What access should be requested if the staff person will need the ability to perform refunds for online transactions?

**Tell Me**

1. Most refunding is performed within the TouchNet Marketplace for uStores/storefronts and uPays.
2. In some cases, the refunds may be processed within the third party application which links to TouchNet.

If you have questions related to the refund process for your merchant set up, please contact your primary merchant contact or eCommerce at eCommerce@uncc.edu.

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**Related FAQs**

- **Page 1**: How do I know which eCommerce access to request for a new user?
- **Page 2**: May I still submit the scanned or hard copy of the “EC-AR - Access Request to Reporting Systems?”
- **Page 3**: How long does it take for the access request to be granted?
- **Page 4**: What reports should be submitted with the Payment Book Receipt (“PBR”) for the daily deposit?
- **Page 5**: When should an eCommerce Access Request eForm be submitted?