the payment type that the customer selected when submitting the transaction.

About Credit Card Payments and Fulfillment

When a fulfiller accepts payment on a credit card purchase, the buyer's credit card is charged. Charges for shipping and tax are included in this payment.

Important! The buyer's credit card is not charged until the order is fulfilled.

About ACH Payments and Fulfillment

ACH payments are processed through Payment Gateway as soon as the shopper purchases the product. However, Marketplace waits a number of days before allowing fulfillment in case Payment Gateway returns notice that the ACH payment was rejected by the bank. If the specified number of days has passed and no rejection notification from Payment Gateway has been received, then the order can be successfully fulfilled. If the waiting period has not passed, you can process the order only if you are a fulfiller with refund/cancel Rights.

The merchant manager sets a default waiting period at the merchant level. The store manager may override the merchant-level waiting period by entering different waiting periods for individual products. (See "Editing Products" on page 227.)

7.2 Fulfilling Orders

The Marketplace fulfillment process allows you to fulfill multiple orders at the same time (sometimes called batch fulfillment). To fulfill one or more orders, follow these steps:

- 1 Navigate to Marketplace Home > Stores > [store name] > Fulfill Orders. The pending orders list opens.

- 2 Locate the orders to fulfill.

Note: You can refine the orders displayed in the pending orders list. Search by year, by year and month, or by year, month, and day, or you can enter an order number. Click Go to refresh the report.

- 3 Select the corresponding checkbox for each order that you would like to fulfill.

Note: Orders that are still subject to the waiting period for ACH payments are indicated by a red X. If the waiting period has not passed, you can process the order only if you are a fulfiller with refund/cancel Rights.

Important! We strongly recommend that you do not attempt to fulfill more than 20 orders at a time. The process of fulfilling large numbers of orders can take several minutes to complete. If the browser timeout limit is reached, the fulfillment page will not update properly.

- 4 Click the Process Fulfillment button. The Accept Payment page opens.

- 5 Review the displayed order information.

- 6 Click the Accept Payment button to verify the charges. If you notice any incorrect order information on the Accept Payment page, see "Cancelling an Order or Changing Order Quantity" on page 259.

Note: If you see error messages after clicking the Accept Payment button, see the TouchNet Client Community for information on the error message.. If you see error messages related to General Ledger data transfer, this does not mean the fulfillment has failed. It only means the general ledger was not yet updated successfully. Continue processing the fulfillment.

- 7 Click the Print Packing List button, which launches a new browser window that contains packing lists for all the orders that you are fulfilling. When you send the document to your printer, each packing list will print on a separate page.

- 8 Close the packing list window, and then click the Proceed to Step 3 button.
- 9 Enter a tracking number (if applicable), and click the Proceed to Step 4 button.
- 10 Click the Send Email button to send a shipment confirmation to each customer. For donations, you will have the option to skip sending an e-mail message (because the message "Your order has been processed" may confuse the user).

Note: If you skip the steps for generating a packing slip or entering a tracking number, you can later search for each order being fulfilled and then print packing slips or enter tracking numbers.

Important! If you receive an error code during the fulfillment process, see the TouchNet Client Community for information on the error message.

7.3 Cancelling an Order or Changing Order Quantity

To cancel an order, or to change the quantity of an item ordered, the fulfiller must initiate the fulfillment process, as described in steps 1 through 3 of "Fulfilling Orders" on page 258. Once the fulfillment process has been initiated for a specific order, a fulfiller with refund/cancel rights can change the quantity of items ordered, with the following limitations:

- The order quantity of a given item can only be reduced; it cannot be increased.
- The order quantity cannot be changed for orders processed with ACH payments if the ACH wait days have not yet expired.

To cancel an order or to change the order quantity, follow these steps:

- 1 Navigate to Marketplace Home > Stores > [store name] > Fulfill Orders. The Fulfillment List page opens.

Note: The list of orders displayed on the Fulfillment List page can be modified by using the fields at the top of the page. You can show orders "pending for" a specified time period (year, month, or day). You can show orders that were "ordered in" a specified time period. And you can show orders that were "fulfilled in" a specified time period. In addition, you can search for a specific order by entering an order number.

- 2 Select the corresponding checkbox for each order that you would like to cancel or change.

- 3 Click the Process Fulfillment button. The Accept Payment page opens.
- 4 To change the quantity ordered, use the New Quantity dropdown list to select a new order quantity. You can only reduce the quantity ordered. You cannot increase the quantity. To cancel an entire order of an item, change its quantity to zero.

Note: The New Quantity dropdown list does not appear for orders processed with ACH payments until the ACH wait days have expired.

- 5 Click the Update Items button. The updated amounts are now reflected. If you reduce the quantity to zero, the product is removed from the order.
- 6 For any additional items that must be removed from the displayed orders, repeat steps 4 and 5 .

Note: If you remove all items from an order, a cancel-order e-mail message is automatically generated and sent to the customer.

- 7 If the displayed orders still contain purchase items, you can continue processing the orders by clicking the Accept Payment button.

Important! To cancel the order of an individual item, the fulfiller must change the quantity ordered to zero.

If multiple items have been ordered and the entire order needs to be cancelled, the fulfiller must change the order quantity to zero for each order item.

If multiple items have been ordered and some items must be cancelled while others must *not* be cancelled, the fulfiller must change the order quantity to zero for each item that must be removed from the order while leaving the other items in the order (by not changing their order amount to zero). As the fulfiller precedes through the fulfillment process, the cancelled items will be removed from the order. If items remain in the order, the fulfiller can continue with the fulfillment process.

Note: When you change the quantity ordered to zero for all items in an order, the buyer will be automatically notified via e-mail that their order has been canceled. If you change the order quantity to any value other than zero, the buyer will not be automatically notified that their order quantity was changed. However, the buyer will see the updated order quantity when they receive the fulfillment e-mail message. If your policies require that you notify the buyer when the order quantity is changed to a value other than zero, you must send this communication manually. The Buyer Info section of the Order Fulfillment page includes the buyer's e-mail address.

7.4 Working with Backordered Items

The store manager or store clerk may flag some items as "backorderable." In this case, shoppers can buy the product even when the online quantity available is zero.

In general, you should not fulfill an online order until you are able to ship the actual item. If you have cancel rights, you can also communicate with the buyer about changing the quantity ordered so that the remainder of the order can be shipped more quickly.

Communicate products' backorder status and unavailable inventory to the store manager.

7.5 Processing Refunds

A fulfiller with refund/cancel rights can process refunds for completed orders, crediting credit card purchases back to the buyer's credit card and ACH purchases back to the buyer's bank account. The fulfiller can decide how much to refund to the customer, up to the amount of the original purchase. Shipping costs can also be refunded.

As well as refunding a dollar amount to the customer, Marketplace's refund functionality can be used to update the quantity of items being returned. Updating the quantity field is especially important for products in which the stock quantity is being tracked. A dollar amount can be refunded either with or without updating the item quantity. Likewise, the item quantity can be updated either with or without refunding a dollar amount.

After refunds are processed, Marketplace will automatically generate and send an e-mail message to the customer. This e-mail message details the credited amount and/or the quantity of items returned.

Note: Only a fulfiller with refund/cancel rights can process refunds.

Using the Fulfillment List Page

The Fulfillment List page appears when a user with fulfiller rights selects a store's Fulfill Orders link in the left navigation menu. The Fulfillment List page initially shows all the orders awaiting fulfillment for a specific store. To display orders that have already been fulfilled—and thus can be refunded—you will need to modify the list of orders displayed on the Fulfillment List page.

A fulfiller can modify the list of orders displayed on the Fulfillment List page in the following ways:

- by entering a date range,

- by selecting the type of orders to display (pending, ordered, or fulfilled) with the Show Orders dropdown list, and
- by searching for a specific order by entering an order number in the Search by Order # field.

Note: The Show Orders dropdown list provides three choices: 1) pending for, 2) ordered on, and 3) fulfilled on. "Pending for" orders have not yet been fulfilled and cannot be refunded. "Ordered on" orders may include orders that were fulfilled as well as orders that have not yet fulfilled. "Fulfilled on" orders include only orders that have been fulfilled.

Once you locate an order to be refunded, you can initiate the refund process by selecting the order's View Details button. Only orders that have already been fulfilled have a View Details button.

Using the Fulfillment Details Page

The Fulfillment Details page provides information about a specified order that was fulfilled and includes functionality that allows a fulfiller with cancel/refund rights to issue a refund.

On the Fulfillment Details page, each item in the fulfilled order appears on a separate line. On each item line, two fields pertain to refunds: 1) Refundable Amt and 2) New Quantity to Return. In addition, if shipping charges apply, the shipping amount appears in the Refundable Shipping Amt field.

For a fulfiller to process a dollar amount refund for the item purchased, a dollar amount greater than zero must appear in the Refundable Amt field. Likewise, for a fulfiller to process a dollar amount refund for shipping, a dollar amount greater than zero must appear in the Refundable Shipping Amt field.

The fulfiller can decide how much to refund to the customer for each item in the order, up to the amount listed in the Refundable Amt field. For shipping refunds, the fulfiller can decide how much to refund for the order, up to the amount in the Refundable Shipping Amt field.

The fulfiller enters the dollar amount in the Refund Amt field for each separate item in the order. In addition, the fulfiller can enter a dollar amount for shipping in the Refund Amt field in the shipping section of the order.

As well as refunding a dollar amount to the customer, Marketplace's refund functionality can be used to update the quantity of items being returned. Updating the quantity field is especially important for products in which the stock quantity is being tracked. A dollar amount can be refunded either with or without updating the item quantity. Likewise, the item quantity can be updated either with or without refunding a dollar amount.

Note: Only a fulfiller with refund/cancel rights can process refunds.

Processing a Refund

A fulfiller with refund/cancel rights can process refunds for completed orders, crediting credit card purchases back to the buyer's credit card and ACH purchases back to the buyer's bank account. The fulfiller processes a refund by using the following steps:

- 1 Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Fulfill Orders. The Store Fulfillment List page appears.
- 2 Select Fulfilled Date or Ordered Date from the Show Orders dropdown list, and then select a date range to search. Click the Search button. The Fulfillment List page is updated to display the orders that meet the criteria that you entered.

Note: If you know the specific order number to refund, you can alternately enter the order number in the "Search by Order #:" field and then click the Search button.

- 3 Locate the order in the displayed list and click its View button. The Store Fulfillment page appears.

The New Quantity to Return field will be editable for each item in the order. Other editable fields for refunds may appear depending on how the store has been configured.

Important! The Refund Amount field only appears if partial refunding has been enabled (by setting the "Allow Partial Refunds" option to Yes on the Store General Settings page). If this option has been set to Yes, the Refund Amount field will be editable for each item in the order. Likewise, shipping cost refunds are only available if "Allow the Refunding of Shipping" is set to Yes on the Store General Settings page.

Fulfillment Information

This fulfillment was processed on 1/16/12, 9:51 AM.

Order #:	192
Delivery Information	
Date:	1/16/12 9:50 AM
Method:	US Mail
Buyer Information	
Name:	Ron Still
Email Address:	rstill@touchnet.com
Ship To Information	
Name:	Ron Still
Address:	15520 College Blvd.
City, State, Postal Code:	Lenexa, KS 66219

Process Refund

Total amount available to refund: \$12.67

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Product102	8058375	1	0	0	0	\$10.56	0 <input type="button" value="v"/>	\$ <input style="width: 50px;" type="text"/>

Enter the amount of shipping you wish to refund

Refundable Shipping Amt	\$2.11
Refund Amount	<input style="width: 100%;" type="text"/>

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

The Fulfillment page includes the Refund Amount field if the "Allow Partial Refunds" option has been set to Yes on the Store General Settings page. This page also includes fields regarding shipping refunds if "Allow the Refunding of Shipping" is set to Yes on the Store General Settings page.

Fulfillment Information						
This fulfillment was processed on 1/16/12, 9:51 AM.						
Order #:		192				
Delivery Information						
Date:		1/16/12 9:50 AM				
Method:		US Mail				
Buyer Information						
Name:		Ron Still				
Email Address:		rstill@touchnet.com				
Ship To Information						
Name:		Ron Still				
Address:		15520 College Blvd.				
City, State, Postal Code:		Lenexa, KS 66219				
Process Refund						
Total amount available to refund:		\$12.67				
Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	New Quantity To Return
Product102	8058375	1	0	0	0	0 <input type="text"/>
To refund one or more of each item, enter the quantity returned, then click Process Refund.						
<input type="button" value="Process Refund"/>						

"New Quantity to Return" is the only editable field in the Process Refund section of the Fulfillment page if both "Allow Partial Refunds" and "Allow the Refunding of Shipping" are set to No on the Store General Settings page.

- For each item in the order, select the quantity of items to return from the New Quantity To Return dropdown list. The quantity that you enter for an item will be added to the inventory count for the product.

If partial refunds are allowed, please keep the following guidelines in mind:

- The "New Quantity to Return" field can be updated either with or without also entering a refund amount.
- The "Refund Amount" field can be updated either with or without also entering a quantity to return.
- Updating the "New Quantity to Return" field is optional and only relevant if the store tracks the inventory of the purchased item.

If partial refunds are NOT allowed, please keep the following guideline in mind;

- Updating the "New Quantity to Return" field is the ONLY way to initiate a refund for the cost of the purchased item.

If shipping refunds are allowed, please keep the following guideline in mind;

- You can initiate a shipping refund without also entering either a "New Quantity to Return" or a "Refund Amount."
- 5 (If applicable) Enter a purchase amount to refund in the Refund Amount field. You can enter a separate refund amount for each item in the order. (The "Refund Amount" field only appears if "Allow Partial Refunds" is set to Yes on the Store General Settings page.)
- Please keep the following guidelines in mind:
- A purchase refund is possible if the amount displayed in the "Total amount available to refund" field is greater than zero.
 - You cannot enter a dollar amount in the "Refund Amount" field that is greater than the value displayed in the "Total amount available to refund" field.
 - The Refund Amount field is NOT a required field. That is, you can return items without refunding any amount to the customer.
 - You can issue a refund without returning any items to inventory.
- 6 (If applicable) Enter a shipping amount to refund in the Refund Amount field of the order's shipping section. (This option only appears if "Allow the Refunding of Shipping" is set to Yes on the Store General Settings page.)
- Please keep the following guidelines in mind:
- A shipping refund is possible if the amount displayed in the "Refundable Shipping Amt" field is greater than zero.
 - You cannot enter a dollar amount in the "[Shipping] Refund Amount" field that is greater than the value displayed in the "Refundable Shipping Amt" field.
- 7 Click the Process Refund button.

7.6 Receiving an E-Mail Message When an Order is Submitted

If you are a merchant manager, store Manager, store clerk, or fulfiller, you may edit your profile and choose to have an e-mail sent to you whenever a purchase is made from your store. This is useful when your store has a low volume and you don't want to log in to the Operations Center to see if new orders have been placed.

Use these steps to edit your profile for receiving an e-mail message when an order is submitted:

- 1 Choose Edit My Profile for the left navigation menu. The Edit Profile screen appears.

- 2 For each store from which you would like to receive a notification e-mail message, select the checkbox beside the corresponding store name.
- 3 Choose the Update Notification Settings button.

7.7 About Credit Card Auto Authorization

A Marketplace merchant (and all the stores under that merchant) can be set to use Marketplace's auto authorization functionality. This functionality is available on the Add Marketplace Merchant page, as well as the Marketplace Merchant Settings page (as the Automatically Authorize Shipment Payments option). When this option is selected and a customer chooses to use a credit card for payment, the customer's credit card is encumbered at the time an order is submitted. If the credit card information is invalid or insufficient funds are available, the customer is immediately notified during the checkout process. The customer can then edit the order's payment information.

When you fulfill an order that uses auto authorization, the resulting actions taken by Marketplace (and Payment Gateway) depend on the number of days that have passed. If the number of days is less than or equal to the value entered in the Re-Authorization Days field, then the order only goes through settlement. (Credit card settlement is the process by which authorized transactions are submitted to card issuers for payment.) If the number of days is greater than the value in the Re-Authorization Days field, then the order is both re-authorized (again encumbering the customer's credit card) and settled.

The value entered in the Re-Authorization Days field should represent the number of days that the merchant's credit card processor will allow a credit card to be encumbered.

8.0 Automatic E-mail Messages

When customers submit an order, they receive an e-mail message that confirms the store received the order. Likewise, when an order is fulfilled, the customer receives an e-mail message that indicates the customer's credit card or bank account has been billed and the items have been shipped. Another type of message is sent when the customer cancels an order. The announcement section of these three message types can be customized as described in "Editing E-mail Messages" on page 271.

In addition to editing the messages described above, confirmation messages for recurring payments can be customized.

8.1 Examples of E-mail Messages

Here is an example of an order confirmation e-mail message:

```

Thank you for shopping at Marketplace.

    [The order confirmation announcement appears here.]

----- ORDER #21534 -----

Store: CampusWear (for questions, comments, or order
status, send e-mail to campuswear@touchnet.com)

Shipping Address:
John Smith
15522 College Blvd.
Shawnee KS
66226
USA

Payment Method:
Payment Type: MasterCard
Account Number: xxxxxxxxxxxx5454

-----
Items You Have Ordered:
Item: sweatshirt
Stock #: 777 Price : $25.00 Quantity: 1
Delivery Method: US Mail

Subtotal $ 25.00
Shipping $ 3.00
Total w/shipping $ 28.00
Tax $ 0.00
Grand Total $ 28.00

```

Here is an example of a fulfillment e-mail message:

RE: Order #21534 from CampusWear

[The fulfillment announcement appears here.]

For items in this shipment only, your credit card has been billed for a total of \$28.00 Your shipment consists of the following items:

Item: sweatshirt
Stock #: 777 Quantity: 1

These items have been shipped by the following method: US Mail Other items you ordered, if any, will be shipped separately.

If you have any questions or problems, please send e-mail to <mailto:campuswear@touchnet.com> and refer to Order #21534

Thank you for shopping with us!

And here is an example of a cancel-order e-mail message:

Thank you for shopping at CampusWear.

[The cancel order announcement appears here.]

----- ORDER #7343 -----

Store: CampusWear (for questions, comments, or order status, send e-mail to campuswear@touchnet.com)

Shipping Address:
John Smith
15522 College Blvd.
Shawnee KS
66226
USA

Items that have been cancelled:

Item: sweatshirt
Stock #: 2358342 Price: \$25.00 Quantity: 1
Delivery Method: US Mail

And here is an example of a recurring payment message:

```

Hello,

This is an automated message to inform you that your
scheduled payment has been completed successfully.
Payment details are listed below. Please note that all
payments are subject to approval and final
verification.

===== PAYMENT DETAILS =====
Customer Name --- John Doe
Payment Date --- 2008-12-30 01:20:08
Amount --- $330.00
Payment Method --- MasterCard
Payment Gateway Reference Number --- 53565635656
System Tracking ID --- 1113
=====

Sincerely,
University Billing Department

```

8.2 Editing E-mail Messages

You can add an announcement to three types of store e-mail messages: order confirmations, fulfillment confirmations, and cancellation confirmations. The announcement appears at the top of each of these message types. The remainder of the messages contain transaction information and cannot be edited.

You likely already entered text for the E-mail Order Announcement, the E-mail Fulfillment Announcement, and the E-mail Cancel Order Announcement when you established your store. However, you can edit text used in these e-mail messages by using the following instructions:

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > Stores > [store] > Store Settings > General. The General Settings screen appears.

Alumni Donations General Settings	
Settings on this page change your store display and global options that will apply to products.	
General Information	
Store Id :	3
Store Name:	<input type="text" value="Alumni Donations"/>
Store Display Name:	<input type="text" value="Alumni Donations"/>
Ustore status:	ONLINE Manage Status
Return Policy: (5,000 chars max) (HTML Allowed)	<input type="text"/>
Special Announcement for Ustores: (5,000 chars max) (HTML Allowed)	<input type="text"/>
Email Fulfillment Announcement: (5,000 chars max)	<input type="text"/>
Email Order Announcement: (5,000 chars max)	<input type="text"/>
Email Cancel Order Announcement: (5,000 chars max)	<input type="text"/>
Store Home Page Layout:	<input type="text" value="Splash (Top Level Categories and Splash Image)"/>

- 2 The text that you enter in the Email Order Announcement field will appear near the top of order confirmation e-mail messages. This text can serve as a short message from your store to the customer. All customers receive the same Email Order Announcement in their order confirmation e-mail message. The order details appear after the Email Order Announcement text. For an example of the order confirmation e-mail message, see "Examples of E-mail Messages" on page 269
- 3 The text that you enter in the Email Fulfillment Announcement field will appear near the top of fulfillment e-mail messages. These messages are sent to customers after their orders have been fulfilled. The Email Fulfillment Announcement can serve as a short message from your store to the customer. All customers receive this same announcement in their fulfillment e-mail message. The order details appear after the Email Fulfillment Announcement text. For an example of the fulfillment e-mail message, see "Examples of E-mail Messages" on page 269
- 4 The text that you enter in the Email Cancel Order Announcement field will appear near the top of cancel-order e-mail messages. These

message are sent to customers after items in their orders have been canceled during the fulfillment process. The Email Cancel Order Announcement can serve as a short message from your store to the customer. All customers receive this same announcement in cancellation e-mail messages. The order details appear after the Email Cancel Order Announcement text. For an example of the cancellation e-mail message, see "Examples of E-mail Messages" on page 269

- 5 Click the Save Changes button.

Editing Recurring Payment E-mail Messages

In addition to editing the three types of e-mail messages described above, you can also edit the recurring payment e-mail messages. However, these messages can only be changed by directly editing the template files. These files can be found in the following location:

`touchnet\marketplace60\sys\lmsrecur`. Look for the following three files:

- `success_template.txt`
- `failure_template.txt`
- `error_notification_template.txt`

Note: If these files need to be edited, you should contact your Marketplace administrator. These files cannot be edited with the Marketplace Operations Center.

Here is an example of the `success_template.txt` file.

```

Hello,

This is an automated message to inform you that your
scheduled payment has been completed successfully.
Payment details are listed below. Please note that all
payments are subject to approval and final
verification.

===== PAYMENT DETAILS =====
Customer Name --- {{/TOUCHNET/PAYMENT_
METHOD/ADDRESS[@TYPE='billing']/NAME}}
Payment Date --- {{__DATE__}}
Amount --- {{__AMOUNT__}}
Payment Method --- {{/TOUCHNET/PAYMENT_METHOD/HSA_PMT METH_
NAME}}
Payment Gateway Reference Number --- {{__REFERENCE_NUMBER__
}}
System Tracking ID --- {{__ORDER_ID__}}
=====

Sincerely,
University Billing Department

```

You can edit any character in the template except for the value declarations in double curly brackets `{{ }}`. In a similar fashion, you can also edit the `failure_template.txt` and `error_notification.txt`.

Important! Be sure not to edit the value declarations in double curly brackets or you may disable e-mail messages for recurring payments.

8.3 uStores E-mail Addresses

The e-mail addresses that will be used as the "from" addresses for Marketplace uStores e-mail messages depend on the types of e-mail messages being generated. The following table describes each type of Marketplace uStores e-mail message and defines which e-mail addresses are used.

This message type ...	Uses this e-mail address in the "from" field
Order confirmation	<p>The e-mail address of the Store Contact.</p> <p>Be sure that the user that you name as the store contact has an e-mail address that is appropriate for use with the store. If no store contact is named, or if the store contact has not entered an e-mail address as part of their user profile, then the "Default contact e-mail address for the site" (as named on the General System Settings page) will be used.</p> <p>Likewise, if no store contact is named <i>and</i> no default contact e-mail address is named for uStores, then the e-mail address named in the <i>critical.php</i> file will be used. (The e-mail address in the <i>critical.php</i> file was named when Marketplace was set up. If this address must be changed, you should contact your Marketplace administrator.)</p>
Fulfillment confirmation	
Cancellation confirmation and refund confirmation	
Store "Send us e-mail" link	
Recurring payment confirmation	The e-mail address named in the AliveCheck.mail.from field of the <i>tmsrecur.php</i> file.

About the Store Contact

The user assigned as store contact is important because the e-mail address that this user enters in their user profile will be the e-mail address used for most of the e-mail messages generated for your store. For this reason, you should be sure when you name a store contact that they have associated an appropriate e-mail address with their user profile. Ideally, this address will be a stable e-mail address that will not change over time. You should consider setting up a store contact user strictly for the purpose of receiving e-mail messages of a customer support nature.

About Recurring Payments Announcements

All recurring payment confirmations for all Marketplace merchants—for both uStores and uPay—use the same "from" e-mail address. This e-mail address can be configured with the *AliveCheck.mail.from* field in the *tmsrecur.prp* file.

Part 5:
Building and
Managing uPay Sites

9.0 What is uPay?

The uPay features of Marketplace allow you to configure online payment pages that you can connect to your existing campus web applications. You configure your uPay sites for handling specific transactions. For instance, you might have one uPay site take alumni donations and another take payments for conference registrations.

Whereas Marketplace's uStores functionality allows you to create stores and product pages (and provides shopping cart and checkout functionality), Marketplace's uPay functionality focuses only on the payment pages. You build the product pages in your campus application external to uPay. The web application then calls the uPay site when it's time for a payment to be accepted. uPay allows you to make site layout choices and upload images so that a consistent look and feel can be maintained with your campus application.

In this section, we provide an overview of how a uPay site can be established and discuss what uPay users see when making payments. This section also describes the elements that can be customized on each uPay page. (Because uPay sites are highly configurable, your uPay pages will be similar but not identical to our examples.)

9.1 An Overview of uPay

uPay is designed to be integrated with a campus web application. This campus web application can take many forms. It can be a single-product web site (e.g., for selling parking passes). It can be a store with multiple products (e.g., for selling athletic clothing). It can be an alumni group that accepts donations. In fact, the uses to which uPay can be applied are only limited by your imagination.

The campus web application totals the customer's purchase—including any applicable taxes, shipping charges, and other fees—and forwards this total dollar amount to uPay. For donations, the campus web application does not necessarily pass a dollar amount to a uPay site. The customer might set the dollar amount once they reach the uPay site. For both products and donations, uPay processes the customer's total payment.

For uPay to integrate with a campus web application, the campus web application must be able to pass parameters that describe the transaction. At a minimum, the campus web application must pass a uPay site ID that identifies which uPay site will handle the transaction. In addition, in order for a transaction to be identified and tracked, the campus web application must pass a transaction ID (called EXT_TRANS_ID by uPay), and this ID can be used by the campus organization to identify the order (or the donation). The customer then chooses a payment method and enters payment information, such as a credit card number and an expiration date (or a bank routing number and a bank account number). After the payment is

processed by uPay (and Payment Gateway), uPay can pass information about the transaction back to the campus web application.

The campus web application can store a great deal of information about the customer and the transaction, including product IDs, customer name, mailing address, e-mail address, etc. This information can be passed to uPay, which in turn can forward this information back to the campus web application after the transaction is processed.

For example, a campus web application could allow a student to enter information that initiates a transaction, such as requesting a parking pass or reserving a spot in a seminar. The campus web application might store the student's name, student ID, e-mail address, and mailing address. This transaction would be marked with a pending status in the web application. Meanwhile, the web application would pass parameters to uPay that identify and describe the transaction. The uPay site would accept the customer's payment and pass information about the transaction back to the campus web application by way of a posting URL.

The posting URL points at the campus web application that initiated the transaction. When a posting URL is used, uPay posts parameters regarding the transaction back to the campus web application, allowing the application to change its record of the payment status to completed or cancelled.

Note: Campus web applications do not necessarily need to pass a transaction ID to uPay; however, without a transaction ID the campus organization will have no way to match payment information with customer information. In effect, the campus organization would be accepting payments blindly, which might be acceptable for donations; however, even with donations, the campus organization would almost certainly want to track information about the donor beyond the payment fields required for monetary transactions in uPay.

uPay User Role

The uPay user roles include:

User Role	What They Can Do
uPay Site Manger	<ul style="list-style-type: none"> • Manage their uPay site's settings • Search for payments • Cancel/refund payments • Review Marketplace financial reports
Payment Clerk	<ul style="list-style-type: none"> • Search for payments • Cancel/refund payments
Store Accountant	View reports. Store accountants cannot make any changes to uPay site settings.

9.2 What uPay Customers See

This section describes each of the uPay site pages that your customers will see and explains which parts of these pages are configurable.

All uPay Pages

The following notes describe the general site features that appear on all uPay pages:

- **Header image**—You can upload a header image. This image will appear at the top of all the uPay site pages.
- **Footer image**—You can upload a header image. This image will appear at the top of all the uPay site pages.
- **Side banner**—You can upload a header image. This image will appear at the top of all the uPay site pages.
- **Bottom navigation bar links**—You can enter the link text that will appear for the following three links in the bottom navigation bar: privacy policy, help, and accessibility. You can also turn on and off the display of these links.



These features appear on all uPay pages.

In addition to customizing a uPay site with image uploads, you can also modify the backgrounds, borders, font families, and much more that have been assigned to page elements by modifying the uPay site's style sheet. For more about style sheets, see "uPay Style Sheets" on page 291.

The Payment Method Selection Page

When the user clicks the payment link in your application, the first uPay payment page displayed for the customer is the Payment Method Selection page:



In the Payment Method Selection page, the user selects a payment method and amount.

For the Payment Method Selection page, you can also customize these features:

- **Message text**—You create the message text that appears above the payment fields.
- **Payment methods**—You choose the payment methods available to users.
- **Payment amount**—You can enter a default payment amount that appears in the payment amount field. You can also define the minimum and maximum payment amounts allowed.

Note: You can also pass the payment amount to uPay from your application or web site. See "Form Parameters" on page 321.

