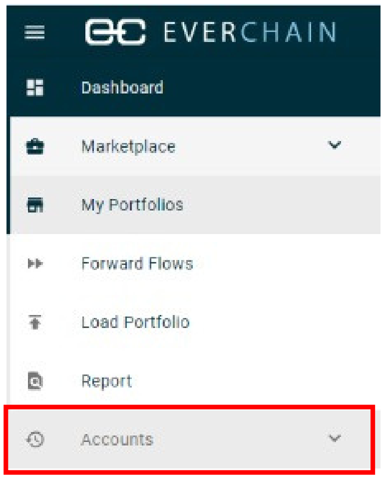
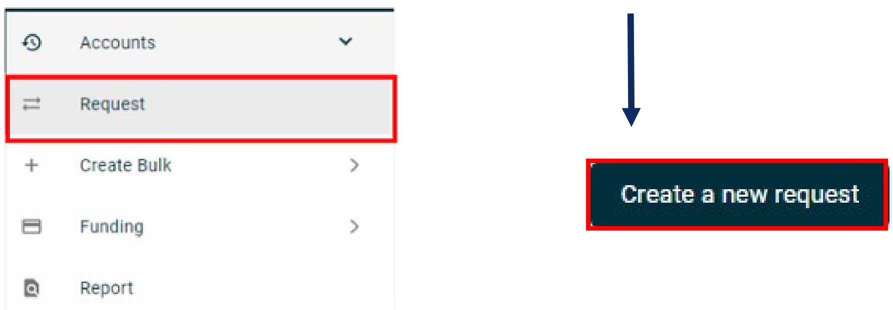
Type: **Buyback**

Request Description: Account has been designated as Fraud

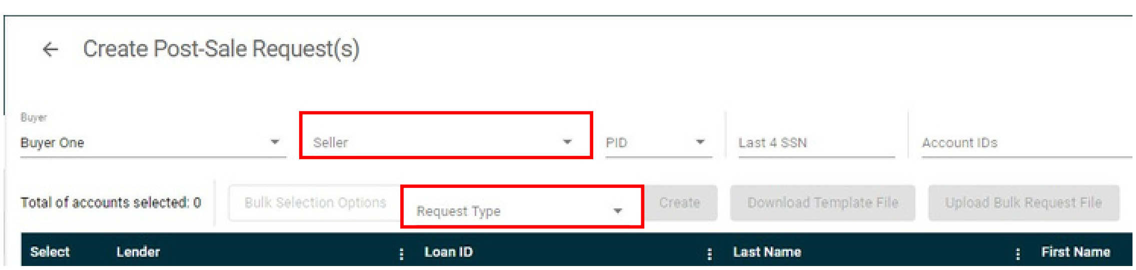
1. Logged into the EverChain platform, see the left side panel of icons and select “**Accounts**”



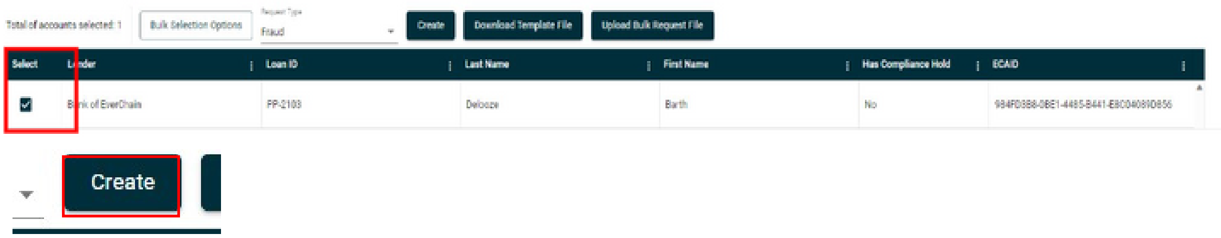
2. Select “**Request**” then choose “**Create a new request**”



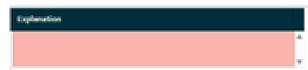
3. Select seller from “**Seller**” dropdown menu and in the “**Request Type**” drop-down menu, select “**Fraud**”



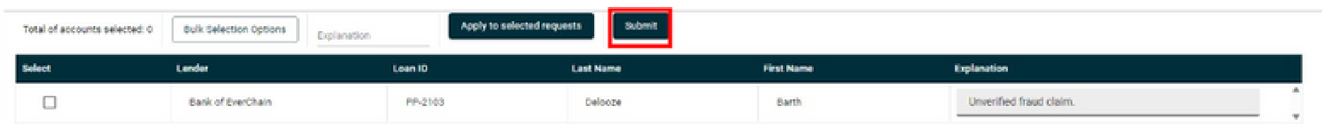
4. Select desired account from the list of accounts by checking the "**Select**" box then select "**Create**"

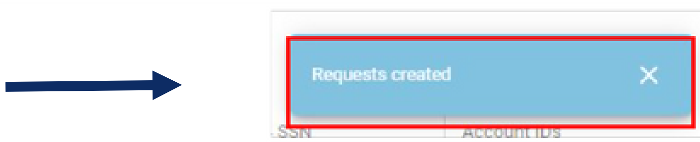


5. Input dismissal/discharge date Note: red fields are required fields:

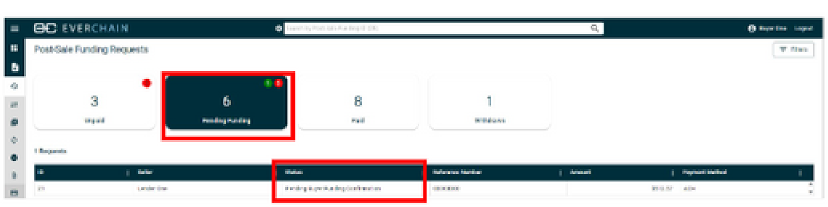


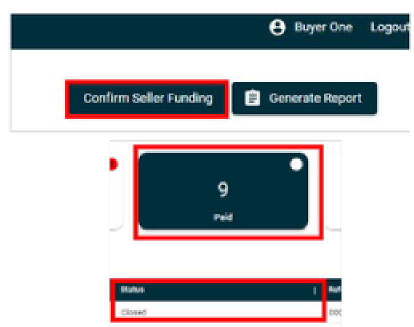
6. Check "Select" box then "Submit" and your "**Fraud**" request has been created. The "**Requests Created**" confirmation below will appear.





The request changes to "Pending Seller Response" status and is sent to Seller, who either **Accepts** or **Rejects** the request. If accepted, the status changes to "Pending Seller Funding" for the Seller to buy-back the account and put under **Funding** tab. Once the Seller sends funds and confirms on the platform, the request status changes to "Pending Buyer Funding Confirmation" and it's placed under the **Pending Funding** card. When your Accounting department receives the funds, click "Confirm Seller Funding". The request is changed to "Closed" status and is placed in the **Paid** card under the **Funding** tab. The process is now complete.





If Rejected (which typically only happens if the claim is unverified or false), the request's status will turn to "**Rejected**" and it's placed under the **Urgent** card. Click on request and select "**Withdraw**"; input reason and click "**Withdraw**".