

### **Frequently Asked Questions (FAQ):**

#### **Q. 1. What is Point of Sale (POS) / Card Swipe Terminal?**

A. POS or Swipe Machine as it is popularly known is an instrument/ EDC (Electronic capture Device) provided to a Merchant Establishment (ME) to carry out the sale of goods or services to customers in a cashless environment.

#### **Q. 2. What kind of cards swiped on Bank of Baroda's Point of Sale Terminal?**

A. Bank accepts varieties of cards e.g. Visa, Master, Rupay card, and Discover cards etc.

#### **Q. 3. What is Merchant Acquiring Business (MAB)?**

A. MAB is primarily referred to as the mechanism of providing necessary infrastructure and facilitating payment for goods and services purchased through medium of a card.

#### **Q. 4. Who are the various entities/ Stakeholders involved in Merchant Acquiring Business?**

A. The various entities / stakeholders are as below:

**Issuer:** The Bank that issues the cards.

**Cardholder:** Customer / Non-customer using card for making payment.

**Merchant:** Entity which accepts payments through cards.

**Acquirer:** The Bank that provides necessary infrastructure to the merchant to accept payment, maintains relationship and facilitate acceptance payments through cards.

**Intermediary Agency/Scheme:** VISA, MasterCard & NPCI who facilitate interbank settlements.

#### **Q. 5. What is Merchant Discount Rate (MDR) or Merchant Service Fee (MSF)?**

A. The commission charged by the acquirer (Bank of Baroda) to the Merchant for transactions. It is also termed as Merchant Service Fee (MSF).

#### **Q. 6. What is ON-US & OFF-US Transaction?**

A. ON-US Transaction: Where the issuer and the acquirer are the same entity (e.g. Bank of Baroda Debit/Credit Card swiped on Bank of Baroda POS terminal).

OFF-US Transaction: Where issuer and acquirer are different entities (e.g. other bank's debit/credit card used at Bank of Baroda POS terminals.)

#### **Q. 7. What is interchange and authorization Fees?**

A. **Interchange fee:** The fees paid by the Acquirer Bank to the Card Issuer Bank to cover the cost of funds, credit risk involved in approving payment through cards.

**Authorization Fee / Scheme Fee:** The service fee paid to intermediary/settlement agencies i.e. MasterCard, VISA and NPCI for facilitating interbank payments.

#### **Q. 8. What is Batch Settlement and Charge-slip?**

A. - **Batch Settlement:** Activity of Closing/settling batch of Daily Transactions and Generation of transactions reports in order to get payment on T + 1 basis.

B. **Charge-Slip:** Charge slip refers to the sales receipt printed after swiping and charging a debit or

credit card containing Card Number, Transaction date, Transaction amount, Approval code, Retrieval Reference Number (RRN).

**Q.9. When will merchant get the transaction amount credited against the transaction swiped on the Bank of Baroda POS terminal?**

A. The Merchant Account will be settled on next working day i.e. T+1 where T is transaction date for all transactions wherein Batch is Closed/Settled by the Merchant on the same day. Please ensure to Close/settle the batch on every transacting day for payment on T + 1 basis.

**Q.10. Is Merchant required to Close/Settle Batch every day?**

A. Yes, the Merchant is required to Close/Settle batch on every transacting day for payment on T+1 basis

**Q. 11. Is Merchant required to retain Charge slip and Batch settlement copy**

A. The Merchant is required to retain charge slip and Batch settlement copy and need to submit in the event of non-receipt of payment/chargeback raised by cardholder.

**Q.12. What are the benefits for cardholder customer?**

A. Benefits for cardholder are given below:

- Need not carry cash, which is risky.
- Maintains higher balances in the account resulting in higher interest on deposits.
- Saves time and money in visiting bank branch/ATM to withdraw money and spend the same at merchant outlet, who has to again deposit the same in Bank.
- The time saved results in lower cost and higher productivity as time saved can be gainfully utilized.

**Q.13. What are the benefit for Merchant?**

A. Benefits for merchant are given below:

- Cash handling can be avoided – Reducing many accounting errors.
- Reduced time per transaction, thereby increasing efficiency.
- The customers have tendency to higher purchases/ impulsive buying while using the card than cash, thus more sales and higher profits.
- Optimized Check-out process- happy customers.
- Simplified payment – better customer experience.
- Impacts increase in customer loyalty.
- Additional revenue stream from value added services such as Cash @ POS.

