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

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

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

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