



## FAQs for Ahlipay e-Wallet – For Merchant

### 1. What is ahlipay – For Merchant?

Ahlipay is a cashless payment solution that enables Merchant to receive payments from Ahlipay customers (Buyer) using two-dimensional quick-response (QR) code displayed at the Merchant's business outlet.

### 2. What are the type of QR codes available for Ahlipay?

**Static QR Code** Merchant will get Buyer to scan the static QR code displayed at the cashier counter. Buyer must enter purchase amount in their Ahlipay mobile e-Wallet application before proceeding with QR payment. The Static QR Code has your basic merchant account details embedded into it.

**Dynamic QR Code** Merchant will get Buyer to scan the static QR code displayed at the cashier counter. No need for buyer to enter the purchase amount in their Ahlipay mobile wallet application before proceeding with QR payment as the purchase amount will display automatically.

### 3. Who can apply for ahlipay for QR Code?

You must be the owner of a legal business registered under Ministry of Commerce and Industry to use Ahlipay QR Code. Merchants need to have an active Ahlibank business current account to register for this service.

### 4. Where can I use the Ahlipay QR Code for my business?

Merchant shall only carry out business and use Ahlipay services within Qatar.

### 5. What happens once I provide the required documents?

Once received, we will process your documents and get back to you within 2 business days.

Once approved we will send over the QR sticker/standee and all marketing collaterals and you can start accepting payments.

### 6. Where should you (merchant) display the QR code?

You (merchant) should display the QR code at your payment counter.

### 7. Any fee applies for applying as ahlipay QR Code Merchant?

There is a one-time subscription fee of QAR 500 charged for being an Ahlipay QR Code Merchant.

### 8. How do I know if the payment was successfully made and credited into my account?

Once Buyer scans your QR code, you will receive an SMS notification on the successful status of payment.

### 9. What if I do not receive an SMS when the payment was made? How do I know that the transaction was successful?

Merchant and Buyer will receive an in-App notification when the payment is made. You may see this in-App transaction history to verify the payment was made

### 10. How do I view my Transaction History?

Merchant can log in to Ahlipay merchant portal to view the transaction history

**11. How soon can I get my settlement payment?**

You will get your settlement payment at the end of the day.

**12. Can I use the QR code for online payment?**

Yes, the merchant can display the QR code on his website and accept payment transaction through the e-Wallet

**13. How Can I accept payments from other bank's e-Wallets?**

Yes, you can accept all types of payments by scanning the Merchant QR code in all Qatar based e-Wallets