



Khalti Digital Wallet Khalti Payment Gateway Manual



Note:

No part of this document may be reproduced or transmitted in any form or by any means, electronic or a mechanical, for any purpose, without the written permission of Sparrow Pay Private Limited, hereinafter named Khalti. Khalti retains title to, and ownership of, all proprietary rights with respect to this document. Every effort has been made to ensure that the information in this manual is accurate, whereas, information in this manual is subject to change without notice.

TABLE OF CONTENTS




1. [Create Merchant Account](#)
 2. [Login Merchant Account](#)
 3. [Recover Password](#)
 4. [Overview of Merchant Dashboard](#)
 5. [KYC Verification](#)
 6. [Merchant Profile](#)
 7. [API Keys](#)
 8. [Update/Edit Email notification](#)
 9. [Change Password](#)
 10. [Assign Staff Role](#)
 11. [Transaction](#)
 - 11.1. [Searching Transaction](#)
 - 11.2. [Refunding Transaction of wallet payment](#)
 - 11.3. [Refunding Transaction of Ebanking payment](#)
 12. [Bank Withdraw](#)
 13. [Quick Link](#)
 14. [Service List](#)
 14. [Request for support](#)
- [FAQs](#)

1. Create Merchant




- Go to Khalti Dashboard (<https://admin.khalti.com/#/join/merchant/>)


← → ↻ admin.khalti.com/#/join/merchant 🔍 🏠 👤 Guest





**Digital Payment Infrastructure
For Merchants and Enterprise.**


[Go to Login](#)


Become a Khalti Merchant

 Organization Name

 Contact number

 Email

 Password

 Confirm Password

Enter the details including Organization's Name, Number, Email and Password

By signing up you agree to the Khalti Merchant [Terms & Conditions](#)

Join


Click Join

- Enter the Verification Code which was sent to the registered email and click on Verify. OR,
- Follow the link which was sent to the registered email with the verification code.

2. Login Merchant Account

- Go to Khalti Dashboard (<https://admin.khalti.com/#/>)

← → ↻ admin.khalti.com/#/ 🔍 🏠 👤 Guest



Become a Khalti Merchant >

Merchant Login

Enter the details

Login

[FORGOT LOGIN PASSWORD?](#)

