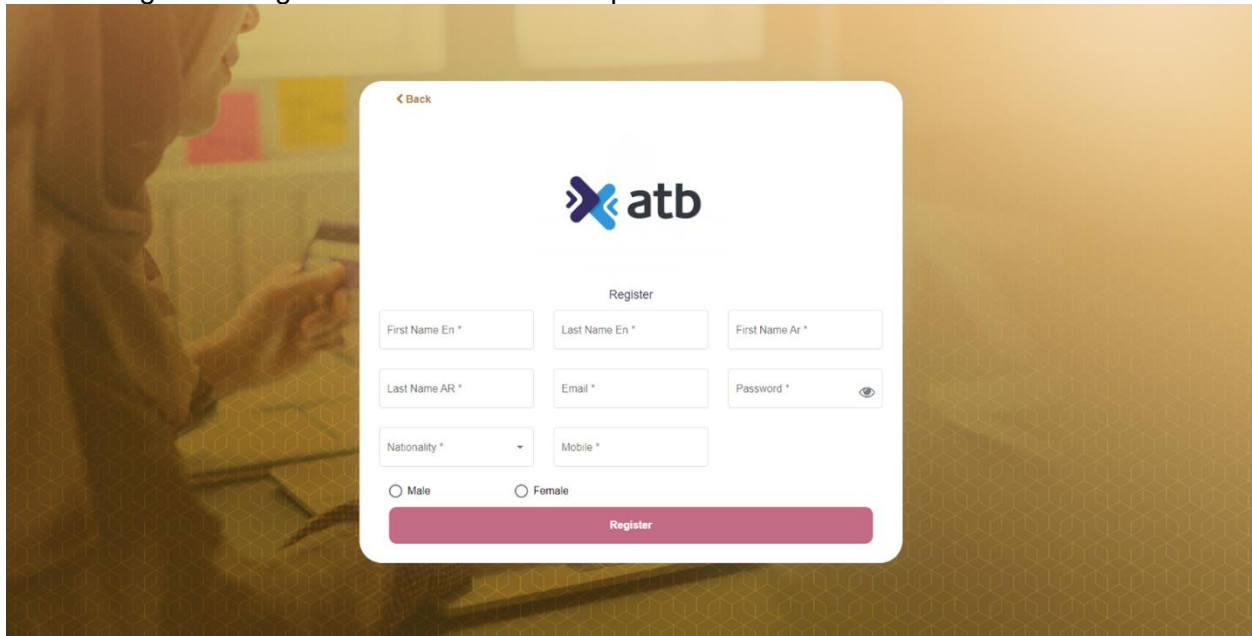


Refund Portal

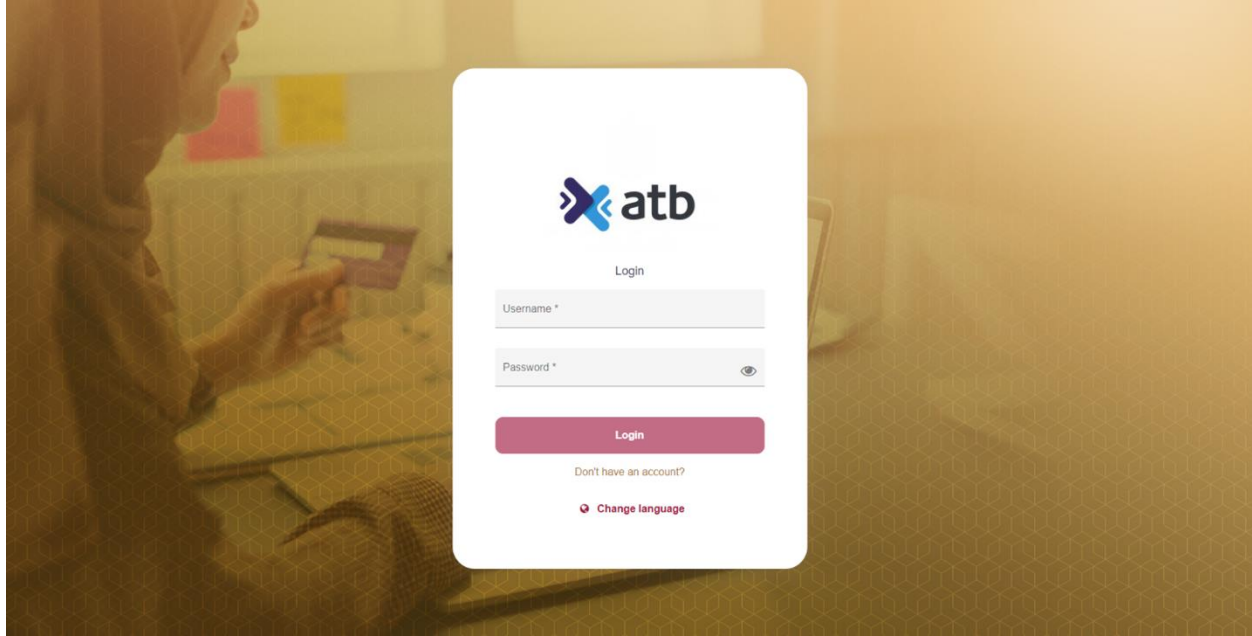
This portal is developed for merchants' where they can login into this refund portal and perform refund for any approved and settled transaction, as well as generate the reports to be verified and reconciled the data.

