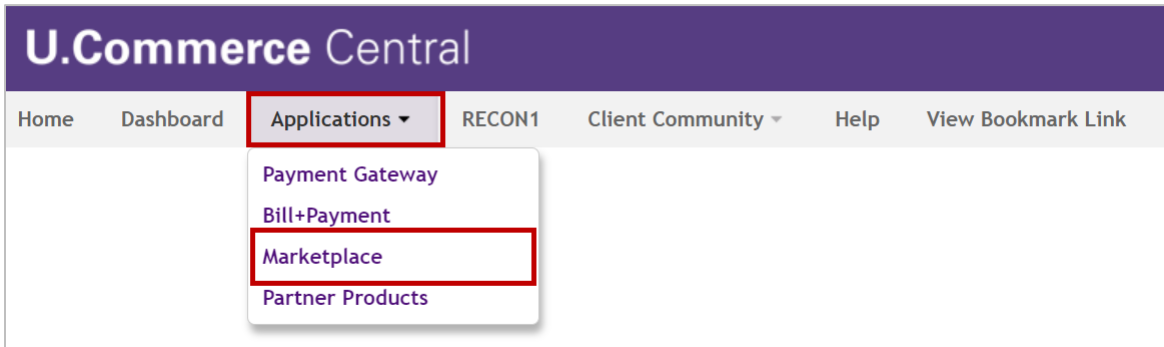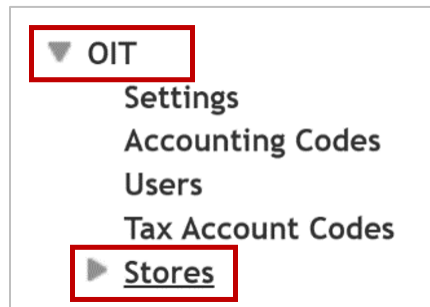# uStore Refund Job Aid

The purpose of this job aid is to explain how to process a refund for **uStore** for a customer purchase.
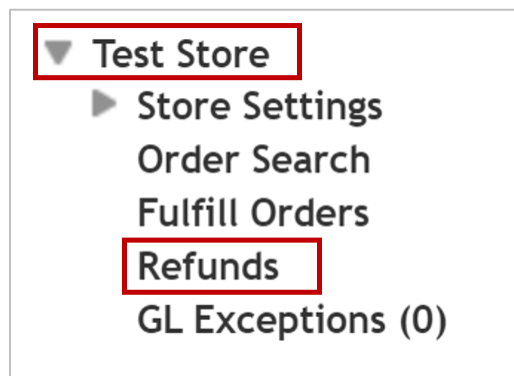
1. From the main menu bar, click **Applications > Marketplace**.

2. On the left navigation menu, click **Merchant Name > Stores**.

3. Continuing navigating through **Store > Refunds**.

4. To find a specific order, enter in an **Order Date** range, **Order Number** or **Customer Name**. Then click **Run Search**.

5. Locate the order that needs to be refunded, then click **Refund**.

6. Click the **New Quantity to Return** dropdown box next to the item and select the number of items to be refunded.

7. To refund all quantities of the item, select the largest number.

    Note: *If a refund is to be issued for the entire order, be sure to complete this step for each item.*

8. Click **Process Refund**. The refund will be applied to the original payment method.

9. The **Quantity Returned** will update to reflect the changes.

10. An email will automatically be sent to the customer to alert them of the refund.

For additional assistance, please contact OIT: UTAMarketPlace@UTA.edu.