TouchNet Refund Request Form

1. Submit an online form
   a. Go to [https://marketplace.gsu.edu/refund/](https://marketplace.gsu.edu/refund/)
   b. Password is **RRC51913**
   c. Click TouchNet Refund Request Form **Electronic TouchNet Refund Request Form**
   d. Sign in using your campus id and password
   e. Requestor completes the refund online form
      i. Signatures
         1. Approver
            a. The Requestor must insert the Department approver name by either using the browse book or simply typing their email address.

f. Once completed, click **Submit**. The form will be routed to the designated Approver.

2. Department Approver receives the online form
   a. Email Notification with embedded form link is sent for approval.
   b. Department Approver logs in with campus id
      i. Approve
         1. If Approver **Accept & Sign** then select **submit**, email notification is sent to **rrcs@gsu.edu** for processing
      ii. Decline
         1. If Approver **Declines** then select **Submit**, email with embedded form link is re-routed to Requestor with Approver’s comments
            2. Requestor makes corrections, if applicable, and re-submits to Department Approver

3. RRCS reviews form for final processing
   a. Approve
      i. Email from **rrcs@gsu.edu** is sent to Requestor.
   b. Decline
      i. Email from **rrcs@gsu.edu** is sent to Requestor or Approver requesting additional information.

*Note: TouchNet Refund Request Forms must be approved by a Department approver.*