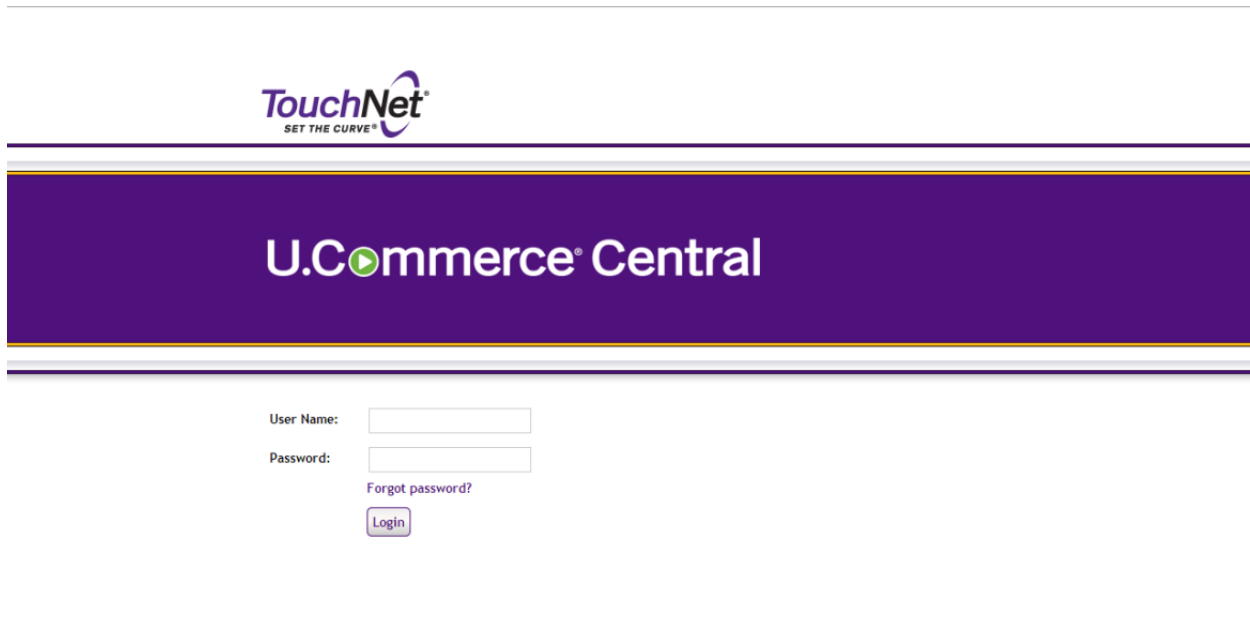


Processing a Refund

1. Log in to [U.Commerce Central](#)



TouchNet
SET THE CURVE®

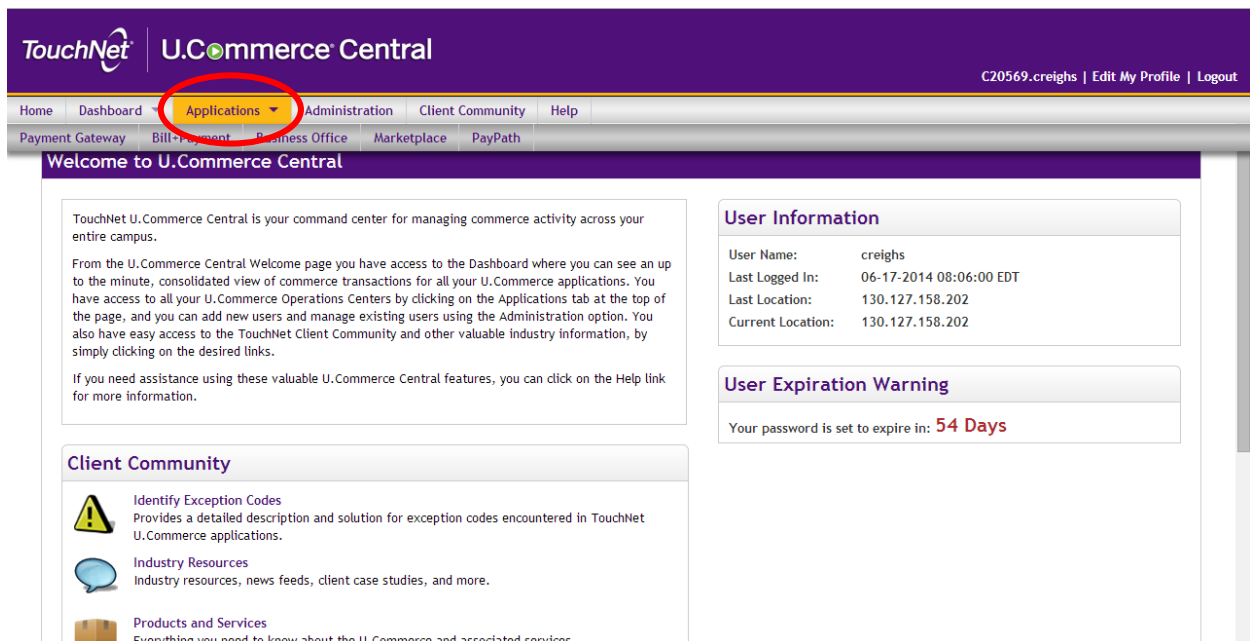
U.Commerce Central

User Name:

Password:

[Forgot password?](#)

2. Hover over the Applications tab



TouchNet | U.Commerce Central

C20569.creighs | [Edit My Profile](#) | [Logout](#)

Home | Dashboard | **Applications** | Administration | Client Community | Help

Payment Gateway | Bill Payment | Business Office | Marketplace | PayPath

Welcome to U.Commerce Central

TouchNet U.Commerce Central is your command center for managing commerce activity across your entire campus.

From the U.Commerce Central Welcome page you have access to the Dashboard where you can see an up to the minute, consolidated view of commerce transactions for all your U.Commerce applications. You have access to all your U.Commerce Operations Centers by clicking on the Applications tab at the top of the page, and you can add new users and manage existing users using the Administration option. You also have easy access to the TouchNet Client Community and other valuable industry information, by simply clicking on the desired links.

If you need assistance using these valuable U.Commerce Central features, you can click on the Help link for more information.




User Information

User Name:	creighs
Last Logged In:	06-17-2014 08:06:00 EDT
Last Location:	130.127.158.202
Current Location:	130.127.158.202

