

## 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.