Business Process Procedures

3.30 WEB RECONCILIATION

Overview These procedures document the steps necessary to reconcile web transaction data, and were developed based on NVCC's current business process.

Key Points Reconciling web transactions is a multi-part process:

1. Gathering PeopleSoft data
2. Gathering Cybersource data
3. Gathering MerchantConnect (NOVA Information Services) data
4. Reconciling the Data and Preparing the Deposit Certificates

Part 1 – Gathering PeopleSoft Data

Detailed Directions

Step 1.1 Referring to the 3.05 ePayment Transaction Log document for specific instructions, navigate to the E-payment transaction log and search for the reconciliation date or date range.

Step 1.2 Print the transaction summary on the Selection Criteria page.

Step 1.3 Navigate to the Totals tab. Print this page.

Step 1.4 Navigate to the Transactions Detail tab. Print this page.

Step 1.5 Minimize the PeopleSoft window and continue with Part 2 below.

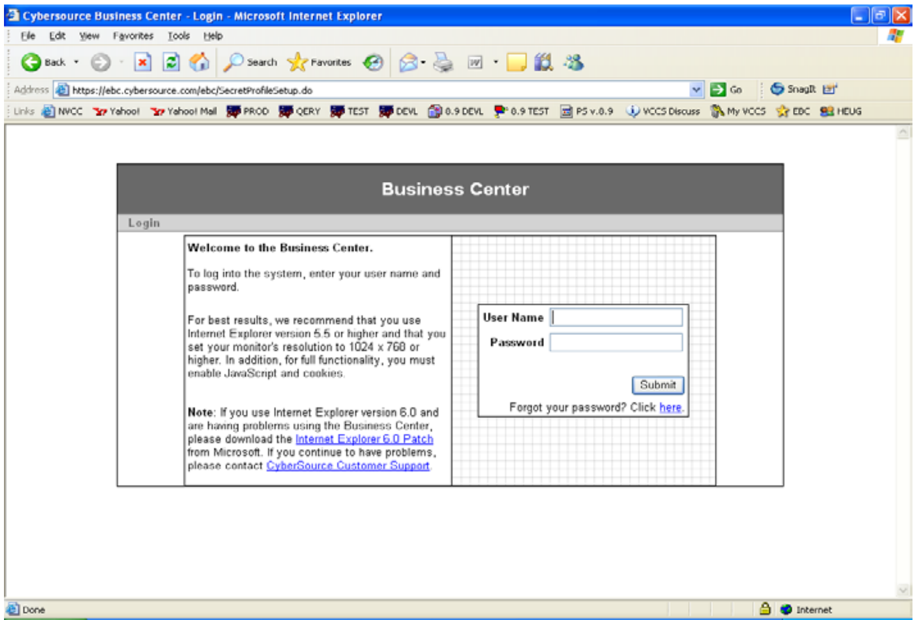
Part 2 – Gathering CyberSource Data

Detailed Directions

Step 2.1 Navigate to CyberSource's Enterprise Business Center using this link: https://ebc.cybersource.com/ebc/login.jsp

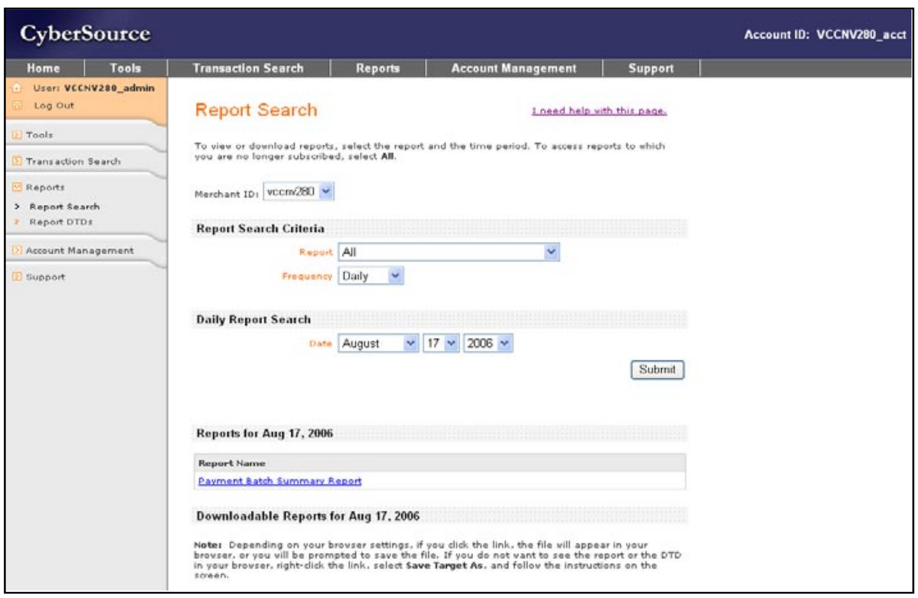
It is strongly suggested that you add this link to your browser favorites.

The following page displays.

