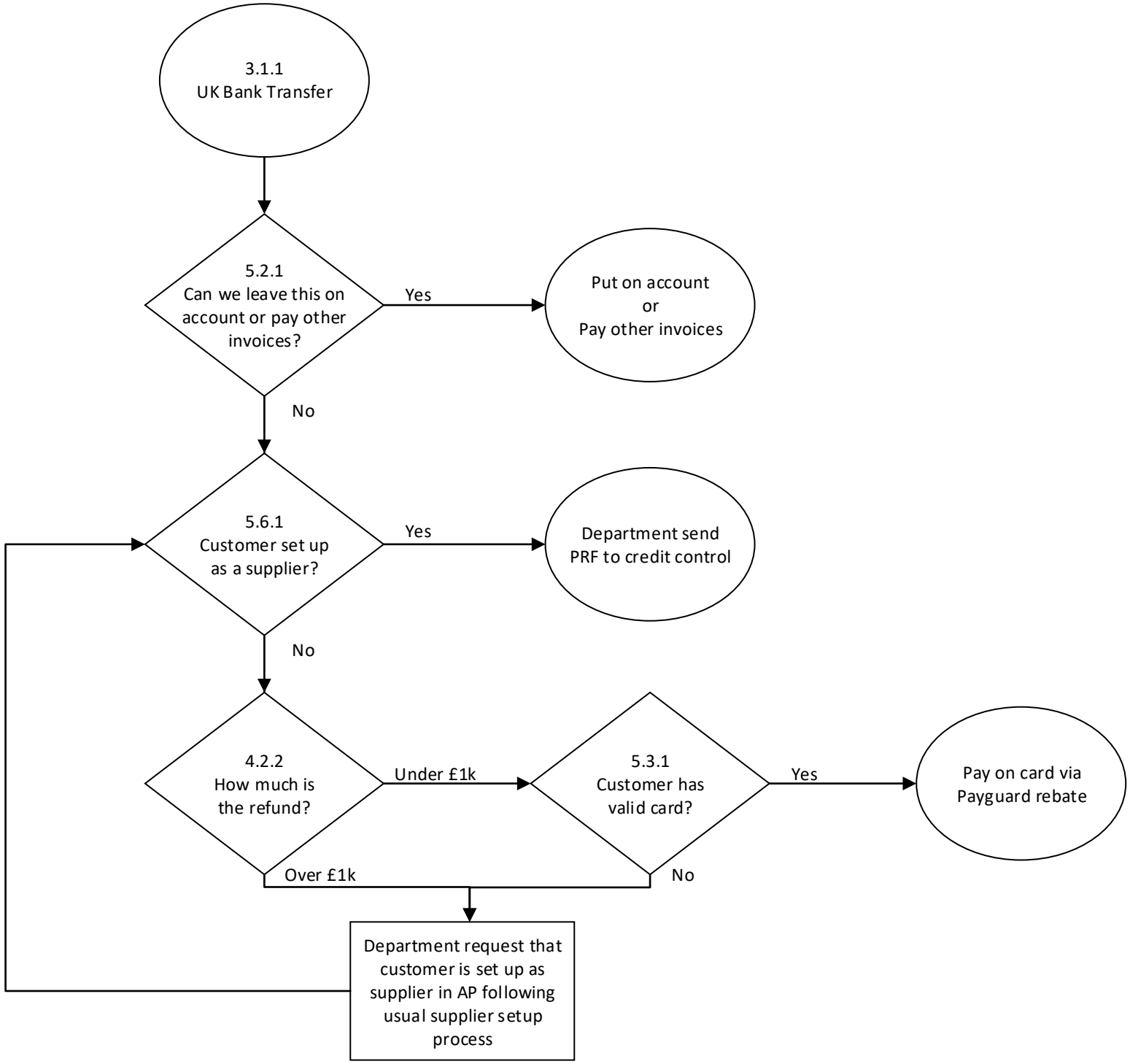
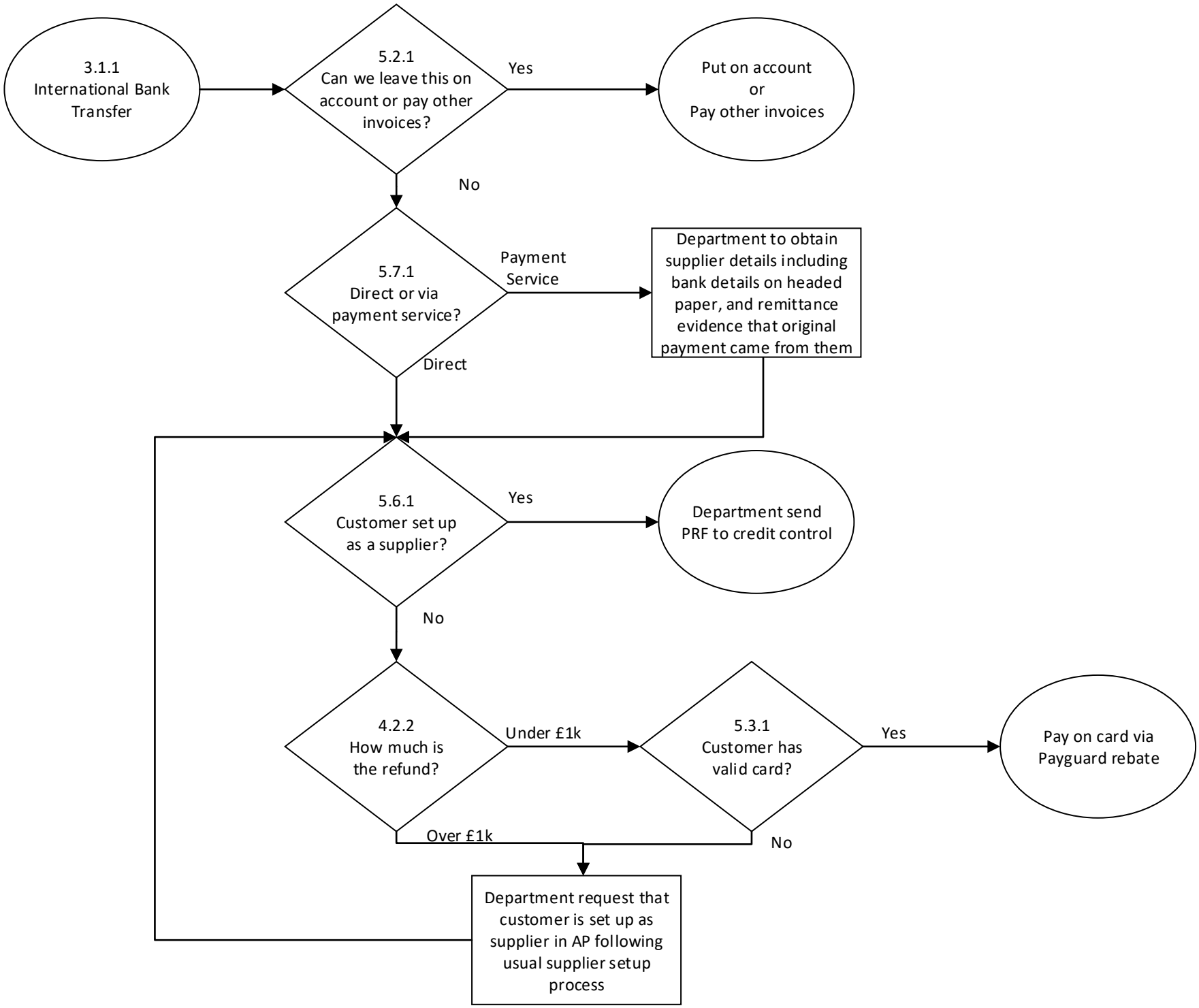
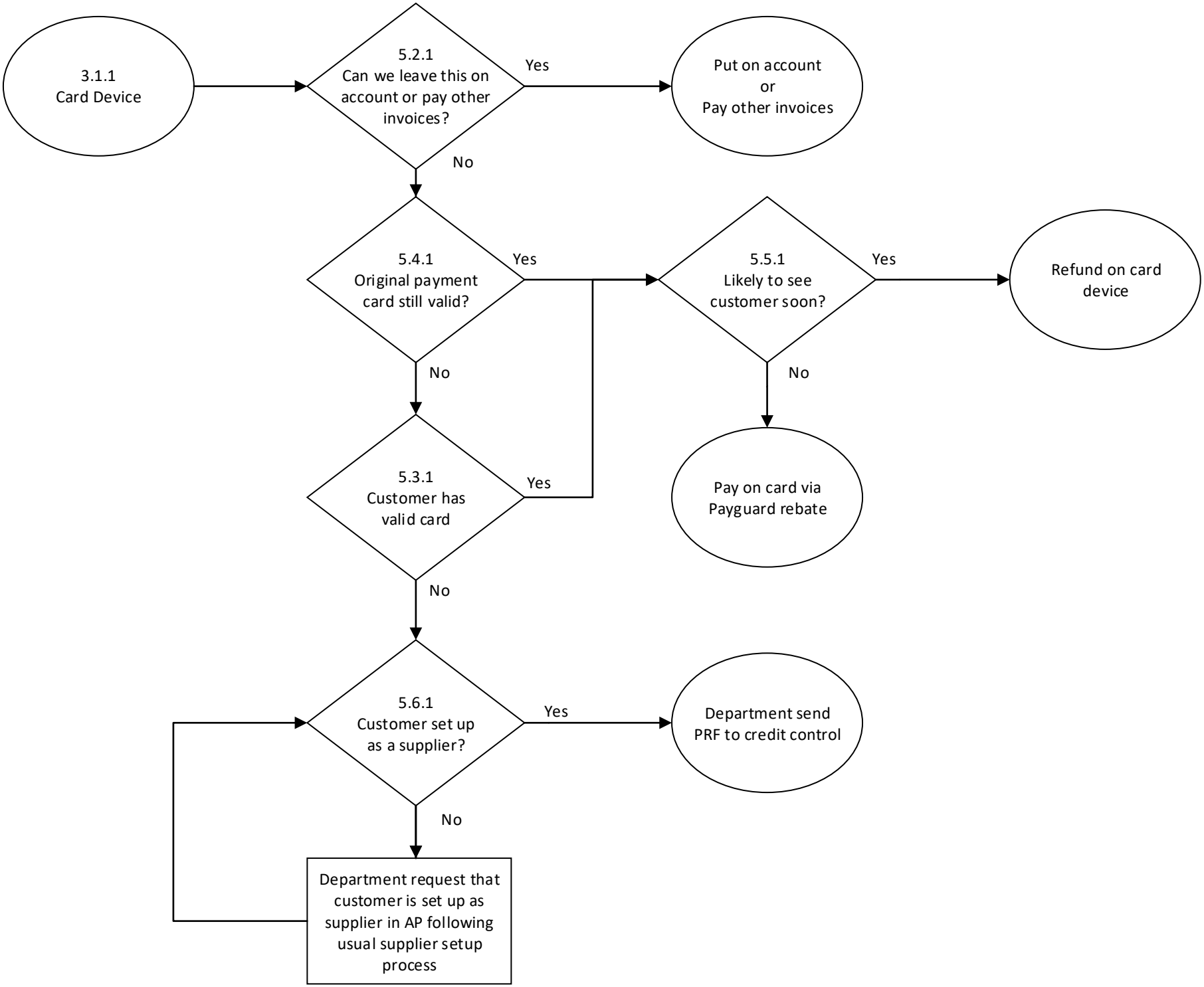
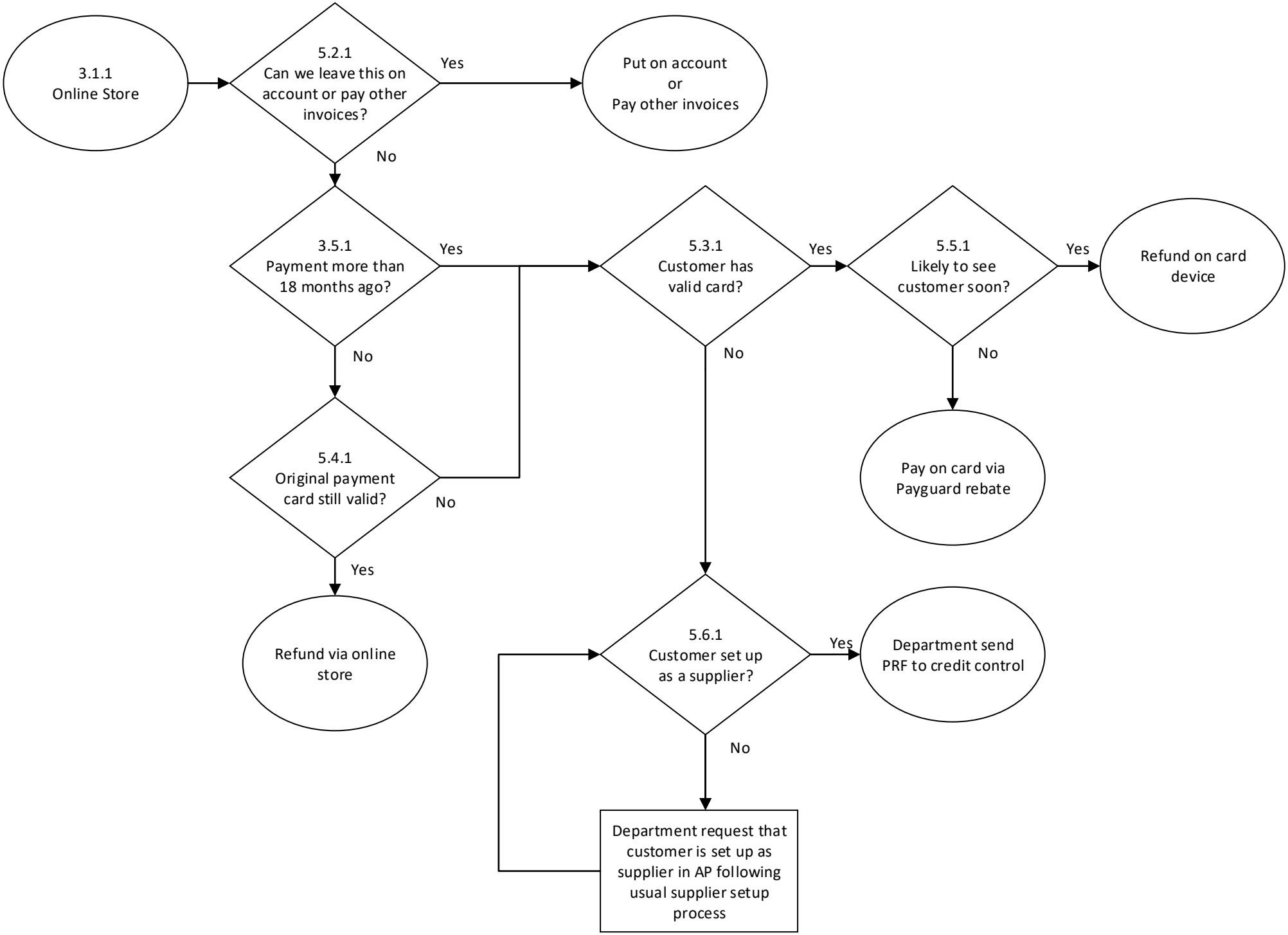
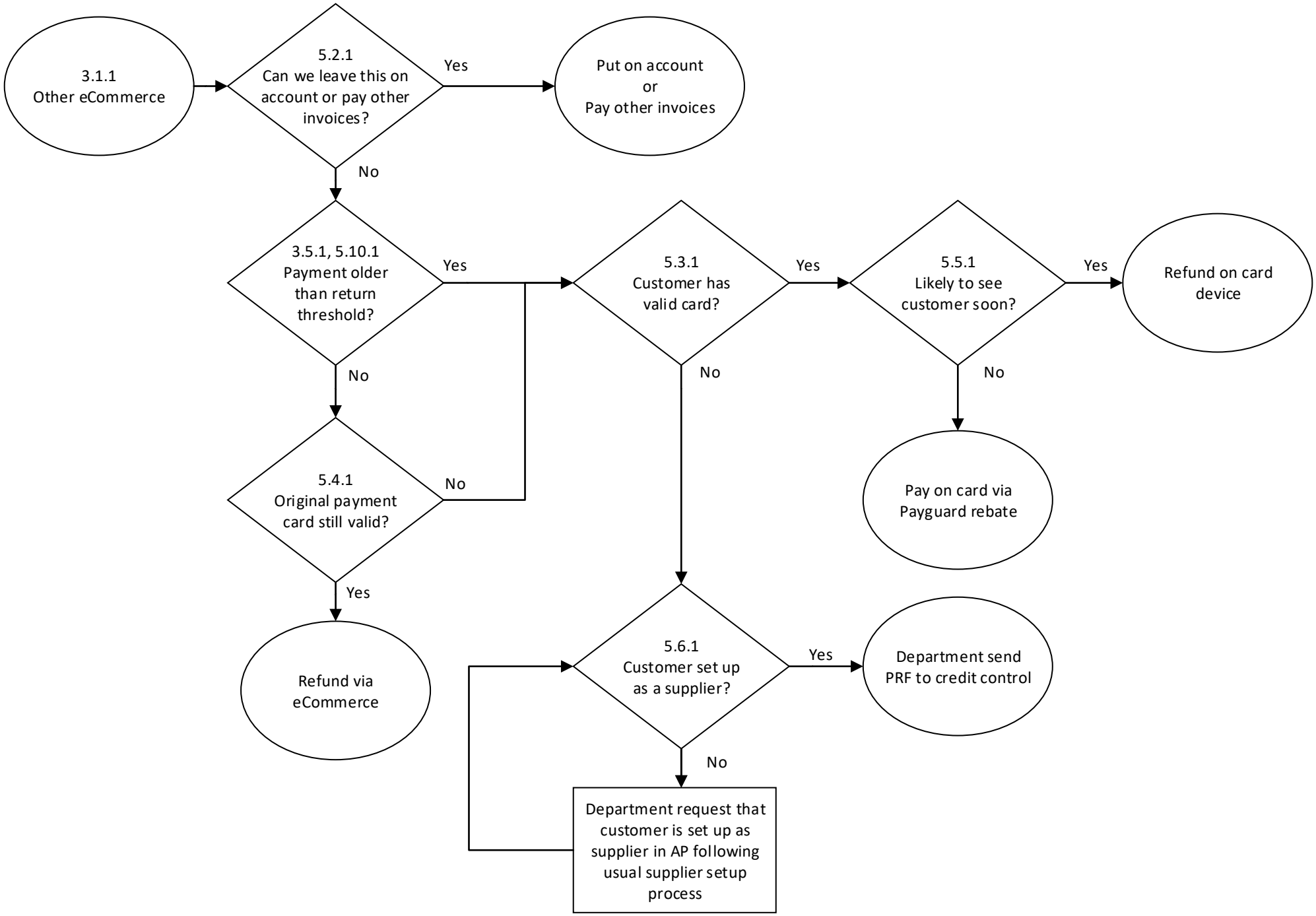
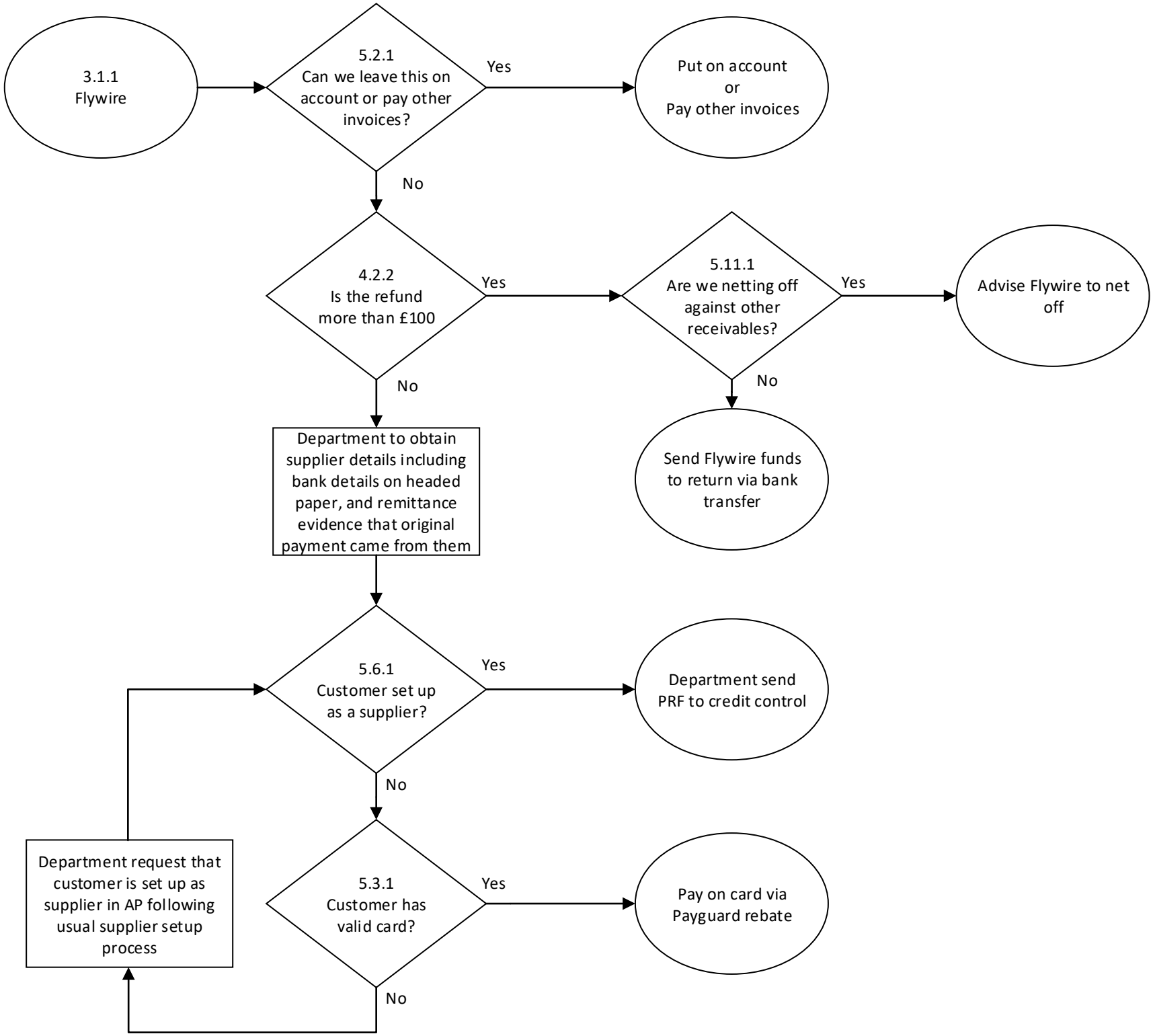

3.1.1
UK Bank Transfer
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
4.2.2
How much is the refund?
Under £1k
5.3.1
Customer has valid card?
Yes
Pay on card via Payguard rebate
Over £1k
No
Department request that customer is set up as supplier in AP following usual supplier setup process

