UOB

MANUAL REFUND / SALES ADJUSTMENT FORM

Step 1: Complete the form in CAPITAL LETTERS and sign off by Authorized Signatory
Step 2: Email to cardopsmerchantpayment@UOBgroup.com with subject header in the following format as follows:
(e.g. < MERCHANT NAME > - < 15 DIGIT MIDs > - < REQUEST TYPE > < SUBMISSION REQUEST DATE >)

- *For Manual Refund: e.g. ABCD PTE LTD – MID 000001234567890 – Manual Refund DDMMMYY*
- *For Manual Sales: e.g. ABCD PTE LTD – MID 000001234567890 – Manual Charge DDMMMYY*
- *For Manual Settlement: e.g. ABCD PTE LTD – MID 000001234567890 – Manual Settlement DDMMMYY*

Please note that **ONLY ONE (1)** form per request is allowed.

MANDATORY FIELDS

REQUESTOR NAME :	______________________	DATE OF REQUEST :	______________
MERCHANT NAME : (as in ACRA)	______________________	ROC NUMBER :	______________
CONTACT EMAIL :	______________________	CONTACT NUMBER :	______________
ORIGINAL TRANSACTION UOB MID :	______________________	TERMINAL ID :	______________

☐ **1A) Manual Refund to the Credit Cardholder**

(UNI$ will be refunded in SGD equivalent, reinstatement of UNI$ points is not applicable)

MID to perform Manual Refund^					
Card Type*	☐ Visa/MasterCard/JCB ☐ UPI		Credit Card Number (Last 4 Digits)		
Transaction Source*	☐ Retail ☐ Dynamic Currency Conversion (DCC) ☐ Installment Payment Plan (IPP/EPP) (Tenure: ___________ months) ☐ Mobile Payment (e.g. ApplePay, Samsung Pay, UOB Mighty Pay, etc) ☐ E-com eNETS ☐ E-com MIGS/MPGS ☐ E-com CYBS				
Date of Original Transaction (DD-MM-YY)		Time of Transaction (HH-MM)		Original Transaction Approval Code	
Original Transaction Amount	$	Original Transaction Currency (SGD, USD, etc)			
Original Transaction Amount in SGD equivalent (for DCC only)	$				
Gross Amount to Refund Cardholder*	☐ Full ☐ Partial Amount in Original Transaction: $ ___________ & Currency: _________ **(Refund amount should not be more than the original transaction amount)**				
For IPP Refund – to cancel existing IPP arrangement*	☐ Yes ☐ No				
Attachment for Manual Refund **(Mandatory)**	☐ Yes, a copy of the transaction slip is provided				
Refund Deduction **(If deduction fails, this refund deduction request will not be processed further)**	Please choose one of the payment options* for this refund request: ☐ Deduct through alternate MID (must have sufficient sales): ____________________ ☐ Deduct through GIRO – bank account registered with UOB • If GIRO Debit Instruction (one-time setup) has not been submitted before, please complete and submit the Merchant Interbank Giro form (https://www.uob.com.sg/web-resources/personal/pdf/personal/cards/merchant-services/merchant-interbank-giro-application.pdf). Kindly note that this refund request can only be processed after GIRO arrangement has been approved, usually takes 3-4 working weeks as this is dependent on your debiting Bank processing. • If GIRO Debit Instruction has been in place, do ensure it is within withdrawal limit & there is sufficient fund balance in the bank account for processing.				

*Please tick if applicable.
We will require 5 working days to process your request, upon submission with correct details and sign-off by the Authorized Signatory registered with Merchant Team. Please take note that your request will be rejected if the form is incomplete or wrongly filled.

