

Professional practice
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How can you change bank details via seller panel?

The screenshot shows the 'My Account' page on the payfm platform. The page has a dark blue header with the 'payfm' logo and a home icon. Below the header, there's a navigation bar with 'Home' and 'My Account' tabs. A 'Sub Categories' dropdown menu is open, showing 'Performance & Suspension' and 'Manage your account' (the latter is selected and marked with a red '3'). To the right, a 'Select Additional Category To Raise Ticket' section contains a grid of buttons. The 'Modify bank details' button is highlighted with a red border and marked with a red '4'. Other buttons include 'Modify contact number', 'Update/Modify alternate contact details', 'Modify display name/sold by name', 'How to update GSTIN', 'How to check updated GSTIN', 'Error while updating GSTIN', 'Apply for loan', 'Modify address', 'Modify store/company name', 'Update/Modify PAN number', and 'Modify email id'.

3. Click on **Manage your account** tab

4. Click on **“Modify Bank Details”** and get your Bank details changed.

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The screenshot shows a web interface for submitting a ticket. At the top right, there is a link that says "Back To Sub-Category". Below this, a section titled "How to Solve this Query" contains a list of instructions for submitting a ticket, such as "Please go through following details before submitting your ticket:" and "Share only scanned copy of blank cancelled cheque on company name...".

The form fields are as follows:

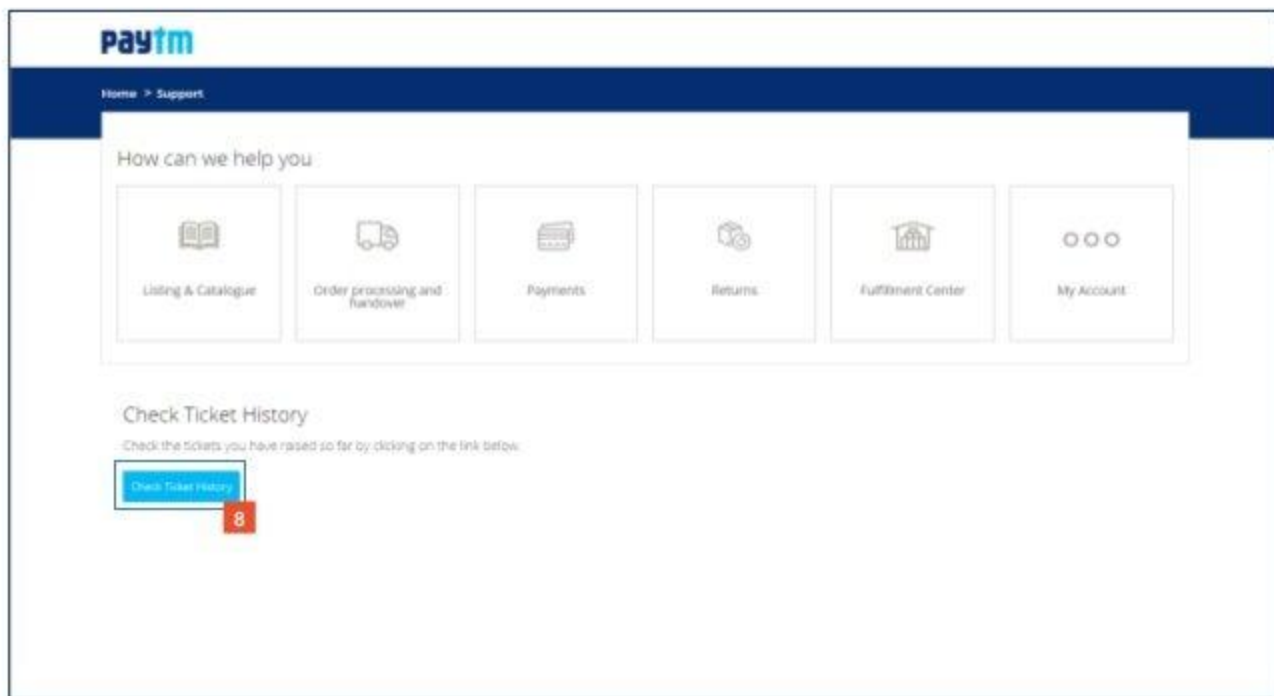
- *Email ID: A text input field containing "merchant.training14@paytm.com".
- CC Email addresses: An empty text input field.
- *Subject: A text input field containing "Modify bank details".
- *Description: A larger text area with a placeholder "Minimum characters for description is atleast 50".
- Upload Attachment: A button with a red callout "6" and the text "Upload Attachment" and "Attachment is Required".
- Submit Ticket: A blue button with a red callout "7".
- Clear: A blue button.

Red callout boxes with numbers 5, 6, and 7 are placed over the form: 5 is over the description field, 6 is over the upload attachment button, and 7 is over the submit ticket button.

5. Fill all the required details
6. Attach an image of cancelled cheque for document proof
7. Click on Submit Ticket

Please record your ticket number for the reference

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8. Click on "Check Ticket History" to know the status of your ticket

Why have you received payment different from expected payout?

A number of factors can lead to payment different from expected payout:



High returns-

- If the customer returns the product, against which you've already received the payment, then the refund will be deducted from your next payout
-



High Logistics-

- Wrong packaging can lead to higher than expected logistic charges.
 - Click [here](#) to see packaging guidelines
-



Packaging material deduction-

- Packaging material ordered by you is charged in your upcoming payout
-



Possible penalties-

- You may have to pay several penalties sometimes which could result in different payout
-

Thanks everyone!

For any query please raise a ticket on support