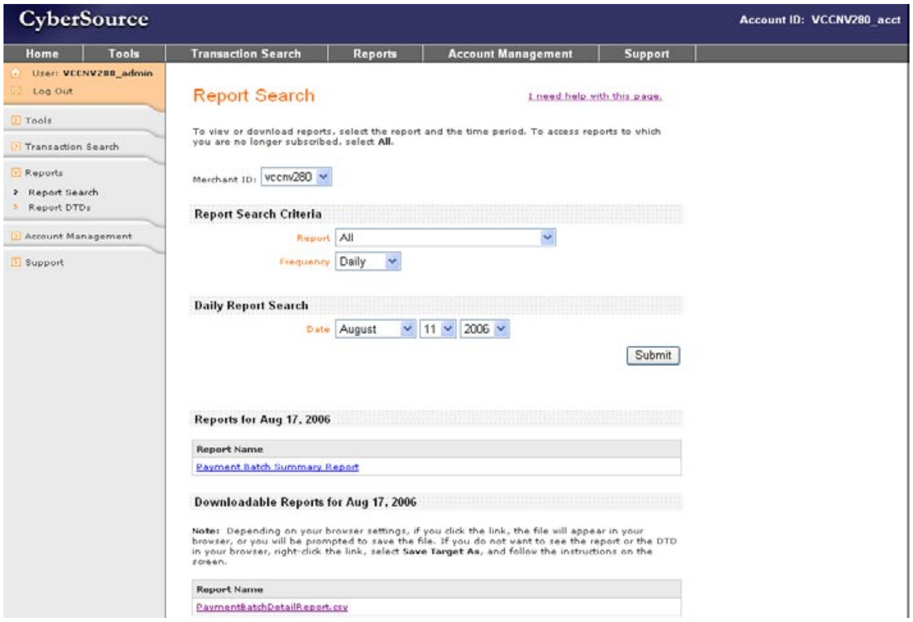


Step 2.2 Sign in to EBC using the User Name and Password established for your college/campus. The following page displays.

Step 2.3 Click  on the dark gray bar towards the top of the page. The following page displays.



Step 2.4 Click Report Search. The following page displays.

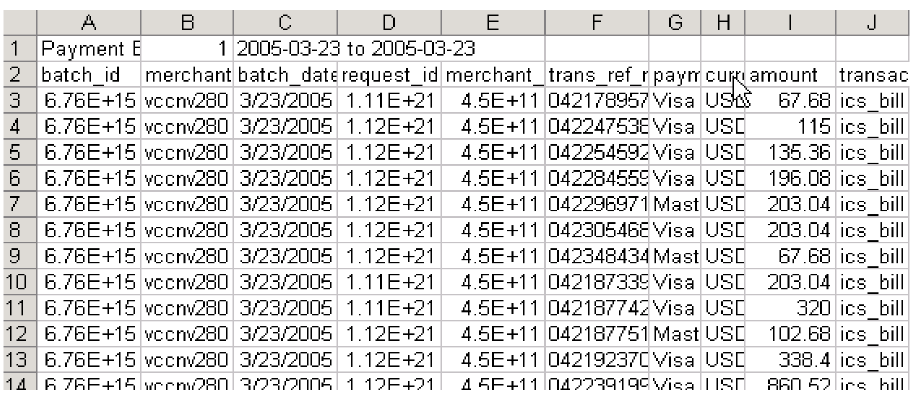


Step 2.5 Accept the Daily Report Search date that appears, or change it to the desired date.

Note Cybersource date is one day later than the date in PeopleSoft – Jan 1, 2004, transactions in PS will be on Cybersource's Jan 2, 2004 report.)

Step 2.6 Click PaymentBatchDetailReport.csv. You will be given a choice to either open the file, or save it for future reference.

Step 2.7 Click Open. An Excel spreadsheet appears.



	A	B	C	D	E	F	G	H	I	J
1	Payment E	1	2005-03-23 to 2005-03-23							
2	batch_id	merchant	batch_date	request_id	merchant_	trans_ref_r	paym	curr	amount	transac
3	6.76E+15	vccnv280	3/23/2005	1.11E+21	4.5E+11	042178957	Visa	USD	67.68	ics_bill
4	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042247538	Visa	USD	115	ics_bill
5	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042254592	Visa	USD	135.36	ics_bill
6	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042284559	Visa	USD	196.08	ics_bill
7	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042296971	Mast	USD	203.04	ics_bill
8	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042305468	Visa	USD	203.04	ics_bill
9	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042348434	Mast	USD	67.68	ics_bill
10	6.76E+15	vccnv280	3/23/2005	1.11E+21	4.5E+11	042187339	Visa	USD	203.04	ics_bill
11	6.76E+15	vccnv280	3/23/2005	1.11E+21	4.5E+11	042187742	Visa	USD	320	ics_bill
12	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042187751	Mast	USD	102.68	ics_bill
13	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042192370	Visa	USD	338.4	ics_bill
14	6.76E+15	vccnv280	3/23/2005	1.12E+21	4.5E+11	042239199	Visa	USD	860.52	ics_bill

Step 2.8 Sort the information using the "Merchant Reference # column E to match the order of the data retrieved from the PeopleSoft Transaction detail tab in Step 1.4 above. (Refer to 14.35 Microsoft Excel Tips for more information on sorting.)

Step 2.9 On the Excel toolbar, click **Data**.

Step 2.10 Click **Sort**.

Step 2.11 Sort By Merchant Reference Number.

