

Marketplace Refunds

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 "Refund Request 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 [Revenue Request Form](#).
4. Adoption of refund process as part of Unit or Department uStore or uPay procedures



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 of TouchNet Transaction Needing Refund*:

Date of original charge transaction*:

Amount of original charge transaction*: \$

Last 4 digits of credit card used:

uStore or uPay site from which transaction was placed*:

Refund Amount Requested*: \$

Reason for 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: