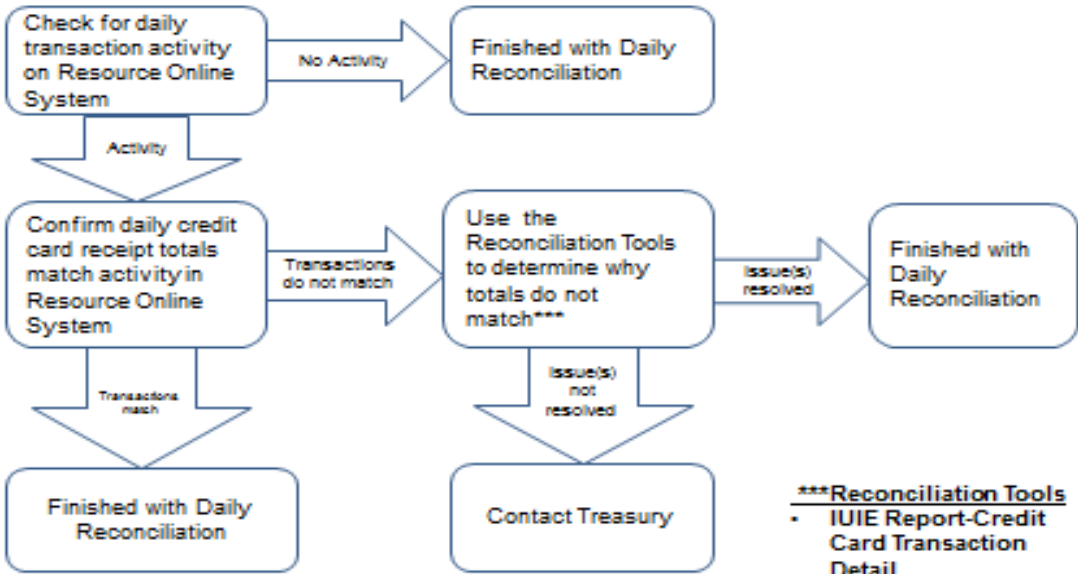


Accounting for Credit Card Transactions

Tips and Tools for Reconciling
Credit Card Terminals and IU Pay Plus

Quick Reference Flow Chart for Daily Reconciliation Process

The Daily Reconciliation Process



NOTE: The action steps shown in this flow chart map the process of what it means to reconcile daily. For audit purposes log daily results.

- ***Reconciliation Tools**
- IUIE Report-Credit Card Transaction Detail
 - IUIE Report-IU Pay Plus transaction
 - KFS General Ledger

Use this quick reference guide to assist you with determining what actions you will need to take to complete your daily reconciliation steps.

See page 13 for the steps to access the Vantiv IQ online system.

Accounting for Transactions

Each card transaction must be accounted for; however, you will not need to prepare any Kauli Financial System (KFS) documents to book payment card transactions as income. All IU merchants are set up with an automatic feed into the general ledger (GL). The income will flow into the account number and object code that was provided when setting up your merchant account. If at any time a Merchant wishes to use a different account number or object code, the fiscal officer should submit a request using this [form](#) and we will have the data changed. It is the merchant's responsibility to ensure that the data is correct. It is important to keep the receipts from all transactions and the end of day batch totals for this purpose.

Reconciling payment cards should be done on a daily basis you do not have to wait until the end of the month in order to balance your payment card transactions to the GL. You can look up the monies deposited into your KFS account at any time by following the steps below:

- a. Sign onto One.IU.
- b. Choose Kuali Financial System.
- c. Go to Balance Inquiries. (should have to authenticate)
- d. Click on General Ledger Balance.
- e. Enter the income account, sub account, object code, and sub object code you wish to query.
- f. Click on Search.
- g. The General Ledger Entry Screen should appear listing all of the transactions under the account information you provided.

The data will appear as a line item with the document type of CCAD. The document number identifies our processor and the date of the data transmission, not the transaction date (i.e. VAN160402 identifies a Vantiv transmission on ([yy/mm/dd] 16/04/02). The date shown under the dollar amount is the transaction date that is fed into the GL and will match the date from the document number. It will be later than when you ran the actual transactions, as the information is fed into the GL between one or two business days later depending on your settlement.

