

Question: What is JioPay Business?

Answer: JioPay Business is a payment aggregator and gateway provided by Jio Payment Solutions Limited (formerly known as Reliance Payment Solutions Limited), a subsidiary of Reliance Industries Limited. It offers merchants and businesses of all sizes simple and self-service products to accept and process payments online and offline from their customers. JioPay Business supports payments through web, mobile, and Point of Sale (POS) systems, making it convenient for merchants to manage transactions. With JioPay Business, businesses can streamline their payment operations and provide a seamless payment experience to their customers.

Question: What is the purpose of the JioPay Business App?

Answer: JioPay Business App is designed for retailers, businessmen or any other service providers to keep track of payments even when on the move. With the JioPay Business app, you can perform payment processing activities like accepting payments, viewing past transactions, issuing refunds, editing your profile and much more.

Question: How can I download the JioPay Business App?

Answer: To download the JioPay Business App, follow these steps: 1. Open the Google Play Store app on your phone. 2. Search for "JioPay Business" and select it. 3. Tap "Install" to download and install the app.

Alternatively, you can download the JioPay Business App directly from

<https://play.google.com/store/apps/details?id=com.jiopay.business>

Note: The JioPay Business App is available for Android devices on the Google Play Store.

Question: I have forgotten my account password. How can I reset it?

Answer: At the time of login to the JioPay Business App/Dashboard, select the 'Forgot password' option and follow the instructions indicated to reset the password.

Question: I am unable to login to the App/Dashboard. What can I do?

Answer: If you are unable to log in to the JioPay Business App or Dashboard, you can try the following: 1. Check your internet connection: Ensure you have a stable internet connection by switching between Wi-Fi and mobile data. 2. Reinstall the app: Uninstall the JioPay Business App and reinstall it to ensure you have the latest version. 3. Verify your username and password: Double-check that you are entering the correct credentials. Use the "Forgot Password" option if you need to reset your password.

If the login issues persist, kindly contact merchant support at

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

for further assistance.

Question: Why My App is crashing on my Phone?

Answer: If the JioPay Business App is crashing on your phone, try the following steps: 1. Check your internet connection: Ensure you have a stable internet connection by switching between Wi-Fi and mobile data. 2. Delete and reinstall the app: Uninstall the JioPay Business App and reinstall it to get the latest version. 3. Check phone software updates: Make sure your phone's software is up to date by checking for available updates.

If the app still crashes, contact

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

for assistance.

Question: Where can I see transaction details in the App/Portal?

Answer: Click on the icon in the top right corner of the App/Portal and select 'Transactions' from the option to see the transaction details.

Question: What is JioPay Business Dashboard?

Answer: The JioPay Business Dashboard is a user interface designed for merchants to configure and operate their JioPay Business account. It provides a centralized platform for managing your business and payments. With real-time charts and analytics, the dashboard allows you to track your business performance. You can view detailed reports, monitor transaction history, and analyse payment trends. The JioPay Business Dashboard empowers merchants to make informed decisions and optimize their payment processes. It offers valuable insights and enables better control over operations. By utilizing this user-friendly interface, merchants can effectively manage their JioPay Business account and drive business growth.

Question: How can I generate reports on JioPay business Dashboard?

Answer: : All of your transaction/refund/settlement data can be exported as reports in Excel/Text format. You can also download daily/monthly/custom date range report from the Reports section of the Dashboard.

Question: How can I create Collect link?

Answer: You can create a Collect link in two ways: via API or via the Dashboard. • API: If you have programming knowledge or developer access, you can use the JioPay Business API to generate a Collect link programmatically. We will provide you integration kit. • Dashboard: To create a Collect link via the JioPay Dashboard: o Log in to the JioPay Dashboard. o Go to the Payment Links section. o Click on Create Payment Link. o Fill in the amount and customer details. o The payment link will be shared via SMS and email.

Question: What are the payment modes available via Collect link?

Answer: Payment modes available via a Collect link include Cards, Net banking, Wallets, and UPI. The availability of specific modes depends on the activated payment methods for the Merchant ID (MID).

Question: Can I use Single Collect link to accept payments from multiple customers?

