Each TouchNet Marketplace uStore and uPay site must have a written refunding procedure. Following is guidance on what must be included.

Key components:

1. Two individuals must be involved in the review/process prior to refund action taking place. Units should ensure that refunds are initiated/approved by individuals with appropriate authority within the department.

   A. Refund Approver - Reviews and approves the refund request. Approvals can be done electronically via email or recorded on paper. Marketplace access may be helpful, but is not required.

   B. Refund Processor - Processes the refund transaction in the Marketplace uStore or uPay site.
      - Individual(s) must hold the Marketplace role of Fulfiller with Cancel/Refund Rights in their uStore(s) or Payment Clerk in their uPay site.
      - We recommend 2 individuals (primary and backup) hold the role of Fulfiller with Cancel/Refund Rights or Payment Clerk to ensure consistent coverage.

2. The refund transaction must be documented and retained for 3 years for auditing purposes.
   - Retain request with approval email response or
   - Maintain “Request Refund Form” (included) with signatures

3. Refunds for credit card transactions must take place within Marketplace, providing a refund to the original credit card used to make the purchase.
   - Refunds may only be processed in Marketplace within one year of the original purchase date. After one year, the department must request a check refund using the Request Revenue Refund.

4. Adoption of refund process as part of Unit or Department uStore or uPay procedures.