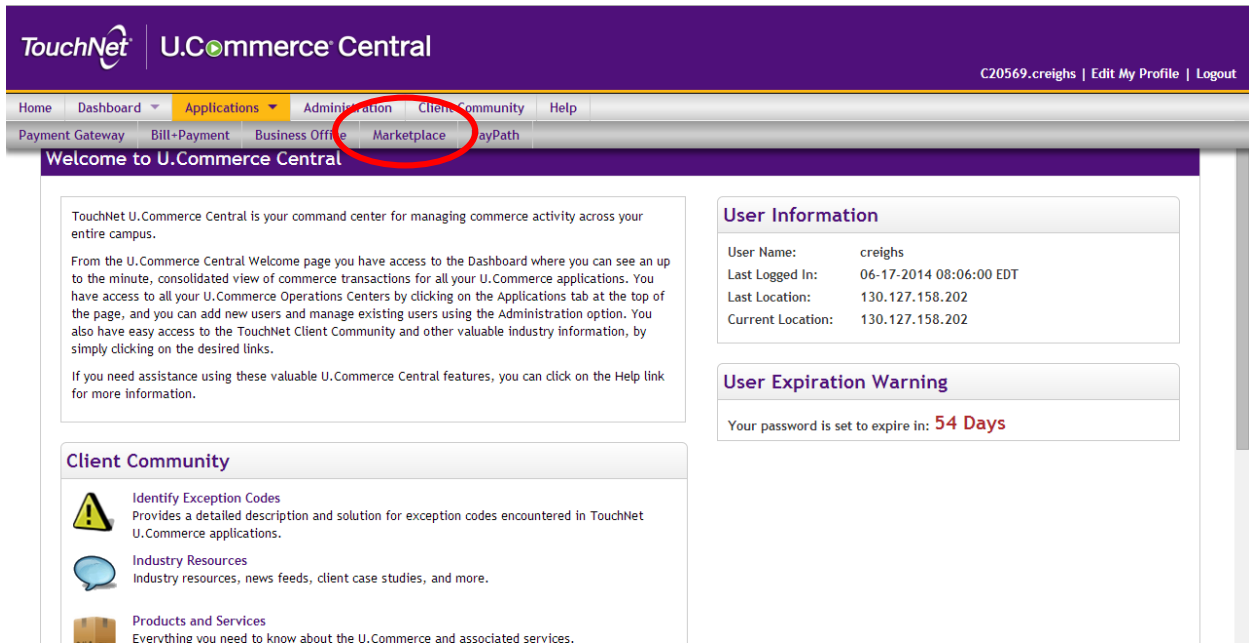
User Expiration Warning

Your password is set to expire in: **54 Days**

Client Community

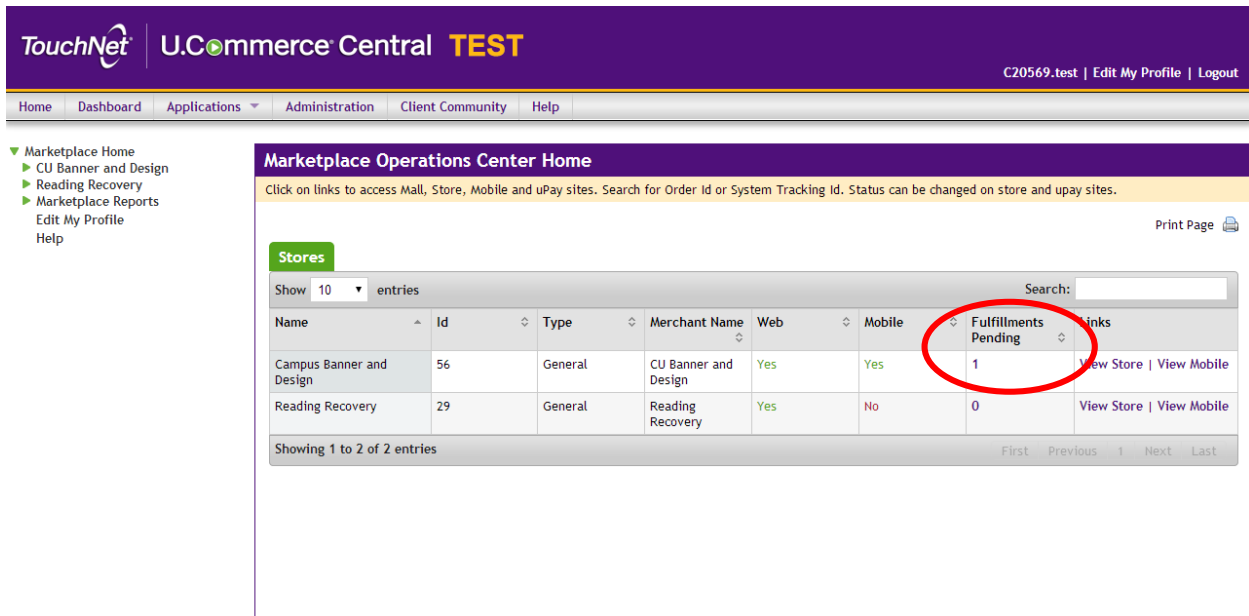
-  **Identify Exception Codes**
Provides a detailed description and solution for exception codes encountered in TouchNet U.Commerce applications.
-  **Industry Resources**
Industry resources, news feeds, client case studies, and more.
-  **Products and Services**
Everything you need to know about the U.Commerce and associated services.

