

Commerce Manager—Departmental Information for Retrieving Reports

A feature of Commerce Manager allows departments the ability to login and pull reports daily. After 8am each day, you can pull your orders. Navigate to: <http://www.jmu.edu/ubo/creditcard/CM.shtml>. Under the **Commerce Manager QUIKLinks (JMU Staff Use Only)** heading, click Reporter Login

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UBO Home QuikBILL Students Parents Box Office Departments

COMMERCE MANAGER

Commerce Manager was established for departments that would like to accept online credit card payments for one time events, such as **conference registrations, workshop registrations, etc.** All events must first be approved by the Assistant Vice President for Finance. The approval is requested by using the following form and must be completed and sent to University Business Office at MSC 3516 a minimum of 30 days prior to the payment acceptance start date. For more information, please contact Shannon Huffman at 540-568-7908.

Commerce Manager QUIKLinks (JMU Staff Use Only)

Customer Service Rep - [CSR Login](#)
Reporter - [Reporter Login](#)
Administrator - [Administrator Login](#)

Commerce Manager Usage Request

- [Commerce Manager Request Form](#)
- [Commerce Manager Request Form Instructions](#)
- [Departmental Information for Pulling Daily Reports](#)

Commerce Manager Overview

Credit Cards Accepted:

- VISA
- MasterCard
- American Express
- Discover

Senior Vice President
AVP Finance
University Business Office

- [UBO Staff](#)

Accounts Payable
Accounting Services
Payroll

Mission

We are committed to quality customer service in order to **prepare** students to be financially responsible, to **provide** support and payment options for their families, and to **protect** the assets of the university with accurate and timely financial procedures.

Links to resources

- [Meal Plans/FLEX](#)
- [Card Services](#)
- [Financial Aid Office](#)
- [Registrar's Office](#)
- [Virginia College Savings Plan \(VPEP\)](#)

Enter login name and password, which will be provided to you by the University Business Office. It is recommended to change your password once you have logged in for the first time. This login name and password can be shared with others in your office who may also need to pull reports. **When an employee in the office departs JMU or the office, it is your department's responsibility to change the password at that time.** Please contact the University Business Office if your password needs resetting at anytime.

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[Privacy Policy](#)

QuikPAY^R Login

Please enter your Login Name and Password in the fields below and then click the "Login" button.

Login Name:

Password:

[Log in](#) [Reset](#)

User Information is protected. Unauthorized access is prohibited.

The QuikPAY^R System requires the use of Microsoft[®] Internet Explorer 5.0 or newer or Netscape[®] Navigator 6.0 or newer that support JavaScript, Cascading Style Sheets (CSS), Cookies, and Secure Sockets Layer (SSL).

Choose Payment Report

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Family Weekend

Logo

Privacy Policy Log Off

Message Board

Change Password

Payment Report

Reconcile Report

Message Board

Welcome to the QuikPAY[®] reporter system. Through QuikPAY[®], 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[®] also offers context-sensitive help. Simply click on the question mark next to a field to get help.

Choose Result Business Day. Specify **PRIOR BUSINESS DATE** date. Click Get Report. **This report will be finalized after 8am.**

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Shannon - CM Admin


Privacy Policy Log Off

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Payment Report


Please enter the parameters for the report you wish to run, then click "Get Report" button.

Time Options ?	
<input type="radio"/> Calendar Day	<input type="radio"/> Business Day
<input type="radio"/> Result Calendar Day	<input checked="" type="radio"/> Result Business Day
Time Period ?	
<input checked="" type="radio"/> By Day	
Date: <input type="text" value="07/01/2009"/> (MM/DD/YYYY)	
<input type="radio"/> By Month	
Month: <input type="text" value="07/2009"/> (MM/YYYY)	
<input type="radio"/> By Time Period (From Date is inclusive and To Date is exclusive in the report)	
From Date: <input type="text"/>	
To Date: <input type="text"/>	
Date Format: <input type="text" value="MM/DD/YYYY"/>	
Transaction Criteria	
Result Status:	Transaction Types:
<input checked="" type="checkbox"/> Valid	<input checked="" type="checkbox"/> Payment
<input checked="" type="checkbox"/> Invalid	<input checked="" type="checkbox"/> Refund
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"/> JMU CSR	
Processors:	
<input checked="" type="checkbox"/> Commerce Manager Credit Card Processor - Vital	
<input checked="" type="checkbox"/> Commerce Manager eCheck Processor - eCheck	
Transactions Per Page: <input type="text" value="250"/>	<input type="button" value="Get Report"/>

