

SBlePay Payment Gateway-Transaction Help Document

1. Are your transaction getting failed?

Please check following before doing transaction: -

Before making payment, please arrange to do following for a successful and convenient online payment experience-

- a.) Clear all cookies, form-data, website data, history, download history and temporary internet files of your web browser (Chrome /Microsoft edge/Mozilla Firefox).
- b.) Restart your mobile for getting timely OTP.
- c.) If you are going to make payment by Debit Card or Credit Card, please verify following before payment: -
 - (i) Check your Debit Card or Credit Card is enabled for CNP mode transactions or not (Card not present mode- means Online transactions can be done by using your card credentials). If your card is not enabled for online transactions, enable it by using Internet Banking /Online Banking Applications or contact your card issuer bank.
 - (ii) Check your Debit Card or Credit Card's online transaction limit, is it sufficient to do your transactions otherwise increase your limit accordingly.

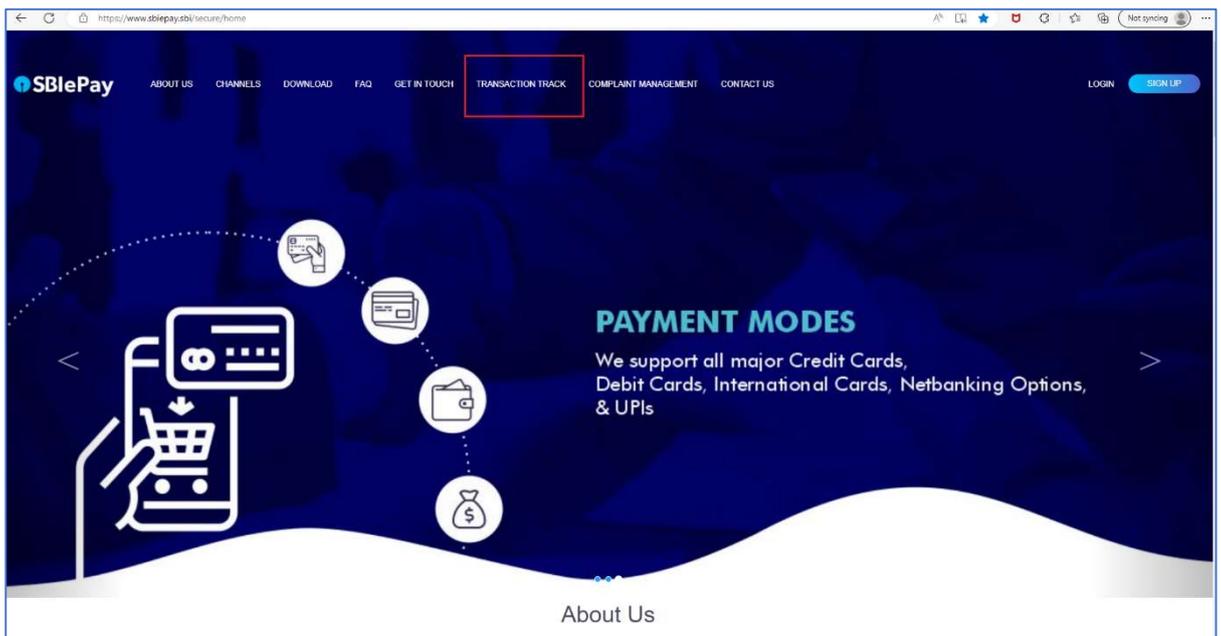
2. Your account is debited, but transaction status is unknown.

How to check your SBlePay Transaction Status-

Open following link in your web browser: -

<https://www.sbiepay.sbi/secure/transactionTrack>

or by going directly to SBlePay portal (<https://www.sbiepay.sbi>) and click the **Transaction Track** menu:



How to get Merchant Order Number:

merchant order number is required for tracking the transaction status and registering complaint, so you should have merchant order number of the transaction.

(Merchant Order number - which appeared on payment page during your payment process which is shown in next screenshot.

SBIePay Merchant Order number

Payment Details

- Debit/Credit Card
- Internet Banking
- BHIM UPI
- NEFT

ENTER UPI ID *

UPI ID is required

Use your GSTIN for claiming input tax (Optional)

Pay Now

Order Summary

Order No.: HREG00000000029912

Merchant Name: Homeopathic Medicine Board UP

Amount: 1.00

Processing fee: 0.00 INR

GST: 0.00 INR

Total: 1.00 INR

APM ID: PO_TRANS_396

Please enter here that Merchant Ref Number (merchant order number) ,Transaction date, Payment mode.

SBIePay Transaction Tracking

Merchant Ref Number *

Transaction Date *

Payment Mode *

Captcha *

6rdwb

Letters are case-sensitive

Submit Reset Home

After giving all details Your transaction status will be displayed here.

