TouchNet Marketplace Support- Draft

Welcome to the TouchNet Support Webpage

We are happy to work with you to support your department's TouchNet needs. Please visit the TouchNet Marketplace webpage for general marketplace operation and creation information.

Available TouchNet support ticket processes:

• **TouchNet Marketplace Support**:

- transaction research, error message resolution, product, and store support, etc.

• **Security Access to the Touchnet System**:

- login issues, system user creation/modification, etc.
- *__View a list of available TouchNet user roles__*

Important department duties in TouchNet:

• Each department **must** appoint at least one person to operate their TouchNet store/site. **FAU's Office of Information Technology (OIT), Workday Operations, Finance Systems team does not operate storefronts; they provide systems support.**

•Department TouchNet responsibilities:

- Maintaining products and stores
- Reconciliation
- Customer support (credit/refunds, payment assistance, site content inquiries, etc.)
- Ensuring compliance with approved store/site purpose.

Welcome to FAU TouchNet System Access

We appreciate your commitment to ensuring secure and efficient transactions across our platforms. Below are important instructions for submitting your TouchNet access request:

- This ticket is exclusively for requesting/modifying user access to the TouchNet system.
- View a list of available TouchNet user roles and responsibilities
- Supervisor approval is required for user system access.
    - Supervisors may complete tickets on behalf of their direct reports.
    - If ticket is completed by employee, the request is automatically routed to the supervisor for approval.
- For general marketplace support inquiries, please complete a support ticket through our Marketplace Support ticket: *__provide hyperlink__*

- Prior to submitting your system access request, we encourage you to visit the TouchNet Marketplace webpage. Here you will find comprehensive information regarding the store request process and other relevant operating issues.

Thank you for your cooperation in maintaining the integrity and security of our TouchNet payment gateway system.

Should you have any further concerns, please do not hesitate to reach out to Office of Information Technology (OIT), Workday Operations, Finance Systems Team, fis@fau.edu .

Welcome to FAU TouchNet Marketplace Support

We are pleased to partner with you and your team to provide your e-commerce customers with outstanding service.

Please utilize the TouchNet Marketplace Support ticket system for any of the following concerns:

- **Refund Issues**: Having trouble with a refund request within the system? We can help!
- **Transaction Research**: Need to investigate a transaction? Let us know the details.
- **Error Message Resolution**: Unclear or frustrating error messages? We'll get you back on track.
- **Product & Store Support**: Have questions about a product or how a store operates? We're here to assist.
- **Order Fulfillment Issues**: Having an issue processing an order? Submit a ticket here.

To better assist you and expedite the resolution process, please include the following information in your support ticket whenever possible:

- **Order/ Transaction ID**
- **Transaction Date**
- **Transaction Amount**
- **Reference Number (if applicable)**
- **Screenshots are helpful for troubleshooting technical issues. Please include them if relevant.**

Friendly reminder: FAU's Office of Information Technology (OIT) does not manage the individual stores within the TouchNet Marketplace.

*For new account requests, password resets, or account modification; visit the FAU TouchNet System Access page: ***provide hyperlink***