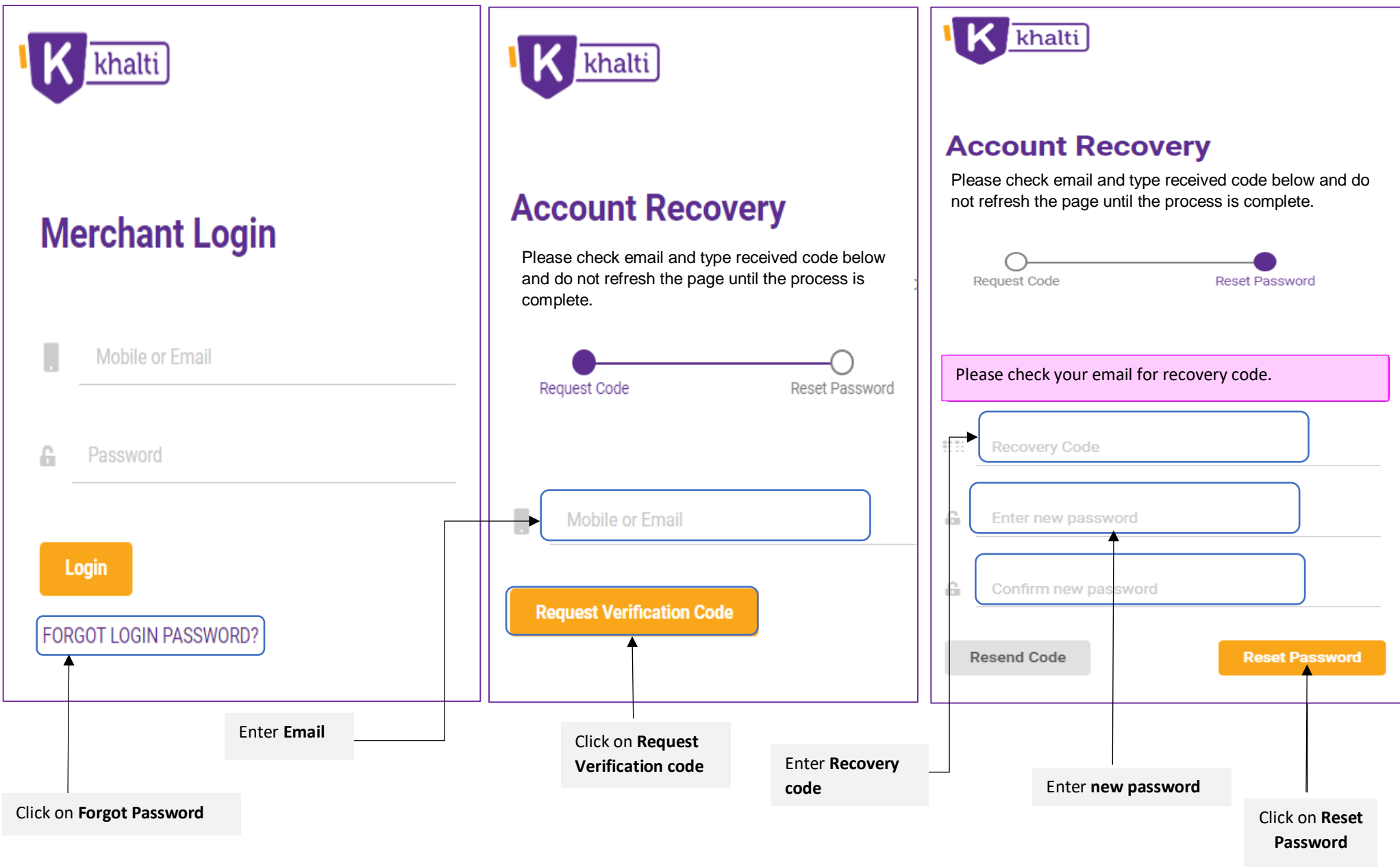
Click on login

**Digital Payment Infrastructure
For Merchants and Enterprise.**

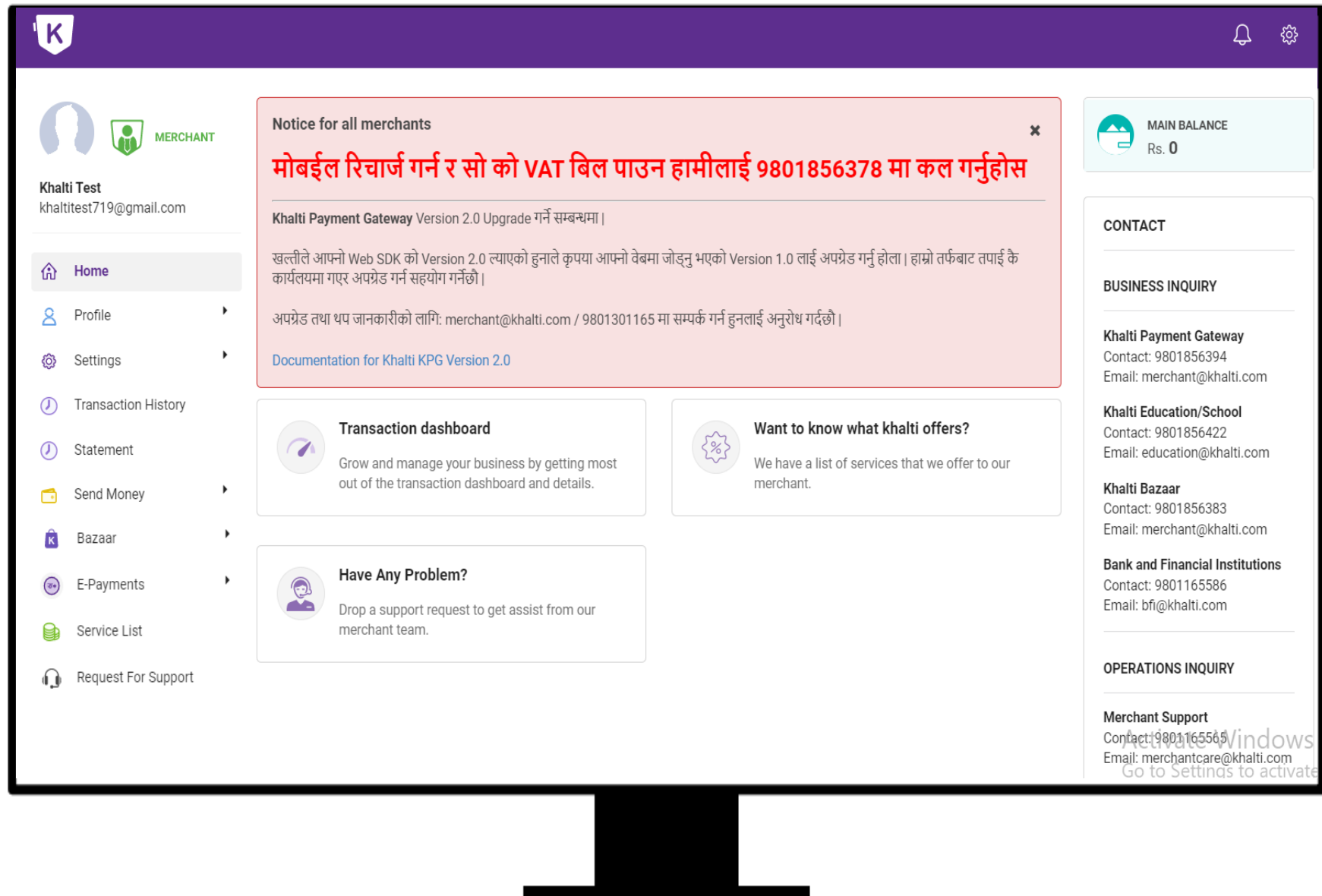
3. Recovery Password



- Go to Khalti Dashboard (<https://admin.khalti.com/#/recover>)




