

**eMarket Request & User Guide**

**Page 1.**

Content Page

**Page 2.**

Content Page (cont’d)

**Page 3.**

Introduction to Transact

 Introduction to eMarkets

 Sample Types of Products

**Page 4.**

 Roles

 Requesting eMarket Process

**Page 5.**

 Timeline

**Page 6.**

General Ledger Recording

 Transact Reporting

 Reconciliation

**Page 7.**

 Reconciliation (cont’d)

 Voids/Refunds/Chargebacks

 Fees

**Page 8.**

 PCI DSS Compliance

 Transact & eMarkets FAQs

**Page 9.**

 Transact & eMarkets FAQs (cont’d)

A) Introduction to Transact:

Transact is a versatile third-party platform that provides UMass Boston with various e-commerce services. This system is designed to assist individuals who need to make payments via credit card for products and other items sold online by UMass Boston departments. The Transact system not only improves the end-user experience but also introduces new e-Commerce opportunities for the University.

B) Introduction to eMarkets:

1) Storefronts:

An online storefront enables departments to collect payments for their approved products. The eCommerce team at UMass Boston collaborates with each department to develop an online storefront tailored to their specific offerings, which can be outlined in the ‘eMarket Request Form.’ Once the storefront is approved and ready for use, departments will receive a link to access the eMarket for their purchases. All sites adhere to PCI compliance standards, ensuring secure transactions.

2) Checkouts:

With an eMarket checkout, responsibility for collecting payment information, such as credit card numbers, is handed over to Transact Payments through a hosted and secure checkout environment. This option allows departments to use Transact as a payment channel integrated into existing systems. For additional information, reach out to the Campus Banking team.

C) Sample Types of Products:

With eMarkets, UMass Boston enhances departmental functions across the campus. This system enables departments to request online storefronts or integration with existing systems, allowing them to establish customized spaces for selling:

* Conference Fees
* Membership Fees
* Registration Fees
* Event Tickets
* Workshop Tickets
* Periodical Subscriptions
* Other approved items

D) Roles:

Transact will be under the ownership of the Campus Banking unit and many functions will be centralized through the team. The extent of the role of the departments is in a supportive manner in order to mitigate potential issues. Below is an overview of the roles for each party.

Campus Banking

* Creation of Storefront
* Configuration of Checkout connection
* Reconciliation of clearing account
* Troubleshooting Issues
* Communication with Treasurer’s Office and departments

Department

* Storefront requests
* Reconciliation of payments collected
* Running payment reports
* Reading University PCI Guide
* Completion of PCI training
* Completion of Annual SAQ (for Checkouts)

E) Requesting eMarket Process:

Before submitting a request for an eMarket, a user must consider what type of services they intend to sell, whether they want to have a limited quantity, and what type of information they are going to require from their customers. Departments interested with an eMarket must complete the eMarket Request Form located in the Campus Banking web page. Below are fields to be filled out with additional information:

|  |  |
| --- | --- |
| **Fields To Fill Out:** | **Purpose:** |
| Date | Date of request |
| Contact Information | Main point of contact for Campus Banking for storefront |
| Add Other User | Other potential users to be given access to Transact. If there are other users to be added other than the requestor, please fill out “User Modification Form” in addition to the storefront request form. |
| Item Information | Detailed information regarding item(s) to be sold |
| Chartfield Information | Where items sold will be recorded in GL |

After the form has been filled out, it needs to be signed by the department’s director or an equivalent role, otherwise, the request will be rejected.

Once signed, the request will be sent to Campus.Banking@umb.edu where a Campus Banking employee will respond confirming receipt, and the request will be approved or denied.

F) Timeline:

 Campus Banking will arrange an initial meeting with the department, if needed, to review and discuss the details of the request, and to determine if it can be supported by Transact. Based on this evaluation, a decision will be made on whether to proceed.

Once approved and there are issues, Campus Banking will reach out to the departmental contact provided. Otherwise, the team will work with the controller’s office to confirm the revenue codes provided and continue with the creation and configuration in the “Train” (test) module where it will be configured and tested. In the meantime, Campus Banking will reach out to the Treasurer’s Office to send the training link for PCI and card holder security to the department. Once it has been configured, for Storefronts, the team will reach out to the department to set up a meeting where the Campus Banking team will give a demo, present a sample transaction in the Test environment, and answer other questions the department may have and make last minute modifications. For Checkouts, a meeting with the University QSA (Qualified Security Assessor) must be done in order for the payment flow to be reviewed to ensure it meets PCI DSS requirements.

When both parties are satisfied, Campus Banking will mirror the storefront setup to the Production site where it will be able to take live payments. For storefront requests, both the Transact login and storefront link will be provided to each department when the request is completed. For Storefronts, the department will then work with their dedicated web page editor for their department to post the storefront link to their web page.

All pages on the University website are subject to quarterly vulnerability scans to meet PCI requirements for hosting links to payment services.

Plan accordingly as the creation of a new eMarket Storefront may require **15-30 business days to build and implement**, depending on complexity and testing to ensure payments will process correctly. Creation of eMarket Checkout integrations may require **beyond the 15-30 business days days** timeline, as testing is required between the checkout site and your vendor solution to ensure payments are being processed correctly along with verification from the QSA.