- **Allow recurring payments**—You can choose whether your site will accept recurring payments. A recurring payment is a payment that is repeated at specified intervals. You can enter the text that will be used to ask customers whether they would like to make recurring payments.

The Electronic Banking Information Page

This page allows the user to select Checking or Savings as the bank account

type and enter the corresponding account information.

In the Electronic Banking Information page, users give bank account information.

For the Electronic Banking Information page, you can also customize these features:

- **Message text**—You create the message text that appears above the bank account fields.
- **Address verification**—If you require address information to be entered, the user will be prompted to fill in street address, city, state, and zip code fields.

Note: Depending on how Payment Gateway has been configured, requiring data may result in the failure of transaction with incorrect data.

- **Verification account number**—If you require it, the user must enter the bank account number twice. This helps prevent rejected payments errors due to mis-typed account numbers.

The Credit Card Information Page

This page allows the user to select the credit card type and enter the corresponding credit card information.

YourCampus

Please enter your credit card information

* Indicates required information

* Credit Card Type: MasterCard

* Account Number: [input field]

* Expiration Date: 04/2011

* Security Code (View example): [input field]

* Name on Card: [input field]

Billing Address of Credit Card

* Street Address 1: [input field]

* Street Address 2: [input field]

* City: [input field]

* State: Kansas (KS)

* Postal Code: [input field]

* Country: United States

* Email Address: [input field]

Day Phone: [input field]

MasterCard VISA American Express

Continue Cancel this payment transaction

Privacy Policy Help Accessibility Policy Return Policy

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TouchNet

In the Credit Card Information page, users give credit card account information.

For the Credit Card Information page, you can customize these features:

- **Message text**—You create the message text that appears above the credit card fields.
- **Card Type**—When you set up the allowed payment methods, you choose which credit cards will be available to customers. While the Payment Selection page only shows two choices—1) Credit Card and 2) Bank Account—the Credit Card Information page shows all the credit card type choices (i.e., Visa, MasterCard, American Express, Discover, et.).
- **Card Verification Value**—You can require users to enter the card verification value. This number is printed on the credit card, usually above the signature area or above the imprinted number.

Note: Requiring data does not result in the failure of transactions for incorrect data.

- **Email Address**—You can require customers to enter an e-mail address.
- **Address verification**—If you require address information to be entered, the user will be prompted to fill in street address, city, state, and zip code fields.

Note: Requiring data does not result in the failure of transactions for incorrect data.

The Recurring Payments Page

The Recurring Payments page allows the user to select the frequency of

payments and the payment dates.

On the Recurring Payments page, the user confirms the payment amount, selects the frequency for the payments, and enters the beginning and end payment dates.

If the user enters a different amount here than the amount on the Payment Method Selection page, then the new amount will be used for all payments.

Note: The frequency, start date, and end date can be passed as input parameters to the uPay site from your application or web site. An additional input parameter determines whether the customer can modify the recurring payment values that are passed as input parameters. For more information, see "Form Parameters" on page 321.

The user is also prompted for optional contact information. If the user enters the e-mail address, then payments notices will automatically be sent by e-mail to the user. E-mail and other contact information is available to you in the Payment Search report, and you can use it to communicate with the user as needed.

For the Recurring Payments page, you can set the following option.

- **Accepted frequencies**—You decide what choices appear in the dropdown labeled, "How often will your payment recur?" The full range of choices includes weekly, monthly, bi-monthly, quarterly, semi-annually (twice a year), and annually.
- **Maximum duration**—The time period specified with the "Date of First payment" and "Date of last payment" fields must be equal to or less than the maximum duration specified in the configuration settings for the uPay site. If the customer enters a date range that exceeds the maximum duration, uPay will prompt the customer to modify the date range.

The ACH Agreement Page

Users who are paying through a bank account are required to sign an ACH agreement. Your ACH agreement performs two functions. It is your statement of terms and conditions for electronic payments. It is also your stored evidence of payment and the identity of the payer.

The ACH agreement page will appear after recurring payment choices are made. If there is no recurring payment, it will appear after the bank account information is entered.

YourCampus

ACH Payment Information

Payment Amount:
 Number of Payments:
 Total:

I understand that payment(s) will be initiated once the order(s) has been submitted. I will be electronically notified when my order(s) has/have been fulfilled. I understand that I may be charged a non-sufficient (NSF) fee of \$30.00 in the event any transaction agreed to in this agreement is returned from the account holder's financial institution as NSF. (Recurring)

Date and Time: 4/26/11 2:48 PM
 Name on the Account: Gary Johnson
 Account Type: Checking
 Routing Number: 101000019
 Account Number: xxx525
 Recurring Frequency: Monthly
 Date of First Payment: 4/26/11
 Date of Last Payment: 4/26/13

[Change Payment Information](#) [Change Payment Schedule](#)

Payment Schedule	
4/26/11	\$12.35
5/26/11	\$12.35
6/26/11	\$12.35
7/26/11	\$12.35
8/26/11	\$12.35
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4/26/46	\$12.35
5/26/46	\$12.35
6/26/46	\$12.35
7/26/46	\$12.35
8/26/46	\$12.35
9/26/46	\$12.35
10/26/46	\$12.35
11/26/46	\$12.35
12/26/4	

based ACH payments. Having customers enter a shared secret value increases security of payments through electronic bank accounts.

You can choose the wording that appears as the shared secret value prompt. This prompt appears to the left of the shared secret value field.

The Credit Card Verification Page

The Credit Card Verification page appears after the user enters the credit card information and recurring payment information, if any.

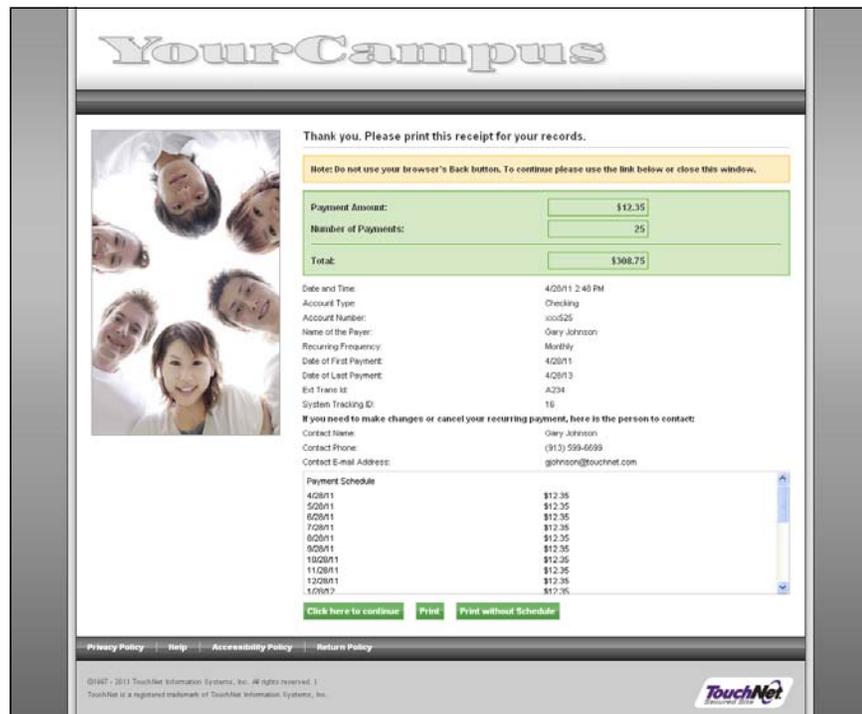
The user verifies credit card information, then clicks Continue.

The message text is customizable on the Credit Card Verification page.

- **Message text**—You create the message text that appears above the credit card information.

The Receipt Page

The Receipt page appears for successful payments, after the user has either signed the ACH agreement or verified credit card information.



The Receipt page is the last step in the uPay process.

For the Receipt page, you can customize these features:

- **Message text**—You create the "thank you" message text that appears above the transaction information.
- **Contact info for recurring payments**—Because these payments continue into the future, the user may need to contact someone about changes to the upcoming payments. You provide the name, phone number, and e-mail address of this contact.
- **Success link**—You customize the text of this link and the URL to go to when the link is clicked.

9.3 Planning Ahead for uPay

Before you start using Marketplace to build your uPay site, you should first consider the various payment settings, as well as the customizable page text and text links. You should consider the available page layout options and have prepared images that can be used for the header and (if necessary) the footer and side banner.

Marketplace provides you with a wide range of settings so that you can customize your uPay site to best meet the needs of your school or campus organization. This section provides an overview of the available payment settings and the site customization options.

Payment Options

Marketplace provides you with a wide array of options for determining how your uPay site will handle payments. The following table provides an overview of the available payment options.

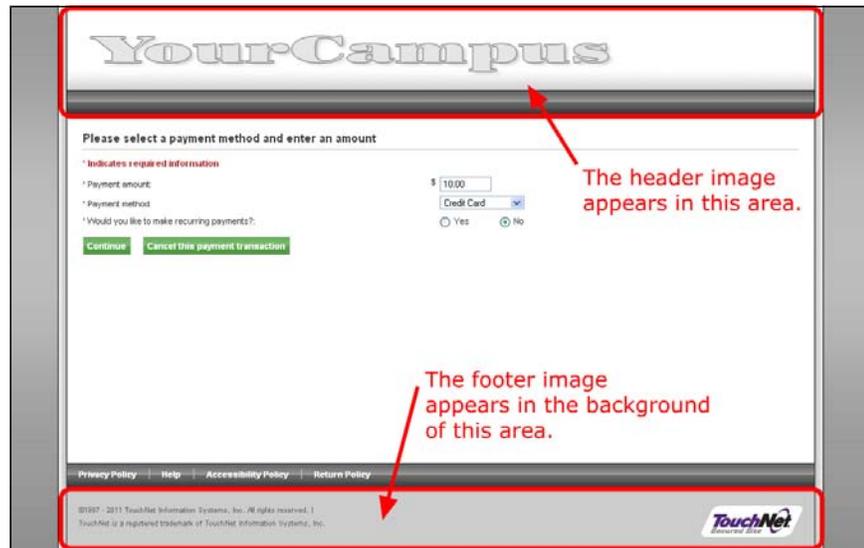
Types of Payment Options	Payment Options
Single payment options	<ul style="list-style-type: none"> • You set the default payment amounts, as well as minimums and maximums. • You choose the accepted payment methods. • You determine whether a dollar amount can be passed from a campus web application to your uPay site. • You determine whether the customer can edit the dollar amount after it has been passed from a campus web application to your uPay site. • You determine if an encoded validation key is used with the parameters passed from a campus web application to your uPay site. • You determine if address verification is required for credit card purchases. • You determine whether the credit card verification value is required. • You determine whether the customer must enter their bank account number twice for ACH transactions. • You determine whether the customer must enter their address for ACH transactions. • You determine the URL that is targeted if the customer clicks the uPay cancel button.
Recurring payment options	<ul style="list-style-type: none"> • You determine whether recurring payments are allowed. • You determine if a maximum duration (time period) is set for completing recurring payments. • You determine the accepted frequencies (weekly, monthly, quarterly, etc.) for recurring payments.
Posting options	<ul style="list-style-type: none"> • You determine whether a posting URL is used so that transaction parameters are passed to your campus web application. • You determine whether transaction parameters are passed to your campus web application when the customer clicks the uPay Cancel button.
General ledger options	<ul style="list-style-type: none"> • You determine whether to use Marketplace's general ledger features for tracking revenue of your uPay site. • And once you turn on general ledger functionality, you choose an accounting code for the uPay site.

Types of Payment Options	Payment Options
Payment prompts	<ul style="list-style-type: none"> You determine the text that appears beside the payment amount prompt. You determine the text that appears beside recurring payment prompt.

uPay Site Images

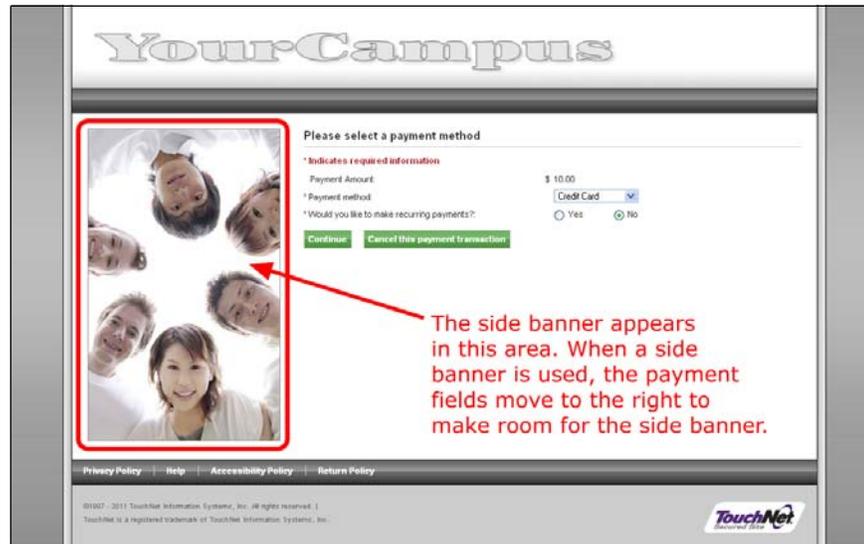
For each uPay site, you can upload a header image, a side banner, and a footer image. At a minimum, you should upload a header image. Space is reserved in the header for the header image. The recommended size of the header image is 960 pixels wide by 145 pixels high.

The footer image and side banner are optional. The recommended size of the footer image is 960 pixels wide by 80 pixels high. The recommended size of the side banner is 250 pixels wide by 400 pixels high.



You can upload a header image and footer image.

The header image might include the name of your campus organization and school, as well as a logo or a photo. The footer image appears behind the TouchNet copyright information and the TouchNet logo.



You can upload a side banner.

The side banner appears to the left of the payment fields. If you upload a side banner, an area 250 pixels wide is reserved for this image.

Before you create a uPay site, you should create a header image and ensure it is ready for upload. Likewise, you should consider whether to use a footer image and a side banner, and (if you will use these optional images) you should ensure that these images are ready for upload.

Note: You can create a uPay site without first creating a header image (or a footer image or a side banner); however, you should not bring the uPay site ONLINE until you have finished the site configuration by uploading the applicable images.

For details about uploading images, see "uPay Site Images" on page 323.

uPay Style Sheets

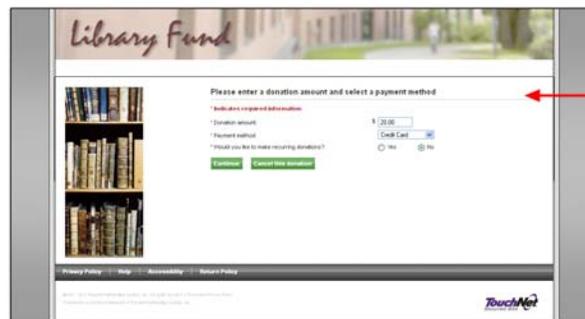
The look and feel of a uPay site is largely determined by the site's style sheet. Marketplace provides a default style sheet, which can be downloaded via the Operations Center. You can then modify the style sheet and upload your modified style sheet. (For more about downloading and uploading style sheets, see "Style Sheet Modifications" on page 352.)

Style sheet modifications can be used to introduce campus branding strategies to uPay sites. By modifying the style sheet of a uPay site, you can change font families and sizes, you can add background colors, you can change button colors, you can change page justification, you can change the size of page elements, and much more.

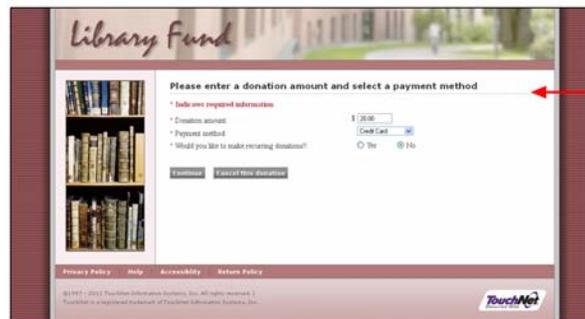
Here is an example that shows how the look and feel of uPay site can be modified.



Here is a uPay site with the default layout, before images have been uploaded or the style sheet modified.



Here is a uPay site with the default layout after a header image and a side banner have been uploaded, and before the style sheet has been modified.



And here is the same uPay site after style sheet modifications have been made. These modifications include background changes, font family changes, and font size changes.

Here is a list of some of the possible style sheet modifications:

- **Site justification and width**—By default, uPay site layout is centered with a fixed width. However, you can modify the style sheet so that a uPay site is left justified. You can also modify the width of the layout.
- **Body background**—By default, a gray background image is used. This background image is applied to the BODY tag and therefore appears behind the entire page. You can remove this image and apply a background color of your choice. Or you can uPay site
- **Header size**—By default, the header size is 960 pixels wide by 150 pixels high. However, you can modify the size of the header by editing the style sheet. If you make modifications to the header size, you'll need to take these modifications into consideration when you upload a header image.
- **Header background**—By default, the header image uses all of the space reserved for the header; however, the header size can be larger

than the header image, in which case the background of the header becomes visible. If you modify the style sheet, you can assign a background color or a background image to the header.

- **Main content background**—By default, a background image tiles in the main content background. This image includes a gray border on the far left and far right. The gray borders are important because they help demarcate the extent of the main content area. You can change the main background; however, any change to the main content background should take into consideration how the default image is used to set off the left and right borders.
- **Main content width and side banner width**—The side banner and main content area sit side by side, with the side banner area on the left and the main content area on the right. The side banner is approximately 250 pixels wide, although this width can be modified. If you change the width of the side banner, you can make a similar change (of opposite magnitude) to the main content width.
- **Font family and font size for main content**—The font family and font size (as well as the color) of text that appears in the main content area can be modified. You can assign different font family selections to the title text vs. the field label text. Several additional styles have been established for the various types of text that appear in uPay sites.
- **Button background**—By default, uPay site buttons are green with a gradient. If you would like to change the color (or background image) of the buttons or if you would like to change the button borders, you can modify the uPay style sheet. You can apply different backgrounds to different button states.
- **Font family and font size for buttons**—You can change the font family and font size of uPay buttons. If you change the font family or font size, you may find that you also need to modify the padding or margin.
- **Bottom navigation bar background**—By default, the bottom navigation bar is dark grey with a gradient. This background is applied via a background image. If you modify the style sheet, you can apply a different background color or image.
- **Bottom navigation bar size**—By default, the bottom navigation bar is 30 pixels high. If you make changes to the font size or family for the links in the bottom navigation bar (or to the padding), you may find that you need to modify the height of the bottom navigation bar.
- **Font family and font size for bottom navigation bar**—You can change the font family and font size of links in the bottom navigation bar. If you change the font family or font size, you may find that you also need to modify the padding or margin.
- **Footer background**—By default, the footer image uses all of the space reserved for the footer; however, the header size can be larger than the header image, in which case the background of the footer

becomes visible. If you modify the style sheet, you can assign a background color or a background image to the header.

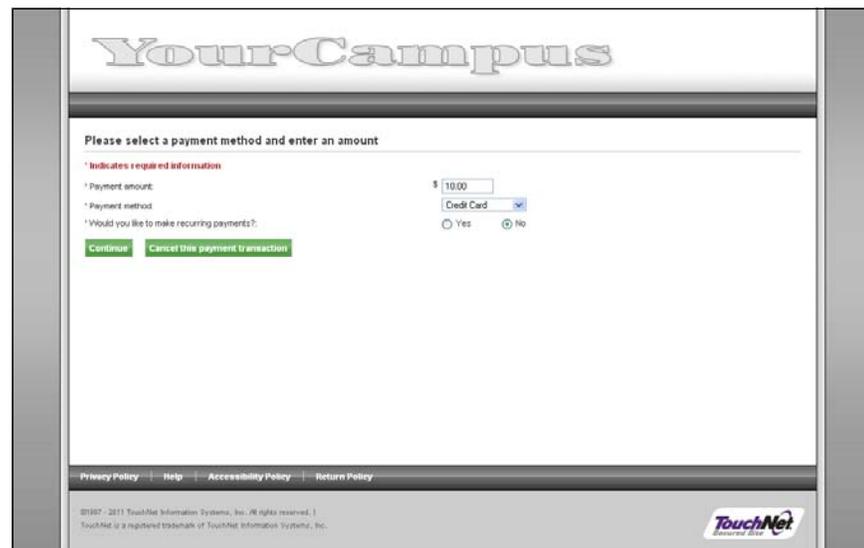
- **Footer size**—By default, the footer size is 960 pixels wide by 120 pixels high (which includes the bottom navigation bar). However, you can modify the size of the footer by editing the style sheet. If you make modifications to the footer size, you'll need to take these modifications into consideration when/if you upload a footer image.
- **Borders**—Borders are applied to several of the page elements, such as the content area, the header, buttons, the bottom navigation bar, and the footer. You can modify the width and color of borders (or eliminate borders entirely).

To help you learn about the various page elements that comprise the uPay site layout, we strongly recommended that you use a tool such as Firebug with Firefox or Developer Tools with Internet Explorer. These tools allow you to quickly identify the ID names and class names of DIVs and other page elements.

Messages and Titles

Marketplace gives you the ability to customize selected text that appears on the uPay pages, such as the message text that appears at the top of each payment page and the title text that appears in the title bar of the customer's browser.

Each page of your uPay site has message text above the entry fields. This text appears in bold face. On most uPay pages, you can customize the contents of the message text. This text describes the purpose of the page and instructs customers how to use the page.



A sample page with message above the entry fields.

The following uPay pages have messages and titles that can be modified:

- The Payment Method Selection page
- The Credit Card page

- The Electronic Banking page
- The Receipt page.

Marketplace provides default message text and title text; however, you may discover that your uPay site has specific needs that must be addressed by modifying the default text. You should plan for these modifications and make the required edits before you bring your uPay site online.

For details on entering messages and titles, see "Messages and Titles" on page 316

Bottom Navigation Bar

The following links appear in the bottom navigation bar of uPay sites:

- Privacy Policy
- Help
- Accessibility Policy
- Return Policy

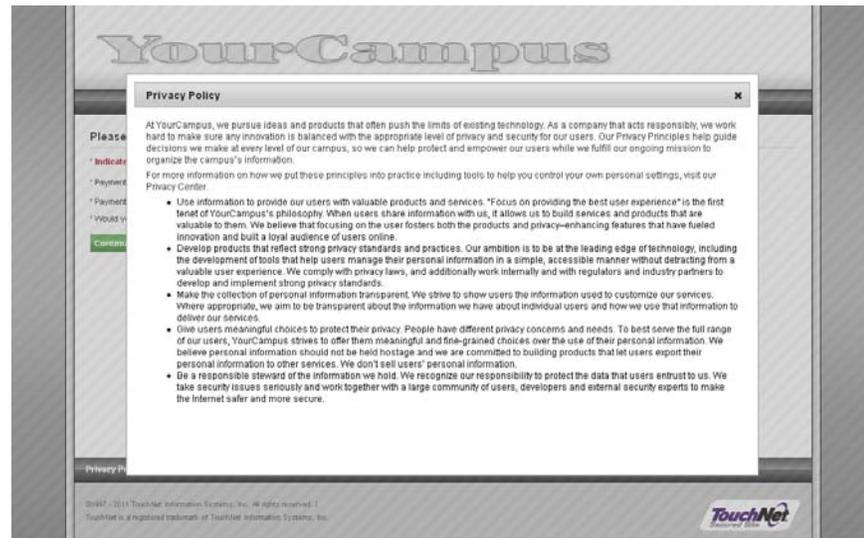
These links are optional, except for Return Policy, which always appears.

Marketplace gives you the ability to modify the text used for each text link in the bottom navigation bar.



A sample bottom navigation menu with default link text.

When one of these links is clicked, a modal window appears that contains descriptive text. You can configure your uPay site by entering the descriptive text.



A sample privacy policy page.

The following table describes the functionality of the bottom navigation menu links:

Link name	Optional?	Link can be Modified?	Can it target a URL?	Can use a modal window?
Privacy Policy	Yes	Yes	Yes	Yes
Help	Yes	Yes	Yes	Yes
Accessibility Policy	Yes	Yes	Yes	Yes
Return Policy	Yes	Yes	No	Yes

For details on the bottom navigation bar links, see "Miscellaneous: Links, URLs, and E-mail" on page 308.

Button Links

You can customize the text that appears on most button links used by your uPay site. In addition, for each of these button links—except for the Continue button—you must enter a URL that will be targeted when the user clicks the corresponding button. Here are the button links you can customize:

Button	Description
Continue	The Continue button appears throughout the uPay payment page. You can modify the text that appears on this button.
Success	After the customer has submitted their payment, the Receipt page appears. The success button is positioned near the bottom of this page. You can use this button to give customers a short message that they can click on to navigate away from the uPay site. In addition, you can specify the URL that is targeted by this link. For example, you might use this link to point the customer back to your campus web application.
Error	If a system failure is encountered, you can use the link on the error page to route the customer to an appropriate destination on the campus web application. You can also specify the text that appears on this button.
Cancel	If a customer clicks the uPay cancel button, you can use this link to route the customer to an appropriate destination on the campus web application. You can also specify the text that appears on this button.

Be sure to modify these button links before you bring your uPay site online.

For more information about button links, see "Miscellaneous: Links, URLs, and E-mail" on page 308.

10.0 Building a uPay Site

In the Marketplace Operations Center, uPay sites are created by users with the merchant manager role. The merchant manager may designate one or more users as uPay site managers for each site. Then, either the merchant manager or the uPay site manager can update the site's features.

In this section, we'll walk you through the process of building a uPay site. Here is an overview of the major steps of uPay site creation:

Activity	Description
Preparation	Prepare for building a uPay site by reviewing merchant settings, reviewing site customization options, and planning campus integration. (See "Planning Ahead for uPay" on page 288 and "What uPay Customers See" on page 281.)
Using Marketplace to build a uPay site	Build your uPay site by using the Add uPay Site option in Marketplace. This wizard leads you through the site setup options. (See "Using Marketplace to Create a uPay Site" on page 299.)
Linking to your uPay site	Set up your campus web application to pass transaction parameters to your uPay site. (See "Passing Parameters to Your uPay Site" on page 324.)
Using a VALIDATION_KEY	(Optional.) Set up your campus web application to pass a VALIDATION_KEY transaction parameter. Increases security when dollar amounts are passed to your uPay site. (See "Using the VALIDATION_KEY Option" on page 336.)
Using a posting URL	Set up your campus web application to accept the transaction parameters that are passed from your uPay site back to you campus web application. (See Section 10.5 , "Using a Posting URL" on page 343.)
Bringing your uPay site online	Use Marketplace to make your uPay site active and start receiving payments. (See "Bringing Your uPay Site Online" on page 350.)

10.1 Before You Build a uPay Site

Before you build a uPay site, you need to consider which merchant the uPay site will be linked to and how this merchant has been configured. You also need to become familiar with the wealth of customization options available in uPay so that you can make the appropriate selections during site setup. In addition, you will need to plan for integrating the uPay site

with your campus web application by determining how uPay accepts transaction parameters and how it passes parameters back to your campus web application.

Reviewing Merchant Settings

uPay sites are connected to Marketplace merchants, so before you build a uPay site, a Marketplace merchant must exist that can be used for the uPay site. This merchant is affected by several configuration settings, and some of these settings affect uPay sites.

You can see the merchant configuration settings by using the Marketplace left navigation menu to navigate to Marketplace Home > [merchant name] > Settings.

Here are the key settings that you need to consider before setting up a uPay site:

- **Payment Gateway Host System Account**—Each Marketplace merchant uses a Payment Gateway host system account. This account contains payment information. It determines the acceptable credit cards, and it determines whether ACH payments can be accepted.
- **ACH Agreement Text**—The ACH agreement on the Merchant Settings page is used for all uPay sites created for this merchant. Customers must agree to this text before ACH payments are accepted.
- **Accounting Codes**—If you will be using general ledger functionality with your uPay site, you must also set up the applicable accounting codes. See Section , "Merchant Accounting Codes" on page 133.

Planning uPay Customization

Before you start using Marketplace to build your uPay site, you should first consider the various uPay payment settings, as well as the customizable page text and text links. You should consider the available page layout options and have prepared images that can be used for the header and (if necessary) banner, as well as the continue and cancel buttons. For a thorough discussion of the configurable options, go to "Planning Ahead for uPay" on page 288 and "What uPay Customers See" on page 281.

Planning Campus Integration

Before you build a uPay site, you should be familiar with the campus web application that will be using uPay. For full integration with uPay, this campus web application must be capable of passing parameters to uPay that contain information about the transaction, such as a transaction ID and (if applicable) a dollar amount. In addition, this campus web application should be capable of accepting parameters that are passed back from uPay via a posting URL, which is necessary in order for the campus web application to be updated after the transaction is processed. For a thorough discussion of campus integration, see "Passing Parameters to Your uPay Site" on page 324 and "Using a Posting URL" on page 343.

10.2 Using Marketplace to Create a uPay Site

To create a new uPay site, a merchant manager uses the following steps:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > Add uPay Site.
- 2 Complete information on each screen, clicking the Continue button to move between screens. The following subsections describe each page in the create-a-new-uPay-site process. These pages include:
 - Payment settings
 - Recurring payments
 - Miscellaneous settings
 - Messages and titles
 - User settings
 - Settings validation
 - Form parameters
 - Custom image upload

After you have completed these pages, a Marketplace site will have been created. However, the configuration may not be complete, as described in the following steps.

- 3 Download the uPay style sheet and make any necessary modifications. Then upload the style sheet.
- 4 Work with the administrator of the associated web application so that configuration is completed. This work may involve the passing of parameters from the web application to uPay (and accompanying configuration in uPay, if necessary). It may involve the use of a validation key with the input parameters. It may involve configuration for a posting URL.
- 5 After you have made all the necessary modifications to the uPay site, you can bring the site online.