4. Overview of Merchant Dashboard




5. KYC Verification





Khalti Test
khaltitest719@gmail.com



MERCHANT

Home

Profile

Business Profile

Kyc

Settings

Transaction History

Statement

Send Money

Bazaar

E-Payments

Service List

Request For Support

1 Company information

Company name

Business type

Other

Landline number (Optional)

Alternate email (Optional)

2 Company address

District

VDC/Municipality

Ward

Address

Latitude (Optional)

Longitude (Optional)

3 Contact information

Contact person

Contact mobile

4 Registration information

Registration type

Registration number

Pan number (Optional)

Company document

Company logo

Company registration document

PAN / VAT document

Tax clearance document

Update

Note: The files in Number 4 Registration Information shall be uploaded in PNG or JPG format (maximum 4 mb)

- After the details are filled up, email to businessoperations@khalti.com for verification.
- After inputting information in the KYC details, the Email notification option will be activated and the KYC option will be disabled after verification from the dropdown of Profile Tab.

6. Merchant Profile



Click Profile

Khalti Test
khaltest719@gmail.com

Home

Profile

Business Profile

Kyc

Settings

Transaction History

Statement

Send Money

Bazaar

E-Payments

Service List

Request For Support

Khalti Test

Email: khaltest719@gmail.com ✓

Joined on: Mar 01, 2023 - 16:36

Can withdraw: Not allowed ✗

MOU signed: Not signed ✗

API Test Passed: Passed ✓

MERCHANT USER

Profile Detail

Kyc Verified Pending Update

Company Name Khalti Test

Alternate Email

Contact Person Khalti Test 9810001000

Landline -

Address , ,

Registration Type -

Registration Number

Images

Please avoid following cases while updating kyc

- Details provided and the details in ID collide.
- Picture provided is inappropriate.
- The necessary information is not provided.
- The identity is not properly scanned and uploaded.

Profile Detail

Kyc Verified	Verified
Company Name	[REDACTED] ENTER PVT LTD
Business Type	Education
Alternate Email	info@[REDACTED].org
Contact Person	[REDACTED] 9049 [REDACTED]
Landline	[REDACTED] 1283
Address	Bhaktapur Municipality, Bhaktapur, Bagmati
Registration Type	VAT
Registration Number	[REDACTED] 671068
PAN Number	[REDACTED] 77293

Images



Screenshot 1: Profile before KYC is verified

Screenshot 2: Profile after KYC is verified

7. API Keys



Khalti Test
khalitest719@gmail.com

Home

Profile

Click Settings

Settings

Keys

Staff

Email notification

Change Password

Transaction History

Statement

Send Money

E-Payments

Service List

Request For Support

Manage api keys

Live mode

Live secret key

live_secret_key_1d502fd2ce93430ea0075047865eabd7

Update

Live public key

live_public_key_9a7b46b287184b6b8bbbabee29c24d1d

Update

Test mode

Test secret key

test_secret_key_1d538c84d89947e79336a4f46e788912

Update

Test public key

test_public_key_bbf13fd101924f1a9f6fe7b259786597

Update

- Merchant should use this keys for website integration and app integration too.
- Live secret key is specially use in merchant end for Khalti Payment Gateway integration.

Note: - For Khalti Payment gateway integration, we have documentation.

<https://docs.khalti.com/>

8. Update /Edit Email notification



Click Settings

Click Email notification

Click Save

Email notification subscriptions

Emails

merchantcare@khalti.com, merchantsupport@khalti.com, merchanttest@khalti.com

Save

(A form will appear, where numbers of emails can be entered separated by comma (,) or Update or edit the fields and Save. After you update email notification, you can get the notification of your transaction is the mentioned email id. Email notification option is available only after the KYC form is filled and or verified. This option is not available to those merchants who have not filled their KYC form.

9. Password Change



Khalti Test
khalitest719@gmail.com

Home

Profile

Settings

Keys

Staff

Email notification

Change Password

Transaction History

Statement

Send Money

Bazaar

E-Payments

Service List

Request For Support

Change Password

Current Password

Current Password

New Password

New Password

Confirm Password

Confirm Password

Submit

Click **Settings**

Click **Change Password**

Click **Submit**

Enter Current Password Enter New Password, Re-enter to Confirm New Password to Submit Please change the password for your data security after you get the login credentials from Khalti Officials.

