PayBy Smart Code Guidance

Contents

1   Merchant Journey

The following flow chart shows the merchant journey of PayBy Smart Code payment.
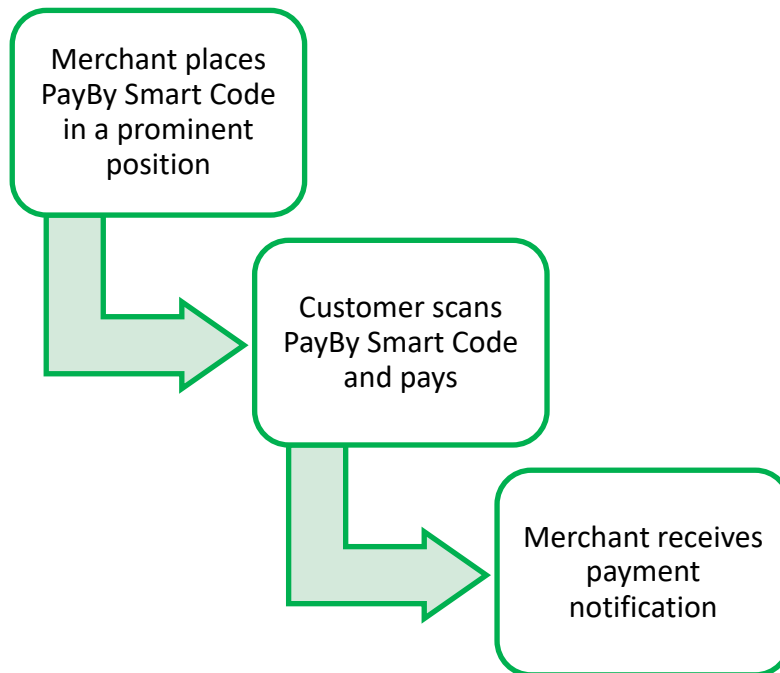
## 1.1   Merchant places PayBy Smart Code in a prominent position

The PayBy Smart Code should be placed in a prominent position in the store such as the checkout counter to inform the customers PayBy payment is accepted.
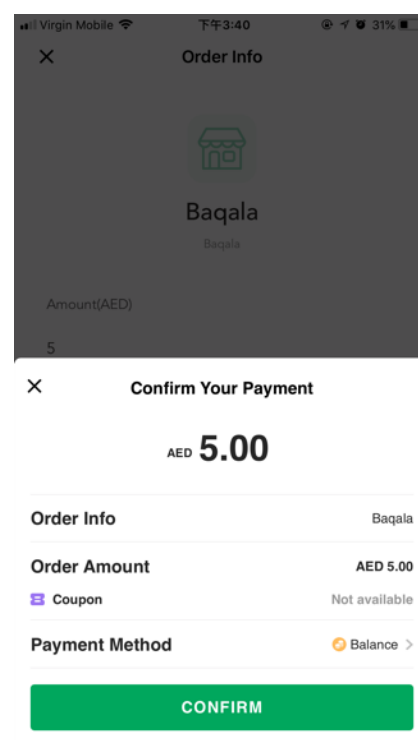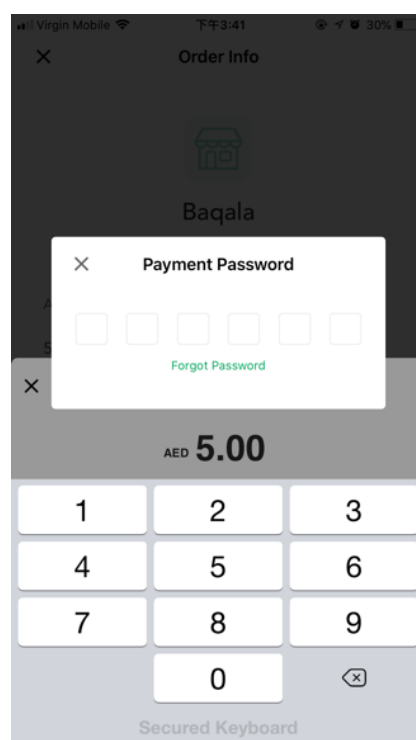
1.2   Customer scans PayBy Smart Code and pays

