

PayTo® hub – Initiate refunds

ANZ Transactive Global: Initiate refunds

The **PayTo® hub** menu in ANZ Transactive Global extends PayTo hub offering by using a dedicated, web-based interface to manage PayTo Agreements and related activities.

The self-service dashboard allows you to initiate refunds for the full or partial amount of the principal transaction.

- Click **PayTo hub** and then **Initiate Refund** from the menu.
- Select the **Settlement Account Number**.
- Select the **Specific Date** or **Date Range** of the PayTo transaction.
- Enter the exact **Credit Amount**.
- Click **Search**. Click the transaction to view Payment Details.
- Click **Initiate Refund**.
- Enter partial or full **refund amount**. Click **Review & Submit**.
- Click **Submit**.
- Click **OK** or **View this Refund** to Approve or Reject the refund.
- Click **Approve** and follow the ANZ Digital Key approval process,
 - or click **Reject** and enter a reason, then click **Ok** to return to the Refunds screen.
- View refunds from the Refunds menu and their current status.

To learn more, visit [Initiate a PayTo refund – ANZ Digital Services Help](#)

