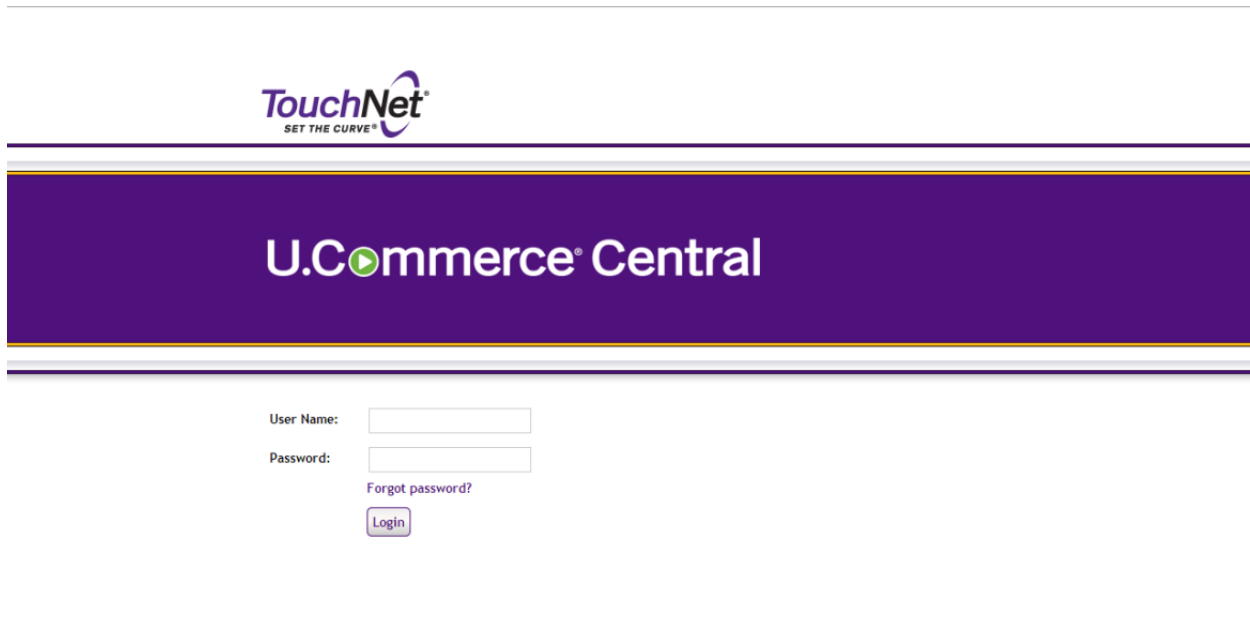


Processing a Refund

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



TouchNet
SET THE CURVE®

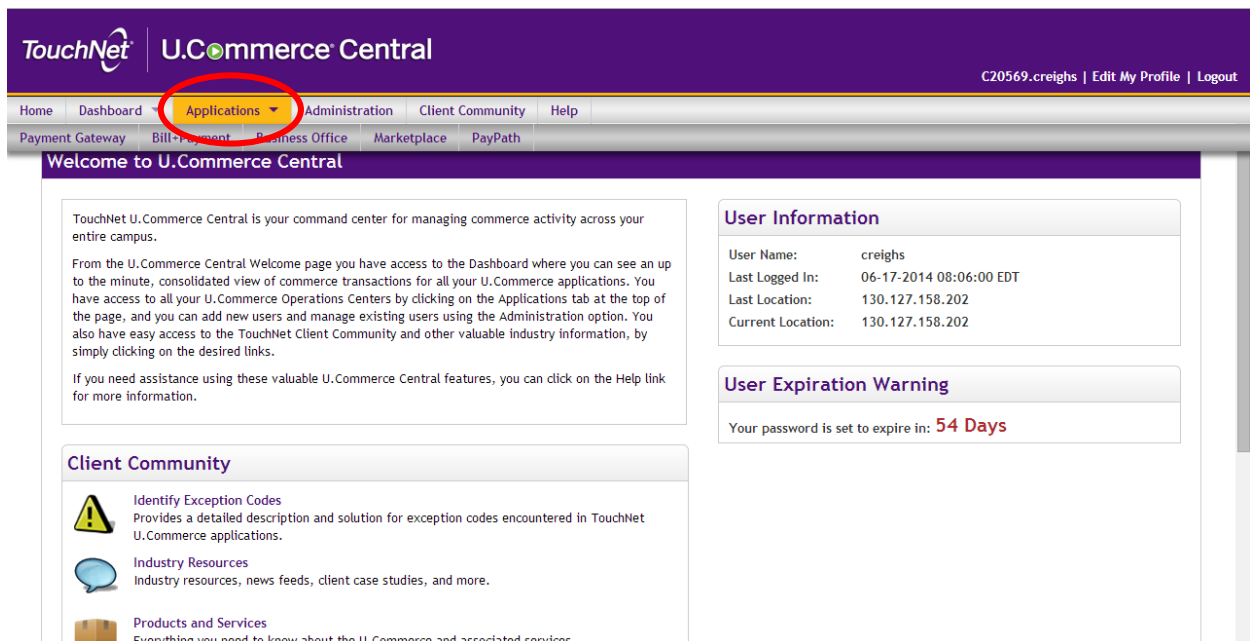
U.Commerce Central

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 dashboard. 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. To the right, there is a 'User Information' box showing details for user 'creighs', including last logged in time and location. Below that is a 'User Expiration Warning' box stating 'Your password is set to expire in: 54 Days'. On the left, there is a 'Client Community' section with links for 'Identify Exception Codes', 'Industry Resources', and 'Products and Services'.

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 'Print Page' button. A table titled 'Stores' is displayed, showing a list of stores with columns for Name, Id, Type, Merchant Name, Web, Mobile, and Fulfillments Pending. The 'Fulfillments Pending' column is circled in red, and the number '1' in the first row is highlighted. The table also includes a 'Links' column with links to 'View Store' and 'View Mobile'.

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 red circle. 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". Below the dropdown are "From:" and "To:" date input fields, a "Search" button, and an "Order Number:" input field with a "Search by Order Number" button. A "Pending Fulfillments" button is at the bottom of the section.

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 red circle. 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 selected and highlighted in blue. Below the dropdown are "From:" and "To:" date input fields, a "Search" button, and an "Order Number:" input field with a "Search by Order Number" button. A "Pending Fulfillments" button is at the bottom of the section.

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 and 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. Below this is an 'Order Number:' input field and a 'Search by Order Number' button. The 'Completed Fulfillments' section contains a 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' is circled in red. The footer contains the text: 'U.Commerce 6.5 | Marketplace 6.5 (94) ©1997 - 2014 TouchNet Information Systems, Inc. All rights reserved. | TouchNet Privacy Policy'.

9. Click "View"

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

Home Dashboard Applications Administration Client Community Help

▼ Campus Banner and Design
● Fulfill Orders (0)
▶ Reading Recovery
▶ Marketplace Reports
Edit My Profile
Help

Load All Pending Fulfillments

Order Search

To modify the order search, select value for filtering: Order Date

From: 3/1/14 To: 6/23/14

Search

Order Number:

Search by Order Number

Completed Fulfillments

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

U.Commerce 6.5 | Marketplace 6.5 (54)
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10. Select Quantity to Return

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	<input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="1"/>	<input type="text"/>

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: No Tracking Number

Send User Email:

Update Tracking Number

Return Policy

Fulfillment Activity (1856)

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