

(Please view in landscape view)



# Merchant Portal Guide Part 2

# Contents

## Part 1

### Introduction

 **Merchant Portal Functions**

## Part 2

### Transactions

**Transaction Data**

**Refund a transaction**

**Privileges**

**Deals (eVouchers)**

## Part 3

### Others

**Password Setup/ Reset**

**Bill History**

# View all Paid/ Rewarded transactions (All Columns)

RECENT TRANSACTIONS

Status	Date	Type	Merchant ID	Cardholder	Type	Payment Method	Amount	Balance
✓	28 MAY 2024	H:28	66442005	Kris+ Dem Demo	Payment	Apple Pay	-2.00	\$911.00
✓	28 MAY 2024	H:29	664455ed	Kris+ Dem Demo	Payment	Apple Pay	-1.6000	\$911.00
✓	23 MAY 2024	H:21	664455ee	Kris+ Dem Demo	Refund		3.20	
✓	23 MAY 2024	H:21	664455ee	Kris+ Dem Demo	Refund	Apple Pay	-3.20	
✓	30 MAY 2024	H:27	6644aac9	Kris+ Dem Demo	Payment	Apple Pay	-82.00	
✓	30 MAY 2024	H:28	6644aac9	Kris+ Dem Demo	Payment	Apple Pay	-2.00	
✓	30 MAY 2024	H:28	6644aac8	Kris+ Dem Demo	Payment	Apple Pay	-80.00	
✓	23 MAY 2024	H:28	6644aac8	Kris+ Dem Demo	Payment	Apple Pay	-8.00	
✓	30 MAY 2024	H:28	6644aac8	Kris+ Dem Demo	Payment	Apple Pay	-8.00	
✓	30 MAY 2024	H:28	6644aac8	Kris+ Dem Demo	Payment	Apple Pay	-90.00	

1

Transactions: 01 May 2024-28 May 2024

To ID	Merchant ID	Outlet	POS	Type	Payment	Status	Totals	Exchange	Amount	Earn	Remarks
6642005	Kris+ Dem Demo	Outlet for POS for dr Payment	XRPay m	Successful	1200	0.006667	8				
66455ed	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	10		
66455ee	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	30			30	Billing amount refer: 66455ee2101b308
664aac9	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	35		
664aac9	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	165			165	Billing amount refer: 664aac94954f8a0
664aac8	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	22.8		
664aac8	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	66			66	Billing amount refer: 664aac8710f1b308
664aac8	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	36.5		
664aac8	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	108			108	Billing amount refer: 664aac8710f1b308
664ac33	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	30		
664ac33	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	90			90	Billing amount refer: 664ac331570aa234
664ac33	Kris+ Dem Demo	Outlet for POS for dr Payment	Apple Pay	Successful	0	NA	100				
664ac33	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	0	NA	8		
664ac33	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	40			40	Billing amount refer: 664ac331570aa234
664b1c1	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	XRPay m	Successful	300	0.006667	2		Example1: 664b1c1175e93ca12
664b1c1	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	120			120	Example1: 664b1c1175e93ca12
664ee97	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Refund	Apple Pay	Successful	0	NA	43		Reference ID: 664ee97993c7402b0
664ee97	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	300	0.006667	2		Transaction ID: 664ee97993c7402b0
665579a	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Payment	Apple Pay	Successful	120			120	Transaction ID: 664ee97993c7402b0
665579a	Kris+ Dem Demo	IGN Orchi	IGN Orchi	Earn	W/A	Successful	4500			1500	Billing amount refer: 665579a2b38f42d7

3

Excel sheet view of transactions, all columns.

Click to download excel sheet of transactions based on date range or entire month

Transactions\_01\_May\_2024-28\_May\_2024.csv

[Open file](#)

2

Excel sheet of transactions has been downloaded. Open to view.

# How to recognize the different transaction types

For auto-deduction sale of miles partners

## Scenario 1: Full Payment by KrisPay miles

Status	Date ↓	Time	Transaction ID 🔍	Int. Reference ID 🔍	Legal Entity	Type ▾	Payment Method ▾	Amount (SGD)	(KP mil/s)
✓	20 MAY 2024	17:46	664b1c1375ef93ca120a1435	664b1c1175ef93ca120a1431	Demo	Payment	KrisPay miles	+ 2.00	+ 300

“KrisPay miles” Payment Method transactions will be paid to Merchant monthly via Payment Advice, less any fees incurred if applicable.

