CashNet eMarket Training

November 16, 2015
CI Financial Services Team - Presenter

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  ▪ Staff Accountant
What is CashNet eMarket?

- It is a service which enables official CI University organizations and auxiliaries to collect revenue online for events, donations, sale of merchandise and/or other special purposes.

- This is not a tool to collect student fees that are owed on a student account.
Types of eMarket sites

- **Storefront:** Allows customers to register and pay for an event/conference or purchase merchandise. This option gathers basic information from the customer.
  - Example
    - https://commerce.cashnet.com/WC_TEST

- **Checkout:** A payment gateway that interfaces with other software. This site will require IT assistance.
  - Examples
    - T2: Parking
    - Island View Orientation
    - StarRez: Housing
How do I request an eMarket?

- CashNet eMarket Request Form
  [http://www.csuci.edu/finance/forms.htm](http://www.csuci.edu/finance/forms.htm)

- Email completed form to cashnet@csuci.edu

- Sites can take 4 weeks to build. Please plan accordingly

- Urgent requests require VP of Finance approval
Please e-mail completed forms to cashnet@csuci.edu. Forms for new requests should be submitted a minimum of 4 weeks before the website is expected to go live. Requests that interface with other department software may require additional time to complete.

Today's Date: 5/22/13

Action:

☐ Create New Site  ☐ Modify An Existing Site

For modifications to an existing site, please allow a minimum of 5 business days from the time the change is submitted.

<table>
<thead>
<tr>
<th>Requestor Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Contact</td>
</tr>
<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>Extension:</td>
</tr>
<tr>
<td>E-mail:</td>
</tr>
</tbody>
</table>

1. Will the system interface with other systems?
2. What is the purpose of the store?
3. When does the site (or modification) need to go LIVE on the web?
4. When will the site be taken down (Leave blank if site will remain up indefinitely)?
5. Do you have an existing website where you sell items?
   - ☐ No
   - ☐ Yes
6. If Yes, URL:
7. Name & phone of person responsible for your department website:
8. Store Help e-mail and phone number: (E-mail will appear as the “From” e-mail on e-mail receipts generated for a completed transaction. Phone number will appear on credit card statements):
9. What disclaimers/agreement information should appear on the site?
10. What informational text should appear on the receipt? (ex: Print receipt to receive tickets at the door)

11. What is the refund policy?

12. List of items to be sold, description, long description, process, chartfield string:

<table>
<thead>
<tr>
<th>Item Short Descr.</th>
<th>Item Long Description (up to 240 char)</th>
<th>Price</th>
<th>Chartfield String</th>
<th>Require shipping</th>
<th>Taxable</th>
<th>Max units sold per customer</th>
<th>Max units available for sale</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE 1:</td>
<td>Tickets to Alumni Dodger Game</td>
<td>$49.99</td>
<td>CICMP, 580090, GD901,220,0,0,0</td>
<td>yes</td>
<td>yes</td>
<td>1</td>
<td>n/a</td>
</tr>
<tr>
<td>EXAMPLE 2:</td>
<td>CFF General Conference Registration</td>
<td>$199.00</td>
<td>CICMP, 580090, GD901,220,00104,0,0</td>
<td>no</td>
<td>no</td>
<td>2</td>
<td>250</td>
</tr>
</tbody>
</table>

13. What personal information should be collected?

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Type of field</th>
<th>Max Length</th>
<th>Required (needs to be filled in) (yes/no)</th>
<th>Show on Receipt (yes/no)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLES:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full name</td>
<td>alpha</td>
<td>50 char</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Relationship to CSU</td>
<td>Drop down list:</td>
<td>15 char</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Channel Islands</td>
<td>• Faculty/Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Alumni</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Friend</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you want to be contacted by us?</td>
<td>Radio button</td>
<td>no</td>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>
14. Reporting Information (check all that apply):
   First Name:   Last Name:   Student ID Number: 
   Address: Phone: E-mail: 
   Other: (list/describe):

15. Will the department be absorbing the 2.9% convenience fee? If no, the convenience fee will be passed to the customer. **Note:** Auxiliaries cannot pass the fee on to the customer.  
   [ ] Yes  [ ] No

16. What reports are needed? Please include format (xls, pdf, doc, txt), column heading and frequency (daily, weekly, bi-weekly, monthly):

   EXAMPLES OF SITES:
   **Note:** Both sites listed below are test sites that you can visit to see samples of setup
   1. Storefront:
      (a) Conference site:
         https://commerce.cashnet.com/AR_CONF_test
      (b) Recreation fee
         https://commerce.cashnet.com/CI_SARC_TEST
   2. Checkout:
      (a) Current sites are not live

For Finance Use Only:
Date Received: ____________
Date of Kickoff Meeting: _______
Date Planned for Go-Live ___________
Date of Go-Live ____________
What are the available payment types?

