

◆ **Most Scenarios of the Complaints sent to E-payment Team**

- a) Failed/Rejected/Unknown transactions but the amount was deducted.
- b) Pending payments that exceeded the agreed SLA.
- c) Complaints of adding funds to the reseller's accounts.

a) Please check the following request number as it is failed and amount was deducted from our user.

b) Please check the following request number as it is still pending on admin while amount was deducted from our user.

c) Please check the below request as our Reseller complaints that the bank transfer was not approved yet.

Reseller Email	
Request number	
Date	

Sending Emails:

From (support@onecard.net)

To (recharging@directd.com) **CC** (ahmed.abdulhay@onecard.net)

Process:

- Send by new ticket, then add a note in the original ticket with the new ticket no.