Answer: No, you cannot use a single Collect link to accept payments from multiple customers. A Collect link is typically generated for a specific transaction and is intended to be used by a single customer to make a payment. If you need to accept payments from multiple customers, you will need to generate separate Collect links for each customer.

Question: What is the validity of the Collect link?

Answer: The validity of a Collect link is 90 days by default. However, merchants can update the validity by unchecking the default expiry check box & select the validity of the Collect link. Maximum validity is 180 days and minimum can be any period as per their needs.

Question: Can I create Bulk Collect links?

Answer: As of now, JioPay does not offer the feature of creating bulk Collect links. However, this is something that they are working on and it is likely to be available in the near future.

Question: Is partial payment allowed?

Answer: No, partial payment is not allowed when using a Collect link. The customer can only make a payment for the specific amount mentioned in the generated Collect link. However, this is something that they are working on and it is likely to be available in the near future.

Question: Can customer enter the amount?

Answer: No, the customer cannot enter the amount when using a Collect link. The customer can only make a payment for the specific amount mentioned in the generated Collect link.

Question: Can I add sub user to JioPay Business

Answer: Yes, you can add sub-users to your JioPay Business account by following these steps: • Go to the "Settings" tab in the merchant dashboard. • Click on "User Management" and provide the necessary details for the new user. • Grant appropriate permissions based on their requirements. • Click "Add User" to complete the process. • The new sub-user will receive an invitation to create a password by clicking on the "Forgot Password" option on the login page.

Question: How can a new sub access merchant Dashboard?

Answer: By adding sub-users, you can manage access to your JioPay Business account more effectively.

New sub user need to create a password by clicking on forgot password. Once the password is created, new sub user can login using new password on JioPay login page.

Question: Can I block sub user?

Answer: Yes, you can block/edit/delete your sub users by going into user management section inside settings tab.

Once a user is deleted, they cannot be added again with the same cellphone number, although you can block and unblock sub users.

Question:: What is Repeat?

Answer: Repeat is a billing system that allows consumers to make recurring payments for the usage of services provided by you. It enables automated and regular billing for ongoing services or subscriptions, ensuring a seamless payment experience for your customers. With Repeat, you can streamline your billing process and securely collect payments on a recurring basis.

Question: What are the payment methods supported for Repeat?

Answer: Cards and UPI The payment methods supported for repeat payments are cards and UPI (Unified Payments Interface). These widely-used payment options provide convenience and flexibility for customers to make recurring payments for their subscriptions.

Question: What is the maximum amount for debit without 2FA in subsequent payment?

Answer: As per the RBI (Reserve Bank of India) guidelines, you can debit a customer without the requirement of two-factor authentication (2FA) for subsequent payments up to a maximum amount of ₹15,000/-. \*Amount subjective to change based on RBI guidelines.

Question: I want to give my customer a free trial, would that be possible?

Answer: You can offer your customers a free trial using two types of mandate registration: • Standalone: A nominal amount (e.g., ₹2) is deducted and refunded to the customer. After the free trial period, you can start debiting the customer. • Inline: The customer is charged and the subscription starts immediately.

These options allow you to provide free trials and manage subscription billing based on your preferences.

Question: Can I create Repeat via dashboard?

Answer: No, currently Repeat is supported via on-demand API.

Question: Will you be able to manage my subscriptions?

Answer: You will need to manage your subscription plans yourself using the available on-demand APIs provided by JioPay Business. These APIs offer the necessary functionality to create, manage, and handle subscriptions for your customers.

Question: How can I create campaign?

Answer: To create a campaign, follow these steps: • Log in to the JioPay dashboard. • Navigate to the Campaigns section in the menu on the left. • Click on "Create Campaign" and configure it according to your business requirements. • Once you have set up the campaign, click "Publish Now" to make it live.

If you have any questions or need assistance, you can reach out to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: How can I edit campaign?

Answer: To edit a campaign in the JioPay dashboard, follow these steps: • Go to the Campaigns section in the JioPay dashboard. • Select the specific Campaign ID that you want to edit. • Make the required changes in the Offer configuration. • Save the changes. • The campaign will be updated and published with the modified settings.

Question: How can I pause/stop campaign?