Payment Settings

The second page in uPay setup is the Payment Settings page. Here, you enter options that govern what types of payments can be made and what payment data is required.

Donations Payment Settings	
Users see the Payment Amount prompt before the dollar amount field. The ACH Shared Secret prompt describes any validation you require for ACH payments.	
Site Id:	0
Site uses T-Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
T-Link Web Service URL:	<input type="text"/>
Perform General Ledger Updates:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Cashier ID:	<input type="text"/>
Accounting Code:	<input type="text"/> ▼
Payment Amount Prompt:	Donation amount
Default Payment Amount \$ (Example: 1234.56)	10
Minimum Payment Amount: \$	1
Maximum Payment Amount: \$	44444
Payment Methods Accepted:	
<input type="checkbox"/> INTERAC <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input checked="" type="checkbox"/> webCheck <input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> MasterCard	
Allow the amount to be passed in?	<input checked="" type="radio"/> Yes <input type="radio"/> No
The Passed Amount Validation Key is used to enforce tighter security when passing an amount from your application. (applies only if amount passed in and site does not use T-Link)	
Require encoded validation key for amount?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Passed Amount Validation Key:	<input type="text"/>
Allow the user to edit the payment amount?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Field Definitions:

Site uses T-Link

If you are creating this uPay site to be used with a web application developed by a TouchNet Ready Partner, select Yes.

T-Link Web Service URL

If you selected Yes for "Site uses T-Link," you must enter the URL for the T-Link web service. In most cases, you will have already received this URL from the party that installed the web service. The web service is typically installed in the TouchNet DataCenter; however, if your campus has its own PCI-compliant DataCenter, this web service may have been installed on a campus server. You need to identify where the T-Link web service is installed and get the URL from the party that installed the web service. If you do not know where the web service is installed, you will need to contact your TouchNet support representative.

Perform General Ledger Updates

If you would like to use general ledger features to track revenue for your uPay site, you can turn on Marketplace's general ledger ability by clicking Yes. Once you turn on general ledger functionality, the Accounting Code dropdown menu becomes available.

Accounting Code

Once you turn on general ledger functionality, you can select an accounting code from the Accounting Code dropdown. The codes available in the dropdown menu must have been previously established at the merchant level. For more information about accounting codes, see "[Merchant Accounting Codes](#)" on page 133.

Note: If your uPay site will be using a general ledger accounting code, you should set up the accounting code in Marketplace before beginning the process of adding a new uPay site. Go to "[Merchant Accounting Codes](#)" on page 133 and complete these instructions before you attempt to add a new uPay site.

Payment Amount Prompt

When a customer views your uPay site, this prompt appears beside the field that shows the dollar amount that the customer agrees to pay. For example, if the uPay site will be used in conjunction with a web application that sells parking passes, the prompt might say "Total fee"; however, if the uPay site will be used in conjunction with a web application that accepts alumni donations, the prompt might say "Donation amount."

Default Payment Amount

If the campus web application does not pass a payment amount to uPay, the Default Payment Amount value will be displayed to customers as the payment amount. If the payment amount is not passed to uPay, you can leave the default payment amount empty; however, in this situation, you must be sure to say Yes to the "Allow the user to edit the payment amount" option.

If you select No for "Allow the user to edit the payment amount," you must enter an amount in the "Default Payment Amount" field.

Note: For more information about passing a payment amount to uPay, see "Allow the amount to be passed in," described below.

Minimum and Maximum Payment Amounts

You can leave either or both of these fields empty. The customer will be prompted to change the payment amount if the payment amount is lower than your minimum or higher than your maximum.

Payment Methods Accepted

This list of available payment methods comes from Payment Gateway's commerce configuration. It shows all the payment methods allowed for

your host system account.

If you include the electronic banking (ACH) option, both savings and checking accounts will be allowed.

Campus cards and Interac can be used as payment methods for uPay sites; however, campus cards and Interac are not available with T-Link.

Allow the amount to be passed in

If you select Yes, the uPay site will accept a transaction amount passed by the campus web application. If the uPay site has been configured with a Default Payment Amount, the amount that is passed by the campus web application will override the default amount.

Important! If you turn this option on, TouchNet recommends you also use the encoded validation key described below. For more information, see ["Using the VALIDATION_KEY Option"](#) on page 336.

Note: For more details about passing data to uPay, see ["Form Parameters"](#) on page 321.

Require encoded validation key for amount?

This option allows uPay to validate the dollar amount that is passed to a uPay site. This validation is accomplished through the use of an encoded validation key (the VALIDATION_KEY input parameter), which can be passed by the campus web application once the "Require encoded validation key for amount?" option is set to Yes.

This option requires that the campus web application generates the encoded validation key value according to specific guidelines. See ["Creating a VALIDATION_KEY"](#) on page 340 for details on creating the validation key. This option is not available if you chose Yes for "Site uses T-Link."

Important! If the uPay site has been configured to accept a passed amount from the campus web application, TouchNet recommends that the VALIDATION_KEY parameter also be passed. The use of an encoded validation key helps to ensure the integrity of amounts that are passed to uPay.

When "Require encoded validation key for amount?" is set to Yes, the following actions also must be taken:

- You must enter a "Passed Amount Validation Key" value on the uPay Payment Settings page.
- You must select Yes for "Allow the amount to be passed in?" on the uPay Payment Settings page.
- The campus web application must pass a dollar amount as an input parameter. (For more information, see ["uPay Parameter Details"](#) on page 325.)

- The campus web application must pass an external transaction ID (EXT_TRANS_ID) as an input parameter. (For more information, see "uPay Parameter Details" on page 325.)
- The campus web application must pass an encoded validation key (VALIDATION_KEY) as an input parameter. (For more information, see "Creating a VALIDATION_KEY" on page 340)

If any part of this configuration has not been completed, uPay will not accept the payment.

Passed Amount Validation Key

The "Passed Amount Validation Key" is for use with the VALIDATION_KEY option. The VALIDATION_KEY is an input parameter that is used to help ensure the integrity of payment amounts that are passed to uPay by campus web applications.

If you use the VALIDATION_KEY option (which can be turned on by selecting Yes for "Require encoded validation key for amount?" on the uPay Payment Settings page), then you must enter a value in the "Passed Amount Validation Key" field.

In turn, the value that you enter in the "Posted Amount Validation Key" field must be used by the campus web application when it creates the VALIDATION_KEY value. For more information about using the "Passed Amount Validation Key" and the VALIDATION_KEY option, see "Using the VALIDATION_KEY Option" on page 336.

Allow the user to edit the payment amount

If you select Yes, the user can change either your default payment amount or the amount that has been passed from your application.

Require address verification for credit card payment?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Require the credit card security code?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Require bank account number to be entered twice? (applies for ACH only)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Require address for ACH payment?	<input type="radio"/> Yes <input checked="" type="radio"/> No
ACH Shared Secret Prompt:	<input type="text"/>
Require address for campus card?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Require pin number for campus card?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Show email address prompt?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Require email address?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show day phone prompt?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show night phone prompt?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show mobile phone prompt?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show External Transaction Id in email?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show External Transaction Id in URL?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Validate External Transaction Id is unique to this Upay Site? (External Trans Id must be passed)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow reuse of Cancelled External Transaction Id?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Require address verification for credit card payment

If you select Yes, the customer will be required to provide the cardholder's street address, city, state, and ZIP code.

Note: Depending on how Payment Gateway has been configured, requiring data may result in the failure of transactions with incorrect data.

Require the credit card security code?

If you select Yes, the user must enter this value. The credit card security code is the number printed on the credit card, usually above the signature area or above the imprinted number.

Note: Depending on how Payment Gateway has been configured, requiring data may result in the failure of transactions with incorrect data.

Require bank account number to be entered twice?

If you select Yes, the user must enter the bank account number twice. This helps prevent accounting errors due to mis-typed but valid numbers.

Require address for ACH Payment

If you select Yes, the user will be required to provide a street address, city, state, and ZIP code.

ACH Shared Secret Prompt

A shared secret value is a value that the user knows (for example, a birth year or the last four digits of an ID number). While the shared secret value is not required by uPay, it is a requirement of the NACHA rules for web-based ACH payments. Having users enter a shared secret value increases security of payments through electronic bank accounts.

The shared secret prompt you enter appears before the shared secret value field.

To use the shared secret value, you must pass it to uPay from your application. You can also pass a shared secret value prompt, which will override your Operations Center entry. See "Form Parameters" on page 321.

Note: To use the shared secret value, you must pass it to uPay from your web application. You can also pass a shared secret value prompt, which will override your Operations Center entry. See "Form Parameters" on page 321. If your web application does not pass the shared secret value, then the uPay ACH Agreement page will not ask the customer to enter anything on the page. The customer will only need to click the Continue button. In either case, uPay treats clicking Continue as an agreement to the terms.

Require address for campus card?

If you select Yes, customers using a campus card for payment will be asked to enter the address of the cardholder.

Require pin number for campus card?

If you select Yes, customers using a campus card for payment will be asked to enter their pin number. This field works much like the credit card security code field.

Show email address prompt?

If you select Yes, the user will be prompted to enter an e-mail address. This e-mail address will be used for sending the user an e-mail confirmation message at the conclusion of the payment process. If the uPay site will be used in conjunction with a campus web application but the web application does not have the ability to send out confirmation e-mail messages, you can turn on uPay's e-mail functionality by selecting Yes for Show Email Address Prompt? In addition, if your campus web application is capable of passing the user's e-mail address, uPay can receive this value as a form parameter when the campus web application launches the uPay and pre-populate the Show Email Address Prompt field with the user's e-mail address. For more information on passing parameters to uPay, see "Form Parameters" on page 321.

Require email Address?

If you select Yes, the user must enter an e-mail address in the Show Email Address Prompt field. This field is not available if No was selected for Show Email Address Prompt?

Note: The e-mail address fields on the uPay Payment Settings page are designed to provide uPay sites with the ability to generate e-mail confirmation messages to users upon the conclusion of the payment process. Do not use these fields unless you intend for uPay to generate e-mail confirmation messages.

Show day/night/mobile phone prompt?

If you select Yes, customers will see a prompt for the corresponding telephone number.

Show External Transaction ID in E-Mail?

If you select Yes, customers will see the external transaction ID in e-mail messages (both success e-mail messages and error e-mail messages).

Show External Transaction ID in URL?

If you select Yes, the customers will see the external transaction ID as part of the URL for the cancel button, the success link, and the error link.

Validate External Transaction ID is unique to this uPay site?

If you select Yes, uPay will require that an external transaction ID is passed by the campus web application. This external transaction ID must be unique. uPay will validate that the submitted external transaction ID has not previously been used by this uPay site (however, this external transaction

ID CAN be used by other uPay sites). If the value is not passed, or if the value is not unique, the customer will receive an error message.

Allow reuse of Cancelled External Transaction ID?

If "Validate External Transaction ID is unique to this uPay site" is set to Yes, Marketplace uPay will require that a unique external transaction ID be passed to the site. Resultingly, after a transaction has been cancelled, some schools may wish to reuse the corresponding external transaction ID. Select Yes for "Allow reuse of Cancelled External Transaction ID?" in order to reuse external transaction IDs for cancelled transactions.

Recurring Payments

The third uPay setup screen is the Recurring Payments screen. Here, you configure the options that allow customers to set up recurring payment plans.

Recurring Payments

If users should make one-time payments only, set the first option to No and do not set other options.

Allow Recurring Payments?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Prompt Displayed to User Asking if Recurring Payments are Desired:	<input type="text"/>
Maximum Duration	<input type="text"/> --Select Units-- (6 years Max)
Accepted Frequencies:	
<input type="checkbox"/> Weekly	
<input type="checkbox"/> Monthly	
<input type="checkbox"/> Bi-Monthly	
<input type="checkbox"/> Quarterly	
<input type="checkbox"/> Semi-Annually	
<input type="checkbox"/> Annually	
ACH Agreement Text for Recurring Payments:	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Contact Information for Users who Create Recurring Payments:	
Name:	<input type="text"/>
E-Mail Address:	<input type="text"/>
Phone Number: (Example: 123-456-7890)	<input type="text"/>
<input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Continue"/>	

To enable recurring payments for a uPay site, be sure to select Yes for "Allow Recurring Payments" (the first option on the Recurring Payments page) and complete the additional setup fields.

The TouchNet Ready Partner's web application can pass parameters that establish the configuration values for a recurring payment plan. These parameters allow for the following information to be sent:

- frequency
- start date
- end date
- total number of payments
- and a parameter that determines what uPay will do if the customer's credit card expiration date comes before the last payment in the recurring payment plan

In addition, the TouchNet Ready Partner's web application can pass a parameter that determines if the customer can make modifications to the values that are passed (such as the frequency, the start date, and the end date)

Field Definitions:

Allow Recurring Payments

If you set this option to yes, complete the rest of the options for the page. If you set the option to no, skip the rest of the options on this page.

Prompt Displayed to User Asking if Recurring Payments are Desired

This prompt asks the user whether they want to make a recurring payment. The prompt appears on the first page of your uPay site along with a yes or no selection for the user.

Maximum Duration

Enter a number and specify whether it is a number of months or years. The most you can allow is 6 years. If you leave the number field empty, the maximum duration will be 6 years.

Accepted Frequencies

When making a recurring payment, the user is asked, "How often will your payment recur?" The options you check here will appear in this dropdown selection list for the user.

ACH Agreement Text for Recurring Payments

Your ACH agreement performs two functions. It is your statement of terms and conditions for electronic payments. It is also your stored evidence of payment and the identity of the payer.

The text you enter on this page appears only for recurring payments. (Text for single payments is entered by a Marketplace administrator.) This allows

you to modify your wording if needed so that the user agrees to the upcoming payments, not just a single payment.

Contact Information for Users Who Create Recurring Payments

This information is printed on the user's receipt. Enter information for the person who can refund payments or cancel an upcoming, scheduled payment.

Note: This information is important for users because it provides them with a contact if they want to change or cancel recurring payments. uPay does not provide self-service options where users can change or cancel their own recurring payments.

Miscellaneous: Links, URLs, and E-mail

The next uPay setup screen is the Misc Settings screen, where you enter information about navigation out of a uPay site, contact e-mail information, and the URL used for posting collected data.

Donations Misc Settings	
Use success, error, cancel, and privacy links to direct users to your pages.	
Delete Upay Site	
Site Id:	0
Site Status:	ONLINE
Site Name:	Donations
Site Manager's E-mail Address:	tms65@touchnet.com
If you wish to have payment results and other useful data posted to your application, you can use the Posting URL. This URL is not used to navigate the user's browser. It is used only to update your application.	
Posting URL:	
Post data to show when users click Cancel?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Make Upay User wait for post to complete?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Number of seconds for Upay User to wait before marking posting as failed:	10
The Posting Validation Key is used to enforce tighter security when posting parameters to your application.	
Posting Validation Key:	
Text For Continue Link	Continue
The Success Link you define here appears after a successful payment. It allows a user to navigate back to your application.	
Text For Success Link:	Thank you for your payment. Click here to continue.
Success Link URL:	
The Error Link is used only for system failures. For payment method entry errors, the user may re-enter payment data.	
Text For Error Link:	We're sorry, an error has occurred. Please try again later
Error Link URL:	
The text entered below is used for the alternate text for the Cancel Button. The Cancel Link is used to navigate the user's browser when they press the Cancel Button.	
Text For Cancel Link:	Cancel this payment transaction.
Cancel Link URL:	

Field Definitions:

Site ID

Display only. A uPay site ID is assigned when a uPay site is established. In order to launch a uPay site, a uPay site ID must be passed as a form parameter.

Site Status

This dropdown menu contains two values: ONLINE and OFFLINE. When a uPay site is first created, the site has a status of OFFLINE. In order for customers to start using the uPay site, you must change the status to ONLINE.

Site Name

The site name will appear in the Operations Center left navigation menu and in reports. It will not be shown to the user who makes payments through the site.

Site Manager's E-mail Address

The Site Manager receives e-mail confirmations related to site setup. In addition, e-mail messages for posting URL failures or GL update failures are sent to this e-mail address.

Posting URL

After a transaction is processed (or a recurring payment plan is established), uPay can pass parameters describing the transaction back to a campus web application. These parameters can be passed by uPay with the use of a "Posting URL." If you would like for the output parameters to be passed to a campus web application, you must enter the URL for that destination in the "Posting URL" field. For more information, see "Using a Posting URL" on page 343.

Note: TouchNet strongly recommends use of https with the Posting URL.

Post data to show when users click Cancel

If you want the posted data to include records of all cancelled transactions as well as successful transactions, select Yes. Whenever a user clicks the Cancel button to stop a transaction, the transaction details will be posted. This field does not appear if you selected Yes for "Site uses T-Link" on the uPay Payment Settings page.

Make Upay User wait for post to complete?

If the campus web application does not respond after the specified period of time (see the next field), uPay will continue to the receipt page. If the

maximum wait period is reached, the posting will be marked as failed in Marketplace.

Number of seconds for uPay user to wait before marking posting as failed

This field represents the maximum number of seconds that uPay will wait for the campus web application to respond to posting data. If the campus web application has not responded after this period of time, uPay will continue to the receipt page. If the maximum wait period is reached, the posting will be marked as failed in Marketplace.

Posting Validation Key

The "Posting Validation Key" is a value that can be optionally passed by uPay to the posting URL. Some schools use this field to pass a value that identifies the uPay site and can be verified with the campus web application. As a result, this value can be used to help ensure the integrity of the transaction information that is being passed to the posting URL.

Important! The "Posting Validation Key" should not be considered an alternative to using the VALIDATION_KEY option. The "Posting Validation Key" uses a static value that is NOT encoded—and it's used AFTER uPay has processed the transaction. However, the VALIDATION_KEY option uses a dynamic value that IS encoded—and it's used when the transaction amount is initially passed to uPay—therefore, providing a much higher level of transaction integrity. If you would like to use a "Posting Validation Key," we strongly recommend you use this value in conjunction with the VALIDATION_KEY option and NOT as an alternative to the VALIDATION_KEY option. For more about the VALIDATION_KEY option, see ["Using the VALIDATION_KEY Option" on page 336](#).

Text For Continue Link

A "Continue" button appears throughout the uPay payment pages. Customers will select this button to record their entries on each page. You can modify the text that appears on this button by changing the value in this field. By default, this field originally contains the word "Continue"; however, you are in control of this value and can modify the button text.

Text For Success Link

The Success Link text appears as a button on the receipt page. This button text is hyperlinked with the URL that you provide in the "Success Link URL" field. The Success Link field does not appear if you selected Yes for "Site uses T-Link" on the uPay Payment Settings page. By default, this field originally contains the following text: "Thank you for your payment. Click here to continue."; however, you are in control of this value and can modify the button text.

Success Link URL

If you chose No for "Site uses T-Link" on the uPay Payment Settings page, this field indicates where the customer will be directed when they select the Success Link button on the uPay receipt page. To determine the value for this field, you should contact the administrator of the campus web application that is using uPay. This field must contain a URL that points at a location in the campus web application (or at another logical destination for the customer). This field does not appear if you selected Yes for "Site uses T-Link" on the uPay Payment Settings page.

Customers are not required to click the Success Link button. The payment process has been completed by the time the Success Link button appears on the uPay receipt page. Therefore, the campus web application should not depend upon customers clicking the Success Link button. To pass payment parameters to the campus web application at the conclusion of the payment process, you should use a Posting URL (not the Success Link URL), as described in "Using a Posting URL" on page 343.

Return Link URL

This field only appears if you selected Yes for "Site uses T-Link" on the uPay Payment Settings page. Enter in this field the URL for the destination in the TouchNet Ready Partner's web application to which uPay should return parameters after accepting the customer's payment information. If you do not know this value, contact the TouchNet Ready Partner.

Text for Error Link

If a Marketplace/uPay system failure takes place, this text will appear on the error page. You can modify the text that appears on this page by changing the value in this field. By default, this field originally contains the following text: "We're sorry. An error has occurred. Please try again later." However, you are in control of this value and can modify the text.

Error Link URL

This URL will be used with the error link text above. By clicking this link, the customer is taken to a location in the campus web application.

If you chose Yes for "Site uses T-Link" on the uPay Payment Settings page, you should contact your TouchNet Ready Partner to determine the URL; in this situation, this field must contain a URL that points at a location in the TouchNet Ready Partner's web application.

Text For Cancel Link

A "Cancel" button appears throughout the uPay payment pages. You can modify the text that appears on this button by changing the value in this field. By default, this field originally contains the word "Cancel"; however, you are in control of this value and can modify the button text.

Cancel Link URL

This URL will be used when the customer clicks on the uPay Cancel button. By clicking this button, the customer is taken to a location in the campus web application.

If you chose Yes for "Site uses T-Link" on the uPay Payment Settings page, you should contact your TouchNet Ready Partner to determine the URL; in this situation, this field must contain a URL that points at a location in the TouchNet Ready Partner's web application.

The Return Policy appears in the uPay Site.	
Enable Return Policy:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Text For Return Policy:	<input type="text" value="Return Policy"/>
Return Policy (50,000 chars max): (HTML Allowed)	<pre><style> #cart h2.returnpolicy { border: none; padding-left: 0px; padding-top: 10px; background-color: transparent; font-size: 0.9em; } .storeName { border-bottom: 1px solid #cccccc; }</pre>
The Privacy Link appears in the uPay Site.	
Enable Privacy Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Privacy Link:	<input type="text" value="Privacy Policy"/>
Privacy Link URL:	<input type="text"/>
- OR -	
Privacy Text (50,000 chars max): (HTML Allowed)	<pre>Testing privacy text</pre>
The Help Link appears in the uPay Site.	
Enable Help Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Help Link:	<input type="text"/>
Help Link URL:	<input type="text"/>
- OR -	
Help Text (50,000 chars max): (HTML Allowed)	<input type="text"/>

Enable Return Policy

By default, the Return Policy Agreement for your uPay site will be displayed to customers on the Verify Your Payment Information page.

However, if display of the Return Policy Agreement is not appropriate for your uPay site, you can turn off the display of the Return Policy Agreement by selecting No for the Enable Return Policy option.

Return Policy Agreement

Last updated: August 19, 2011

Welcome to Campus Wear. Campus Wear and/or its affiliates provide website features to you subject to the following conditions. **If you visit or shop here, you accept these conditions.** Please read them carefully. In addition, when you use any current or future Campus Wear service or business (e.g., Your Profile, Gift Cards, Unbox, or Your Media Library) you also will be subject to the guidelines, terms and agreements ("Terms") applicable to such service or business. If these conditions are inconsistent with such Terms, the Terms will control. When you visit Campus Wear or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically.

By clicking Continue, I agree to the above Return Policy

The Return Policy Agreement appears on the Verify Your Payment Information page of uPay. For uStores, you can turn off the display of the Return Policy Agreement.

The display of a return policy is typically required by credit card regulations. However, if your uPay site does not accept credit cards, or if the credit cards that you accept do not require the display of a return policy, then you may consider disabling the display of a Return Policy Agreement.

Important! Before you choose No for the Enable Return Policy option, we strongly recommend that you contact your credit card processor about credit card regulations and determine whether display of the return policy is required.

Text for Return Policy

The words "Return Policy" appear in the bottom navigation menu for stores, as well as during the checkout process. If this language does not fit the needs of your store, you can use the "Text for Return Policy" field to enter alternative text.

Return Policy Agreement

Campus Wear

Last updated: August 19, 2011

Welcome to Campus Wear. Campus Wear and/or its affiliates provide website features to you subject to the following conditions. **If you visit or shop here, you accept these conditions.** Please read them carefully. In addition, when you use any current or future Campus Wear service or business (e.g., Your Profile, Gift Cards, Unbox, or Your Media Library) you also will be subject to the guidelines, terms and agreements ("Terms") applicable to such service or business. If these conditions are inconsistent with such Terms, the Terms will control. When you visit Campus Wear or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically.

By clicking Submit Order, I agree to the above Return Policy

[Submit Order](#) [Print Agreement](#)

This text can be modified by the Text for Return Policy field.

Here is an example of the Return Policy section that will appear to customers on the Verify Your Payment Information page.

Return Policy

TouchNet strongly recommends that each uPay site develop a return policy.

A link to the Return Policy page appears in the bottom navigation menu for uPay pages. When customers select the Return Policy link, a modal window is displayed that provides information about the uPay site's return policy. This text can be configured by using the Return Policy field. This same text also appears on the Verify Your Payment Information page of the checkout process.

This field accepts HTML. We recommend the use of <h2> tags for header text and <p> tags for body text. However, with the use of style sheet changes you can further modify the layout of return policy text.

Keep in mind that the HTML you enter in this field will appear on two different pages: 1) the Return Policy modal window and 2) the Return Policy Agreement section of the Verify Your Payment Information page. Therefore, any style sheet modifications will need to work for both pages.

Enable [Privacy/Help/Accessibility] Link

Use of the Privacy, Help, and Accessibility links is optional. These links will appear in the bottom navigation bar of the uPay site. If you want to use one of these links, click the Yes radio button to enable the link. Separate configuration settings are available for the Privacy, Help, and Accessibility links.

Text for [Privacy/Help/Accessibility Link] Link

The text for the Privacy, Help, and Accessibility links can be customized to meet the meetings of the uPay site. The alternate text that you enter in these fields will appear in the bottom navigation menu of the uPay site. If you make no entry in these fields, Marketplace will use the following default link text: "Privacy Policy," "Help," and "Accessibility."

[Privacy/Help/Accessibility Link] URL

When the customer clicks on the Privacy, Help, Accessibility links in the bottom navigation bar of the uPay site, you can either send the customer to a web page that you manage outside of the Marketplace Operations Center (in which case you use the Privacy/Help/Accessibility Link URL field to point at this page) or open a modal window with content that is managed in Marketplace (in which case you use the Privacy/Help/Accessibility Text field to configure the window text). If you use a Link URL, a web page will need to be maintained on the destination server.

[Privacy/Help/Accessibility] Text

You can use Marketplace to manage the text that appears when the customer clicks on the Privacy, Help, and Accessibility links in the bottom navigation bar of your uPay site. This text will appear in a modal window.

HTML entered in this field must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to this field.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

For more information about using HTML or CSS, please see the *Marketplace 6.0 uStores Layout Guide*.

Note: If you make entries in both the Privacy/Help/Accessibility Link URL field AND the Privacy/Help/Accessibility Text field, only the Link URL value will be used.

The Accessibility Link appears at the bottom of your uPay Site.	
Enable Accessibility Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Text For Accessibility Link:	<input type="text"/>
Accessibility Link URL:	<input type="text"/>
- OR -	
Accessibility Text (50000 chars max) (HTML Allowed)	<input type="text"/>
Return Policy (50000 chars max) (HTML Allowed)	<input type="text"/>
Email Confirmation Announcement (5000 chars max)	So here is your confirmation announcement. <input type="text"/>
<input type="button" value="Save"/>	

Return Policy

A link to the Return Policy page appears in the bottom navigation bar for your uPay site. When customers select the Return Policy link, a modal

window is displayed that provides information about the uPay site's return policy (or refund policy).

This field accepts HTML. For more information about the allowable HTML tags, see the *Marketplace 6.0 uStores Layout Guide*.

HTML entered in this field must be properly formatted. It will undergo a validation process and any improperly formatted HTML will not be accepted. We recommend you become proficient in authoring HTML before you attempt to add HTML to this field.

Important! In order to ensure that Marketplace remains a secure environment for processing commerce transactions, fields that accept HTML in the Operation Center will not accept HTML form tags, iframe tags, object tags, and some additional code—including JavaScript.

For more information about using HTML or CSS, please see the *Marketplace 6.0 uStores Layout Guide*.

Messages and Titles

The next uPay setup screen is the Messages and Titles screen. Here, you customize the page names that appear in the user's browser title bar and the messages that the user sees at the top of uPay pages.

Entering text in the Payment Method Selection fields updates this uPay page.

The diagram illustrates the configuration of the Payment Method Selection page. It is divided into two main parts:

- Configuration Window (Top):** Titled "Alumni Donations Messages & Titles", it contains a "Payment Method Selection" section. This section includes:
 - Page Title:** A text field containing "Payment Method Selection".
 - Payment Method Selection Message: (HTML Allowed):** A large text area containing the message "Please select a payment method and enter an amount".
- Live Browser View (Bottom):** A screenshot of a Mozilla Firefox browser window showing the live page. The browser title bar reads "Payment Method Selection - Mozilla Firefox". The page content includes:
 - The "YourCampus" logo at the top.
 - The message "Please select a payment method and enter an amount" displayed on the page.
 - Form fields for "Payment amount" (set to \$ 10.00), "Payment method" (set to Credit Card), and "Would you like to make recurring payments?" (radio buttons for Yes and No).
 - "Continue" and "Cancel this payment transaction" buttons.
 - Footer links for "Privacy Policy", "Help", "Accessibility Policy", and "Return Policy".
 - Copyright information: "©1997 - 2011 TouchNet Information Systems, Inc. All rights reserved. TouchNet is a registered trademark of TouchNet Information Systems, Inc." and the TouchNet logo.