Step 2.12 Click **Descending**.

Step 2.13 Click OK.

Step 2.14 Highlight column "I".

Step 2.15 Click $ on menu bar to format the column for currency.

Step 2.16 At the bottom of the $ column, enter the following formula:
@sum(i2..i(the number of lines you have):e.g., @sum(i2..i13).
You may want to widen the column to accommodate the size of the numbers.

Step 2.17 Write at the very bottom of the Merchant Reference Column, the number of transactions for that day. Note: always – 2, since it starts on line 3.

Step 2.18 Print this report (reduce unused or unnecessary columns to fit report on one page.)

Step 2.19 Close Cybersource and do not save.

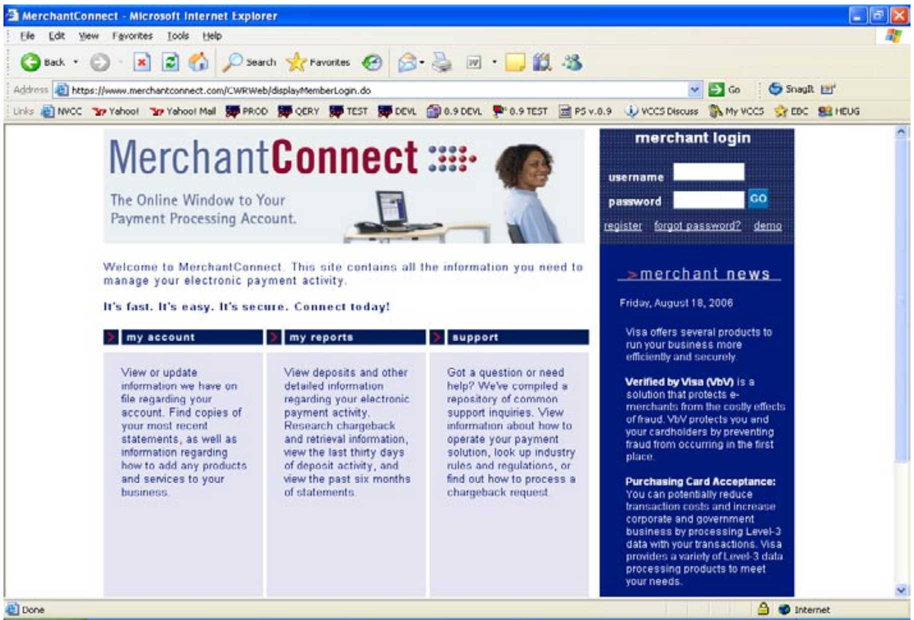
Part 3 – Gathering Merchant Connect Data

Detailed Directions

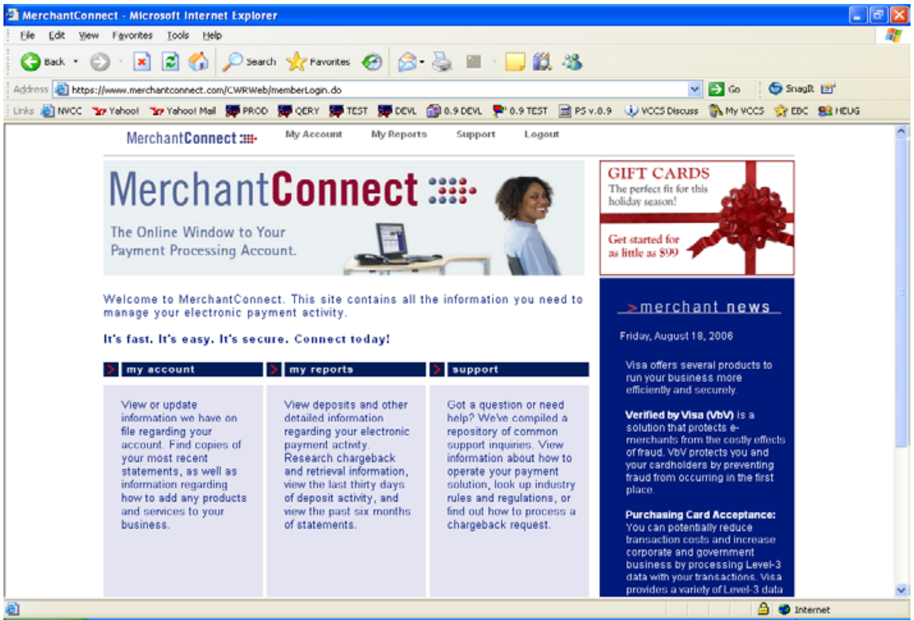
Step 3.1 Navigate to NOVA Information Service's Merchant Connect using this link: https://www.merchantconnect.com/index.asp.

It is strongly suggested that you add this link to your browser favorites.

