

Marketplace Refunds – Quick Guide

Processing a Refund

1. Go to <https://secure.touchnet.net/central/> to log in to Marketplace.
2. Select “Marketplace” under the Applications Menu.

The screenshot shows the UCommerce Central web application. The top navigation bar includes links for Home, Dashboard, Applications, Administration, Client Community, and Help. The Applications menu is open, showing options like Payment Gateway, Bill+Payment, Business Office, and Marketplace (which is highlighted). Below the menu, there is a section for 'Mall Link and Search' with a search bar and a 'Search' button. A table titled 'Stores' is displayed, showing a list of stores with columns for Name, Id, Template, Type, Merchant Name, Web, and Mobile. The table contains three entries: '2019 IEEE International MWSCAS Registration', 'ABH RAW Graduate Student Conference', and 'AH College Prep - Summer'.

Name	Id	Template	Type	Merchant Name	Web	Mobile
2019 IEEE International MWSCAS Registration	293	Classic	General	ECS	Enabled	Enabled
ABH RAW Graduate Student Conference	146	Classic	General	ABH RAW Conference	Enabled	Enabled
AH College Prep - Summer	277	Classic	General	ABH	Enabled	Enabled

3. Select “Fulfill Orders” under the Marketplace Store with the transaction that needs to be refunded. Note: you must be a fulfiller with cancel/refund rights to process a refund.

The screenshot shows a settings menu with various options. The 'Fulfill Orders (128)' option is highlighted in yellow. The menu items are: Settings, Accounting Codes, Users, Tax Account Codes, Stores, Add New Store, New Student Programs, Store Settings, Order Search, and Fulfill Orders (128).

4. Find the transaction by searching a date range, or by entering the order number (if known) into the space and click on the “Search” button.

New Student Programs Fulfillments

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. To process refunds, search for fulfilled orders. A maximum of 50 order can be fulfilled.

Pending Fulfillments

There are 129 pending fulfillments to process.

[Refresh Pending Fulfillments](#)

Order Search

To modify the order search, select value for filtering: Pending ▼

From: To:

[Search](#)

Order Number:

[Search by Order Number](#)

The order status must be “COMPLETED” to issue a refund.

- Click on the hyperlinked word “View” to see Fulfillment Information, Fulfillment Activity, and to Process a Refund.

Show 50 entries Search:

Completed Fulfillments

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
547671	531833	04/24/2019 12:28:19 AM CDT		Electronic Payment	Credit Card	COMPLETED	View

Fulfillment Information

This fulfillment was processed on 04/25/2019 08:22:31 AM CDT.

Order #: 547671

Delivery Information

Date: 04/24/2019 12:28:19 AM CDT

Method: Electronic Payment

Buyer Information

Name: Melissa

Email Address: @gmail.com

Fulfillment Activity

From: 04/24/19 12:28 AM To: 04/25/19 08:22 AM Search Reset

Date	Type	Amount	Payment Gateway Reference Number	Shipment Tracking Number	Resend Email/Text For:
04/24/2019 12:28:20 AM CDT	Authorization	\$120.00	20190424000002		
04/25/2019 08:22:31 AM CDT	Purchase	\$120.00	20190424000002	No Tracking Number	Update Tracking Number Purchase

Process Refund

Total amount available to refund: \$120.00

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount	Accounting Code
Freshman Orientation Payment Site	FOPS	1	0	0	0	\$120.00	0	\$	
(Option)	NetID (Please copy and paste your NetID from the payment instructions screen) :MXG180044								
(Option)	Option: :5.								

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

[Process Refund](#)

- Always change the “New Quantity To Return” to 1.

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Financial Management Services
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7. Enter the amount to be refunded under “Refund Amount”.
8. Click on the “Process Refund” button. If your store is set up for partial refunds, you can enter a dollar amount at this time too. In that case, leave the quantity to “0”.

Process Refund

Total amount available to refund: \$120.00

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Freshman Orientation Payment Site	FOPS	1	0	0	0	\$120.00	1	\$
(Option)	NetID (Please copy and paste your NetID from the payment instructions screen) :MXIG180044						0	
(Option)	Option: :5.						1	

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Process Refund

Return Policy

Refunds must be requested by WEDNESDAY MAY 01, 2019. A \$20 non-refundable processing/administrative fee applies to any changes and/or cancellations. No refunds will be given for cancellations received after 5/1/2019. You may not modify your orientation or switch sessions within two business days of your orientation.

Please contact FMS-Treasury@utdallas.edu with any questions