Answer: To pause or stop a campaign in the JioPay dashboard, follow these steps: • Go to the Campaigns section in the JioPay dashboard. • Select the specific Campaign ID that you want to pause or stop. • Choose the option to pause or stop the campaign based on your business requirement. • If you pause a campaign, it can be re-enabled later until its expiry. • If you stop a campaign, it cannot be re-enabled again. • The campaign will be updated and published with the changes.

Pausing or stopping a campaign allows you to temporarily suspend or permanently end the promotional activities associated with it.

Question: What are settlements?

Answer: Settlement is the process through which you receive funds in your bank account for the money collected from your customers for a particular product/service. Settlement frequency may vary based on your agreement with JioPay Business. It is generally processed on T+1\* working days (T being the date of capture of payment).

Question: How to check settlements in my bank account?

Answer: A Unique Transaction Reference (UTR) number is given by the banking partner for each settlement. UTR can be viewed by clicking on the settlement ID in the section or downloading the settlement report. You can use the UTR number to track the settlement in your bank account.

Question: What should I do if I'm not receiving my settlements?

Answer: The settlement cycle is usually T+1\* working days (T being the date of capture of payment). In case the settlement has not been credited to your bank account as per your settlement frequency, we recommend you follow the steps mentioned below: • Login to the JioPay Business App or Dashboard and visit the My Profile section. • Check if the settlement information on your profile is the same as the one you are checking for the receipt of settlement funds from JioPay. • If the settlement information on the page is correct, then check your bank account for any credit transaction from 'JioPay' or 'JPSL' or 'Reliance Payment Solutions'. Please don't worry

your money is safe with us. If you don't receive your money within two days, kindly contact JioPay Business Merchant support. If the settlement account is different, please send a request to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

for updating the settlement account with the attached cancelled cheque as a proof.

Question: I believe that I have received partial or incorrect settlement in my account?

Answer: If you believe that you have received a partial or incorrect settlement in your account, please follow these steps to investigate the issue: • Login to the JioPay Business App or Dashboard. • Visit the 'Transactions' section on the App, or the 'Report Section' on the web Dashboard. • Filter the date of payments for which you have received the incorrect settlement. • Add the amount for all transactions which are tagged as 'Success'. • Check if the same amount post deducting the transaction processing fees and taxes has been deposited in your linked Bank Account. • If you have not received the same amount, contact us at

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: How do I Update settlement bank account number?

Answer: to update your settlement bank account number, email [merchant.support@jiopay.in](mailto:merchant.support@jiopay.in) with your registered mobile number and the details of your new bank account. Attach a cancelled cheque as proof. The support team will assist you further.

Question: Do I have to do manual settlement for my account every day to get the funds for payments collected by me?

Answer: No, as a JioPay Business merchant, you do not need to manually initiate settlement or batch closure for your account. The process of settling funds for the payments collected by you is automated. The unsettled transactions are automatically settled in your bank account based on your settlement cycle, without the need for any manual intervention from your side.

Question: Why is my settlement on hold for some transactions?

Answer: We understand that you would be concerned about the hold on your settlement. We would like to assure you that holds on settlements are a standard practice in the payment processing industry and are put in place to ensure the security and integrity of your transactions. Our compliance and risk teams monitor the transactions for various risks. These holds are usually temporary and typically last for a few business days while we conduct a thorough review of your transactions. Our teams might reach out to you on your registered email-id/mobile number for certain clarifications. Once a satisfactory response has been received we will release the funds to your account as per the agreed frequency.

Question: How can I issue refunds to my customers for any payments made by them?

Answer: To issue refunds using the JioPay Business App or Dashboard, follow these steps: • Login to the app or dashboard. • Locate the transaction for refund. • Select the transaction and choose "Refund". • Enter the refund amount (full or partial). • Confirm the refund request.

Refunds can be issued up to the value of the original transaction and within 180 days from the transaction date, subject to availability of sufficient settlement amount.

Question: How to check the status of refund?

Answer: You can check the status of the refund under refund tab on dashboard. Refund is successful processed if the refund status is Accepted or Success.

How to check ARN for refund?

Answer: There are two ways to check this 1. You can check the ARN inside refund history tab on dashboard. 2. You can search for the transaction for which refund has been processed. Click on the transaction and you can find refund details at the bottom.