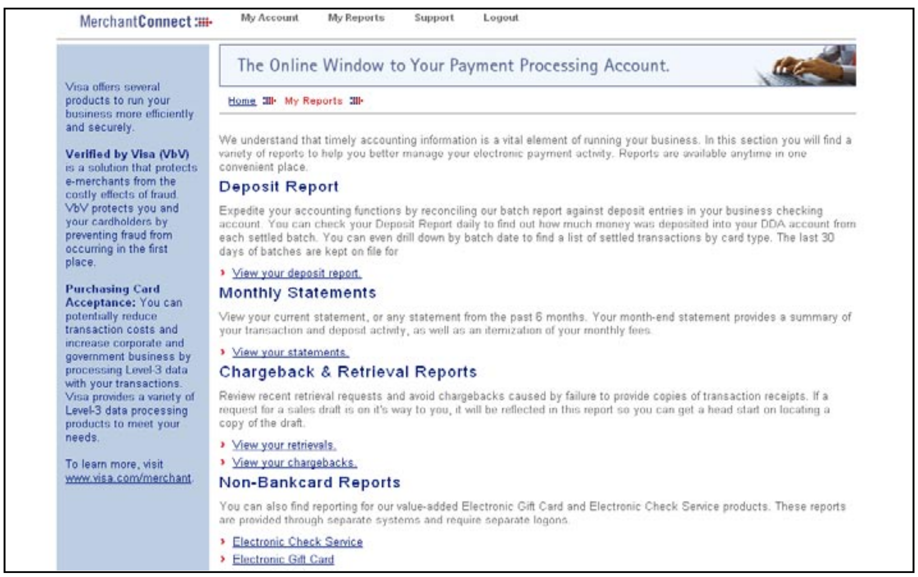
The following page displays.



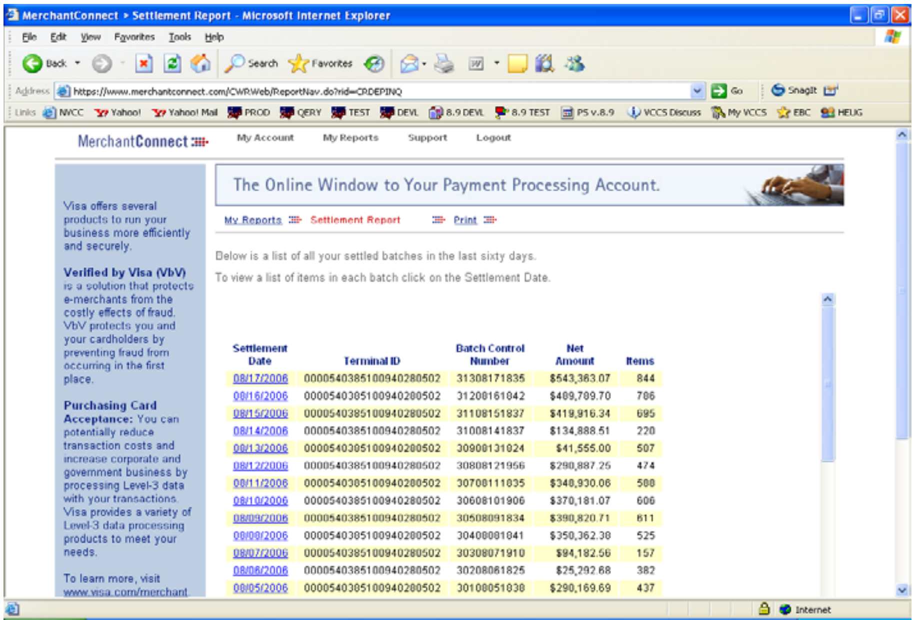
Step 3.2 Sign in to Merchant Connect using the User Name and Password established for your college/campus. The following page displays.



Step 3.3 Click **my reports**. The following page displays.

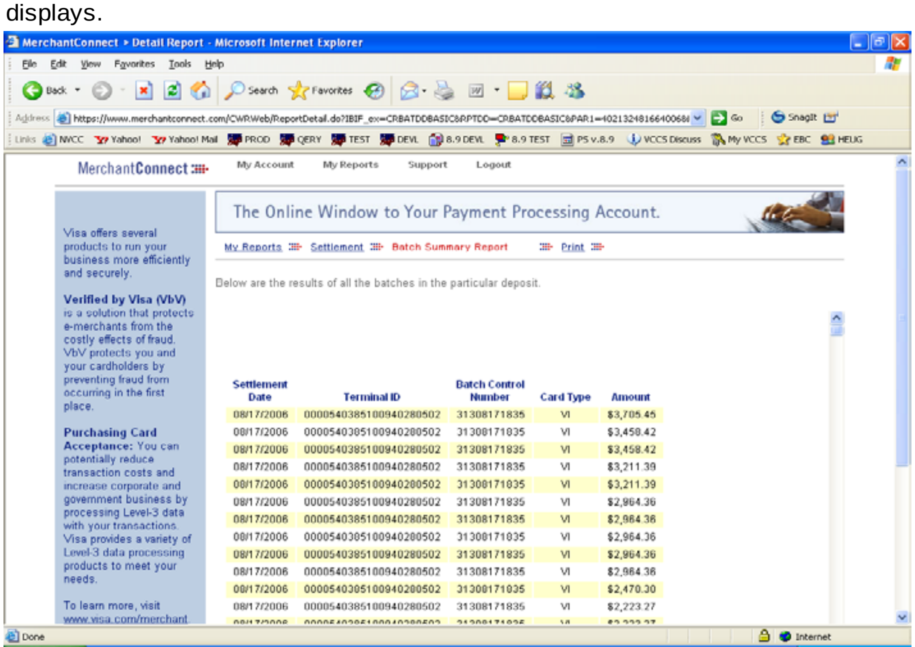


Step 3.4 Click View your deposit report. The following page displays.



