



## Re-process a Transaction or Process a Refund

Institutional merchant customers only

To re-process a signed receipt for a transaction that has not been settled, process a refund on your behalf or if you require a letter to be sent to the cardholder to reconcile difference in transaction amount, please fill in this form and email to [css@anz.com](mailto:css@anz.com).

### MERCHANT DETAILS:

Merchant ID

Existing terminal ID

Trading name

### CONTACT DETAILS:

Mr  Miss  Mrs  Ms  Other

First name(s)

Surname

Contact phone number

Email

### TRANSACTION DETAILS:

Date of transaction  Transaction amount

Time of transaction

### PLEASE SELECT AN OPTION BELOW:

- Send letter to cardholder to reconcile difference in transaction (for New Zealand issued cards only)
- Process a refund to cardholder
- Process the signed receipt transaction (please attach the Merchant Copy of the signed/approved receipt)

### SPECIAL INSTRUCTIONS (if required):

  
  
  
  
  

Please note: All check boxes must be checked and mandatory fields completed before this request can be processed.