- Credit cards:
  - Fee of 2.75%
  - MasterCard/Discover/American Express/Visa

- Credit cards fees:
  - Pass to the customer (campus only)
  - Build fee into rate and absorb (auxiliaries)
Payment types Continued..

- Invoice: This option must be approved by the AR Accountant prior to implementation.

- ACH: eChecks can only be used where the user is authenticated via myCI prior to reaching an eMarket site.
How do I view information?

- Send an email request to [Cashnet@csuci.edu](mailto:Cashnet@csuci.edu) along with your full name, department name and a brief business justification to request access.

- Requests are evaluated and completed within 2 business days.
What reports are available to me?

- Once access is approved, you will go into CASHNet to download the report quick guide 2015-05-29.pdf from the support library.

- Reports can be customized and downloaded to excel and saved to your personal drive.

- Email cashnet@csuci.edu for public reports.
<table>
<thead>
<tr>
<th>Tx. No.</th>
<th>Item Code</th>
<th>Bus. Date</th>
<th>Status</th>
<th>Company</th>
<th>Registration Number</th>
<th>Attention</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Phone Number</th>
<th>Email</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>75717</td>
<td>ACIF</td>
<td>02/04/2015</td>
<td>Closed</td>
<td>K5Q20Ywj</td>
<td>k5Q20Ywj</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>225.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Dwayne</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80312</td>
<td>ACIF</td>
<td>04/15/2015</td>
<td>Memo</td>
<td>R25K756</td>
<td>R25K756</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>225.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Ellen</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>77732</td>
<td>ACIF</td>
<td>03/17/2015</td>
<td>Cancelled</td>
<td>D5H8W2P</td>
<td>D5H8W2P</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>275.00</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Tom</td>
<td></td>
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</tr>
</tbody>
</table>

**SUB-TOTAL for Transaction Status : X**

**GRAND TOTAL**

(Count: 3) 1,100.00

(Count: 4) 27,000.00

**SELECTION CRITERIA**

- Merchant Code: ACIF
- Location: ACIF
- Transaction Status: C
- Source: CR, EM, GW, MP, IVR, RF, SIM, WEB
- Transaction Type: S
- Include Convenience Fees: N
- Include Higher One Fees: N

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**Channel Islands**

CALIFORNIA STATE UNIVERSITY
How will refunds be processed?

- Refunds requests will only be accepted by the primary or secondary contact listed on the CSU Channel Islands eMarket Request form.
- Requests must be emailed to refunds@csuci.edu and include an e-mail approval from the manager listed on the eMarket request, the transaction date, the CASHNet receipt number and the amount of the refund.
- All refund inquires must be directed to SBS at ext 8810 or sbs@csuci.edu
How do I make updates after the site goes live?

- Submit a new CI eMarket request form to cashnet@csuci.edu and indicate it as “revised”

- Only specify the new changes that need to be made
Responsible parties

- eMarket Storefront Owner Responsibilities
  - Submit eMarket request in a timely manner
  - Test storefront
  - Report all changes to cashnet@csuci.edu in advance notice
  - Reconcile site to general ledger monthly & report any errors/problems within the same month to cashnet@csuci.edu
Responsible parties

- Fiscal Services Responsibilities
  - Create eMarket site as requested
  - Coordinate testing of eMarket site with storefront owner
  - Review reconciliations
  - Charge the department for absorbed fees
Resources

➢ Q&A is available at: http://www.csuci.edu/cashnet-emarket/

➢ Service Level Agreement (SLA) is available at: http://www.csuci.edu/tc/sla/index

➢ Contact cashnet@csuci.edu
Questions?

- Primary Contact cashnet@csuci.edu

- General inquiries: Theresa Olivo at ext 8479 or theresa.olivo@csuci.edu

- Refund inquiries: SBS at ext 8810 or sbs@csuci.edu

Thank you!