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Commerce Manager (QuikPay) Training

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Overview:

Commerce Manager (QuikPay) is an online third party payment processor specifically designed for events and conferences. Payments processed through Commerce Manager are processed directly into your Fifth Third bank account. Commerce Manager has an online reporting tool which will be discussed later. In addition, each payment site can be customized for your event (within certain limitations) based on the information you provide in the Commerce Manager Request Form.



Requesting Commerce Manager:

1. Commerce Manager is designed for *temporary* events and conferences. It is not intended to create year-round websites.
2. Complete the Commerce Manager Request form located on the Treasurer's Office website under Merchant Services <http://www.massachusetts.edu/treasurer/ecommerce.html> and fax the completed form to the Treasurer's Office.
3. Please send the request **AT LEAST TWO WEEKS PRIOR** to the date you want your site to go live. This allows time for configuration and testing of the site.
4. Once your request is received, the Treasurer's Office will provide training and a site review.

Example of an event website as seen by the customer (it will NOT say "Test" in the live version):

The screenshot shows a web page titled "Commerce Manager Payer" with a navigation bar containing "Privacy Policy", "Contact Us", and "Log Off". The main heading is "Enter Payment Amount" with a sub-instruction: "Please enter in the amount you want to pay and click 'Continue' button." The form fields are as follows:

Account:	MALSI Day 2011
Term:	University of Massachusetts/MTTC
Attendee First Name:	<input type="text"/>
Attendee Last Name:	<input type="text"/>
Company Name:	<input type="text"/>
Job Title:	<input type="text"/>
Attendee Address:	<input type="text"/>
Attendee Email Address:	<input type="text"/>
Attendee Phone Number:	<input type="text"/>
Payment Amount:	\$95.00 (MATTO and MBC Members and Presenters) ▼
Payment Method:	Credit Card ▼

A "Continue" button is located at the bottom right of the form area.



Running Reports in Commerce Manager:

1. Once your site is live, you have the ability to run reports based on various criteria.
2. Log in to https://quikpayasp.com/massachusetts/commerce_manager/reporter.do and enter your user ID and password (this will be provided to you by the Treasurer's Office).



Please note that Steps 3 through 5 are for your **FIRST** login **ONLY**

- For your **FIRST** login, select "Change Password" on the left.

Message Board
Change Password
Payment Report

Message Board

Welcome to the QuikPAY^R reporter system. Through QuikPAY^R, you are conveniently able to print payment and reconciliation reports.

Please choose from the list of options located in the column to the left.

QuikPAY^R also offers context-sensitive help. Simply click on the question mark next to a field to get help.

- Enter your password that was assigned to you by the Treasurer's Office then create a new password based on the given criteria.

Message Board
Change Password
Payment Report

Change Password

To change your current password, please provide the appropriate data in the fields below. Click the "Save" button to save your changes

Old Password:

New Password:

Confirm Password:

NOTE: Password must be at least eight(8) characters long and must include at least two (2) letters and two (2) numbers.

- You will receive a message that your password has been successfully updated.

Message Board
Change Password
Payment Report

Change Password

To change your current password, please provide the appropriate data in the fields below. Click the "Save" button to save your changes

! The password has been successfully updated!

Old Password:

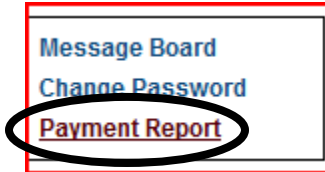
New Password:

Confirm Password:

NOTE: Password must be at least eight(8) characters long and must include at least two (2) letters and two (2) numbers.



6. Select "Payment Report" on the left.



7. In the first section in the Payment Report screen you will choose which Time Option you want for your report. Ignore both options that start with "Result" – these will not apply.

Calendar Day is the actual day on which the transaction was performed and is from 12:00am until 11:59pm of the same day.

Business Day is the day to which a transaction belongs and is from 5:00pm (Day 1) to 4:59pm (Day 2).

The screenshot shows the "Payment Report" screen. It has a title "Payment Report" and a subtitle "Please enter the parameters for the report you wish to run, and then click the 'Get Report' button." Below this is a section titled "Time Options" with a help icon. It contains four radio button options: "Calendar Day" (selected), "Business Day", "Result Calendar Day", and "Result Business Day".

8. In the next section you will select the Time Period that you want the report to include. You have the option for a specific day, a specific month, or creating your own date range.