1. Customer opens PayBy app or PayBy feature in ToTok/BOTIM app, taps [Scan] to scan the Smart Code. Then customer enters the amount to pay and taps [CONFIRM].
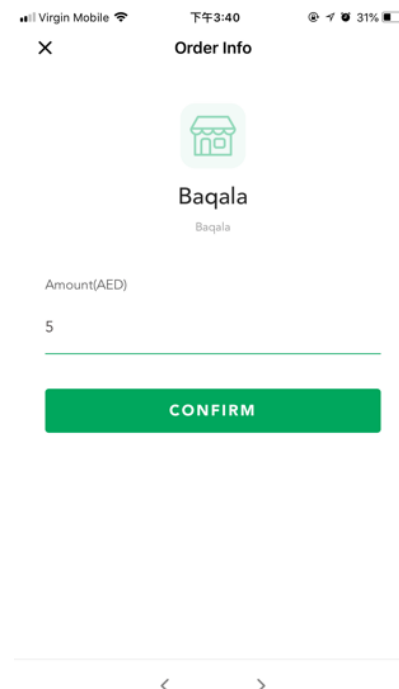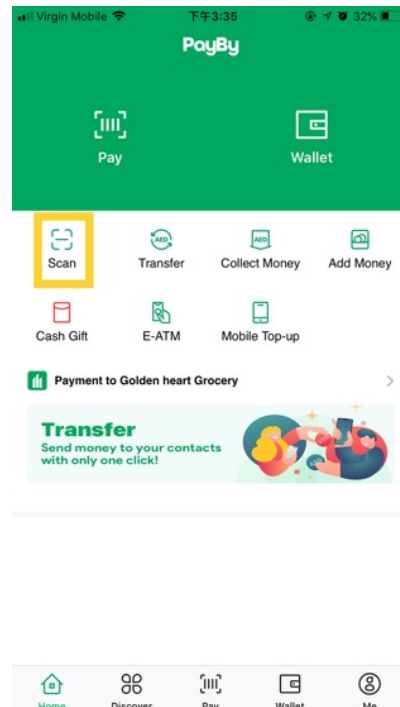
2. Customer enters the payment password, selects the payment method (optional) and taps [CONFIRM].

3.   Customer will receive the payment result and finish the payment.
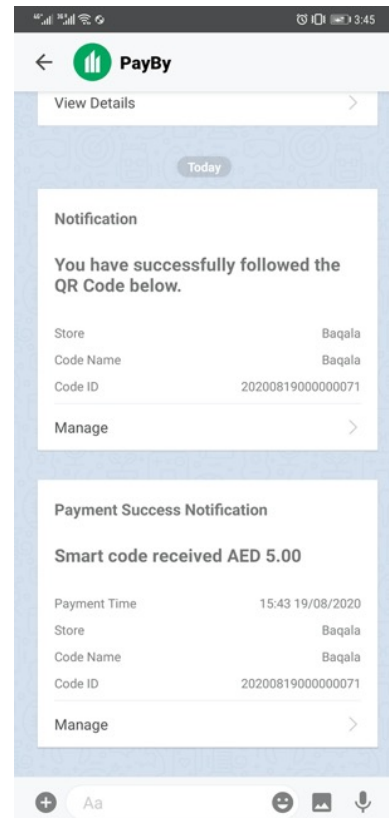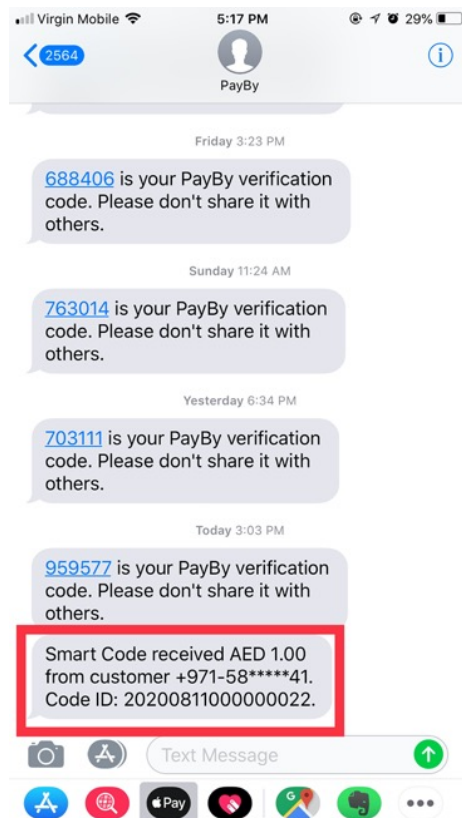
Payment Result

Paid Successfully

AED 5.00

|	
Order Amount	AED 5.00
Payment Method	Balance

FINISH

1.3   Merchant receives payment notification

If customer pays successfully, all the staff who have followed the Smart Code will receive SMS, as well as a PayBy message in PayBy/ToTok app, indicating payment successful. If payment failed, no notifications will be sent.

