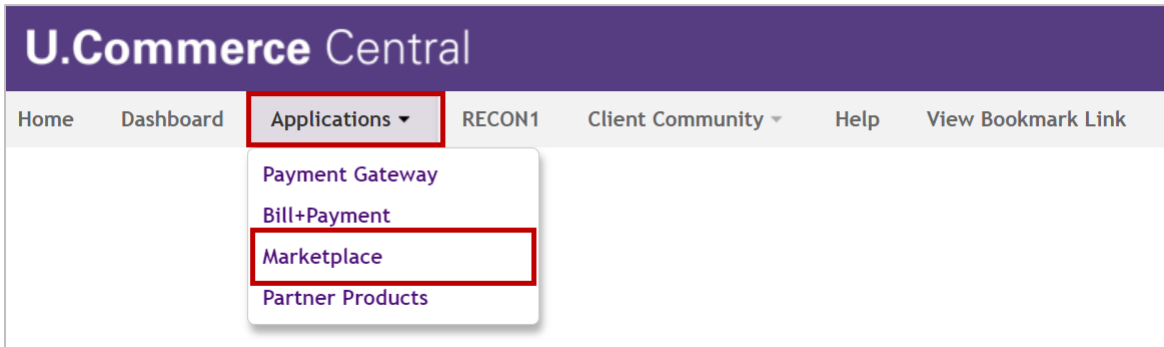


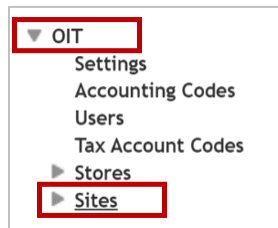
uPay Refund Job Aid

The purpose of this job aid is to explain how to process a refund for **uPay** for a customer purchase.

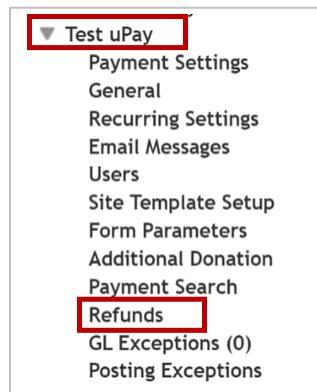
1. From the main menu bar, click **Applications > Marketplace**.



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



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



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

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: To:

Run Search

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

43078	42022	7/2/2021, 9:20:16 AM CDT	Farina Chawdhry	farina.chawdhry@uta.edu	None	\$1.00	MasterCard	No	Refund
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- Click the **New Quantity to Return** dropdown box next to the item and select the number of items to be refunded.
- 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.

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

Refund

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

Total amount available to refund: \$1.00

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity Return	Refund Amount	Accounting Code
test	1001834	1	0	0	0	\$1.00	1	\$ 1.00	

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

Refund Reason:

Process Refund

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

Refund									
To refund one or more of each item, enter the quantity returned and/or refund amount.									
Total amount available to refund:					\$0.00				
Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity Return	Refund Amount	Accounting Code
test	1001834	1	0	0	1	\$0.00	N/A		

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

Refund Information

This message is an automated notification to inform you that your refund was processed on July 12, 2021 10:07:18 AM CDT. Your Credit Card has been credited for a total of \$1.00.

Order:	43078
Store:	English
Order Date/Time:	07/02/2021 09:20:16 AM CDT
Refund Date/Time:	July 12, 2021 10:07:18 AM CDT
Refund Total:	\$1.00

Item	Stock Number	Quantity	Detail Total
test	1001834	1	\$1.00
			Tax: \$0.00
			Total: \$1.00

All inquiries can be sent to admin@yourschool.edu, please refer to Order Number: 43078

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