



TouchNet Marketplace uStore



A guide to setting up a uStore

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What is TouchNet Marketplace

TouchNet Marketplace enables campuses to build and operate secure, web-based shopping cart applications and online payment pages. It connects buyers and sellers electronically, making it easier for students, parents, alumni, and the community to do business with Millersville University. Marketplace allows departments to take control of security by placing financial transactions in the hands of the appropriate campus authorities.

What are uStores?

Imagine an online mall. Now imagine your department is a store within the mall and that your store sells various products. Our PCI compliant uStores work for online sales event registrations, memberships, donations, parking passes, merchandise, library fines, costume shop rentals, study abroad programs, and more. We can customize individual stores with branded images, layouts, pricing, etc.

uStores are:

- Designed with your departmental needs in mind.
- Managed by designated members of your team, who will have access to view sales, run real time reports, and obtain other pertinent information.

How will a TN Marketplace uStore benefit my department?

Are you tired of submitting deposit forms in OnBase, worrying about handling MU currency (cash, checks, and money orders), and then having to transport the funds to the Office of Student Accounts (OSA) in a timely manner? Utilizing Marketplace to create a uStore will allow departments to operate in a cashless, secure environment. uStores also meet the needs of many of our students, who desire options for paying electronically.

Are there fees associated with opening a uStore?

Yes – a cost is associated with using a Marketplace uStore. The cost is not set, it fluctuates month to month based on the base rates, but a good estimate is 2% of the funds collected will be charged in fees.

What should be considered when requesting a uStore?

When considering opening a uStore, it is important to discuss and determine the following information before submitting your application.

- What would you like to name your store?
- Do you have an image for your store and/or products?
- What products will you sell in your store?
- Do you have the necessary accounting strings or detail codes for your products?
- What is your product description?
- What information do you need to collect from your customers?
- Will you have a set/fixed price for your products, or will the customers need to enter input dollar amount?
- Do you allow refunds, if so, what is your refund policy?
- Who in your department will need access to reporting information?
- What is the contact information you would like entered on your store site?

How do I request a uStore?

Your first step:

Complete the uStore Request Form.

<https://www.millersville.edu/osa/files/marketplace-ustore-fillable>

A member of the TouchNet Administration team at Millersville University will reach out to you to schedule a Teams meeting to discuss your request and departmental needs.

Once all necessary information has been collected, our team will create your uStore. This process usually takes about 4 to 6 weeks. After the uStore has been created, we will process a test payment and refund. Before we go live with your uStore, we will schedule a final Teams meeting, where your team will be walked through the uStore platform, and our team will be happy to respond to any questions or concerns prior to launch.

How do I manage my uStore?

Once your uStore is live, the Office of Student Accounts will provide administrative access to the users identified on your request form. These authorized users will be able to view Marketplace financial reports for your uStore.

What are my responsibilities?

- Keep an eye on your budget, notify our office of any discrepancies or account changes.
- If you need to make changes to your uStore, complete the maintenance form.
<https://www.millersville.edu/osa/files/marketplace-ustore-maintenance>
- If you need to refund a payment received via your uStore, submit a Refund Request Form to our office.
<https://www.millersville.edu/osa/files/departmentalrefundrequest.pdf>

That is all there is to it! If you are interested, please be sure to complete our uStore Request Form and let us get started!