

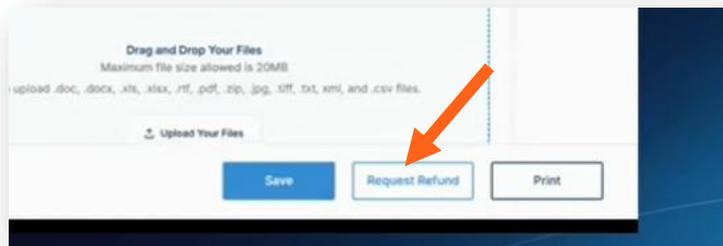
Requesting a Refund

Log in to PayCargo. On the Transaction Dashboard, select the transaction for which you would like a refund.



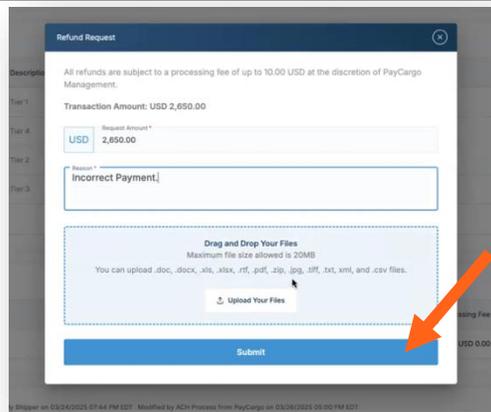
Note: The transaction must have a **cleared** status.

Scroll to the bottom of the Transactions Detail Page and select **Request Refund**.



On the Refund Request pop-up:

- Enter the refund amount (full or partial).
- Enter the reason
- Update associated documents



Select **Submit**

A confirmation screen will be displayed, and the status of the transaction will change to Requested Refund.

Please note that only one refund per transaction is allowed.