2 How to receive payment notifications?

Only the admin and staff account of the merchant have access to receive the Smart Code payment notifications. The following flow chart shows the steps to receive payment notifications.

Admin adds staff	→	Follow Smart Code	→	Receive notifications
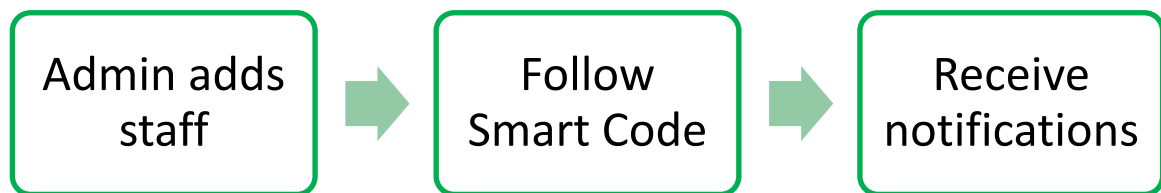
2.1 Admin Adds staff

1. Go to b.payby.com
2. Enter the admin's phone number and click [SEND] to send a 6-digit OTP (one-time password) to the phone. Enter the OTP and click [SIGN IN / SIGN UP].

Sign In PayBy

* Account:

+971 ∨ | 58 585 8585

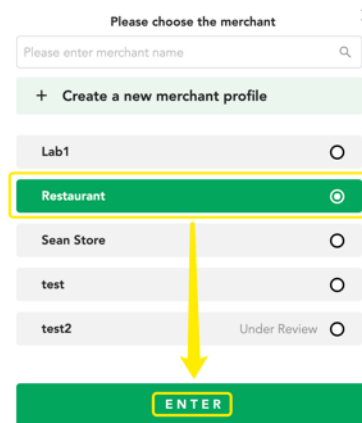* SMS Code:

6-bit digital | **SEND**

SIGN IN / SIGN UP
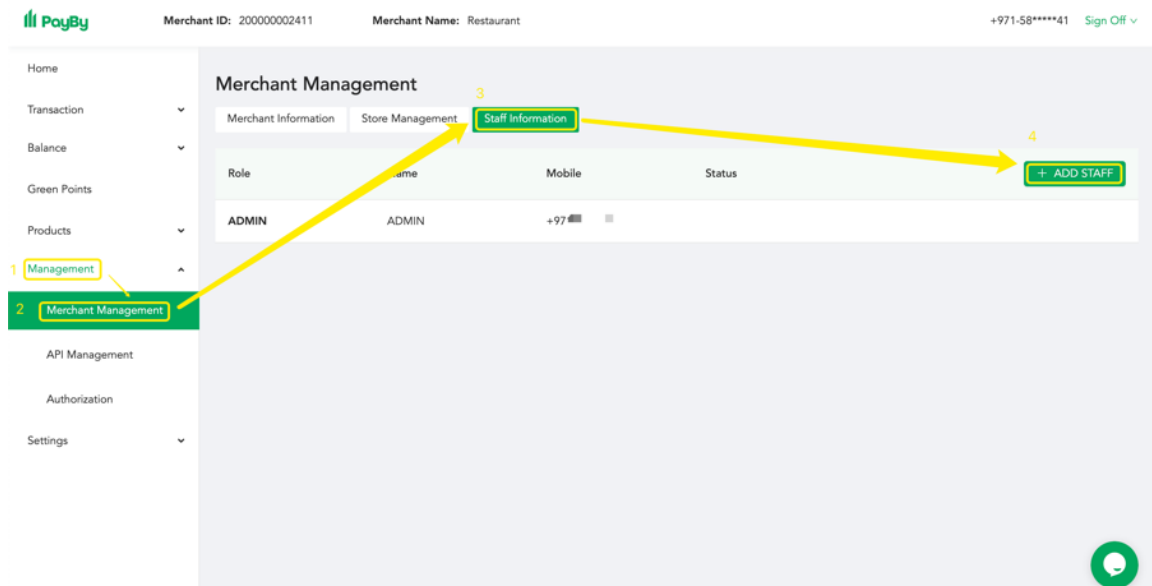
Sign in with your PayBy password

Note:

If this is the first time signing in, the admin should set a 6-digit password, and the password should be kept in mind carefully because it will be used in other functions such as refund.