Question: What should I do if refund is not credited in my customer's account?

Answer: If a refund is not credited to your customer's account, please keep the following in mind: 1. Refund Deduction: The refund amount will be deducted from any pending settlements in your account. If there are no pending settlements, the refund will be on hold. 2. Settlement Availability: The refund will be processed when a new payment is received from another customer for an amount equal to or greater than the refund amount.

For example, if you try to refund Rs. 100 to customer X but have no pending settlements and no new payments, the refund will be on hold. Once a new payment is received, the refund will be processed and credited to the customer's account.

Please ensure that you have pending settlements or new payments to cover the refund amount. For further assistance, contact

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: Can I cancel a refund?

Answer: Once a refund has been processed successfully, it cannot be cancelled. The refunded amount has already been transferred to the customer's account, and the transaction is considered final. It's important to double-check the refund details before initiating the process to ensure accuracy. If you have any concerns or need further assistance, please contact

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: Do you charge for refund?

Answer: We do not charge for refunds. However please note that the processing charges levied by JPSP for the original payment will not be reversed.

Question: Can we do bulk refund?

Answer: Yes, you have the option to perform bulk refunds using the JioPay dashboard. You can upload a refund file in the format specified on the dashboard. Once the file is uploaded, the system will process the refunds and provide you with the number of successful and failed refund records.

Question: What are the steps for Bulk refund?

Answer: To process bulk refund please follow below steps:

- Go to refund section and click on initiate bulk refund & download the sample file.
- Mention your Merchant ID in the entity column.
- Enter Method type as 211.
- Enter transaction ID under original transaction ID.
- Enter transaction amount under original transaction amount.
- Enter refund amount that has to be processed under amount section.
- Save the file with the given naming convention `jfs_yyyymmddhhmmss_mid_recordscount` o `jfs` is static field. o `yyymmddhhmmss` is year, month, day, hours, min & seconds. o `mid` is your merchant ID. o `record count` is the refund count. o Please ensure you follow above steps for successful refund processing.

Question: Do we have a format for bulk refund report

Answer: Yes, there is particular format for Bulk refund report which you can download from merchant Dashboard. You can go to refund section and click on initiate bulk refund & download the sample file. Any deviation from the standard format will lead to failure of bulk refund.

Question: Is partial refund allowed in bulk refund?

Answer: Yes, Partial refund is allowed. You can add partial refund amount in the amount section of refund file.

Question: Can we reprocess failed record in bulk refund?

Answer: Yes, if any records in the bulk refund file fail to process successfully, you can reprocess those failed records by uploading a new file with the corrected information. Simply create a new file with the failed refund records, ensuring that it follows the required format, and upload it again through the JioPay dashboard. The system will process the new file separately, allowing you to retry the refund for the failed records. Make sure to address any errors or issues that caused the initial failure to increase the chances of successful processing in the reupload.

Question: How can I disable SMS notification from dashboard?

Answer: For disabling SMS Notification you can follow below steps. • Go to settings tab & select user management. • Click on Action and select edit permission for whichever user you want to disable notification. • Uncheck the notification permission check box & click on save changes. • Now notification are disable for this users.

\*Note: only admin or users who have user management permission can change permissions of other sub users

Question: How can I add new number for SMS from dashboard?

Answer: For adding new number for notification you can follow below steps. • Go to settings tab & select user management. • Click on Add new users. • Enter name, mobile number of the user. • Give notification rights in Access rights & click on add user. • Now new mobile number is added for SMS notification.

\*Note: only admin or users who have user management permission can change permissions of other sub users.

Question: What is the JioPay VoiceBox?

Answer: The JioPay VoiceBox is a Voice audio device that provides instant audio confirmation for UPI payments made on the device. It functions as a portable speaker and offers Jio SIM connectivity. Additionally, it has the capability to provide add-on services based on your specific needs.

Question: How does the VoiceBox work?

Answer: Once activated, your JioPay VoiceBox will automatically provide instant audio confirmation for UPI payments made via the VoiceBox QR. The device is mapped to your Merchant ID and linked with your bank account

Question: How does JioPay VoiceBox compare with other devices?