## Scenario 2: Full Payment with Apple/ Google Pay

Same “Int. Reference ID” – one row for miles awarded, one for Apple/Google Pay paid

Status	Date ↓	Time	Transaction ID 🔍	Int. Reference ID 🔍	Legal Entity	Type ▾	Payment Method ▾	Amount (SGD)	(KP mil/s)
✓	20 MAY 2024	17:47	664b1c1675ef93ca120a1442	664b1c1175ef93ca120a1431	Demo	Earn		-43.00	-129
✓	20 MAY 2024	17:47	664b1c1475ef93ca120a143b	664b1c1175ef93ca120a1431	Demo	Payment	Apple Pay	+ 43.00	0

“Earn” Type transactions refers to the number of miles customer earns. Cost of sale of miles and card processing charges would be deducted in the Payment Advice billed monthly

# How to recognize the different transaction types

## Scenario 3: Mix miles & Apple/ Google Pay transaction.

- Same “Int. Reference ID” – one for miles awarded, one for miles redeemed, one for Apple/Google Pay paid

Status	Date	Time	Transaction ID	Int. Reference ID	Legal Entity	Type	Payment Method	Amount	
								(SGD)	(KP miles)
✓	20 MAY 2024	17:47	664b1c1375e93ca20a1442	664b1c175e93ca20a1431	Demo	Earn		-43.00	-129
✓	20 MAY 2024	17:47	664b1c1475e93ca20a143b	664b1c175e93ca20a1431	Demo	Payment	Apple Pay	+43.00	0
✓	20 MAY 2024	17:46	664b1c1375e93ca20a1435	664b1c175e93ca20a1431	Demo	Payment	KrisPay miles	+2.00	+300

Add the amount under both card payment + miles payment for total amount paid by customer

## Scenario 4: Refund of mix miles & Apple/ Google Pay transaction.

- Same “Int. Reference ID” – one for refund of miles awarded, one for refund of miles redeemed, one for Apple/Google Pay refunded
- Refund button is no longer visible.

Status	Date	Time	Transaction ID	Int. Reference ID	Legal Entity	Type	Payment Method	Amount	
								(SGD)	(KP miles)
✓	23 MAY 2024	15:22	664eee9b93c740db08b85296	664eee9693c740db08b852e6	Demo	Earn cancellation		+0.86	+129
✓	23 MAY 2024	15:22	664eee9993c740db08b852f2	664eee9693c740db08b852e6	Demo	Refund		-2.00	-300
✓	23 MAY 2024	15:21	664eee9793c740db08b852ed	664eee9693c740db08b852e6	Demo	Refund	Apple Pay	-43.00	0

- **For the portion paid with Apple/ Google Pay:** Processing time for Credit card refunds will be dependent on the card issuing bank. ~7 working days. Miles awarded to Customer will be auto cancelled and not charged to Merchant.
- **For the portion paid with KrisPay miles:** KrisPay miles will be automatically and immediately refunded back to Customer’s KrisPay wallet.
- Processing fees on the original payment will not be returned in case of a refund.

# Disabling Refunds



- By default, Outlet/POS are allowed to refund customers.
- Refunds by Outlet/POS credentials (e.g. xxx\_P1): within the past 24hr via the Kris+ Cashier and/or Merchant Portal.
  - Refunds by Outlet/POS can be “Disabled” on this page.

Refund by Admin credentials (e.g. xxx\_Admin): within the past 60 days (default) in the Kris+ Merchant Portal

# Configuring Refund Period

1

**TRANSACTIONS**

UPDATE REFUND PERIOD (ADMINISTRATORS ONLY)  
The revised refund period will apply to new transactions. It will not affect past transactions.

60 days  
Effective from: 01 SEP 2025, 13:45

RECENT TRANSACTIONS

Period: 01/10/2025 to 15/10/2025 Clear all filters

Status	Date	Time	Int. Reference ID	Leq	Amount (SGD)	Refu
✓	13 OCT 2025	12:09	68ec7b91f6b14d9aa45c3a	Demo	+25.77	12 DE

Click "Edit"

Refund period for HQ Admin Access level can be adjusted: 60 days (default) or 180 days.