The detail, which makes up the total daily summary amount in the GL, can be obtained by running a query from the Indiana University Information Environment (IUIE). The availability of this detail will assist you in knowing the exact transactions (both debits and credits) that make up the feed into the GL and the monies that were deposited into your GL Income Account.

- [Credit Card Transaction Details](#)

For reconciling, you have your end of day receipts, the amount fed into KFS, and the detail of the transactions that make this amount. If these figures do not agree at any time, you must contact Payment Card Services. Your role as a merchant is to reconcile the data daily to your KFS account and to work with Payment Card Services in solving any differences when you uncover them daily and not later than within 60 days of the occurrence.

Each merchant should access their monthly statements directly from the Vantiv IQ system for reconciliation purposes showing each batch submitted. It is your responsibility to verify that this information is correct. See page 13 for steps to access the Vantiv IQ system.

Note: all underlined words are links. To access the link visit the Treasury website at: <https://treasurer.iu.edu> . Then click on e-Business, **Accounting for Credit Card Transactions**.

Treasury Reconciling References

Merchant Agreement: Below are sections of the merchant agreement that reference activities associated with reconciling credit cards.

4. Settlement.

4.1 Submission of Transaction Data. Failure to transmit Transaction Data to Processor within one (1) business day following the day that such Transaction originated could result in higher interchange fees and other costs, as well as increased Chargeback's. Unless Merchant has notified Treasury on its Application or Treasury has otherwise agreed in writing in advance, Merchant shall not submit Transactions for processing until (a) the Transaction is completed;(b) the goods are delivered or shipped;(c) the services are performed; or (d) Merchant has obtained the Customer's consent for a recurring Transaction. Processor may from time to time contact Customers to verify that they received goods or services for which Transactions have not been submitted. Processor reserves the right to refuse to process any Transaction Data presented by Merchant if Processor reasonably believes that the Transaction may be uncollectible from the Customer or was prepared in violation of any provision of this Agreement, applicable law, or the Payment Brand Rules. For all Transactions, Processor will submit Merchant's Transaction Data to the applicable Payment Brands.

4.2 Merchant's Settlement Account. The daily sales will automatically settle into the appropriate bank account designated by Treasury. This information is automatically fed into Indiana University's Kauli Financial System (KFS). Income and the associated processing fees are placed into a valid IU KFS account number(s). The posting will occur Sunday through Friday. Any changes to the KFS account number(s) must be requested by the Fiscal Officer for that account via Treasury's Credit Card [General Ledger Accounting Change Form](#)

5. Accounting and Reconciling.

5.1 Accounting. Processor will supply a detailed statement reflecting the activity of Merchant's account(s) by online access and Merchant shall ensure that any online access to such statements is secure. If Merchant believes any adjustments should be made with respect to Merchant's Settlement Account, Merchant must notify Treasury via the online [Treasury Research System](#) in writing no later than 60 days after any such adjustment is or should have been affected. Failure could result in loss of funds.

5.2 Reconciling. It is the responsibility of the Merchant to reconcile the settlement amount in the IU general ledger (via the Indiana University Information Environment IUIE) to the credit card receipts and the Merchant Billing Statement provided by Processor. **Reconciling must be done on a daily basis.** Any discrepancies are the responsibility of the Merchant to reconcile. If Merchant is unable to reconcile any discrepancy, Merchant should notify Treasury, Payment Card Services immediately.

Treasury Policy: Below is an excerpt from VI-120 Processing Revenue, VI-110

Accepting Electronic Payments.

"Ensure timely recording of transactions and expedite the prompt reconciliation of general ledger and bank accounts."

Reconciling for Stand Alone Credit Card Terminal Payments

Terminal Transaction Detail or Summary Reports

If you manually settle your terminal each day then you will want to do either a Detail or Summary report. The Detail Report is a listing of every transaction. The Summary Report is a listing of just totals by card type. You will use these reports to verify that you have all receipts that were processed in the terminal. You will need this information to answer the questions about totals when you do the settlement.