1. Register to login into Merchant Refund portal

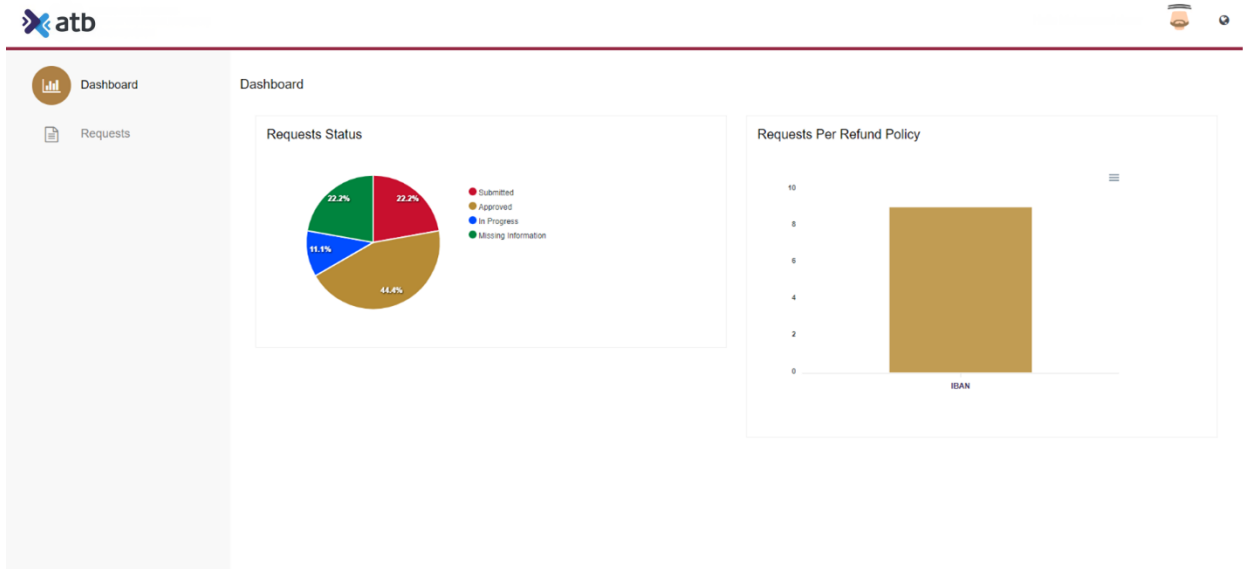


The image shows a mobile application registration screen for the ATB Merchant Refund Portal. The screen features the ATB logo at the top, followed by the word "Register". Below this, there are several input fields: "First Name En *", "Last Name En *", "First Name Ar *", "Last Name AR *", "Email *", "Password *", "Nationality *", and "Mobile *". At the bottom, there are radio buttons for "Male" and "Female", and a prominent pink "Register" button.

