MARKETPLACE TRAINING

TouchNet®
+ Heartland

Refund Training for uPay Sites

Office of Revenue, Receivable, & Cashiering Services
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Partial or full Payment refunds are processed through Marketplace. A uPay Site Managers and uPay Payment Clerks can process refunds for completed orders, crediting card purchases back to the buyer’s credit card.

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

   [https://secure.touchnet.com/ucommercecentral](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]** ➔ **uPay Sites** ➔ **[Your uPay Site name]** ➔ **Payment Search**.
   b. Enter your order search parameters and click the “Run Search” button.
c. In the search results, click the System Tracking ID to refund the payment. The payment Detail page appears.

d. Click the Refund link of the corresponding payment. The Refund Options page appears.

e. You can make a partial or full refund. Enter a refund amount, and then click Submit button.

** After refunds are processed, marketplace will generate and send an email message to the customer.**