**Q.14. what are the types of POS Terminals provided by BFSL/Bank of Baroda?**

A. The POS Terminals provided by BFSL/ Bank of Baroda are as given below:

- Desktop GPRS – Gets Connectivity through GPRS SIM and installed at Merchant's Outlet
- Portable GPRS – Gets Connectivity through GPRS SIM and power through an inbuilt battery
- PC POS – POS Connected with Merchant's PC billing software
- Android POS – Mobile Cash Register for Smartphone or Tablet with android operating system; 4G, Bluetooth, Wi-fi availability

- M-POS – Portable POS on a Smartphone or Tablet that functions as a Register. An ideal way for business such as food trucks, home and repair services, market vendors, etc.

**Q.15. what are the pre-requisites for on-boarding the new Merchant?**

A. The following are the Pre-requisites:

KYC Compliance - Merchant needs to provide necessary documents regarding the proof of business, address proof, photo identity proof of the proprietor/ partner/ key promoters etc.

- Availability of Connectivity PSTN with STD at Merchant Location (Cost to be borne by the Merchant).
- If land line is not available, GPRS either desktop or portable as per customers' choice.
- Opening/identification of account for settlement of transactions with Bank of Baroda.
- Acceptance of Merchant Service Fee (MSF)/ Merchant Discount Rate (MDR) by the Merchant offered by Bank.
- Merchants' consent for execution of Merchant Establishment Agreement between BOB Financial Solutions Ltd. and Merchant. POS terminal shall be installed only after the execution of ME agreement.

**Q.16. What documentation to be submitted along with Merchant Application Form.**

A. Kindly follow the documentation as per check-list provided with the ME Application Booklet.

**Q.17. Where and how a merchant can apply for installation of PoS terminal at his Merchant Establishments / Shops?**

A. Merchant can contact the nearest branch of Bank of Baroda. They will provide you with the application form and agreement format. fill it and submit the same to the branch along with KYC documents to save time.

**Q.18. I have applied for an EDC Terminal. Where can I check the status?**

You can reach us at our Toll Free No. 1800223225 (on all banking days between 9.30 am to 6:00 pm) or [pos@bobfinancial.com](mailto:pos@bobfinancial.com) for resolution of your query.

**Q. 19. I have applied for the EDC Terminal. What are the documents that I will receive?**

You will receive a Welcome Letter and applicable fee plan. Simultaneously, login details for 'Merchant Self Service' Portal shall be sent to your registered E-mail ID.

**Q.20. What should I ensure while getting my terminal installed?**

- All relevant risk guidelines / training have been covered by the field service engineer visiting you.
- All test transactions have been done on your terminal and you have fully understood how to do them.
- Charge Slips generated after test transaction displays a MID (Merchant ID). This must match the detail printed on your Welcome Letter. Please keep this number handy for future reference.

**Q.21. What are the different types of cards I can accept from my customers?**

A. As a Merchant you might receive three types of cards – mag-stripe cards that have to be swiped, chip cards that have to be inserted and contactless cards that have to be tapped.

**Q.22. What are the different ways to reach out for support?**

**For technical support & paper rolls call at :** 022-40426060 / 18602332332 (on all days between 7 am to 11 pm)

**For all other support & request call at:** 1800223225 (between 9.30 AM to 6.00 PM on all banking working days) or e-mail at [pos@bobfinancial.com](mailto:pos@bobfinancial.com)

**Q.23. What type of information do I need to provide when I call the helpdesk?**

A. When you call our helpdesk you may be asked a few questions for verification purpose. You will have to provide us with your Merchant ID (MID) / Store ID (SID) / Terminal ID (TID) with business name and registered mobile number for further assistance.

