

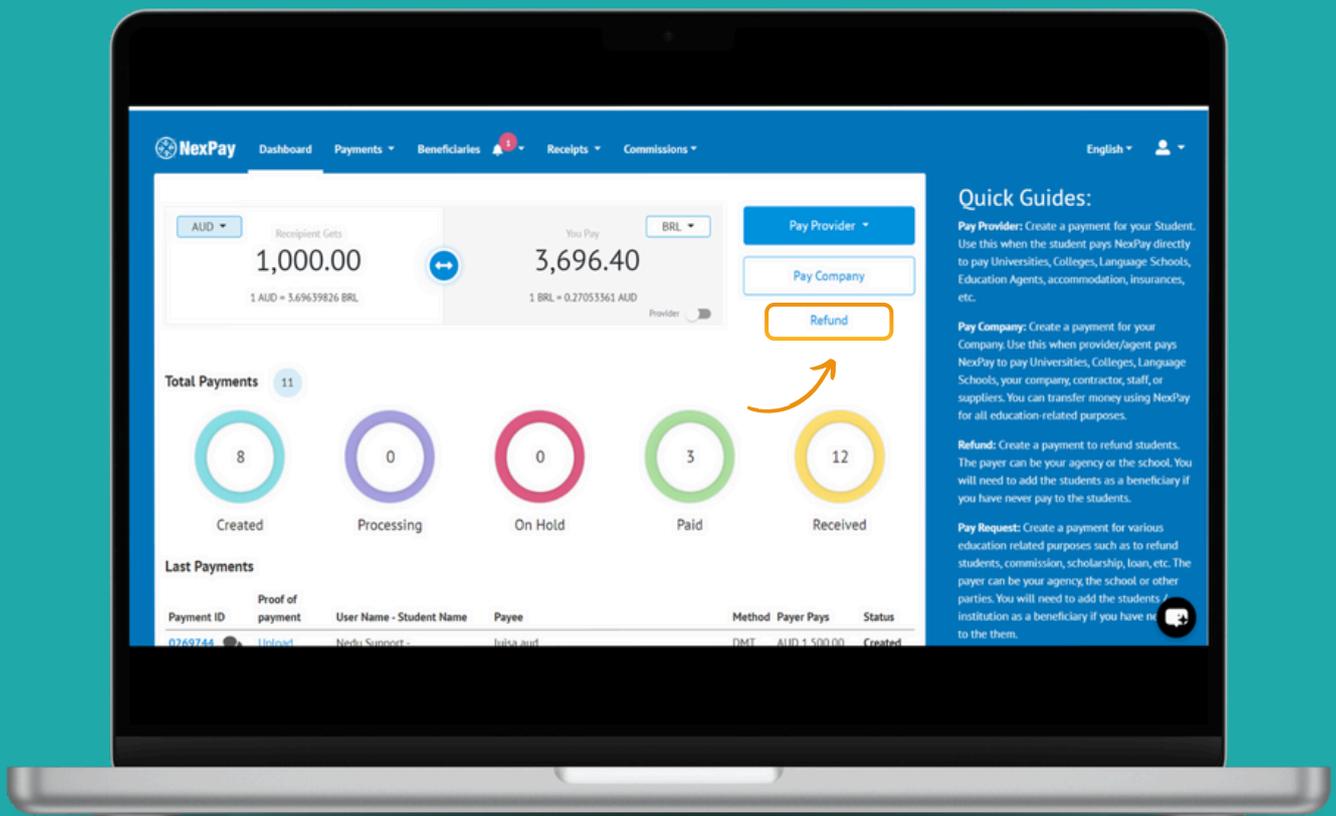


How to create a **refund** on the platform?





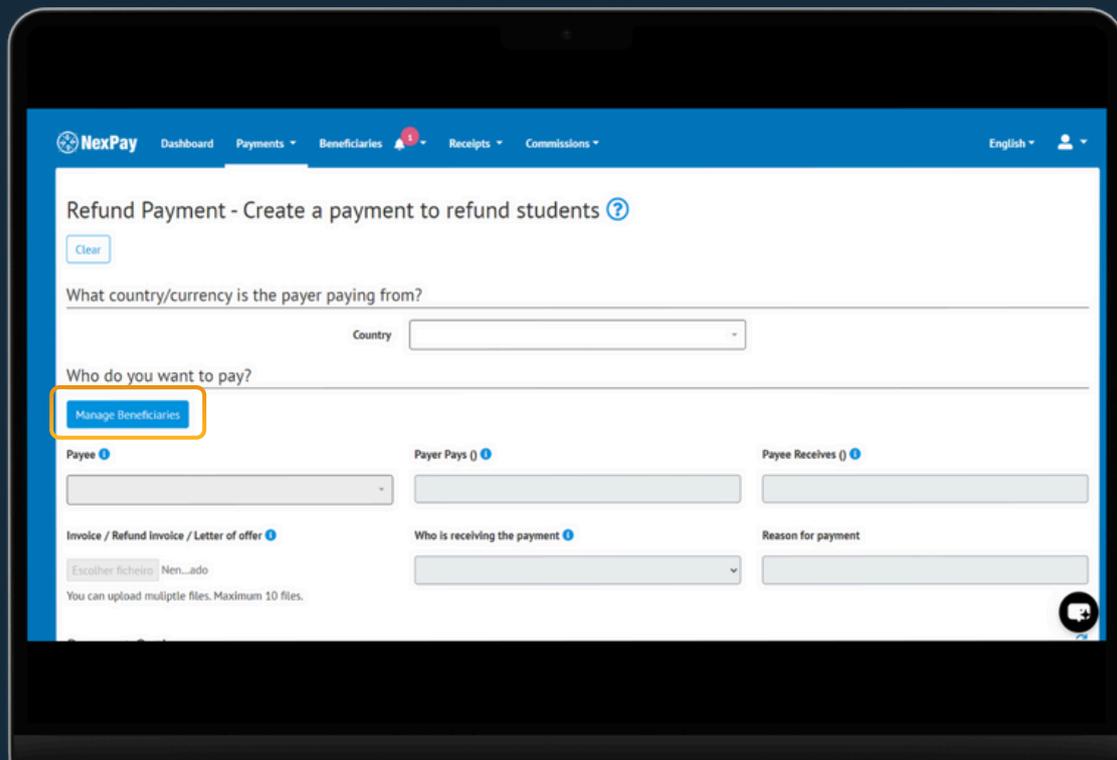
Step 1 | Select the "**refund**" option on the platform to choose the country from which the refund will be made, select the **beneficiary**, attach the **invoice**, and fill in the **amount** to be refunded.



