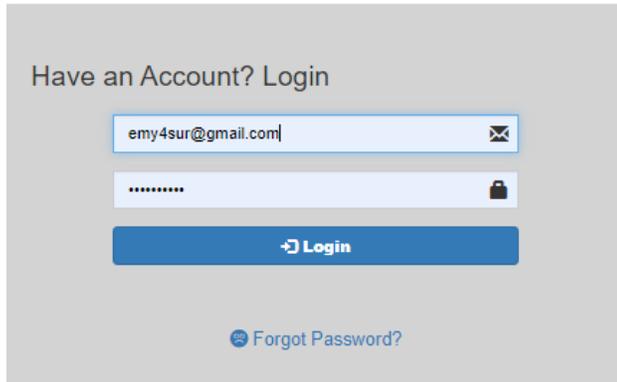


RESPONDING TO TERMPPOINT CLARIFICATIONS

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

Let's Get Started



- 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



- 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	View Details

- 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	View File				
2396090-invoice.pdf	View File				
Screenshot_20181026-153029.png	View File				
2396090-receipt.pdf	View File				
IMG_20181027_110036_4-31.jpg	View File				
main_doctored_invoice.pdf	View File				
CLARIFICATIONS					
Customer Service (Customer Service)	<table border="1"> <thead> <tr> <th>Clarification</th> <th>Comment/Timestamp</th> </tr> </thead> <tbody> <tr> <td></td> <td>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)</td> </tr> </tbody> </table>	Clarification	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)
Clarification	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)				
Update Request					

- 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.

Update Request

Update Double Payment Details

Consignee Name	<input type="text" value="REDACTED"/>	Payee Name	<input type="text" value="REDACTED"/>
Account Name	<input type="text" value="REDACTED"/>	Account No	<input type="text" value="REDACTED"/>
Select Bank Name	Guarantee Trust Bank	Total Amount Paid	76725
Invoice Value	66725	Balance	10000
Draft No	<input type="text" value="REDACTED"/>	Payment Method(s)	Bank Transfer
First Payment Date	<input type="text" value="26-10-2018"/>	Second Payment Date	<input type="text"/>

- After making corrections and uploading omitted documents, scroll down and click on "Submit" as circled below.

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Please assist me process refunds.

When it submits successfully, the clarification has been responded to, and processing will begin from our end.