3. Navigate to Marketplace



The screenshot shows the U.Commerce Central interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The 'Marketplace' link is circled in red. Below the navigation bar, there is a 'Welcome to U.Commerce Central' section with introductory text and a 'Client Community' section with links for 'Identify Exception Codes', 'Industry Resources', and 'Products and Services'. On the right, there is a 'User Information' box showing user details and a 'User Expiration Warning' box indicating the password expires in 54 days.

4. Click the number under the “Fulfillments Pending” Column



The screenshot shows the Marketplace Operations Center Home page. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The 'Marketplace' link is circled in red. Below the navigation bar, there is a 'Marketplace Operations Center Home' section with a search bar and a table of entries. The table has columns for Name, Id, Type, Merchant Name, Web, Mobile, Fulfillments Pending, and Links. The 'Fulfillments Pending' column is circled in red, and the number '1' in the first row is also circled in red. The table shows two entries: 'Campus Banner and Design' with 1 fulfillment pending, and 'Reading Recovery' with 0 fulfillments pending.

Name	Id	Type	Merchant Name	Web	Mobile	Fulfillments Pending	Links
Campus Banner and Design	56	General	CU Banner and Design	Yes	Yes	1	View Store View Mobile
Reading Recovery	29	General	Reading Recovery	Yes	No	0	View Store View Mobile

5. Search by date range

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes "TouchNet" and "U.Commerce Central TEST" on the left, and "C20569.test | Edit My Profile | Logout" on the right. Below the navigation bar is a menu with "Home", "Dashboard", "Applications", "Administration", "Client Community", and "Help". The left sidebar contains "Reading Recovery", "Fulfill Orders (1)", "Marketplace Reports", "Edit My Profile", and "Help". The main content area is titled "Pending Fulfillments" and displays "There are 1 pending fulfillments to process." Below this is a "Refresh Pending Fulfillments" button. The "Order Search" section is highlighted with a green header. It contains the text "To modify the order search, select value for filtering:" followed by a dropdown menu. The dropdown menu is open, showing options: "Pending", "Pending", "Order Date", "Fulfilled Date", "Recur Order Date", and "Recur Payment Date". The "Order Date" option is highlighted in blue. Below the dropdown are two date input fields labeled "From:" and "To:". A red circle highlights the "From:" and "To:" fields and the dropdown menu. Below the date fields is a "Search" button. At the bottom of the search section is an "Order Number:" field and a "Search by Order Number" button. A "Pending Fulfillments" button is located at the bottom of the main content area.

6. Change "Pending" to "Order Date"

The screenshot shows the U.Commerce Central TEST interface, similar to the previous one. The top navigation bar and left sidebar are the same. The main content area is titled "Pending Fulfillments" and displays "There are 1 pending fulfillments to process." Below this is a "Refresh Pending Fulfillments" button. The "Order Search" section is highlighted with a green header. It contains the text "To modify the order search, select value for filtering:" followed by a dropdown menu. The dropdown menu is open, showing options: "Pending", "Pending", "Order Date", "Fulfilled Date", "Recur Order Date", and "Recur Payment Date". The "Order Date" option is highlighted in blue. A red circle highlights the "Order Date" option in the dropdown menu. Below the dropdown are two date input fields labeled "From:" and "To:". Below the date fields is a "Search" button. At the bottom of the search section is an "Order Number:" field and a "Search by Order Number" button. A "Pending Fulfillments" button is located at the bottom of the main content area.

7. Click "Search"

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The left sidebar lists 'Reading Recovery', 'Fulfill Orders (1)', 'Marketplace Reports', 'Edit My Profile', and 'Help'. The main content area has a 'Pending Fulfillments' section with a message 'There are 1 pending fulfillments to process.' and a 'Refresh Pending Fulfillments' button. Below this is an 'Order Search' section with a filter dropdown set to 'Order Date', date range inputs for 'From: 6/3/14' and 'To: 6/19/14', and a 'Search' button circled in red. There is also an 'Order Number:' input field and a 'Search by Order Number' button.