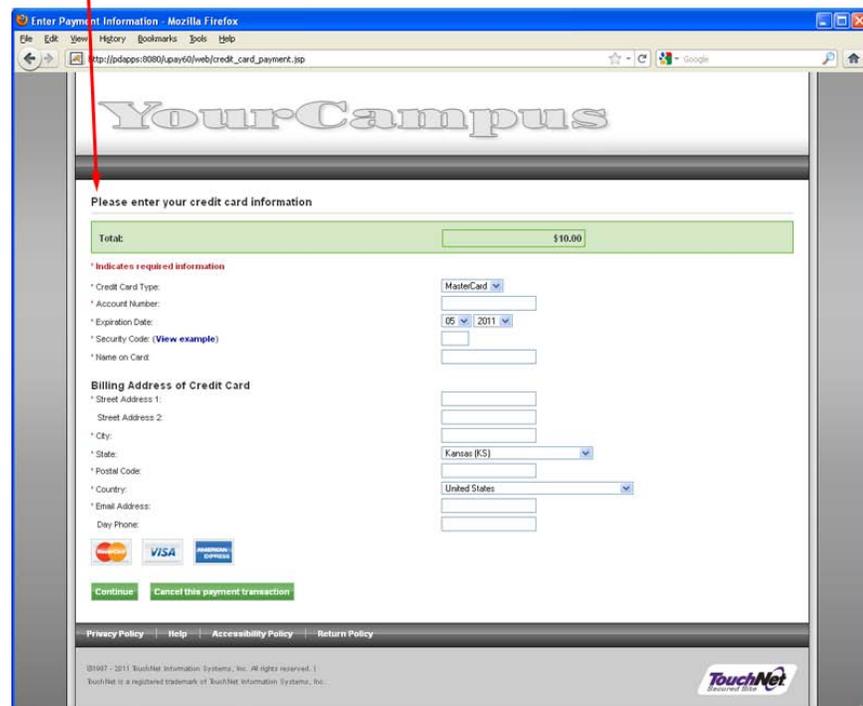
Red arrows indicate the flow of information: one arrow points from the "Page Title" field in the configuration window to the browser's title bar, and another arrow points from the "Payment Method Selection Message" text area to the message displayed on the live page.

Entering text in the Credit Card fields has the following effects.

Credit Card	
Payment Info Page Title:	Enter Payment Information
Credit Card Payment Info Message: (HTML Allowed)	Please enter your credit card information
Verification Page Title:	Verify Your Payment Information
Credit Card Payment Verification Message: (HTML Allowed)	Please verify your payment information

If the customer selected Credit Card as the payment method, the next uPay payment page displays the Credit Card Payment Info Message above the credit card info fields.

After the customer enters their credit card info, the uPay site displays the Credit Card Payment Verification message above the info to be verified.

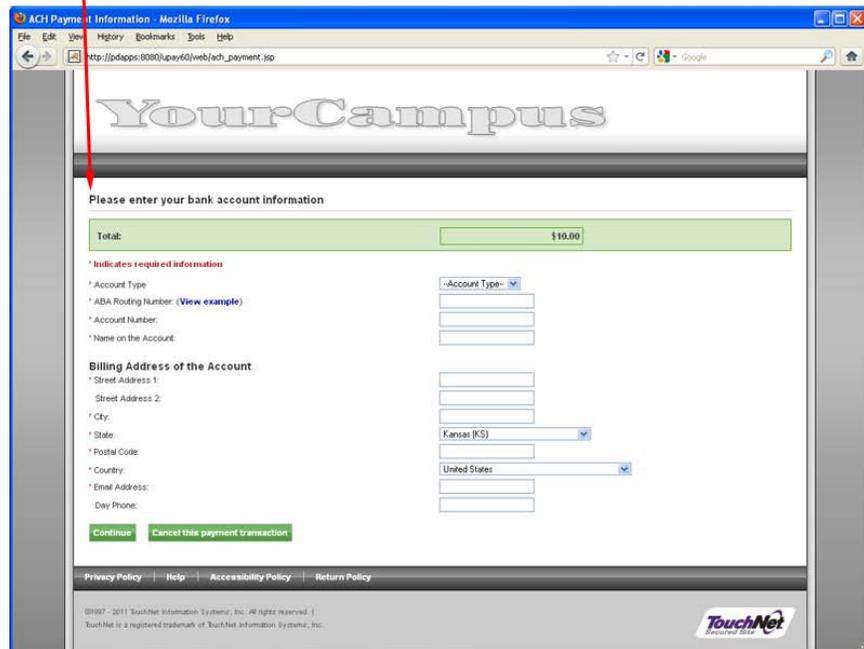


Entering text in the Electronic Banking fields has the following effects.

Electronic Banking Pages	
Payment Info Page Title:	ACH Payment Information
ACH Payment Info Message: (HTML Allowed)	Please enter your bank account information
ACH Agreement Page Title:	ACH Agreement
ACH Agreement Page Header Message: (HTML Allowed)	ACH Payment Information

If the customer selected Electronic Check (ACH) as the payment method, uPay displays the ACH Payment Info message above bank account info fields.

After the customer enters bank account info, uPay displays the ACH Agreement Page Header message above the payment information and the ACH agreement.

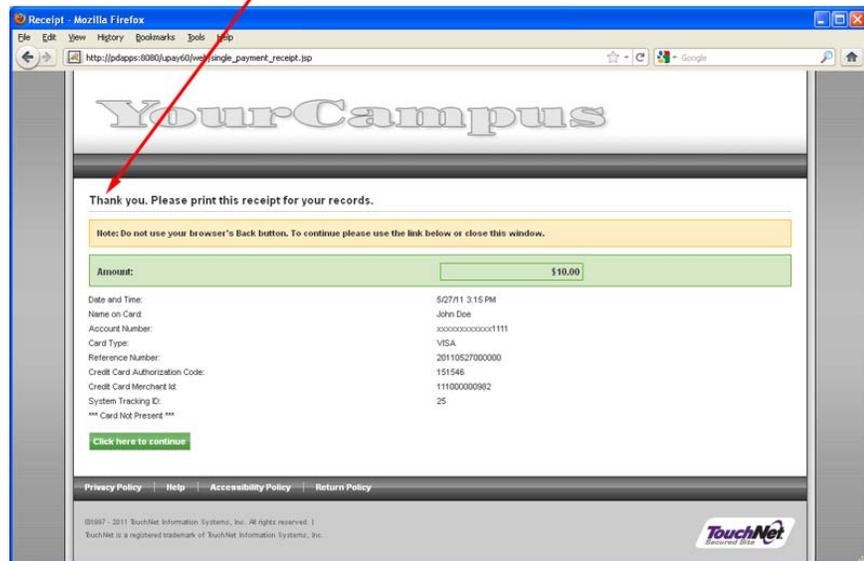


The text you enter in the Receipt Page fields affects what the customer sees at the end of the payment process.

Receipt Page

Page Title:	<input type="text" value="Receipt"/>
Receipt Message: (HTML Allowed)	<div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> Thank you. Please print this receipt for your records. </div>

The Receipt Message appears on uPay's Receipt page



uPay Site Manager

The next uPay setup screen is the User Settings screen, where you select or add a uPay Site Manager.

Online Giving User Settings

If you create a new site manager user, notify that user of the login name and password for the first login.

Specify a uPay Site Manager:

Select an Existing Marketplace User:

Or

Use these fields to create a new Marketplace user when a U.Commerce username IS available.

Create a new Marketplace user with this username:

Link to this existing U.Commerce user:

Or

Use these fields to create a new Marketplace user when a U.Commerce username is NOT available.

Create a new Marketplace user with this username:

Password:

Confirm Password:

Submit

Select a site Manager from the list of users, or create a new uPay site manager user. You can select yourself as the Site Manager or you can set up a new Marketplace user as the uPay site manager. (For more about creating a new Marketplace uPay site user, see "Adding uPay Site Users" on page 359.)

Verify Site Info

The last page in uPay setup allows you to verify your site information. Review all the information displayed on this page. If you want to change information, click the corresponding edit button.

When you are satisfied with your setup, click the Create uPay Site button.

Form Parameters

Next, uPay displays your site's form parameters. These include optional and required parameters. Your campus web application passes these parameters to uPay when the customer clicks to make a payment.

uPay Site Creation Successful

Your uPay Site is now ready to be used. To upload custom graphics for this site, use the button below.

Your uPay site has been created successfully.

Below are the parameters that can be passed to the uPay application and will be understood by the application.

For security purposes you must pass the parameters using the post method.

Required Parameters

UPAY_SITE_ID=6	Used to access the uPay site.
----------------	-------------------------------

Optional Parameters

BILL_EMAIL_ADDRESS	Used to pass the billing email address.
BILL_STREET1	Used to pass the billing street address 1.
BILL_STREET2	Used to pass the billing street address 2.
BILL_CITY	Used to pass the billing city.
BILL_STATE	Used to pass the billing state.
BILL_POSTAL_CODE	Used to pass the billing postal code.
BILL_COUNTRY	Used to pass the billing country.
EXT_TRANS_ID	Used as a cross reference between the external site and a uPay site.
EXT_TRANS_ID_LABEL	Used to describe the EXT_TRANS_ID value on the payment receipt.
AMT	Used to pass the amount to be paid.
SSV	Used to pass the shared secret for ACH payments.
SSV_PROMPT	Used to generate the prompt for entering their shared secret.
VALIDATION_KEY	Used to assure that the amount being passed in has not been altered prior to form submission.
RECURRING_USER_CAN_CHANGE	End user can change the schedule from what is passed. (true or false)
RECURRING_CAN_CHANGE_END_DATE_TO_CC_EXP_DATE	Schedule can change end date to match credit card expiration date if expiration date is before end date. (true or false)
RECURRING_START_DATE	Date recurring payments start. (mm/dd/yyyy)
RECURRING_END_DATE	Date recurring payments end. (mm/dd/yyyy)
RECURRING_FREQUENCY	Frequency for recurring payments. Must be value, not name.

Passed Value	Frequency
4	Weekly
1	Monthly
2	Bi-Monthly
5	Quarterly
6	Semi-Annually
7	Annually

RECURRING_NUMBER_OF_PAYMENTS	Number of payments instead of end date.
SUCCESS_LINK	Used to pass a new url for the success link.
SUCCESS_LINK_TEXT	Used to pass the text for the success link.
ERROR_LINK	Used to pass a new url for the error link.
ERROR_LINK_TEXT	Used to pass the text for the error link.
CANCEL_LINK	Used to pass a new url for the cancel button.
CANCEL_LINK_TEXT	Used to pass the text for the success button.
CREDIT_ACCT_CODE	Used to pass credit accounting code to override the Upay default accounting code.
DEBIT_ACCT_CODE	Used to pass debit accounting code to override the Payment accounting code.

You may now take this opportunity to upload custom images for your newly created uPay Site.

Upload Custom Images

Your uPay site can take actions based on the values you pass for these parameters. Your uPay site can accept additional parameters besides the ones listed; however, it will take no actions based on the additional

parameters other than to pass these parameters back to the posting URL after the transaction has been processed.

You should take note of the form parameters so you will know the range of information that can be passed to your uPay site and can utilize the parameters as necessary to fulfill the needs of your campus web application.

For details on the form parameters, see "Passing Parameters to Your uPay Site" on page 324.

When you finish using the Form Parameters page, you can click the Upload Custom Images button to work with images for your site.

Note: You can return to the Form Parameters page at any time by using the uPay site's Form Parameters link in the left navigation menu.

uPay Site Images

The Image Settings page appears if you clicked the Upload Custom Images button on the Form Parameters page (when creating a new uPay site). This page also appears when you navigate to the uPay site's Image Settings page via the left navigation menu:

Marketplace Home > [Merchant Name] > uPay Sites > [uPay Site Name] > Image Settings

Upay Site 0 Image Settings

Use graphics in JPG, GIF, or PNG formats. Maximum file size is 250K.

Header Image

Your Campus

(recommended W x H: 960 x 145 pixels)

Upload Header Image Remove Header Image

Side Banner

(recommended W x H: 250 x 480 pixels)

Upload Side Banner Remove Side Banner

Footer Image

(recommended W x H: 960 x 80 pixels)

Upload Footer Image Remove Footer Image

Select images for your layout in the Image Management page.

You can upload the following images for each uPay site:

- **Header Image**—This image appears in the header area of your uPay site pages. By default, an area 960 pixels wide by 145 pixels high is reserved on the uPay payment pages for the header image. You should always upload a header image for your uPay site.
- **Side Banner**—(Optional) This image is optional. It appears to the left of the uPay fields. If you upload a side banner, the uPay fields move to the right and an area 250 pixels wide by 400 pixels high is created for the side banner.
- **Footer Image**—(Optional) This image is optional. It appears in the footer area of your uPay site pages. By default, an area 960 pixels wide by 80 pixels high is reserved on the uPay payment pages for the footer image. The TouchNet copyright and logo appear on top of the footer image, which is used in the background.

For examples of how these images appear on uPay pages, see "uPay Site Images" on page 290.

Graphics Specifications

Use graphics in JPG, GIF, or PNG format. The maximum graphics file size is 250K.

We recommend that you upload images at the recommended (default) sizes. If you upload images at different pixel dimensions, you may need to edit the style sheet for your uPay site in order to adjust the page layout accordingly.

10.3 Passing Parameters to Your uPay Site

For uPay to integrate with a campus web application, the campus web application must be able to pass parameters that describe the transaction. At a minimum, the campus web application must pass a uPay site ID that identifies which uPay site will handle the transaction. In addition, in order for a transaction to be identified and tracked, the campus web application must pass a transaction ID (called EXT_TRANS_ID by uPay).

Some parameters can be used to automatically populate fields on your uPay site. For example, the customer's billing address can be passed to uPay so that the customer isn't required to re-enter this information. Likewise, a dollar amount can be passed directly to uPay.

You do not need to tell Marketplace which parameters you will be passing. You only need pass the parameters when directing a customer to your uPay site. uPay will accept any parameters that you pass and in turn pass the parameters back to your campus web application after the transaction is processed (provided you use the posting URL option, as described in "Using a Posting URL" on page 343).

uPay Parameter Details

In order for uPay to take action on passed parameters (such as pre-populating the billing address fields or the dollar amount field), the parameters must be named as described below.

If the campus web application passes recurring payment data—RECURRING_USER_CAN_CHANGE, RECURRING_FREQUENCY, RECURRING_START_DATE, and RECURRING_NUMBER_OF_PAYMENTS or RECURRING_END_DATE—to the uPay site, uPay will then take that data and calculate the payment schedule.

Note: To receive back the payment parameters after the payment is completed in uPay, a posting URL must be used, as described in "Using a Posting URL" on page 343. If recurring payments are used, this payment information becomes critical for monitoring the payment process. For example, if recurring payment parameters are sent to the Posting URL, the campus web application will have a record of when the last payment is due.

The following list describes all the parameters that uPay can use. uPay takes actions on the following parameters.

Parameters that uPay takes action upon once receiving:

Parameters	Description	Field Length	Data Type
UPAY_SITE_ID	Required. This is a numerical value unique to each uPay site. The value is displayed in the Form Parameters page for the uPay site.	unlimited	numeric
BILL_NAME	Used to pass the billing name.	50	alphanumeric
BILL_EMAIL_ADDRESS	Used to pass the billing e-mail address.	50	alphanumeric
BILL_STREET1	Used to pass the billing street address 1.	35	alphanumeric
BILL_STREET2	Used to pass the billing street address 2.	35	alphanumeric
BILL_CITY	Used to pass the billing city.	35	alphanumeric
BILL_STATE	Used to pass the billing state. The billing state should be passed as the two-character state abbreviation. For foreign addresses, "--" can be passed to uPay in order to select "Not applicable" for the state field. Note: If an invalid two-character state abbreviation is passed, the default state as established in the system administrative settings will be used.	2	alphanumeric

Parameters	Description	Field Length	Data Type
BILL_POSTAL_CODE	Used to pass the billing postal code. To accommodate foreign addresses, uPay will accept up to 30 characters in the postal code parameter.	30	alphanumeric
BILL_COUNTRY	Used to pass the two-letter country code for the billing country. You must use the two-letter English language country codes approved by the International Organization for Standardization. This list can be found at www.iso.org/iso/country_codes.htm . Note: If an invalid two-character country abbreviation is passed, the default country as established in the system administrative settings will be used.	2	alphabetic

Parameters	Description	Field Length	Data Type
EXT_TRANS_ID	<p>Optional. The value for this parameter is generated by the campus web application. It serves as a cross-reference between the web application and Marketplace. If this parameter is passed to uPay, it will be stored in the Marketplace database along with information about the transaction.</p> <p>If the campus web application passes the VALIDATION_KEY parameter (and Yes for "Require encoded validation key for amount?" is selected on the uPay Payment Settings page), then you MUST pass the EXT_TRANS_ID parameter.</p> <p>This field does not appear if you selected Yes for "Site uses T-Link" on the uPay Payment Settings page.</p> <p>If Yes is selected for "Validate External Transaction ID is unique to this uPay site?" on the uPay Payment Settings page, uPay will require that an EXT_TRANS_ID is passed by the campus web application. In this case, the EXT_TRANS_ID value must be unique for this uPay site. uPay will validate that the submitted external transaction ID has not previously been used. (However, this EXT_TRANS_ID value CAN be used by other uPay sites.) If this value is not passed, or if the value is not unique, the customer will receive an error message.</p> <p>Use of the EXT_TRANS_ID parameter allows you to use Marketplace's uPay Payment Search functionality to search for payments with a specified EXT_TRANS_ID value. In addition, you will be able to view the EXT_TRANS_ID values on Marketplace's Posting Status Report.</p>	250	alphanumeric
EXT_TRANS_ID_LABEL	<p>Optional. This field can contain a description of the EXT_TRANS_ID value. If this parameter is used, this description appears on the receipt that the customer sees at the end of the uPay payment process. HTML is NOT allowed in this field.</p>	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
AMT	<p>Optional. If used, this parameter automatically completes the Payment Amount field when the customer arrives at the uPay site. To use this parameter, you must configure your uPay site by selecting Yes for "Allow the amount to be passed in" on the uPay Payment Settings page.</p> <p>If the campus web application passes the VALIDATION_KEY parameter (and Yes for "Require encoded validation key for amount?" is selected on the uPay Payment Settings page), then you MUST pass the AMT parameter.</p> <p>By default, T-Link expects the payment amount to be passed with the AMT parameter from the web application. If a payment amount is not passed, the uPay site's default payment amount will be displayed to the customer. For more about payment settings, see "Payment Settings" on page 299.</p> <p>Maximum value: 99999.99.</p>	8 (including 2 characters to the right of the decimal point)	numeric
SSV	<p>This parameter can be used only used if you accept ACH payments. This is the Shared Secret Value that the user enters on the ACH agreement page when paying by checking or savings account.</p> <p>A shared secret value is an alphanumeric value that the user knows, for example, their birth year or their mother's maiden name. While the shared secret value is not required by uPay, it is a requirement of the NACHA rules for web-based ACH payments. Having users enter a shared secret value increases security of payments through electronic bank accounts.</p>	unlimited	alphanumeric
SSV_PROMPT	<p>This parameter can only be used if you accept ACH payments. The SSV_PROMPT is used when the user pays by checking or savings account. If passed, it overrides your setting for the Shared Secret Value prompt. This is the prompt shown to users so they know what to enter for the Shared Secret value. If the prompt value is not passed, uPay uses the prompt you define in the Payment Method Settings page.</p>	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
VALIDATION_KEY	<p>If the uPay site has been configured to accept a passed amount from the campus web application, TouchNet recommends that the VALIDATION_KEY parameter also be passed. The use of an encoded validation key helps to ensure the integrity of amounts that are passed to uPay.</p> <p>In order to pass a VALIDATION_KEY, the following actions must be taken:</p> <ul style="list-style-type: none"> • The "Require encoded validation key for amount?" field on the uPay Payment Settings page must be set to Yes. • You must enter a "Passed Amount Validation Key" value on the uPay Payment Settings page. • The campus web application must pass a transaction amount (AMT) as an input parameter. • The campus web application must pass an external transaction ID (EXT_TRANS_ID) as an input parameter. • The campus web application must determine the value for the VALIDATION_KEY parameter as described in "Using the VALIDATION_KEY Option" on page 336. <p>If any part of this configuration has not been completed, uPay will not accept the payment.</p>	unlimited	alphanumeric
RECURRING_USER_CAN_CHANGE	<p>Optional. In order to establish a recurring payment plan, this parameter MUST be passed.</p> <p>This parameter determines whether the customer can change the recurring payment values that are passed by the campus web application. Accepted values: True or False.</p> <p>Note: If RECURRING_USER_CAN_CHANGE = false, uPay must receive RECURRING_START_DATE, RECURRING_FREQUENCY and RECURRING_END_DATE or RECURRING_NUMBER_OF_PAYMENTS. If uPay does not receive these values, uPay will display an error message to the customer.</p>	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
RECURRING_CAN_CHANGE_END_DATE_TO_CC_EXP_DATE	<p>If recurring payment parameters are being sent to the uPay site, this parameter determines what happens if the customer enters a credit card expiration date that will occur <i>before</i> the projected end date of the payment plan. Accepted values: Yes or No.</p> <p>If RECURRING_EXP_DATE_CHANGE = Yes and the customer enters a credit card expiration date that will occur before the projected end date of the payment plan, uPay will automatically change the payment plan's end date so it comes before the credit card expiration date. If RECURRING_EXP_DATE_CHANGE = No and the customer enters a credit card expiration date that will occur before the projected end date of the payment plan, uPay will prompt the customer to use a different credit card.</p> <p>Example: The customer uses the campus web application to make a monthly donation of \$100. In the campus web application, the customer enters the following information for the recurring payment plan: start date - 10/26/2008, frequency - monthly, and end date - 06/26/10. This information is passed to uPay by the campus web application, at which point the customer enters their credit card information. The customer enters a credit card expiration date of 04/10—which predates the payment plan's end date. Because the campus web application sent RECURRING_EXP_DATE_CHANGE = Yes, uPay automatically changes the date of the last payment to 4/26/10. The monthly donation remains unchanged at \$100.</p> <p>Note: RECURRING_CAN_CHANGE_END_DATE_TO_CC_EXP_DATE = Yes should only be used in situations in which it is acceptable that the total dollar amount of payments made over the course of a payment plan be reduced by the elimination of one or more payments. RECURRING_CAN_CHANGE_END_DATE_TO_CC_EXP_DATE = Yes might work well with donations, in which the alternative of the customer canceling the entire payment plan would be less desirable than the elimination of one or more payments within a plan. In contrast, the elimination of payments for a product that is actually delivered to the customer, such as a parking pass or a football season ticket, would most likely be considered unacceptable.</p>	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
RECURRING_START_DATE	If the uPay site accepts recurring payments, this parameter determines the start date for the recurring payment plan. The customer must enter today's date or a later date (i.e., the customer cannot enter a past date). Required date format: mm/dd/yyyy.	10	alphanumeric
RECURRING_END_DATE	If the uPay site accepts recurring payments, this parameter determines the end date for the recurring payment plan. Required date format: mm/dd/yyyy.	10	alphanumeric
RECURRING_FREQUENCY	If the uPay site accepts recurring payments, this parameter sets the frequency of the payment plan. Accepted values: 1 (Monthly), 2 (Bi-Monthly), 4 (Weekly), 5 (Quarterly), 6 (Semi-Annually), and 7 (Annually). Note: For RECURRING_FREQUENCY, be sure to use the accepted numerical values. For example, to set up a weekly recurring payment plan, send RECURRING_FREQUENCY = 4; Do not send RECURRING_FREQUENCY = Weekly.	unlimited	numeric
RECURRING_NUMBER_OF_PAYMENTS	If the uPay site accepts recurring payments, this parameter determines the number of payments in the payment plan. Note: If both RECURRING_NUMBER_OF_PAYMENTS and RECURRING_END_DATE are passed to uPay, uPay will use RECURRING_NUMBER_OF_PAYMENTS to calculate the payment schedule.	unlimited	numeric
SUCCESS_LINK	Optional. When you establish a uPay site, you enter a URL for the success link that appears on the receipt page the customer sees after successfully making a uPay payment. Instead of providing the same URL for all customers, you can customize the success link URL. For example, for customers identified as students, you might return them to a student portal web site, while parents might be returned to a portal designed for the parents of students.	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
SUCCESS_LINK_TEXT	Optional. This text appears as a hyperlink on the receipt page that customers see after successfully making a payment with uPay. While the SUCCESS_LINK parameter provides the URL for the hyperlink, the SUCCESS_LINK_TEXT parameter provides the text for the hyperlink.	unlimited	alphanumeric
ERROR_LINK	Optional. When you establish a uPay site, you enter a URL for the error link that appears on the error page that the customer sees when a system error occurs while attempting to make payment. Instead of providing the same URL for all customers, you can customize the link that appears when an error is encountered.	unlimited	alphanumeric
ERROR_LINK_TEXT	Optional. This text appears as a hyperlink on the error page that customers see after a system error occurs while attempting to make a payment with uPay. While the ERROR_LINK parameter provides the URL for the hyperlink, the ERROR_LINK_TEXT parameter provides the text for the hyperlink.	unlimited	alphanumeric
CANCEL_LINK	Optional. When you establish a uPay site, you enter a URL for the cancel link that appears throughout your uPay site. Instead of providing the same URL for all customers, you can customize the link that appears when an error is encountered.	unlimited	alphanumeric
CANCEL_LINK_TEXT	Optional. This text appears when a uPay customer places their cursor over the Cancel button. (Only works with Microsoft Internet Explorer.) In the HTML for the uPay site, this text is added as the ALT attribute of the Cancel button (which appears in the HTML as an IMG tag).	unlimited	alphanumeric
CREDIT_ACCT_CODE	(Only for use with Banner general ledger integration.) Used to pass a credit accounting code. This value will override the credit accounting code that was entered when the uPay site was configured. This value must be an approved Banner detail code.	unlimited	alphanumeric

Parameters	Description	Field Length	Data Type
DEBIT_ACCT_CODE	(Only for use with Banner general ledger integration.) Used to pass a debit accounting code. This value will override the debit accounting code that was entered in Payment Gateway as the Host Payment Method ID for this uPay site. This value must be an approved Banner detail code.	unlimited	alphanumeric

Passing Parameters with an HTML Form

After you have used Marketplace to build a uPay site, the campus web application that will be connecting to the uPay site must be configured to pass the parameters that identify the site and provide information about the customer and/or transaction.

The typical method of passing parameters is via an HTML form. The following section describes how to set up an HTML form to pass parameters.

Important! Technical details on configuring a campus web application to pass parameters to a uPay site are outside the scope of this document. This document provides an example of using an HTML form to pass parameters; however, the best method for your situation should be determined by the administrator of your campus web application.

Here are the essential components of an HTML form that passes parameters to a uPay site:

HTML Element	Attributes
<form >	<p>action = "http://[server]/[context]/web/index.jsp"</p> <p>You must make the following edits to the URL displayed above: 1) determine whether your institution uses "http" or "https", 2) determine the name/domain of the server where uPay is installed and replace [server] with this value, and 3) determine the context path for uPay and replace [context] with this value. The default context path is upay. If you do not know the server name or the context path, you should contact your Marketplace administrator.</p> <p>method = "post"</p> <p>Use the "POST" method. The uPay site will not accept parameters from a "GET" method.</p>

HTML Element	Attributes
<input> (#1)	<p>type = "hidden" name = "UPAY_SITE_ID" value = "z"</p> <p>UPAY_SITE_ID is a numerical value unique to each uPay site. The value is displayed on the Form Parameters page of the uPay site (Marketplace Home > [merchant name] > uPay Sites > [upay site name] > Form Parameters). You should find this ID number and enter it as the value attribute.</p> <p>Usage: This parameter is required in order to launch a uPay site.</p>
<input> (#2)	<p>type = "hidden" name = "EXT_TRANS_ID" value = "x"</p> <p>EXT_TRANS_ID is the transaction ID generated by the campus web application that is passing the dollar amount to the uPay site. Enter the ID as the value attribute. Maximum allowable length for EXT_TRANS_ID: 250 characters.</p> <p>Usage: This parameter is optional; however, in order for uPay to pass information about the transaction status back to your campus web application, you must initially pass a transaction ID to your uPay site. By using EXT_TRANS_ID as the name of the transaction ID, you can use the Marketplace Operations Center to search for submitted transaction IDs and to view reports that display the EXT_TRANS_ID value).</p>
<input> (#3)	<p>type = "hidden" name = "AMT" value = "y"</p> <p>AMT is the dollar amount of the transaction. Enter the dollar amount as the value attribute.</p> <p>Usage: The AMT parameter is optional; however, in many scenarios, this parameter is essential in order for your campus web application and uPay to work together effectively.</p>
<input> (#4)	<p>type = "submit" value = "Click Here to Pay"</p> <p>You can edit the value attribute as necessary and apply style sheet attributes to the <input> tag so that the submit button is customized. You can also use an image in lieu of the form-generated submit button.</p>

Note: You can pass many additional parameters to your uPay site, and in turn pass the parameters back to your campus web application after the transaction is processed (provided you use uPay's posting URL option, as described in "Using a Posting URL" on page 343). However, uPay only takes specific actions based on the parameters described in "In order for uPay to take action on passed parameters (such as pre-populating the billing address fields or the dollar amount field), the parameters must be named as described below." on page 325.

