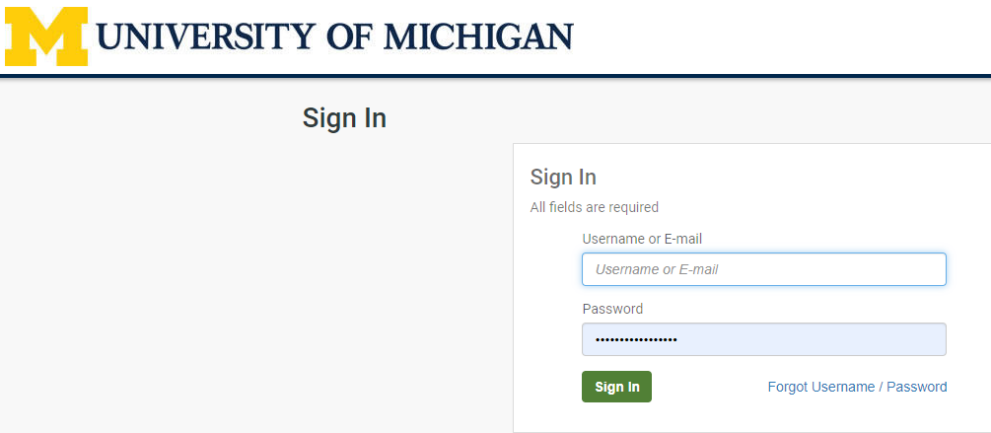
**CSR Web Page**

The Nelnet CSR role:

* access to locating a particular credit card transaction and, if applicable, the ability to refund it.
* refunds are limited to 180 days from date of transaction.
* refunds do require prior appropriate authorization before transacting.

1. Access the CSR Web page at: <https://umich.app.campuscommerce.com/admindashboard>
   1. NOTE: All assigned roles will be accessible via this link. Previously separate links were used.
2. Enter your **Login Name** and **Password**; select **Log in**



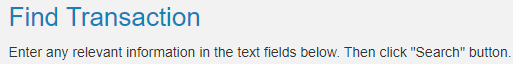
**Find Transaction**

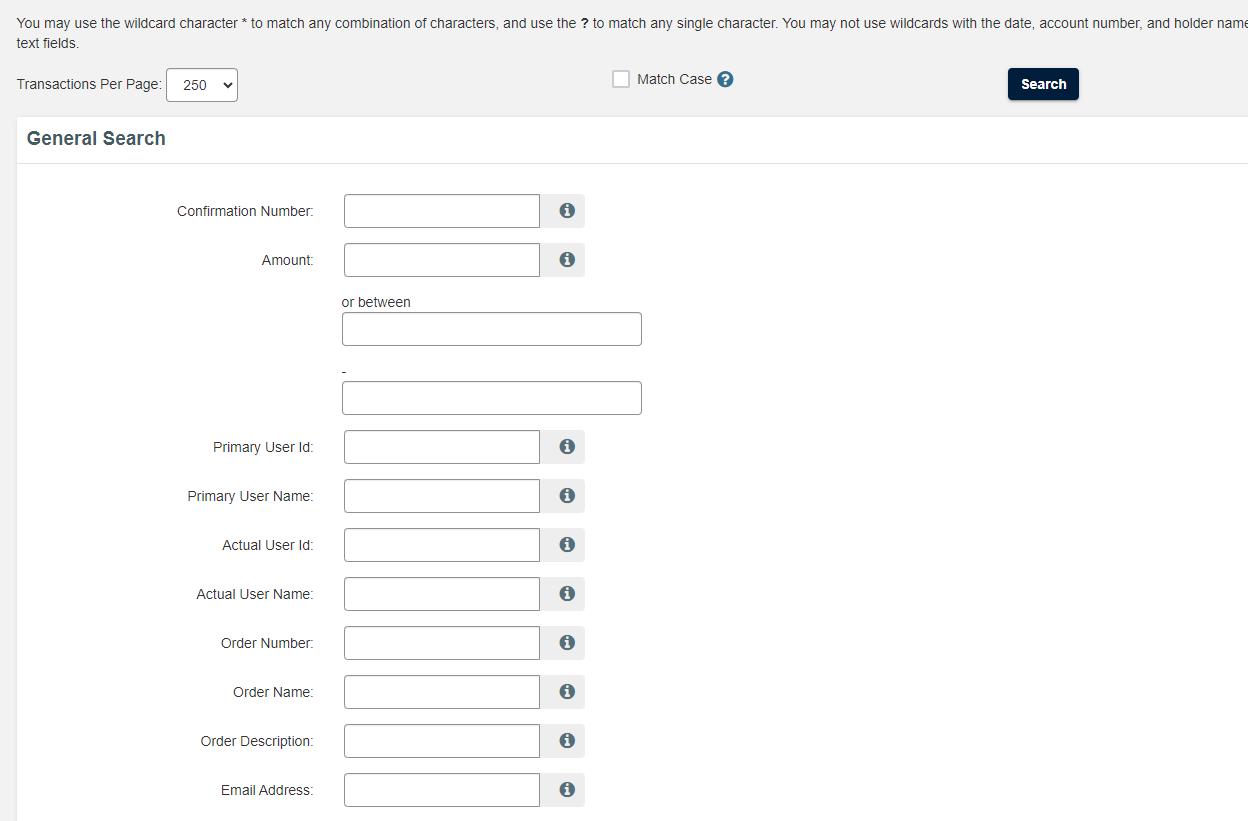
* First time users need to select **Change Password** and update their password.
* Otherwise, select **Find Transaction**

