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/dpclogin.

② In the DPC home page, select **Transactions** > **Refunds**
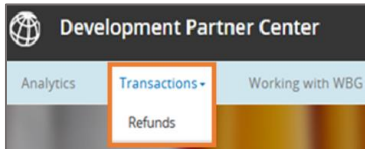
❸ Select **+Request for Refund**.

🖱 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.

Select Ministry or donor agency **username**.

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

Create Refund
Basic Information

*Mandatory fields

Status ● Draft

Donor Agency [_____▼]

Trust Fund [TF_____▼]

Refund Currency [_____▼]   *Refund Amount [15,456]

Amount in USD [12,237.53]   Donor Reference [_____]

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).

❷ 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

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

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

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

*Bank Name

*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   User_____

Cancel   Save   Submit

> 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**.

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.

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.

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

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

☑ 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

Cancel   Save   Submit

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.

❸ 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.

OK

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
						● Pending with Authorizing Official

Need Help
If you need help, contact the Trust Fund Refunds team.
Email: trustfundrefunds@worldbank.org

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

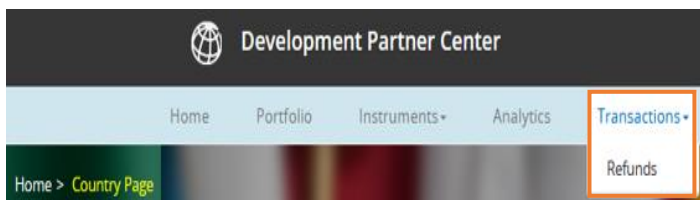**Note**: Registration in the DPC as authorizing official required.
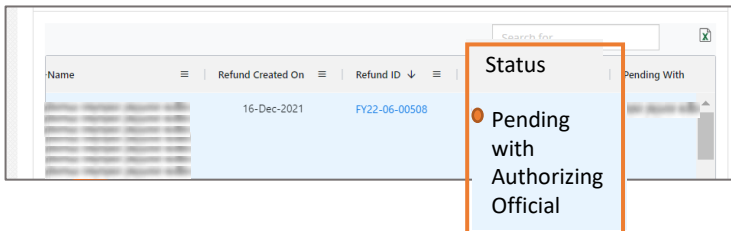
1 Enter the Development Partner Center website https://ebizprd.worldbank.org/#/ebiz/dpclogin.

2 Select **Sign In**.
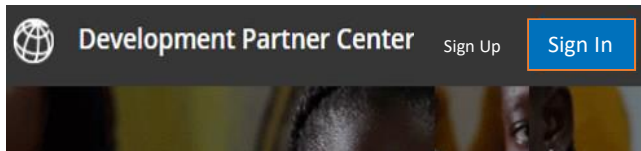
3 Select **Refunds** from the **Transactions** tab.

4 Select the request with **Pending with Authorizing Official** status.

5

APPROVE		RETURN
Enter **comments if needed** > select **Approve**.	**OR**	Enter **comments if needed** > select **Return**.

■ **Upon approval** of the refund request, the status in the refund monitoring page changes to **In process with WBG.**

■ **Upon return** of the refund request, the status changes to **Pending with Refund Requester**

? **Need Help?**

Email: trustfundrefunds@worldbank.org