The Report Summary will show any transactions based on card type. Click the magnifying glass  for more detail. **To pull all orders for one Result Business Day and save to an excel spreadsheet, click Overall.**

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Report Summary

 MS Excel 97-2003  Print  Start Over

Report Criteria	
Result Business Day: 07/01/2009 00:00:00 - 07/02/2009 00:00:00	
Result Status: • Valid • Invalid	Transaction Types: • Payment • Refund
Payments Made By: • Commerce Manager Administrator • Commerce Manager CSR • Commerce Manager Payer • JMU CSR	Primary Users: • Commerce Manager Payer
Processors: • Commerce Manager Credit Card Processor - Vital • Commerce Manager eCheck Processor - eCheck	

Summary	Valid	Invalid	Total
<input type="checkbox"/> Commerce Manager Credit Card Processor			
<input type="checkbox"/> AMERICAN EXPRESS	1	0	1
<input type="checkbox"/> DISCOVER	0	0	0
<input type="checkbox"/> MASTERCARD	0	0	0
<input type="checkbox"/> VISA	0	0	0
Subtotal	1	0	1
<input type="checkbox"/> Commerce Manager eCheck Processor			
<input type="checkbox"/> CHECKING	1	0	1
<input type="checkbox"/> SAVINGS	0	0	0
Subtotal	1	0	1
<input type="checkbox"/> Overall	2	0	2

Choose Get All (detailed-MS Excel 97-2003)




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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

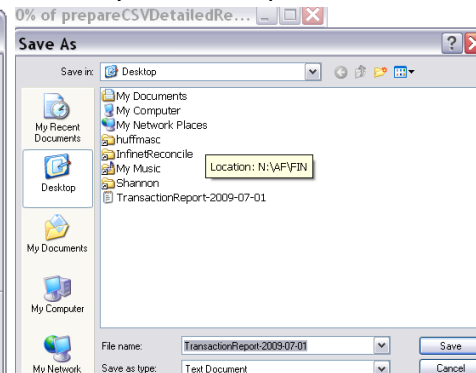
-  MS Excel 97-2003 - Download a list of the transactions displayed on the current report page.
-  Get All (basic - MS Excel 97-2003) - Download a tab-delimited file with basic transaction info.
-  **Get All (detailed - MS Excel 97-2003)** - Download a tab-delimited file with detailed transaction info.

Overall Results							
Detail	Confirm Number	Date (EST)	Amount (\$)	Payment Method	Account Number	Account	Actual Payer
<input type="checkbox"/>	412233	06/30/09 2:44 PM	1.00	AMERICAN EXPRESS		Finance Test	Commerce Manager Payer
<input type="checkbox"/>	412252	06/30/09 3:06 PM	1.00	CHECKING		Finance Test	Commerce Manager Payer

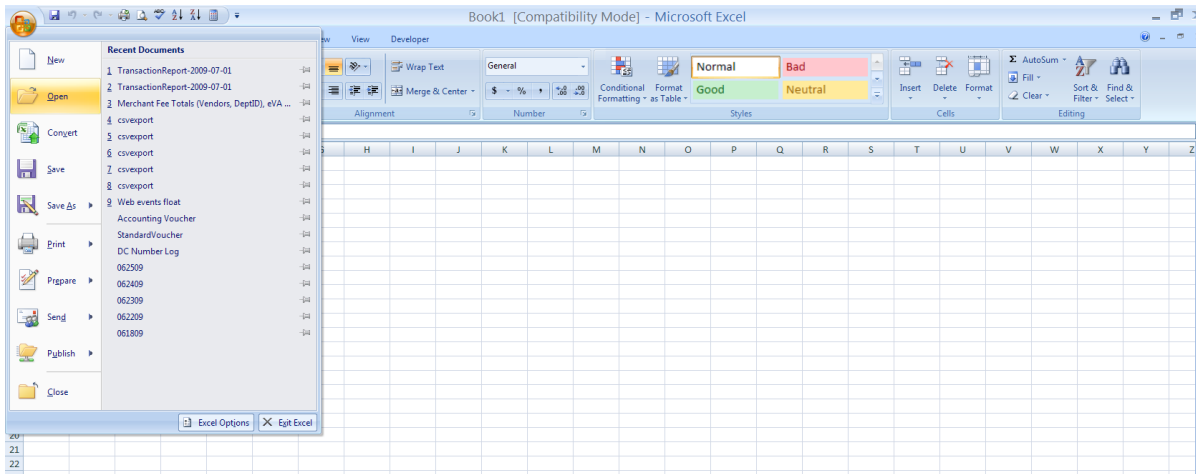
Click Save.