IJPLI ACCTNG RECORDS
 980 INDIANA AVE
 02/15/16 14:48
 Batch #: 046001
 TID: 001 Bank ID: 1340
 MID: 000022808816

DETAIL REPORT
Credit/Debit/EBT

ACCT#	TT	CTYP	RETURN/VOID	AUTH#
REF#	CLRN#	CONBACK	SALE	TIP
EM	INVR/POS		TOTAL	
*****7866				078912
CSALE	VI	10.00	10.00	01.00
0000042 0		10.00	10.00	10.00
S			10.00	01.00
*****7866				077425
CSALE	VI	10.00	10.00	10.00
0000042 0		10.00	10.00	10.00
S			10.00	10.00
*****7866				087744
CSALE	VI	10.00	10.00	11.00
0000042 0		10.00	10.00	10.00
S			10.00	11.00
*****7866				24
CRDN	VI	10.00	10.00	10.00
0000047 0		10.00	10.00	10.00
S			10.00	10.00
*****7866				24
CRDN	VI	10.00	10.00	10.00
0000047 0		10.00	10.00	10.00
S			10.00	10.00

Summary Report

VISA		
Sales	3	\$2.99
Tax		\$0.00
Returns	2	-\$1.78
Voids	0	\$0.00
Total	5	\$1.21

GRAND TOTALS

Sales	3	\$2.99
Tax		\$0.00
Returns	2	-\$1.78
Voids	0	\$0.00
Gift	0	\$0.00
Total	5	\$1.21

END OF REPORT

You should have transaction receipts that reflect (match) the totals on this report.

Terminal Settlement Report

If you let the terminal auto settle then each morning you will have a settlement report on your terminal. You can use this to verify the previous day's receipts that were processed in the terminal. The settlement report confirms that the previous day's transactions have been submitted to Vantiv.

SETTLEMENT SUCCESSFUL
00 ACCEPTED
HOST TOTALS
BALANCE
Sales 0 \$0.00
Returns 0 \$0.00
IU PAYMENT CARD SERVICES
400 E 7TH ST
03/10/16 13:43
Batch #: 070004
TID: 001 Bank ID: 1340
MID: 000022808113

Summary Report

VISA		
Sales	1	\$0.09
Tax		\$0.00
Returns	0	\$0.00
Voids	1	-\$0.09
Total	0	\$0.00

GRAND TOTALS

Sales	1	\$0.09
Tax		\$0.00
Returns	0	\$0.00
Voids	1	-\$0.09
Grand Total	0	\$0.00

END OF REPORT

03/10/16 13:44

EMV STATISTICS REPORT

CHIP CARD READ FAIL	0
PIN ENTRY ERROR	0
OFFLINE FUNDS DECLINE	0
TECHNICAL FALLBACK	0

END OF REPORT

Your report should reflect the following:
Settlement Successful

Once you have verified that all your transactions match your credit card terminal detail report and your settlement reports. You can then match them to your IUIE Report-Credit Card Transaction Details report which is populated by the information that comes from Vantiv or you can use the Vantiv IQ system to verify transaction (see page 13).

IUIE Report-Credit Card Transaction Details

To access this report use the following steps which should take you to a report that looks like the example below:

Your Credit Card Transaction Detail report (**which is populated by Vantiv**)

- Log into One.IU
- Click IUIE Reports
- Should be on Master Catalog
- Click on “Kuali Financial”
- Click on “General Ledger”
- Click on “Other Queries”
- Click on “Credit Card Transaction Details”
- Enter your “Merchant number”
- Enter date range
- Under “Select the Output Format” select “MS Excel”
- You will be asked if you want to “open” or “save” select “open”, select “open”.

