

How Do I.... Payment Cards

(MerchantConnect/Converge - EPay/ CommerceManager/Nelnet - SLATE)



Finance Area:

[Vice President for Finance](#)

Responsible or Contact Office/Role:

[Financial Reporting & Operations \(Payment Card Services\)](#)

Review Date:

January 17, 2019

Purpose: Find what access I need

Administrator:

- If you are an administrator, usually none. You are not making GL entries to record revenue. You are not reconciling GL projects or PTAO's. You do not need to see individual transactions.
- What you need to know is, who is, and how do you get access for them and what access that they need.
- You may want to become familiar with the options explained in "[Credit Card Reporting Systems](#)" and "[New Credit Card Merchant](#)". These documents will explain where information lives, how to get to it and what to consider.

I AM....[Recording revenue into the GL from a Clearing Project](#)

- You will need Oracle, GL Specialist responsibility
- You will need access to Elavon's reporting system's MerchantConnect.com
 - See Revenue [Recognition of Credit Card Revenues](#).

I AM...[Reconciling the GL Clearing Projects](#)

- These instruction illustrate the actual reconciliation process. Verifications of GA reconciliation are made through [Recon@](#).
- You will need UBI access to the GL Current report.
 - See [Recon for Clearing Projects](#) for departments with Clearing Projects
 - See [Recon for Revenue](#) for departments posting directly into a single GL revenue project.
 - See Policy [FIN-023 Reconciling Departmental Accounting Records](#)
 - See [Monthly General Ledger \(GL\) Reconciliation Procedure](#)

I AM....[Project Manager for a EPAY account](#)

- You will need access into [CommerceManager Reporter](#)

I AM....[responsible for EPAY reporting and issuing credit to a customer's account](#)

- You will need access into [CommerceManager CSR](#).

I AM....[Reconciling a GL Revenue Project where payment card entries are posted](#)

- You will need access to [MerchantConnect.com](https://www.merchantconnect.com) for either Settlement and Batch information or the monthly statement.
- UBI report [GL Recon Detail](#) report. Instructions are in both RECON procedures.
- You may need report [Cash Balance by Project in UBI](#)

See the ReconUVA Website for the [GL Recon Procedure](#).

I AM....Reconciling a Revenue Project where EPay ACH transactions are posted

You will need all of the above and;

- EPay-Commerce Manager Reporter access
- See instructions – [Recon for Revenue](#).
- See instructions – [Recon for Clearing Project](#).

I AM....responsible for CH disputes and chargebacks

Disputes and Chargebacks are forwarded directly to the department by Elavon for VISA/MasterCard/Discover charges. AMEX will be forwarded through Payment Card Services and answered back through PCS.

- Start with Elavon https://www.merchantconnect.com/CWRWeb/tech_support.do and Chargeback Overview.
- Click here for [AMEX guidelines](#), see Chapter 11 “Chargebacks and Inquiries”

I AM....the local IT person or web developer who manages the webpages

- See [Website requirements](#) in the PCI section of this website
- See [Swipe Terminal vs Web Processing](#) the this section of the website
- See [PCI DSS Standards](#) document
- See [UVA Collab](#)
- See [UVA Communications](#) for some UVA website requirements.

I AM....responsible for reconciling a SLATE account

- Central Admissions reconciles SLATE and provides the department with detail from SLATE. However if you need to reconcile the bank deposits to MerchantConnect to SLATE, follow these [SLATE Instructions](#).

I AM.....responsible for eStore out of Nelnet

- Most departments rely exclusively on the reporting out of eStore to fulfill orders. Payment are processes through an Elavon product Converge where additional transactions data is available. Your project manager will provide access to your eStore platform. To reconcile the data in eStore to MerchantConnect and/or Converge, see [Transaction Reconciliation with Elavon and Third-Party Data](#).