10. Assign Staff Role



Click **Add staff**



Khalti Test
khalitest719@gmail.com

Home

Profile

Settings

Keys

Staff

Email notification

Change Password

Transaction History

Statement

Send Money

Bazaar

E-Payments

Service List

Request For Support

Add staff

Select role

Reset

Apply

Nothing in here ...

Click on **dropdown menu** of **Select role** Section. Select the **role** and click on **Apply** button to search staff

Fill all the required fields Confirm Password and Create Click on **Back** to return to the previous screen

Click **Settings**

Click **Staff**

Name

Enter name

Email

Email

Role

Select role

Merchant admin staff

Merchant finance staff

Event ticket scanner

Password

Confirm Password

Confirm Password

Create

Back

This role allows you:-

- To see daily transactions
- To complete(success) and refund transactions

Click
Create

This role allows you:-

- To see daily transactions
- To complete(success) and refund transaction
- To download transaction report
- To send money into linked bank

The authority is to scan tickets for events

11. Transaction History



Go to the Khalti Dashboard



Khalti Test
khalitest719@gmail.com

- Home
- Profile
- Settings
- Transaction History**
- Statement
- Send Money
- Bazaar
- E-Payments
- Service List
- Request For Support

Transactions

Total Count: 0 Total Credit: Rs. 0 Total Debit: Rs. 0

Bank Transfer

Select search type

Search

Select transaction type

Completed

2023-01-30

2023-03-01

Live



Export

Reset

Apply

Click **Export** to download the transaction report in an excel sheet **Up to 3 months**

Click **Transaction History**

Transaction state

- **Initiated:** - It is the first state of a transaction. Transactions are initiated after a consumer provides details like mobile number and khalti pin/password along with other details.
- **Confirmed:** - A transaction is confirmed after transaction details like transaction token, confirmation code and 3rd party transaction pin or khalti password are provided by the consumer. In case of wallet payment, the amount is not deducted from user's Khalti Wallet in this state, however, the amount might be deducted from user's bank account in case of e-banking payment at this state. You need to contact Khalti Officials to success this transaction.
- **Completed:** - Successful transaction.
- **Refunded:** - Merchant refunds full amount without inputting amount details in amount section.
- **Partially refunded:** - Merchant refunds a partial amount only or merchants refunds full amount but input amount details in amount section.

11.1 Searching Transaction



Click **Select Search type** Select **type** from dropdown such as Mobile, Id, Ebanker, Email, Product, Reference

Input related details in box named Search relating to Search Type

Click **Apply**

The screenshot shows the Khalti Transactions interface. At the top, there's a purple header with the Khalti logo and a settings icon. Below the header, on the left, is a sidebar with a user profile (Khalti Test, khaltitest719@gmail.com) and a list of menu items: Home, Profile, Settings, Transaction History (highlighted with a red box), Statement, Send Money, Bazaar, E-Payments, Service List, and Request For Support. The main content area is titled 'Transactions' and shows summary statistics: Total Count: 0, Total Credit: Rs. 0, Total Debit: Rs. 0. Below this is a 'Bank Transfer' button. The search section includes a 'Select search type' dropdown, a 'Search' input field, a 'Select transaction type' dropdown, and a 'Select transaction state' dropdown. There are also date pickers for 'Start Date' (2023-02-02) and 'End Date' (2023-03-04), a 'Live' toggle switch, and buttons for 'Export', 'Reset', and 'Apply' (highlighted with a red box). Annotations with arrows point to these elements: 'Click Select Search type' points to the search type dropdown; 'Input related details' points to the search input field; 'Click Apply' points to the Apply button; 'Click Select transaction state' points to the transaction state dropdown; 'Select Start Date' points to the start date picker; 'Select End Date' points to the end date picker; and 'Select transaction type' points to the transaction type dropdown.

Click **Select transaction state** such as Pending, Partially Refunded, Refunded, Confirmed, Completed, Initiated

Select transaction type such as Bazaar payments, Card payment, Card payment (SCT), Cooperative transfer, Disbursement transfer, Domestic remittance, Ebanking payment, Event booking, Hospital payment, International remittance, Native transfer, Remit transfer, Scan and Pay, School bill payment, Thirdparty load, Transfer, Voting payment, Wallet payment, Withdraw