Credit Card Transaction Details

Last Refresh Of Referenced Data:
04/16/2014 00:03:58 - FP_CR_CARD_VNDR_T

[Instructions](#) [Security Information](#)
[Report Object Help](#)

Specify Parameter Values to Restrict Output

Merchant Number

Beginning Transaction Date (MM/DD/YY)

Ending Transaction Date (MM/DD/YY)

Show Batch Subtotals

Select the Output Format

MS Excel (XLS)

Plain text (TXT)

Word-RTF

Select the Output Destination*

Wait

Send to Completed Reports

Push to

(comma separated usernames)

Scheduled Job Details: Not Scheduled
To schedule this report object, first save it to your personal catalog
by clicking 'Save Settings'

The report will download; click on the download. The next screen that appears is the Detailed Credit Card Transaction Query. Tabs at the bottom of page help you navigate to the Summary, Credit Card Transactions, GL Transactions (view below-deposits to your GL account), & Report Parameters.

Post Date	Document #	Description	Amount	Sequence #
03/04/2016	VAN160304	AUTOMATIC DEPOSIT MC	0.02	1
03/04/2016	VAN160304	AUTOMATIC DEPOSIT VI	-0.02	2
daily total:			0.00	
03/08/2016	VAN160308	AUTOMATIC DEPOSIT VI	0.03	1
daily total:			0.03	
03/13/2016	VAN160312	AUTOMATIC DEPOSIT VI	-0.01	1
daily total:			-0.01	
03/15/2016	VAN160315	AUTOMATIC DEPOSIT VI	0.01	1
daily total:			0.01	
03/22/2016	VAN160322	AUTOMATIC DEPOSIT VI	-0.09	1
daily total:			-0.09	
04/01/2016	VAN160401	AUTOMATIC DEPOSIT VI	0.02	1
daily total:			0.02	

These deposits should match what is in your general ledger account.

Financials KFS

General Ledger Entry Lookup

General Ledger Entry Lookup ?																
Fiscal Year	Chart Code	Account Number	Sub-Account Number	Object Code	Sub-Object Code	Balance Type Code	Object Type Code	Fiscal Period	Document Type	Origin Code	Document Number	Transaction Ledger Entry Description	Transaction Ledger Entry Amount	Debit Credit Code	Transaction Date	Organization Document Number
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160312	AUTOMATIC DEPOSIT VI	0.01	D	03/11/2016	2808113
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160315	AUTOMATIC DEPOSIT VI	0.01	C	03/14/2016	2808113
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160304	AUTOMATIC DEPOSIT MC	0.02	C	03/03/2016	2808113
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160304	AUTOMATIC DEPOSIT VI	0.02	D	03/03/2016	2808113
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160308	AUTOMATIC DEPOSIT VI	0.03	C	03/07/2016	2808113
2016	UA	6812805	-----	1800	---	AC	IN	09	CCAD	VT	VAN160322	AUTOMATIC DEPOSIT VI	0.09	D	03/21/2016	2808113

These totals should match the automatic deposit totals on the IUIE Detailed Credit Card Transaction Query.

You can look up the monies deposited into your KFS GL account at any time by following the steps below:

- a. Sign onto One.IU,
- b. Then click on Kauli Financial System.
- c. Go to Balance Inquiries.
- d. Click on General Ledger Balance.
- e. Enter the income account, sub account, object code, and sub object code you wish to query. Click Search.
- f. The General Ledger Entry Lookup screen (example above) should appear listing all of the transactions under the account information you provided.

Reconciliation for IUPayPlus Payments

Pull your **IUIE Basic: KFS IUPay Plus Daily Transactions** report (which is populated by the **Nelnet** system)