The screenshot shows the "Time Period" section of the report screen. It has a title "Time Period" with a help icon. It contains three radio button options: "By Day" (selected), "By Month", and "By Time Period (From Date is inclusive and To Date is exclusive in the report)". The "By Day" option has a "Date:" field with the value "02/11/2011" and a format "(MM/DD/YYYY)". The "By Month" option has a "Month:" field with the value "02/2011" and a format "(MM/YYYY)". The "By Time Period" option has "From Date:" and "To Date:" fields, and a "Date Format:" dropdown menu with the value "MM/DD/YYYY".



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9. The next section lets you choose what kind of transactions you want included in the report. Please note that under "Payment Methods" Commerce Manager is **ONLY** configured to accept Credit Cards.

Transaction Criteria		
Result Status:	Transaction Types:	Payment Methods: ?
<input checked="" type="checkbox"/> Valid	<input checked="" type="checkbox"/> Payment	<input checked="" type="checkbox"/> Credit Card
<input checked="" type="checkbox"/> Invalid	<input checked="" type="checkbox"/> Refund	<input checked="" type="checkbox"/> eCheck
		<input checked="" type="checkbox"/> Pinless Debit

10. The last two sections should be left as is. Unchecking a user could result in not seeing certain transaction types, specifically credits, which are issued by a CSR. **DO NOT** uncheck the Processor section or your report will be blank.

Additional Criteria	
Actual User:	Primary Users:
<input checked="" type="checkbox"/> Commerce Manager Administrator	<input checked="" type="checkbox"/> Commerce Manager Payer
<input checked="" type="checkbox"/> Commerce Manager CSR	
<input checked="" type="checkbox"/> Commerce Manager Payer	
<input checked="" type="checkbox"/> University of Massachusetts System CSR	
Processors:	
<input checked="" type="checkbox"/> UMCEN_CC_Processor - Vital	
+ Deleted or Unused Processors:	

11. After you have entered all of your criteria, select "Get Report."

Transactions Per Page: 250 ▾	Get Report
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12. You will now see your Report Summary (note that this is just a *summary* and you will see the full report later.

Report Summary

[MS Excel 97-2003](#) [Print](#) [Start Over](#)

Report Criteria						
Calendar Day: 01/14/2011 00:00:00 - 02/11/2011 00:00:00						
Result Status:			Transaction Types:			
<ul style="list-style-type: none"> Valid Invalid 			<ul style="list-style-type: none"> Payment Refund 			
Payments Made By:			Primary Users:			
<ul style="list-style-type: none"> Commerce Manager Administrator Commerce Manager CSR Commerce Manager Payer University of Massachusetts System CSR 			<ul style="list-style-type: none"> Commerce Manager Payer 			
Processors:						
<ul style="list-style-type: none"> UMCEN_CC_Processor - Vital 						
Summary						
<input type="checkbox"/> UMCEN CC Processor		Valid		Invalid		Total
<input type="checkbox"/> AMERICAN EXPRESS	1	\$500.00	0	\$0.00	1	\$500.00
<input type="checkbox"/> DISCOVER	2	\$25.00	0	\$0.00	2	\$25.00
<input type="checkbox"/> MASTERCARD	7	\$694.00	0	\$0.00	7	\$694.00
<input type="checkbox"/> VISA	2	\$170.00	0	\$0.00	2	\$170.00
Subtotal	12	\$1,389.00	0	\$0.00	12	\$1,389.00
<input type="checkbox"/> Overall	12	\$1,389.00	0	\$0.00	12	\$1,389.00



13. To see more details for a specific credit card type or to see more details about the overall summary, click on the magnifying glass next to whichever you want to see more details about (note that this is more detailed, but is still not the full report).

Report Results

NOTE: Invalid transactions are identified by the "Invalid Transaction" icon next to the confirmation number.

Print Start Over Back to Summary

Download Options

- MS Excel 97-2003 - Download a list of the transactions displayed on the current report page.
- Get All (basic - MS Excel 97-2003) - Download a tab-delimited file with basic transaction info.
- Get All (detailed - MS Excel 97-2003) - Download a tab-delimited file with detailed transaction info.