11.2 Refunding Transaction of Wallet payment



SandBox Account
test123@test.com

- Home
- Profile
- Settings
- Transaction History

Statement

Send Money

Bazaar

E-Payments

Service List

Request For Support

Click Statement

Click Txn id

Transactions Statement

Export Reset Apply

Search By

Search Value

Transaction Type

Transaction State

Txn Id

Search



Select transaction type

Completed

Start Date

End Date

2023-01-30

2023-03-01


Live

#	Date	Txn Id	Particular	Debit(Rs.)	Credit (Rs.)	Balance (Rs.)	Paid By	State	Type
1	2023-02-26 12:47:07	xsdAjo7fQgPFtBYruTGoaZ	Parent Txn IDX: gSYENYcv5Nn2b94wbvXAC	-30	0	4,967.38	SandBox Account test123@test.com	Completed	Fee
2	2023-02-26 12:47:01	gSYENYcv5Nn2b94wbvXAC	User: KPG Test Account (98****0000), (Product Identity: b50e983d-dbce-4078-b28a-cc2f80a41ebb, Product Name: Provisional Certificate)	0	+1,000	4,997.38	KPG Test Account 9800000000	Completed	Wallet payment
3	2023-02-26 10:38:53	iu9s3awnBhwTmJRZzmQ4xN	Parent Txn IDX: D3PYbcXKjf5Dr7JKGYTbg	-30	0	3,997.38	SandBox Account test123@test.com	Completed	Fee
4	2023-02-26 10:38:48	D3PYbcXKjf5Dr7JKGYTbg	User: KPG Test Account (98****0000), (Product Identity: d56bdae4-cda5-4da5-b9df-c9bd39d76f53, Product Name: Provisional Certificate)	0	+1,000	4,027.38	KPG Test Account 9800000000	Completed	Wallet payment

Merchant can verify their transaction on both transaction history and statement. But you can get more detail information about the transaction in statement after exporting file from merchant account.

The transaction should be in **completed state** before proceeding for Refund. Once the refund is processed, you cannot further refund for the same transaction. Please contact at merchantsupport@khalti.com to refund further.


After clicking Txn id



SandBox Account
test123@test.com

[Home](#)
[Profile](#)
[Settings](#)
[Transaction History](#)
[Statement](#)
[Send Money](#)

Transaction - gSYyENYcv5Nn2b94wbvXAC [Download](#)

Name	Wallet payment
Amount	Rs 1000
Fee	Rs 30
Date/Time	2023-02-26 12:47:01
User	KPG TEST ACCOUNT (9800000000)
State	Completed
Reference	
Remarks	
Product Identity	b50e983d-dbce-4078-b28a-cc2f80a41ebb
Product Name	Provisional Certificate
Product Url	
Pidx	fsyurUdiEuLYFTo6xntoMH

[Refund](#) [Show Full Transaction](#)

Refund this transaction

Amount (Optional)

Amount to refund. Leave blank for full refund

[Cancel](#) [Confirm](#)

Click Refund

Click Confirm

11.3 Refunding Transaction of Ebanking payment



[Payment Gateway Manual](#)

MERCHANT

Khalti Test
khaltitest719@gmail.com

[Home](#)

[Profile](#)

[Settings](#)

[Transaction History](#)

[Statement](#)

[Send Money](#)

[Bazaar](#)

[E-Payments](#)

[Service List](#)

[Request For Support](#)

Transactions
Total Count: 10 Total Credit: Rs. 50.3 Total Debit: Rs. 11.5

[Bank Transfer](#)

[Export](#)

[Reset](#)

[Apply](#)

Select search type

Search

Select transaction type

Completed

2023-02-18

2023-03-20

☒ Live

#	Txn Id	User	Date	Product	Debit(Rs.)	Credit (Rs.)	State	Type
1	ceuEaShf2p6wdHz7Wgb7CC	nep.milan@gmail.com nep.milan@gmail.com	2023-03-20 12:32:40		- 28.25	0	Completed	Fee
2	oBZEgwCsVSeQddvTBfKEP7	Subechhya Karki 9825125710	2023-03-20 12:31:30	MwosJP Kathmandu / Pokhara 2023-03-20	0	+ 2,880	Completed	Wallet payment
3	crKotJC3suaE3GzdGqTgT3	nep.milan@gmail.com nep.milan@gmail.com	2023-03-20 12:03:02		- 28.25	0	Completed	Fee
4	cC6rgLARvbTTL5zWVRgEr5		2023-03-20 12:03:02	Sulom3 Kathmandu / Pokhara 2023-03-21	0	+ 1,440	Completed	Ebanking payment
5	iY8w4Hye48hwBAmQbxA9jP	nep.milan@gmail.com nep.milan@gmail.com	2023-03-20 09:56:10		- 28.25	0	Completed	Fee
6	7GesawEipX36LLNNEueYTS		2023-03-20 09:56:09	g8iMux Kathmandu / Sauraha 2023-03-23	0	+ 4,992	Completed	Ebanking payment


Click on
Transaction History

Click on Txn id

After clicking Txn id

Transaction - cC6rgLARvbTTL5zWVRgEr5

Download

Name	Ebanking payment
Amount	Rs 1440
Fee	Rs 28.25
Date/Time	2023-03-20 12:03:02
User	NABIL BANK LIMITED NA
Ebanker	9800000000
State	Completed
Reference	
Remarks	
Product Identity	SuIom3 Kathmandu / Pokhara 2023-03-21
Product Name	14 R
Product Url	
Pidx	xsUtBLrQaj7xGrGrEtouY6

Click Refund

Refund

Enter User's khalti registered number

Refund this transaction

Khalti registered mobile

User's mobile number

Khalti id to refund amount to

Amount (Optional)

Amount to refund

Amount to refund. Leave blank for full refund

Cancel

Confirm

Enter Amount

Click Confirm

Note:-

While refunding **Ebanking payment** transaction, refundable only possible in khalti wallet.