- Log into One.IU
- Click the tab “Services”
- Click “Administrative Systems” on the left sidebar
- Click “IUIE”
- Click “Master Catalog” “under Quick Links”
- Open the “Ecommerce” folder
- Open the “IU Pay (TPP) folder”
- Click on “KFS IUPay Plus Daily Transactions”
- Enter your “Order Type (Department Code)” in the text field
- Enter a transaction date
 - 01/01/2014 for a single day
 - >01/01/2014 for a range larger than a specific date
 - 01/01/2014..02/01/2014 for specific date range
- Select “All Columns”
 - You can modify this once you establish what data is needed to reconcile
- Scroll down towards the bottom right, under “Maximum Number of Rows...” select “No Limit”
- At the bottom of the page, click on “Run”
- You will be asked if you want to “open” or “save” select “open”, select “open”. This report will have your transaction details. Transaction definitions are as follows:
- Transaction Type
 - 1 = Credit Card – Payment
 - 2 = Credit Card – Refund
- Transaction Status will show the status of the payment
 - 1 = Credit Card - Accepted Payment/Refund
 - 2 = Credit Card – Rejected Payment
 - 3 = Credit Card – Error with the Payment/Refund (invalid zip, address format, etc.)
 - 3 = Credit Card – Unknown Payment/Refund

Basic: KFS IUPay Plus Daily Transactions

Last Refresh Of Referenced Data
 - WFS_KFS_DLY_TRN_V ▼

[Security Information](#)
[Report Object Help](#)

[Instructions](#)

[Security Information](#)
[Report Object Help](#)

Specify Parameter Values to Restrict Output

<u>Chart of Accounts code</u>	<input type="text"/>	
<u>Organization Code</u>	<input type="text"/>	
<u>Item Type Code</u>	<input type="text"/>	
<u>Order Type (Department Code)</u>	<input type="text"/>	Wildcards Allowed
<u>Transaction Date</u>	<input type="text"/>	

Select Columns to Include

All Columns

Selected Columns

Transaction Entry ID

Original Transaction Id

Include Column Names?

Yes

No

Sequence Number

Transaction Type

NOTE: Reconciliation should be conducted daily.

IUIE IU PAY PLUS Transaction Report

Your report should look like this below.

Note: The transaction cut off time is 4pm. Any transactions after that time will be on the next day's business.

A	C	D	E	F	G	H	I	J	L	M	N	O
Transaction En	Original Tr	Transactio	Transactio	Transaction	Total Amount	Transactio	Transaction	Transaction	Transaction	Transaction	Transaction	Transaction
317		1	1		15 VISA	1/27/2014 0:00	1/27/2014 0:00	1/28/2014	27870	Approved		
646		1	3		40 VISA	3/30/2014 0:00	3/31/2014 0:00	3/31/2014		Invalid AVS ZIP Code [273-0862]		
647		1	1		40 VISA	3/30/2014 0:00	3/31/2014 0:00	3/31/2014	6890	Approved		

To reconcile means you need to make sure you compare your **IUIE Basic: KFS IUPay Plus Daily Transactions (which is populated by the Nelnet system)** report to your **IUIE Credit Card Transaction Detail** report (which is populated by Vantiv) by following the steps below:

- Log into One.IU
- Click the tab "Services"
- Click "Administrative Systems" on the left sidebar
- Click "IUIE"
- Click "Master Catalog" "under Quick Links"
- Click on "Kuali Financial"
- Click on "General Ledger"
- Click on "Other Queries"
- Click on "Credit Card Transaction Details"
- Enter your "Merchant number"
- Enter date range
- Under "Select the Output Format" select "MS Excel"
- You will be asked if you want to "open" or "save" select "open", select "open".

The final step is to make sure your income from your transactions has actually reached your general ledger account which is located in the Financials (KFS). See page 9 for steps to access the general ledger.

The reconciliation process is complete.

Processing Refunds for IUPay Plus Transactions

Processing refunds for IUPay Plus transactions is a one step process:

1. Click on the following link: https://quikpayasp.com/iu/commerce_manager/csr.do
2. Login using the appropriate login information.