Overall Results

Detail	Confirm Number	Date (CST)	Amount (\$)	Payment Method	Account Number	Account	Actual Payer
	1037	01/14/11 10:27 AM	35.00	DISCOVER		Donations	Commerce Manager Payer
	1038	01/14/11 10:30 AM	CR 10.00	DISCOVER		Donations	Terri O'Neil
	1046	01/19/11 7:13 AM	500.00	AMERICAN EXPRESS		University of Massachusetts	Commerce Manager Payer
	1050	01/28/11 1:42 PM	75.00	VISA		University of Massachusetts	Commerce Manager Payer
	1052	01/28/11 1:50 PM	250.00	MASTERCARD		University of Massachusetts	Commerce Manager Payer
	1061	02/03/11 12:10 PM	65.00	MASTERCARD		University of Massachusetts	Commerce Manager Payer
	1063	02/03/11 12:11 PM	99.00	MASTERCARD		University of Massachusetts	Commerce Manager Payer
	1071	02/03/11 1:42 PM	175.00	MASTERCARD		University of Massachusetts	Commerce Manager Payer
	1089	02/10/11 1:05 PM	95.00	VISA	payer	University of Massachusetts	Commerce Manager Payer
	1091	02/10/11 1:10 PM	14.00	MASTERCARD	payer	MALSI Day 2011	Commerce Manager Payer
	1092	02/10/11 1:53 PM	CR 4.00	MASTERCARD	payer	MALSI Day 2011	Jen Kroleski
	1098	02/10/11 2:16 PM	95.00	MASTERCARD	payer	MALSI Day 2011	Commerce Manager Payer



14. After viewing details, select "Back to Summary" from the top right to get back to your original report summary.

Report Results

NOTE: Invalid transactions are identified by the "Invalid Transaction" icon next to the confirmation number.

[Print](#)
[Start Over](#)
[Back to Summary](#)

Download Options

- MS Excel 97-2003 - Download a list of the transactions displayed on the current report page.
- Get All (basic - MS Excel 97-2003) - Download a tab-delimited file with basic transaction info.
- Get All (detailed - MS Excel 97-2003) - Download a tab-delimited file with detailed transaction info.

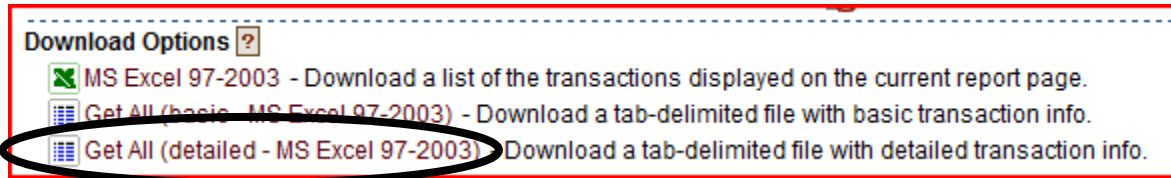
15. To see the full report, go back to the Summary Report Screen and select the magnifying glass next to Overall.

Report Summary

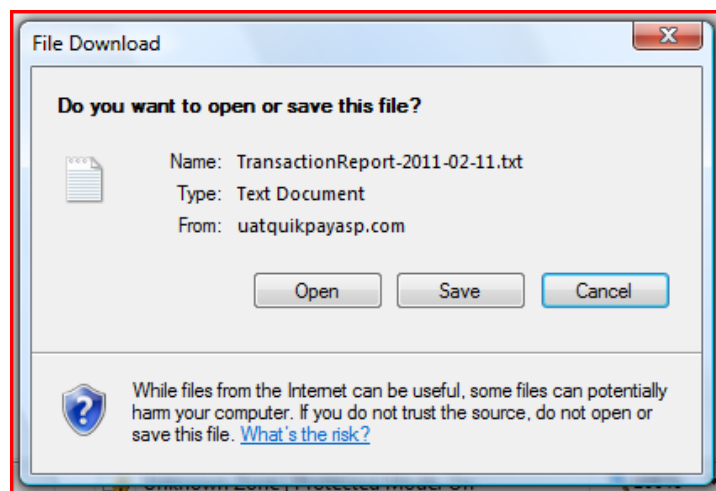
MS Excel 97-2003
 [Print](#)
[Start Over](#)