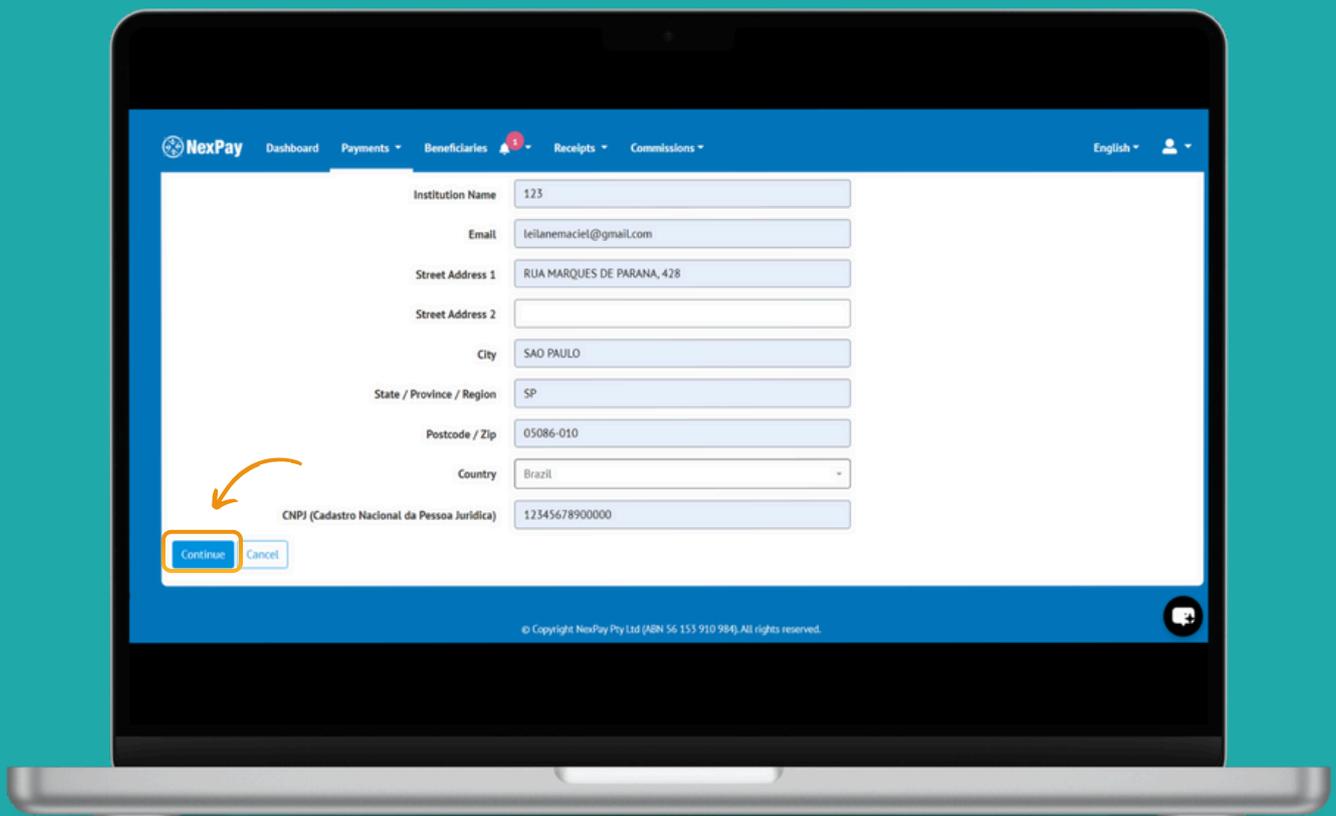


Step 2 | Fill in all the **information** about the institution that will make the payment.

IMPORTANT: If you need to update any information or the beneficiary's bank details, click "Manage beneficiaries" before proceeding.



Step 3 | Click on "**Continue**" and you're done! The **refund** has been created and the institution will receive an email with the **bank details** to complete and finalize the refund.





If you have any questions,
**feel free to
reach out to**

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