

REFUND REQUEST PORTAL CUSTOMER USER GUIDE

PORTAL OVERVIEW

Not secure | refund.appterminal.com/index



Login

Register

Thank you for visiting APM Terminals Apapa Refund Request Portal.

We understand that making a refund request can be stressful and here at APM Terminals Apapa, we want to make things as easy as possible for you.

Our Online Refund Request Portal is designed to give you the right guidance and support to help you register and keep track of your request with us in three simple steps.

1. Get Started

Please select the relevant refund request type below and ensure that you have all of the information you need before you start.

2. Create Your Account

After you have all the information, you must create an online account before you can register a refund request. If you already have an account, you can log in and track the status of existing request or upload your documents.

3. Submit Refund Request

After your account is created, you can register your new refund request with us, track the status of existing request or upload your documents.

Our Online Refund Request Portal is a simple intuitive platform where APM Terminals Apapa customers can request for their refunds. The refunds include Double Payment, Over Payment and Service Refunds. Our platform is designed to give you the right guidance and support to help you register and keep track of your request with us.

The portal is fully responsive which can be accessed via any internet enabled device and browser at <https://apaparefunds.apmterminals.com>

REQUIRED DOCUMENTS FOR REFUND TYPES

The required documents for the refund types are specified below;

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Refund Request Information and Documents

Select the relevant refund request type below for the documents required

+ DOUBLE PAYMENT/OVER PAYMENT REFUND

What documentation do I need to upload?

1. Application Letter
2. Copy of Original Invoices & Receipts
3. All payment advice/tellers
4. Photocopy of cancelled cheque and blank cheque of the person that made the payment
5. Photocopy of ID card

+ EXCESS STORAGE REFUND

+ SERVICE REFUND REQUEST

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+ SERVICE REFUND REQUEST

Import Refund

What documentation do I need to upload?

1. Letter from Consignee/Agency for application for refund
2. Photocopy of the Bill of Lading
3. All Original Invoices
4. All Original Receipts of Payment / Payment Advice/ Bank
5. Original Equipment Interchange Report (Deliver Import Container)
6. Photocopy of ID Card
7. Photocopy of Consignee cancelled cheque/ Blank cheque

Export Refund

What documentation do I need to upload?

1. Letter from Shipper/Agency for application for refund
2. All Original Invoices
3. All Original Receipts of Payment / Payment Advice/ Bank
4. Photocopy of Shipper cancelled cheque/ Blank cheque
5. Original Equipment Interchange Report (Original Copy)
6. Copy of Equipment Release Form/Booking Form
7. Entry Permit
8. Photocopy of ID Card

LOGIN/REGISTER/FORGOT PASSWORD

For a new customer account, click on **Create Your Account** button to register. If you have an existing account, use the login form by entering your registered email address and password.

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Create Your Secure Online Account

Registration is the first step in making or tracking your refund request. Once you complete the registration form, we will send you an email with your login details. You can then begin to manage your refund request.

 **Add Personal Details**

 **Create Security Questions**

 **Complete Security Check**

 **Create Your Account**

Personal Details

First Name *	<input type="text" value="Enter First Name"/>	E-mail *	<input type="text" value="Enter your e-mail"/>
Last Name *	<input type="text" value="Enter Last Name"/>	Confirm E-mail *	<input type="text" value="Re-enter your email"/>
Gender *	<input type="radio"/> Male <input type="radio"/> Female	Password *	<input type="text" value="Enter password"/>
Contact Number *	<input type="text" value="Enter Contact Number"/>	Confirm Password *	<input type="text" value="Re-enter password"/>

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Security Questions

Please answer the following security questions. You will need to answer these questions if you forget your password.

Select Question	<input type="text" value="Enter Your Answer"/>
Select Question	<input type="text" value="Enter Your Answer"/>

Complete Security Check

I'm not a robot 

[Privacy - Terms](#)

Register Your Account

I have read and accepted the [Privacy Policy](#) *

Let's Get Started

Have an Account? Login

Enter Your Email

Enter Your Password

Login

[Forgot Password?](#)

New Customer? Create Your Account

It's fast, easy & secure

Create Your Account

+ SERVICE REFUND REQUEST

APM TERMINALS *Lifting Global Trade.*

Reset your password

Enter Email: **Submit**

Close

Let's Get Started

Have an Account? Login

Enter Your Email

Enter Your Password

Login

[Forgot Password?](#)

New Customer? Create Your Account

It's fast, easy & secure

Create Your Account

DASHBOARD

Once logged in, you will be redirected to the dashboard which presents a summary of some of your information. At a glance, you can see:

- The number of refunds declined
- The number of refunds clarified
- The number of refunds in process
- The number of refunds closed

The screenshot shows the APM TERMINALS dashboard. The header includes the logo 'APM TERMINALS' with the tagline 'Lifting Global Trade.' and a 'Logout' button. A dark sidebar on the left contains navigation links: Dashboard, Account Settings, Request Refund, Double/Over Pay History, Service Refund History, and Logout. The main content area displays four statistics cards, each with a document icon, the number '0', and a status label: '0 Refund(s) Declined', '0 Refund(s) Clarified', '0 Refund(s) Status In Process', and '0 Refund(s) Status Completed'.