The reports are organized by date. Note: MerchantConnect dates will normally reflect the deposit balance one day later than Cybersource's date. (I.e., if Cybersource shows a date of Jan. 2, 2004, that deposit will match MerchantConnect's deposit of Jan. 3, 2004.) Occasionally, the date in MerchantConnect will be the same business day as Cybersource.

Step 3.5 Click on the settlement date to open the desired date's transactions. The following page displays.



Notes The information is sorted by Card Type (AX=American Express, MC=MasterCard, VI=Visa), and then within card type, by amount from largest to smallest.

The information displayed also shows the Terminal ID and the Batch Control Number and amount for each batch. The Terminal ID and Batch Control Numbers will be the same for each transaction. There is no way to identify a specific transaction unless the dollar amount happens to be unique.

Step 3.6 Print the report.

Part 4 – Reconciling the Data and Preparing Deposit Certificates

Detailed Directions for MasterCard and Visa Transactions

Step 4.1 Verify that the amount reported in Cybersource agrees with the amount reported in MerchantConnect.

Step 4.2 Using the Cybersource report (sorted by Merchant Reference #'s) compare the individual transactions to the transactions listed in PeopleSoft (e-payment transaction log, transaction detail tab).

Step 4.3 There may be several items in the PeopleSoft data that do not appear on the Cybersource report. Mark these items as "On PS list; not in Cyber."

Step 4.4 Verify that the remaining items are present on both lists. Ignore those items in the PeopleSoft data that show an "error," "declined," or "pending" message. Also items that show no message (blank) in the "Trans Status" column can be ignored. <u>Cybersource records only those transactions that successfully post and transmit.</u>

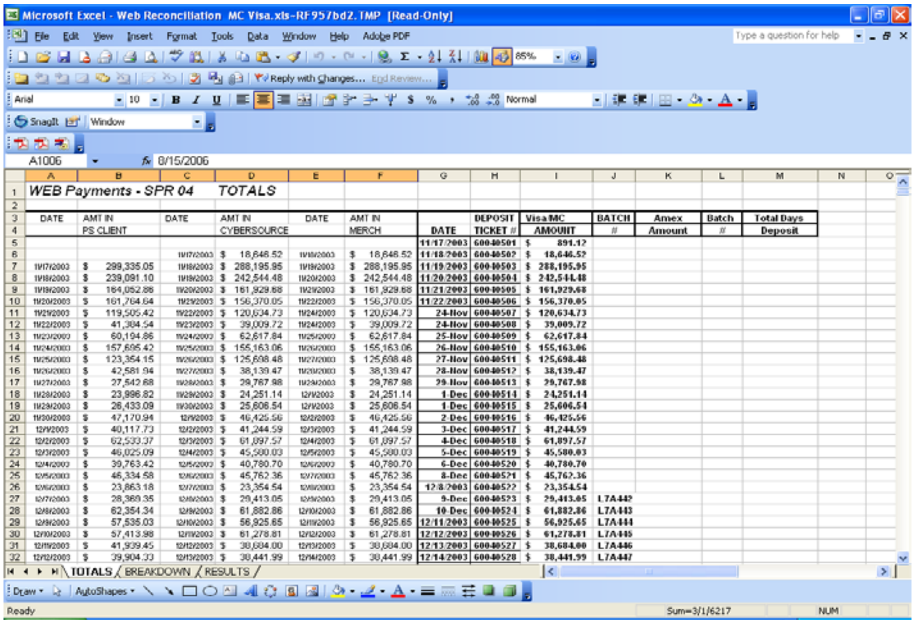
Step 4.5 There may be several items on the Cybersource list that are not in the PeopleSoft data. Mark those items as "On Cyber; not in PS."

A pattern will emerge which shows that the missing items will show up on the next business day's work.

Step 4.6 Discrepancies should be noted and documented for further investigation. Forward those items to the Student Financials Functional Lead – currently Kathy Vessey.

Step 4.7 Make sure to sign out of PeopleSoft when you're done.

Step 4.8 To record the reconciliation information and prepare the deposit certificate, open the Web Reconciliation Sp 04 spreadsheet and navigate to the TOTALS worksheet.



Microsoft Excel - Web Reconciliation MC Visa.xls-RF957bd2.TMP [Read-Only]