12. Send Money (Bank Withdraw)



- **Withdrawal Access**

Click Send Money →

Bank Account

After clicking **create bank account** a form will appear.

Bank
Select bank

Account holder
Enter account holder name

Account number
Enter account number

Save

Click Save →

Create bank account

Click Create bank account →

Merchant Profile: Khalti Test, khaltitest719@gmail.com

Navigation Menu: Home, Profile, Settings, Transaction History, Statement, Send Money (highlighted), Bank account, Bazaar, E-Payments, Service List, Request For Support

Fill the details to **Save**. A pop up will appear stating “**Bank Account Successfully Added**”

Note:

- Personal Bank accounts are not verified. Hence, Bank account should be corporate account.
- Email at businessoperations@khalti.com for verification of bank account after KYC update.
- Make sure your **KYC is verified**, contract/**MOU is signed** and **dues to Khalti has been cleared** to use Bank Withdrawal Service.

Bank Withdraw

[Payment Gateway Manual](#)**MERCHANT**

Khalti Test
khaltitest719@gmail.com

- Home
- Profile
- Settings
- Transaction History
- Statement
- Send Money**
- Bank account
- E-Payments
- Service List
- Request For Support

Bank Account

[Create bank account](#)

#	Bank	Account holder	Account number	Default	Verified
1	Citizens Bank International Limited	XYX Company	123456789	✗	✗
2	Kumari Bank Limited	Abc Bank	1234567890	✓	✗
1	NIC ASIA Bank Limited	XYZ company	2254150037392002	✗	✓

Before
verification

Click **Send
Money**

Send Money

Bank account

E-Payments

Service List

Request For Support

After
verification

Click **Withdraw** from
verified bank account

Withdraw

Bank Withdraw option is facilitated to transfer the sum accumulated in the merchant account to your bank account on a real time basis. Withdrawal option is not available before verification and the verification is only applicable for corporate accounts as per the rule of Nepal Rastra Bank. Personal bank accounts will not be verified for withdrawal.

After clicking Withdraw

Withdraw

BANK NAME	Nepal Bank Limited
ACCOUNT HOLDER NAME	ABC company pvt
ACCOUNT NUMBER	123456789000888

Available Balance: Rs. 0

Amount (Rs.)

Remarks (Optional)

Withdraw

Cancel

Click **Withdraw**

Type
amount

Type proper remarks

13. Quick Payment



Steps to generate quick link for payment:-

1. Firstly click on **E-Payment** then you will find button **Filter** and **Create New** as we shown below in screenshot 1.

The screenshot displays the Khalti user interface for managing payment links. The top navigation bar includes the Khalti logo, a user profile section for 'Khalti Test' (khaltitest719@gmail.com), and links to 'Payment Gateway Manual', a notification bell, and settings. A sidebar on the left contains navigation options: Home, Profile, Settings, Transaction History, Statement, Send Money, E-Payments (highlighted), Service List, and Request For Support. The main content area is titled 'Payment Links' and features a 'Filter' button and a 'Create New' button (highlighted with a red box). Below these buttons are several input fields: 'Idx' (with a label 'Enter Idx or Pidx'), 'Start Date' (with a label 'Enter Start Date'), 'End Due Date' (with a label 'Enter End Due Date'), 'Status' (a dropdown menu with a label 'Enter Status after clicking dropdown such as complete, pending, initiate, fail, refund'), 'End Date' (with a label 'Enter End Date'), 'Expired' (a dropdown menu with a label 'Enter Expired such as Yes or No'), and 'Start Due Date' (with a label 'Enter Start Due Date'). The interface also includes 'Reset' and 'Apply' buttons. The bottom of the main content area shows a message 'Nothing in here ...'.

Screenshot 1

Creating new Payment Link



2. After clicking on **Create New** then you will get form please fill up form and click on **Submit**. Like as we shown below in screenshot 2.
3. After submitting form, pop up will appear stating “**Epayment initiated Successfully**” and “**Payment link copied to clipboard**”. Like as we shown below in screenshot 3.

The screenshot shows the 'Create new Payment Link' form in the Khalti merchant dashboard. The form includes fields for Customer Name, Amount, Payment For (Description), Customer Email, and Customer Phone. A 'Submit' button is highlighted with a red border. A sidebar on the left contains navigation links: Home, Profile, Settings, Transaction History, Statement, Send Money, E-Payments, Payment Links, Service List, and Request For Support. A top bar shows the merchant's name 'Khalti Test' and email 'khalitest719@gmail.com'. A right sidebar displays the main balance as 'Rs. 0' and contact information for Khalti Payment Gateway, Khalti Education/School, Khalti Bazaar, and Bank and Financial Institutions.