ACCOUNT SETTINGS

Under account settings, you can change your password.

To change password

- Enter your old password
- Enter a new password
- Confirm new password
- Click on Change Password button

The screenshot shows the 'CHANGE PASSWORD' form in the APM TERMINALS application. The browser address bar shows 'refund.aptermpoint.com/customerchangepassword'. The sidebar is identical to the dashboard view. The main content area is titled 'CHANGE PASSWORD' and contains three input fields: 'Current Password' (placeholder: 'Enter Current Password'), 'New Password' (placeholder: 'Enter New Password'), and 'Confirm Password' (placeholder: 'Confirm New Password'). A blue 'Change Password' button is positioned below the input fields.

REQUEST REFUND

Under request refund, select refund type. The refund types are listed below;

- Double/Over Payment Refund
- Excess storage (link to Termview at <http://termview.apmterminals.com>)
- Service Refund – Import
- Service Refund - Export

APM TERMINALS Lifting Global Trade. Logout

Dashboard
Account Settings
Request Refund
Double/Over Pay History
Service Refund History
Logout

Info! Please carefully select the refund type you want to submit and Click on Proceed.

Select Refund Type

Proceed

Double Payment Refund - for paying an invoice more than once
Overpayment Refund - on wrong payment over and above the invoice value
Excess Storage Refund - for excess storage between Storage till pay through date and storage till gate out date of container.
Service Refund request - Refund for payment for services not Utilized, such as Fastrack, Scanning, Customs examination, Export PostVGM, Rail, Barge, Cancelled export charges etc

Double/Over Payment Refund

APM TERMINALS Lifting Global Trade. Logout

Dashboard
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Service Refund History
Logout

Double/Over Payment Refund

Payment Details

Consignee Name Payee Name

Account Name Account No

Select Bank Name Total Amount Paid

Invoice Value Balance

Draft No Payment Method(s)

First Payment Date Second Payment Date

Teller Number One Teller Number Two

- Dashboard
- Account Settings
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Teller Number One

Teller Number Two

+ Click to add details for more than two payments.

Supporting Documents Upload Section

Note: We only allow PDF/IMAGE file formats and you can upload MULTIPLE files at once. Max upload size is 2MB. Always all ensure your documents are clear.

Application Letter	<input type="button" value="Choose Files"/> No file chosen	Original Invoices/Receipts	<input type="button" value="Choose Files"/> No file chosen
Payment Advice/Tellers	<input type="button" value="Choose Files"/> No file chosen	Photocopy of Cancelled cheque	<input type="button" value="Choose Files"/> No file chosen
Photocopy of ID Card	<input type="button" value="Choose Files"/> No file chosen	Other Documents	<input type="button" value="Choose Files"/> No file chosen

Request Details

Service Request Refund - Import

- Dashboard
- Account Settings
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Application Form

Consignee Account Name	<input type="text" value="Enter Consignee Account Name"/>	Consignee Account No.	<input type="text" value="Enter Consignee Account No"/>
Consignee Bank Name	<input type="button" value="Select Bank"/>	Consignee Bank Address	<input type="text" value="Enter Consignee Bank Address"/>
Consignee Office Address	<input type="text" value="Enter Consignee Office Address"/>	Consignee Phone No	<input type="text" value="Enter Consignee Phone No"/>
Consignee Email Address	<input type="text" value="Enter Consignee Email Address"/>	Agency Name	<input type="text" value="Enter Agency Name"/>
Agency Phone No	<input type="text" value="Enter Agency Phone No"/>	Agency Email Address	<input type="text" value="Enter Agency Email Address"/>
Used Draft No	<input type="text" value="Enter Draft Number"/>	Service Refund Type	<input type="button" value="Select Refund Type"/>

- Dashboard
- Account Settings
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Supporting Documents Upload Section

Note: We only allow PDF/IMAGE file formats and you can upload MULTIPLE

Application Letter	<input type="button" value="Choose Files"/> No file chosen	Original Invoices/Receipts	<input type="button" value="Choose Files"/> No file chosen
Payment Advice/Tellers	<input type="button" value="Choose Files"/> No file chosen	Photocopy of Cancelled cheque	<input type="button" value="Choose Files"/> No file chosen
Bill of Lading	<input type="button" value="Choose Files"/> No file chosen	Equipment Interchange Report(For APMT or other terminals)	<input type="button" value="Choose Files"/> No file chosen
Photocopy of ID Card	<input type="button" value="Choose Files"/> No file chosen	Other Documents	<input type="button" value="Choose Files"/> No file chosen