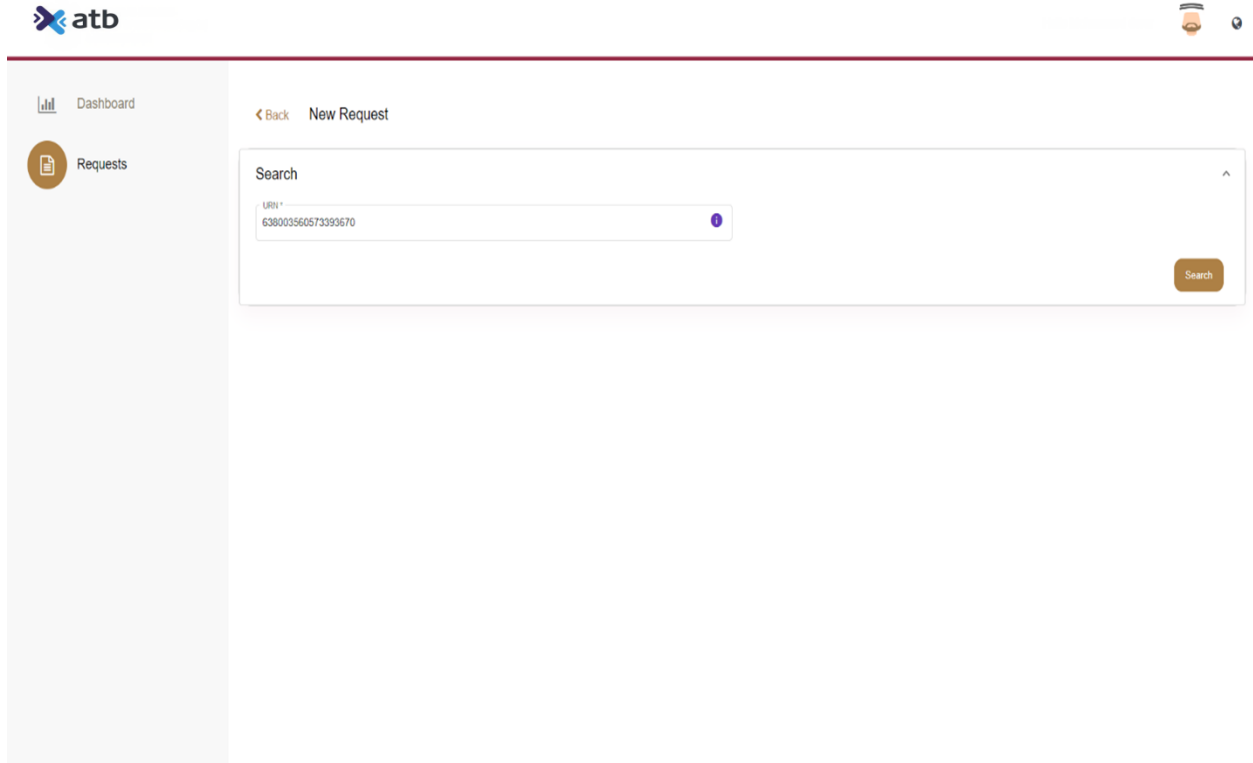
2. Enter the credentials to login into Merchant Refund portal



3. Dashboard option is provided to summarize the refund activity i.e. No. of approved, pending and settled refund transactions