Enter customer name →

Enter Amount →

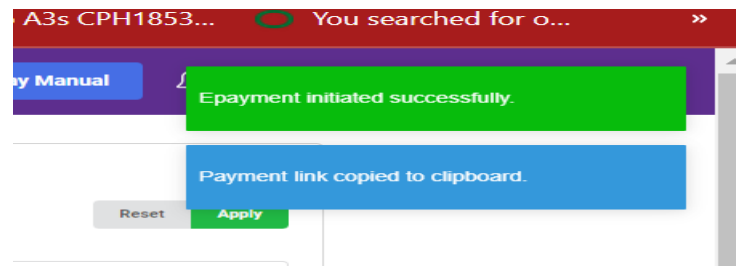
Enter Payment Description →

Enter customer email →

Enter customer phone →


Click Submit →

Screenshot 2






Screenshot 3

4. Searching payment link and sharing link to customer



Payment Gateway Manual



USER

Khalti Test

khaltitest719@gmail.com

Home

Profile

Settings

Transaction History

Statement

Send Money

E-Payments

Payment Links

Service List

Request For Support

Filter

Create New

Reset

Apply

Idx

Enter Idx

Status

All

Expired

Enter Expired

Start Date

Enter Start Date

End Date

Enter End Date

Start Due Date

Enter Start Due Date

End Due Date

Enter End Due Date

#	Pidx	Amount	Status	Created At	Due Date	
1	ZQspA7roXXg6FRmbgXfMLf	120	Pending	2023-03-06 20:27:51	in about 1 hour	<div> <div></div> <div></div> <div></div> </div>
2	fsXXEjCBDfCVefCsqaQH4S	120	Pending	2023-03-06 20:24:17	in about 1 hour	<div> <div></div> <div></div> <div></div> </div>
3	qH8CixGw8TWek6j8qSBSjtj	100	Pending	2023-03-06 20:21:53	in about 1 hour	<div> <div></div> <div></div> <div></div> </div>
4	eAf8Ubm3wiL6PGur63hd48	123	Expired	2023-03-06 20:07:21	in 40 minutes	<div> <div></div> </div>

Click Cancel payment link

Click Pidx

Click Payment link copied to clipboard

Click Regenerate payment link

Screenshot 4

Note:-

Quick payment link will expired within a due date and time. So make a payment before expire the link. Kindly follow the above steps like we mentioned in screenshot 1 to 5.

5. After clicking **Pidx**, we will see quick payment link detail as we shown below screenshot 5.

Quick Payment Link Detail

Merchant	Name	Khalti Test
	Mobile	khaltitest719@gmail.com
	Email	khaltitest719@gmail.com
Created On	Mar 07, 2023 - 5:14:48 PM	
Amount	12	
Status	Pending	
Is Expired	true	
Due Date	Mar 07, 2023 - 6:14:48 PM	
Payment Link	https://pay.khalti.com/?pidx=tigLFE8MB5cCfBLSjcBDEN	
Remarks	ajf adfkg	
Is Quick Link	true	
Return Url	https://khalti.com/api/epayment/success_page	
Website Url	https://khalti.com	
Purchase Order Id	123	
Purchase Order Name	jsgvd dfj	

Regenerate this payment

Screenshot 5

14. Service List

[Payment Gateway Manual](#)

Khalti Test
khalitest719@gmail.com

- Home
- Profile
- Settings
- Transaction History
- Statement
- Send Money
- E-Payments
- Service List**
- Request For Support

Click Service list

Services



Khalti Payment Gateway

खल्तीको Payment API प्रयोग गरि आफ्नो कस्टमरबाट सजिलै ५ तरिकाले अनलाइन भुक्तानी प्राप्त गर्न सक्नुहुन्छ: १) Khalti २) Mobile Banking ३) e-Banking ४) Connect IPS ५) VISA/Master/SCT Card. उदाहरण हेर्न: Share our demo of Integrated Khalti ID link

[See Details >](#)

Khalti Enterprise Services

आफ्नो कार्यलयका सम्पूर्ण सदस्यहरूको मासिक मोबाइल रिचार्ज एकै छोटोमा गर्न, पठाइएको टिकट काट्न, इन्टरनेट लगायत सरकारी राजश्वहरू भुक्तानी गर्न, CIT/EPF को डिपोजिट गर्न लगायत धेरै सेवाहरूको लागि हामीले एउटा वेब लगिन उपलब्ध गराउनेछौं। साथै रिचार्जको लागि मासिक VAT Bill पनि उपलब्ध गराउनेछौं।

[See Details >](#)