An HTML Form Example

Here is an example that shows what an HTML form might look like that passes parameters to a uPay site:

```
<form action="https://someserver/upay/web/index.jsp"
      method="post">
  <input type="hidden" name="UPAY_SITE_ID" value="3">
  <input type="hidden" name="EXT_TRANS_ID" value="x">
  <input type="hidden" name="AMT" value="y">
  <input type="submit" value="Click Here To Pay">
</form>
```

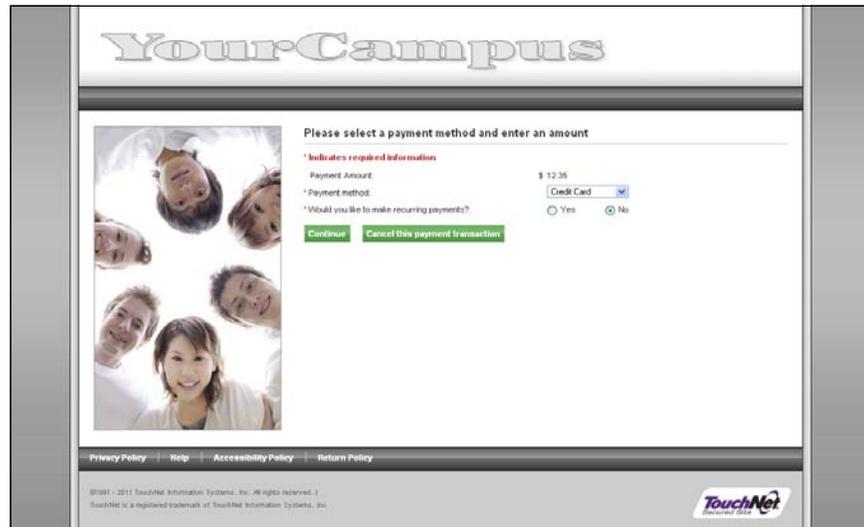
In this example, three parameters are passed to uPay. First, the identifying numeric value for UPAY_SITE_ID is passed. This value identifies the uPay site. Second, a transaction ID is passed. This parameter is named EXT_TRANS_ID. And third, a dollar amount for the transaction is passed. This parameter is named AMT.

Note: In this example, the UPAY_SITE_ID value can be entered as a static part of the form; however, both the EXT_TRANS_ID value and the AMT value should be determined dynamically. In this way, a unique transaction ID is established for each transaction, and the appropriate dollar amount for the customer's transaction is passed to uPay.

On a web page, this HTML creates a submit button that looks like this (in Windows XP with Internet Explorer 6.0):



When the Click Here to Pay button is clicked, the parameters are passed to the uPay site, and the site is loaded in the customer's browser:



Notice the dollar amount has been passed to the page. The uPay site is now ready for the customer to select a payment method and complete the transaction.

10.4 Using the VALIDATION_KEY Option

If a uPay site has been configured to accept a passed amount from the campus web application, TouchNet recommends that the VALIDATION_KEY parameter also be passed.

Important! The use of an encoded validation key helps to ensure the integrity of transaction amounts that are passed to uPay by a campus web application.

In order to use the VALIDATION_KEY option, the following actions must be taken:

- The "Require encoded validation key for amount?" field on the uPay Payment Settings page must be set to Yes. (For more information, see "uPay Site Configuration for the VALIDATION_KEY Option" on page 337.)
- You must enter a "Passed Amount Validation Key" value on the uPay Payment Settings page. (For more information, see "uPay Site Configuration for the VALIDATION_KEY Option" on page 337.)
- The campus web application must determine the value for the VALIDATION_KEY parameter as described in "Creating a VALIDATION_KEY" on page 340.

- The campus web application must pass a transaction amount (AMT) as an input parameter. (For more information, see "About the AMT Parameter" on page 341.)
- The campus web application must pass an external transaction ID (EXT_TRANS_ID) as an input parameter. (For more information, see "About the EXT_TRANS_ID Parameter" on page 342.)
- The campus web application must pass the VALIDATION_KEY as an input parameter. (For more information, see "Passing a VALIDATION_KEY to a uPay Site" on page 342.)

If any part of this configuration has not been completed, uPay will not accept the payment.

The following subsections provide the details for using the VALIDATION_KEY option.

uPay Site Configuration for the VALIDATION_ KEY Option

To configure a uPay site for using the VALIDATION_KEY option, follow these steps:

- 1 Go to the following page in the Operations Center: Marketplace Home > [merchant name] > uPay Sites > [upay site name] > Payment Settings

Donations Payment Settings	
Users see the Payment Amount prompt before the dollar amount field. The ACH Shared Secret prompt describes any validation you require for ACH payments.	
Site Id:	0
Site uses T-Link:	<input type="radio"/> Yes <input checked="" type="radio"/> No
T-Link Web Service URL:	<input type="text"/>
Perform General Ledger Updates:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Cashier ID:	<input type="text"/>
Accounting Code:	<input type="text"/> ▼
Payment Amount Prompt:	Donation amount
Default Payment Amount \$ (Example: 1234.56)	10
Minimum Payment Amount: \$	1
Maximum Payment Amount: \$	44444
Payment Methods Accepted:	
<input type="checkbox"/> INTERAC <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input checked="" type="checkbox"/> webCheck <input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> MasterCard	
Allow the amount to be passed in?	<input checked="" type="radio"/> Yes <input type="radio"/> No
The Passed Amount Validation Key is used to enforce tighter security when passing an amount from your application. (applies only if amount passed in and site does not use T-Link)	
Require encoded validation key for amount?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Passed Amount Validation Key:	<input type="text"/>
Allow the user to edit the payment amount?	<input type="radio"/> Yes <input checked="" type="radio"/> No

The Payment Settings page for a uPay site.

- 2 Select Yes for "Allow the amount to be passed in?"
- 3 Select Yes for "Require encoded validation key for amount?"

Note: After you turn on this option, customers can only reach the uPay site if the VALIDATION_KEY parameter has been passed, as described in the following sections of this chapter. If you direct customers to the uPay site without passing a VALIDATION_KEY, the uPay site will fail to load.

- 4 Enter a value in the "Passed Amount Validation Key" field. This field accepts a maximum of 30 alphanumeric characters.

The "Passed Amount Validation Key" is a unique value stored for each uPay site that uses the VALIDATION_KEY option. This value is also known by the campus web application, which uses this value (in conjunction with the AMT and EXT_TRANS_ID parameters) in determining the value of the VALIDATION_KEY parameter (as described in "Creating a VALIDATION_KEY" on page 340).

Because the campus web application uses this value but does NOT pass this value to the uPay site, the "Passed Amount Validation Key" can then be used by uPay to validate the encoded VALIDATION_KEY parameter.

You should work with the administrator of the campus web application to determine the value of the "Passed Amount Validation Key" field.

- 5 In addition, you should consider the following fields:
 - **Allow the user to edit the payment amount?**—If you do not want the dollar amount to be changed when the customer arrives at the uPay site, you should select No. In this situation, the dollar amount passed in will be displayed, but it will not be editable. If you select Yes, the customer will be able to edit the amount, possibly even choosing a smaller amount (as dictated by the amount entered in the Minimum Payment Amount field).
 - **Minimum Payment Amount**—You should ensure that the amount being passed in is equal to or greater than the amount entered in the Minimum Payment Amount field. If the minimum payment amount is greater than the amount being passed in, Marketplace will not be able to complete the transaction.
 - **Maximum Payment Amount**—You should ensure that the amount being passed in is equal to or less than the amount entered in the Maximum Payment Amount field.
 - **Validate External Transaction ID is unique to the uPay site?**—We recommend the campus web application uses unique External Transaction IDs with each transaction. By taking this action, the campus web application helps to further ensure the integrity of the VALIDATION_KEY parameter. (For more about the EXT_TRANS_ID parameter, see "Passing a VALIDATION_KEY to a uPay Site" on page 342.)
- 5 Click the Save button.

Creating a VALIDATION_ KEY

The process of creating a VALIDATION_KEY must be done by the campus web application. The process must be performed according to the methodology described below.

Important! Please forward the following information regarding the creation of a VALIDATION_KEY to the administrator responsible for the campus web application that will communicate with uPay.

Important! To use the VALIDATION_KEY option, the administrator of the campus web application must have prior experience in MD5 (Message-Digest algorithm 5) and Base64 encoding. It is beyond the scope of this document to describe how to create an MD5 hash. Likewise, it is beyond the scope of the document to describe how to perform Base64 encoding.

The following steps should not be considered static steps that create a static value. These steps should be dynamically performed by the campus web application for each uPay transaction.

Use the following steps to create the encoded value for the VALIDATION_KEY parameter:

- 1 Create a text string in this format:
[Passed Amount Validation Key][EXT_TRANS_ID][AMT].
 - **Passed Amount Validation Key**—The "Passed Amount Validation Key" is a unique identifying code. The uPay site manager and the administrator of the campus web application must agree on this value. The value must be stored as part of the campus web application. The uPay site must also be configured with this value, as described in "uPay Site Configuration for the VALIDATION_KEY Option" on page 337. This value may contain a maximum of 30 alphanumeric characters.
 - **EXT_TRANS_ID**—The EXT_TRANS_ID is generated by the campus web application. This ID serves as a cross-reference between the campus web application and uPay. This value should be generated dynamically by the campus web application. Ideally, this ID will be a unique value. For more information, see "About the EXT_TRANS_ID Parameter" on page 342. This value may contain a maximum of 250 alphanumeric characters.
 - **AMT**—The dollar amount of the transaction. For more information, see "About the AMT Parameter" on page 341. This parameter may contain a maximum of 8 numeric characters, including two numeric characters to the right of the decimal point. Dollar values are NOT required to include cents. For example, \$25 could be represented as 25 or 25.00. However, you MUST use the same value for AMT when generating the VALIDATION_KEY value as when passing the AMT parameter to uPay. Maximum value: 99999.99.

Note: Do not include brackets or plus signs in the text string. For example, for the following values—"Passed Amount Validation Key"=EDR123, EXT_TRANS_ID=ENG4, AMT=\$25.00—the text string would be EDR123ENG425.00.

- 2 Create an MD5 hash using the text string.
- 3 Base64 encode the MD5 hash.

Note: MD5 hash values are typically in hex format, so you will need the ability to Base64 encode a value in hex format. If you cannot Base64 encode a value in hex format, you can decode the MD5 hash into ASCII text and then perform Base64 encoding. If you are using a Base64 encoding tool, be sure you are using values in the proper format. For example, if you place a hex format value into the ASCII text field of a Base64 encoding tool, you will NOT get a correct result.

- 4 Pass this value to the uPay site, as described in "Passing a VALIDATION_KEY to a uPay Site" on page 342 .

An Example of Creating a VALIDATION_ KEY

Here is an example of creating a VALIDATION_KEY. We will use the following values: "Passed Amount Validation Key"=EX123, EXT_TRANS_ID=123456, and AMT=100.00. Here is the resulting text string for these values:

```
EX123123456100.00
```

When you encode this text string, here is the resulting MD5 hash:

```
231cd7f8e0151f6e0c4a60b33752a1e7
```

When you encode this MD5 hash value (which is in hex format), here is the resulting Base64 value:

```
IxzX+OAVH24MSmCzn1Kh5w==
```

This value is the VALIDATION_KEY. If any of the input values are changed (even if only slightly), the VALIDATION_KEY value will be very different.

Note: If you attempted to walk through this example and do the MD5 and Base 64 encoding but you received a different result, you should verify whether your Base64 encoding tool can accept values in hex format. Some Base64 encoding tools only accept values in ASCII text format. If you place a hex format value into the ASCII text field of a Base64 encoding tool, you will NOT get a correct result.

About the AMT Parameter

The AMT parameter must be passed in order to use the VALIDATION_KEY option. In addition, the AMT parameter must be used by the campus web application when determining the value to pass to uPay as the VALIDATION_KEY parameter.

You must configure your uPay site to expect this parameter by selecting Yes for "Allow the amount to be passed in" on the uPay Payment Settings page, as described in "uPay Site Configuration for the VALIDATION_KEY Option" on page 337.

The AMT parameter automatically completes the Payment Amount field when the customer arrives at the uPay site.

The value of the parameter is a maximum of 8 numeric characters, including two numeric characters to the right of the decimal point. Dollar values are NOT required to include cents. For example, \$25 could be represented as 25 or 25.00. However, you MUST use the same value for AMT when generating the VALIDATION_KEY value as when passing the AMT parameter to uPay.

Maximum value for AMT parameter: 99999.99.

About the EXT_TRANS_ID Parameter

The EXT_TRANS_ID parameter must be passed in order to use the VALIDATION_KEY option. In addition, the EXT_TRANS_ID parameter must be used by the campus web application in determining the value of the VALIDATION_KEY parameter.

The EXT_TRANS_ID parameter serves as a cross-reference between the web application and Marketplace. The value of the parameter will be stored in the Marketplace database along with information about the transaction.

We recommend the campus web application uses unique External Transaction IDs with each transaction. By taking this action, the campus web application helps to further ensure the integrity of the VALIDATION_KEY parameter.

If you select Yes for "Validate External Transaction ID is unique to the uPay site?" on the uPay Payment Settings page, uPay will validate that the submitted EXT_TRANS_ID value has not previously been used. (However, this EXT_TRANS_ID value CAN be used by other uPay sites.) If this value is not passed, or if the value is not unique, the customer will not be able to complete the transaction.

The EXT_TRANS_ID is a maximum of 250 alphanumeric characters.

Passing a VALIDATION_KEY to a uPay Site

When transactions are initiated by a campus web application that uses the VALIDATION_KEY option, the web application must be configured to dynamically generate a VALIDATION_KEY value (as described in "Creating a VALIDATION_KEY" on page 340) and then pass this value to the corresponding uPay site.

Important! The process of passing a VALIDATION_KEY to a uPay site is done by a campus web application. You should forward the following information to the administrator responsible for the campus web application that will communicate with uPay.

Here is the uPay site URL:

`http://[server]/[context]/web/index.jsp`

You must make the following edits to the URL displayed above: 1) determine whether your institution uses "http" or "https", 2) determine the name/domain of the server where uPay is installed and replace [server] with this value, and 3) determine the context path for uPay and replace [context] with this value. The default context path is **upay**. If you do not know the server name or the context path, you should contact your Marketplace administrator.

Important! When passing parameters, the campus web application must use the "POST" method. The uPay site will not accept parameters from a "GET" method.

The following table describes the key parameters that must be passed to launch the uPay site and utilize the VALIDATION_KEY:

Parameter	Description
UPAY_SITE_ID	UPAY_SITE_ID is a numerical value unique to each uPay site. Get this value from the uPay site manager. The uPay site manager can determine this value by viewing the Form Parameters page of the uPay site (Marketplace Home > [merchant name] > uPay Sites > [upay site name] > Form Parameters).
EXT_TRANS_ID	EXT_TRANS_ID is the ID generated by the campus web application web site that is passing the transaction amount to the uPay site. Be sure you use the same value that was used when the VALIDATION_KEY was created.
AMT	AMT is the amount of the transaction. Be sure you use the same value that was used when the VALIDATION_KEY was created.
VALIDATION_KEY	Use the encoded VALIDATION_KEY value that you determined as described in "Creating a VALIDATION_KEY" on page 340.

When the parameters are passed to the uPay site, the site loads in the customer's browser with the Payment Amount field pre-populated. The uPay site is now ready for the customer to select a payment method and complete the transaction.

10.5 Using a Posting URL

After a transaction is processed (or a recurring payment plan is established), uPay can pass parameters describing the transaction back to a campus web application. This information can include parameters that were initially

passed to uPay from a web application, such as a payment amount or a transaction ID, as described in "Passing Parameters to Your uPay Site" on page 324. In addition, these parameters can include information about the status of the transaction (as determined by Payment Gateway). When this information is posted, the status of the transaction can be updated in the campus web application.

Note: Campus web applications do not necessarily need to pass a transaction ID to uPay; however, without a transaction ID the campus organization will likely have difficulty matching payment information with customer information. We recommend use of the EXT_TRANS_ID parameter, which allows for payment search on this parameter in the Marketplace Operations Center.

Adding a Posting URL to a uPay Site

If you choose to post payment data to a URL, you specify that URL on the uPay site's Miscellaneous Settings page:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Miscellaneous.

Donations Misc Settings	
Use success, error, cancel, and privacy links to direct users to your pages.	
Delete Upay Site	
Site Id:	0
Site Status:	ONLINE ▾
Site Name:	Donations
Site Manager's E-mail Address:	tms65@touchnet.com
If you wish to have payment results and other useful data posted to your application, you can use the Posting URL. This URL is not used to navigate the user's browser. It is used only to update your application.	
Posting URL:	
Post data to show when users click Cancel?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Make Upay User wait for post to complete?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Number of seconds for Upay User to wait before marking posting as failed:	10
The Posting Validation Key is used to enforce tighter security when posting parameters to your application.	
Posting Validation Key:	
Text For Continue Link	Continue
The Success Link you define here appears after a successful payment. It allows a user to navigate back to your application.	
Text For Success Link:	Thank you for your payment. Click here to continue.
Success Link URL:	
The Error Link is used only for system failures. For payment method entry errors, the user may re-enter payment data.	
Text For Error Link:	We're sorry, an error has occurred. Please try again later
Error Link URL:	
The text entered below is used for the alternate text for the Cancel Button. The Cancel Link is used to navigate the user's browser when they press the Cancel Button.	
Text For Cancel Link:	Cancel this payment transaction.
Cancel Link URL:	

- 2 Enter the posting URL in the Posting URL field.

Note: To determine the posting URL, contact the administrator of the campus web application that will be targeted.

- 3 (Optional) Select Yes if you would like to post parameters to the posting URL when the customer clicks the uPay site's Cancel button.
- 4 Click the Save button.

Important! TouchNet strongly recommends the use of https with the posting URL. For TouchNet DataCenter installations, https *must* be used for the posting URL.

Important! For TouchNet Data Center installations, you must contact TouchNet Customer Care when considering the use of a posting URL because TouchNet will need to open the firewall so that the uPay site can communicate with the campus web application.

Posting URL Parameters

Once a uPay site has been configured to use a posting URL, transaction parameters will be passed by uPay to the posting URL. The customer's browser is not navigated to the posting URL, but the parameters are posted to it. The web application targeted by the posting URL must be able to process these parameters. It is your responsibility to contact the administrator of the campus web application and provide that person with information about the posting-URL parameters.

Important! Technical details on configuring a campus web application to accept the parameters passed to a posting URL are outside the scope of this document.

The following parameters are posted *along with any other parameters that the web application initially passed to uPay, except for VALIDATION_KEY*:

Parameters for credit card transactions and ACH transactions:

Parameters	Description	Field Length	Data Type
posting_key	A security value specified when the uPay site was built. (See "Miscellaneous: Links, URLs, and E-mail" on page 308.)	30	alphanumeric
tpg_trans_id	A reference number assigned by Payment Gateway.	unlimited	alphanumeric
pmt_status	Status of the transaction as reported by Payment Gateway. Either "success" or "cancelled".	unlimited	alphanumeric
pmt_amt	Amount of the transaction processed by Payment Gateway. (Maximum value: \$99,999.99.)	8 (including 2 characters after the decimal point)	numeric
pmt_date	Date the transaction was processed by Payment Gateway. (Format: mm/dd/yyyy.)	unlimited	alphanumeric
name_on_acct	Name on credit card account or bank account.	50	alphanumeric
acct_addr	The address entered by the customer in uPay. This parameter is passed only if the uPay site has been set up to require address verification data.	35	alphanumeric

Parameters	Description	Field Length	Data Type
acct_addr2	The second address line entered by the customer in uPay. This parameter is passed only if the uPay site has been set up to require address verification data.	35	alphanumeric
acct_city	The city entered by the customer in uPay. This parameter is passed only if the uPay site has been set up to require address verification data.	35	alphanumeric
acct_state	The state entered by the customer in uPay. This parameter is passed only if the uPay site has been set up to require address verification data.	2	alphanumeric
acct_zip	The zip code entered by the customer in uPay. This parameter is passed only if the uPay site has been set up to require address verification data.	30	alphanumeric
acct_country	The country selected by the customer. The two-letter code represents the English language country codes approved by the International Organization for Standardization. This list can be found at www.iso.org/iso/country_codes.htm . This parameter is passed only if the uPay site has been set up to require address verification data.	2	alphabetic
acct_email_address	The customer can be required to enter an e-mail address or this field can be optional.	50	alphanumeric
acct_phone_day	This phone field is an optional entry field.	20	alphanumeric
acct_phone_night	This phone field is an optional entry field.	20	alphanumeric
acct_phone_mobile	This phone field is an optional entry field.	20	alphanumeric
EXT_TRANS_ID	An ID generated/assigned by your campus web application. This value is posted only if it was initially passed to uPay from the campus web application.	250	alphanumeric
UPAY_SITE_ID	A unique ID that identifies the uPay site. Assigned by Marketplace when the uPay site was created.	unlimited	numeric
sys_tracking_id	An internal Marketplace identifier (also known as the order ID) that is displayed to the customer on the uPay receipt page.	unlimited	numeric

Parameters	Description	Field Length	Data Type
recurring_payment_type	This value is specified if the payment is a recurring payment. Two values are possible: "setup" (for the initial setup of a recurring payment plan) and "payment" (for one payment in a recurring payment plan).	unlimited	alphanumeric
recurring_setup_number_of_payments	This value is specified for recurring payment plans and indicates the total number of payments in the plan.	unlimited	numeric
recurring_setup_start_date	This value is specified for recurring payment plans and indicates the date of the first payment in the plan. (Format: mm/dd/yyyy.)	10	alphanumeric
recurring_setup_end_date	This value is specified for recurring payment plans and indicates the date when the payment plan ends. If this date does not coincide with a scheduled payment date (as determined by the selected frequency and start date), the final payment will be the last regularly scheduled payment date before the "recurring_setup_end_date". (Format: mm/dd/yyyy.)	10	alphanumeric
recurring_setup_frequency	This numerical value is specified for recurring payment plans and indicates the frequency of payments: 4 = weekly, 1 = monthly, 2 = bi-monthly, 5 = quarterly, 6 = semi-annually, and 7 = annually.	unlimited	numeric

Additional parameters for credit card transactions:

Parameters	Description	Field Length	Data Type
card_type	Type of credit card: MasterCard, Visa, AmEx, Discover, etc.	unlimited	alphanumeric

Additional parameters for ACH transactions:

Parameters	Description	Field Length	Data Type
bank_name	These values are obtained from Payment Gateway based on the routing number entered	unlimited	alphanumeric
bank_addr1	These values are obtained from Payment Gateway based on the routing number entered	unlimited	alphanumeric
bank_addr2	These values are obtained from Payment Gateway based on the routing number entered	unlimited	alphanumeric
bank_routing_num	These values are obtained from Payment Gateway based on the routing number entered	unlimited	alphanumeric

Parameters for cancellations:

Parameters	Description	Field Length	Data Type
posting_key	A security value specified when the uPay site was built. (See "Miscellaneous: Links, URLs, and E-mail" on page 308.)	unlimited	alphanumeric
pmt_status	This value is always "cancelled" for cancellations.	unlimited	alphanumeric
EXT_TRANS_ID	A unique ID generated/assigned by your campus web application. This value is posted only if it was initially passed to uPay from the campus web application.	250	alphanumeric
UPAY_SITE_ID	A unique ID that identifies the uPay site. Assigned when the uPay site was created.	unlimited	numeric

About Recurring Payment Parameters

For recurring payment plans, the following parameters are passed when the payment plan is established and for each payment:

- sys_tracking_id
- posting_key
- name_on_acct
- acct_addr
- acct_addr2
- acct_city
- acct_state
- acct_zip
- acct_country
- acct_email_address
- acct_phone_day
- acct_phone_night
- acct_phone_mobile
- UPAY_SITE_ID
- card_type
- pmt_amt
- recurring_payment_type
- recurring_setup_number_of_payments
- recurring_setup_start_date

- recurring_setup_end_date
- recurring_setup_frequency

Note: During plan setup, the total amount of all payments in the plan is passed to the posting URL as the pmt_amt parameter. This is the same parameter used for each recurring payment in the plan. The campus web application must be able to use the value passed to the posting URL in the recurring_payment_type parameter (either "setup" or "payment") to determine if pmt_amt represents a total for a plan setup or the amount for an individual recurring payment.

And the following additional parameters are passed for each payment in a recurring payment plan (not when the plan is established):

- pmt_status
- pmt_date
- tpg_trans_id

10.6 Bringing Your uPay Site Online

After you have created a uPay site and (if applicable) linked to the site from a campus application, you will need to bring the uPay site online.

Note: To bring a uPay site online, you must be either the merchant manager over that uPay site or one of its site managers.

Follow these steps to bring a uPay site online:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Miscellaneous.
- 2 Choose ONLINE from the uPay Site Status dropdown menu.
- 3 Click the Save button.

After you have completed these steps, your uPay site is live and can start receiving payments. We recommend you test the site first. You should contact the administrator of the campus web application and coordinate a test plan to ensure that transaction parameters are being correctly passed.

11.0 Managing a uPay Site

In this section, we'll review the ways you can update your uPay site and the ongoing tasks you may need to do as a uPay Site Manager.

11.1 Changing uPay Site Features

A uPay site's merchant manager or site manager can update settings for the uPay site. To update settings for a uPay site, click the site's name on the Marketplace home page. The left navigation menu will display the settings pages for the site.

Many of the Marketplace Operations Center pages for uPay settings are the same pages used for setting up the site:

- **Payment Settings**—Change required payment and amount configuration. (See "Payment Settings" on page 299.)
- **Recurring Settings**—Change settings for recurring payments. (See "Recurring Payments" on page 306.)
- **Miscellaneous**—Change navigation, privacy, and e-mail contact information. Also, take the site offline or bring it online. (See "Miscellaneous: Links, URLs, and E-mail" on page 308.)
- **Messages and Titles**—Change message text in your pages. (See "Messages and Titles" on page 316.)
- **Image Management**—Upload new site images. (See "uPay Site Images" on page 323.)

Some additional settings/features are outside of the uPay site creation process:

- **Style Sheets**—Download and upload the style sheet used by your uPay site. (See "Style Sheet Modifications" on page 352.)
- **User Creation and Maintenance**—Add new users and edit existing users. (See "Adding uPay Site Users" on page 359, "Editing uPay Site User Roles" on page 362, and "Deleting a uPay Site" on page 359.)
- **Payment Search**—Search for payments, refund payments, and cancel scheduled payments. (See "Payment Search, Refunds, and Cancellations" on page 363.)

11.2 Style Sheet Modifications

uPay site managers can modify the layout of uPay sites by uploading a revised style sheet or by uploading a supplementary style sheet. For an example of how uPay site layout can be affected through style sheet modifications, see "uPay Style Sheets" on page 291.

The site manager begins the process of modifying a uPay style sheet by navigating to the uPay Site Style Sheets page.

[merchant name] > uPay Sites > [uPay site name] > Layout Selection

The uPay Site Style Sheets page then appears:

Upay Site Style Sheets

To customize the layout of your uPay site, you can download and upload stylesheets.

Upay Stylesheet

Use this stylesheet	The following selection controls how the uPay site is displayed. You can download this stylesheet. Once you have uploaded a revised stylesheet, you can choose which stylesheet to use (the default version or the revised version) by selecting the corresponding radio button. (Filename: upay.css)	
<input checked="" type="radio"/>	Default upay stylesheet	Download
<input type="radio"/>	Revised upay stylesheet	Download Upload

Supplementary Stylesheets

Use this stylesheet	You can upload supplementary upay stylesheets. By selecting the corresponding checkboxes, you tell upay to use these stylesheets. Multiple supplementary stylesheets can be used at the same time. (Limit of 5)	
Upload a supplementary stylesheet:	Upload	

[Save](#)

You can modify uPay site layout by using the uPay Site Style Sheets page.

The following types of style sheets can be used with a uPay site:

- **uPay Style Sheet**—The uPay Style Sheet section on this page allows you to download the default uPay stylesheet. You can also download and upload a revised uPay style sheet. The default uPay style sheet is always available for download. After you upload a revised style sheet, you use the radio buttons in the "Use this style sheet" column to select which style sheet to use with the uPay site. You can also revert to the default uPay style sheet. (Required filename: *upay.css*.)
- **Supplementary Style Sheets**—The Supplementary Style Sheets section on this page allows you to upload up to five supplementary style sheets as necessary.

Modifying the uPay Style Sheet

Use the following steps for modifying a uPay style sheet:

- 1 Click the Download button for "Default uPay style sheet" (or if you have already uploaded a style sheet, click the Download button for "Revised uPay style sheet").

Your browser's save window will then appear.

- 2 Save the file.
- 3 Open the downloaded style sheet in the editor of your choice.
- 4 Edit the styles as necessary.

Important! To ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed in uploaded style sheets. For critical information about the validation process, see "About the Validation Process" on page 354.

- 5 Save the style sheet.
 - 6 Rename the style sheet to **upay.css**.
- Note:** Only style sheets named *upay.css* can be uploaded as the revised uPay style sheet.
- 7 Click the Upload button for "Revised uPay style sheet."
The Marketplace CSS Upload window appears.
 - 8 Click the Browse button and locate the style sheet that you modified.
 - 9 Click the Upload Now button.

As part of the upload process, Marketplace validates the uploaded style sheet. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

Important! For critical information about the validation process, see "About the Validation Process" on page 354.

- 10 Select the radio button for "Revised uPay style sheet" in order to activate your modified style sheet.
- 11 Click the Save button.

Using Supplementary Style Sheets

As an alternative to modifying the uPay style sheet, you can use the "Supplementary Style Sheets" feature to upload additional style sheets to be used by your uPay site. Supplementary style sheets can be used to override the styles in the uPay style sheet.

When the uPay site loads in the customer's browser, the uPay style sheet will load first and then the supplementary style sheets (thus overriding the uPay style sheet). Supplementary style sheets might come in handy, for example, if you want to separate uPay styles into multiple style sheets.

You can upload up to five supplementary style sheets for use by your uPay site. Use the checkboxes in the "Use this style sheet" column to select which supplementary style sheets should be active and then select the Save button.

Like the uPay style sheet, supplementary style sheets must pass a validation process before they can be uploaded. For more information about the validation process, see ["About the Validation Process" on page 354](#).