☐ 1B) Manual Refund to the Wallet Holder

MID to perform Manual Refund^					
Card Type	☐ WeChat Pay ☐ Alipay				
Date of Original Transaction (DD-MM-YY)		Time of Transaction (HH-MM)		Original Transaction Approval Code	
Original Transaction Amount	$				
Merchant Order Number (Applicable for WeChat Pay only)		WeChat Order Number (Applicable for WeChat Pay only)			
Transaction ID (for Alipay only)					
Gross Amount to Refund Cardholder*	☐ Full ☐ Partial Amount in Original Transaction: $ ___________ in SGD **(Refund amount should not be more than the original transaction amount)**				
Refund Deduction **(If deduction fails, this refund deduction request will not be processed further)**	Please choose one of the payment options* for this refund request: ☐ Deduct through alternate MID (must have sufficient sales): ________________________ ☐ Deduct through GIRO – bank account registered with UOB • If GIRO Debit Instruction (one-time setup) has not been submitted before, please complete and submit the Merchant Interbank Giro form (https://www.uob.com.sg/web-resources/personal/pdf/personal/cards/merchant-services/merchant-interbank-giro-application.pdf). Kindly note that this refund request can only be processed after GIRO arrangement has been approved, usually takes 3-4 working weeks as this is dependent on your debiting Bank processing. • If GIRO Debit Instruction has been in place, do ensure it is within withdrawal limit & there is sufficient fund balance in the bank account for processing.				

☐ 2) Manual Charge to the following Credit Cardholder

MID to perform Manual Charge			
Card Type*	☐ Visa/MasterCard/JCB ☐ UPI		
Credit Card Number (last 4 digits)		Card Expiry Date (MM/YY)	
Transaction Source*	☐ Retail ☐ Dynamic Currency Conversion (DCC) ☐ Installment Payment Plan (IPP/EPP) (Tenure: ___________ months) ☐ Mobile Payment (e.g. ApplePay, Samsung Pay, UOB Mighty Pay, etc) ☐ E-com eNETS ☐ E-com MIGS/MPGS ☐ E-com CYBS		
Transaction Amount to Charge	$	Transaction Currency (SGD, USD, etc)	
Reasons for Manual Charge*	☐ Undercharge ☐ Terminal Error ☐ Others (pls specify): ________________________		
Attachment for Manual Charge **(Mandatory)**	Yes, I have included the following: ☐ Credit Card Slip ☐ In-house receipt / Itemized View ☐ Tips Adjustment		

*Please tick if applicable.
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☐ **3) Manual Settlement**

MID to perform Manual Settlement			
Date of Original Transaction (DD-MM-YY)		Time of Transaction (HH-MM)	
Transaction Source*	☐ Retail ☐ Dynamic Currency Conversion (DCC) ☐ Installment Payment Plan (IPP/EPP) (Tenure: ___________ months) ☐ Mobile Payment (e.g. ApplePay, Samsung Pay, UOB Mighty Pay, etc) ☐ E-com eNETS ☐ E-com MIGS/MPGS ☐ E-com CYBS		
Reasons for Manual Settlement*	☐ As advised by terminal vendor during Fault Call ☐ Others (pls specify): ________		
Attachment for Manual Settlement (Mandatory)	Yes, I have included the following: ☐ All Credit Card Slip(s) ☐ Fault Call Service Report from terminal vendor ☐ Settlement report indicating settlement failed ☐ Excel sheet showing with clear indications of tips amount to be charged to each transaction (For applicable merchants only)		

For manual charge or manual settlement, I understand that as the merchant, we would be fully liable should any chargeback or dispute arise from this manual charge/settlement to the cardholder(s). I am fully aware that for late presentment cases, UOB may hold payment for 6 months.

All representations made by, and undertakings and indemnities given by the Merchant to the Bank in the Indemnity For Taking and Accepting Instructions by Email are deemed to be repeated by the Merchant and shall apply to this Manual Refund & Manual Sales Adjustment Form.

FOR BANK USE ONLY
Received By : ____________________

Received Date : ____________________

Processed Date : ____________________

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SIGNATURE OF AUTHORIZED SIGNATURE

____
NAME

*Please tick if applicable.
We will require 5 working days to process your request, upon submission with correct details and sign-off by the Authorized Signatory registered with Merchant Team. Please take note that your request will be rejected if the form is incomplete or wrongly filled.