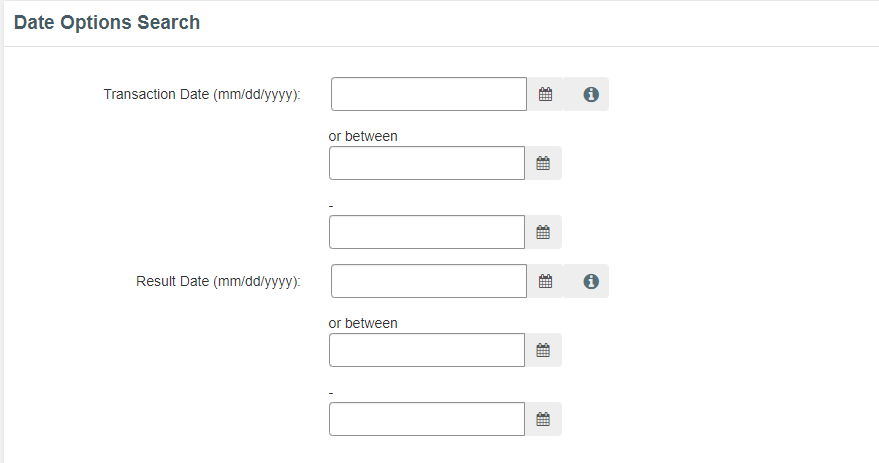


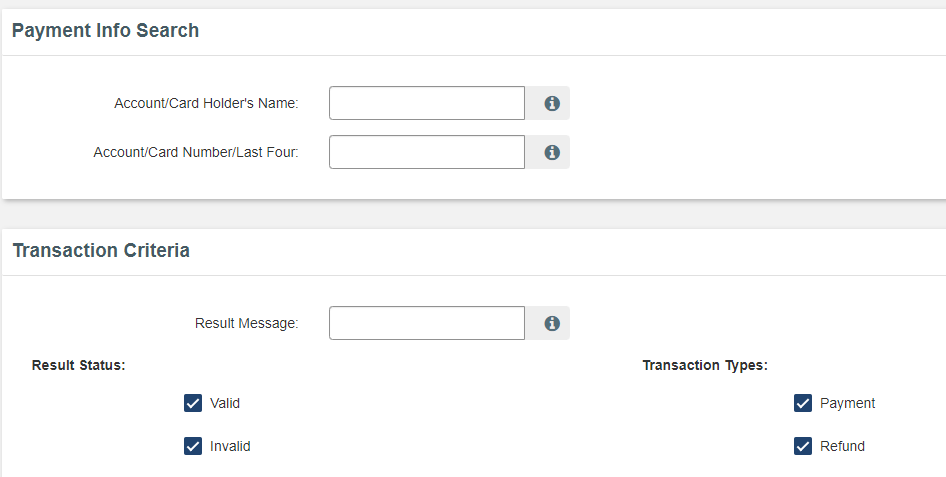
**Search Criteria**

* + Enter search information in appropriate fields.
  + Find additional info by clicking on the blue circles with question marks.
  + Unless necessary, leave Transaction Criteria boxes checked.
  + Click **Search.**



