

## FINANCE SUPPORT

(Turn Around Time (TAT) or Timings)

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### ISSUES RELATED TO THE AGENT'S BANK ACCOUNT

1. **How can I add my bank account on the TC portal?**
  - **Steps:**
    1. Go to the 'Wallet' section.
    2. Select 'Withdraw Money'.
    3. Click on 'Update Bank'.
    4. Enter your bank details (Account Number, IFSC Code, Bank Holder Name) and submit.
2. **Possible Question Variations:**
  - How do I link my bank account to the TC portal?
  - What is the process for updating my bank details on the portal?
  - Can you guide me through adding my bank account in the TC system?
3. **When will you verify my bank account? (Bank Account Verification TAT)**
  - Your bank account details will be verified within 24 hours (TAT).
4. **Possible Question Variations:**
  - How long does it take to verify my bank account?
  - When can I expect my bank details to be verified?
  - What is the verification TAT for bank accounts?
5. **I made a payout request without adding my bank details. What should I do?**
  - You can still add your bank details after making a payout request by following the steps. Adding bank details after creating the payout is not a problem.
6. **Possible Question Variations:**
  - I requested a payout but haven't linked my bank account yet. What's the next step?
  - Can I update my bank details after submitting a payout request?
  - What happens if I forget to add bank details before requesting a payout?
7. **I need to change my bank account details after adding them. How can I do that?**
  - If an agent has added and verified bank details, they must first cancel the existing details. Contact Khushbu/Aashima/Anuradha to reject the old details, then add the new ones.
8. **Possible Question Variations:**
  - How do I update my bank account information after it's been verified?
  - I need to change my bank details on the portal. What's the procedure?
  - What should I do if I need to change my bank account after it's been verified?
9. **Internal: Where can I check the bank details updated by the agent?**

- Go to the member's page, enter the agent's registered email or phone number, scroll down, click on the organization ID, and then scroll down to check the organization's bank accounts area where the bank details are listed.

**10. Possible Question Variations:**

- How can I view the bank details entered by an agent?
  - Where are the agent's bank details stored on the portal?
  - How do I verify the bank account details provided by an agent?
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**ISSUES RELATED TO PAYMENT FAILURE (Payment Failure TAT)**

**1. I added money via IMPS 15 minutes ago, but it hasn't been added to my wallet.**

**What should I do?**

- The amount added via IMPS usually takes up to 30 minutes (TAT) to reflect in the wallet. Typically, it takes less than 10 minutes. Ask the agent to wait for a total of 30 minutes.

**2. Possible Question Variations:**

- Why hasn't my IMPS transfer been reflected in my wallet yet?
- I used IMPS to add money to my wallet 15 minutes ago, but it's not showing up. What's the issue?
- How long does it take for IMPS transactions to appear in the wallet?

**3. I added money via NEFT 5 minutes ago, but it hasn't been added to my wallet yet.**

**What should I do?**

- NEFT transfers usually take up to 30 minutes (TAT) to reflect in the wallet. Ask the agent to wait for a total of 30 minutes.

**4. Possible Question Variations:**

- My NEFT transfer hasn't shown up in my wallet. How long should I wait?
- Why is my NEFT transaction taking so long to reflect in my wallet?
- What should I do if my NEFT transfer isn't showing in the wallet after 5 minutes?

**5. Money has been deducted from my bank account, but it hasn't been added to my wallet. What should I do?**

- Ask for the registered mobile number, amount, and payment method from the agent. Share these details with Simarpreet/Palakh/Aashima for verification. Ask the agent to wait for up to 30 minutes (TAT) for a resolution.

**6. Possible Question Variations:**

- I see a deduction from my bank account, but the wallet balance hasn't updated. Why?
  - My bank account was charged, but the money isn't in my wallet. What's the problem?
  - What should I do if money is deducted but not added to the wallet?
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**ISSUES RELATED TO REFUNDS**