**Q.24. My terminal is faulty, whom shall I contact?**

A. You can instantly raise a request through our vendor for technical assistance as per your convenience at 18602332332 / 022-40426060 (between 7:00 am to 11:00 pm – all days) or through E-mail at [awl-in.merchanthelpdesk@atos.net](mailto:awl-in.merchanthelpdesk@atos.net) to log a call. In case of non- resolution of the complaint within 3 working days, please escalate the same with us at [pos@bobfinancial.com](mailto:pos@bobfinancial.com)

**Q.25. I would like to order some terminal paper rolls. Whom shall I contact?**

A. You may raise a request through direct call to our vendor at 18602332332 / 022-40426060 (between 7:00 am to 11:00 pm – all days) or through E-mail at [awl-in.merchanthelpdesk@atos.net](mailto:awl-in.merchanthelpdesk@atos.net) to log a request. Alternatively, you may SMS through your Registered Mobile Number, as below.

SMS <ROLL> space <15 digit MID No.> space <number of rolls required>

i.e., ROLL 123456789012345 6

A maximum of 9 EDC paper rolls can be requested through SMS.

**Q.26. My terminal is offline, how do I accept transactions?**

A. We request & recommend restarting the terminal and trying again. However, if the issue still persists, you may raise a request to our vendor helpdesk on 18602332332 / 022-40426060 (between 7:00 am to 11:00 pm – all days) or through E-mail at [awl-in.merchanthelpdesk@atos.net](mailto:awl-in.merchanthelpdesk@atos.net) to log a complaint.

**Q.27. How to access the QR Code to be displayed at Merchant locations?**

A. QR code mapped to your unique Merchant ID will be displayed at your billing counter. Customer can scan the QR code, enter the billing amount and make the payment.

**Q.28. How do I re-activate my EDC Terminal?**

A. You could request for re-activation of your EDC Terminal by providing a signed request letter on the Company / Establishment letter head from the authorized signatory mentioning the details of MID/TID to be reactivated, at [pos@bobfinancial.com](mailto:pos@bobfinancial.com)

**Q.29. What is the process to modify the EDC Parameter?**

A. For any modification in the EDC Parameter, we would require a signed request letter on the Company / Establishment letter head from the authorized signatory clarifying the required changes, at [pos@bobfinancial.com](mailto:pos@bobfinancial.com)

**Q.30. I want an additional Terminal. What shall I do?**

A. To provide an additional Terminal ID, we would require a signed request letter on the Company / Establishment letter head from the authorized signatory & the required number & variant of EDC Terminals at [pos@bobfinancial.com](mailto:pos@bobfinancial.com) alongwith security deposit of the equivalent amount.

**Q.31. How & When will I get my payment?**

A. BFSL will credit your Bank account, registered with us through IFT / NEFT / RTGS on T+1 basis, i.e., next working day (except in situation beyond our control, payment to be processed on next working day), after successful settlement of transaction/s on the POS, from your end. Please ensure to Close/Settle batch on every transacting day for payment on T + 1 basis.

**Q.32. How can I view my processed transactions?**

A. Processed transactions can be viewed by logging in 'Merchant Self Service' Portal.

**Q.33. I want the Merchant Payment Report. What shall I do?**

A. Your payment advice (Merchant Payment Report) is sent on your registered email ID. In case it doesn't show in your primary inbox, please check your Spam / Junk folder. Alternatively, you may view / download the same through 'Merchant Self Service' Portal.

**Q.34. How much does a terminal cost?**

A. We have a range of terminal types and pricing plans to best suit your requirements.

**Q.35. What are the schedule of charges for EDC POS Terminal / QR Code?**

A. You may approach to your nearest Bank of Baroda Branch and they will let you know the prevailing schedule of charges for EDC POS Terminal / QR Code. Alternatively, you may reach us at our Toll Free No. 1800223225 (on all banking working days between 9:30 am to 6:00 pm) or write to us on [pos@bobfinancial.com](mailto:pos@bobfinancial.com) to request for any support you may require.

**Q.36. How do I submit request for profile change / address change / bank account detail etc.?**

A. You may submit the request through 'Merchant Self Service' Portal, for updation of the requests at our end.

**Q.37. How do I submit charge-slip / invoice / other documents?**

A. You may submit the documents through 'Merchant Self Service' Portal or through email on [pos@bobfinancial.com](mailto:pos@bobfinancial.com), for updation of the requests at our end.