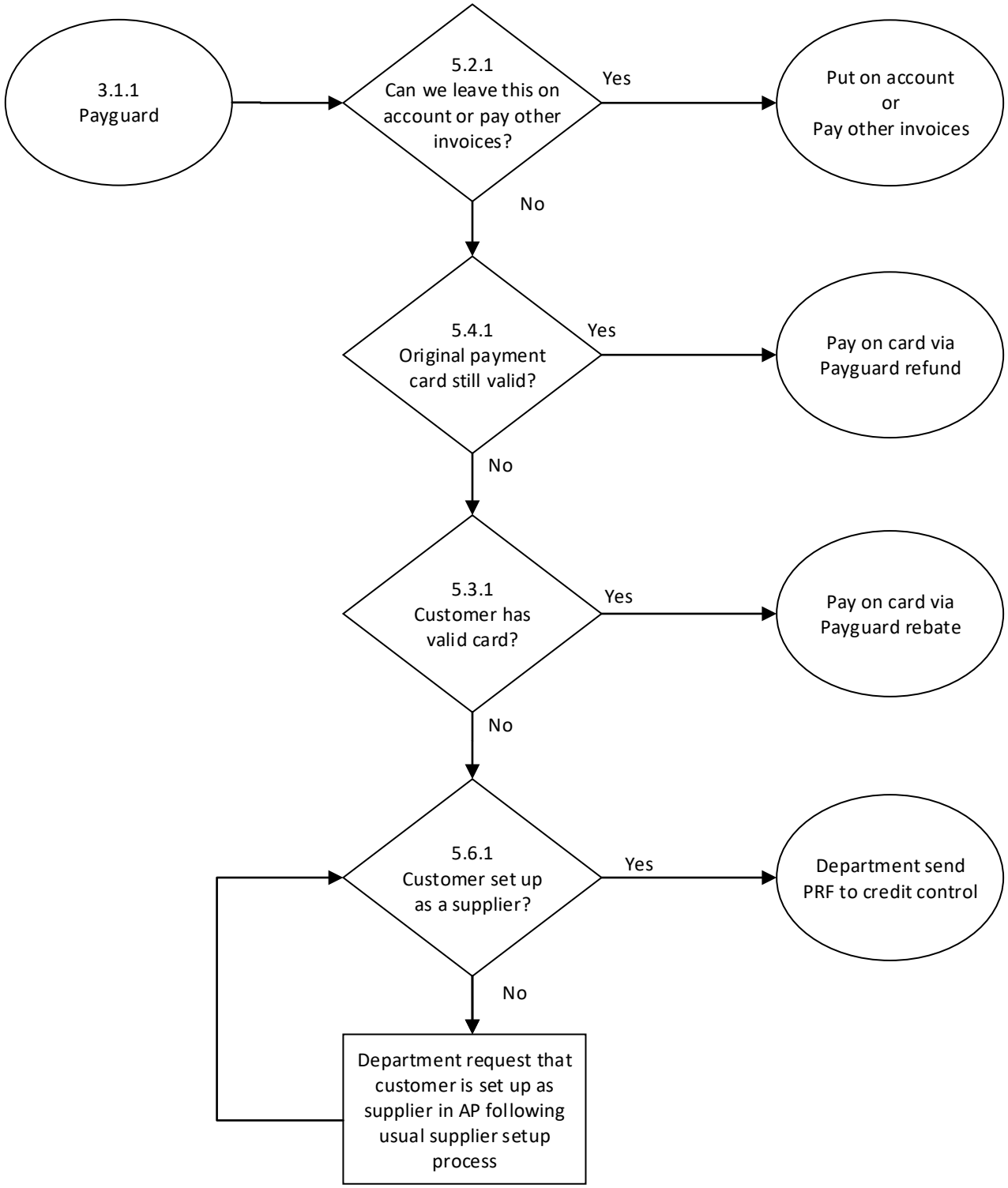

3.1.1
International Bank Transfer
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
5.7.1
Direct or via payment service?
Payment Service
Department to obtain supplier details including bank details on headed paper, and remittance evidence that original payment came from them
Direct
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
4.2.2
How much is the refund?
Under £1k
5.3.1
Customer has valid card?
Yes
Pay on card via Payguard rebate
