

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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Home

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 *

Enter First Name

Last Name *

Enter Last Name

Gender *

☐ Male ☐ Female

Contact Number *

Enter Contact Number

E-mail *

Enter your e-mail

Confirm E-mail *

Re-enter your email

Password *

Enter password

Confirm Password *

Re-enter password

Security Questions

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

Select Question


Enter Your Answer

Select Question

Enter Your Answer

Complete Security Check

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

Register Your Account

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

Create Your Account

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

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

APM TERMINALS Lifting Global Trade.

Reset your password

Enter Email:

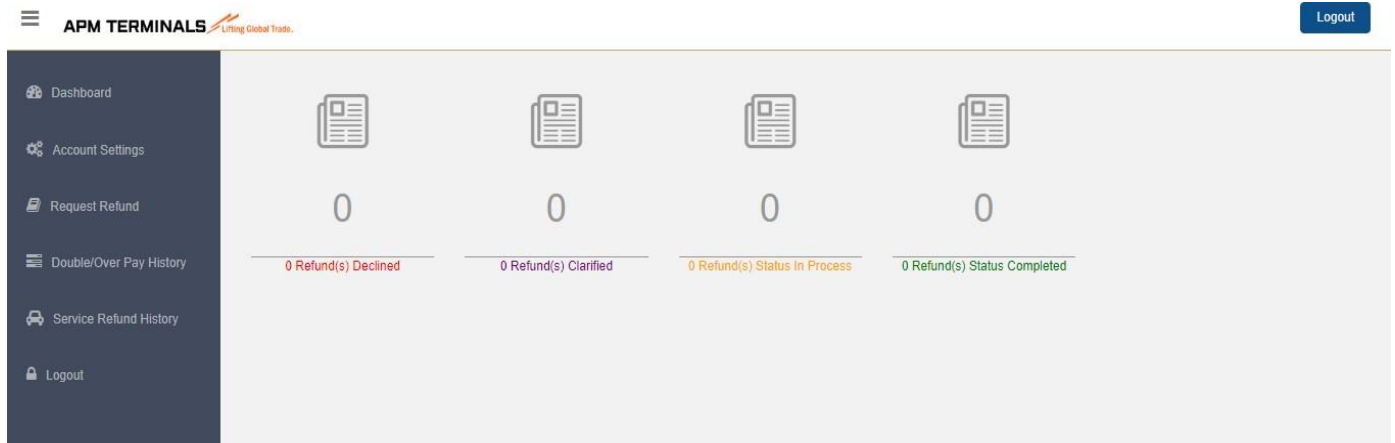
Submit

Close

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



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.appterminal.com/customerchange-password'. The sidebar menu is the same as in the dashboard view. The main content area has a light gray background with the title 'CHANGE PASSWORD'. The form contains three input fields: 'Current Password' with placeholder 'Enter Current Password', 'New Password' with placeholder 'Enter New Password', and 'Confirm Password' with 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

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Logout

Dashboard

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Double/Over Pay History

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

Select Refund Type

-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

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Double/Over Payment Refund

Payment Details

Consignee Name

Enter Consignee Name

Payee Name

Enter Payee Name

Account Name

Enter Account Name

Account No

Enter Account Number

Select Bank Name

Select Bank

Total Amount Paid

Enter Amount Paid

Invoice Value

Enter Invoice Value

Balance

Draft No

Enter Draft Number

Payment Method(s)

Select Payment Method(s)

First Payment Date

DD-MM-YYYY

Second Payment Date

DD-MM-YYYY

Teller Number One

Enter First Teller Number

Teller Number Two

Enter Second Teller Number

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Teller Number One

Enter First Teller Number

Teller Number Two

Enter Second Teller Number

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

Choose Files

No file chosen

Original Invoices/Receipts

Choose Files

No file chosen

Payment Advice/Tellers

Choose Files

No file chosen

Photocopy of Cancelled cheque

Choose Files

No file chosen

Photocopy of ID Card

Choose Files

No file chosen

Other Documents

Choose Files

No file chosen

Request Details

Submit

Service Request Refund - Import

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Service Request Refund - Import

Application Form

Consignee Account Name

Enter Consignee Account Name

Consignee Account No.

Enter Consignee Account No

Consignee Bank Name

Select Bank

Consignee Bank Address

Enter Consignee Bank Address

Consignee Office Address

Enter Consignee Office Address

Consignee Phone No

Enter Consignee Phone No

Consignee Email Address

Enter Consignee Email Address

Agency Name

Enter Agency Name

Agency Phone No

Enter Agency Phone No

Agency Email Address

Enter Agency Email Address

Used Draft No

Enter Draft Number

Service Refund Type

Select Refund Type

Dashboard

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Supporting Documents Upload Section

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

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 Cancelled cheque

Choose Files

No file chosen

Bill of Lading

Choose Files

No file chosen

Equipment Interchange Report(For APMT or other terminals)

Choose Files

No file chosen

Photocopy of ID Card

Choose Files

No file chosen

Other Documents

Choose Files

No file chosen

Request Details

Submit

Service Request Refund - Export

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Service Request Refund - Export

Application Form

Consignee Account Name

Enter Consignee Account Name

Consignee Account No.

Enter Consignee Account No

Consignee Bank Name

Select Bank

Consignee Bank Address

Enter Consignee Bank Address

Consignee Office Address

Enter Consignee Office Address

Consignee Phone No

Enter Consignee Phone No

Consignee Email Address

Enter Consignee Email Address

Agency Name

Enter Agency Name

Agency Phone No

Enter Agency Phone No

Agency Email Address

Enter Agency Email Address

Used Draft No

Enter Draft Number

Service Refund Type

Select Refund Type

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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

Request Details

Submit

Double/Over Payment Request History

phpMyAdminDatabases - Plesk Onyx 17.5.3109.203.118.70:8443 / localhostRequest History

refund.apptermpoint.com/viewcustomerdp

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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.apptermpoint.com/viewcustomerdp

Type here to search

ENG 9:38 AM 6/26/2019

refund.apptermpoint.com/refund/cdpdetails/dWlQbDVZMGs4RkVWVWlBnTFFOOXZudz09

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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

← → ↻ ⓘ Not secure refund.appterminal.com/viewservice

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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

← → ↻ ⓘ Not secure refund.appterminal.com/refund/csrdetails/dWlQbDVZMGs4RkVWVWIBnTFFOOXZudz09

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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				

Classification: Public