Florida Atlantic University
Touchnet Marketplace

Fulfill/Cancel/Refund an order

1. **To Fulfill an order:**
   - **Note:** Customers are not charged until an order is fulfilled
   a. From the sidebar, select Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders
   b. Check the order(s) you would like to fulfill
      - **Note:** Try not to fulfill more than 10 orders at a time
   c. Click Process Fulfillment
   d. Review orders, then click Accept Payment
   e. Review again, then click Proceed To Step 3
   f. Enter a tracking number (if required), then click Proceed To Step 4
   g. Click Send E-Mail
   h. Click Continue

2. **To Cancel an order:**
   - **Note:** Orders can only be cancelled prior to fulfillment, customer is not charged
   a. From the sidebar, select Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders
   b. Check the order(s) you would like to cancel
      - **Note:** Try not to cancel more than 20 orders at a time
   c. Click Process Fulfillment
   d. Adjust the item quantities to be cancelled, then click Update Items

3. **To Refund an order:**
   - **Note:** You can only refund orders that have already been fulfilled
   a. From the sidebar, select Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders
   b. Select a date range, then under Show Orders choose Fulfilled Date
   c. Click Search
   d. Find the order to be refunded, then click View
   e. Adjust the quantity and amount to be refunded, then click Process Refund