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.

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**Related FAQs**

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

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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**.