Changes will be applied for new transactions only.

2

**TRANSACTIONS**

UPDATE REFUND PERIOD (ADMINISTRATORS ONLY)  
The revised refund period will apply to new transactions. It will not affect past transactions.

60 days  
Effective from: 01 SEP 2025, 13:45

RECENT TRANSACTIONS

Period: 01/10/2025 to 15/10/2025 Clear all filters

Default 60 days, or adjust to 180 days

3

**TRANSACTIONS**

UPDATE REFUND PERIOD (ADMINISTRATORS ONLY)  
The revised refund period will apply to new transactions. It will not affect past transactions.

180 days  
Effective from: 15 OCT 2025, 16:35

RECENT TRANSACTIONS

Period: 01/10/2025 to 15/10/2025 Clear all filters

Status	Date	Time	Int. Reference ID	Leq	Amount (SGD)	Refund by	REFUND
✓	15 OCT 2025	16:36	68ef5dcceb626bc79c294c3	Demo	+100.00	13 APR 2026, 16:36	REFUND
✓	13 OCT 2025	12:09	68ec7b91f6b14d9aa45c3a	Demo	+25.77	12 DEC 2025, 12:09	REFUND
✓	13 OCT 2025	12:09	68ec7b79f6b14d9aa45c121	Demo	+25.77	12 DEC 2025, 12:09	REFUND
✓	13 OCT 2025	12:09	68ec7b62d1e4de01d3c935f	Demo	+55.79	12 DEC 2025, 12:09	REFUND

If adjusted, refund period has been revised for new transactions.

# Refund full transaction

\*There are no fees to refund a payment, but the credit/ debit card processing fees on the original payment will not be returned in case of a refund.

**TRANSACTIONS**

RECENT TRANSACTIONS

Status	Date	Time	Ref. Reference ID	Legal Entity	Type	Payment Method	Amount (USD)	REFUND
✓	28 MAY 2024	18:29	665579d6482b8b860743230a	Demo	Payment	KrisPay miles	-30.00	REFUND
✓	28 MAY 2024	14:29	665579d6482b8b860743230a	Demo	Payment	Apple Pay	-1,500.00	REFUND
✓	22 MAY 2024	18:22	6644ee993c740300898139e	Demo	Refund		-3.00	
✓	22 MAY 2024	18:21	6644ee993c740300898139e	Demo	Refund	Apple Pay	-43.00	
✓	20 MAY 2024	17:47	6644ee993c740300898139e	Demo	Payment	Apple Pay	-45.00	REFUND
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	KrisPay miles	-3.00	REFUND
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	Apple Pay	-45.00	REFUND
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	Apple Pay	-8.00	REFUND
✓	20 MAY 2024	11:48	6644ee993c740300898139e	Demo	Payment	Apple Pay	-100.00	REFUND
✓	20 MAY 2024	11:18	6644ee993c740300898139e	Demo	Payment	Apple Pay	-90.00	REFUND

**Full Refund can be done for transactions made:**

- By Outlet/POS credentials (e.g. xxx\_P1): within the past **24hr** via the Kris+ Cashier and/or Merchant Portal
- By Admin credentials (e.g. xxx\_Admin): within the past **60 days (default)** in the Kris+ Merchant Portal
- Please contact Kris+ to assist for Partial Refunds or after 60 days (default) refund period.

**TRANSACTIONS**

RECENT TRANSACTIONS

Status	Date	Time	Ref. Reference ID	Legal Entity	Type	Payment Method	Amount (USD)	REFUND
✓	28 MAY 2024	18:29	665579d6482b8b860743230a	Demo	Payment	KrisPay miles	-30.00	
✓	28 MAY 2024	14:29	665579d6482b8b860743230a	Demo	Payment	Apple Pay	-1,500.00	
✓	22 MAY 2024	18:22	6644ee993c740300898139e	Demo	Refund		-3.00	
✓	22 MAY 2024	18:21	6644ee993c740300898139e	Demo	Refund	Apple Pay	-43.00	
✓	20 MAY 2024	17:47	6644ee993c740300898139e	Demo	Payment	Apple Pay	-45.00	
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	KrisPay miles	-3.00	
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	Apple Pay	-45.00	
✓	20 MAY 2024	17:46	6644ee993c740300898139e	Demo	Payment	Apple Pay	-8.00	
✓	20 MAY 2024	11:48	6644ee993c740300898139e	Demo	Payment	Apple Pay	-100.00	
✓	20 MAY 2024	11:18	6644ee993c740300898139e	Demo	Payment	Apple Pay	-90.00	