Report Criteria						
Calendar Day: 01/14/2011 00:00:00 - 02/11/2011 00:00:00						
Result Status:			Transaction Types:			
<ul style="list-style-type: none"> • Valid • Invalid 			<ul style="list-style-type: none"> • Payment • Refund 			
Payments Made By:			Primary Users:			
<ul style="list-style-type: none"> • Commerce Manager Administrator • Commerce Manager CSR • Commerce Manager Payer • University of Massachusetts System CSR 			<ul style="list-style-type: none"> • Commerce Manager Payer 			
Processors:						
<ul style="list-style-type: none"> • UMCEN_CC_Processor - Vital 						
Summary						
UMCEN CC Processor	Valid		Invalid		Total	
AMERICAN EXPRESS	1	\$500.00	0	\$0.00	1	\$500.00
DISCOVER	2	\$25.00	0	\$0.00	2	\$25.00
MASTERCARD	7	\$694.00	0	\$0.00	7	\$694.00
VISA	2	\$170.00	0	\$0.00	2	\$170.00
Subtotal	12	\$1,389.00	0	\$0.00	12	\$1,389.00
Overall	12	\$1,389.00	0	\$0.00	12	\$1,389.00

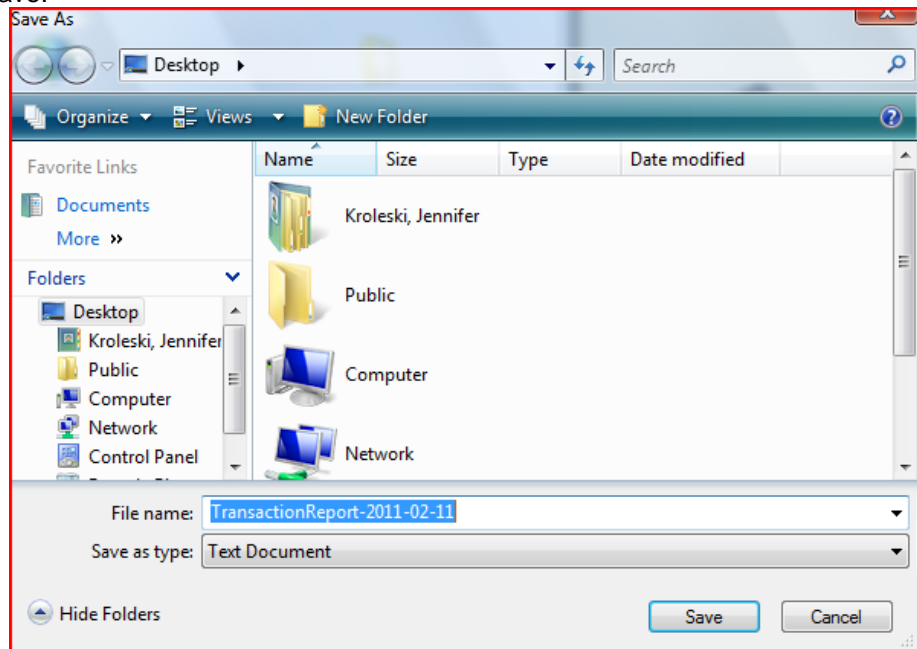
16. At the top of the page under Download Options, select "Get All (detailed MS Excel 97-2003) – Download a tab-delimited file with detailed transaction info".



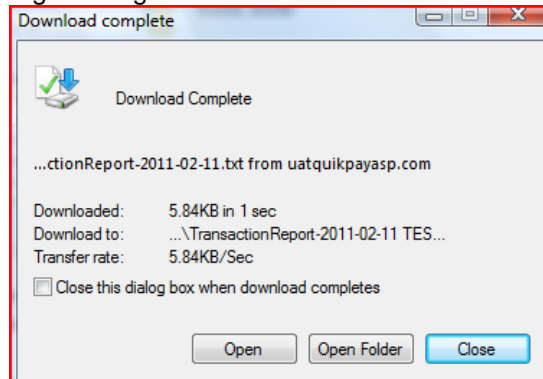
17. The File exports in a txt. Format which you will need to save and then import into Excel. You will receive the following message. Select "Save."



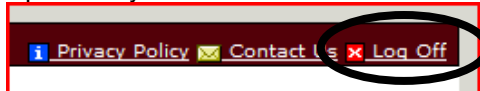
18. Select where you want the file saved. You might want to set up a folder (or folders) for these reports and select "Save."



