MARKETPLACE TRAINING

Refund Training
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Partial or full payment refunds are processed through Marketplace. Users with the Fulfiller refund/cancel rights role for your store can process refunds for completed orders, crediting card purchases back to the buyer’s credit card.

1. **Log in**
   a. Log in to U.Commerce Central, enter your Username and Password that have been provided to you.

   https://secure.touchnet.com/ucommercecentral

   b. Once you are logged-in, click on the application tab.
c. Navigate to Marketplace.

2. Steps for Refund
   a. Navigate to **Marketplace Home** ➔ **[Merchant Name]** ➔ **Stores** ➔ **[Your store name]** ➔ **Fulfill orders**, and the **Store Fulfillment List** page appears.
   b. To find your specific order you are trying to refund you can either:
      i. Enter a date range and change the “**Show Orders**” dropdown box as “**Fulfilled Date**”. Click the **Search** button.
      
      OR

      ii. Enter the order number and click the “**Search by Order Number**” button.
c. Locate the order in the displayed list and click its view link. The store fulfillment page appears.

✓ Refunding a Partial Payment
  o When refunding a partial payment, do not select a quantity to return. Simply enter the amount you wish to refund (as long as it does not exceed the full payment amount) and click “Process Refund” button.

✓ Refunding the full Payment
  o Certain products/stores are not set up to offer partial refunds. Therefore, the “Refund Amount” option will not be visible in store with these settings. To refund the full payment, select the quantity you wish to refund and click “Process refund” button.
** After refunds are processed, marketplace will generate and send an email message to the customer.