3. Select the merchant account and click [ENTER].

4. Go to [Management] – [Merchant Management] – [Staff Information] – [+ ADD STAFF].

5. Enter the staff's name, mobile and select the role (different roles have different permissions as it shows on the page. The admin can edit the role at any time). Click [SAVE].

6. Go to [Management] – [Authorization] – [Authorization], select [Authorize], enter the reason and click [SUBMIT]. Then the staff is added successfully.
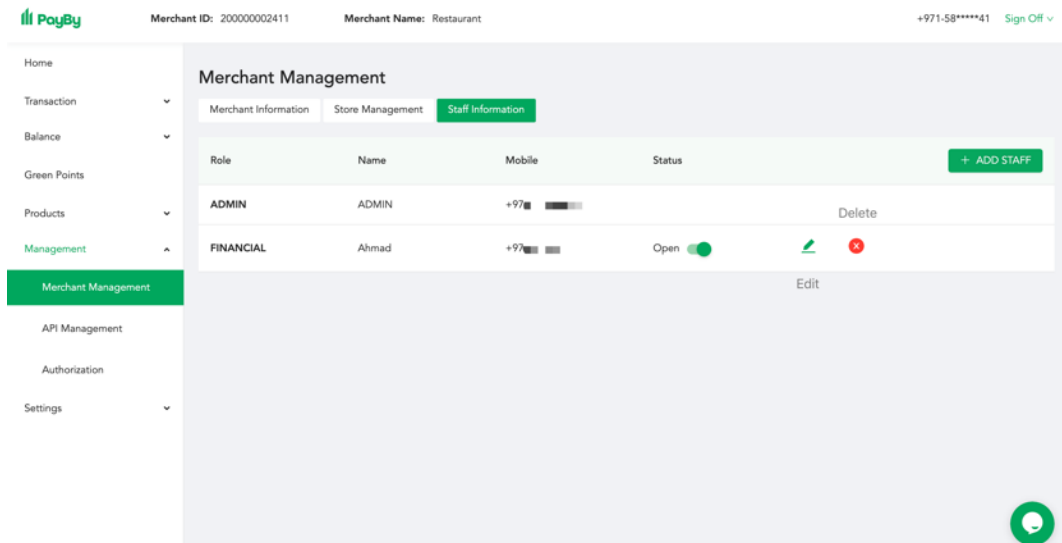

7. In [Management] – [Merchant Management] – [Staff Information], the admin can edit the staff's name and role, active/inactive the staff and delete the staff.

Note:

1. Inactive the staff before deleting him/her.

2. Every action needs to be authorized by the admin account in [Management] – [Authorization].
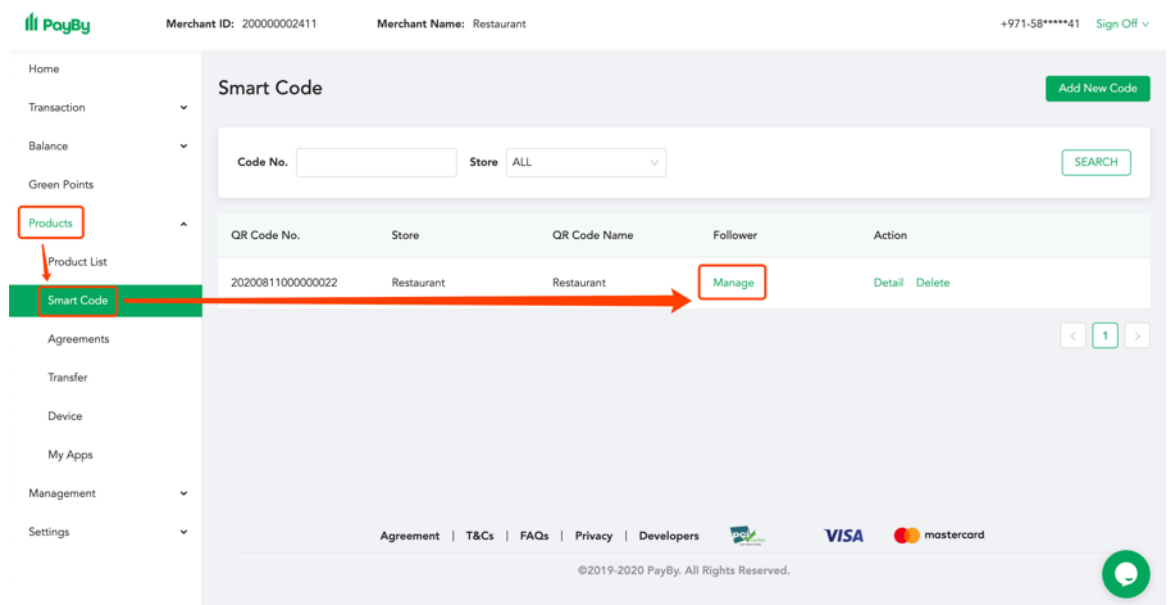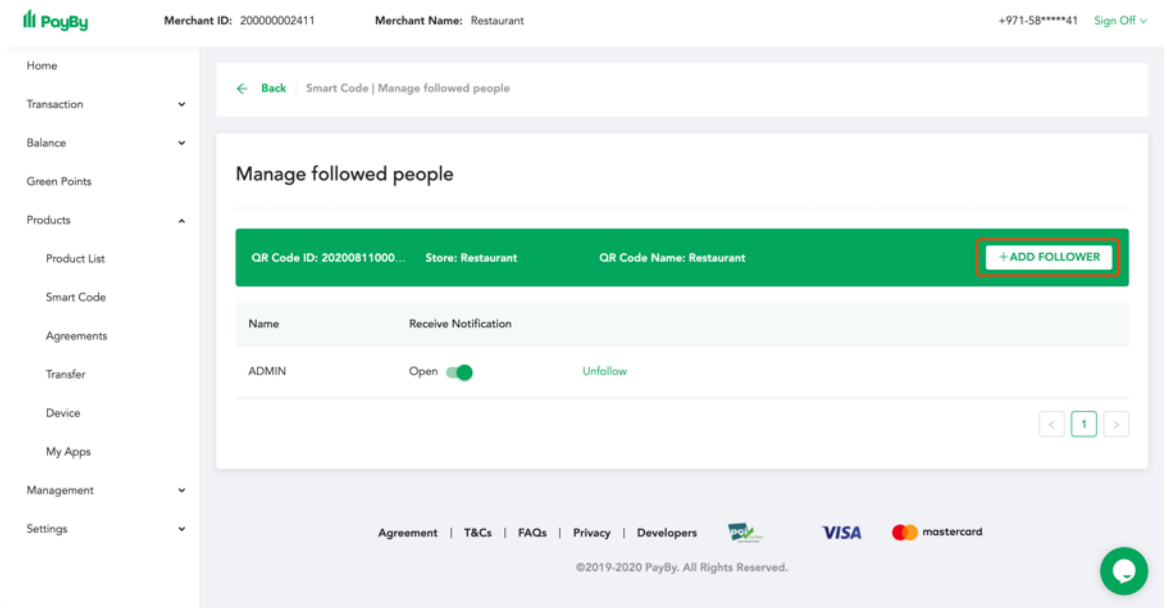

2.2   Follow Smart Code

Only the admin and staff account of the merchant can follow the Smart Code to receive payment notifications. There are two ways of following Smart Code: admin adds followers, and admin/staff follows the Smart Code.
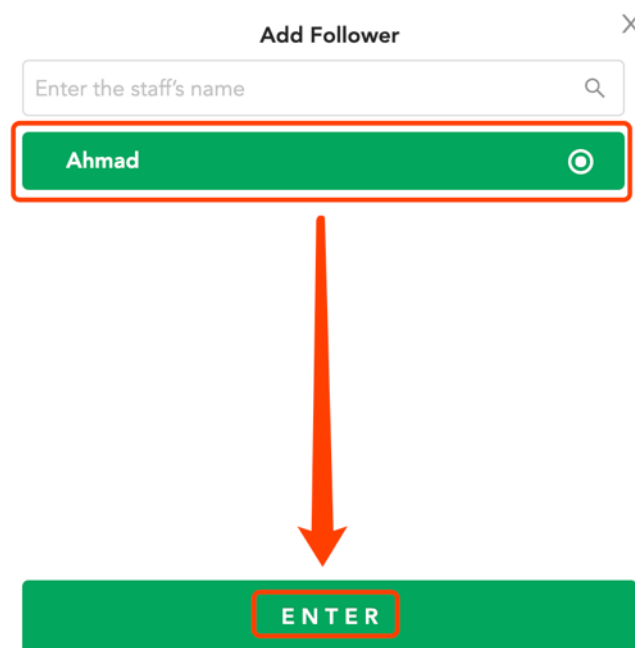
2.2.1   Admin adds followers