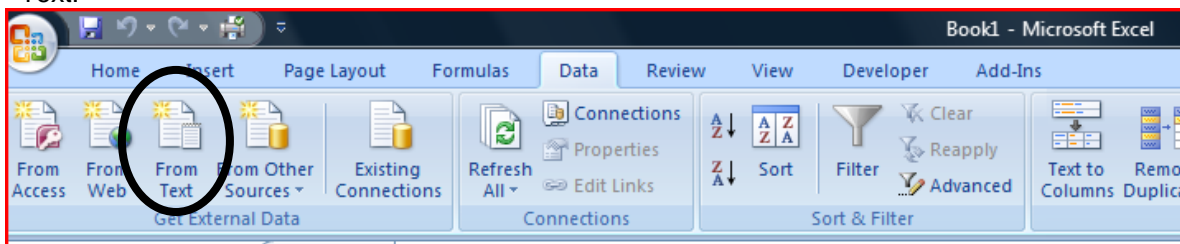
19. You will receive the following message. Select "Close."



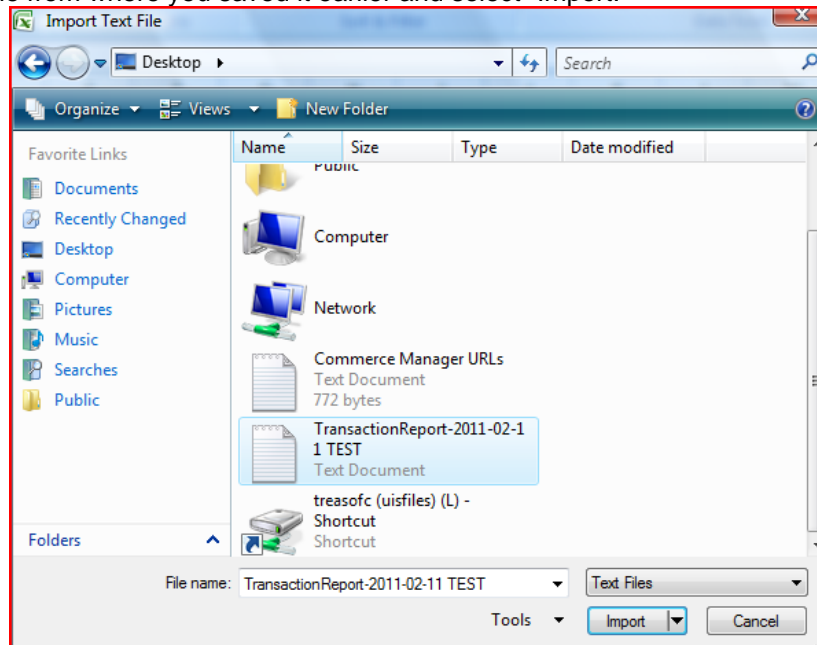
20. Now that your file has been exported if you are done in Commerce Manager be sure to log off.



