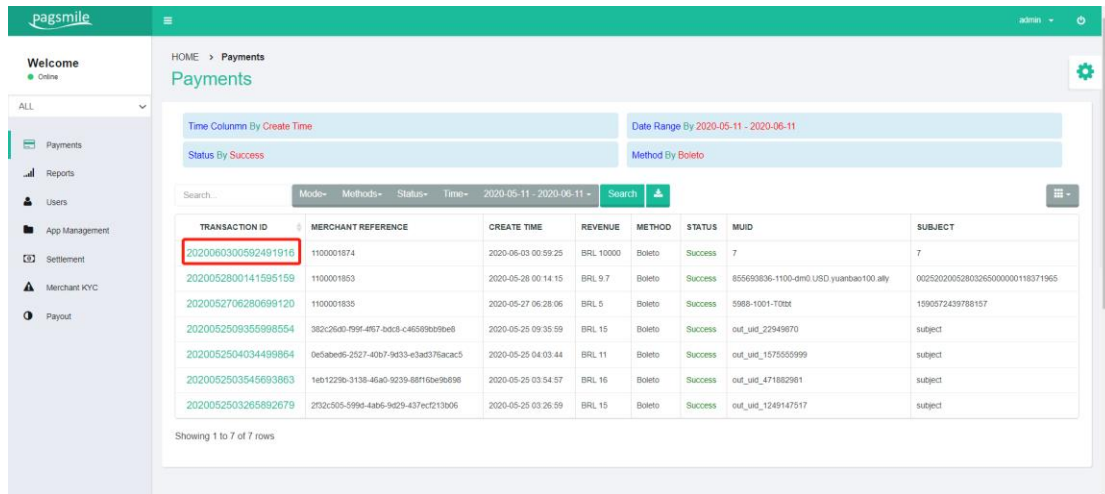


Refund Instruction

1. Click on the transaction ID which you want to do refund. (Only a success order can be refunded.)

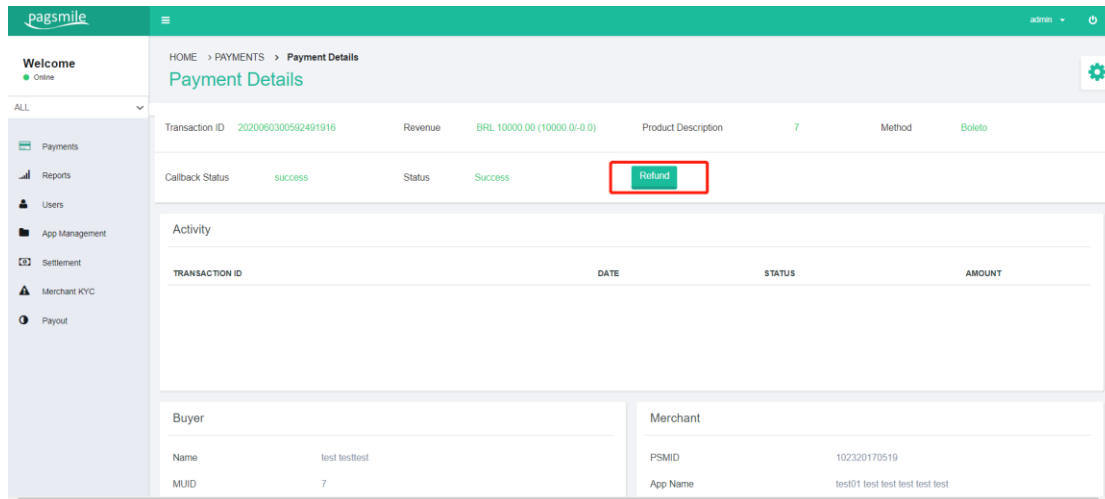


The screenshot shows the Pagsmile Payments interface. On the left is a sidebar with navigation options: Payments, Reports, Users, App Management, Settlement, Merchant KYC, and Payout. The main area displays a list of transactions with columns: TRANSACTION ID, MERCHANT REFERENCE, CREATE TIME, REVENUE, METHOD, STATUS, MUID, and SUBJECT. The first transaction ID, 2020060300592491916, is highlighted with a red box. Above the table, there are filters for Time Column (By Create Time), Date Range (By 2020-05-11 - 2020-06-11), Status (By Success), and Method (By Boletto).

TRANSACTION ID	MERCHANT REFERENCE	CREATE TIME	REVENUE	METHOD	STATUS	MUID	SUBJECT
2020060300592491916	1100001874	2020-06-03 00:59:25	BRL 10000	Boleto	Success	7	7
2020052800141595159	1100001853	2020-05-28 00:14:15	BRL 9.7	Boleto	Success	855693836-1100-dm0.USD yuambao100.ally	00252020052803265000000118371965
2020052706280699120	1100001835	2020-05-27 06:28:06	BRL 5	Boleto	Success	5968-1001-T000	1590572439788157
2020052509355998554	382c2640-f95f-4b57-bdc3-c46589b8b8e8	2020-05-25 09:35:59	BRL 15	Boleto	Success	out_uhd_22943670	subject
2020052504034499864	0efabeb9-2527-40b7-9d33-e3ad375acac5	2020-05-25 04:03:44	BRL 11	Boleto	Success	out_uhd_1575555999	subject
20200525033545693863	1eb1229b-3138-46a0-9239-b8716be9b898	2020-05-25 03:54:57	BRL 16	Boleto	Success	out_uhd_471882981	subject
2020052503265892679	2f32c505-599d-4ab6-9d29-437ec213b06	2020-05-25 03:26:59	BRL 15	Boleto	Success	out_uhd_1249147517	subject

Showing 1 to 7 of 7 rows

2. Click on the Refund button.



The screenshot shows the Pagsmile Payment Details page for transaction ID 2020060300592491916. The page displays transaction details: Transaction ID, Revenue (BRL 10000.00 (10000.0/-0.0)), Product Description (7), Method (Boleto), Callback Status (success), and Status (Success). A red box highlights the Refund button. Below the details is an Activity section with a table showing Transaction ID, Date, Status, and Amount. At the bottom, there are sections for Buyer and Merchant information.

TRANSACTION ID	DATE	STATUS	AMOUNT
----------------	------	--------	--------

Buyer

Name: test testtest

MUID: 7

Merchant

PSMID: 102320170519

App Name: test01 test test test test test

3. Enter the refund amount, the client's email and password you used to login, then click on Confirm. After that the status of that order turns to RefundVerifying and the client will receive an email requiring his bank details. After he provides the bank details the status of that order turns to RefundProcessing and he will receive the fund in 1-4 working days unless there are some incorrect information in his bank details. Please remember that the email is valid in 7 days. If the client doesn't provide his bank details in 7 days the email will expire and the status of that order get back to Success.

Refund reason

Refund Amount :

10000.0

Buyer Email :

yui@163.com

Email to confirm the real availability.

Description :

Up to 100 characters.

Attachment :

Drop files to upload

(or click)

☐ Skip email validation

Password :

Also if you already have the bank details of that client, you can click on Skip email validation and enter them by yourself. Here are the required information:
PS: Pagsmile needs to collect bank details to do refund for boleto, deposit express and lottery orders. As to credit card orders, the money will be returned directly to the credit card. So there is no need to collect bank details for credit card orders and there is no email validation.

☒ Skip email validation

Name:

CPF:

Agency:

Bank:

Choose A Bank...

Account Type:

Escolha...

Bank Account Number:

Password :