

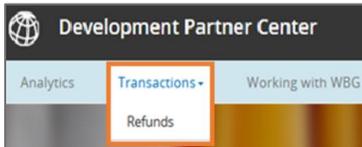
Refund Request By Development Partner

To request a refund for a trust fund in the Development Partner Center (DPC) follow these steps:

Note: Registration in the DPC as authorizing official required.

► Navigate to Refunds Page

- 1 In your browser, log into the Development Partner Center (**DPC**) portal:
<https://ebizprd.worldbank.org/#/ebiz/dpcclogin>.
- 2 In the DPC home page, select **Transactions > Refunds**



- 3 Select **+Request for Refund**.



 While completing the refund process, **save your information frequently** to avoid lost changes.

► Create Refund

- 1 Under **Basic Information**, complete the indicated fields as shown in the examples below.

Note: Use the **drop-down menus** to search for, or select, applicable information.

Select **Trust Fund Number** from list.
Note: This list displays legally closed trust funds and trust funds **after** their end disbursement date.
If the trust fund is not listed, email the trustfundrefunds@worldbank.org.

Create Refund

Basic Information *Mandatory fields

Status ● Draft

Select Ministry or donor agency **username**.

Donor Agency

Trust Fund

Refund Currency

Amount in USD

*Refund Amount

Donor Reference

If needed, enter additional information in the **Donor Reference** field.

Select the applicable **refund currency**.

The USD amount auto-populates from the current exchange rate (this field is not editable).

Enter the **refund amount** (numerals only).

Refund Request By Development Partner (cont.)

- 2 Under **Beneficiary Banking Information**, complete the indicated fields as shown in the examples below.

Note: Use the **drop-down menus** to search for, or select, applicable information.

Beneficiary Banking Information

Note: All refund requests require either SWIFT code or ABA(American Bank Association) number.

Beneficiary Name

Attention **Note:** This field to be populated only if the Beneficiary Bank Name is different from the Donor Agency field above

*Bank Country

Defaults to **agency's country**. Use drop-down to change country.

SWIFT Code ABA No.

Note: I don't know the SWIFT Code. [Click here to search](#)

Note: SWIFT code/ABA (American Bank Association) number is mandatory

*Bank Name

If you do not know the **SWIFT** code, try searching by bank name or city.

Manually enter **SWIFT** code (ABA No.) if code is not found in the SWIFT code menu.

*City Street

IBAN Account Number

Remarks

Attention **Note:** Additional refund instructions to enable identification of funds upon completion of refund, to be provided here

Add Intermediary Details

Select checkbox if there is a bank intermediary and complete needed fields.

Refund Authorizing Official

Find **SWIFT** code using type-ahead feature. Once selected, the Bank Name, City, and Street fields auto-populate.

IBAN (Eurozone countries) and **Account Number** are auto-populated from previously used SWIFT codes.

If banking information is new, enter IBAN or account number manually.

Save: Select to retain changes and return later. Status will be **In Progress** status.

Submit: Select when form is complete. Status will be **Pending with Authorizing Official**.



Refund Request By Development Partner (cont.)

Intermediary Banking Information – If needed, enable by checking on **Add Intermediary Details** and complete fields.

Bank Country:
Defaulted to country of the agency. Use the drop-down menu to change the country pertaining to the Banking info of the agency.

Add Intermediary Details

Intermediary Banking Information
Note: All refund requests require either SWIFT code or ABA(American Bank Association) number.

Bank Country:

SWIFT Code: ABA No.:

Note: I don't know the SWIFT Code. [Click here to search](#) *Note: SWIFT code/ABA (American Bank Association) number is mandatory*

*Bank Name:

*City: Street:

IBAN: Account Number:

Refund Authorizing Official:

ABA No: If to be used, enter the ABA No., Bank Name, City, and Street manually.

Swift code: If the banking information to be entered contains a SWIFT code and you know it, type in the SWIFT code and select using the type-ahead feature. It will auto-populate Bank Name, City, and Street fields.

Refund Authorizing Official: If the name does not display in drop-down menu, see **Development Partner Registration Guide**.

Don't know Swift code? Search for it by bank name, city, or swift code. It will auto-populate the bank name and location info. If the SWIFT code is not available in the drop-down menu, enter it manually—Bank Name, City and Street (optional).

Save: Select to retain changes and return later. Status will be **In Progress** status.

Submit: Select when form is complete.

3 Click **OK** to confirm refund request.

Confirmation

Refund request has been submitted to Authorizing official for approval. Upon approval the refund will be processed by World Bank, subject to sanction screening.

After you submitted the refund request, the status in the refund monitoring page changes to **Pending with Authorizing Official**.

TF#-Name	Refund Created On	Refund ID ↓	Currency of Refund	Refund amount	Amount in USD	Status
...	<ul style="list-style-type: none"> ● Pending with Authorizing Official

Need Help

If you need help, contact the Trust Fund Refunds team.

Email: trustfundrefunds@worldbank.org