

# TREPAC Credit/Refund Instructions:

Here's a quick guide if a member ever requests a refund:

1. **Issue the refund:** Go ahead and process the member's refund.
2. **Submit a credit request:** Let us know by completing a quick credit request form (link below). Be sure to include all the details we need.
3. **We'll review and process:** Our team will double-check everything and send the money back electronically (EFT) if all looks good.
4. **Track the status:** You can see the status of your request in the board portal, which keeps you informed at every step.

**Heads up:** This process is for 2025 transactions only. TREPAC staff is working closely with our development team to develop a process for 2024 refunds, and we'll keep you updated.

## Submitting a credit request:

Use your individual staff NAR M1# login credentials to log in to the board portal at <https://portal.texasrealestate.com/> and navigate to Payments→ Search→ Change the date range from 7 days to “All”→ Enter the EC# in the search box→ Click “Search”

GREATER FORT WORTH

MC  
Mary Chilton

Home  
Profile  
Payments  
Overview  
Prepared Payments  
Search

Search Payments

Date: All Search: 79929425 Search

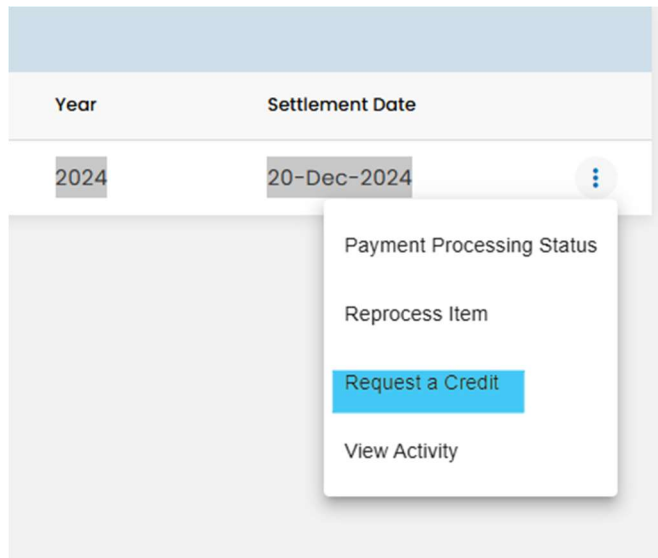
Advanced Search

Filters: Ok Underpayment Overpayment Unallocated Reallocated No Prepared Payment Others

All Payments

EC Control # / Payment Reference	Status	Amount	Member NRDS ID	Member	Year	Settlement Date
79929425	Ok	\$110.00	800018913	Mirna Baldaras	2024	20-Dec-2024

Once the correct transaction appears, hover over the three dots at the end of the transaction to access menu options→ then click “Request a Credit.”



## Provide details about the request:

1. The reason why a member wants a refund
2. Proof that the Board has refunded the member.

Once information is entered and documents have been uploaded, select “Save”.

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### Credit Request


How much do you want to request?

☒ The full amount - \$110

Reason \*

### Supporting Information

Upload a file with information to support your claim (eg proof of refund to member)



Drag & drop files or [Browse](#)

Save

## Tracking the status:

To track the status of refund requests, use your individual staff NAR M1# login credentials to log in to the board portal at <https://portal.texasrealestate.com/> and navigate to Payments → Prepared Payments. Credit/Refund requests will have a negative amount

Prepared Payments							
Each time you remit funds to Texas REALTORS® or TREPAC, a Prepared Payment needs to be created and submitted.							
The detail contained in the Prepared Payment will be matched to your payment when it is received.							
Prepared Payments							
Prepared Date ↑	Payment Type	Destination	Type	Status	Payment Reference	Amount	
02-Oct-2024	Check	TREPAC Personal	Non-Invoiced Product	Settled	RYXVRV	\$8,380.00	👁
21-Oct-2024	Check	Texas REALTOR Invoices	Invoice	Settled	PIBN4X	\$170.00	👁
05-Nov-2024	Check	Texas REALTOR Invoices	Invoice	Settled	CIJE3R	\$300.00	👁
03-Dec-2024	Check	TREPAC Personal	Non-Invoiced Product	Settled	I96K45	\$205.00	👁
16-Dec-2024	Check	Texas REALTOR Invoices	Invoice	Settled	R35DWP	\$452.50	👁
16-Dec-2024	EFT	State Dues	Non-Invoiced Product	Settled	79793542	\$69.25	👁
16-Dec-2024	EFT	State Dues	Non-Invoiced Product	Settled	79793788	\$83.75	👁
31-Dec-2024	Check	Texas REALTOR Invoices	Invoice	Settled	N8ZQS1	\$410.00	👁
08-Jan-2025	EFT	Texas REALTOR Invoices	Invoice	Settled	80765147	\$22.50	👁
21-Jan-2025	EFT	Texas REALTOR Invoices	Invoice	Settled	81058657	\$30.00	👁
23-Jan-2025	EFT	TREPAC Personal Invoices	Invoice	Submitted	-	-\$550.00	👁 📄

If you have any questions or need assistance, please contact Becky Smith at [bsmith@texasrealtors.com](mailto:bsmith@texasrealtors.com).