Login Name: use your IU network ID
Password: sent in separate email

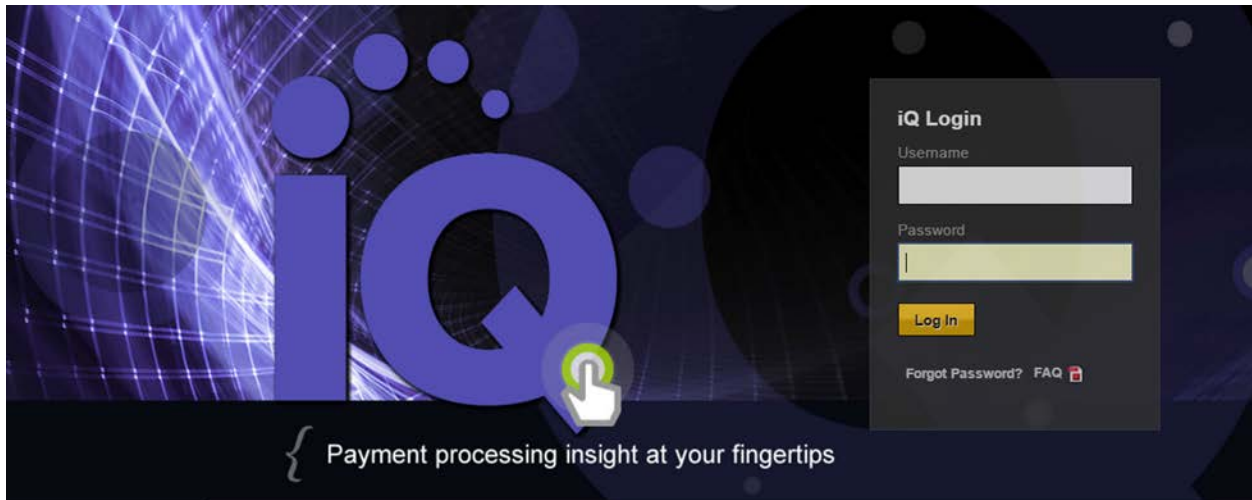
3. From the Message Board, click on Find Transaction in the left column. This will bring up a search screen.
4. On the search screen, provide the information that you have regarding the transaction and click search. The quickest and easiest way to locate a transaction is to use the seven-digit Confirmation Number (Original Transaction ID in the IUIE report) that is generated at the time of the transaction.
5. Depending on how you searched, you will either be presented with a list of matching transactions or the Transaction Details for the transaction you are trying to refund. If you are presented with a list, locate the transaction you are looking for and click on the magnifying glass in the Detail column to pull up the Transaction Details page.
6. Once on the Transaction Details page, verify that this is the transaction you wish to refund.
7. Then click the Refund button in the lower right corner.
8. The Enter Refund Information page will appear. Confirm the data one more time and enter the Refund Amount in the box. Click Continue. **NOTE:** You may only refund up to the original dollar amount of the transaction. You may refund less if a partial amount is due. You may not refund more than the original transaction.
9. The Refund Confirmation page will appear. This is your last opportunity to verify that you are processing the correct refund. Click Confirm to continue.
10. The screen will flip to Processing Refund and then to a Refund Receipt. You may print this page for your records if needed.
11. Log out using the Log Off function on the far right of the red IU header bar.

Vantiv IQ Online System

Merchants should use the Vantiv IQ system for their daily transaction reconciling, for their monthly statements, as well as for their chargebacks and ticket retrievals.

Accessing the system

Log on to Vantiv IQ. Users should have gotten an invitation to set up their profiles. Please contact Treasury if you believe you should have access to Vantiv IQ.



Simple

Functions designed with self-service in mind



Powerful

Users choose their device and channel



Interactive

Provides a two-way communication channel



Flexible

Features built to be consumed by our unique customer types

All Users are set up at a chain level. Each campus is called a chain. Users can see all merchants under a chain. Everyone who has Vantiv access can see their particular chain (campus) home page. The chain home page is the first page that opens when you log in. The Chain Home Page gives a snapshot of the total credit card sales for the campus.

Along the left hand side of the Home Page are icons you can click for:

Home, Reconciliation, Reports & Statements, Self Service, and Disputes

Home Page

Welcome to iQ
We're excited for you to begin using this great new portal! Be sure to watch our **how-to videos** to get you started. Sign up for one of our **interactive online training sessions** via the GoToMeeting link below (new dates added!).