Request Details

Service Request Refund - Export

- Dashboard
- Account Settings
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Service Request Refund - Export

Application Form

Consignee Account Name	<input type="text" value="Enter Consignee Account Name"/>	Consignee Account No.	<input type="text" value="Enter Consignee Account No"/>
Consignee Bank Name	<input type="text" value="Select Bank"/>	Consignee Bank Address	<input type="text" value="Enter Consignee Bank Address"/>
Consignee Office Address	<input type="text" value="Enter Consignee Office Address"/>	Consignee Phone No	<input type="text" value="Enter Consignee Phone No"/>
Consignee Email Address	<input type="text" value="Enter Consignee Email Address"/>	Agency Name	<input type="text" value="Enter Agency Name"/>
Agency Phone No	<input type="text" value="Enter Agency Phone No"/>	Agency Email Address	<input type="text" value="Enter Agency Email Address"/>
Used Draft No	<input type="text" value="Enter Draft Number"/>	Service Refund Type	<input type="text" value="Select Refund Type"/>

APM TERMINALS *Lifting Global Trade.* Logout

Supporting Documents Upload Section

Note: We only allow PDF/IMAGE file formats and you can upload **MULTIPLE** files at once. Max upload size is **2MB**. Always

Application Letter	Choose Files No file chosen	Original Invoices/Receipts	Choose Files No file chosen
Payment Advice/Tellers	Choose Files No file chosen	Photocopy of Shipper Cancelled cheque	Choose Files No file chosen
Entry Permit	Choose Files No file chosen	Equipment Interchange Report(For APMT or other terminals)	Choose Files No file chosen
Equipment Release Order/Booking Form	Choose Files No file chosen	Photocopy of ID Card	Choose Files No file chosen

[Submit](#)

Double/Over Payment Request History

phpMyAdmin | Databases - Plesk Onyx 17.5.3 | 109.203.118.70:8443 / localhost / Request History

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APM TERMINALS *Lifting Global Trade.* Logout

- Dashboard
- Account Setting
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Double/Over Payment Request History

ID	Reference	Consignee	Amount	Invoice Val	Balance	Request Type	Status	Action
1	APPDP/2019/FIRGEO	Ab & Co Ltd	50000	30000	20000	Double/Over Payment	In Process	View Details

2019 - APM Terminals Apapa Refund Request Portal

refund.appterminal.com/viewcustomerdp

Type here to search

Not secure | refund.appterminal.com/refund/cdpdetails/dWlQbDVZMGs4RkVvVWlBnTFFOOXZudz09

APM TERMINALS *Lifting Global Trade.* Logout

- Dashboard
- Account Setting
- Request Refund
- Double/Over Pay History
- Service Refund History
- Logout

Request Details

Reference No	APPDP/2019/FIRGEO	Request Type	Double/Over Payment	Creation Date	26-06-2019 09:38:02 AM
Description	Please find the details of the request.				
Total Amount	50000	Invoice Value	30000	Balance	20000
Pay Date One	01-06-2019	Pay Date Two	20-06-2019	Pay Type One	Cheque
Pay Type Two	Bank Transfer	Teller No One	2984938	Teller No Two	923829
Draft One	182938	Draft Two	912839	Status	In Process
SMPE103.pdf	View File				
ID_Card_(1).pdf	View File				
Payment-Receipt-7908326.pdf	View File				
Application_Form.pdf	View File				
5.PNG	View File				
3.PNG	View File				

Service Request Refund History

- 🏠 Dashboard
- ⚙️ Account Setting
- 📄 Request Refund
- ☰ Double/Over Pay History
- 🚗 Service Refund History
- 🔒 Logout

Service Refund Request History

ID	Reference	Consignee Acct Name	Consignee Acct No.	Bank	Consignee Phone	Refund Type	Status	Action
1	APPSR/19/H52AX1	Okhale Abraham	0154403493	Guarantee Trust Bank	09033922393	Refund of Fast Track Charge	In Process	View Details

2019 - APM Terminals Apapa Refund Request Portal

- 🏠 Dashboard
- ⚙️ Account Setting
- 📄 Request Refund
- ☰ Double/Over Pay History
- 🚗 Service Refund History
- 🔒 Logout

Service Request Details

Reference No	APPSR/19/H52AX1	Refund Type	Refund of Fast Track Charge	Creation Date	26-06-2019 10:47:27 AM
Description	Request				
Consignee Account Name	Okhale Abraham	Consignee Account No	0154403493	Consignee Bank Address	Wharf Road, Apapa
Consignee Office Address	Wharf Road, Apapa	Consignee Phone	09033922393	Consignee Email	okhaleabraham096@gmail.com
Agency Name	Ab Agency	Agency Phone	09034948248	Agency Email	abagency@gmail.com
1.jpg	View File				
bg.jpg	View File				
check1.png	View File				
circle-100-purple.png	View File				
user.png	View File				
sorry_404.gif	View File				