Answer: JioPay VoiceBox has some unique features that make it stand out from other devices, such as: • Superior battery life. • Exclusive entertainment content\* • Premium device. • Voicephone app to control

VoiceBox. • Battery & Network signal indicators. • 4G high-speed network connectivity. • Reliable for noisy outdoor use. \*TnC apply

Question: How do I get a new VoiceBox?

Answer:

To get a new JioPay VoiceBox, please email

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

with details of your contact number, store address. The VoiceBox is currently available for select merchant businesses.

Question: Is doorstep installation included with the JioPay VoiceBox?

Answer: Yes, doorstep installation is included with the JioPay VoiceBox. When you purchase the device, you can expect the installation process to be convenient and hassle-free. A representative or technician will come to your onboarded location and assist you in setting up the Voice speaker. This ensures that you can use the device without any difficulty or confusion. The doorstep installation service adds convenience and ensures you can enjoy a smooth and seamless setup experience for your JioPay Voicebox.

Question: How can I set up the JioPay VoiceBox?

Answer: Assisted activation will be done by the JioPay agent installing the Voice box. JioPay agent will scan the Voice box Device serial number QR and the UPI ID QR. JioPay agent will input the merchant's personal banking UPI ID/scan the UPI QR for one-time payment + monthly payment mandate setup. Merchant will receive a notification on his UPI app for authorising the one-time payment + monthly payments. On successful authorization, one-time payment amount will be debited from the merchant's UPI linked bank account. On one time payment confirmation, Voice box will be activated against the merchant's settlement bank account for payment collection.

Agent will do a test transaction to verify the setup.

Self-activation of Voice box can be done by merchant via JioPay Business app[Coming soon...] Download the JioPay Business app from Android Play store [

<https://play.google.com/store/apps/details?id=com.jiopay.business>

Login with your registered mobile number and password. Go to Profile-> My Voice Box(es)->Add New. Scan the Voice box device serial number QR and the UPI ID QR on the front. Next, enter your personal banking UPI ID/scan your personal UPI QR for one-time payment + monthly payment mandate setup. Approve the one-time payment + monthly payment mandate from your merchant UPI linked bank account. After successful payment confirmation, Voice box will be activated against your settlement bank account for payment collection. Scan the Voice box QR to make a test transaction to verify the setup.

In case of any assistance needed, please reach out to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

for help.

Question: Can I use any SIM in the VoiceBox?



Answer: The VoiceBox is equipped with a pre-activated Jio SIM, which is specifically designed for use with the device. It cannot be used with other devices, and the VoiceBox does not support other operator SIM cards or Jio SIM cards with voice/data. If you encounter any connectivity-related issues with your VoiceBox, please contact [merchant.support@jiopay.in](mailto:merchant.support@jiopay.in) for assistance. They will be able to provide further guidance and support to resolve any connectivity problems you may be facing.

Question: What if I would like to return /replace the VoiceBox?

Answer: Required information for trouble shooting voice box as below: • Registered Mobile No. • RSN/Device ID of the device available on the rear of the voice box. • VPA/UPI ID of voice box. • Issue/Problem Category. • Issue/problem description. • Snapshot/Picture(if applicable).

If you would like to return/replace the VoiceBox, please contact the JioPay executive or reach out to [merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

. They will provide you with the necessary instructions and assistance for returns/replacements and cancellation.

Required information for raising a return/replacement support ticket as below: • Registered Mobile No. • RSN/Device ID of the device available on the rear of the voice box. • VPA/UPI ID of voice box. • Issue/Problem Category. • Issue/problem description. • Snapshot/Picture(if applicable).

Question: Can the JioPay VoiceBox be used in noisy environments?

Answer:

Yes, the JioPay VoiceBox is designed to provide clear and high-quality audio confirmation for payments even in noisy environments. Its audio output is optimized to deliver loud and audible notifications, ensuring that users can receive payment confirmations and alerts effectively, regardless of background noise. This feature enhances the usability and reliability of the device, allowing users to receive notifications and confirmations without any inconvenience, even in crowded or noisy surroundings.

Question: What are some measures to take to keep the voice box in good working condition ?

Answer:

Keep the voice box free of dust and dirt.

Protect against the heat. Keep loudspeakers away from any heat source and out of direct sunlight.