1. Admin logs in to PayBy Merchant Portal, goes to [Products] – [Smart Code], finds the Smart Code he/she wants to manage and clicks [Manage].
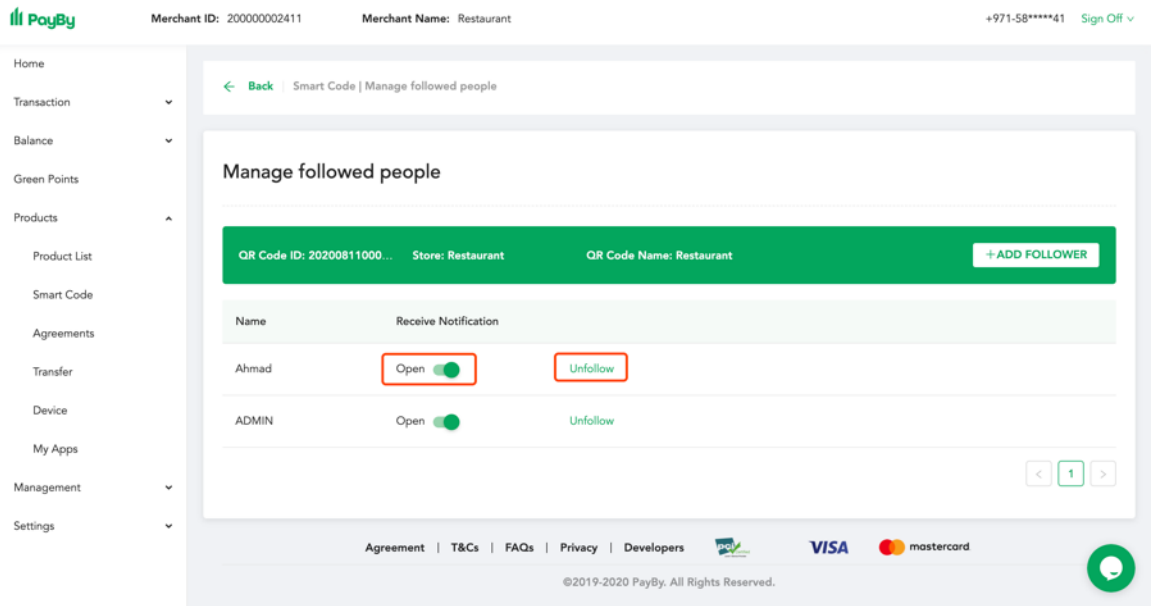
2. Click [ADD FOLLOWER].

3. Select the staff to add, click [ENTER], then the staff is added as the Smart Code follower successfully.
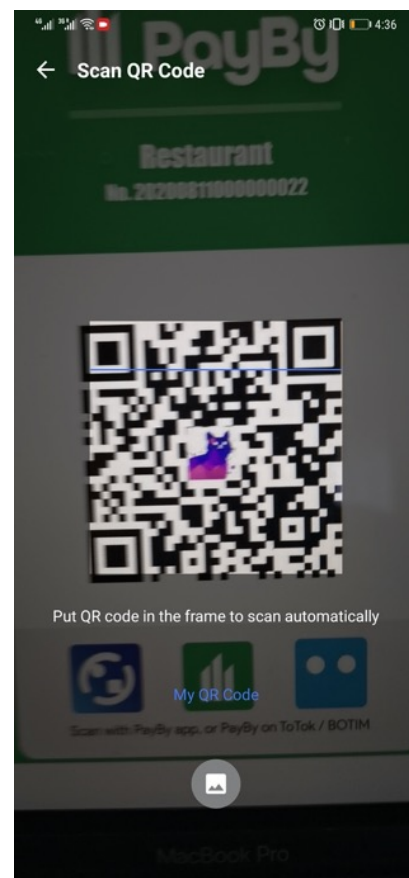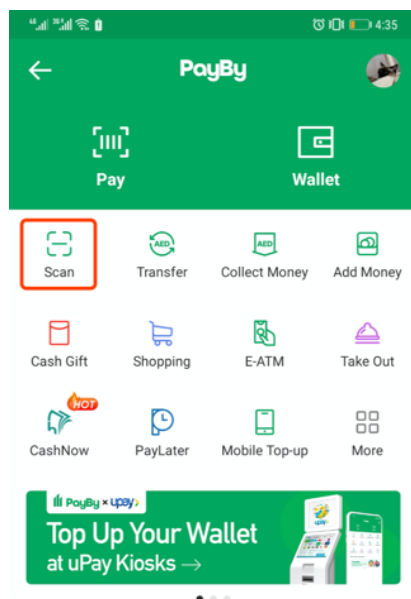