A1006 8/15/2006

WEB Payments - SPR 04 TOTALS

DATE	AMT IN PS CLIENT	DATE	AMT IN CYBERSOURCE	DATE	AMT IN MERCH	DATE	DEPOSIT TICKET #	Visa/MC AMOUNT	BATCH #	Amex Amount	Batch #	Total Days Deposit
						11/17/2003	60040501	$ 891.12				
		11/17/2003	$ 18,646.52	11/18/2003	$ 18,646.52	11/18/2003	60040502	$ 18,646.52				
11/17/2003	$ 299,335.05	11/18/2003	$ 288,195.95	11/19/2003	$ 288,195.95	11/19/2003	60040503	$ 288,195.95				
11/18/2003	$ 239,091.10	11/19/2003	$ 242,544.48	11/20/2003	$ 242,544.48	11/20/2003	60040504	$ 242,544.48				
11/19/2003	$ 164,052.86	11/20/2003	$ 161,929.68	11/21/2003	$ 161,929.68	11/21/2003	60040505	$ 161,929.68				
11/20/2003	$ 161,764.64	11/21/2003	$ 156,370.05	11/22/2003	$ 156,370.05	11/22/2003	60040506	$ 156,370.05				
11/21/2003	$ 119,505.42	11/22/2003	$ 120,634.73	11/24/2003	$ 120,634.73	24-Nov	60040507	$ 120,634.73				
11/22/2003	$ 41,384.54	11/23/2003	$ 39,009.72	11/24/2003	$ 39,009.72	24-Nov	60040508	$ 39,009.72				
11/23/2003	$ 60,194.86	11/24/2003	$ 62,617.84	11/25/2003	$ 62,617.84	25-Nov	60040509	$ 62,617.84				
11/24/2003	$ 157,695.42	11/25/2003	$ 155,163.06	11/26/2003	$ 155,163.06	26-Nov	60040510	$ 155,163.06				
11/25/2003	$ 123,354.15	11/26/2003	$ 125,698.48	11/27/2003	$ 125,698.48	27-Nov	60040511	$ 125,698.48				
11/26/2003	$ 42,581.94	11/27/2003	$ 38,139.47	11/28/2003	$ 38,139.47	28-Nov	60040512	$ 38,139.47				
11/27/2003	$ 27,542.68	11/28/2003	$ 29,767.98	11/29/2003	$ 29,767.98	29-Nov	60040513	$ 29,767.98				
11/28/2003	$ 23,896.82	11/29/2003	$ 24,251.14	12/1/2003	$ 24,251.14	1-Dec	60040514	$ 24,251.14				
11/29/2003	$ 26,433.09	11/30/2003	$ 25,606.54	12/1/2003	$ 25,606.54	1-Dec	60040515	$ 25,606.54				
11/30/2003	$ 47,170.94	12/1/2003	$ 46,425.56	12/2/2003	$ 46,425.56	2-Dec	60040516	$ 46,425.56				
12/1/2003	$ 40,117.73	12/2/2003	$ 41,244.59	12/3/2003	$ 41,244.59	3-Dec	60040517	$ 41,244.59				
12/2/2003	$ 62,533.37	12/3/2003	$ 61,897.57	12/4/2003	$ 61,897.57	4-Dec	60040518	$ 61,897.57				
12/3/2003	$ 46,025.09	12/4/2003	$ 45,580.03	12/5/2003	$ 45,580.03	5-Dec	60040519	$ 45,580.03				
12/4/2003	$ 39,763.42	12/5/2003	$ 40,780.70	12/6/2003	$ 40,780.70	6-Dec	60040520	$ 40,780.70				
12/5/2003	$ 46,334.58	12/6/2003	$ 45,762.36	12/7/2003	$ 45,762.36	8-Dec	60040521	$ 45,762.36				
12/6/2003	$ 23,863.18	12/7/2003	$ 23,354.54	12/8/2003	$ 23,354.54	12/8/2003	60040522	$ 23,354.54				
12/7/2003	$ 28,369.35	12/8/2003	$ 29,413.05	12/9/2003	$ 29,413.05	9-Dec	60040523	$ 29,413.05	L7A442			
12/8/2003	$ 62,354.34	12/9/2003	$ 61,882.86	12/10/2003	$ 61,882.86	10-Dec	60040524	$ 61,882.86	L7A443			
12/9/2003	$ 57,535.03	12/10/2003	$ 56,925.65	12/11/2003	$ 56,925.65	12/11/2003	60040525	$ 56,925.65	L7A444			
12/10/2003	$ 57,413.98	12/11/2003	$ 61,278.81	12/12/2003	$ 61,278.81	12/12/2003	60040526	$ 61,278.81	L7A445			
12/11/2003	$ 41,939.45	12/12/2003	$ 38,684.00	12/13/2003	$ 38,684.00	12/13/2003	60040527	$ 38,684.00	L7A446			
12/12/2003	$ 39,904.33	12/13/2003	$ 38,441.99	12/14/2003	$ 38,441.99	12/14/2003	60040528	$ 38,441.99	L7A447			