Ensure to use the voice box after charging for sufficient time.

Use the voice box at a place with adequate network to prolong batter life.

Question: What type of transactions will VoiceBox announce?

Answer: VoiceBox will only announce successful UPI transactions. It will not announce failed or pending transactions.

Question: Question: Question: What type of transactions can be supported/voiced out?

Answer: The VoiceBox can support and voice out transactions made through all UPI applications, such as MyJio, BHIM, Google Pay, PhonePe, Paytm, and other supported banks.

Question: What type of languages are supported for announcements?

Answer: The VoiceBox initially supports announcements in English and Hindi. However, there are plans to expand language support and include 12 other regional languages in the near future.

Question: How can I change the language of announcements?

Answer:

You can change the supported language of the announcement from the JioPay Business app. You can download the app from Google Play Store:

[Jiopay business](#)

Question: How do I replay the last transaction on the VoiceBox?

Answer: To replay the last transaction on the VoiceBox, simply press the function button once. This action will trigger the VoiceBox to replay the details of the last transaction. Most recent transaction (in the last 7 days) will be replayed on pressing the function button. If the last transaction was done prior to 7 days, no information will be played out.

Question: My VoiceBox is not working, what should I do?

Answer: try restarting the device using power buttons. Wait for the device to say "Device is ready".

Check the network LED indicator to see that it is stable and not blinking. Carry out a test transaction of Rs.1 from any UPI app, once payment is successful wait for a payment alert.

If your VoiceBox is still not receiving alerts or not powering on, please send an email to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

with details of your registered merchant mobile number, device details. Describe the issue you are experiencing with your VoiceBox in the email, providing as much information as possible. The JioPay merchant support team will review your email and provide further instructions or assistance to resolve the problem.

Required information for trouble shooting voice box as below: • Registered Mobile No. • RSN/Device ID of the device available on the rear of the voice box. • VPA/UPI ID of voice box. • Issue/Problem Category. • Issue/problem description. • Snapshot/Picture(if applicable).

Question: Question: What if my VoiceBox is not charging?

Answer: If your VoiceBox is not charging, please ensure that the supplied charger is connected to a power supply and that the USB connector is properly plugged into the VoiceBox. Check for any visible damages or issues with the charger or USB cable. Try using a different power outlet or charger to eliminate any potential problems with the power source. If the issue persists, please contact [merchant.support@jiopay.in](mailto:merchant.support@jiopay.in) for further assistance.

Question: How do I power on my VoiceBox and verify it is operational?

Answer:

To power on your VoiceBox and verify its operational status, follow these steps: 1. Locate the power button on your VoiceBox. 2. Press and hold the power button for a few seconds. 3. Release the power button once you see or hear indications of the device powering on.

Question: What if the device is not turning on ?

Answer: Connect your device to charger and let it charge for 10-15 mins.

Long press power button to turn on the device.

Power LED should turn ON indicating device is switched on.

Question: What if device is not getting connected to network ?

Answer:

Restart the device using power buttons.

Try locating the device to an open area with better mobile connectivity.

Check network LED. Once network LED stops blinking network is stable.

Question: What are the charges for the VoiceBox?

Answer: The charges for the VoiceBox include a one-time setup fee that is payable at the time of installation or activation. Additionally, there is a recurring monthly subscription fee for the services provided by the VoiceBox. The monthly subscription fee will be debited from your account.

Question: Question: How can I get an invoice for the payment made?

Answer: you can obtain the invoice for the payment made towards the VoiceBox subscription directly from the JioPay Business app.

Question: How do I control the volume of the JioPay VoiceBox?

Answer: Check the power indicator LED if the Voice box is powered on.

To increase/decrease the volume by one point single press the Vol+/Vol- button.

To maximize/turn off the volume long press the Vol+/Vol- button.

Question:: How do I check the battery level of the JioPay VoiceBox?

Answer: Check the power indicator LED if Voice box is powered on.

Single press the power button to read out Battery level.

Question: Below power LED indications can help you regarding the battery status of the device

Answer:

Charging : RED

Low battery (Below 15%) : AMBER

Fully charged : GREEN

Battery less than 5% - Blinking in AMBER – charge the device immediately to avoid device switching off.