1. **I canceled a booking, but I haven't received the refund yet. (Cancelled booking refund TAT)**
    - Ask for the booking ID from the agent, take 15 minutes (TAT), and reach out to Simarpreet/Gurkirat/Aashima to confirm the refund status. Call back the agent with an update.
  2. **Possible Question Variations:**
    - My refund hasn't been processed after canceling a booking. What's the delay?
    - How long does it take to receive a refund after canceling a booking?
    - I canceled my booking, but the refund hasn't appeared. What should I do?
  3. **I need a credit note for a refund I received yesterday. (Credit Note TAT)**
    - Ask the agent to email [invoice@travclan.com](mailto:invoice@travclan.com). The invoice will be shared within 24 hours (TAT).
  4. **Possible Question Variations:**
    - How can I get a credit note for my refund?
    - I need a credit note for a recent refund. What's the process?
    - When will I receive a credit note for the refund I got yesterday?
  5. **I received an incorrect refund for my flight booking. Please process the correct refund.**
    - Inform the agent that a credit note is shared the next day, which details the refund amount. If the agent still believes the amount is incorrect, they should reply to the same thread, and the team will check within 24 hours (TAT).
  6. **Possible Question Variations:**
    - The refund I got for my flight booking seems wrong. How can I correct it?
    - I received a refund, but the amount doesn't match. What should I do?
    - What steps should I take if my refund amount is incorrect?
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## ISSUES RELATED TO WITHDRAWAL REQUESTS

1. **I made a payout request, but I haven't received the amount in my bank yet. (Withdrawal request TAT)**
  - Payout requests are typically credited to the bank within 24-48 hours (TAT) if all details are correct. If a request is on hold, a mail is sent to the agent. Check the reason for the delay and resolve it.
2. **Possible Question Variations:**
  - My payout hasn't been credited to my bank account. What's the holdup?
  - Why hasn't my payout request been processed yet?
  - What should I do if my payout request is delayed?
3. **I received an email stating that I used someone else's credit card, but I want the payout amount credited to my bank. What should I do?**
  - Explain that the portal does not allow using someone else's credit card, and funds can only be refunded to the source account due to RBI guidelines. The refund may take 5-7 working days (TAT).
4. **Possible Question Variations:**

- Why can't I get my payout amount credited to my bank after using another person's credit card?
  - What happens if I use someone else's credit card on the portal?
  - Can I withdraw money to my bank if I used a customer's credit card?
  - 5. **I made a payout request for INR 250,000, but it hasn't been credited to my bank even though my instant payout is activated.**
    - The request may have been rejected due to a technical error. Reassure the agent that it will be processed manually within the next 24-48 hours (TAT).
  - 6. **Possible Question Variations:**
    - My payout of INR 250,000 is delayed despite instant payout being enabled. Why?
    - What's causing the delay in my large payout request?
    - How soon can I expect my INR 250,000 payout to be processed?
  - 7. **I want to cancel my payout request and get the money back in my wallet.**
    - Ask the agent to email [finance@travclan.com](mailto:finance@travclan.com), then inform Khushbu/Aashima to process the request. The amount should be added back within 2 hours (TAT).
  - 8. **Possible Question Variations:**
    - How can I cancel a payout request and return the money to my wallet?
    - I changed my mind about a payout. Can I revert it back to my wallet?
    - What's the process for canceling a payout and getting the money added back to the wallet?
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## **CREDIT CARD MISUSE (CCM)**

1. **If the agent says that the card being used is someone else's card**
  - Inform the agent that this is not allowed as per the portal's terms and conditions. The refund will be sent to the source account within 5-7 working days (TAT).
2. **Possible Question Variations:**
  - Why can't I transfer funds to my bank if the card used isn't mine?
  - What happens if I use another person's card on the portal?
  - Can I get the refund transferred to my bank if I used someone else's credit card?
3. **If the agent says that the card being used is their own**
  - A screenshot of the card statement showing the cardholder's name and the transaction is required. After verification, the refund will be processed within 24-48 hours (TAT).
4. **Possible Question Variations:**
  - How can I prove that the credit card used is mine?
  - What information is needed to verify that the credit card used belongs to me?
  - How long does it take to process a refund once my card details are verified?
5. **If the agent asks to add the amount back to the wallet if the credit card used is not theirs**

- The amount cannot be processed back to the wallet if the credit card doesn't belong to the agent. It will only be refunded to the source account within 5-7 working days (TAT).

**6. Possible Question Variations:**

- Can I get the money back in my wallet if I used someone else's card?
- Why can't the amount be returned to my wallet after using a different credit card?
- What's the policy on returning funds to the wallet when using another person's card?

**7. If the agent asks to add the amount back to the wallet if they claim that the card used is theirs**

- A screenshot of the card statement showing the cardholder's name and transaction is required. Once verified, the amount will be processed back to the wallet within 12 hours (TAT).

**8. Possible Question Variations:**

- What do I need to do to get the amount added back to my wallet if I used my own card?
- How soon can I get the funds back in my wallet if I verify my credit card?
- What's the process for adding money back to my wallet if the credit card used is mine?