**REFUND TRANSACTION**

This will also refund all other transaction(s) with the same Reference ID

Reference ID: 665579d6482b8b860743230a

Transaction ID	Type	Payment Method
665579d6482b8b860743230a	Payment	KrisPay miles

PROCEED

BACK

# View all Privileges

**PRIVILEGES SUMMARY**

MODIFY COLUMNS

Privilege Title	Start	End	No. of redemptions	Status
Up to 12% Discounts on Fuel Bill	24 JAN 2024, 16:43	29 FEB 2024, 23:59	3	Inactive
Complimentary Coaster with any Pixel 8 Series	27 SEP 2023, 14:27	31 OCT 2023, 23:59	0	Inactive
Complimentary Dessert	06 FEB 2023, 16:55	31 DEC 2024, 23:59	5	Active
10% Off Items	06 FEB 2023, 16:53	31 DEC 2024, 23:59	14	Active

*Privileges that have ended will not be shown on the app but will still appear in the portal with an "Inactive" status and the date which it ended.*

# View Privilege Redemptions

1

PRIVILEGES REDEMPTIONS

RECENT REDEMPTIONS

Date	Type	Order ID	Manager Name	Status
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓

3

PRIVILEGES REDEMPTIONS

RECENT REDEMPTIONS

Date	Type	Order ID	Manager Name	Status
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓
01 MAR 2025	1126	1261260000	WILSON, W	✓

Download CSV File All Columns

Download CSV File Visible Columns Only

2

PRIVILEGES REDEMPTIONS

RECENT REDEMPTIONS

01 MAR 2025 - 01 APR 2025

Date	Type	Order ID	Manager Name	Status
24	1126	1261260000	WILSON, W	✓
24	1126	1261260000	WILSON, W	✓
24	1126	1261260000	WILSON, W	✓

View your privilege redemption within specific periods

Click to download excel sheet of privilege redemptions

# Deals (e-vouchers)

Deal Summary (For Admin only)

Deal Title	Deal Type	Deal Category	Start	End	Inactive Date	No. of Purchases	No. of Redemption	No. of Expired Deals	No. of Voided Deals	Selling Price of Deals Total (SGD)	Settlement Amount before MGR Total (SGD)	Status
1 for 1 Lunch Set	Item voucher	Dining	06 JUL 2021, 12:00	04 AUG 2021, 23:05		21	4	0	0	15	12	Active
1 for 1 Vegetarian Main Course	\$x off bill	Dining	05 JUL 2021, 23:05	30 AUG 2021, 23:03		5	1	0	1	18.5	18.5	Active
1 for 1 Lunch Set	\$x off bill	Dining	05 JUL 2021, 22:37	31 DEC 2021, 23:59	06 JUL 2021, 12:07	0	0	0	0	15	12	Inactive
1 for 1 Main Course	\$x off bill	Dining	05 JUL 2021, 18:50	31 AUG 2021, 00:00		4	1	0	0	26	26	Active
1 for 1 Main Course Vegetarian	\$x off bill	Dining	05 JUL 2021, 18:45	30 AUG 2021, 00:26		3	0	0	0	18.5	18.5	Active

*Deals that have ended will not be shown on the app but will still appear in the portal with an "Inactive" status and the date which it ended.*

## Deal Transactions

*Filter based on Redemption Date Period or Purchase Date Period*

Redemption Date	Time	Redemption Outlet	Redemption POS	Deal Title	Deal Type	Deal ID	Voucher ID	Purchase Date	Time	Int. Refere
20 MAY 2024	13:48	ION Orchard	ION Orchard POS	SGD 10 Cash Voucher	\$x off bill	63e0bfc30b434efba3368c8	6649e423358d29d46897c7c1	20 MAY 2024	13:48	6649e42325
20 MAY 2024	11:44	ION Orchard	ION Orchard POS	3 Course Set Lunch	Item voucher	63e0c00730b434efba336901	6649e423358d29d46897c7c1	20 MAY 2024	11:43	6649e42325