Corporate KHALTI

एकै छोटो धेरै जनाको फरक-फरक बैंक खातामा पैसा पठाउनलाई यो सेवाको लागि लगिन डिटेल प्रदान गरिनेछ। बैंक खाता भ्यालीडेशन, बैंक ट्रान्सफरमा मेकर र चेकरको सुविधा सहित बल्लमा फन्ड ट्रान्सफर तथा भुक्तानीको लागि यो सेवा प्रयोग गर्न सक्नुहुन्छ। यसको API पनि प्रदान गर्न सकिनेछ।

[See Details >](#)

MAIN BALANCE
Rs. 0

Click See Details

CONTACT

BUSINESS INQUIRY

Khalti Payment Gateway
Contact: 9801856394
Email: merchant@khalti.com

Khalti Education/School
Contact: 9801856422
Email: education@khalti.com

Khalti Bazaar
Contact: 9801856383
Email: merchant@khalti.com

Bank and Financial Institutions
Contact: 9801165586
Email: bfi@khalti.com

Khalti Payment Gateway

खल्तीको Payment API प्रयोग गरि आफ्नो कस्टमरबाट सजिलै ५ तरिकाले अनलाइन भुक्तानी प्राप्त गर्न सक्नुहुन्छ:

१) Khalti २) Mobile Banking ३) e-Banking ४) Connect IPS ५) VISA/Master/SCT Card.

उदाहरण हेर्न: Share our demo of Integrated Khalti ID link

Support

Khalti Pvt.Ltd.
Bakhundole, Lalitpur
Google Map Link
Phone: Merchant Common Number
Email: merchant@khalti.com

Click Request this Services

Request this Service

Request Khalti Payment Gateway

Name

Phone Number

Message

Cancel

Confirm

Click Confirm

Note:-

- Choose one of the services and Click on **see details**.
- Then click on **Request this Service** then you will get form and fill up the form with name, phone number and some message.
- At last click on **confirm**.

15. Request For Support

[Payment Gateway Manual](#)

USER
Khalti Test
khalitest719@gmail.com

- Home
- Profile
- Settings
- Transaction History
- Statement
- Send Money
- E-Payments
- Service List

Request For Support

Please share feedback or report any issues you or your customer are facing to resolve quickie you can call us at (Support details) or email us at (support email) for coordinations

Please be specific, include Khalti Id of customer or issue date/time, device info and other relevant information for better clarity and to avoid delays in support

Support Request Form

Request Type

Select the request type

Subject

Select the subject

Priority

Select the priority

Name

Enter your name ...

Phone

Enter your phone number ...

Message

Enter your message ...

Upload Documents:



Submit Request



MAIN BALANCE

Rs. 0

CONTACT

BUSINESS INQUIRY

Khalti Payment Gateway

Contact: 9801856394

Email: merchant@khalti.com

Khalti Education/School

Contact: 9801856422

Email: education@khalti.com

Khalti Bazaar

Contact: 9801856383

Email: merchant@khalti.com

Bank and Financial Institutions

Contact: 9801165586

Email: bfi@khalti.com

OPERATIONS INQUIRY

Merchant Support

Contact: 9801165565

Email: merchantcare@khalti.com

QR Support

Contact: 9869126561

Email: qr@khalti.com

Corporate KYC

Contact: 9801856460

Email:

businessoperations@khalti.com

Invoice and Billing

Click **Request for Support**

Click **Submit Request**

Note:-

- Click on **Request for support** then support Request form will appear. If you have any queries or issue about dashboard or transaction, you can screenshot the issue and fill the form.
- At last click on **submit Request**.

1. Why do I see Keys under my Account Menu of my Khalti Dashboard?

- The keys are to integrate Khalti Payment Gateway to your system. Bazaar merchants do not need those keys. However, those keys can be used if you need to integrate Khalti Payment Gateway in future and shall not be shared with anyone. Ensure that the keys do not get leaked by any means.

2. I have updated my KYC but why is it not verified yet?

- Please email your merchant id at businessoperations@khalti.com for verification. Furthermore, make sure you have uploaded the company logo, not your personal images.

3. Why are my files not being uploaded?

- Please upload your files on jpg or png format with size maximum 4mb.

4. I do not have tax clearance to upload in my KYC.

- If your organization is a startup, please let us know at merchantcare@khalti.com while sending an email for KYC verification.

5. Is KYC verification necessary?

- Yes. Merchants cannot get bank withdrawal access without KYC verification.

6. User's amount was deducted from the bank account but we do not get the payment?

- The transaction might be in Confirmed state because of a server issue from 3rd party. Please inquire with the user about the details like the screenshot of the information of credited balance, name of the goods/service for which the amount was paid, transaction date and transaction amount. Verify the transaction and contact at merchantsupport@khalti.com for transaction success.

7. I am unable to perform Withdraw action?

- To perform the Withdrawal transaction, your KYC and Bank Account must be verified. Please consult at businessoperations@khalti.com to query about the verification.

[Back to Content](#)