Marketplace: Looking up a Payment in uPay

Looking up payments will help a uPay manager answer specific questions about a specific item or purchase.

Questions? Contact Amy Holter in Business Services at aholter@macalester.edu
1. Use the following information to login to the UCommerce uStore site: https://secure.touchnet.com/ucommercesentral

2. Enter your username and password that have been provided to you by Business Services.
Once you are logged-in you will see the page below. Go to OPCenter > Marketplace

On the left hand side there will be some titles. Your Department/group name will be in these titles. In this example above it is Finance Department.
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:

- **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.

<table>
<thead>
<tr>
<th>System Tracking ID</th>
<th>Order Date</th>
<th>Customer Name</th>
<th>Customer E-Mail Address</th>
<th>External Transaction ID</th>
<th>Amount</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>11/06/2008, 10:10:00 AM</td>
<td>Ron Stillwagon</td>
<td><a href="mailto:rs@touchnet.com">rs@touchnet.com</a></td>
<td></td>
<td>25.00</td>
<td>Visa</td>
</tr>
<tr>
<td>9</td>
<td>11/07/2008, 11:43:44 AM</td>
<td>R Trujillo</td>
<td><a href="mailto:rtrujillo@touchnet.com">rtrujillo@touchnet.com</a></td>
<td></td>
<td>6,000.00</td>
<td>Visa</td>
</tr>
<tr>
<td>10</td>
<td>11/11/2008, 03:55:37 PM</td>
<td>Aaron</td>
<td><a href="mailto:aaron.wavle@touchnet.com">aaron.wavle@touchnet.com</a></td>
<td></td>
<td>100.00</td>
<td>Visa</td>
</tr>
<tr>
<td>19</td>
<td>12/11/2008, 10:39:32 AM</td>
<td>John Doe</td>
<td><a href="mailto:gjohnson@touchnet.com">gjohnson@touchnet.com</a></td>
<td></td>
<td>250.00</td>
<td>Visa</td>
</tr>
<tr>
<td>20</td>
<td>12/11/2008, 10:49:11 AM</td>
<td>John Doe</td>
<td><a href="mailto:gjohnson@touchnet.com">gjohnson@touchnet.com</a></td>
<td></td>
<td>500.00</td>
<td>Visa</td>
</tr>
</tbody>
</table>
**Reviewing Payment Details**

The Payment Details view includes a top "Order Details" section, a middle "Pending Payments" section, and a bottom "Completed Payments" section.

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.