4. In [Products] – [Smart Code] – [Manage], the admin can manage the followers: turn on/off the notification, make the staff [Unfollow] the Smart Code.
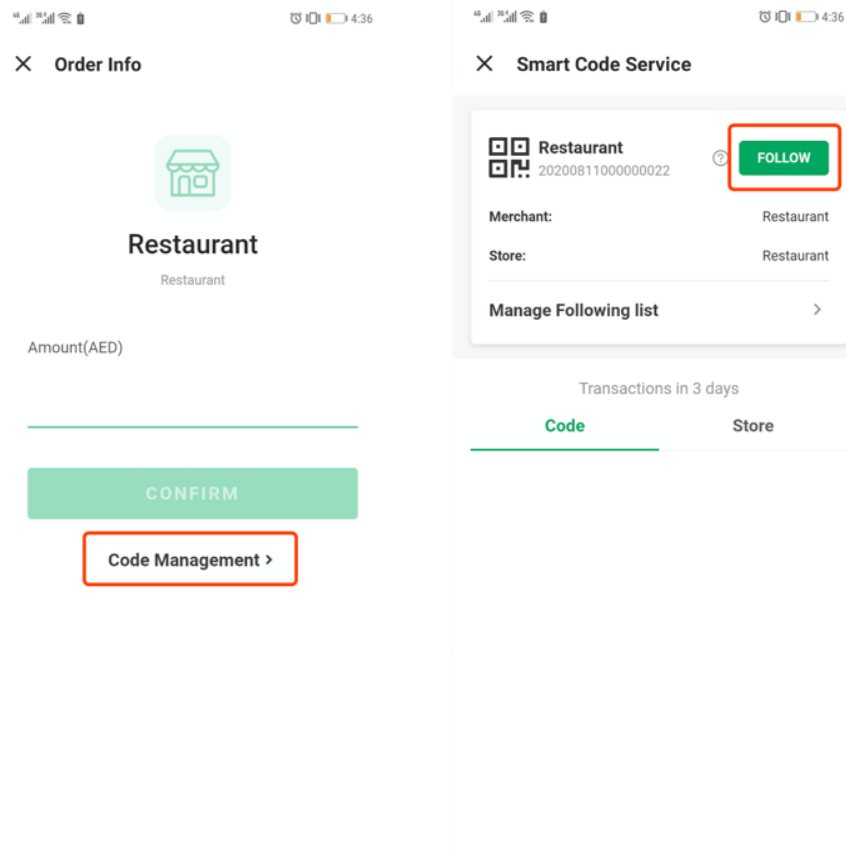
2.2.2   Admin/staff follows Smart Code

