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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ
(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)



Punjab & Sind Bank
(A Govt. of India Undertaking)

Where service is a way of life

FAQ – POINT OF SALE (POS)/ BHARAT QR (HANDOUT)

1. What is Point of Sale (PoS) / Electronic Data Capture (EDC) Machine?

PoS or Swipe Machine as it is popularly known / EDC (Electronic Data Capture) Device is an instrument provided to a Merchant Establishment (ME) to carry out the sale of goods or services to customers through a cashless transaction. On the other hand, Bharat QR is a QR based payment solution which is either in-built with POS machine or available on stand-alone basis. Customer scans QR code to make payment through mobile app using their Debit Card/ Credit Card/ UPI or Wallet






2. What kind of cards can be swiped on Punjab & Sind Bank Point of Sale Terminal?

At present Bank accepts variety of cards e.g. Visa, Master, RuPay etc.

3. How many varieties / kinds of PoS Terminals are available to P&SB merchant customers?

Three types of terminals:

SI No.	Type of terminal	POS device
1	PSTN (landline Based)	
2	Portable GPRS (Mobile SIM Based)	
3	M-PoS (Mobile Based)	

4. What are the pre-requisites for on-boarding a new Merchant?

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 for PSTN, landline with STD at Merchant location (Cost to be borne by the Merchant).
- Opening/ identification of account for settlement of transactions with Punjab & Sind Bank.
- Acceptance of Merchant Discount Rate (MDR) by the Merchant offered by the Bank.
- Merchants' consent for execution of Merchant Establishment Agreement between POS maintenance vendor and Merchant. POS terminal shall be installed only after the execution of ME agreement.

5. **What is Merchant Acquiring Business (MAB)?**

Merchant Acquiring Business (MAB) is primarily referred to the mechanism of providing necessary infrastructure and facilitating payment to the Merchants, to carry out sale of goods and services through the medium of a card/QR Code.

6. **Who are the various entities / stakeholders involved in Merchant Acquiring Business?**

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 of payments through cards.
- **Intermediary Agency:** Visa, MasterCard & NPCI who facilitate interbank settlements

7. **What is Merchant Discount Rate (MDR)?**

The commission charged by the acquirer to the Merchant for transactions performed on the POS machine.

8. **What is interchange and authorization Fees?**

Interchange fee: The incentive paid by the Acquirer Bank to the Card Issuer Bank for promoting payment through cards.

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

9. **What is Batch Settlement and Charge-slip?**

Batch Settlement: Closing of Daily Transaction and Generation of transactions reports.

Charge – Slip: Charge slip refers to the voucher printed on the POS machine after swiping and charging a debit or credit card.

10. **What is ON-US & OFF-US Transaction?**

ON-US Transaction: Where issuer and acquirer is same (e.g. Punjab & Sind Bank Debit Card swiped on Punjab & Sind Bank POS terminal).

OFF-US Transaction: Where issuer and acquirer are different (e.g. Other bank's Debit/Credit card on Punjab & Sind Bank POS terminals.)

11. When will merchant's account gets credited with the transaction amount against the transaction swiped on the Punjab & Sind Bank PoS terminal?

The Merchant Account gets credited with single settlement amount on the next working day i.e. T+1 where T is transaction date.

12. What is the benefit for card holder customer?

Benefits for cardholder are:

- Need not carry cash, which is risky.
- Get up to 50 days' interest free credit in case of credit card.
- Saves time and money in visiting bank branch / ATM to withdraw money and spend the same at merchant outlet.
- The time saved results in lower cost and higher productivity.

13. What is the benefit for Merchant?

Benefits for merchant is below:

- Cash handling is avoided.
- The customers have tendency to higher purchases/ impulsive buying while using the card than cash, thus more sales and higher profits.
- Customer's frequency of visit to the Merchant increases substantially due to the facility.
- The facility can also have provision for customer loyalty points which are widely used to attract the customer to the outlet repeatedly.

14. Where and how a merchant can apply for installation of PoS terminal at his Merchant Establishments Shops?

Merchant can contact the nearest branch of Punjab & Sind Bank

The application form is readily available at all P&S Bank branches. Same can be filled and submitted at branch along with KYC documents.

15. Whether merchant has to pay for Cost of PoS Terminals?

No, merchant is not required to pay anything towards cost of terminal. POS terminal is installed absolutely free of cost. The cost for procurement of terminal and the maintenance of terminal is borne by the Bank.

16. Whether Merchants are required to pay any other charges other than MDR?

Yes, some nominal charges viz., one-time installation charge and monthly rentals. For more details contact nearest branch of Punjab & Sind Bank.

17. What are the Do's and Don'ts for merchants?

Do's

- Merchants must accept all cards (Visa, Master, RuPay) when properly presented as payment for transactions.
- Bring to the notice of the Bank immediately of any fraudulent activities.
- Verify the card holder's signature with the one below the strip of the card.
- Perform settlement on POS terminal at-least once in a day; settlement may be done by merchant as many times as he wishes. If not done amount shall not be credited in customer's settlement account.

Don'ts

- Merchant must not disclose details of the card or cardholders to any third party other than authorized officials of P& S Bank and Bank's merchant solution provider.
- Impose any extra charge or surcharge (unless expressly allowed by local law).
- Indulge in any fraudulent activity.

18. Why a merchant should opt for Punjab & Sind Bank PoS Machine

The following are listed below:

- a. Cost of Paper Roll included in monthly rental.
- b. Faster application processing and terminal installation
- c. No Hidden costs
- d. Pan India presence of Punjab & Sind Bank.
- e. Customized MIS at weekly/fortnightly/monthly intervals are made available
- f. The cost of procurement and its maintenance is borne by the Bank.

