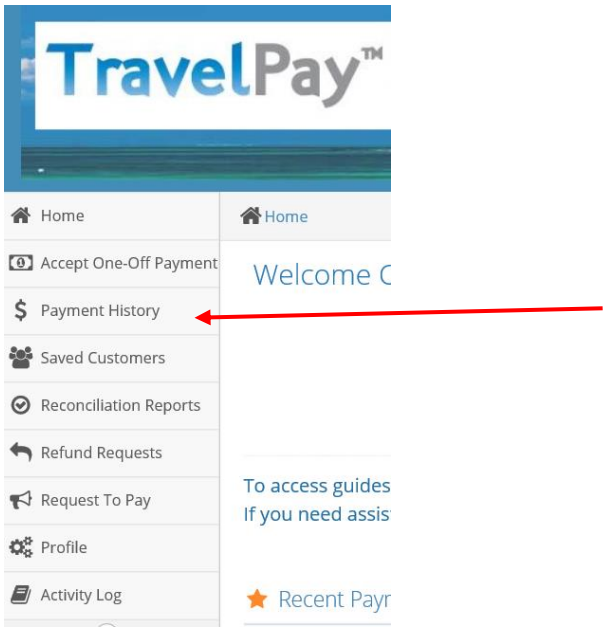
Automated Refund Process

Merchants can easily request refunds on their TravelPay Merchant Portal.
You must have 'Admin' access to enable you to process a refund via your Merchant Portal - see the Admins in your office for assistance.

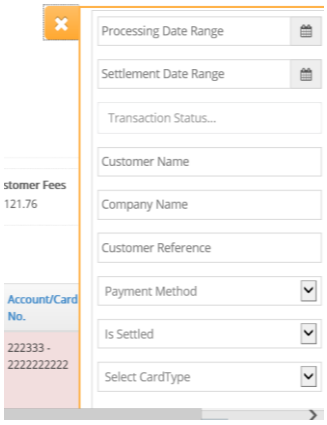
You can process either a full or partial refund of the base amount processed. Please remember that merchant fees (card processing fees) are not refundable.

PROCESS STEPS:

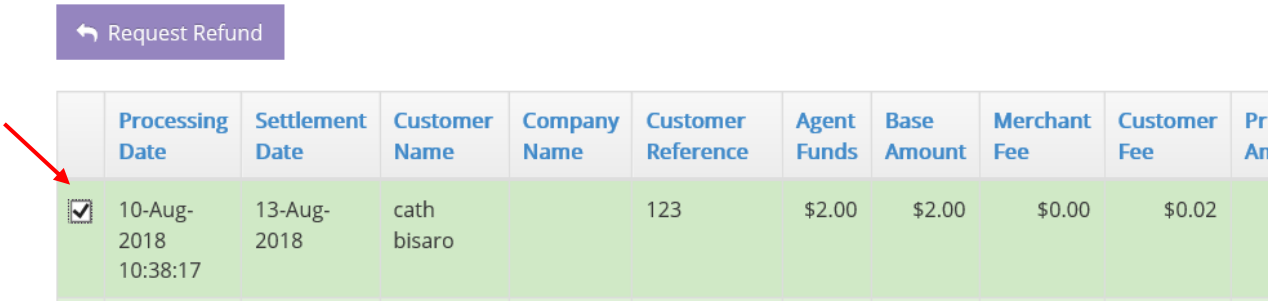
1. Login to your TravelPay Merchant Portal and click on **Payment History**



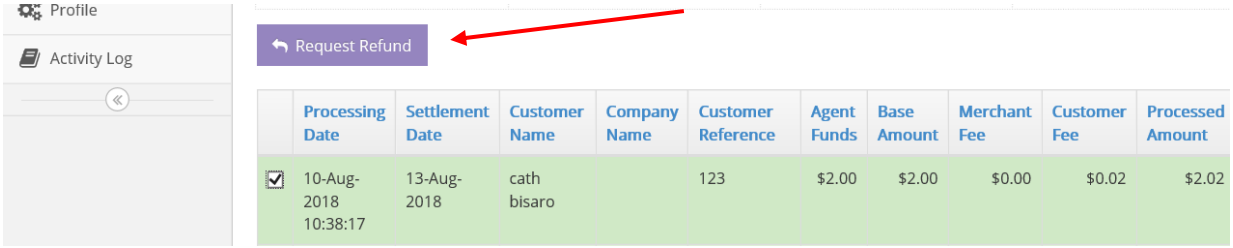
2. Search for the original transaction you wish to refund. You can search using this search function:



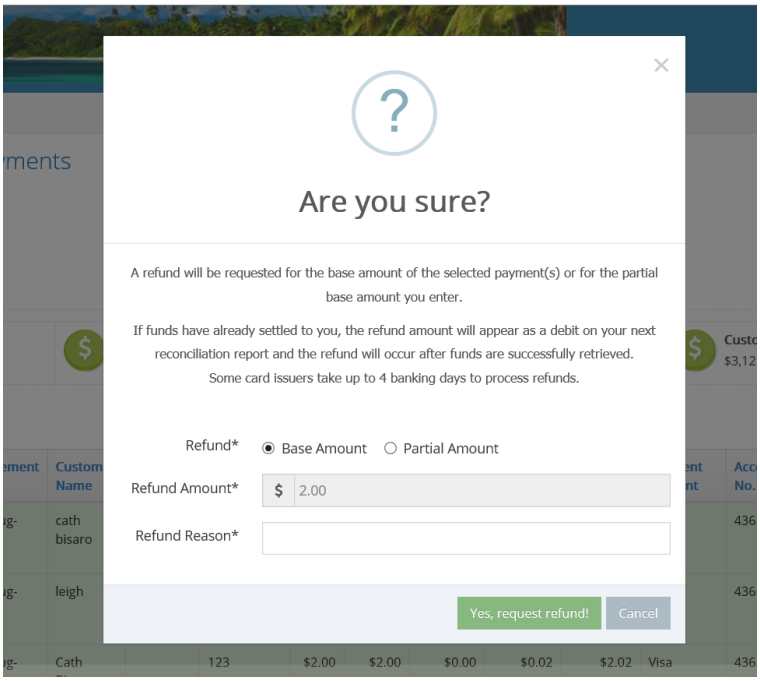
3. Click on the 'tick box' of the transaction – as per this example:
You can select more than one transaction if you are requesting a refund of the base amounts for all of the transactions.



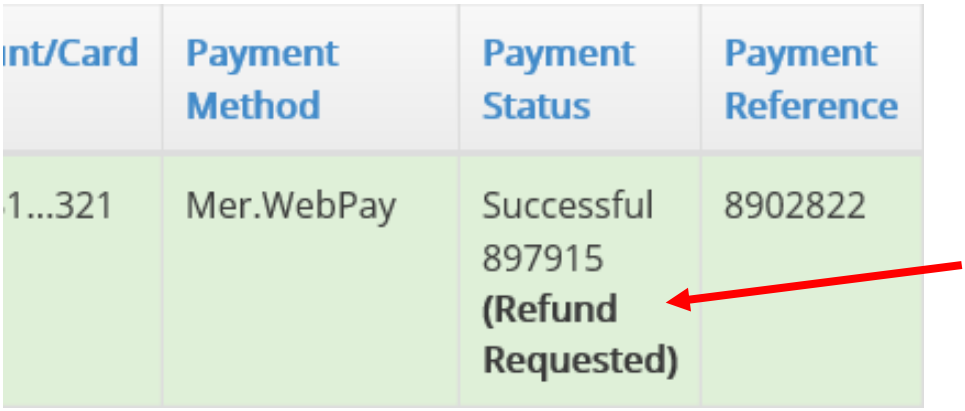
4. Then, click on the 'Request Refund' button. This is the purple box at the top of the screen.



5. The screen below will appear allowing you to nominate whether you are refunding the full base amount or a partial amount.
Please include a reason, and then click on the green 'Yes, request refund' button.



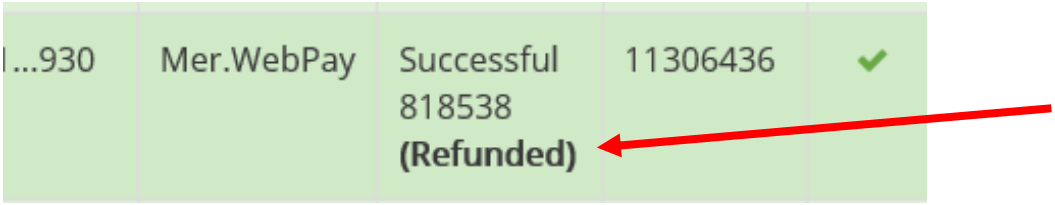
6. Once you have processed the refund request, the original transaction status will update.



ınt/Card	Payment Method	Payment Status	Payment Reference
1...321	Mer.WebPay	Successful 897915 **(Refund Requested)**	8902822

7. Once approved and assuming that we have already settled the funds to you, the funds will now be:
   a. ***Offset from transactions settling to you***
      e.g. If we are settling transactions to you totalling $5000 today as well as a refund of $1000, both will appear on your next reconciliation statement and $4000 (the net amount) will be deposited into your nominated bank account; or

   b. Recalled from your nominated bank account as a separate transaction:



...930	Mer.WebPay	Successful 818538 **(Refunded)**	11306436	✔

8. Remember that some card issuers (the customer's bank/ card provider) may take up to 4 banking days to process refunds to the cardholder statement.

   If the Offset or Recall of funds fails, you will receive an email with details and to advise that the refund has been cancelled. You can then choose to ask us to attempt to recall the funds from your account again or arrange to transfer the funds to us by EFT – so that we can continue with the refund to your customer.