

1

Employees needing to Request a Refund through uPay must first be granted access to the Microsoft Teams **uPay Refund Request team**. To do so, have the Business Officer send an email to Andrea Hendricks (Andrea.Hendricks@baylor.edu) with their approval to add the named employee to the team.

2

Once access to the Microsoft Team is granted, open the **uPay Refund Request** spreadsheet from the Files tab. See below for clarification on which tab to enter your request.
**If a refund is required, in addition to cancelling a recurring payment, add to BOTH worksheets!*

Stop Recurring Payments

Only used by Gifts, Advancement & KWBU to cancel a recurring payment

Complete only these fields on the worksheet:

- Date of Request
- Name of requester
- Department Name
- uPay Transaction ID
- Customer Name

uPay Refund

Use to request a uPay Refund

Complete only these fields on the worksheet:

- Date of Request
- Name of requester
- Department Name
- Application Name
- uPay Transaction ID
- **Payment Gateway Reference Number (if uPay Transaction ID is not available)*
- Customer First Name
- Customer Last Name

3

Do **NOT** delete any other items! Once request information has been added, click **Close** and the worksheet will Save and Close.

4

The worksheets are checked frequently for new requests and are processed in a timely fashion by a member of Central Finance. The Customer will receive an automated email when their refund has been processed. The **Date of Refund** will be added to the worksheet(s) by the person processing the refund.

*Department users will NOT be notified.
It is the responsibility of the requester to review the worksheet for refund status.*