Existing eMarket storefronts may require **7-14 days** for modification and execution.

Note: For multiple items to be sold, please fill out the necessary sections on a separate form to be attached, as specified.

G) General Ledger Recording:

At the back-end process, Transact will generate a batch file at the end of the business day, containing all the transactions where it will be moved within secure channels and finally processed by UITS in Peoplesoft within the same day.

Campus Banking will troubleshoot problems during this process with the appropriate parties.

H) Transact Reporting:

As part of the storefront configuration, the Campus Banking team will modify and create a unique report for the departments containing payment details for their stores. Typically, it will contain the below. For additional information that need to be captured, please let the Campus Banking team know.

* Transaction Date
* Item Code (unique ID for each item sold)
* Operator (Main user)
* G/L Code
* Amount
* Information Fields Collected from Payor

The reports’ function will be easily accessible and is located on the top of the page. The button appears as below:



Also, Campus Banking can set up group reporting where an automated report can be sent at a set time daily. If this is something you’d like, please inform the Campus Banking team, as well.

A Transact report generation job aid is available on the Campus Banking UMB website as a resource, as well.

I) Reconciliation:

Each department has a duty to ensure that the transactions appearing in the Transact report match the entries into the general ledger into the revenue accounts listed. Any discrepancies discovered must be researched and reported to Campus Banking.

To generate a ledger report, search for Review Ledger Information, enter in the chartfield and conduct a search for the transactions and details for the time period selected. The totals of this report must match the Transact report generated.

The most effective way to reconcile payments would be to access the reporting function within the Transact site and search for Daily Paid Item Report and compare it with the report from the general ledger.

A reconciliation job aid will also be available on the Campus Banking UMB website as a resource, as well.

At the end of the month, a Campus Banking staff member will perform a reconciliation for that month’s transactions for all payments. Any unreconciled items will be communicated to the department and rectified.

J) Voids/Refunds/Chargebacks:

Voiding same day transactions prior to 4:00 PM are allowed, please notify Campus Banking of the requests as soon as possible. Otherwise, the transaction can be processed as a refund.

For refunds, please fill out a Refund Request form found on the Campus Banking UMB site and send an email to Campus Banking with the attachment, and it will be forwarded to the Treasurer’s Office to be processed.

UMass Treasurer’s Office will receive chargeback notifications which will be communicated with each department and determined whether to dispute or accept the charge.

K) Fees:

Departments are responsible for credit card fees incurred with their storefronts. These fees are calculated at the end of each month and allocated to each department’s expense accounts.

|  |  |
| --- | --- |
| Types of Fees | **Details** |
| Transaction Fees | $0.061 per transaction |
| Processing Fees | Average 3% per transaction |
| Interchange Fees | Average 3% per transaction |

For checkout integrations, departments are responsible for a fee roughly around $2,100 associated with requesting final approval from the QSA for review of the security of the checkout.

L) PCI DSS Compliance:

UMass Boston is committed to protecting sensitive cardholder information. We adhere to the standards described in the Payment Card Industry Data Security Standards (PCI DSS). The University and its individual merchant account holders are responsible for the security of cardholder data. Any person who has access to this data must complete annual PCI Awareness training and comply with PCI-DSS and University requirements.

For additional information regarding PCI DSS please click on the following link:

[PCI Security Standards Council](https://www.pcisecuritystandards.org/)

[PCI Security](https://listings.pcisecuritystandards.org/pci_security/)

N) Transact & eMarket FAQs:

1. **What types of payment methods can be used?**

Major credit card brands are only accepted (Visa, Mastercard, Discover, Amex).

1. **Do Transact eMarkets have any interactions with student accounts?**

Transact eMarkets have no interactions with student accounts as it is aimed to be used only for revenues collected by departments.

1. **Who else can have access to Transact?**

Only one main point of contact is who is listed in the request form given access to Transact, however, additional users can be given access by submitting a User Modification Form to Campus Banking.

1. **How do I make changes to an existing storefront?**

To request changes to an existing storefront, please fill out the [Storefront Request Form](https://www.umb.edu/media/umassboston/editor-uploads/campus-life/Storefront-Request-Form.pdf) and select the ‘Modify Existing’ option, include the URL and other areas that you would like to have modified. Please refer to the timeline section for modification of storefronts.

1. **How do I know what I’m trying to sell is supported by Transact?**

Please reach out to Campus Banking to discuss viability.

1. **Can we sell merchandise?**

Currently, sale of merchandise is not allowed. However, it may be revisited later. If you are interested in sale of merchandise, please contact Campus Banking on future changes.

1. **Who do I reach out to for any questions regarding Transact & eMarkets?**

For any questions or queries, please contact Campus.Banking@umb.edu.

1. **Is the storefront mobile compatible?**

 The storefront link can be accessed through a mobile device.

1. **Where can I post the storefront URL Link?**

Please add the URL link to your UMB web page where payer can be directed to for use and for added security.