Over £1k
No
Department request that customer is set up as supplier in AP following usual supplier setup process


3.1.1
Card Device
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
5.4.1
Original payment card still valid?
Yes
5.5.1
Likely to see customer soon?
Yes
Refund on card device
No
No
5.3.1
Customer has valid card
Yes
Pay on card via Payguard rebate
No
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
Department request that customer is set up as supplier in AP following usual supplier setup process


3.1.1
Online Store
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
3.5.1
Payment more than 18 months ago?
Yes
No
5.4.1
Original payment card still valid?
No
Yes
Refund via online store
5.3.1
Customer has valid card?
Yes
No
5.5.1
Likely to see customer soon?
Yes
Refund on card device
No
Pay on card via Payguard rebate
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
Department request that customer is set up as supplier in AP following usual supplier setup process


3.1.1
Other eCommerce
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
3.5.1, 5.10.1
Payment older than return threshold?
Yes
No
5.4.1
Original payment card still valid?
No
Yes
Refund via eCommerce
5.3.1
Customer has valid card?
Yes
No
5.5.1
Likely to see customer soon?
Yes
Refund on card device
No
Pay on card via Payguard rebate
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
Department request that customer is set up as supplier in AP following usual supplier setup process


3.1.1
Flywire
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
4.2.2
Is the refund more than £100
Yes
5.11.1
Are we netting off against other receivables?
Yes
Advise Flywire to net off
No
Send Flywire funds to return via bank transfer
No
Department to obtain supplier details including bank details on headed paper, and remittance evidence that original payment came from them
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
5.3.1
Customer has valid card?
Yes
Pay on card via Payguard rebate
No
Department request that customer is set up as supplier in AP following usual supplier setup process


3.1.1
Payguard
5.2.1
Can we leave this on account or pay other invoices?
Yes
Put on account
or
Pay other invoices
No
5.4.1
Original payment card still valid?
Yes
Pay on card via Payguard refund
No
5.3.1
Customer has valid card?
Yes
Pay on card via Payguard rebate
No
5.6.1
Customer set up as a supplier?
Yes
Department send PRF to credit control
No
Department request that customer is set up as supplier in AP following usual supplier setup process