About the Validation Process

As part of the upload process, Marketplace validates the uploaded style sheet. Any CSS code that Marketplace considers to be invalid will not be accepted. A list of errors will be returned. You must fix these errors before Marketplace will accept your style sheet. We recommend you become proficient in authoring CSS before you attempt to upload style sheets.

In addition, to ensure that Marketplace remains a secure environment for processing commerce transactions, some commonly used CSS code is not allowed in uploaded style sheets.

- Position attributes with values of "absolute" or "relative"
- JavaScript
- Comments
- Any other code that TouchNet determines may potentially represent a security threat.

If any code in your style sheet does not pass the validation process, Marketplace will prompt you to edit the corresponding lines of your style sheet.

Important! The default uPay style sheet includes a comment at the beginning of the file. This comment identifies the file version. When you download this style sheet, this comment is included in the style sheet. Before you can successfully upload your edited uPay style sheet, you **MUST** remove this comment.

uPay HTML Structure

In order for you to understand which styles to edit when you edit a uPay stylesheet, you will need to be familiar with the underlying HTML structure that determines the uPay site layout.

The HTML structure of uPay web pages is largely comprised of three sections:

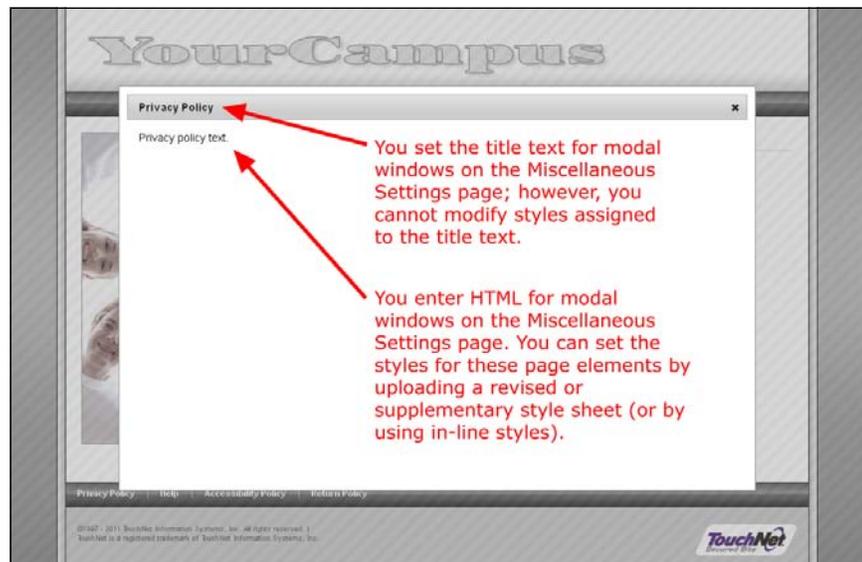
- The first section contains the header and the main page elements. These elements appear in a DIV with id="container".

- The second section contains the footer. This element appears in a DIV with id= "footer".



The main DIV on uPay web pages has an ID of "container." The footer DIV has an ID of "footer."

- The third section contains the modal windows that open when the links in the bottom navigation bar are clicked. Each of these elements appear in their own DIVs.



uPay uses modal windows for displaying additional information, such as the Privacy Policy.

HTML of the "container" DIV

In order for you to edit the layout of uPay web pages, you will need to understand how the pages are constructed. The following sample of uPay HTML shows all the page elements in the "container" DIV.

```
<div id="container">
  <div id="header">
    <div class="headerImage">
      
    </div><!--headerImage-->
  </div><!--header-->
  <div id="content" class="twoColumn">
    <div class="banner">
      
    </div>
    <div class="stndForm">
      <h1>Please select a payment method</h1>
      <form id="pmtOptionsForm" name="pmtOptionsForm"
        action="/upay60/tapp" method="post"
        class="removeExtraSpaceFromFormTags">
        <input type="hidden" name="Navigate" value="payment_
          options.jsp"/>
        <input type="hidden" name="OnError" value="payment_
          options.jsp"/>
        <input type="hidden" name="REDIRECT" value="" />
        <input type="hidden" name="STORE_PAYMENT_OPTIONS"
          value="ActionKey" />
        <p class="required">* Indicates required information</p>
        <p>
          <span class="dataLabel notRequired">Payment
            Amount:</span>
          <span class="currencyPrefix">&#x24;</span>
          <span class="data amount">10.00</span>
          <span class="currencySuffix"></span>
        </p>
        <div class="clear"></div>
        <p>
          <label for="pmtOptionsPaymentMethodTypeSelect"><span
            class="requiredMark">*</span> Payment
            method:</label>
          <select id="pmtOptionsPaymentMethodTypeSelect"
            name="GEN_PAYMENT_METHOD_TYPE_ID"
            onchange="displayRecur()">
            <option value="1" >Credit Card</option>
            <option value="3" >Electronic Check</option>
          </select>
        </p>
        <p class="yesNo">
          <span class="formLabel"><span
            class="requiredMark">*</span> Would you like to
            make recurring payments?:</span>
          <input type="radio"
            id="pmtOptionsRecurringPaymentYesRadioBtn"
            class="radio" name="RECURRING_PAYMENT" value="y"
            />
          <label for="pmtOptionsRecurringPaymentYesRadioBtn">
            Yes
          </label>
        </p>
      </div>
    </div>
  </div>
</div>
```

```



```

HTML of the "footer" DIV

In order for you to edit the layout of uPay web pages, you will need to understand how the pages are constructed. The following sample of uPay HTML shows all the page elements in the "footer" DIV.

```

<div id="footer">
  <ul class="footerNavigationLinks">
    <li><a href="JavaScript:openDialog('dialogPrivacy','');"
      class="footerNavigationLink">Privacy Policy</a></li>
    <li class="pipe">|</li>
    <li><a href="JavaScript:openDialog('dialogHelp','');"
      class="footerNavigationLink">Help</a></li>
    <li class="pipe">|</li>
    <li><a href="JavaScript:openDialog
      ('dialogAccessibility','');"
      class="footerNavigationLink">Accessibility
      Policy</a></li>
    <li class="pipe">|</li>
    <li><a
      href="JavaScript:openDialog('dialogReturnPolicy','');"
      class="footerNavigationLink">Return Policy</a></li>
  </ul>
  <div class="footerImage">
    
  </div><!--footerImage-->
  <div class="footerImagePrint">
    
  </div><!--footerImagePrint-->
  <div class="footerLogo">
    
  </div>

```

```

<div class="footerLegal">
  <p>&copy;1997 - 2011 TouchNet Information Systems, Inc. All
    rights reserved. | <a
      href="http://www.touchnet.com/web/display/TN/Privacy+Policy"
      target="_blank">TouchNet Privacy Policy</a></p>
  <p>TouchNet is a registered trademark of TouchNet
    Information Systems, Inc.</p>
</div><!--footer-->
</div><!--footer-->

```

HTML of Modal Windows

In order for you to edit the layout of uPay web pages, you will need to understand how the pages are constructed. The following example of HTML for a uPay modal window is typical for uPay. All four links (Privacy Policy, Help, Accessibility Policy, and Return Policy) in the bottom navigation bar use modal windows.

```

<div id="dialogPrivacy" class="dialog" title="Privacy
  Policy">
  <div class="storeItems noBottomBorder">
    Privacy policy text.
  </div>
</div><!--dialogPrivacy-->

```

You enter HTML for modal windows on the Miscellaneous Settings page of each uPay site. When a uPay site loads in the customer's browser, this HTML appears in the "storeItems" DIV. In order to format this HTML, you will need to assign new styles to the HTML. You can set the styles for these page elements by uploading a revised or supplementary style sheet (or by using in-line styles).

11.3 Taking Your uPay Site Offline

If you need to remove your uPay site from active status, you can change its status to offline. Once the status is changed to offline, the uPay site will no longer accept payments.

Note: To take a uPay site offline, you must be either the merchant manager over that uPay site or one of its site managers.

Follow these steps to take a uPay site offline:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Miscellaneous.
- 2 Choose OFFLINE from the uPay Site Status dropdown menu.
- 3 Click the Save button.

11.4 Deleting a uPay Site

You can delete uPay sites; however, you cannot delete a uPay site if it has accepted any transactions. If a uPay site has accepted transactions in the past but you would like to deactivate the site, you should use the site's Miscellaneous Settings page to take the uPay Site offline.

Note: To delete a uPay site, you must be either the merchant manager over that uPay site or one of its Site Managers.

Follow these steps to delete a uPay site:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Miscellaneous.
- 2 Click the Delete uPay Site button. A confirm window appears.
- 3 Click OK to confirm deletion of the uPay site.

11.5 Adding uPay Site Users

The process of adding a new user to Marketplace is two-fold. It involves the creation of a new user in the User Management application of U.Commerce, and it involves the creation of a new user in Marketplace, including the assignment of Marketplace user roles to the new user.

The process of using the User Management application to add a new U.Commerce user is described in the *U.Commerce User's Guide*. Typically, not all Marketplace users will have access to User Management in U.Commerce, so you may find the duty of creating a new U.Commerce user will need to be handed off to a User Management administrator.

We recommend the user be created first in U.Commerce and then in Marketplace because this order requires that you hand off just one set of login credentials (for U.Commerce) to the new user, whereas the reverse situation requires the new user to receive two sets of login credentials (for U.Commerce as well as Marketplace).

Follow these steps to add a uPay site manager, payment clerk, or store accountant.

Note: Only a merchant manager or uPay site manager can add uPay site users.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > uPay Sites > [uPay Site] > Users. The [uPay Site] Users by Role page appears.

Donations Users by Role

Click the user's name to send an e-mail. Click Edit User to change the user's roles.

[Add User](#) [View All Marketplace Users](#)

UpaySite Managers

Full Name	Username	Action
Gary Johnson	gjohnson0	Edit User

Payment Clerks

Full Name	Username	Action
Gary Johnson	gjohnson0	Edit User

Store Accountants

No Store Accountants.

- Click the Add User link. The Add New User in [uPay Site] page appears.

Add New User in Online Giving

Be sure to notify the new user of the name and password to use at the first login.

[Back To Upay Site Users by Role](#)

User Information

Use these fields if CAS Username is available.

Username:	<input type="text"/>
CAS Username:	<input type="text"/>

Or

Use these fields if CAS Username is not available.

Username:	<input type="text"/>
Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

User Role

Assigned Role:	<input type="text" value=""/>
----------------	-------------------------------

[Submit](#)

- Enter the user information.

Use these fields if a U.Commerce user has already been created for the new Marketplace user:

- Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. Initially, this value will be used to link the specified U.Commerce user (see the next

field) with a new Marketplace username. Subsequently, this username will identify the user in Marketplace.

- **Link to this existing U.Commerce user**—Enter the U.Commerce username. This username will be linked to the user's Marketplace Username (entered in the previous field). Once these usernames are linked, Marketplace will be available when the user logs in to U.Commerce. Marketplace will not require a separate log in.

OR

Use these fields if a U.Commerce user has NOT yet been created for the new Marketplace user:

- **Create a new Marketplace user with this username**—Enter a Marketplace username for the new user. This username will identify the user in Marketplace.
 - **Password**—Enter a Marketplace password. This password must contain six to twenty alphanumeric characters. In addition, it must contain at least one number and one alphabetic character.
- 4 Assign a user role by making a selection from the Assigned Role dropdown menu. If you want to assign more than one role, choose an initial role here, then you can add more roles later. See "Editing uPay Site User Roles" on page 362 for details.

Note: For more information about the various user roles, see "Marketplace Users" on page 14.

- 5 Click the Submit button.
- 6 Notify the user that they now have access to Marketplace.
- If you created the new user by linking an existing U.Commerce user with the new Marketplace username, you simply need to tell the user that they now have access to Marketplace and can launch it after logging in to U.Commerce.

Note: If a new U.Commerce user was also created, you should make sure the user has the U.Commerce login credentials and the U.Commerce URL.

- If you created the new user without linking the user to an existing U.Commerce user, you will need to forward the Marketplace username and password to the user. In addition, the user will need login credentials for U.Commerce, as well as the U.Commerce URL. (The user will NOT be able to log in to Marketplace without also having a U.Commerce login.)

Note: When the user launches Marketplace for the first time, they will be asked for their Marketplace login credentials. When the user enters this information, the Marketplace user will be linked to their U.Commerce username. Subsequently, the user will not be

asked for Marketplace login credentials: only login via U.Commerce will be required.

Important! Users cannot log in to Marketplace without first logging in to U.Commerce. You must make sure that new Marketplace users have U.Commerce login credentials and the U.Commerce URL.

11.6 Editing uPay Site User Roles

Follow these steps to edit user roles for uPay site managers, payment clerks, and store accountants.

Note: Only uPay site managers can edit these roles.

- 1 From the left navigation menu, navigate to Marketplace Home > [merchant] > uPay Sites > [uPay Site] > Users. The [uPay Site] Users by Role page appears.
- 2 Click the Edit User link to the right of the user you want to edit. The following page appears:

Edit User in Donations

Add or remove the user's roles for this upay site only.

Back To Donations Users by Role

Editing User: [Gary Johnson](#) (gjohnson0)

Current Roles	Available Roles
<input checked="" type="checkbox"/> Manager	<input type="checkbox"/> Store Accountant
<input type="checkbox"/> Payment Clerk	

Remove Roles

Add Roles

- 3 Click the checkboxes to add or remove roles for this user.

Note: For more information about the various user roles, see "Marketplace Users" on page 14.

- 4 Click the Add Roles button to add the available roles to the user or click the Remove Roles button to remove the selected roles from the user.

11.7 Payment Search, Refunds, and Cancellations

A uPay site manager, a merchant manager, and a uPay site payment clerk all have the ability to look up the records of payments submitted via uPay.

Options to refund payments or cancel upcoming recurring payments are available in the payment record details.

Customers who make recurring payments are prompted for contact information. If you need to contact a customer, you can use Payment Search to look up any e-mail address or phone number the customer may have entered.

To navigate to Payment Search, go to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Payment Search.

Look Up a Payment

To look up a payment, enter one or more search criteria on the uPay Payment Search page. uPay site managers and uPay payment clerks (as well as merchant managers) can look up uPay payments.

The uPay Payment Search page provides several ways to search for payments.

The following types of searches are available:

- **System Tracking ID**—This internal Marketplace identifier is displayed to the customer on the uPay receipt page.
- **Payment Gateway Reference Number**—This reference number is assigned by Payment Gateway.
- **External Transaction ID**—If the campus web application generated an ID for the transaction and passed this parameter to the uPay site, you can search for the payment by using this value.

- **Customer Phone Number**—If the customer entered a telephone number on the uPay site (or if this value was passed to uPay from the campus web application), you can search for the payment by using the customer's telephone number.
- **Customer E-mail Address**—If the customer is required to enter an e-mail address on the uPay site (or if this value was passed to uPay from the campus web application), you can search for the payment by using the customer's e-mail address.
- **Linked Session ID**—This search field only appears if the uPay site uses T-Link. This value is sent as a posting parameter to the campus web application.
- **Order Date**—You can search by date ranges. You must select specific start and end dates for the search. Searches by date are likely to return multiple records

You can determine the maximum number of transactions (10 is the default) that will appear on each result page by using the "Number of rows per page" field.

The payment search returns records of any payments made that fit all the search criteria you entered.

Click the system tracking ID to see more detailed information about the payment, or to refund or cancel the transaction.

System Tracking ID	Order Date	Customer Name	Customer E-Mail Address	External Transaction ID	Amount	Payment Method Name
8	11/06/2008, 10:10:00 AM	Ron Stillwagon	rstillwagon@touchnet.com		25.00	Visa
9	11/07/2008, 11:43:44 AM	R Trujillo	rtrujillo@touchnet.com		6,000.00	Visa
10	11/11/2008, 03:55:37 PM	Aaron	aaron.wadle@touchnet.com		100.00	Visa
19	12/11/2008, 10:39:52 AM	John Doe	gjohnson@touchnet.com		250.00	Visa
20	12/11/2008, 10:49:11 AM	John Doe	gjohnson@touchnet.com		688.00	Visa

Results of a payment order search

Reviewing Payment Details

The Payment Details view includes a top "Order Details" section, a middle "Pending Payments" section, and a bottom "Completed Payments" section.

Payment Details

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

Search Results

Order Details

System Tracking ID:	19
Order Date:	12/11/2008, 10:39:52 AM
Customer:	John Doe NA NA, NA USA gjohnson@touchnet.com
Payment Method:	Credit Card : Visa

Pending Payments

<input type="checkbox"/> Select All	Date	Status	Amount
<input type="checkbox"/>	12/11/2009, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2010, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2011, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2012, 12:00:00 AM	Not Processed	\$250.00

Cancel Payment

Completed Payments

Date	Status	TPG Reference Number	Original Amount	Remaining Balance	Action
12/11/2008, 10:49:50 AM	Success	20081211000003	\$250.00	\$250.00	Refund

The Payment Details page shows completed payments, as well as pending payments, for the specified time period.

One-time pending payments are shown on a single line in the "Pending Payment" section. However, recurring pending payments are shown on multiple lines—one line for each payment to be made. For recurring payments, the "Payment Date" entry in the Details section indicates when the recurring payments were set up. The first payment may have been scheduled to occur after that date.

Refund a Payment

If the payment has been processed and has not already been refunded, its detailed record will include a Refund link. You can process refunds either for credit card payments or ACH payments.

uPay site managers and uPay payment clerks can process refunds.

To refund a payment:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Payment Search.

- 2 Search for the payment to refund (as described in "Look Up a Payment" on page 363).
- 3 In the search results, click the payment's system tracking ID. The Payment Details page appears.
- 4 Click the Refund link of the corresponding completed payment. The Refund Options pop-up window appears.

Payment Details

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

New Payment Search
Order Details

Refund Options

Full Refund (\$100.00)

Partial Refund

\$

(Example: 125.50)

NOTE: Maximum Amount for Partial Refund is \$100.00.

Cancel
Submit

For recurring payments, the following dialog window appears.



Note: You cannot make a partial refund of a uPay recurring payment installment. Only full refunds are available for recurring payments.

- 5 For one-time payments, select either partial or full refund, enter a refund amount, and then click Submit.

For recurring payments, select OK to refund the payment in its entirety.

Note: Payment refunds are processed through TouchNet Payment Gateway. When you set up your Marketplace Merchant, you associated it with a host system account. In Payment Gateway, this host system account is linked to a bank account. So when you process a refund, the money flows from that bank account back to the user's account.

Cancel an Upcoming Payment

For recurring payments, the payment record shows each upcoming payment. These payments have not yet been processed, and their records will include a Cancel link.

To cancel a payment:

- 1 Navigate to Marketplace Home > [merchant name] > uPay Sites > [uPay site name] > Payment Search.
- 2 Search for the payment to refund (as described in "Look Up a Payment" on page 363).
- 3 In search results, click the payment's system tracking ID. The Payment Details page appears.
- 4 Select the corresponding checkbox for each pending payment that you need to cancel.
- 5 Click the Cancel Payment button.

Payment Details

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

Search Results

Order Details

System Tracking ID:	19
Order Date:	12/11/2008, 10:39:52 AM
Customer:	John Doe NA NA, NA USA gjohnson@touchnet.com
Payment Method:	Credit Card : Visa

Pending Payments

<input type="checkbox"/> Select All	Date	Status	Amount
<input type="checkbox"/>	12/11/2009, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2010, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2011, 12:00:00 AM	Not Processed	\$250.00
<input type="checkbox"/>	12/11/2012, 12:00:00 AM	Not Processed	\$250.00

Cancel Payment

Payment details showing a recurring payment, with individual, future payments that can be cancelled.

Note: uPay does not allow any changes to be made to the customer's payment information. However, a uPay site manager can cancel specific pending payments for a customer's payment plan. Therefore, if a customer would like to make changes to the payment information for an existing recurring payment plan (e.g. entering a new credit card number), the uPay site manager can offer the following alternative to the customer: 1) the uPay site manager can cancel all remaining payments in a payment plan, and 2) the customer can create a new payment plan, using the new payment information.

12.0 Automatic E-mail Messages

After a customer enters payment information at a uPay site for a one-time payment, the customer receives a notification-of-payment e-mail message. Likewise, after a recurring payment is established, the customer receives an e-mail message after each subsequent payment takes place. The notification message for one-time payments is not editable. The notification message for recurring payments is editable.

12.1 Examples of E-mail Messages

Here is an example of a notification message for a one-time payment:

```
This is an automated message to inform you that your payment
has been completed successfully. Payment details are
listed below. Please note that all payments are subject
to approval and final verification.
```

```
===== PAYMENT DETAILS =====
Name: John Doe
Payment Type: Visa
Credit Card Number: xxxxxxxxxxxx1111
Credit Card Authorization Code: 141446
Credit Card Merchant Id: XXXYYZZZ
*** Card Not Present ***
Total Paid: $ 100.00
Date/Time: 01/13/2009 at 14:14:46 CST
System Tracking ID: 31
Payment Gateway Reference Number: 20090113000001
=====
Thank you,
Donations
```

Here is an example of a notification message for a recurring payment:

```
Hello,  
  
This is an automated message to inform you that your  
scheduled payment has been completed successfully.  
Payment details are listed below. Please note that all  
payments are subject to approval and final  
verification.  
  
===== PAYMENT DETAILS =====  
Customer Name --- John Doe  
Payment Date --- 2008-12-30 01:20:08  
Amount --- $330.00  
Payment Method --- MasterCard  
Payment Gateway Reference Number --- 53565635656  
System Tracking ID --- 1113  
=====
```

Sincerely,
University Billing Department

12.2 Editing E-mail Messages

The notification message for one-time payments is not editable. The notification message for recurring payments is editable.

Editing Recurring Payment E-mail Messages

Recurring payment e-mail messages can only be changed by directly editing the template files. These files can be found in the following location: `\touchnet\marketplace60\sys\tmsrecur`. Look for the following three files:

- *success_template.txt*
- *failure_template.txt*
- *error_notification_template.txt*

Note: If these files need to be edited, you should contact your Marketplace administrator. These files cannot be edited with the Marketplace Operations Center.

Here is an example of the *success_template.txt* file.

Hello,

This is an automated message to inform you that your scheduled payment has been completed successfully. Payment details are listed below. Please note that all payments are subject to approval and final verification.

```

===== PAYMENT DETAILS =====
Customer Name --- {/TOUCHNET/PAYMENT_
                  METHOD/ADDRESS[@TYPE='billing']/NAME}}
Payment Date --- {__DATE__}
Amount --- {__AMOUNT__}
Payment Method --- {/TOUCHNET/PAYMENT_METHOD/HSA_PMT METH_
                   NAME}}
Payment Gateway Reference Number --- {__REFERENCE_NUMBER__
                                       }}
System Tracking ID --- {__ORDER_ID__}
=====

```

Sincerely,
University Billing Department

You can edit any character in the template except for the value declarations in double curly brackets `{{ }}`. In a similar fashion, you can also edit the `failure_template.txt` and `error_notification.txt`.

Important! Be sure not to edit the value declarations in double curly brackets or you may disable e-mail messages for recurring payments.

12.3 uPay E-mail Addresses

The e-mail addresses that will be used as the "from" addresses for Marketplace uPay e-mail messages depend on the types of e-mail messages being generated. The following table describes each type of Marketplace uPay e-mail message and defines which e-mail addresses are used.

This message type ...	Uses this e-mail address in the "from" field
One-time payment confirmation	<p>The e-mail address entered in the "Site Manager's E-mail Address" field on the uPay site's Miscellaneous Settings page.</p> <p>If no e-mail address is entered in the "Site Manager's E-mail Address" field, then the e-mail address named in the uPay <i>critical.prp</i> file will be used. (The e-mail address in the <i>critical.prp</i> file was named when Marketplace was set up. If this address must be changed, you should contact your Marketplace administrator.)</p>
Recurring payment confirmation	The e-mail address named in the AliveCheck.mail.from field of the <i>tmsrecur.prp</i> file.

About Recurring Payments Announcements

All recurring payment confirmations for all Marketplace merchants—for both uStores and uPay—use the same "from" e-mail address. This e-mail address can be configured with the AliveCheck.mail.from field in the *tmsrecur.prp* file.

Part 6:
General Ledger
Information

13.0 General Ledger Information

When general ledger functionality is enabled, fields become available in the Marketplace Operations Center for establishing accounting codes. These codes can be linked to stores, products, tax rates, shipping rates, and uPay sites. During the fulfillment process, the accounting code values can be communicated to your general ledger system.

This section describes how to use the Marketplace Operations Center to set up accounting codes, turn on general ledger functionality, and link accounting codes to various Marketplace purposes.

Because Marketplace can be integrated with Banner, PeopleSoft, and Datatel, additional setup information is provided for using the Marketplace Operations Center to establish general ledger integration for Banner, PeopleSoft, and Datatel.

General Ledger Integration for Banner

If your institution uses the Sungard Higher Education Banner system, you can integrate its general ledger functionality with TouchNet Marketplace. When general ledger functionality is used with Marketplace, Banner Detail Codes can be established and associated with Marketplace stores, uPay sites, products, tax rates, and shipping rates.

When general ledger functionality is enabled, fields become available in the Marketplace Operations Center for entering Banner Detail Codes and cashier IDs. These values become linked to Marketplace accounting codes and transactions. During the fulfillment process, the Banner Detail Codes are communicated to the Banner database for use in its general ledger module.

Integration of Banner and Marketplace involves the following actions: 1) configuring Payment Gateway, 2) editing the Marketplace *critical.prp* file, and 3) configuring Marketplace for using Banner general ledger functionality. Only the third action is covered in the Marketplace 6.0 User Guide. The first two actions (as well as the third action) are covered in the following guide: "Banner Setup Guide for Marketplace."

General Ledger Integration for PeopleSoft

If your institution uses PeopleSoft Enterprise software, you can integrate its general ledger functionality with TouchNet Marketplace. This integration allows general ledger codes to be established and associated with Marketplace stores, products, tax rates, shipping rates, and uPay sites.

Integration of PeopleSoft and Marketplace involves the following actions: 1) installing the TouchNet Lockbox and the PSGL Validator, 2) determining the flat file ledger format for PeopleSoft import files, 3) editing the Lockbox files to meet the output needs of your institution, 4) creating data files in CSV format that include the PeopleSoft general ledger codes, 5) configuring Payment Gateway, 6) editing Marketplace properties files, and 7) configuring Marketplace for using PeopleSoft general ledger functionality. Only the final action is covered in the Marketplace 6.0 User

Guide. The preceding actions are covered in the following guide: "PeopleSoft Setup Guide for Marketplace."

When general ledger functionality is enabled, fields become available in the Marketplace Operations Center for entering PeopleSoft general ledger codes. These values become linked to Marketplace accounting codes and transactions. During the fulfillment process, the PeopleSoft general ledger codes are saved by Marketplace in an output file during the fulfillment process. This flat file ledger can be imported into PeopleSoft.

General Ledger Integration for Datatel

If your institution uses the Datatel Colleague system, you can integrate its general ledger functionality with TouchNet Marketplace. When general ledger functionality is used with Marketplace, Datatel general ledger codes can be established and associated with Marketplace stores, uPay sites, products, tax rates, and shipping rates.

When general ledger functionality is enabled, fields become available in the Marketplace Operations Center for entering Datatel general ledger codes. These values become linked to Marketplace accounting codes and transactions. During the fulfillment process, the Datatel general ledger codes are communicated to the Datatel system for use in its general ledger module.

Integration of Datatel and Marketplace involves the following actions: 1) configuring Payment Gateway, 2) editing Marketplace properties files, and 3) configuring Marketplace for using Datatel general ledger functionality. Only the third action is covered in the Marketplace 6.0 User Guide. The first two actions are covered in the following guide: "Datatel Setup Guide for Marketplace."

13.1 About Accounting Codes

Marketplace accounting codes are typically tied to one or more general ledger codes from your school's general ledger system. These accounting codes represent products, donations, shipping classes, tax revenue, and uPay transactions. When Marketplace stores or uPay sites use general ledger functionality, the associated general ledger codes are saved during the fulfillment process, allowing your general ledger system to keep track of Marketplace revenue.

Before an accounting code can be established, you must ensure the appropriate general ledger codes have been created. Contact your general ledger system administrator for information about the allowable general ledger codes. Likewise, you should contact the general ledger system administrator if a new general ledger code is required.

Who Creates Accounting Codes?

Marketplace accounting codes are created by administrators and merchant managers. Administrators create "common accounting codes," which are available for all merchants to use (see "[Configuring System Administration](#)

Settings" on page 382), and merchant managers create merchant-level accounting codes, which are only available for the merchants who created the codes (see "Configuring Merchant Settings" on page 387).

Common accounting codes are typically assigned to tax classes (see "Configuring System Administration Settings" on page 382). Your institution may use common accounting codes for other purposes as well.

Before a store or uPay site can use a common accounting code, the code must first be "enabled" by a merchant manager (see "Configuring Merchant Settings" on page 387).

Accounting codes are established by merchant managers for four reasons:

- To serve as the default accounting code used by a store (see "Configuring Store Settings" on page 393),
- To serve as the accounting code used by one or more uPay sites (see "Configuring uPay Settings" on page 398),
- To serve as an override accounting code used by one or more products in a store (see "Configuring Store Settings" on page 393), and
- To serve as an override accounting code assigned to a delivery method in a shipping class (see "Configuring Store Settings" on page 393).

You will only see accounting code fields when setting up a product if general ledger features are enabled.

About Banner Detail Codes

For Banner general ledger reporting, Marketplace accounting codes are tied to Banner Detail Codes. When Marketplace stores or uPay sites use general ledger functionality, the associated Detail Codes are passed to the Banner system during the fulfillment process.