Question: What should a store manager do on receipt of JioPay DQR standee?

Answer: After receipt of device, the store manager is supposed to do the following activity -

- He needs to do GRN entry.
- Watch DIY Video on device installation.
- He should match the devices to billing system – One device per billing system. If mismatch then he should report the same to the RRL support team and his cluster managers.
- Connect device to USB port of the billing system, as shown in the video.
- Do the “Sign out” and “Sign” in the billing system/RPoS application.
- Same step to be followed for each of the billing systems/RPoS application in his store.

Question: Who will send the store manager the JioPay DQR?

Answer: The devices would be dispatched by the local State Digital DC.

Question: What if the neighborhood smart point have it and a particular store manager doesn't have it.

Answer: The store manager should reach out via the RRL team based out of RCP by writing to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: What if the DQR device is defective?

Answer: The store manager should reach out to the RRL support team or write an email to merchant support

[  
[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: What if the store manager has received excess or lesser number of devices?

Answer: Please specify the details the store manager needs to include while sending such emails.

The store manager would have to share this information with RRL Support team. Accordingly, return or delivery of additional devices would be planned. Please mention the email ids along with the details store manager has to add while sending such emails.

Question: How do I start using the DQR device for transactions?

Answer: It is a plug and play device. The store manager would have to connect the USB port of the device to the USB port of the RPoS Billing system.

- Further, the screen will appear and the store manager would have to do “signout” and “sign in”.
- After that, the store manager can do a Re1 test transaction and select “JioPay UPI DQR” option at the time of checkout as MOP. The DQR code would then generate instantaneously on the DQR Device. He may then scan and pay using any of the UPI/BHIM applications.

- In case of any issues, the store manager may connect with RRL Support team or write a mail to

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Store manager needs to raise with RRL Enterprise IT team:

[Retailit@ril.com](mailto:Retailit@ril.com)

The store manager may reach out to merchant support team

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

Question: What all UPI payment applications/options would JioPay DQR support?

Answer: Customer can make payment via any of the UPI applications such as MyJio, PhonePe, GPay, Paytm, etc.

Question: Internet connectivity issue or network issues because of which UPI is not working

Answer: Store manager needs to raise with RRL Enterprise IT team:

[Retailit@ril.com](mailto:Retailit@ril.com)

Question: What if the DQR is not working after connecting to RPoS Billing System?

Answer: The store manager may reach out to merchant support team

[merchant.support@jiopay.in](mailto:merchant.support@jiopay.in)

. Please mention the details store manager has to provide while raising such concerns.

Question: How to initiate refund in normal DQR transactions

Answer: Store manager to mandatorily raise call log with transaction details [RRN, Amount, Transaction date, MOP=Jiopay UPI DQR] with central refund team -

[ARR.Refund@ril.com](mailto:ARR.Refund@ril.com)

. • Refund process is similar to existing process. Refund is processed via central refund team [ARR.Refund@ril.com](mailto:ARR.Refund@ril.com). • In case of excess credit, Refund team will process the refund and customer will get the credit after refund initiation in T+2 days.

Question: Will there be any training provided on the usage of DQR?

Answer: Training on DQR would be a one-time activity and would be communicated to them by their cluster heads or RRL support. • However, any feature addition or update on the product would be communicated to them through DIY videos, or store communications by RRL Support team

Question: In case of transaction timeout how to check if money is credited or not?

Answer: The store to click on Check Status to understand transaction status. In case, the status is still not confirmed and there is timeout, then merchant should cancel the order and create new order. The customer would have to make the payment again. The earlier payment (if made) would be refunded back to customer.

Question: How will the settlement happen in case of payment made by customer via DQR?

Answer: T+1 day settlement to RRL settlement account.

Question: When to use “Cancel” option in check status?

Answer: This option should be used when the Cashier initiated the payment, but customer has not started payment from his end. Following scenarios to be considered – o Customer wish to add more products. o Customer has not started the payment. o Customer wish to change the MOP. o Payment failed at customer side, and he wants to change the MOP.