8. Look for the Buyer Name

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The left sidebar lists 'Campus Banner and Design', 'Fulfill Orders (0)', 'Reading Recovery', 'Marketplace Reports', 'Edit My Profile', and 'Help'. The main content area has a 'Load All Pending Fulfillments' button. Below this is an 'Order Search' section with a filter dropdown set to 'Order Date', date range inputs for 'From: 3/1/14' and 'To: 6/23/14', and a 'Search' button. There is also an 'Order Number:' input field and a 'Search by Order Number' button. Below the search section is a 'Completed Fulfillments' table with the following data:

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View

The 'Buyer Name' 'Kayne Evans' in the table is circled in red.

U.Commerce 6.5 | Marketplace 6.5 (94)
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9. Click "View"

The screenshot shows the U.Commerce Central TEST interface. The top navigation bar includes 'Home', 'Dashboard', 'Applications', 'Administration', 'Client Community', and 'Help'. The left sidebar contains 'Campus Banner and Design', 'Fulfill Orders (0)', 'Reading Recovery', 'Marketplace Reports', 'Edit My Profile', and 'Help'. The main content area features an 'Order Search' section with a date range filter (From: 3/1/14, To: 6/23/14) and a 'Search' button. Below this is a 'Search by Order Number' section with an input field. The 'Completed Fulfillments' table is displayed with the following data:

Order Number	Shipment Number	Order Date	Buyer Name	Delivery Method	Payment Method	Status	Action
1217	1252	03/13/2014 11:53:06 AM CDT	Kayne Evans	Walk-In	Credit Card	COMPLETED	View

The 'View' link in the 'Action' column is circled in red. The footer contains the text: 'U.Commerce 6.5 | Marketplace 6.5 (54) 81997 - 2014 Touchnet Information Systems, Inc. All rights reserved. | Touchnet Privacy Policy'.

10. Select Quantity to Return

The screenshot shows the U.Commerce Central TEST interface for the 'Process Refund' section. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area displays the 'Process Refund' section with a total amount available to refund of \$41.22. A table lists the items for refund:

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	0	

The dropdown menu for 'New Quantity To Return' is open, showing options 0, 1, and 2. The option '1' is selected and circled in red. Below the table, there is a 'Process Refund' button. The 'Tracking Number' section has a 'Tracking Number' field with 'No Tracking Number' and a 'Send User Email' checkbox. The 'Return Policy' section is empty. The 'Fulfillment Activity (1856)' section shows a date of 03/13/2014 11:53:08 AM CDT and a type of Authorization.

11. Enter the Refund Amount

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

[Process Refund](#)

Tracking Number

Tracking Number:

Send User Email:

[Update Tracking Number](#)

Return Policy

Fulfillment Activity (1856)

Date	03/13/2014 11:53:08 AM CDT
Type	Authorization

Note: If refunding a whole dollar amount, it is not necessary to input decimals (Ex. Input \$240 instead of \$240.00). The refund amount cannot exceed the total amount paid by the customer. Partial refunds can be given. All refunds will be applied to the original method of payment.

12. Click "Process Refund"

TouchNet | U.Commerce Central TEST C20569.test | Edit My Profile | Logout

Home | Dashboard | Applications | Administration | Client Community | Help

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

[Process Refund](#)

Tracking Number

Tracking Number:

Send User Email:

[Update Tracking Number](#)

Return Policy

Fulfillment Activity (1856)

Date	03/13/2014 11:53:08 AM CDT
Type	Authorization

13. Click “Ok” when asked if you want to continue

The page at https://test.secure.touchnet.net:8443 says:

You are about to post a credit to the customer's card. Do you want to continue?

OK Cancel

Process Refund

Total amount available to refund: \$41.22

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Howard Poster Prints : 24 x 36"	2204015_1	1	0	0	0	\$41.22	1	\$41.22

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Tracking Number

Tracking Number: No Tracking Number

Send User Email:

Return Policy

Fulfillment Activity (1856)

Date	03/13/2014 11:53:08 AM CDT
Type	Authorization

Note: The system will automatically send an email to the customer notifying them of the refund. Refunds will take approximately 3-5 business days to show up in the customer's account. Any purchase made through Marketplace must be refunded using the steps outlined above.