19. Customer Care Number for complaints?

Toll Free number of our merchant solution provider is **18002669793**.

Mail ID for complaints- **support@ongo.co.in**

20. What is Cash@POS?

Cash@POS is a facility using which debit card holders can withdraw cash by swiping their debit/prepaid cards (issued in India) at PSB POS Terminals at designated merchant locations.

21. Is the facility available on all POS terminals of PSB?

Software of all the POS terminals are updated with providing said facility, But the facility is activated at identified POS merchants after receipt of acceptance letter for providing Cash@POS facility at their business point.

Facility is also available to account holders of PSB who wish to provide withdrawal of Cash through POS terminal at their location.

22. What are the daily Cash Withdrawal limits at PSB POS terminal with Cash@POS Facility?

Cash withdrawal limits per card:

- Two Transactions per day in all the Tiers
- ₹ 2,000/- per day in Tier 1 to 6 centers (w.e.f 19.05.2021)

Minimum Rs.100 & Maximum Rs.2000 per card per day (As per RBI guidelines) in multiples Rs.100/- anywhere in India.

Merchants have been provided with Cash@POS poster to display at their location.

23. What are the types of card that can be swiped for availing this facility?

A. Domestic Debit Cards/Prepaid Cards of all Banks (as Issuer enabled for Cash withdrawal at POS) can be swiped for availing the facility. Currently Debit Cards of all major Banks in India including Punjab & Sind Bank Debit cards will be accepted at our POS Terminals for Cash@POS.

24. How many transactions are free for Customers, in a month for Cash withdrawal at POS and what are the charges to be paid by him/her for using the facility?

As per the latest guidelines from RBI, two transaction are free for Customers in a month, third transaction onwards will be charged from cardholders@1% of the transaction amount irrespective of the transaction limit.

25. What are the charges for using the Cash@POS facility? Who will pay the charges?

For Other Bank Debit Cards: -

The charges for using other Bank Debit Cards for Cash@POS transactions as decided and conveyed to the card holders by respective card issuing Bank. For confirming the charges, card holders should get in touch with their respective Banks.

The charges are not paid by the Customer to PSB Cash@POS merchant, they are deducted by their respective banks as per their policy for use of Cash@POS facility through the Bank Debit Card.

26. Does the card holder need to pay any extra charges to the POS merchant/shop keeper providing Cash@POS facility?

No extra charges are to be paid to the merchant by the Customer at the time of availing Cash withdrawal at PSB POS merchant providing Cash@POS facility.

27. Can a cardholder do only Cash Transaction or a combined Sale & Cash transaction?

Yes.The card holder can do any of the following

- “CASH Only” transaction,
- “SALE only” transaction or

•“SALE & CASH” transaction as per his requirement. Accordingly, different category of charge slip is generated and available to Customer and merchant.

28. Whether merchant/shopkeeper can have some income through Cash@POS facility activated on the PSB POS terminal installed at merchant location?

The merchant need not to pay any MDR on the Cash withdrawal transaction, instead he/she will be receiving reverse interchange as income through Cash@POS facility provided at his/her location.

29. What does a Merchant maintaining POS terminal need to do, to avail Cash@POS facility?

Merchant needs to contact his home PSB Branch and submit a request letter (available in this FAQ as Annexure in last page and also available to branches in Bank's Intranet Site) for activation of Cash@POS facility.

30. What does a Merchant (New/Existing A/c Holder) not having a PSB POS terminal need to do, to avail Cash@POS facility?

Merchant needs to contact his home PSB Branch to get a new POS terminal along with the Cash@POS facility.

31. What are the responsibilities of the Cash@PoS Merchant?

- He should accept only domestic Debit/Prepaid Cards issued in India for cash disbursement of maximum Rs.2,000/- per card per day(As per Branch Category) with minimum of Rs.100/- and in multiples of Rs.100/- and should depart with cash, only after receipt of transaction charge slip.
- He should not ask/demand any fee/charges from the card holder.
- The Poster provided by the Bank is to be pasted at his location with good visibility to Customers.

32. What are the benefits for Merchant to use PSB Cash@POS facility.

A merchant can offer Cash@POS facility at his POS terminal, by simply visit his home branch and sign an acceptance letter(attached) to start providing Cash@POS facility.

- He/she will not to pay any other charges for adding Cash@POS facility at his/her existing POS terminal.
- He/she can earn reverse interchange and can compensate the earning with MDR payment/rental through sale transactions at his/her POS terminal.

33. What are the benefits for Customer for PSB Cash@POS facility.

A Customer can visit his nearest Shop/Petrol Pump and selected business point where the PSB POS terminal is enabled for Cash@POS facility.

- In the rural areas, he/she don't have to find the ATM and travel long distance to reach the nearest ATM i.e. he can have cash at the comfort of his location/area.

- He/she can avoid long queues at ATM and issues of non-working of ATM, Cash not available issues.
- Through Cash@POS facility, A Customer can get cash as low as Rs.100 per day and in multiples of 100 upto Rs.2000 (depend upon the category) and don't have to visit other establishments for change for denomination and can use it directly for daily uses.

34. In case of other Bank Debit Cards used for Cash withdrawal at PSB Cash@PoS terminal, where should the card holder raise a complaint?

The card holder should raise a complaint with the Bank from where his/her Domestic Debit/Prepaid card is issued.

(For example: - A SBI Debit Card Holder should raise the complaint with SBI Card holder's helpline only)

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You may call on our Toll Free number 1800 266 9793 or write to support@ongo.co.in / hoadc.merchant@psb.co.in / ho.dbd@psb.co.in.