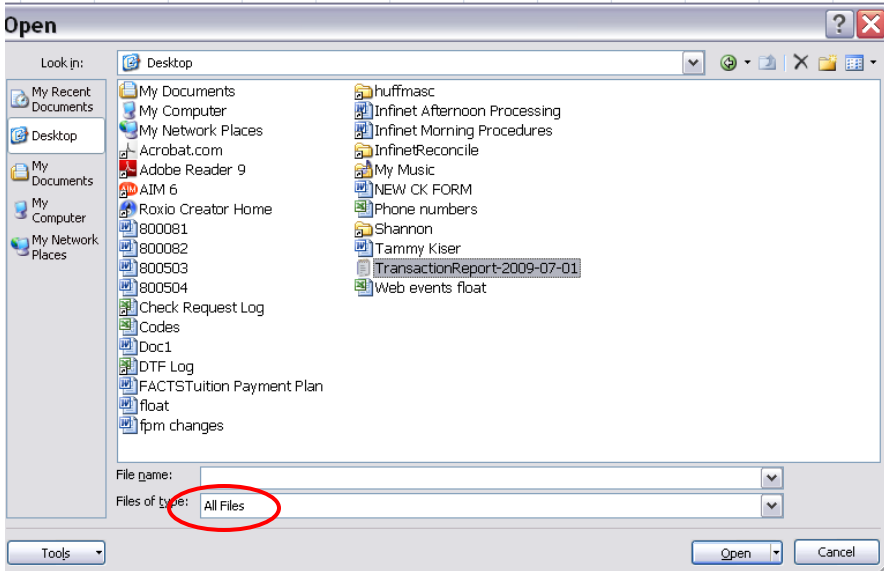
Save to your desktop.



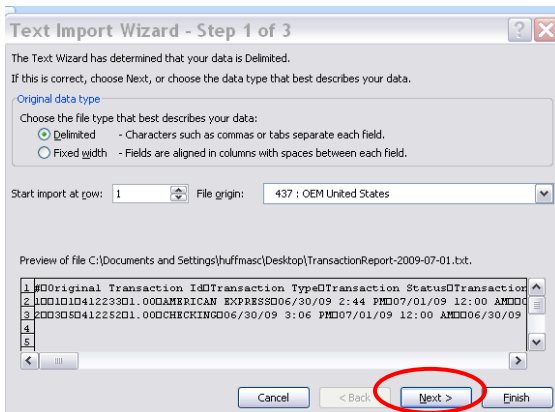
Open a blank Excel spreadsheet. Choose to open a new document.



Open the file you just saved. Choose All Files and your document will appear. Open.



Click Next twice and then click Finish.




All orders for the time period specified will be in Excel. If your department is collecting certain pieces of information, you will see that appear to the right (scroll right) in User Choice fields.