**Q.38. I have received a chargeback letter. What do I do next?**

A. Kindly follow the instructions on the letter for timely submission of documents (charge-slip copy, bill copy etc.) supporting transaction in dispute. If you have further queries regarding this letter, please contact our helpdesk on 1800223225 or [pos@bobfinancial.com](mailto:pos@bobfinancial.com) for further assistance. Please note the following information will be required when contacting our helpdesk:

- ARN/our reference number (from letter)
- Amount of chargeback/request
- MID/TID/SID Number
- Date of letter and date of transaction
- Card number (first 6 digits and last 4 digits)

**Q.39. What if the credentials submitted earlier or Merchant need to be changed now (for e.g. Location, email id, contact details etc)?**

A. Kindly arrange to submit the Self declaration form with revised details to [pos@bobfinancial.com](mailto:pos@bobfinancial.com)

**Q.40. Can incomplete hard copy of application form be submitted to C.O.?**

A. Hard copy of ME Application form must be completed in all sense along with the required documents and filled up properly without any error/omission. Completed application form must be submitted to the respective BOB Branch for due diligence and forwarding. Respective region should maintain record of Merchant Application & its dispatch details at their end.

**Q.41. In case incomplete information with regards to ME Booklet is submitted to regions what should be actionable from their end.**

A. In case the Merchant Application Booklet is incomplete filled the respective region shall send email /reminders & co-ordinate with concerned bank branch/region/zone for completion of same. Before submitting Merchant Application to corporate office, regions need to ensure its complete in all respect to avoid any delay.

**Q.42. What if the terminal is pending for Installation/De-installation or faulty, not-working etc.?**

A. Referring to the docket details given in the daily report liaise with local vendor for speedy resolution.

**Q.43. How can we get the MIS report store wise?**

A. Merchant Payment Report cum Tax Invoice is shared on daily basis post transaction payment at the registered email id of the merchant. The details include store id & terminal id to have a complete visibility of the transactions done on each terminal.

**Q.44. How can we check transaction on real time basis (both at Store Level & Admin level)?**

A. Transactions on real time basis can be viewed on mobile app for the current batch. Login can be done through the mobile number registered with us.

**Q.45. Are we going to get any Dashboard wherein we can check transaction status?**

A. Merchant Payment report is shared with complete details. Alternatively transactions can also be viewed online through self-service portal.

## **FAQs on POS Rental**

### **1. What is POS Rental charges on POS Terminal?**

POS Rental charges depend on POS Variant. The POS rental is charged on monthly basis to 1st to 30th of every month. Details of POS Rent charges per month for different variant is as under:

| <b>POS Modal</b>                       | <b>TYPE</b> | <b>Charges</b> |
|--|-------------|----------------|
| GPRS Portable                          | Capex       | 475 + GST      |
| GPRS                                   | Capex       | 475 + GST      |
| PSTN                                   | Capex       | 475 + GST      |
| QR code                                | Capex       | NIL            |
| Android POS (Pine Lab)_Normal          | Opex        | 925 + GST      |
| Android POS (Pine Lab)_Govt.Dept       | Opex        | 1125 + GST     |
| Android POS (Pine Lab)_Multi Acquiring | Opex        | 450 + GST      |
| Android POS (World line)               | Opex        | 950 + GST      |
| M-POS                                  | Opex        | 402 + GST      |
| GPRS                                   | Opex        | 475+ GST       |

Note: Capex denotes terminals owned by BFSL whereas Opex denotes the terminal are owned by vendor.

### **2. What is Process of POS Charges collection from Merchants?**

POS Rent is collected from Merchant daily transaction However; if we are unable to recover rent from Merchant's daily transactions then the rent is collected from the Bank of Baroda account by way of direct debit.

### **3. When Rental charges is being levied on POS Terminal. ?**

The date of levied of POS Rent from date of activation of Terminal.

### **4. When the levying of POS Rent is stopped from merchant. ?**

When the request for deactivation is received the rental charges are discontinued.

### **5. How is merchant informed about POS Rent debit from transactions?**

Merchant receives on a daily basis on his registered email id the details of transaction done and deduction made and also we send SMS to Merchant about rent deduction on registered mobile no.

**Cash@POS: Use BOB POS terminal as Mini ATM**

## **FAQs on BOB Cash @POS Facility**

### **Q-1) What is Cash@POS?**

Cash@POS is a facility through which customers can withdraw cash by swiping their Debit card (issued in India) at BOB POS Terminals at merchant locations in India.

