

# Processing Refunds

Only users with the role of **Fulfiller with Refund/Cancel rights\*** can process refunds. **Marketplace Home > [Store] > Fulfill Orders**

Marketplace Home

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Harvard eCommerce Fulfillments Print Page

Fulfill orders on this page, or search for pending, cancelled, or fulfilled orders. To process refunds, search for fulfilled orders. A maximum of 50 order can be fulfilled at one time.

**Pending Fulfillments**

There are no pending fulfillments to process.

**Order Search**

To modify the order search, select value for filtering: Fulfilled Date

From:  To:

Order Number:

Locate the fulfilled order by date range or order number.

\*The store manager can assign this role within the store's **User** settings.

# Processing Refunds

The Refund Amount field only appears if partial refunding has been enabled (by setting the "Allow Partial Refunds" option to Yes on the Store General Settings page).

### Process Refund

Total amount available to refund: \$24.99

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount
Magazine Subscription : 1 Year /12 Issues - \$24.99	5284525_2	1	0	0	0	\$24.99	1 ▼	\$ 24.99

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

**New Quantity To Return** is an optional selection but relevant if your store tracks inventory.

Enter amount to refund.

**Process Refund** will complete the process and send a refund email to the address used by the customer.