

# GMA Refunds

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## Introduction

There are a few main refund scenarios that a consumer can initiate, either by contacting the operator directly or by using the 365Pay app. The outline below details these various scenarios and what the consumer, the branch, and 365 will need to do to complete the refund or close the account.

**Note:** The processes in this document are for the current functionality of the 365 systems. We plan to release new functionality that will make the process of refunding and closing an account easier for everyone.

## Product Refunds or Closing Accounts NOT using 365Pay App V5

### Product Refunds

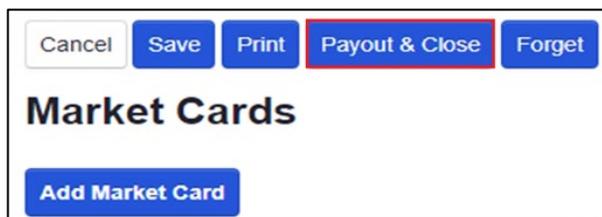
A consumer contacts their local branch requesting a refund for a purchase.

- The branch is running a **V5** or **NanoMarket** kiosk – branch admin should:
  1. Open **ADM**.
  2. Click the **Admin** tab.
  3. Select **Consumer** from the drop-down menu.
  4. Search for and select the **name of the consumer** requesting the refund.
  5. Adjust the balance to the new amount with the refunded price.

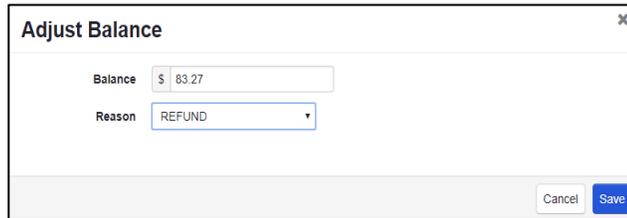
### Closing Accounts

A consumer requests that we close their account and they do not have access to 365Pay app.

- The branch is running a **V5** or **NanoMarket** kiosk – branch admin should:
  1. Go to **ADM**.
  2. Click the **Admin** tab.
  3. Select the **Consumer** from the drop-down menu.
  4. Search for and select the **name of the consumer** requesting the refund.
  5. Select **Payout and Close** and confirm the action.



6. 365 will credit the funds from the Payout and Close to the branch in their "GMA Disbursement". The branch admin must return the funds to the consumer.



## Legacy

### Product Refunds

A consumer contacts their local branch requesting a refund for a purchase.

- The branch is running a **Valet GMA** kiosk – branch admin should:
  1. Open **SmartHQ**.
  2. Select **Global Market Accounts** in the *Customer Service* column.
  3. Search for and select the **name of the consumer** requesting the refund.
  4. Adjust the balance to the new amount with the refunded price.

### Closing Accounts

A consumer requests that we close their account and they do not have access to the 365Pay app.

- The branch is running a **Valet GMA** kiosk – branch admin should:
  1. Go to **SmartHQ**.
  2. Select **Global Market Accounts**.
  3. Search for and select the **name of the consumer** requesting the refund.
  4. Select **Payout and Close** and confirm the action.
  5. 365 will credit the funds from the Payout and Close to the branch in their "GMA Disbursement". The branch admin must return the funds to the consumer.

## Product Refunds or Closing Accounts using 365Pay App

The following steps are the same for both Legacy and V5.

### Product Refunds

A consumer wants a refund for a purchase.