### **Q-2) What is Cash withdrawal limit per card?**

Cash withdrawal limits per card (as per Reserve Bank of India's Directives:

Rs. 1,000/- per day in Tier 1 & 2 centres (Metro & Urban)

Rs. 2,000/- per day in Tier 3 to 6 centres (Semi Urban & Rural)



**Q-3) Merchant Can use their POS terminal only for Cash@POS facility?**

This facility is available to the card holder even if he does not make a purchase transaction at Merchant Establishment. POS terminal will serve the dual purpose; for Cash@POS transaction & for purchase transaction.

**Q-4) What are the charges for merchant availing this facility?**

No additional charges to Merchants for addition of the facility Cash@POS on existing terminal installed for Purchase transactions. However, nominal charges/monthly rentals is applicable if POS terminals are exclusively used for cash withdrawals only.

**Q-5) What are the benefit for merchant in Cash@POS facility?**

Additional flow of customers at their establishment. Brand visibility since the facility of Cash@POS is given to limited number of merchants only. Bank of Baroda publicize the name of the merchant as Bank of Baroda cashpoint.

**Q-6) Cash@POS facility available on all POS terminals of BOB?**

No, the facility of Cash@POS is activated at identified merchants only and these Merchant Establishment will be published as “Bank of Baroda Cash Point.

**Q-7) What are the types of card that can be swiped for availing this facility?**

Debit Cards of all Banks/Issuers ready to support Cash@POS transactions can be swiped for availing the facility. Presently Debit Cards of all major Banks support/accept the Cash@POS transaction.

**Q-8) What are the daily withdrawal limits?**

Daily Cash withdrawal limit is Minimum Rs.100 & Maximum Rs.2000 per card per day (As per RBI guidelines) in multiples Rs.100/-. Customer can perform cash @ POS only 3 times per day at the terminal.

**Q-9) Does the card holder need to pay any extra charges to the merchant/shop keeper?**

No, Debit Card holder need not to pay any charges to the Merchant & at the same time merchant is not authorized to collect any fee/charges from the Debit Card holder.

**Q-10) Can a cardholder do only Cash Transaction or a combined Sale & Cash transaction?**

Yes, the card holder can do either the transaction for ‘Cash@POS’ transaction or “Purchase + Cash” transaction as per his requirement.

**Q-11) What does an Existing Merchant do to avail the ‘Cash@POS’ facility?**

Merchant needs to contact its nearest BOB Branch and need to submit a prescribed consent Form available with BOB Branch. Acceptance/Rejection of the request is the sole discretion of Bank of Baroda.

**Q-12) What does a Merchant not having a BOB POS terminal need to do, to avail Cash@POS facility?**

Merchant needs to contact his nearest BOB Branch to get a new terminal along with the Cash@POS facility. Acceptance/Rejection of the request is the sole discretion of Bank of Baroda.

**Q-13) What are the responsibilities of the Merchant having Cash@POS facility limit?**

Merchant should accept only Debit Cards issued in India for cash disbursement of maximum Rs. 1,000/- per day in Tier 1 & 2 centres (Metro & Urban) Rs. 2,000/- per day in Tier 3 to 6 centres (Semi Urban & Rural) per card per day with minimum of Rs.100/- and in multiples of Rs.100/- and shall handover the cash to the cardholder only after printing of the charge slip. Merchant should not ask/demand any fee/charges from the card holder.

**Q-14) In case of other Bank Debit Cards, where should the card holder raise a complaint, if any?**

The card holder should raise the complaint with his/her Bank for redressal. For example, A Bank of Baroda Debit Card holder shall raise the complaint with Bank of Baroda only.

**Q-15) I have received a chargeback letter regarding Cash@POS Transaction. What do I do next?**

Kindly follow the instructions on the letter. If you have further queries regarding this letter, please contact our helpdesk on 1800223225 or [pos@bobfinancial.com](mailto:pos@bobfinancial.com) for further assistance. Please note: the following information will be required when contacting our helpdesk:

- Charge slip Copy & invoice copy
- ARN/our reference number (from letter)
- Amount of chargeback/request
- MID/TID/SID Number
- Date letter was sent and date of transaction
- Card number (first 6 digits and last 4 digits)