#	Original Transaction	Transaction	Transaction	Transaction	Transaction	Transaction	Transaction	Transaction Date	Transaction Effective Date	Transaction Result Date	Transaction Result Effective Date	Transaction	Transaction	Order Number	Order Type	Order Number	Order Description	Order Amount	Order Fee	Order
1	1	1	1	412233	1	AMERICAN	6/30/2009 14:44	7/1/2009 0:00	6/30/2009 14:44	7/1/2009 0:00	0	Approved and comp	Finance_Test	Finance Tr	1					
2	2	3	5	412252	1	CHECKING	6/30/2009 15:06	7/1/2009 0:00	6/30/2009 15:06	7/1/2009 0:00			Finance_Test	Finance Tr	1					

To save as Excel to your computer or network, you will need to choose Start>Save As and choose “Save as Type” as **Excel 97-2003 Template (*.xlt)**. This will allow the report to be reopened in the Excel format. You can then delete the previous text file from your desktop.

#	Original Transaction	Transaction	Transaction	Transaction	Transaction	Transaction	Transaction	Transaction Date	Transaction Effective Date	Transaction Result Date	Transaction Result Effective Date	Transaction	Transaction	Order Number	Order Type	Order Number	Order Description	Order Amount	Order Fee	Order
2	1	1	1	3955	42.5	VISA	4/29/2010 9:19	4/29/2010 0:00	4/29/2010 9:19	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	40	2.5				
3	2	1	1	3957	52.5	VISA	4/29/2010 9:24	4/29/2010 0:00	4/29/2010 9:24	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	50	2.5				
4	3	1	1	3959	42.5	VISA	4/29/2010 9:33	4/29/2010 0:00	4/29/2010 9:33	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	40	2.5				
5	4	1	1	3961	52.5	VISA	4/29/2010 10:38	4/29/2010 0:00	4/29/2010 10:38	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	50	2.5				
6	5	1	1	3963	52.5	VISA	4/29/2010 10:42	4/29/2010 0:00	4/29/2010 10:42	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	50	2.5				
7	6	1	1	3965	52.5	VISA	4/29/2010 10:46	4/29/2010 0:00	4/29/2010 10:46	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	50	2.5				
8	7	1	1	3967	107.5	VISA	4/29/2010 10:46	4/29/2010 0:00	4/29/2010 10:46	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	105	2.5				
9	8	1	1	3969	52.5	VISA	4/29/2010 10:46	4/29/2010 0:00	4/29/2010 10:46	4/29/2010 0:00	0	Approved and comp	VAPT	Virginia A	50	2.5				

PLEASE NOTE! When you click Overall on the Reports Summary page and you are taken to Report Results, any transaction with a red  indicates the credit card transaction was rejected and the customer was notified of the rejection. **Therefore, this transaction SHOULD NOT be considered a successful transaction!**




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Report Results

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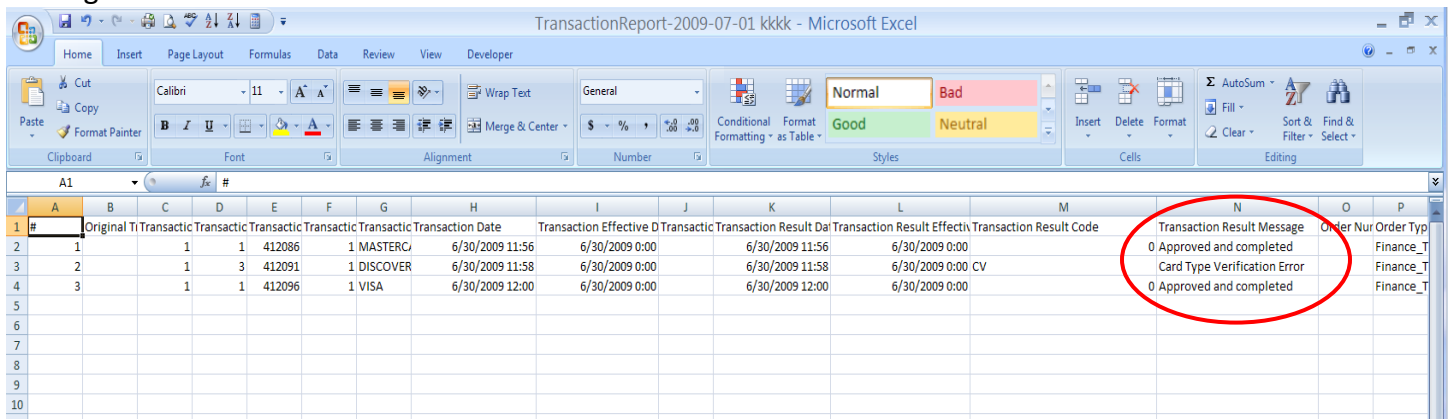
 [Print](#)  [Start Over](#)  [Back to Summary](#)

