

### A. Primary Management

- Store availability
- Fulfilling Orders (if required)
- Refunds
- Adding/editing/disabling inventory items
- Customer Relations (provide customer service and respond to emails from customers)

### B. Secondary Management

- If required, balancing Merchant Statement with IRIS/Banner
- Store and inventory item pics ( Let either ITC, IT, or the Office of University Relations know of your image and picture needs)
- Let IT know on any need store layout changes and personnel changes

### Support for TouchNet Marketplace can be found ether by:

- TouchNet Administrator at [tnadmin@utm.edu](mailto:tnadmin@utm.edu)
- TouchNet Customer Care at [customercare@touchnet.com](mailto:customercare@touchnet.com)
- UT Martin Helpdesk at [helpdesk@utm.edu](mailto:helpdesk@utm.edu).