

FAQs (PAY QR)

Q

Whose mobile number should be entered at the time of the transaction?

A

Always enter the customer's mobile number to maintain proper transaction records.

Q

What is the transaction limit for QR payments?

A

The transaction limit ranges from a minimum of ₹100 to a maximum of ₹20,000 per transaction.

Q

What is the service charge on the transaction amount?

A

A service charge of 0.12% is applicable on the transaction amount.

Q

In which wallet will the successful QR transaction amount be credited?

A

The successful transaction amount will be credited to the Secondary Wallet.

Q

Can an Agent perform unlimited QR transactions?

A

No, the daily QR transaction limit for an Agent is 50 transactions per day.

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The transaction is showing a “Pending” status. What should I do?

A

Go to Transaction History and click on “Check Status” next to the pending transaction.

Q

The transaction is showing “Success” but the amount is not credited in the wallet. What should I do?

A

Go to the “Update Pending Transaction” option, select QR Status, search by transaction date, and click on “Update Status.” The amount will be credited instantly.

Q

The transaction is showing “Success,” but the amount is not credited in the wallet and not visible under “Update Pending Transaction.”

A

Please raise a ticket through the Support System with complete details. The issue will be verified by the technical team and resolved within 24 working hours.

Q

The transaction failed, but the amount was deducted from the customer’s bank account.

A

The deducted amount will be automatically refunded to the customer’s bank account within 5 working days.



FAQs (PAY QR)

Q

Getting an error while scanning the QR code: “You’re trying to send money to a blocked UPI ID (VPA).”

A

In this case, the customer should try using another UPI app to complete the payment.

Q

Getting an error while scanning the QR code: “Recipient bank is currently unable to receive money.”

A

Please raise a ticket through the Support System along with a screenshot of the error. The technical team will check and resolve the issue within 24 working hours.

Q

What is the service charge on the transaction amount?

A

A service charge of 0.12% is applicable on the transaction amount.