


HOW TO REFUND A CREDIT CARD FOR PAYSAFE ECOMMERCE TRANSACTIONS

For online orders you are able to issue a refund by logging into login.merrco.ca and then click on Reports Summary or Lookup (If you know the transaction details, even better!)

Once you locate the transaction, copy the Merchant Trans ID and then click the green plus sign the the right of the settlement, see example below

Settlements

| Date | Txn ID | Merchant Trans. ID | Status | Remaining | Amount | Batch ID | Batch Date | ARN | Acquirer Txn ID | |
|---------------------|---------------|--------------------|-----------|-----------|--------|----------|------------|-----|-----------------|-------------------------------------------------------------------------------------|
| 2023-08-21 11:22:10 | ebd5e126-9d1e | DTC-db5faae2-090a- | Completed | 97.91 | 97.91 | | | | |  |

Merchant Trans ID can be pasted in the appropriate field below. Enter the refund amount (or leave as is for a full refund) and click submit

Process Credit ✕

Account

Txn ID ebd5e126-

Merchant Trans. ID * DTC-db5faae2- 

Amount * 97.91 

Once you press submit, the system will advise if the refund is still pending, approved or declined.