*Deals Transactions tab shows the status of all vouchers purchased (e.g. expired, redeemed, active, date of purchase, date of redemption)  
Deal transaction payments can be tracked in the main Transactions tab using the "Int. Reference ID".*

# Deals (e-vouchers)

## Extend Vouchers (For Admin only)

- To extend validity of vouchers i.e change the expiry date

1

### DEALS TRANSACTIONS

#### RECENT TRANSACTIONS

Purchase Date Period: 01/05/2024 to 28/05/2024

Filter to Purchase Date Period

Identify voucher to be extended based on Int. Reference ID and/or Voucher ID

Purchase Date	Time	Int. Reference ID	Deal Title	Deal Type	Deal ID	Voucher ID	Redemption Date	Time	Redemption POS	Redemption POS	Expiry date	Void date	Status	
28 MAY 2024	17:04	66559e37314755d92ae2b5a	\$3 off bill	\$x off bill	66559d6a8d73c0690aat82a5	66559e3a835c65f8733cae7					28 AUG 2024		Active	EXTEND
28 MAY 2024	17:03	66559dc947b3042b80463869	\$3 off bill	\$x off bill	66559d6a8d73c0690aat82a5	66559dcc8d73c0690aat82b3	28 MAY 2024	17:03	ION Orchard				Redeemed	REVERT
20 MAY 2024	13:48	664ae4225e6f3ad8db9b7132	SGD 10 Cash Voucher	\$x off bill	63e0b1cc30b434effa3368c8	664ae42335fd29d46897c7c1	20 MAY 2024	13:48	ION Orchard				Redeemed	REVERT
20 MAY 2024	11:43	664ac6d3f16ebfbb7b2b9c5	3 Course Set Lunch	Item voucher	63e0c00730b434effa3368c8	664ac6d506e0d1f7a	20 MAY 2024	11:44	ION Orchard				Redeemed	REVERT

2

3

**EXTEND DEAL**  
Are you sure you want to extend this deal?

Please select new expiry date:

28/08/2024

Aug-2024

Calendar view showing dates from 1 to 31.

Select new expiry date

**EXTEND DEAL**  
Are you sure you want to extend this deal?

Please select new expiry date:

28/08/2024

PROCEED

BACK

Click "Proceed" to confirm new date

28 MAY 2024	17:04	66559e37314755d92ae2b5a	\$3 off bill	\$x off bill	66559d6a8d73c0690aat82a5	66559e3a835c65f8733cae7					30 AUG 2024		Active	EXTEND
-------------	-------	-------------------------	--------------	--------------	--------------------------	-------------------------	--	--	--	--	-------------	--	--------	--------

New expiry date is now updated

4

# Deals (e-vouchers)

## Revert Vouchers (For Admin only)

- to change back the status of redeemed vouchers to "Active". Customer can use the voucher again.

1

### DEALS TRANSACTIONS

#### RECENT TRANSACTIONS

Purchase Date Period: 01/05/2024 to 28/05/2024

Filter to Purchase Date Period

Identify voucher to be extended based on Int. Reference ID and/or Voucher ID

Purchase Date	Time	Int. Reference ID	Deal Title	Deal Type	Deal ID	Voucher ID	Redemption Date	Time	Redemption Outlet	Redemption POS	Expiry date	Void date	Status	REVERT
20 MAY 2024	13:48	664ae4225e6f3ad8db9b7132	SGD 10 Cash Voucher	\$x off bill	63e0bfc30b434effa3368c8	664ae42335fd29d46897c7c1	20 MAY 2024	13:48	ION Orchard	ION Orchard POS	20 MAY 2025		Redeemed	REVERT
20 MAY 2024	11:43	664ac6f3ff6ebfbbb7b2b9c5	3 Course Set Lunch	Item voucher	63e0c00730b434effa33690e	664ac6f4d0f4d506e0df1f7a	20 MAY 2024	11:44	ION Orchard	ION Orchard POS	20 AUG 2024		Redeemed	REVERT

2

**REVERT REDEMPTION**

Are you sure you want to revert this deal from redeemed to active?