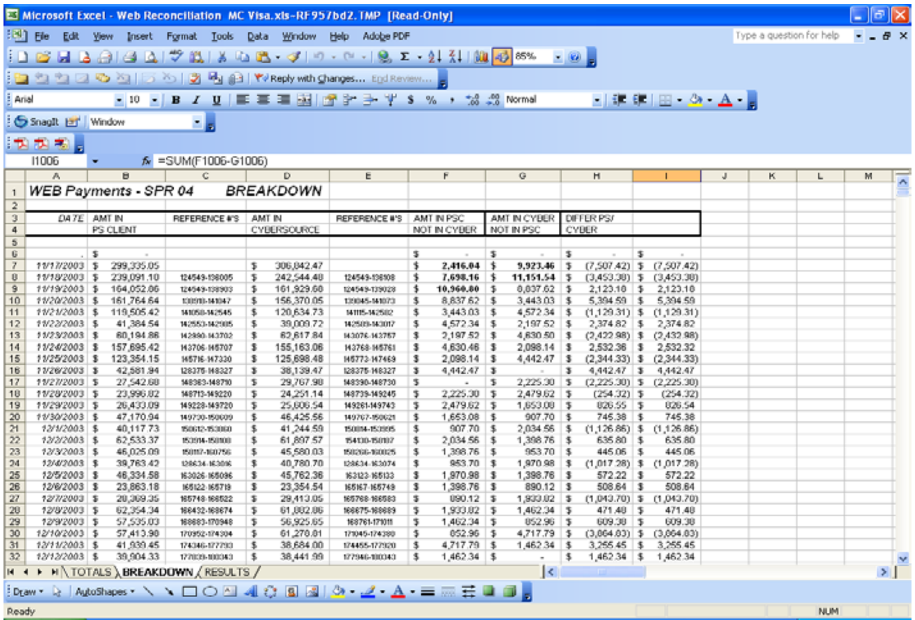
TOTALS / BREAKDOWN / RESULTS

Ready Sum=3/1/6217 NUM

Step 4.9 Enter following information on the TOTALS worksheet, from left to right:

- Date of MasterCard and Visa PeopleSoft transactions
- Dollar amount in PeopleSoft for specified date
- Date in Cybersource
- Dollar amount in Cybersource
- Date in MerchantConnect
- Dollar amount in MerchantConnect
- Date deposit is prepared
- Deposit ticket
- Amount of deposit
- Batch number (this number will run in sequence with all other credit card deposits. The batch numbers will run from 400 – 499, and then start over. The batch number is on the front of the brown deposit folder on the left side of the Fiscal Tech's desk. Cross off the number being used so it won't be duplicated.

Step 4.10 Navigate to the BREAKDOWN worksheet in the same spreadsheet.



WEB Payments - SPR 04 BREAKDOWN

DATE	AMT IN PS CLIENT	REFERENCE #'S	AMT IN CYBERSOURCE	REFERENCE #'S	AMT IN PSC NOT IN CYBER	AMT IN CYBER NOT IN PSC	DIFFER PS/ CYBER	
	$ -				$ -	$ -	$ -	$ -
11/17/2003	$ 299,335.05		$ 306,842.47		$ **2,416.04**	$ **9,923.46**	$ (7,507.42)	$ (7,507.42)
11/18/2003	$ 239,091.10	124549-138005	$ 242,544.48	124549-138108	$ **7,698.16**	$ **11,151.54**	$ (3,453.38)	$ (3,453.38)
11/19/2003	$ 164,052.86	124549-138903	$ 161,929.68	124549-139028	$ **10,960.80**	$ 8,837.62	$ 2,123.18	$ 2,123.18
11/20/2003	$ 161,764.64	138910-141047	$ 156,370.05	139045-141073	$ 8,837.62	$ 3,443.03	$ 5,394.59	$ 5,394.59
11/21/2003	$ 119,505.42	141050-142545	$ 120,634.73	141115-142582	$ 3,443.03	$ 4,572.34	$ (1,129.31)	$ (1,129.31)
11/22/2003	$ 41,384.54	142553-142985	$ 39,009.72	142589-143017	$ 4,572.34	$ 2,197.52	$ 2,374.82	$ 2,374.82
11/23/2003	$ 60,194.86	142990-143702	$ 62,617.84	143076-143767	$ 2,197.52	$ 4,630.50	$ (2,432.98)	$ (2,432.98)
11/24/2003	$ 157,695.42	143706-145707	$ 155,163.06	143768-145761	$ 4,630.46	$ 2,098.14	$ 2,532.38	$ 2,532.32
11/25/2003	$ 123,354.15	145716-147330	$ 125,698.48	145773-147469	$ 2,098.14	$ 4,442.47	$ (2,344.33)	$ (2,344.33)
11/26/2003	$ 42,581.94	128375-148327	$ 38,139.47	128375-148327	$ 4,442.47	$ -	$ 4,442.47	$ 4,442.47
11/27/2003	$ 27,542.68	148383-148710	$ 29,767.98	148390-148730	$ -	$ 2,225.30	$ (2,225.30)	$ (2,225.30)
11/28/2003	$ 23,996.82	148713-149220	$ 24,251.14	148739-149245	$ 2,225.30	$ 2,479.62	$ (254.32)	$ (254.32)
11/29/2003	$ 26,433.09	149228-149720	$ 25,606.54	149261-149743	$ 2,479.62	$ 1,653.08	$ 826.55	$ 826.54
11/30/2003	$ 47,170.94	149730-150609	$ 46,425.56	149767-150621	$ 1,653.08	$ 907.70	$ 745.38	$ 745.38
12/1/2003	$ 40,117.73	150612-153060	$ 41,244.59	150084-153995	$ 907.70	$ 2,034.56	$ (1,126.86)	$ (1,126.86)
12/2/2003	$ 62,533.37	153914-158100	$ 61,897.57	154130-158107	$ 2,034.56	$ 1,398.76	$ 635.80	$ 635.80
12/3/2003	$ 46,025.09	158117-160756	$ 45,580.03	158266-160025	$ 1,398.76	$ 953.70	$ 445.06	$ 445.06
12/4/2003	$ 39,763.42	128634-163006	$ 40,780.70	128634-163074	$ 953.70	$ 1,970.98	$ (1,017.28)	$ (1,017.28)
12/5/2003	$ 46,334.58	163026-165096	$ 45,762.38	163123-165133	$ 1,970.98	$ 1,398.76	$ 572.22	$ 572.22
12/6/2003	$ 23,863.18	165122-165719	$ 23,354.54	165167-165749	$ 1,398.76	$ 890.12	$ 508.64	$ 508.64
12/7/2003	$ 28,369.35	165748-166522	$ 29,413.05	165768-166583	$ 890.12	$ 1,933.82	$ (1,043.70)	$ (1,043.70)
12/8/2003	$ 62,354.34	166432-168674	$ 61,882.86	166675-168689	$ 1,933.82	$ 1,462.34	$ 471.48	$ 471.48
12/9/2003	$ 57,535.03	168683-170948	$ 56,925.65	168761-171011	$ 1,462.34	$ 852.96	$ 609.38	$ 609.38
12/10/2003	$ 57,413.98	170952-174304	$ 61,278.01	171045-174380	$ 852.96	$ 4,717.79	$ (3,864.83)	$ (3,864.83)
12/11/2003	$ 41,939.45	174346-177793	$ 38,684.00	174455-177920	$ 4,717.79	$ 1,462.34	$ 3,255.45	$ 3,255.45
12/12/2003	$ 39,904.33	177809-180343	$ 38,441.99	177946-180343	$ 1,462.34	$ -	$ 1,462.34	$ 1,462.34

