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.
TouchNet Refund

**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**.
## TouchNet Refund

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