Processing a Refund

1. Log in to U.Commerce Central

2. Hover over the Applications tab
3. Navigate to Marketplace

4. Click the number under the “Fulfillments Pending” Column
5. Search by date range

6. Change “Pending” to “Order Date”
7. Click “Search”

8. Look for the Buyer Name
9. Click “View”

10. Select Quantity to Return
11. Enter the Refund Amount

Note: If refunding a whole dollar amount, it is not necessary to input decimals (Ex. Input $240 instead of $240.00). The refund amount cannot exceed the total amount paid by the customer. Partial refunds can be given. All refunds will be applied to the original method of payment.

12. Click “Process Refund”
13. Click “Ok” when asked if you want to continue

Note: The system will automatically send an email to the customer notifying them of the refund. Refunds will take approximately 3-5 business days to show up in the customer’s account. Any purchase made through Marketplace must be refunded using the steps outlined above.