TouchNet Refund

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Log in to TouchNet, on the main menu bar, click **Applications** > **Marketplace**.

On the left navigation menu, click **Marketplace Home** > **[the Marketplace location where your store will be located, such as Arts & Sciences]** > **Stores/Site** > **[your location, such as Art Gallery]** > **Refunds**.

The main Order Search page opens.

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Note: If you do not see the Refunds menu choice, check with your TouchNet administrator, and ask them to grant you the *Fulfiller with Cancel/Refund Rights Role*.

In the **Order Number field**, enter the **Order number (Order ID).**

Click **Run Search.**

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Select	After the order populates below, select **Refund** on the right side of the window, in the **Action** field.
Screen	On the Next screen within the Refund area, in the **New Quantity To Return** field, select a quantity (e.g. 1, 2) and enter the total dollar amount of the refund in the **Refund Amount** box.
Note	**Note:** If this is a partial refund, do not change the Quantity and see the steps in the next section.

Quantity Returned	New Quantity To Return	Accou
0	0 ⌄ / 0 / 1	Busine

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- Be sure to include a refund reason. This is helpful for both record keeping and it will appear in the email the customer receives alerting them to the refund.

- **Click Process Refund**. The amount is automatically refunded, and the payee is notified by email.

TouchNet Partial Refund

- Follow the steps 1. through 5 for regular refund (*see previous slides*)

- Do not change the **New Quantity To Return** field. Instead, enter the amount in the **Refund Amount** field.

TouchNet Partial Refund

- Click **Process Refund**. You will see the total *Refundable Amount* change. The amount is automatically refunded, and the payee is notified by email.