21. Open a new blank Excel Workbook. Go to the Data tab and in the Get External Data section select "From Text."

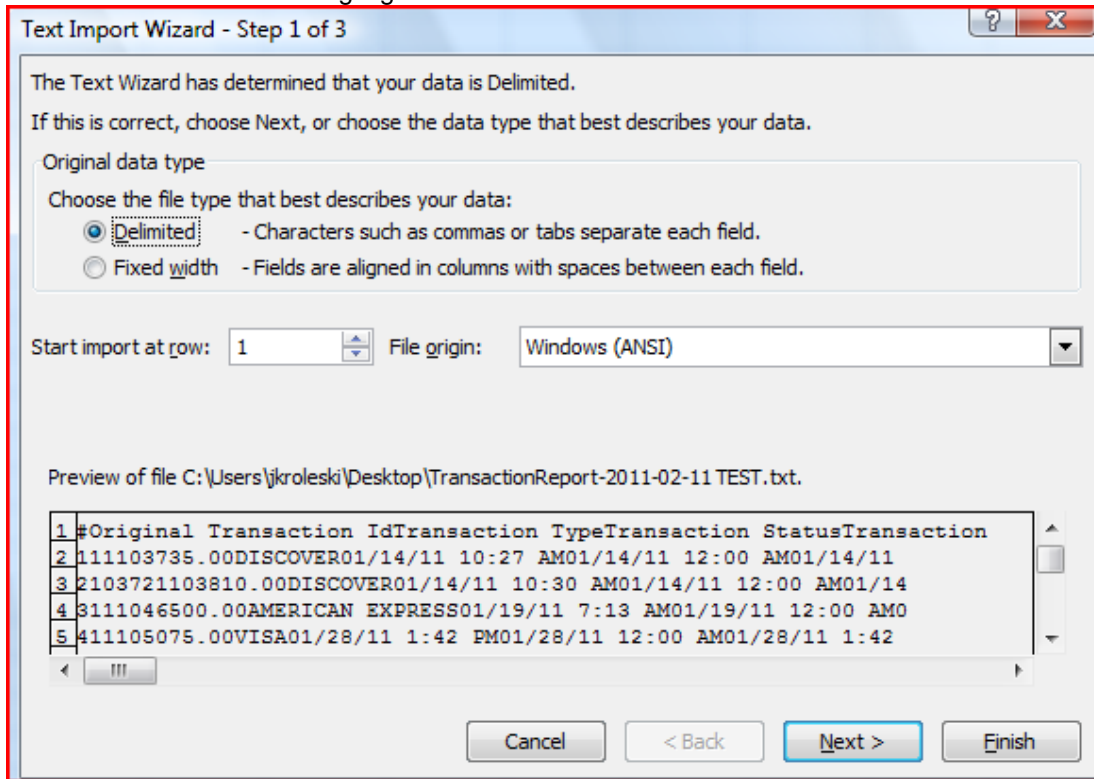


22. Select your file from where you saved it earlier and select "Import."

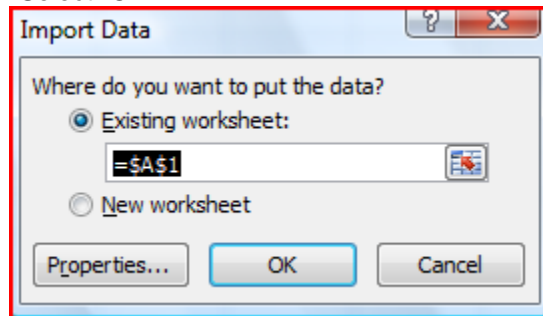




23. Make sure that "Delimited" is highlighted then select "Finish."



24. There is no need to change anything in this box unless you do not want the data to start in Column A and Row 1 of this worksheet. Select "OK."



25. Now your full report is visible in Excel.

	A	B	C	D	E	F	G	H	I	J
1	#	Original Transaction Id	Transaction Type	Transaction Status	Transaction Id	Transaction Total Amount	Transaction Account Type	Transaction Date	Transaction Effective Date	Transaction De
2	1		1	1	1037	35	DISCOVER	1/14/2011 10:27	1/14/2011 0:00	
3	2	1037	2	1	1038	10	DISCOVER	1/14/2011 10:30	1/14/2011 0:00	
4	3		1	1	1046	500	AMERICAN EXPRESS	1/19/2011 7:13	1/19/2011 0:00	
5	4		1	1	1050	75	VISA	1/28/2011 13:42	1/28/2011 0:00	
6	5		1	1	1052	250	MASTERCARD	1/28/2011 13:50	1/28/2011 0:00	
7	6		1	1	1061	65	MASTERCARD	2/3/2011 12:10	2/3/2011 0:00	
8	7		1	1	1063	99	MASTERCARD	2/3/2011 12:11	2/3/2011 0:00	
9	8		1	1	1071	175	MASTERCARD	2/3/2011 13:42	2/3/2011 0:00	
10	9		1	1	1089	95	VISA	2/10/2011 13:05	2/10/2011 0:00	
11	10		1	1	1091	14	MASTERCARD	2/10/2011 13:10	2/10/2011 0:00	
12	11	1091	2	1	1092	4	MASTERCARD	2/10/2011 13:53	2/10/2011 0:00	
13	12		1	1	1098	95	MASTERCARD	2/10/2011 14:16	2/10/2011 0:00	



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26. Columns to note:

Account Holder Name: Name of the person on the Credit Card (might be different than the attendee)

Transaction Type: 1 = Payment, 2 = Credit (to Customer)

Transaction ID is the same as the Customer Confirmation Number should someone call, and this number is necessary for the Commerce Manager Credit Request Form.

27. The columns labeled User Choice 1 – User Choice 10 are the fields that you requested on the Commerce Manager Request Form.

User Choice 1	User Choice 2	User Choice 3	User Choice 4	User Choice 5
Terri O'Neil	TRUE	Red		
Terri O'Neil	TRUE	Red		
Terri O'Neil	TRUE	Blue		

28. Remember to save and rename the Excel file for future use. You may want to delete the txt. file now that it is in Excel.

29. Reports will be available until the event site is completely disabled. It is strongly recommended that this happen within two weeks of the date of the event.

30. For instructions on how to see credit card activity in the General Ledger please refer to the *EMAF Cash Management Job Aid*, located at:

<http://www.massachusetts.edu/treasurer/cashmangementforminstructions.html>.