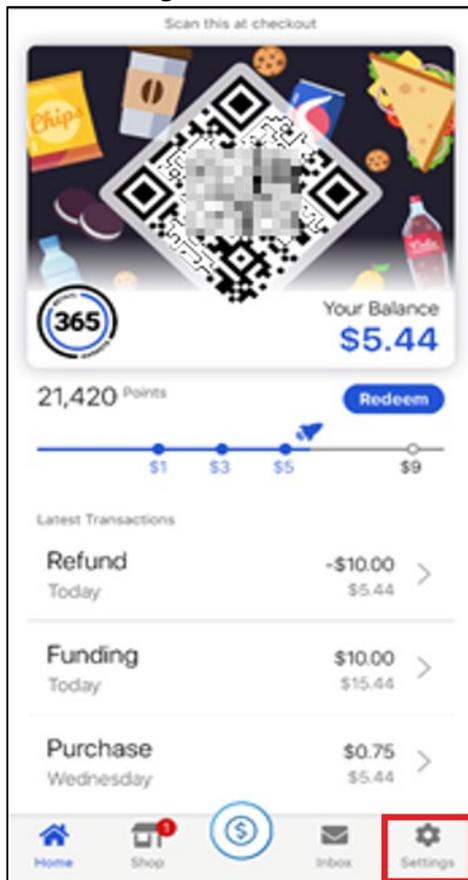
- The consumer has the 365Pay app – they should:
  1. Go to the **Settings** screen in the app (bottom, right corner),
  2. Select **Help**. Scroll down to **Contact Us** at the bottom.

3. Enter the **Support Email address** in the **Contact Us** field to request that 365 Support provide a refund for a product.
4. 365 Support contacts the branch admin to verify the refund.
5. Branch admin confirms or denies the refund request.
6. 365 Support adjusts the consumer's balance accordingly or, the admin can adjust the balance themselves.

## Balance Refunds

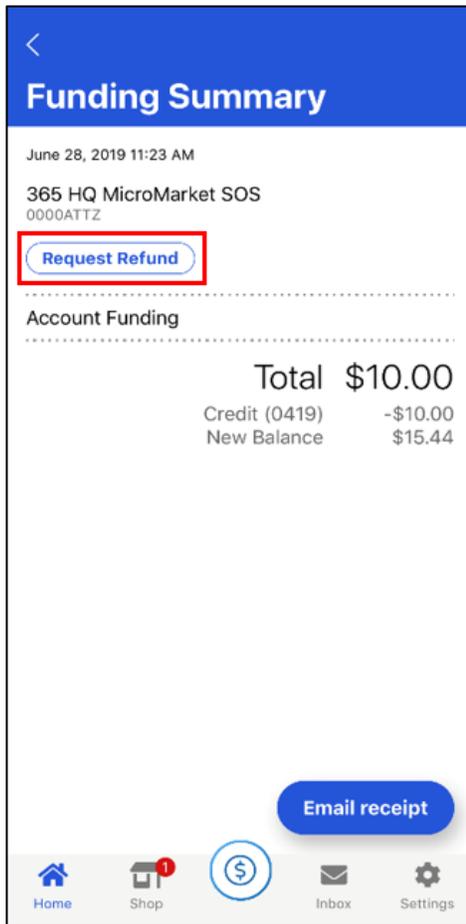
Funding originated on the 365Pay app – consumer should:

1. Go to **Settings** on the **Home** screen of the app.



2. Select **Account History**.
3. Select the **Funding** tab.
4. Select a funding event that originated on the app.

5. Select **Request Refund** and confirm the action.



6. A refund will be issued to the card used to make the original funding transaction.
- Funding originated from a physical device (kiosk or tablet):
    - **Funding was made with a credit or debit card:**
      1. The consumer or branch contacts 365 Support.
      2. 365 Support issues a refund to the consumer's card.
    - **Funding was made with cash:**
      1. The consumer contacts the branch.
      2. Branch admin refunds the amount to the consumer using cash, check, or other method.



## Closing Accounts

A consumer wants to close their account.

- The consumer has access to 365Pay app – they should:
  1. Go to **Settings** on the **Home** screen of the app. (Bottom right corner)
  2. Select **Help**. Scroll down to **Contact Us** at the bottom.
  3. Enter the **Support Email address** in the **Contact Us** field to request that 365 Support close their account.
  4. 365 Support will Payout and Close the account and notify the branch admin.
  5. 365 will credit the funds from the Payout and Close to the branch in their “GMA Disbursement”. The branch admin must return the funds to the consumer.