Marketplace accounting codes are created by administrators and merchant managers. Each accounting code is associated with a detail code (which must come from a list of approved Detail Codes prepared by your institution's general ledger administrator). During the Marketplace fulfillment process, the detail code is passed to your Banner system.

A Marketplace merchant manager must turn on general ledger functionality (see "Configuring Store Settings" on page 393) before Detail Codes can be associated with the transactions generated by a merchant's store or uPay site.

Important! Before a Marketplace accounting code can be established you must ensure a detail code has been created that can be associated with the accounting code. Contact your general ledger administrator for a list of the approved Detail Codes. Likewise, contact the Banner administrator if a new detail code is required.

About PeopleSoft Accounting Codes

Each Marketplace accounting code is associated with multiple PeopleSoft general ledger codes. The allowable general ledger codes are determined by the CSV data files used when PeopleSoft integration is established (or updated). For more information about the CSV data files, see the following guide "PeopleSoft Setup Guide for Marketplace."

For each Marketplace accounting code, entries are required in the Marketplace Operations Center for the following PeopleSoft general ledger codes:

- business unit
- fund
- department
- account
- class
- project

The values entered for these general ledger codes are validated against the values in the CSV data files. Therefore, administrators and merchant managers must be provided with information about the allowable general ledger codes.

Note: An additional field is available for a general ledger code called "program"; however, this field is not validated by Marketplace and therefore is not required when you establish Marketplace accounting codes.

Note: If you get an error message while entering an accounting code in the Marketplace Operations Center, you should verify that the accounting code was included in the CSV files.

Important! Before an accounting code can be established, you must ensure the appropriate PeopleSoft general ledger codes have been created for associating with the new accounting code. Contact your PeopleSoft Enterprise administrator for information about the allowable general ledger codes. Likewise, contact the PeopleSoft Enterprise administrator if a new general ledger code is required.

About Datatel General Ledger Codes

Marketplace uses two types of Datatel general ledger codes: 1) tender GL distribution codes and 2) GL account numbers. Marketplace associates tender GL distribution codes with stores. Each store can have its own tender GL distribution code. Marketplace associates GL account numbers (or Datatel shortcuts) with products, taxes, and delivery methods.

Note: Datatel shortcuts are groups of GL account numbers with percentages assigned to each GL account number in the group so that transactions are split into multiple GL account numbers according to a prescribed allocation

plan. (Transactions can be split among multiple GL account numbers or 100% can be assigned to a single GL account number.)

Tender GL distribution codes are assigned during the store setup process. Once a tender GL distribution code is assigned to a store, this value will be reported to Datatel for each store transaction. No validation process takes place when the tender GL distribution code is entered in Marketplace. Merchant managers are responsible for making sure they enter valid tender GL distribution codes.

Note: Typically the tender GL distribution code represents the debit account number of a double entry GL transaction reporting revenue. The general ledger account number or Datatel shortcut entered as the store default accounting code, or override account entered at the product level, represents the credit account number of this same double entry GL transaction.

Before GL account numbers (or Datatel shortcuts) can be associated with products, taxes, or delivery methods, a Marketplace administrator or merchant manager must enter these values into Marketplace using Marketplace's "Accounting Codes" functionality. As each GL account number (or Datatel shortcut) is entered in Marketplace it is validated with the Datatel general ledger system. (For Datatel shortcuts, Datatel returns a list of the associated GL account numbers and the distribution percentages. This information is then stored in Marketplace for all subsequent related transactions.)

Once GL account numbers (or Datatel shortcuts) have been entered into Marketplace, these numbers/codes can be associated with products, taxes, and delivery methods.

Important! Contact your Datatel general ledger administrator for a list of the approved Datatel accounting codes that can be used with Marketplace. Likewise, contact the Datatel administrator if a new Datatel accounting code is required.

13.2 About Cashier IDs (Banner only)

TheBanner general ledger system use cashier IDs. These IDs can be used for identifying Marketplace transactions to Banner.

A default cashier ID is assigned by the Marketplace administrator (see "Configuring System Administration Settings" on page 382) and can apply to all the Marketplace stores. However, each store can also have its own cashier ID. If a merchant manager assigns a cashier ID to a store (see "Configuring Store Settings" on page 393), this value overrides the default cashier ID.

You should contact your Banner administrator for information about how cashier IDs should be used.

14.0 Configuring General Ledger Integration

General ledger integration typically involves configuring Payment Gateway and editing Marketplace properties files. In addition, general ledger integration requires using Marketplace Operations Center to establish accounting codes and configure various settings.

Note: The integration steps for configuring Payment Gateway and editing Marketplace properties files are described in general-ledger-specific support references. Banner customers should use the following guide: *Banner Setup Guide for Marketplace*. PeopleSoft customers should use the *PeopleSoft Setup Guide for Marketplace*. And Datatel customers should use the *Datatel Setup Guide for Marketplace*. Only the configuration steps that involve using Marketplace Operations Center are described in the following sections.

Steps for General Ledger Integration

The following steps describe how to use the Marketplace Operations Center to establish general ledger integration. These steps can only be performed after Payment Gateway has been configured and Marketplace properties files have been edited.

- 1 A Marketplace administrator creates common accounting codes, typically used for tax classes. See "Configuring System Administration Settings" on page 382.
- 2 A Marketplace administrator assigns a common accounting code to each tax class. See "Configuration Setting: Establishing Tax Account Codes" on page 383.

Note: Banner users must also enter a default cashier ID for use by all Marketplace stores.

- 3 If applicable, a merchant manager selects which common accounting codes will be used by the associated merchant. See "Configuration Setting: Enabling Common Accounting Codes" on page 388
- 4 For each Marketplace merchant, a merchant manager adds new accounting codes. These codes include 1) store default accounting codes, 2) uPay site accounting codes, 3) override accounting codes to be used by products, and 4) override accounting codes for delivery methods. See "Configuring Merchant Settings" on page 387.
- 5 For each Marketplace store and uPay site, a merchant manager turns on general ledger functionality and selects the default accounting code for the store. See "Configuring Merchant Settings" on page 387 and "Configuring uPay Settings" on page 398.

- 6 For each Marketplace store, a store manager assigns override accounting codes to products. See "Configuration Setting: Selecting an Accounting Code Override" on page 394.
- 7 For each Marketplace store, a store manager assigns override accounting codes to delivery methods. See "Configuration Setting: Establishing Shipping Classes" on page 395.

Note: Banner users can enter a cashier ID for each store. And Datatel users can enter a Tender GL Dist Code for each store.

14.1 Configuring System Administration Settings

In the system administration settings of the Marketplace Operations Center, a Marketplace administrator can create and edit accounting codes that will be available for all the stores to use. These accounting codes are called "common" accounting codes. In the system administration settings, a Marketplace administrator can also assign accounting codes to tax classes.

Note: In addition to the system administration settings described below, Banner customers must also enter a default cashier ID.

Here are descriptions of how to change the system administration settings that affect general ledger functionality.

Configuration Setting: Adding Common Accounting Codes

Description: Marketplace administrators can set up common accounting codes for use by Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Accounting Codes.

Page: Displays the uStores Common Accounting Codes page.

Configuration Setting: Adding Common Accounting Codes

Description: Marketplace administrators can set up common accounting codes for use by Marketplace stores.

Actions: The uStores Common Accounting Codes page lists all the common accounting codes that have currently been established.

To add a new accounting code, select the Add Common Accounting Code link, which displays the Add New Common Accounting Code page (see the screen capture below).

Note: The Add New Common Accounting Code page contains additional fields if general ledger functionality for Banner, PeopleSoft, or Datatel has been activated. Banner customers should view "Configuration Setting for Banner: Adding Common Accounting Codes" on page 385, PeopleSoft customers should view "Configuration Setting for PeopleSoft: Adding Common Accounting Codes" on page 386, and Datatel customers should view "Datatel System Administration Settings" on page 387.

When you establish a common accounting code, you must give it a name. Enter the name in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of the Add New Common Accounting Code page.

Add New Common Accounting Code

Accounting code names must be unique (case-insensitive). Listed below are the names already in use.

[Back To uStores Common Accounting Codes](#)

New Accounting Code:

New Accounting Code Name:

[Add](#)

Current Accounting Code Names In Use

College_Digital Downloads
GL_College Marketplace
Tax

Configuration Setting: Establishing Tax Account Codes

Description: Marketplace administrators can link accounting codes to tax classes, and these tax classes can be used for all Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Tax Account Codes.

Page: Displays the uStores Tax Account Codes page.

Configuration Setting: Establishing Tax Account Codes

Description: Marketplace administrators can link accounting codes to tax classes, and these tax classes can be used for all Marketplace stores.

Actions: This page lists three tax classes: no tax, default tax rate, and higher tax rate.

You can assign an accounting code to each tax class by choosing from the Accounting Code dropdown menus.

uStores Tax Account Codes

If you use general ledger (GL) integration, select an accounting code for each tax class.

Tax Class Id	Tax Class Name	Accounting Code
0	no tax	Tax
1	default tax rate	Tax
2	higher tax rate	Tax

Save Reset

If no accounting codes are assigned to the tax classes, then each store reports tax revenue using its own default accounting code.

Banner System Administration Settings

For Banner customers, some of the Marketplaces Operations Center pages are customized for Banner integration. As a result, the field name Banner Detail Code replaces some instances of Accounting Code. In addition, fields for recording cashier ID values also appear.

The following tables describe those system administration settings which affect only Banner integration.

Configuration Setting for Banner: Enter a Default Cashier ID

Description: Marketplace administrators can set up a default cashier ID available for all Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > General.

Page: Displays the General System Settings page.

Actions: Look for the Default Cashier ID field. Enter a code (30 characters maximum) in this field. This value will be passed to Banner and can be used to help identify the Marketplace store from which a transaction originated.

Default Cashier ID:	CASHIER
---------------------	---------

Configuration Setting for Banner: Adding Common Accounting Codes

Description: Marketplace administrators can set up common accounting codes for use by Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Accounting Codes.

Page: Displays the uStores Common Accounting Codes page.

Actions: The uStores Common Accounting Codes page lists all the common accounting codes that have currently been established for use by Marketplace stores.

To add a new accounting code, select the Add New Common Accounting Code link, which displays the Add New Common Accounting Code page (see the screen capture below). Enter an approved Banner Detail Code in the Banner Detail Code field. (You will need to contact your institution’s Banner administrator for a list of the approved Detail Codes.) Enter a name for this code in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of the Add New Common Accounting Code page.

**PeopleSoft
System
Administration
Settings**

For PeopleSoft customers, the Marketplace Operations Center pages for adding new accounting codes have been customized so that multiple PeopleSoft general ledger codes can be assigned to each accounting code.

The following table describes how to use the system administration settings that affect how PeopleSoft customers create new common accounting codes.

Configuration Setting for PeopleSoft: Adding Common Accounting Codes

Description: Marketplace administrators can set up common accounting codes for use by Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Accounting Codes.

Page: Displays the uStores Common Accounting Codes page.

Actions: The uStores Common Accounting Codes page lists all the common accounting codes that have currently been established for use by Marketplace stores.

To add a new accounting code, select the Add New Common Accounting Code link, which displays the Add New Common Accounting Code page (see the screen capture below). On this screen, select a business unit from the drop-down menu. Then, enter general ledger codes for fund, department, account, program, class, and project. These general ledger codes work in combination with business unit; therefore, you must be working from a list of acceptable combinations of general ledger codes—as provided by your institution's PeopleSoft administrator.

Note: No validation takes place on the Program field; however, the values entered in the other fields will be validated.

When you establish a common accounting code, you must give it a name. Enter the name in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of the Add New Common Accounting Code page.

Add New Common Accounting Code

Accounting code names must be unique (case-insensitive). Listed below are the names already in use.

[Back To uStores Common Accounting Codes](#)

Business Unit	MB000 <input type="button" value="v"/>
Fund	<input type="text"/>
Department	<input type="text"/>
Account	<input type="text"/>
Program	<input type="text"/>
Class	<input type="text"/>
Project	<input type="text"/>
New Accounting Code Name:	<input type="text"/>

Add

Current Accounting Code Names In Use

College_Digital Downloads
GL_College Marketplace
Tax

Datatel System Administration Settings

For Datatel customers, some of the Marketplaces Operations Center pages are customized for Datatel integration. As a result, the field name Datatel Code replaces some instances of Accounting Code.

The following table describe those system administration settings which affect only Datatel integration.

Configuration Setting for Datatel: Adding Common Accounting Codes

Description: Marketplace administrators can set up common accounting codes for use by Marketplace stores.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Accounting Codes.

Page: Displays the uStores Common Accounting Codes page.

Actions: The uStores Common Accounting Codes page lists all the common accounting codes that have currently been established for use by Marketplace stores.

To add a new accounting code, select the Add New Common Accounting Code link, which displays the Add New Common Accounting Code page (see the screen capture below). Enter an approved Datatel GL account number or Datatel shortcut in the Datatel Code field. (You will need to contact your institution's Datatel administrator for a list of the approved general ledger codes.) Datatel codes that have already been added are displayed in the lower half of the Add New Common Accounting Code page.

Add New Common Accounting Code

Accounting code names must be unique (case-insensitive). Listed below are the names already in use.

[Back To uStores Common Accounting Codes](#)

Datatel Code:

[Add](#)

Current Accounting Code In Use

Note: Accounting codes must be unique (case-insensitive). Listed below are the codes already being used.

MISCEXP
TAX

14.2 Configuring Merchant Settings

Before a store or uPay site can use a common accounting code, the code must first be "enabled" by the store's merchant manager. In addition to

enabling existing common accounting codes, a merchant manager can establish new accounting codes. In contrast to common accounting codes, however, an accounting code established by a merchant manager is available for use only by the merchant who established the code.

Configuration Setting: Enabling Common Accounting Codes

Description: A Marketplace merchant manager can select which common accounting codes are available for use by the merchant's stores and uPay sites.

Left Navigation Menu: Marketplace Home > [merchant] > Accounting Codes.

Page: Displays the Marketplace Merchant Accounting Codes page.

Actions: The Marketplace Merchant Accounting Codes page lists the common accounting codes that are available for use by the merchant.

By selecting accounting codes in the selection list box and clicking Add, you can add accounting codes to the Enabled Common Accounting Codes list. Once you enable a common accounting code, it is then available for use by the merchant's stores and uPay sites.

Marketplace Merchant Accounting Codes

Merchant specific accounting codes are available to this Marketplace merchant only. Merchant managers can choose to use any number of the common accounting codes in addition to the specific codes, or none at all.

MISCEXP
USPSSHIPPING
TAX

Add >>

Add Accounting Code

Enabled Common Accounting Codes

Name	In Use?	Actions
None currently enabled.		

Current Accounting Codes

Name	In Use?	Actions
BOOKSTORE	No	Edit Delete

Configuration Setting: Adding New Accounting Codes

Description: A Marketplace manager can add new accounting codes to be used by the merchant's stores and uPay sites.

Left Navigation Menu: Marketplace Home > [merchant] > Accounting Codes.

Page: Displays the Marketplace Merchant Accounting Codes page.

Configuration Setting: Adding New Accounting Codes

Description: A Marketplace manager can add new accounting codes to be used by the merchant's stores and uPay sites.

Actions: The top portion of the Marketplace Merchant Accounting Codes page (see the screen capture on the previous page) lists the common accounting codes that are available for use by the merchant, while the bottom portion lists all the new accounting codes that have currently been established.

To add a new accounting code, select the Add A New Accounting Code link, which displays the Add A New Accounting Code page (see the screen capture below).

Note: This page contains additional fields if general ledger functionality for Banner, PeopleSoft, or Datatel has been activated. Banner customers should view "Configuration Setting for Banner: Add New Accounting codes" on page 390, PeopleSoft customers should view "Configuration Setting for PeopleSoft: Adding New Accounting Codes" on page 391, and Datatel customers should view "Datatel Merchant Settings" on page 393.

When you establish a new accounting code, you must give it a name. Enter the name in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of the Add A New Common Accounting Code page.

Add A New Accounting Code

[Back To Campus Stuff Accounting Codes](#)

Accounting Code:

New Accounting Code Name:

Add

Note: Accounting code names must be unique (case-insensitive). Listed below are the names already being used.

- campus stuff books
- campus wear clothing
- miscellaneous

Configuration Setting: Establishing Tax Account Codes

Description: Marketplace merchant managers can link accounting codes to tax classes at the merchant level. These tax classes are then available for use by the merchant's stores.

Left Navigation Menu: Marketplace Home > [merchant] > Tax Account Codes.

Configuration Setting: Establishing Tax Account Codes

Description: Marketplace merchant managers can link accounting codes to tax classes at the merchant level. These tax classes are then available for use by the merchant's stores.

Page: Displays the Merchant Tax Account Codes page.

Actions: This page lists three tax classes: no tax, default tax rate, and higher tax rate.

You can assign an accounting code to each tax class by choosing from the Accounting Code dropdown menus.

If no accounting codes are assigned to the tax classes, then each store reports tax revenue using its own default accounting code.

Banner Merchant Settings

For Banner customers, some of the Marketplaces Operations Center pages are customized for Banner integration.

The following table describes those merchant settings which affect Banner integration.

Configuration Setting for Banner: Add New Accounting codes

Description: A Marketplace manager can add new accounting codes to be used by the merchant's stores and uPay sites and associate these accounting codes with Banner Detail Codes.

Left Navigation Menu: Marketplace Home > [merchant] > Accounting Codes.

Page: Displays the Marketplace Merchant Accounting Codes page.

Configuration Setting for Banner: Add New Accounting codes

Description: A Marketplace manager can add new accounting codes to be used by the merchant's stores and uPay sites and associate these accounting codes with Banner Detail Codes.

Actions: The top portion of the Marketplace Merchant Accounting Codes page (see the screen capture on the previous page) lists the common accounting codes that are available for use by the merchant, while the bottom portion lists all the new accounting codes that have currently been established.

To add a new accounting code, select the Add A New Accounting Code link, which displays the Add A New Accounting Code page (see the screen capture below). Enter an approved Banner detail code in the Banner Detail Code field. (You will need to contact your institution's Banner administrator for a list of the approved Detail Codes.) Enter a name for this code in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of this page.

Add A New Accounting Code

[Back To Campus Staff Accounting Codes](#)

Banner Detail Code:

New Accounting Code Name:

Add

Note: Accounting code names must be unique (case-insensitive). Listed below are the names already being used.

- campus stuff books
- campus wear clothing
- miscellaneous

PeopleSoft Merchant Settings

For PeopleSoft customers, some of the Marketplaces Operations Center pages are customized for PeopleSoft integration.

The following table describes those merchant settings which affect PeopleSoft integration.

Configuration Setting for PeopleSoft: Adding New Accounting Codes

Description: A Marketplace manager can add new accounting codes to be used by a merchant's stores and uPay sites.

Left Navigation Menu: Marketplace Home > [merchant] > Accounting Codes.

Configuration Setting for PeopleSoft: Adding New Accounting Codes

Description: A Marketplace manager can add new accounting codes to be used by a merchant's stores and uPay sites.

Page: Displays the Marketplace Merchant Accounting Codes page.

Actions: The top portion of the Marketplace Merchant Accounting Codes page (see the screen capture on the previous page) lists the common accounting codes that are available for use by the merchant, while the bottom portion lists all the new accounting codes that have currently been established.

To add a new accounting code, select the Add A New Accounting Code link, which displays the Add A New Accounting Code page (see the screen capture below). On this screen, select a business unit from the drop-down menu. Then, enter values for fund, department, account, program, class, and project. These general ledger codes work in combination with business unit; therefore, you must be working from a list of acceptable combinations of general ledger codes—as provided by your institution's PeopleSoft administrator.

Note: No validation takes place on the Program field; however, the values entered in the other fields will be validated (and therefore must be valid).

When you establish a new accounting code, you must give it a name. Enter the name in the New Accounting Code Name field (25 characters maximum). The name you assign must be unique. Names already used are displayed in the lower half of the Add New Common Accounting Code page.

Add A New Accounting Code

Back To Campus Staff Accounting Codes

Business Unit	MB000 ▾
Fund	<input type="text"/>
Department	<input type="text"/>
Account	<input type="text"/>
Program	<input type="text"/>
Class	<input type="text"/>
Project	<input type="text"/>
New Accounting Code Name:	<input type="text"/>

Add

Note: Accounting code names must be unique (case-insensitive). Listed below are the names already being used.

- campus staff books
- campus wear clothing
- miscellaneous

Datatel Merchant Settings

For Datatel customers, some of the Marketplaces Operations Center pages are customized for Datatel integration.

The following table describes those merchant settings which affect Datatel integration.

Configuration Setting for Datatel: Add New Accounting codes

Description: A Marketplace manager can add new Datatel accounting codes to be used by the merchant's stores, products, taxes, delivery methods, and uPay sites.

Left Navigation Menu: Marketplace Home > [merchant] > Accounting Codes.

Page: Displays the Marketplace Merchant Accounting Codes page.

Actions: The top portion of the Marketplace Merchant Accounting Codes page (see the screen capture on the previous page) lists the common accounting codes that are available for use by the merchant, while the bottom portion lists all the new accounting codes that have currently been established.

To add a new accounting code, select the Add A New Accounting Code link, which displays the Add A New Accounting Code page (see the screen capture below). Enter an approved Datatel accounting code in the Datatel Code field. You can enter either a GL account code or a Datatel shortcut. (You will need to contact your institution's Datatel administrator for a list of the approved codes.) Accounting codes already entered for use by the merchant are displayed in the lower half of this page.

14.3 Configuring Store Settings

Before general ledger codes are reported with transactions, a merchant manager must turn on the Perform General Ledger Updates option. This

option is located in the store settings. In addition, a merchant manager can select the default accounting code to use with a store.

A store manager can select an accounting code override to use with a product, which if selected, overrides a store's default accounting code. In addition, a store manager can select the accounting code to use with special delivery methods in a shipping class.

Configuration Setting: Turning On General Ledger Functionality

Description: A Marketplace merchant manager can turn on general ledger functionality and select a default accounting code to be used for transactions at a store.

Left Navigation Menu: Marketplace Home > [Merchant] > Stores > [Store Name] > Store Settings > General.

Page: Displays the [Store Name] General Settings page.

Actions: To turn on general ledger functionality for a store, select the checkbox for Perform General Ledger Updates.

If you turn on general ledger functionality, you must also select a Default Accounting Code from the dropdown menu. The accounting code you select will be used for all products in a store except those products for which you establish an override accounting code. The accounting codes displayed in the dropdown menu represent both the common accounting codes that have been enabled and the new accounting codes established by a merchant manager.

(The Perform General Ledger Updates radio button and the Default Accounting Code dropdown menu are not displayed for store managers. Only merchant managers see these fields.)

Cashier ID :	CASHIER
Default Accounting Code:	miscellaneous
E-mail addresses to notify when donations are made:	campus stuff books campus wear clothing miscellaneous

Note: For Banner customers, an additional field appears on the General Settings page. See "Banner Stores Settings" on page 397.

Configuration Setting: Selecting an Accounting Code Override

Description: A Marketplace store manager can assign an accounting code override to a product.

Left Navigation Menu: Marketplace Home > [Merchant] > Stores > [Store Name] > Store Settings > Products.

Page: Displays the [Store Name] Product Management page.

Configuration Setting: Selecting an Accounting Code Override

Description: A Marketplace store manager can assign an accounting code override to a product.

Actions: For existing products, use the Choose Other Category dropdown menu on the [Store Name] Product Management page to select the category that contains the product you wish to edit. The products for this category are then displayed.

Click a product name to display the associated [Store Name] Product Details page (see the screen capture below). The store's default accounting code will be used unless you have selected an accounting code override. To use an override, select an accounting code from the Accounting Code Override dropdown menu.

Typically, stores will use the same override accounting code for groups of related products. For example, all clothing items or all books might receive the same override account code.

You can also establish an accounting code override when you add a new product. Select the Add a New Product link on the [Store Name] Product Management page, which starts the Add a New Product Wizard. Step 2 of the wizard displays the Accounting Code Override dropdown menu. You can either use the store's default accounting code or select an override code from the Accounting Code Override dropdown menu.

You can also set an accounting code override when importing a product list. For more information, see "Importing Product Lists" on page 221.

Store's Default Accounting Code:	miscellaneous
For this product you may override the default accounting code below.	
Accounting Code Override:	<input type="text" value=""/>

Configuration Setting: Establishing Shipping Classes

Description: A Marketplace store manager can associate an accounting code with a delivery method in a shipping class.

Left Navigation Menu: Marketplace Home > [Merchant] > Stores > [Store Name] > Store Settings > Shipping Classes.

Page: Displays the [Store Name] Shipping Classes page.

Configuration Setting: Establishing Shipping Classes

Description: A Marketplace store manager can associate an accounting code with a delivery method in a shipping class.

Actions: The store's default accounting code will be used for each delivery method unless you select an accounting code override on the [Store Name] Shipping Classes page. To select an override for a delivery method, select an accounting code from the Accounting Code Override dropdown menu.

Shipping Class: Regular

DeliveryMethod	Enable?	Base Charge (\$)	Per Additional Item Charge (\$)	Require Shipping Address?	Allowed Countries	Tax Class	Accounting Code Override
None	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate	
Walk-In	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate	
US Mail	<input checked="" type="checkbox"/>	4.00	2.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate	
International	<input type="checkbox"/>	0.00	0.00	<input checked="" type="checkbox"/>	N/A	default tax rate	
UPS	<input checked="" type="checkbox"/>	5.00	3.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate	
FedEx Ground	<input checked="" type="checkbox"/>	12.00	5.00	<input checked="" type="checkbox"/>	Select Countries	default tax rate	

Default Delivery Location:

City:

State:

ZipCode:

[Save Regular Shipping Class](#)

You can also select a Tax Class for each shipping rate. Tax classes are linked to accounting codes as described in "Configuring System Administration Settings" on page 382.

Configuration Setting: Establishing Tax Account Codes

Description: Marketplace store managers can link accounting codes to tax classes for individual stores.

Left Navigation Menu: Marketplace Home > [merchant] > Stores > [store] > Tax Account Codes.

Page: Displays the Merchant Tax Account Codes page.

Actions: This page lists three tax classes: no tax, default tax rate, and higher tax rate.

You can assign an accounting code to each tax class by choosing from the Accounting Code dropdown menus.

If no accounting codes are assigned to the tax classes, then each store reports tax revenue using its own default accounting code.

Banner Stores Settings

For Banner customers, some of the Marketplaces Operations Center pages are customized for Banner integration.

The following table describes those store settings which affect Banner integration.

Banner Configuration Setting: Select Cashier ID for a Store	
Description: A Marketplace merchant manager can enter a Cashier ID for a store.	
Left Navigation Menu: Marketplace Home > [Merchant] > Stores > [Store Name] > Store Settings > General.	
Page: Displays the [Store Name] General Settings page.	
Actions: Enter a cashier ID in the Cashier ID field. The value you enter in this field overrides the cashier ID you entered on the System Administration General Settings page.	
Perform General Ledger Updates:	<input checked="" type="checkbox"/> (if checked, accounting code entry is required)
Cashier ID :	CASHIER
Default Accounting Code:	miscellaneous
E-mail addresses to notify when donations are made:	<ul style="list-style-type: none"> campus stuff books campus wear clothing miscellaneous

Datatel Stores Settings

For Datatel customers, some of the Marketplaces Operations Center pages are customized for Datatel integration.

The following table describes those store settings which affect Datatel integration.

Datatel Configuration Setting: Select Tender GL Distribution Code for a Store	
Description: A Marketplace merchant manager can enter a Tender GL Distribution Code for a store.	
Left Navigation Menu: Marketplace Home > [Merchant] > Stores > [Store Name] > Store Settings > General.	
Page: Displays the [Store Name] General Settings page.	
Actions: Enter a tender GL distribution code in the Tender GL Dist Code field. This code will be reported to Datatel for all transactions for this store.	

14.4 Configuring uPay Settings

In order for general ledger codes to be reported with uPay transactions, a merchant manager must turn on the Perform General Ledger Updates option. This option is located in the payment settings for each uPay site. Once this option is selected for a uPay site, an accounting code must be chosen for the site. (Banner users must also enter a cashier ID, and Datatel users must also enter a tender GL distribution code.) The accounting code is then reported with each uPay site transaction that takes place.

Configuration Setting: Selecting a uPay Site Accounting Code

Description: A Marketplace merchant manager can turn on general ledger functionality and select an accounting code to be used for all transactions at a uPay site.

Left Navigation Menu: Marketplace Home > [Merchant] > uPay Sites > [uPay Site Name] > Payment Settings.

Page: Displays the [uPay Site] Payment Settings page.

Actions: To turn on general ledger functionality for a uPay site, select the Yes button for Perform General Ledger Updates. If you turn on general ledger functionality, you must also select an Accounting Code from the dropdown menu. The accounting codes displayed in the dropdown menu represent both the common accounting codes that have been enabled and the new accounting codes established by a merchant manager.

Perform General Ledger Updates:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Cashier ID (Banner only):	CASHIER
Accounting Code:	<input type="text" value=""/>
Payment Amount Prompt:	<div style="border: 1px solid black; padding: 2px;"> campus stuff books campus wear clothing miscellaneous 100 </div>
Default Payment Amount (Example: 1234.56): \$	100

14.5 Maintaining Accounting Codes

If a general ledger code changes that is used by a Marketplace accounting code, you must edit the accounting code so that it uses the new value for the general ledger code.

Configuration Setting to Maintain: Common Accounting Codes

Description: Marketplace administrators can edit and delete common accounting codes.

Left Navigation Menu: Marketplace Home > System Administration > Settings > Accounting Codes.

Page: Displays the uStores Common Accounting Codes page.