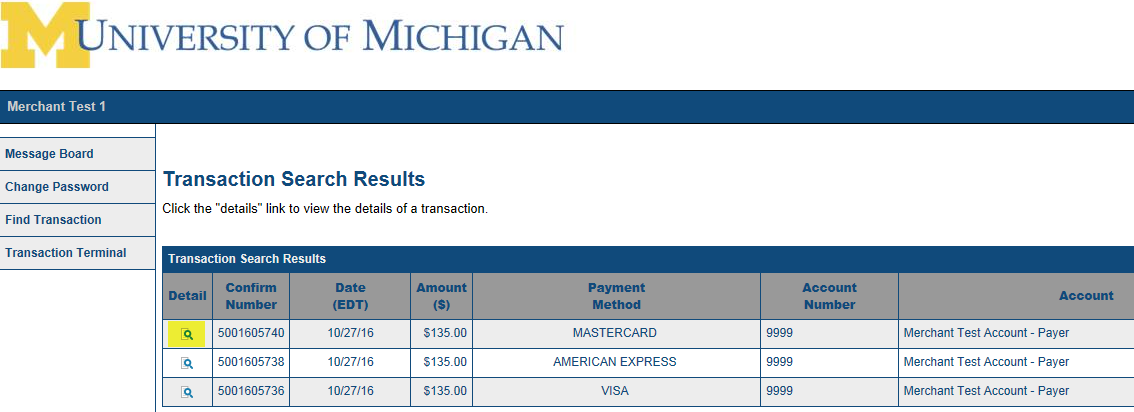




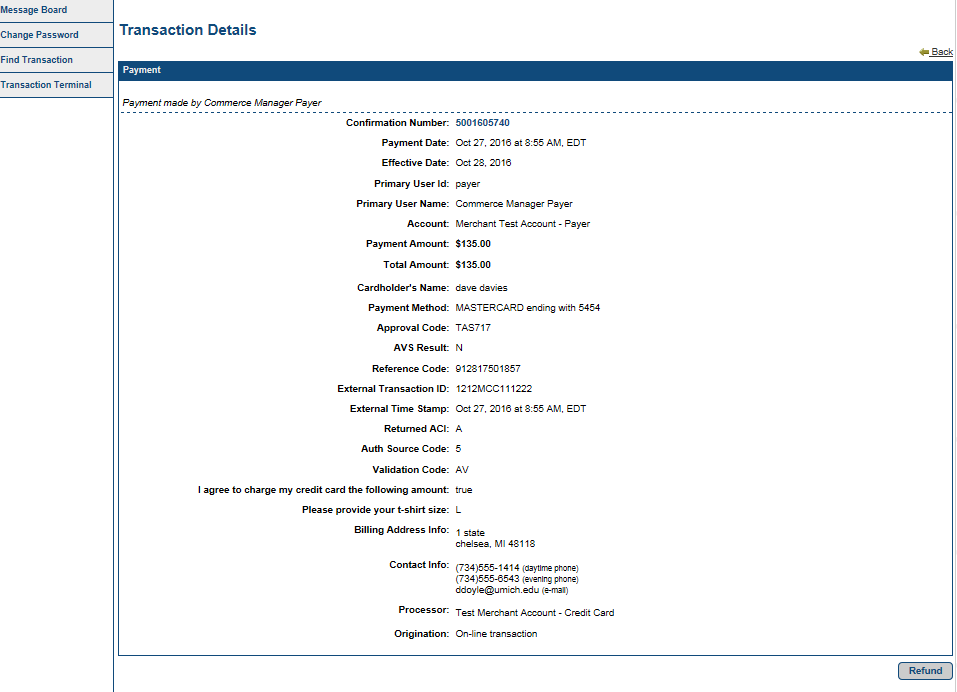


**Transaction Results**

Click on the magnifying glass in the Detail column to view the transaction details.