Question: When not to use “Cancel” option? Scenarios where cancel option should not be used

Answer: Payment initiated but it is pending due to network or some other issue. Following scenarios to be considered o Please wait until it's either failed or success at customer end. o Request customer confirmation on transaction before using cancel option. o Customer side payment is successful and confirmation is not received at RPOS, after 2 mins of timeout.

Question: Why should you consider becoming a part of the JioPay Business Partner program?

Answer: The JioPay Business Partner Program stands as one of the most rewarding B2B programs in India. As a JioPay Business partner, you not only have the opportunity to earn unmatched commissions but also offer a delightful and convenient digital payments experience for your customers.

Question: What is the potential earning structure within the JioPay Business Partner Program?

Answer: With the JioPay Business Partner Program, you receive recurring payments based on the number of transactions processed through JioPay Business.

Question: Can a business that's already registered with JioPay Business also sign up as a partner?

Answer: Absolutely, businesses that are already registered with JioPay Business can certainly extend their engagement by enrolling as partners.

Question: Who are P2PM Merchants?

Answer: P2PM Merchants are the merchants who are onboarded with low KYC details such as Proof of Identification and Address however without Proof of Business (PoB). The following documents are required to onboard as i. Aadhar card/DL ii. Bank Account Details (Penny Drop Verification) • Such merchants have a monthly cumulative Inward UPI Transaction limit of ₹ 1,00,000/- only, for accepting payments. Additionally, daily limit and transaction limit is kept 25,000/- per day and 10,000/- per transaction, respectively by NPCI. However, these limits could be revised from time to time as per NPCI instruction. • Any more transaction which breaches the above-mentioned respective values won't be processed by JioPay and would be declined. In such case customer will not be debited nor will there be any credit to the merchant. • Such Merchants can upgrade themselves to P2M merchant on request. However, if any such merchant crosses ₹ 1,00,000/- monthly for 3 consecutive months then JioPay team will upgrade such merchant mandatorily to P2M subject to the merchant providing documents necessary for P2M specific KYC.

Question: What are Limitations of being a P2PM Merchant?

Answer: P2PM merchants have a monthly cumulative Inward UPI Transaction limit of ₹ 1,00,000/- only, for accepting payments. • Furthermore, daily limit and transaction limit is kept 25,000/- per day and 10,000/- per transaction only, respectively by NPCI. However, these limits could be revised from time to time as per NPCI instruction. • Any more transaction which breaches the above-mentioned respective values won't be processed by JioPay and would be declined. In such case customer will not be debited nor will there be any credit to the merchant.

Question: What are benefits of becoming a P2M merchant?

Answer: P2M merchants can be able to accept payments with adjustable higher limits on transaction value (Basis the MCC & risk rules applicable to merchant).

Question: How long would it require to become P2M merchant after upgradation request?

Answer: Post Upgradation Request, It would take around 24-48 hours to process the request, subjected to the fulfilment and validity of the documents submitted. Such merchants shall get an alert on Successful KYC upgradation

Question: What if a P2PM Merchant breaches ₹ 1,00,000/- monthly limit?

Answer: P2PM merchants have a monthly cumulative Inward UPI Transaction limit of ₹ 1,00,000/- only for accepting payments. Any more transaction which breaches this value won't be processed by JioPay and would

be declined. Thus, such merchants won't be able to accept payments until next month OR it has upgraded itself to P2M KYC Merchant. • However, If the ₹ 1,00,000/- monthly limit is breached for 3 consecutive months, then in that case Jiopay team along with the merchant needs to upgrade such merchant mandatorily to P2M KYC Merchant as per NPCI guidelines. Further transactions could be blocked until the merchant is upgraded to P2M KYC merchant.

Question: How to change the settlement account?

Answer: Via Chatbot: Go to "Account management menu" -> Select "More about Account management" -> Select "Modify Settlement account" -> Select Request to Update Account Details -> Select the MID -> Attach the Picture of Passbook/Cancelled check -> Submit. A ticket shall be created whose status would be visible in the Ticket Status section in the Chatbot ii. Via Mail: Send a mail at [merchant.support@jiopay.in](mailto:merchant.support@jiopay.in). with your MID, Bank Account no., IFSC Code and a Picture of Passbook/Cancelled check. The Subject of the mail should be "Settlement Account Change Request for MID: <Enter MID>"