Transaction Tracking	
Particular	Transaction 1
Merchant Reference Number	1003SF44C 1001000001
SBlePay Reference Number	5867170040000
Bank Reference Number	202301000540010
Transaction Date & Time	10-Jan-2023 20:00:06
Transaction Amount	500
Total Amount	500
Transaction Status	COMPLETE
Transaction Status Description	Transaction is successful and settled with the Merchant
Settlement Date	11-Jan-2023
CIN Number	10019252000040005017

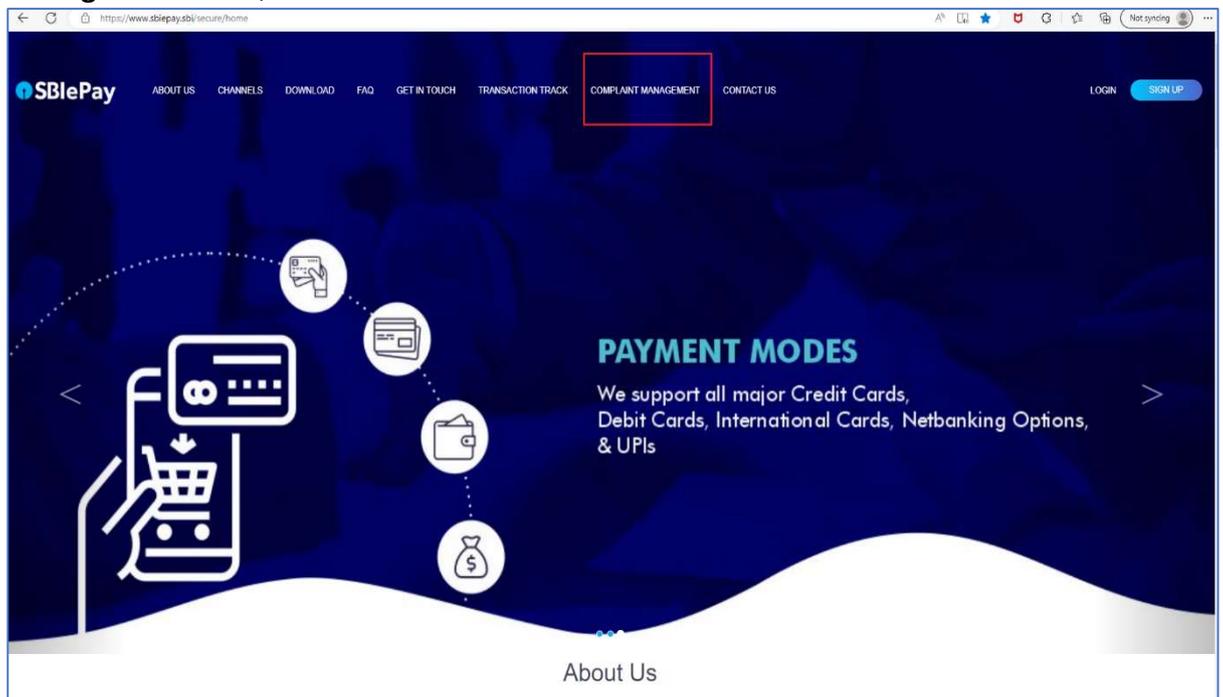
3. **Your Account is debited and you are unable to track transaction status using transaction status menu-**

How to register online complaint for SBlePay Transaction

Open following link in your web browser:

<https://www.sblepay.sbi/complainManagement/userValidation>

or by going directly to SBlePay portal (<https://www.sblepay.sbi>) and click the **Complaint Management** menu,



SBlePay

Online Complaint Management

Email Id*

Mobile Number*

Captcha* 

Letters are not case-sensitive

[Home](#) [Reset](#) [Generate OTP](#)

Put your details and an OTP will be delivered on your mobile number and after verifying OTP following page will be appear:

SBlePay

Online Complaint Management

[New Complaint](#) [Track & Trace Complaint](#)

User Type* Customer Merchant

Query Type*

Email Id*

Mobile Number*

SBlePay Ref Number (ATRN) OR Merchant Order Number* SBlePay Ref Number Merchant Order Number

Transaction Date*

Transaction Amount*

Complaint Description*

Captcha* 

Letters are not case-sensitive

[Home](#) [Reset](#) [Submit](#)

If you wish to track your transaction status [click here](#).

Enter your details and your complaint will be registered for the SBlePay transaction number. Your complaint will be resolved at the earliest.

4. How to contact customer care?

24x7 SBlePay helpline number for customer support

You may also call SBlePay 24*7 helpline number or write an email to the email id – sbiepay@sbi.co.in for your SBlePay transaction related issues.

For transaction enquiry/ complaints by customers

✉ sbiepay@sbi.co.in

☎ +91-22-2753 5773
(Available 24*7)

***** Thank You *****