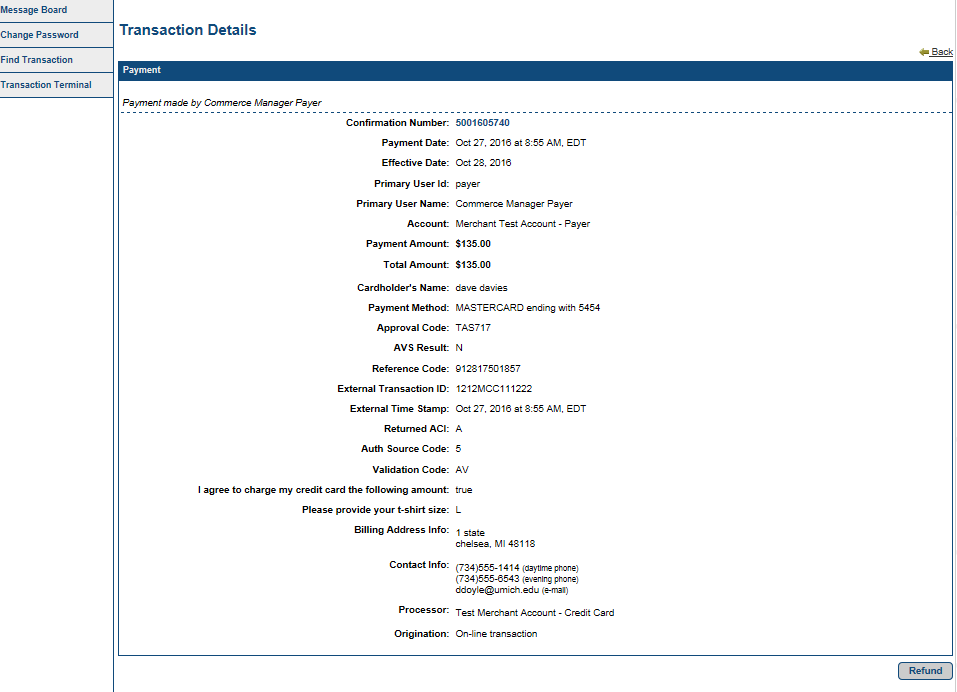


**Transaction Details**  (Note: Refund button at bottom)

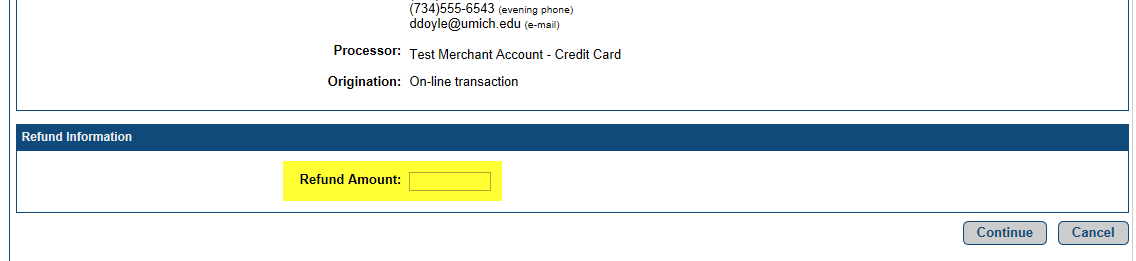


**Issuing a Refund**

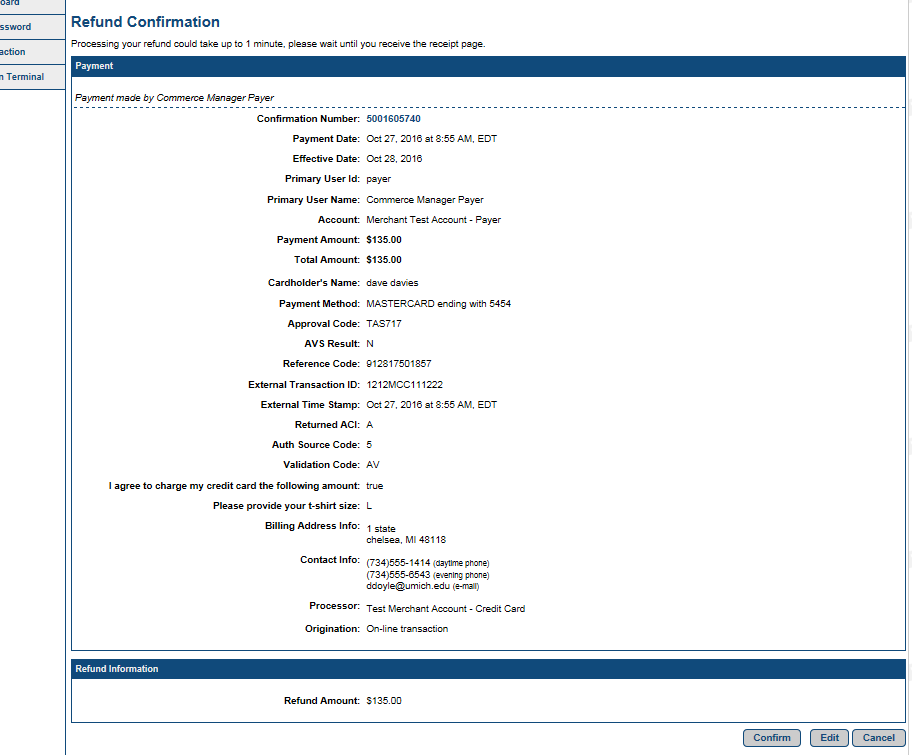
When the correct transaction has been located and the Detail screen is viewed, simply click on the **Refund** button.



Enter the refund amount up to the original amount charged. Partial refunds are possible if desired. Then click **Continue**



Confirm amount to refund. Select **Confirm**.



Print a copy of the **Refund Receipt** for your records.

