

# eMarket Refund Process

**Please do not direct customers to the Business Office or eMarket administrators for refunds.** The following applies to both individual refund requests and if an entire camp/event has been cancelled.

**NOTE: Marketplace refunds will need to be processed through AggieBuy.**

- ✓ Refunds will require the approval from the Account Manager of the FAMIS account where the revenue was deposited. Account Managers (Responsible Persons) can be found in FAMIS on screen 9 or in Canopy on the Account Summary tab.
- ✓ If your department needs additional FAMIS Account managers to be added to an account, you may email [reporting@tamuk.edu](mailto:reporting@tamuk.edu).

This applies ONLY to eMarket orders that were purchased online:

When a customer contacts your department with a refund request either over the phone or by email:

1. You, as the department representative, will send a written (email) request to both the FAMIS Account Manager and [marketplace@tamuk.edu](mailto:marketplace@tamuk.edu) with:
  - a. Order #
  - b. Customer Name (not participant name)
  - c. Refund amount (please indicate if this is a partial amount)
  - d. DO NOT include partial credit card numbers or Authorization codes in the request.

Example:

Hi [Account Manager],

We have a request for a refund for a camper (Participant Name) that registered on Marketplace and was unable to attend.

Order # 202XX  
Customer Name: [Purchaser Name]  
Refund amount: \$215

Please "Reply All" with your approval.

Thank you very much!

2. The FAMIS Account Manager will REPLY ALL with the approval.
3. Once authorization is received, the refund can be processed immediately. A marketplace administrator will REPLY ALL that the refund has been processed.
4. It is up to your department if you wish to contact the customer to let them know the refund status. However, the system will automatically send an email notification to the customer's provided email address that the refund has been processed.
5. The funds will go back to the original payment method.

Please direct all refund requests or questions to [marketplace@tamuk.edu](mailto:marketplace@tamuk.edu).