Actions: To edit an accounting code, select the corresponding Edit link in the Actions column. The Edit Common Accounting Code page appears. Here, you can enter a new value in the Accounting Code field. Banner customers will also see the Banner Detail Code field. Datatel customers, this see the Datatel Code field in lieu of the Accounting Code field. And PeopleSoft customers will see multiple general ledger fields in addition to the Accounting Code field. The Delete link on the UStores Common Accounting Codes page is only active for accounting codes that are not currently in use, and the Show Merchant Accounting Codes link can be used to view a list of all the accounting codes (both common and merchant-specific) that have been established throughout your institution's implementation of Marketplace.

uStores Common Accounting Codes

Common accounting codes are available to all Marketplace merchants. Merchant managers can choose to use these common codes within their store or UPay site or create their own.

Add Common Accounting Code

Name	In Use?	Actions	
College_Digital Downloads	No	Edit	Delete
GL_College Marketplace	Yes	Edit	Delete
Tax	Yes	Edit	Delete

Show Merchant Accounting Codes

Configuration Setting to Maintain: Merchant Accounting Codes

Description: Merchant managers can enable existing common accounting codes and edit merchant-specific accounting codes.

Left Navigation Menu: Marketplace Home > [Merchant] > Accounting Codes.

Page: Displays the Marketplace Merchant Accounting Codes page.

Configuration Setting to Maintain: Merchant Accounting Codes

Description: Merchant managers can enable existing common accounting codes and edit merchant-specific accounting codes.

Actions: By selecting accounting codes in the selection list box and clicking Add, you can add accounting codes to the Enabled Common Accounting Codes list. Once you enable a common accounting code, it is then available for use by the merchant’s store. To remove an enabled common accounting code from this page, select the corresponding Remove link.

To edit a merchant-specific accounting code (for example, to update the general ledger code used by the accounting code), select the corresponding Edit link. The Delete link is only active for accounting codes that are not currently in use.

Marketplace Merchant Accounting Codes

Merchant specific accounting codes are available to this Marketplace merchant only. Merchant managers can choose to use any number of the common accounting codes in addition to the specific codes, or none at all.

College_Digital Downloads
 GL_College Marketplace
 Tax

Add >>

Enabled Common Accounting Codes

Name	In Use?	Actions
None currently enabled.		

Add Accounting Code

Current Accounting Codes

Name	In Use?	Actions
campus stuff books	No	Edit Delete

15.0 General Ledger Exceptions

When orders are fulfilled and when uPay payments are accepted, Marketplace transfers revenue data into the general ledger system. General ledger exceptions occur when data (such as accounting codes) is incorrect, missing, or fails to transfer. When this happens, the fulfiller will see exception messages, and the store manager will see the Fix General Exceptions task on the home page.

Important! A general ledger exception does not mean a fulfillment has failed. It means only that data could not be transferred to the general ledger system. If you see an exception while processing refunds, do not assume the refund was not processed. Scroll to the bottom of the Fulfillment Details screen to see whether the refund was successfully processed.

Shipping charge exceptions or shipping charge tax exceptions indicate errors related to shipping class setup. Item charge tax exceptions indicate errors related to tax class setup.

General ledger exceptions fall into two main categories:

- **"Being processed"** and **"Unknown" exceptions**. These indicate problems in data transmission.
- **All other exceptions**. Any other exception indicates incorrect or missing data.

15.1 Fixing a General Ledger Exception

Note: Only store managers and merchant managers of the store can fix general ledger exceptions.

Follow these steps to fix a general ledger exception.

- 1 In the left navigation menu, select Marketplace Home > Marketplace Reports > uPay Sites > [merchant] > [uPay site] > GL Exception Report.

Note: The number in parenthesis following "GL Exception Report" indicates the number of orders with GL exceptions.

- 2 Review orders where exceptions occurred.
- 3 Correct data as needed and resubmit, or verify that data was correctly transferred to the general ledger system.
- 4 Click the Send button.

15.2 Fixing Exceptions Caused By Incorrect Data

The exceptions in the following table indicate that data was incorrect or missing. You must enter the correct data in your Marketplace setup, then resubmit the order for processing to the general ledger.

For these exceptions, correct general ledger codes as needed. Then, mark the Resubmit for Processing option and click the Process Update button. This will resubmit the data for transfer. It has no effect on orders or fulfillments.

Exceptions Caused by Incorrect Data

Exception Message	Procedure
(blank message)	Transaction was not submitted to the general ledger system. This typically occurs when the administrator has disabled general ledger options for Marketplace. Enable the general ledger options.
Missing Data	Data is missing from accounting code fields. The store manager must enter the required information (or the administrator must correct the tax account codes).
Cashier Not Found in [table]	Cashier ID is missing from the site setup. The administrator must enter the default store cashier ID.
Pay Detail Code Not Found in [table] or Charge Detail Code Not Found in [table]	Invalid data was sent; the codes do not exist in the general ledger system. Data must be correct in all fields required for general ledger entry (product, shipping class, tax account, or store cashier ID).
Resubmit - Database error prevented further processing	May indicate the database was not available. Resubmit the order for processing.

15.3 Fixing Exceptions Caused by Data Transmission

The two exception messages Being Processed or Unknown occur when data was sent to the general ledger system but no response could be determined. The data may be in the general ledger system correctly.

First, investigate whether the data was received by the general ledger system. Store managers may need to ask fulfillers for specific order information to track this revenue.

If the data was not received correctly, attempt to resubmit for processing. If it was received correctly, mark the order as completed.

If the exception type is "Being Processed" or "Unknown," verify that its revenue has been transferred to the general ledger system. If yes, select the Mark as Completed option. If no, select the Resubmit for Processing option.

Important! Never mark an order as completed unless you have verified that its revenue was transferred to the general ledger system.

Part 7:
**Marketplace
Reports**

16.0 Marketplace Reports

Marketplace provides you with a large selection of reports. These reports represent the overall activity for the uStores mall, as well as the activity for individual merchants, stores, and uPay sites.

You can specify the date range that will be represented by each report. You can export each report in CSV format. With the use of external database software (such as Microsoft Excel), you can open and edit exported CSV report files.

16.1 Using Marketplace Reports

To use Marketplace reports, click the Marketplace Reports link in the left navigation menu. Once you click the Marketplace Reports link, four submenu selections appear: Marketplace, Merchant Revenue, Stores, and uPay Sites.



These four submenus contain the following report selections:

Report Submenu	Available Reports
Marketplace	Revenue by Merchant Revenue by Accounting Code
Merchants	Merchant Revenue Report
Stores	[Store Revenue Report] By Product [Store Revenue Report] By Stock No. [Store Revenue Report] By Product Type [Store Revenue Report] Totals Buyer Information Recurring Payments GL Exceptions
uPay Sites	Revenue Recurring Payments Posting Status GL Exceptions

16.2 Report Types by User Role

The available reports depend on your user roles.

If you have this Role...	You see these Reports
Administrator, chief administrator, or accountant	Revenue by Merchant (the top-level Marketplace report) Revenue by Accounting Code Tax Report
Merchant manager	Merchant Revenue Report All store reports All uPay site reports
Store manager and uStores store accountant	[Store Revenue Report] By Product [Store Revenue Report] By Stock No. [Store Revenue Report] By Product Type [Store Revenue Report] Totals Buyer Information Recurring Payments GL Exceptions
uPay site manager and uPay site accountant	Revenue Recurring Payments Posting Status GL Exceptions

16.3 Administrative Reports

Several reports are available that summarize Marketplace commerce activity for administrative users and accountants.

You can customize each report by changing the date criteria. To search by a specific date range, enter a new start date and end date. You can either enter the date that you desire or use the calendar button to select a date. If you enter a new start or end in the date fields, be sure to enter the dates in mm/dd/yy format.

You can export—in CSV format—the activity displayed in Marketplace reports. Each report has an Export to CSV button. When you click this button, you'll be prompted to select a location for saving the CSV file.

Revenue by Merchant Report

Administrators, chief administrators, and accountants can open the top-level merchant report.

It shows a summary of activity by merchant for all stores and uPay sites in your Marketplace system.

Revenue by Merchant Report

The default report shows current day information.

Export To CSV

From: To: View

# of Upay Transactions	Upay Transaction Totals	# of Items Sold	Store Sales Totals	Shipping Totals	Tax Collected	Total Merchant Revenue
3	\$6,125.00	1	\$10.00	\$0.00	\$0.63	\$6,135.63

Merchant Name	# of Upay Transactions	Upay Transaction Totals	# of Items Sold	Store Sales Totals	Shipping Totals	Tax Collected	Total Merchant Revenue
Athletic Department	0	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00
College Merchant	0	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00
Continuing Education	3	\$6,125.00	0	\$0.00	\$0.00	\$0.00	\$6,125.00
Alumni	0	\$0.00	1	\$10.00	\$0.00	\$0.63	\$10.63
Parking	0	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00
Campus Stuff	0	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00

Revenue by Accounting Code

Administrators, chief administrators, and accountants can open the Accounting Code Report.

It shows a summary of activity by accounting code for all stores and uPay sites in your Marketplace system.

Accounting Code Report

The default report shows current day information.

Export To CSV

From: To: View

Accounting Code	Debit/Credit	Total	
MISC	Credit	\$23.39	View Detail

By clicking on the View Detail link for each accounting code, you can view a detailed list of all the transactions that use the specified accounting code.

Accounting Code Detail Report		
Back To Accounting Code Report		
Export To CSV		
From:	12/09/2008	View
To:	12/09/2008	
Accounting Code	Debit/ Credit	Amount
MISC	Credit	\$18.00
MISC	Credit	\$4.00
MISC	Credit	\$1.39

16.4 Merchant Reports

Several reports are available that summarize Marketplace commerce activity for merchant managers.

You can customize each report by changing the date criteria. To search by a specific date range, enter a new start date and end date. You can either enter the date that you desire or use the calendar button to select a date. If you enter a new start or end in the date fields, be sure to enter the dates in mm/dd/yy format.

You can export—in CSV format—the activity displayed in Marketplace reports. Each report has an Export to CSV button. When you click this button, you'll be prompted to select a location for saving the CSV file.

Merchant Revenue Report

Merchant managers can view the Merchant Revenue Report. This report shows transaction totals for a merchant, as well as totals for each store and uPay site that have been established for that merchant.

Merchant Revenue Report							
The default report shows current day information.							
Export To CSV							
From: 09/01/2008		To: 12/19/2008		View			
Merchant Name	# of Upay Transactions	Upay Transaction Totals	# of Items Sold	Store Sales Totals	Shipping Totals	Tax Collected	Total Merchant Revenue
Campus Stuff	1	\$100.00	4	\$69.00	\$16.00	\$5.37	\$190.37
Store Name	# of Fulfillments	# of Items Sold	Total Items Amount	Total Shipping Amount	Total Item + Shipping Amount	Total Tax Collected	Total Amount with Tax
Campus Wear	4	4	\$69.00	\$16.00	\$85.00	\$5.37	\$90.37
# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue		
1	\$100.00	0	\$0.00	1	\$100.00		
uPay Site ID	uPay Site Name	# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue
6	Donations	1	\$100.00	0	\$0.00	1	\$100.00

16.5 Store Reports

Several reports are available that summarize Marketplace commerce activity for merchant managers, store managers, and store accountants.

You can customize each report by changing the date criteria. To search by a specific date range, enter a new start date and end date. You can either enter the date that you desire or use the calendar button to select a date. If you enter a new start or end in the date fields, be sure to enter the dates in mm/dd/yy format.

You can export—in CSV format—the activity displayed in Marketplace reports. Each report has an Export to CSV button. When you click this button, you'll be prompted to select a location for saving the CSV file.

Store Revenue Report by Product

The Store Revenue Report can be displayed by product, stock number, product type (generic, donation, or digital), and totals. This report and its four varieties are available for a store's store managers and merchant managers, as well as store accountants.

When displayed by Product, the report lists all the products that have sold during the displayed date range. You can change the date range as required.

Store Revenue Report

The default report shows current day information.

[Export To CSV](#)

From: 12/1/10 To: 12/8/11 Product [View](#)

[View Multiple Product Detail Report](#)

<input type="checkbox"/>	▲▼ Product Name	▲▼ Number Sold	▲▼ Amount Paid
<input type="checkbox"/>	Liberty Fund	6	\$2,033.00
<input type="checkbox"/>	Scholar Fund	2	\$494.00
<input type="checkbox"/>	Cornerstone Society	3	\$233.00
<input type="checkbox"/>	Alumni Club Membership	1	\$50.00
<input type="checkbox"/>	Free School Fight Song Download	12	\$0.00
	Total:	24	\$2,810.00

On the Store Revenue Report by Product, each product name is linked to a corresponding Product Detail Report that gives additional information about the revenue associated with an individual product.

For examples of the Product Detail Report, see "Product Detail Report" on page 413.

Store Revenue Report by Stock Number

The Store Revenue Report can be displayed by product, stock number, product type (generic, donation, or digital), and totals. This report and its four varieties are available for a store's store managers and merchant managers, as well as store accountants.

When displayed by Stock Number, the report lists all the products that have sold during the displayed date range. You can change the date range as required.

Store Revenue Report

The default report shows current day information.

Export To CSV

From: To: Stock No.

View Multiple Product Detail Report

	▲▼ Stock No.	▲▼ Item Name	▲▼ Number Sold	▲▼ Amount Paid
<input type="checkbox"/>	6152557	Liberty Fund	6	\$2,033.00
<input type="checkbox"/>	4443021	Scholar Fund	2	\$494.00
<input type="checkbox"/>	1510744	Cornerstone Society	3	\$233.00
<input type="checkbox"/>	4867112	Alumni Club Membership	1	\$50.00
<input type="checkbox"/>	6183561	Free School Fight Song Download	12	\$0.00
	Total:		24	\$2,810.00

On the Store Revenue Report by Product, each product name is linked to a corresponding Product Detail Report that gives additional information about the revenue associated with an individual product.

For examples of the Product Detail Report, see "Product Detail Report" on page 413.

Product Detail Report

For products with modifiers, you can choose to either expand the display so that all modifiers are shown or collapse the display so the modifiers are hidden.

Product Detail Report

The default report shows current day information.

Back To Store Revenue Report

Export To CSV

From: To:

Show Product Detail

▲▼ Product Name	▲▼ Order Id	▲▼ Purchaser	▲▼ Date Ordered	▲▼ Date Fulfilled	▲▼ Qty Fulfilled	▲▼ Payment Method	▲▼ Total Amount Paid
Baseball cap w/ Team logo : small	13	kl kl	2008-12-09 10:17:17.0	2008-12-09 10:20:12.0	1	Visa	15.00

The Product Detail Report without product modifiers displayed.

Product Detail Report

The default report shows current day information.

[Back To Store Revenue Report](#)
[Export To CSV](#)

From: 12/01/2008 To: 12/11/2008 [View](#)

[Hide Product Detail](#)

Product Name	Order Id	Purchaser	Date Ordered	Date Fulfilled	Qty Fulfilled	Payment Method	Total Amount Paid
Baseball cap w/ Team logo : small	13	kl kl	2008-12-09 10:17:17.0	2008-12-09 10:20:12.0	1	Visa	15.00

Street Address 1	kl
City	kl
State	KS
Postal Code	00000
Email Address	gjohnson@touchnet.com

Modifier Prompt	Modifier Answer	Modifier Price
addition	no signatures	0.00

A Product Detail Report with modifiers displayed.

Store Revenue Report by Product Type

The Store Revenue Report by Product Type shows the total amount paid and the number sold for each product type. The following three product types are displayed: donation, digital, and generic.

Store Revenue Report

The default report shows current day information.

[Export To CSV](#)

From: 12/1/10 To: 12/8/11 Product Type [View](#)

Product Type	Number Sold	Amount Paid
Donation	11	\$2,760.00
Generic	1	\$50.00
Digital	12	\$0.00
Total:	24	\$2,810.00

Store Revenue Report by Totals

The Store Revenue Report by Totals shows total amounts collected for fulfillments and items sold.

Store Revenue Report

The default report shows current day information.

[Export To CSV](#)

From: 12/1/10 To: 12/8/11 Totals [View](#)

Store Name	# of Fulfillments	# of Items Sold	Item Amount	Shipping Amount	Item + Shipping Amount	Tax Collected	Total Amount with Tax
Alumni Donations	24	24	\$2,810.00	\$0.00	\$2,810.00	\$0.00	\$2,810.00

Buyer Information Report

The Buyer Information Report shows transactions by Order ID, Purchaser, Date Ordered, and Payment Method for all orders within a selected time period.

Campus Wear Buyer Information Report

The default report shows current day information.

[Export To CSV](#)

From: 12/08/2008 To: 12/11/2008 [View](#)

Order Id	Purchaser	Date Ordered	Payment Method
15		2008-12-09 10:56:50.0	Visa
14		2008-12-09 10:47:01.0	Visa
13		2008-12-09 10:17:17.0	Visa
12		2008-12-09 10:11:40.0	Visa

Recurring Payment Group Report

The Recurring Payment Group Report contains two tables. The table at the top of the report shows totals for all recurring payments that were processed during the selected date range. The second table shows all recurring payment schedules for which payments were processed during the selected date range.

The Installments column shows the number of payments that were processed for each recurring payment schedule. For example, if this column shows "3 of 13," this means three recurring payments were processed during the selected date range, and the recurring payment schedule includes a total of 13 payments.

Store Recurring Payment Group Report

The default report shows current day information.

Export To CSV

From: To: View

Store ID	Store Name	Processed Transactions	Processed Revenue	Pending Transactions	Pending Revenue
5	Simple Store	2	\$64.00	0	\$0.00

System Tracking ID	Payment Method	Name	Installments	Total Revenue
162	Visa	John Doe	1 of 3	\$44.00
163	Visa	John Smith	1 of 73	\$20.00

You can view additional information on a payment plan on the Store Recurring Payment Detail Report by clicking the System Tracking ID number.

Store Recurring Payment Detail Report

Back To Store Recurring Payment Group Report

Export To CSV

From: To: View

Store ID	Store Name	System Tracking ID	Payment Method	Name	Number of Installments	Total Processed Revenue	Total Pending Revenue
5	Simple Store	163	Visa	John Smith	1	\$20.00	\$0.00

Installment	Date	Status	TPG Reference Number	Amount
580	12/14/11	Success	20111214000003	\$20.00

On the Detail Report, you can view scheduled plan payments by selecting a future date range that includes the scheduled payments. The Status column shows payments that have been processed ("Success") and payments that are scheduled to be processed in the future ("Not Processed").

Store Recurring Payment Detail Report							
Back To Store Recurring Payment Group Report							
Export To CSV							
From: 12/14/11		To: 7/31/12		View			
Store ID	Store Name	System Tracking ID	Payment Method	Name	Number of Installments	Total Processed Revenue	Total Pending Revenue
5	Simple Store	163	Visa	John Smith	8	\$20.00	\$140.00
Installment	Date	Status	TPG Reference Number	Amount			
580	12/14/11	Success	20111214000003	\$20.00			
581	1/14/12	Not Processed		\$20.00			
582	2/14/12	Not Processed		\$20.00			
583	3/14/12	Not Processed		\$20.00			
584	4/14/12	Not Processed		\$20.00			
585	5/14/12	Not Processed		\$20.00			
586	6/14/12	Not Processed		\$20.00			
587	7/14/12	Not Processed		\$20.00			

In this case, assume the above screen shot was captured on 12/14/2011. Therefore, installment 580 on 12/14/11 has been processed and shows a status of "Success," while installments 581 through 587 are scheduled for future dates and show a status of "Not Processed."

GL Exception Report

If your Marketplace site is using general ledger reporting, general ledger exceptions occur when data (such as accounting codes) are incorrect or missing or otherwise fail to transfer into the general ledger system. These exceptions are grouped in the Marketplace GL Exception Report. The Marketplace GL Exception Report shows all transactions that failed to transfer data into the general ledger system. By clicking the View link in the Action column, you can view detailed information for a specific exception.

Marketplace GL Exception Report		
General ledger exceptions occur when data (such as debit or credit account codes) is incorrect, missing, or fails to transfer into the general ledger system.		
Order ID	Message(s)	Action
12	Error - Invalid RevenueStream Marketplace Configuration (RSDB 20587)	View
13	Error - Invalid RevenueStream Marketplace Configuration (RSDB 20587)	View
14	Being Processed	View

The exception detail page allows you to edit the cashier ID and the accounting codes and then re-submit the transaction information to the general ledger system (or to simply mark the transaction information as completed).

Cashier Id:	<input type="text"/>				
Host Payment Method Id:	VISA				
Default Accounting Code:	campus wear clothing				
Shipment Id: 13					
Item	Stock #	Accounting Code			
T-shirt with baseball logo : medium : black	2228563_1	campus wear clothing ▼			
Shipping		campus wear clothing ▼			
Tax (1) @ 0.0630		Tax ▼			
Purchase Fulfillment (12/09/2008 10:12:27 AM)					
Type	Description	Amount	Message	Re-Submit	Mark Completed
shipping	Shipping	4.00	(E) Error - Invalid RevenueStream Marketplace Configuration (RSDB 20587)	<input type="radio"/>	<input type="radio"/>
item	T-shirt with baseball logo : medium : black	18.00	(E) Error - Invalid RevenueStream Marketplace Configuration (RSDB 20587)	<input type="radio"/>	<input type="radio"/>
tax	Tax (1) @ 0.0630	1.39	(E) Error - Invalid RevenueStream Marketplace Configuration (RSDB 20587)	<input type="radio"/>	<input type="radio"/>
Update Order					

Important! Never mark an order as complete unless you are sure its revenue has been transferred successfully to the general ledger system. Otherwise, resubmit the data for processing.

16.6 uPay Site Reports

Several reports are available that summarize Marketplace commerce activity for merchant managers, uPay site managers, and uPay site accountants.

You can customize each report by changing the date criteria. To search by a specific date range, enter a new start date and end date. You can either enter the date that you desire or use the calendar button to select a date. If you enter a new start or end in the date fields, be sure to enter the dates in mm/dd/yy format.

You can export—in CSV format—the activity displayed in Marketplace reports. Each report has an Export to CSV button. When you click this button, you'll be prompted to select a location for saving the CSV file.

uPay Revenue Report

The uPay Revenue report is available for a uPay site's site managers, merchant managers, and store accountants.

Note: Recurring payments appear as revenue on the day the payments are processed. For example, if a recurring payment is set for December 1, the payment will be displayed as revenue on December 1.

The payment information in this report can be exported by using the "Export to CSV" button.

You can determine how many transactions will appear on each page of the Revenue Report by using the "Number of rows per page" field.

uPay Revenue Report

The default report shows current day information.

Export To CSV

From: To:
 Number of rows per page:

View

uPay Site ID	uPay Site Name	# Of Credit Card Transactions	Total Credit Card Transactions	# Of ACH Transactions	Total ACH Transactions	Total # Of Transactions	Total Revenue
2	Alumni & Friends	2	\$938.00	0	\$0.00	2	\$938.00

Fulfillment Date	System Tracking ID	External Trans ID	Payment Method	Name	TPG Reference Number	One Time / Recurring	Payment Amount
2008-12-11 10:49:50.0	19		Visa	John Doe	20081211000003	Recurring	\$250.00
2008-12-11 10:49:51.0	20		Visa	John Doe	20081211000004	Recurring	\$688.00

uPay Recurring Payment Group Report

The uPay Recurring Payment Group Report contains two tables. The table at the top of the report shows totals for all recurring payments that were processed during the selected date range. The second table shows all recurring payment schedules for which payments were processed during the selected date range.

The Installments column shows the number of payments that were processed for each recurring payment schedule. For example, if this column shows "3 of 13," this means three recurring payments were processed during the selected date range, and the recurring payment schedule includes a total of 13 payments.

uPay Recurring Payment Group Report

The default report shows current day information.

[Export To CSV](#)

From: To: [View](#)

Upay Site ID	Upay Site Name	Processed Transactions	Processed Revenue	Pending Transactions	Pending Revenue
0	Donations	14	\$140.00	0	\$0.00

System Tracking ID	External Trans ID	Payment Method	Name	Installments	Total Revenue
112		Bank Account	adfas asd s	3 of 13	\$30.00
113		Bank Account	gad asd asdf	3 of 25	\$30.00
114		Bank Account	gsdfasdf adf	3 of 25	\$30.00
115		Bank Account	asdfa asd	3 of 25	\$30.00
119		Visa	asdf	2 of 13	\$20.00

You can view additional information on a payment plan on the uPay Recurring Payment Detail Report by clicking the System Tracking ID number.

uPay Recurring Payment Detail Report

[Back To uPay Recurring Payment Group Report](#)

[Export To CSV](#)

From: To: [View](#)

Upay Site ID	Upay Site Name	System Tracking ID	External Trans ID	Payment Method	Name	Number of Installments	Total Processed Revenue	Total Pending Revenue
0	Donations	115		webCheck	asdfa asd	3	\$30.00	\$0.00

Installment	Date	Status	TPG Reference Number	Amount
63	10/6/11	Success	23	\$10.00
64	11/6/11	Success	28	\$10.00
65	12/6/11	Success	33	\$10.00

On the Detail Report, you can view scheduled plan payments by selecting a future date range that includes the scheduled payments. The Status column shows payments that have been processed ("Success") and payments that are scheduled to be processed in the future ("Not Processed").

uPay Recurring Payment Detail Report								
Back To uPay Recurring Payment Group Report								
Export To CSV								
From: 12/1/11		To: 12/13/12		View				
Upay Site ID	Upay Site Name	System Tracking ID	External Trans ID	Payment Method	Name	Number of Installments	Total Processed Revenue	Total Pending Revenue
0	Donations	113		webCheck	gad asd asdf	13	\$10.00	\$120.00
▲▼ Installment	▲▼ Date	▲▼ Status	▲▼ TPG Reference Number	▲▼ Amount				
15	12/6/11	Success	32	\$10.00				
16	1/6/12	Not Processed		\$10.00				
17	2/6/12	Not Processed		\$10.00				
18	3/6/12	Not Processed		\$10.00				
19	4/6/12	Not Processed		\$10.00				
20	5/6/12	Not Processed		\$10.00				
21	6/6/12	Not Processed		\$10.00				
22	7/6/12	Not Processed		\$10.00				
23	8/6/12	Not Processed		\$10.00				
24	9/6/12	Not Processed		\$10.00				
25	10/6/12	Not Processed		\$10.00				
26	11/6/12	Not Processed		\$10.00				
27	12/6/12	Not Processed		\$10.00				

In this case, assume the above screen shot was captured on 12/12/2011. Therefore, installment 15 on 12/6/11 has been processed and shows a status of "Success," while installments 16 through 27 are scheduled for future dates and show a status of "Not Processed."

uPay Posting Status Report

uPay sites that use a posting URL also have a Posting Status Report. The uPay site's site manager, merchant manager, or store accountant can see the site's Posting Status report.

The payment information in this report can be exported by using the "Export to CSV" button.

uPay Posting Status Report					
The default report shows current day information.					
From: 12/11/2008		To: 12/11/2008		View	
Date / Time	External Trans Id	System Tracking ID	Payment Status	Posting URL	Posting Status
2008-12-11 11:32:56.0	A234	2149	Success	http://ec.touchnet.edu/upay/posting.jsp	Complete

The report shows the following columns for each posted transaction.

- **Date/Time**
- **External Trans ID** – this is the unique ID that would be generated by the external site, and appears only if passed by the external site on the link to uPay.
- **System Tracking ID** – this is the Marketplace order number.
- **Payment Status** – always shows successful transactions and also shows cancelled transactions if you require them in your posted data.
- **Posting URL** – shows your posting URL
- **Posting Status** – shows one of these codes.
 - **Processing** indicates posting currently in process.
 - **Complete** indicates a completed, successful post.
 - **Error** indicates that the external site signaled an error while trying to post the payment.
 - **Unknown** indicates that uPay posted the payment data to the posting URL but did not receive a response. This situation may be the result of high network traffic (a timeout may have occurred). It may also mean the campus server was not available.

Note: For TouchNet DataCenter customers, a posting status of Unknown may mean the posting URL was established without the involvement of TouchNet Customer Care. In order for a uPay site to communicate effectively with a posting URL, the TouchNet firewall must be opened for the posting URL. In this situation, please be sure to contact TouchNet Customer Care so that the TouchNet firewall can be configured appropriately for the uPay site.

uPay GL Exception Report

If your Marketplace site is using general ledger reporting, general ledger exceptions occur when data (such as accounting codes) are incorrect or missing or otherwise fail to transfer into the general ledger system. These exceptions are grouped in the Marketplace GL Exception Report. The Marketplace GL Exception Report shows all transactions that failed to transfer data into the general ledger system. By clicking the View link in the Action column, you can view detailed information on the Order Information report for a specific exception.

Marketplace UPay GL Exception Report		
General ledger exceptions occur when data (such as debit or credit account codes) is incorrect, missing, or fails to transfer into the general ledger system.		
Order ID	Message(s)	Action
20	Amount has not been submitted to host system	View

The exception detail page for a selected exception allows you to edit the Accounting Code and then re-submit the transaction information to the general ledger system (or to simply mark the transaction information as completed).

Cashier Id:	UHH		
Host Payment Method Id:	VISA		
Default Accounting Code:	Event Registration		
Shipment Id: 21			
Accounting Code	Event Registration <input type="button" value="v"/>		
Purchase Fulfillment (12/11/2008 10:49:51 AM)			
Amount	Message	Re-Submit	Mark Completed
688.00	(-) Amount has not been submitted to host system	<input type="button" value="↻"/>	<input type="button" value="✓"/>
<input type="button" value="Send"/>			

Important! Never mark an order as complete unless you are sure its revenue has been transferred successfully to the general ledger system. Otherwise, resubmit the data for processing.

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