Download Options

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Overall Results							
Detail	Confirm Number	Date (EST)	Amount (\$)	Payment Method	Account Number	Account	Actual Payer
	412086	06/30/09 11:56 AM	1.00	MASTERCARD		Finance Test	Commerce Manager Payer
 	412091	06/30/09 11:58 AM	1.00	DISCOVER		Finance Test	Commerce Manager Payer
	412096	06/30/09 12:00 PM	1.00	VISA		Finance Test	Commerce Manager Payer

The transaction will also appear on the Excel spreadsheet. Note successful transactions will read "Approved and completed" under Transaction Result Message. Rejected transactions will list some type of an error message.



#	Original TI	Transac	Transac	Transac	Transac	Transac	Transaction Date	Transaction Effective D	Transac	Transaction Result Da	Transaction Result Effectiv	Transaction Result Code	Transaction Result Message	Order Nur	Order Typ
1															
2	1	1	1	412086	1	MASTERC	6/30/2009 11:56	6/30/2009 0:00		6/30/2009 11:56	6/30/2009 0:00		0 Approved and completed		Finance_T
3	2	1	3	412091	1	DISCOVER	6/30/2009 11:58	6/30/2009 0:00		6/30/2009 11:58	6/30/2009 0:00	CV	Card Type Verification Error		Finance_T
4	3	1	1	412096	1	VISA	6/30/2009 12:00	6/30/2009 0:00		6/30/2009 12:00	6/30/2009 0:00		0 Approved and completed		Finance_T

Transaction Searches

To research transactions in Commerce Manger, navigate to: <http://www.jmu.edu/ubo/pay>. Under Commerce Manager, click CSR Login

Enter login name and password

Choose Find Transaction

Enter criteria to search for a transaction (Amount, Email Address, Transaction Date, or Result Date, or Account/Card Holder's Name might be most beneficial).

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Find Transaction

Enter any relevant information in the text fields below. Then click "Search" button.

You may use the wildcard character * to match any combination of characters, and use the ? to match any single character. You may not use wildcards with the date, account number, and holder name text fields.

Transactions Per Page: Match Case

General Search

Confirmation Number: ?
 Amount: or between - ?
 Primary User Id: ?
 Primary User Name: ?
 Actual User Name: ?
 Order Number: ?
 Order Name: ?
 Order Description: ?
 Email Address: ?

Date Options Search

Transaction Date (mm/dd/yyyy): or between - ?
 Result Date (mm/dd/yyyy): or between - ?

Payment Info Search

Account/Card Holder's Name: ?
 Account/Card Number: ?

Transaction Criteria

Result Message: ?

Result Status: Valid Invalid
 Transaction Types: Payment Refund

Additional Criteria

Actual User: Commerce Manager Administrator Commerce Manager CSR Commerce Manager Payer
 Primary Users: Commerce Manager Payer

Refunds

If your department determines a refund needs to be processed to a customer, please email Shannon Huffman (huffmasc@jmu.edu) the confirmation number, cardholder's name, and amount to be refunded. Please note, the convenience fee is non-refundable. Once the refund has been processed by the University Business Office, your department will receive an email reply that the refund has been processed. **Please note, next time you run your Report Summary report, you will notice this transaction listed as a credit.**

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Shannon - CM Admin [Privacy Policy](#) [Log Off](#)

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Detail	Confirm Number	Date (EST)	Amount (\$)	Payment Method	Account Number	Account	Actual Payer
	491210	10/08/09 3:51 PM	CR 27.00	MASTERCARD		2009 Family Weekend	Shannon - CM Admin
	491211	10/08/09 3:52 PM	CR 81.00	VISA		2009 Family Weekend	Shannon - CM Admin
	491301	10/09/09 12:59 AM	12.50	VISA		Annual Homecoming Step Show	Commerce Manager Payer