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TouchNet Marketplace Refund Procedures

Each TouchNet Marketplace uStore and uPay site must have a written refunding procedure. This guide contains the essential elements for a refund procedure and what must be documented for auditing purposes.

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. Individual(s) must hold the Marketplace role of Fulfiller with Cancel/Refund Rights in their uStore(s) or Payment Clerk in their uPay site.*

   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.

*We recommend 2 individuals (primary and backup) hold the role of Fulfiller with Cancel/Refund Rights or Payment Clerk to ensure consistent coverage.

Documentation and Audit

Refunds for credit card transactions must take place within Marketplace, providing a refund to the original credit card used to make the purchase. Refunds can 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 Revenue Request Form.

- The refund transaction must be documented and retained for 3 years for auditing purposes.
- Retain request with approval email response OR Maintain "Refund Request Form" (template below) with signatures.
- Refund procedures should be noted in the Unit/Department uStore or uPay procedures and updated as changes occur.

Additional information about the TouchNet Mason Marketplace is available at https://fiscal.gmu.edu/mason-marketplace/mason-units/. Specific inquiries may be sent to commerce@gmu.edu.

TouchNet Mason Marketplace
Refund Request Form

Refund Notice: *Refunds are only granted in accordance with the specific Marketplace Refund Policy provided at the time of the original transaction. If extenuating circumstances should be considered for waiving the refund policy, please include specifics in the "Reason for Refund Request" space.*

* = Required Fields

Date of Request   Customer Name   G # (if applicable)

Order Number for TouchNet Transaction to Refund   TN uStore/uPay Name

Last 4 Digits of Card Used   Date of Original Transaction   Amount of Original Transaction

Refund Amount Requested

Reason for the Refund Request

Description of any supporting documentation attached

For Office Use Only

Approved by   Title

Signature   Date Approved

Refund Processed by   Title

Signature   Date Processed

Comments