Step 4.11 Enter following information on the BREAKDOWN worksheet, from left to right:

- Date of PeopleSoft transactions (the amount of transactions in PeopleSoft and Cybersource will automatically transfer over).
- In column F, enter amount that was in PeopleSoft, but not in Cybersource
- In column G, enter amount that was in Cybersource, but not in PeopleSoft.

You will see a pattern emerge with the dollar amounts, reflecting what was not captured in PeopleSoft one day will be captured the next business day, and what was not captured in Cybersource one day will be captured the next business day.

For example: Cell G9 shows a difference of $8,837.62 recorded in CyberSource on 11/19/03 but not in PeopleSoft. Cell F10 for 11/20/03 shows the difference recorded in PeopleSoft but not in CyberSource is the same -- $8,837.62. These differences are probably transactions that happened near the cutoff time, or have other reasonable explanations as to why they were not posted until the next day.

Step 4.12 After all information is entered, print a copy of the line of deposit information entered. Do not print the entire spreadsheet, as the only information needed is the information for the current deposit(s). After printing, give to Fiscal Tech Sr. for entry in FRS.

Detailed Directions for Anerican Express Transactions

Step 4.13 Open the AmEx Web Deposit Spreadsheet on the secure credit card server.

Separate WEB Deposit Payments for AMEX- SUM 05 TOTALS

PS DATE	AMT IN PS CLIENT	CYBERSOURCE DATE	AMT IN CYBERSOURCE	MERCHANT DATE	AMT IN MERCHANT	DATE OF DEPOSIT	DEPOSIT TICKET #	FRS AMOUNT	BATCH #	GOES W/ WEB BATCH #

Step 4.14 Enter following information on the TOTALS worksheet, from left to right:

- Date of American Express PeopleSoft transactions
- Dollar amount AmEx transactions in PeopleSoft for specified date this amount is (from the NVCC AmEx only spreadsheet printed from PS)
- Date of AmEx transactions in Cybersource
- Dollar amount of AmEx transactions in Cybersource
- Date of AmEx transactions in MerchantConnect
- Dollar amount of AmEx transactions in MerchantConnect
- Date deposit is prepared
- Deposit ticket
- Amount of deposit
- Batch number (this number will run in sequence with all other credit card deposits. The batch numbers will run from 400 – 499, and then start over. The batch number is on the front of the brown deposit folder on the left side of the Fiscal Tech's desk. Cross off the number being used so it won't be duplicated.

Step 4.15 Navigate to the BREAKDOWN worksheet in the same spreadsheet.

AMEX SPREADSHEET BREAKDOWN						
DATE	AMT IN PS	AMT IN CYBER	AMT IN PS NOT IN CYBER	AMT IN CYBER NOT IN PS	DIFFER PS/ CYBER	DIFFER CYBER/ PS

Step 4.16 Enter following information on the BREAKDOWN worksheet, from left to right:

- Date of AmEx transactions in PeopleSoft (the amount of transactions in PeopleSoft and Cybersource will automatically transfer over).
- In column D, enter amount of AmEx transactions that was in PeopleSoft, but not in Cybersource
- In column E, enter amount of AmEx transactions that was in Cybersource, but not in PeopleSoft.
- In column F "Difference in PS/Cyber" and column G "Difference in Cyber/PS, the dollar amounts will be the same.
- After all information is entered, highlight the row of deposit information through Column J for the specific day from the totals sheet. Do not print the deposit information on sheet 2, (breakdown sheet).

Step 4.17 After all information is entered, print a copy of the line of deposit information entered. Do not print the entire spreadsheet, as the only information needed is the information for the current deposit(s). After printing, give to Fiscal Tech Sr. for entry in FRS.