



E-Commerce Refund Request Procedure

Please follow this procedure for requesting refunds for your e-commerce customers.

***Departmental Deposits are no longer needed!

- 1) Always refund back to the card used in the original transaction. If the cardholder asks for an exception, use your best judgement.
 - a. If you are familiar with the cardholder and can contact them by phone and verify information you are probably okay to refund to a different card or send them a check (complete the check request with Accounts Payable).
 - b. If you do NOT know the cardholder, please contact Income Accounting for guidance.
- 2) Complete the attached Refund Request Form.
 - a. If you have multiple App_Types to refund, only put 1 App_Type on a form.
 - b. Include the "Req ID" from the WFG Credit Card Detail. It is also found in the 'order details' tab as the "Transaction ID" in the UMarket Database.
 - c. Include the amount to refund. You may refund any amount UP TO the total amount of the original transaction.
 - d. List the chartfield that should be debited for the refund to the cardholder.
 - e. Email completed form to Rheanna Sonnichsen: rheanna.sonnichsen@income.utah.edu
- 3) You will not receive an email when the refund has been completed. You may verify the refund in the WFG Credit Card Detail.

PLEASE NOTE: Refunds will show in the WFG Credit Card Detail the day after they are processed. The cardholder may not see the money back on their card account for another 3-5 business days. Business days do not include weekends and holidays. If the cardholder does not see the refund on their account online, but we have processed it, they need to call their card issuer to confirm the refund is pending.

Get the UMarket Refund Request Form [HERE](#).

Please refer any questions to Stu Schragger, 5-5686, stuart.schragger@income.utah.edu or Lorrie MacGregor, 1-3132, lmacgregor@income.utah.edu