PROCEED

BACK

Click "Proceed" to confirm revert.

3

28 MAY 2024	17:03	66559dc947b3042b80463869	\$3 off bill	\$x off bill	66559d6a8d73c0690aa182a5	66559dcc8d73c0690aa182b3					28 AUG 2024		Active	EXTEND
-------------	-------	--------------------------	--------------	--------------	--------------------------	--------------------------	--	--	--	--	-------------	--	--------	--------

Status changed from "Redeemed" to "Active". Deal has been reverted to customer's wallet.

# View all Deals (e-vouchers) transactions

## DEALS TRANSACTIONS

RECENT TRANSACTIONS

Purchase Date Period: 01/05/2024 to 28/05/2024

Purchase Date	Time	Int. Reference ID	Deal Title	Deal Type
28 MAY 2024	17:04	66559e3731755d92aee2b5a	\$3 off bill	\$x off bill
28 MAY 2024	17:03	66559dc947b3042b80463869	\$3 off bill	\$x off bill
20 MAY 2024	13:48	664ae4225e6f3ad8db9b7f32	SGD 10 Cash Voucher	\$x off bill
20 MAY 2024	11:43	664ac6f3f1ff6b1bbb7b2b9c5	3 Course Set Lunch	Item voucher
14 MAY 2024	11:54	6642e0631a3cd7008ace0cc1	SGD 10 Cash Voucher	\$x off bill

Download CSV File All Columns | Download CSV File Visible Columns Only

### DOWNLOAD ALL TRANSACTIONS BY MONTH

MAY 2024 [DOWNLOAD]

2024  
JAN FEB MAR  
APR **MAY** JUN  
JUL AUG SEP  
OCT NOV DEC

1

## Downloads

DealTransactionData\_MAY\_2024 (1).csv  
[Open file](#)

2

Summary of transactions have been downloaded to Excel. Open to view.

PURCHASE	PURCHASE	Int. Referenc	Deal Title	Deal Type	Deal ID	Voucher ID	REDEMP	REDEMP	Redempti	Redempti	Expiry Dat	Void Date	Status
17:04	66559e37	\$3 off bill	\$x off bill	66559d6a	66559e3a835c65f8733cae7								Active
17:03	66559dc9	\$3 off bill	\$x off bill	66559d6a	66559dccc						17:03		Redeemed
13:48	664ae422	SGD 10 Ca	\$x off bill	63e0bfcc	664ae423						13:48		Redeemed
11:43	664ac6f3	3 Course	Item vouc	63e0c007	664ac6f4d						11:44		Redeemed
11:54	6642e063	SGD 10 Ca	\$x off bill	63e0bfcc	6642e065241909006b307d58								Active

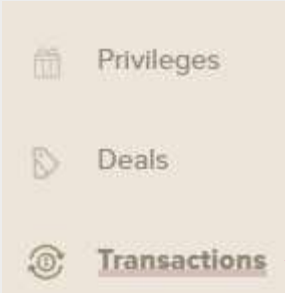
3

Click to download e-voucher purchases by month

View all deal vouchers' types and statuses

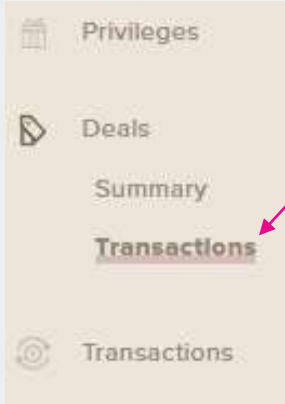
# Deals (e-vouchers)

## Refund of Voucher



1

Click Transactions.  
Refund the payment transaction for the Deal as per the previous slide "Refund a Transaction".  
Identify voucher to refund based on Int. Reference ID



2

Click Deals> Transactions.

Deal status has been changed to "Refunded".  
Deal in customer's wallet is not longer valid and is reflected as refunded.

66559e37314755d92aee2b5a	\$3 off bill	\$x off bill	66559d6a8d73c0690aat82a5	66559e3a835c65ff8733cae7	30 AUG 2024	Refunded
--------------------------	--------------	--------------	--------------------------	--------------------------	-------------	----------

- To refund a redeemed voucher:
1. Revert voucher (Refer to Slide 18)
  2. Refund