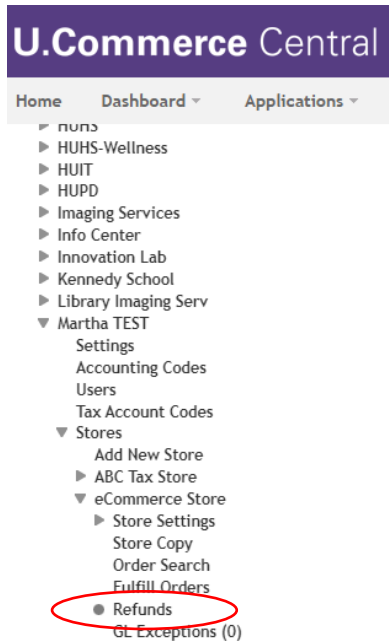


REFUNDING ORDERS

U.Commerce Central > Applications> Marketplace> [your merchant name] > Stores > [your store name] > Store Settings > Refunds



Single Payment Refund

Locate order using desired search parameters and click “Refund” in the Action.

eCommerce Store: Refunds

Manage refunds for a single transactions.

Single Payment Refund

Batch of Refunds

Batch Management

Order Number:

Payment Gateway Reference Number:

Credit Card Authorization Number:

Customer Name:

Customer Email:

Customer Phone Number:

Product Name:

Terminal ID:

Order Date: From: To:

Fulfilled Date: From: 4/12/22 12:00 am To: 4/12/22 11:59 pm

Run Search

Payment Search Results

Order Number	Shipment Number	Order Date	Buyer Name	Buyer Email	Delivery Method	Processed Amount	Payment Method	Pending Batch?	Action
8987	8942	4/12/2022, 11:43:05 AM GMT-5	TEST4 Mcewan	martha_mcewan@harvard.edu	Walk-In	\$106.25	AmEx	No	Refund

Enter the Quantity, Refund Amount, and Refund Reason. If you do not enter a quantity the product will not be returned to your inventory count.

Refund

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

Total amount available to refund: \$106.25

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity Return	Refund Amount	Accounting Code
VASE	Catalog stock number here	1	0	0	0	\$106.25	<div>1</div> <div>0</div> <div>1</div>	\$ 106.25	

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

Refund Reason

When you look in the order details you should now see the refund reflected under Fulfillment Activity.

Order Details

Order Number:

8987

Delivery Information

Order Date:

04/12/2022 11:43:05 AM EST

Fulfilled Date:

04/12/2022 11:43:06 AM EST

Transaction Type:

eCommerce

Payment Method:

Credit Card : AmEx

Buyer Information

Name:

TEST4 Mcewan

Email Address:

martha_mcewan@harvard.edu

Return Policy

No return policy.

Fulfillment Activity

+	Fulfillment	Date	Type	Amount	Payment Gateway Reference Number	Returned By	Returned Reason
	9170	4/12/2022, 11:43:06 AM GMT-5	Authorization	\$106.25	20220412000003		
+	9173	4/12/2022, 11:45:54 AM GMT-5	Purchase	\$106.25	20220412000003		
+	9174	4/12/2022, 12:10:45 PM GMT-5	Return	-\$106.25	20220412000003	Martha McEwan (C20832.mmcewan)	Customer returned product

Batch of Refunds

Select “Batch of Refunds” tab and search for order based on desired parameters.

eCommerce Store: Refunds

Manage refunds for batches of transactions.

Single Payment Refund **Batch of Refunds** Batch Management

Order Number:

Type:

Product Name:

Terminal ID:

One-Time/Recurring:

Payment Method Name:

Order Date: From: To:

Fulfilled Date: From: To:

Click “Create Refund Batch” from search results.

Payment Search Results								
Order Number	Shipment Number	Order Date	Buyer Name	Buyer Email	Delivery Method	Processed Amount	Payment Method	Pending Batch?
8437	8392	12/9/2021, 3:06:36 PM GMT-5	haley mcewan	martha_mcewan@harvard.edu	US Mail	\$27.38	AmEx	No
8438	8393	12/9/2021, 3:07:42 PM GMT-5	haley mcewan	martha_mcewan@harvard.edu	US Mail	\$26.90	AmEx	No
8439	8394	12/9/2021, 4:16:27 PM GMT-5	haley mcewan	martha_mcewan@harvard.edu	US Mail	\$0.00	AmEx	No

Select applicable Refund Item(s), Refunded Amount, and orders to refund. Click “Generate Refund Batch”

eCommerce Store: Refunds

Select refund options, edit the list of transactions and generate the refund batch.

Single Payment Refund

Batch of Refunds

Batch Management

Refund Item(s):

- ☒ Refund all products and associated modifiers included in order
- ☐ Refund selected product and associated modifiers included in order
- ☐ Refund selected item for sale and associated modifiers included in order

Refund Amount:

- ☒ Refund entire quantity and total amount of products

Refund Amount will include modifiers and taxes, if originally charged.

- ☐ Refund zero quantity with total amount of products
- ☐ Refund specified quantity and/or amount

Refund Reason:

Batch Refund Transactions

<input checked="" type="checkbox"/>	Order Number	Shipment Number	Order Date	Buyer Name	Item(s)	QTY	One-Time/Recurring	Delivery Method	Payment Method	Order Amount	Pending Batch?
<input checked="" type="checkbox"/>	8437	8392	12/9/2021, 3:06:36 PM GMT-5	haley mcewan	TSHIRT : Black	1	One-Time	US Mail	AmEx	\$27.38	No
<input checked="" type="checkbox"/>	8438	8393	12/9/2021, 3:07:42 PM GMT-5	haley mcewan	TSHIRT : Black	1	One-Time	US Mail	AmEx	\$26.90	No

Return to Refunds

Generate Refund Batch

Under “Batch Management” tab, select “Submit” in the Actions column.

Batch Search Results: showing 1 out of 1 entries

Batch ID	Batch Generation Date	Batch Status	Total Number of Refunds	Number of Errors	Number of Completed	Batch Total	Actions
2	8/25/2022, 3:28:34 PM GMT-5	Pending	2	0	0	\$200.00	

Edit
Cancel
Schedule
Submit
Batch History

When you see the dialogue box, select “Yes”.

Batch 4 is being submitted. Once a refund batch is submitted it cannot be changed, cancelled or reversed. Do you wish to proceed?

No Yes