1.   Open PayBy app or PayBy feature in ToTok app (Android system only). Tap [Scan] to scan the Smart Code.
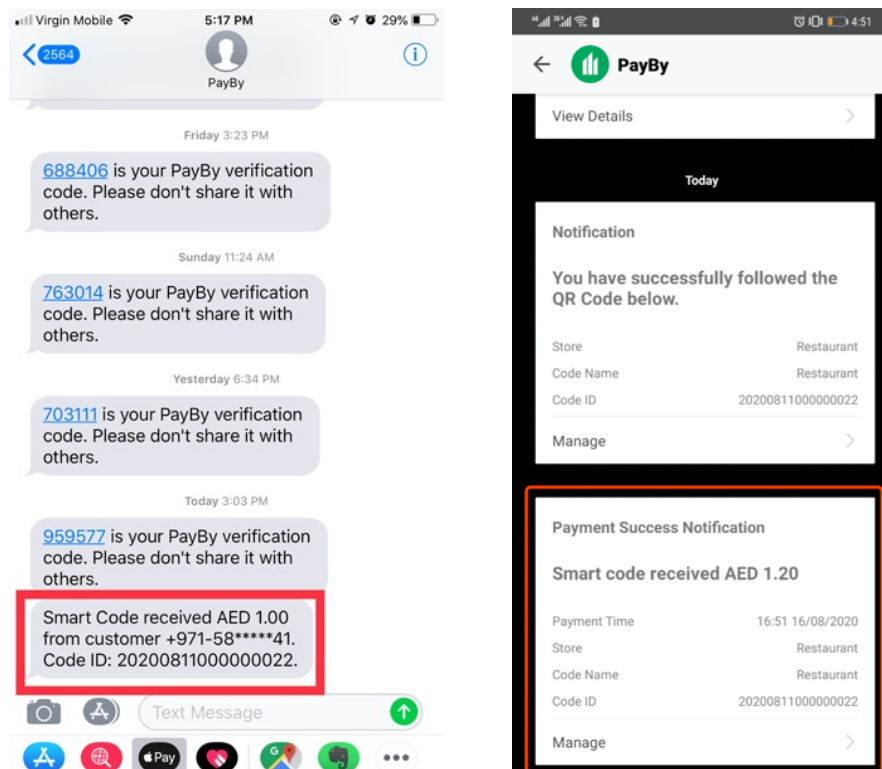
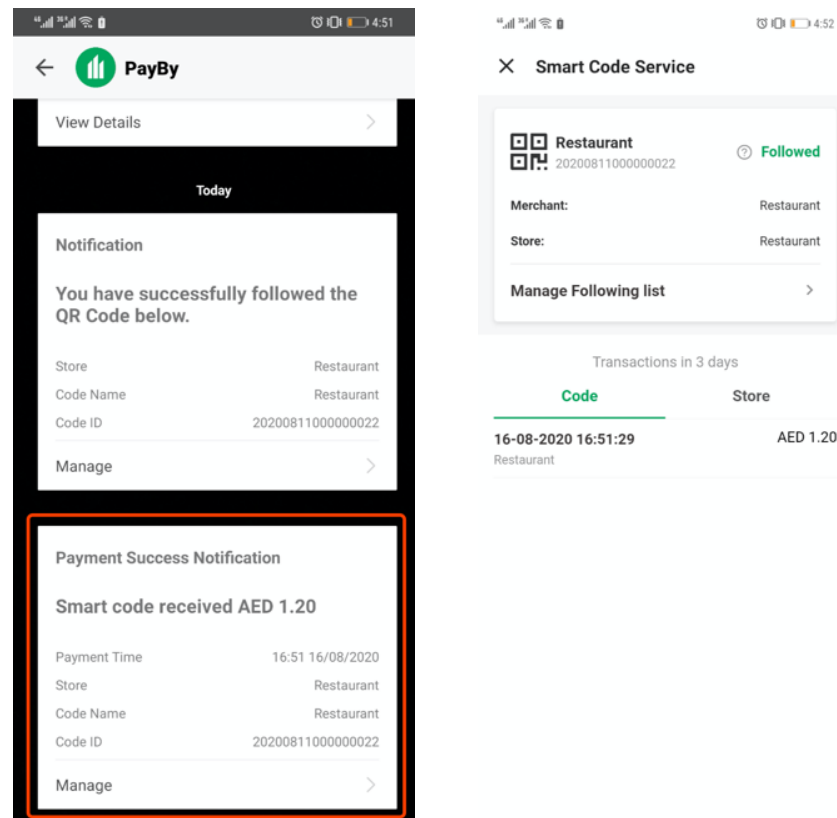2. Tap [Code Management], and [FOLLOW], then follow the code successfully.

2.3 Receive and manage payment notifications

When there is a new payment, the admin/staff who follows the Smart Code will receive SMS, as well as a PayBy notification in PayBy/ToTok app.

1. In PayBy app/feature, tap [Manage] to manage the Smart Code service.

2. Tap [Manage Following list] to manage the notifications. The admin/staff can turn on/off the notification of each Smart Code he/she has followed.