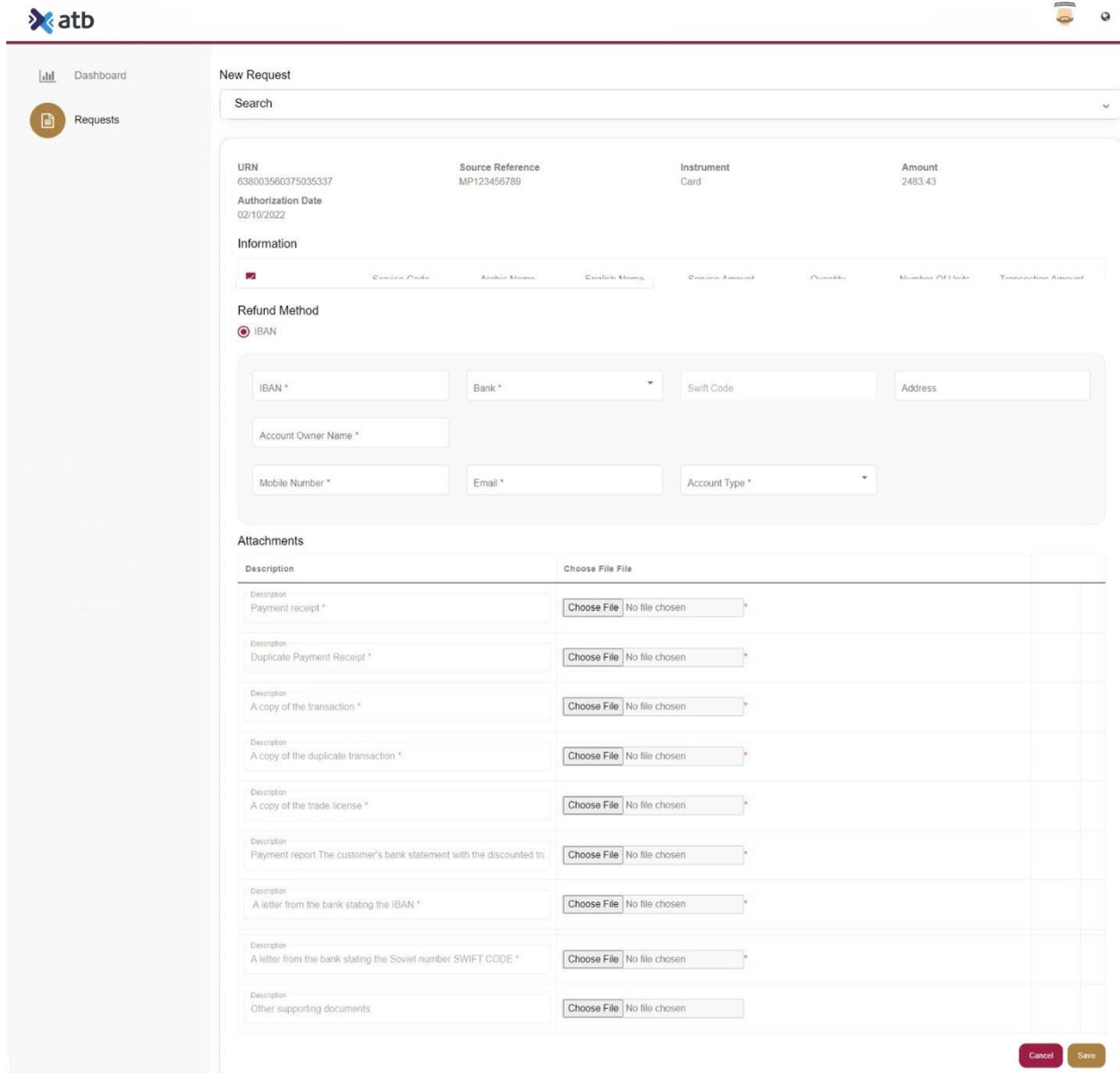


4. Enter the URN number and find transaction to initiate the refund



The screenshot shows the ATB web application interface. At the top left is the ATB logo. Below it is a navigation menu with 'Dashboard' and 'Requests' (selected). The main content area is titled 'New Request' and contains a search form. The search form has a label 'Search' and a text input field with the value '638003560573399570'. A 'Search' button is located to the right of the input field. The interface is clean and modern, with a light gray background and a dark blue header.

5. New Refund request can be initiated by providing all the required inputs and attached the required documents



atb 👤

Dashboard Requests

New Request

Search ▼

URN 638003560375035337	Source Reference MP123456789	Instrument Card	Amount 2483.43
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Authorization Date
02/10/2022

Information

<input type="checkbox"/>	Currency Code	Account Name	Expiry Month	Expiry Amount	Quantity	Number Of Units	Transaction Amount
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Refund Method

IBAN

IBAN * Bank * Swift Code Address

Account Owner Name *

Mobile Number * Email * Account Type *

Attachments

Description	Choose File	File
Description Payment receipt *	<input type="button" value="Choose File"/>	No file chosen
Description Duplicate Payment Receipt *	<input type="button" value="Choose File"/>	No file chosen
Description A copy of the transaction *	<input type="button" value="Choose File"/>	No file chosen
Description A copy of the duplicate transaction *	<input type="button" value="Choose File"/>	No file chosen
Description A copy of the trade license *	<input type="button" value="Choose File"/>	No file chosen
Description Payment report The customer's bank statement with the discounted In	<input type="button" value="Choose File"/>	No file chosen
Description A letter from the bank stating the IBAN *	<input type="button" value="Choose File"/>	No file chosen
Description A letter from the bank stating the Soviet number SWIFT CODE *	<input type="button" value="Choose File"/>	No file chosen
Description Other supporting documents	<input type="button" value="Choose File"/>	No file chosen