The new Disputes functionality is now available in iQ! This new capability allows for an easier, more simplified, and self-service way to manage and resolve your chargebacks / draft retrievals, electronically. To learn more, check out our detailed Disputes help guide and how-to video.

Changes coming to iQ on 4/1! [Click here for details.](#)

Yesterday's Net Settlements (04/12/2016) For Chain 005858 (INDIANA UNIVERSITY)

Net Credit/Debit Sales	\$188,788
Average Ticket	\$33.36
Total Returns	-\$1,037

View Details

Card Type	Percentage	Amount
Visa	53.92%	\$101,803.65
MC	27.53%	\$51,976.29
Discover	4.39%	\$8,296.17
AmEx	13.81%	\$26,062.26
PIN Debit	0.34%	\$649.95
EBT	0.00%	\$0.00
Other	0.00%	\$0.00

Alerts

- Chargeback Dispute notification. 04/13/16 - 09:38AM | [More Information](#)

iQ How To

Watch our Guided Tours
Learn more about iQ from our helpful video series

- Disputes (Chargebacks & Draft Retrievals)
- Reports & Statements
- Merchant Summary
- Transaction Research

[See All »](#)

Industry News & Insights

Six months after the US EMV liability shift, where do we stand?
Six months into the EMV liability shift is a good time to reflect on how the transition to EMV has gone for merchants and consumers using mobile POS (mPOS)

For reconciliation of your daily transactions you will need to drill down to your specific merchant summary page.

Click Reconciliation, then Summary.

Welcome to iQ
We're excited for you to begin using this great new portal! Be sure to watch our **how-to videos** to get you started. Sign up for one of our **interactive online training sessions** via the GoToMeeting link below (new dates added!).

The new Disputes functionality is now available in iQ! This new capability allows for an easier, more simplified, and self-service way to manage and resolve your chargebacks / draft retrievals, electronically. To learn more, check out our detailed Disputes help guide and how-to video.

Changes coming to iQ on 4/23! [Click here for details.](#)

Yesterday's Net Settlements (04/20/2016) For Multiple Chain(s)

Net Credit/Debit Sales	\$310,205
Average Ticket	\$36.00

Card Type	Percentage	Amount
Visa	56.22%	\$174,406.8
MC	27.65%	\$85,786.06
Discover	7%	
AmEx	9%	
PIN Debit	0%	

Alerts

- Chargeback Dispute notification. 04/19/16 - 09:42AM | [More Information](#)
- Chargeback Dispute notification. 04/16/16 - 09:45AM | [More Information](#)
- Chargeback Dispute notification. 04/14/16 - 09:44AM | [More Information](#)

iQ How To

Watch our Guided Tours
Learn more about iQ from our helpful video series

In Hierarchy Level box choose Merchant.

Merchant Summary

Hierarchy Level *
Chain
Please Select
Chain
Store
Merchant

Enter a value or click + to look up

From Date * 04/20/2016 To Date * 04/20/2016

[Search](#)

Next in the **Enter a Value** box, enter merchant #. Choose date range in the **From date and To date** boxes, then click the **Search** button. This will pull up your specific **Merchant Summary** page with your credit card transaction history.

The screenshot shows the iQ Merchant Summary page. At the top, there is a search bar with 'BIN Search' and 'ex: 123456'. The page is divided into sections: 'Summary', 'Transaction Research', and 'Token Tools'. The 'Merchant Summary' section includes a 'Hierarchy Level' dropdown set to 'Merchant', an 'Enter a value or click + to look up' field containing '4445022808113', and date range fields for 'From Date' and 'To Date' both set to '04/20/2016'. A 'Search' button is present. Below this is the 'Settlements' section with a '+ Show Batches' link. A table displays settlement data:

	Sales Amount	Sales Transactions	Return Amount	Return Transactions	Net Settled Sales	Average Ticket
by Payment Method	\$0.00	0	-\$761.64	5	-\$761.64	\$0.00

This history should match what is in the **IUIE Report-Credit Card Transaction Details** as well as on your Vantiv monthly **Merchant Billing Statement**.