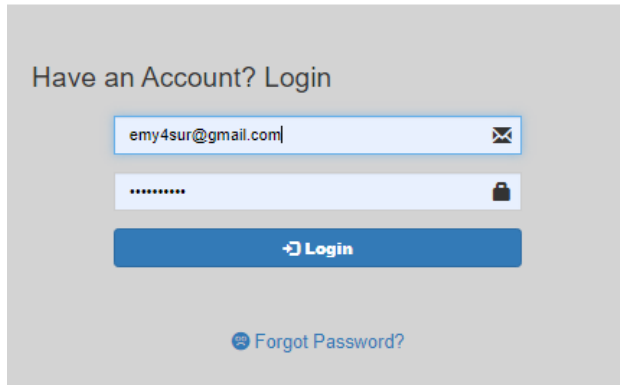


## RESPONDING TO TERMPOINT CLARIFICATIONS

- Go to <https://apaparefunds.apmterminals.com> and login to the account you used for the refund application on refund portal.

### Let's Get Started



Have an Account? Login

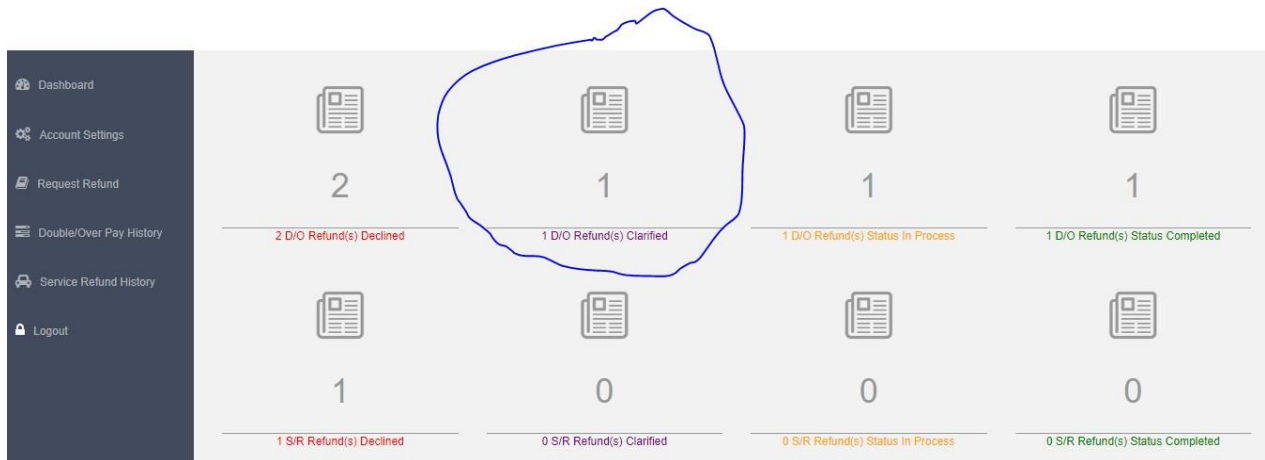
emy4sur@gmail.com

\*\*\*\*\*

Login

Forgot Password?

- From your dashboard, for double payment refunds, click on D/O Refund(s) Clarified as circled in the below snapshot. Click on S/R Refund(s) Clarified for service refunds



2 2 D/O Refund(s) Declined	1 1 D/O Refund(s) Clarified	1 1 D/O Refund(s) Status In Process	1 1 D/O Refund(s) Status Completed
1 1 S/R Refund(s) Declined	0 0 S/R Refund(s) Clarified	0 0 S/R Refund(s) Status In Process	0 0 S/R Refund(s) Status Completed

- The request history will display all the refund records that are in clarification status for the category you clicked on (i.e. either D/O or S/R refunds). Kindly click on “View Details” as shown below:

## Double/Over Payment Request History

ID	Reference	Consignee	Amount	Invoice Val	Balance	Request Type	Status	Action
1	[REDACTED]	[REDACTED]	76725	66725	10000	Double/Over Payment	Clarification	<a href="#">View Details</a>

- From the next view, you can see the clarifications field just under the uploaded files section. The comment/Timestamp part advises what to update/upload. After reading this and noting what is to be updated, please click on “Update Request” as circled below. In case of multiple clarification records, refer to the newest one using the date and time.

UPLOADED FILES			
doctored_aplication_refund.pdf		<a href="#">View File</a>	
2396090-invoice.pdf		<a href="#">View File</a>	
Screenshot_20181026-153029.png		<a href="#">View File</a>	
2396090-receipt.pdf		<a href="#">View File</a>	
IMG_20181027_110036_4~31.jpg		<a href="#">View File</a>	
main_doctored_invoice.pdf		<a href="#">View File</a>	
CLARIFICATIONS			
Customer Service (Customer Service)	<a href="#">Clarification</a>	Comment/Timestamp	Please note that a refund can only be made to the shipper. Kindly edit the Payee name to read as the shipper -HM AGRO COMMODITY BIG LTD, upload a copy of the shipper's cancelled or blank cheque and edit the Account name, Account number & Bank to correspond with the details on the uploaded cheque. / 03-07-2020 08:37:43 AM 2 day(s)
<a href="#">Update Request</a>			

- After clicking this, the online form you filled during application will be opened below the “Update Request” Button.  
Kindly scroll down to see this. You can edit the previously filled data and upload new documents from here.

