SBIePay 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 SBIePay Transaction Status-
   Open following link in your web browser: -
   https://www.sbiepay.sbi/secure/transactionTrack
   or by going directly to SBIePay portal (https://www.sbiepay.sbi) and click the **Transaction Track** menu:
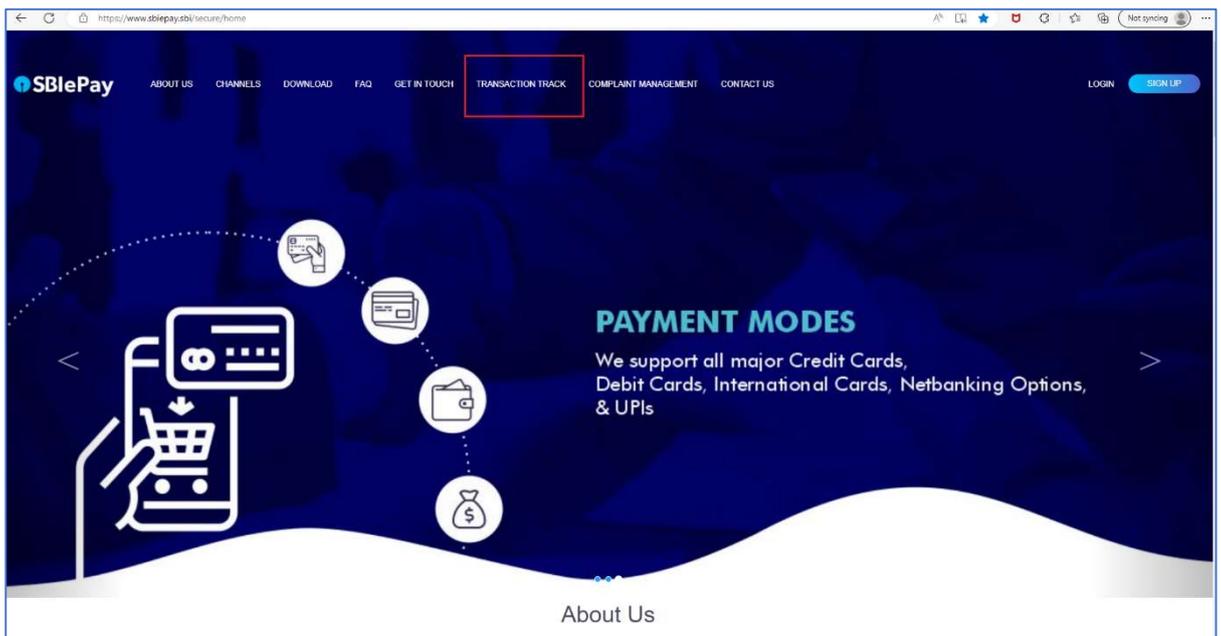
   How to get Merchant Order Number:
   merchant order number is required for tracking the transaction status and registering complaint, so you should have merchant order number of the transaction.

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

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

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

Transaction Tracking	
Particular	Transaction 1
Merchant Reference Number	1003SF44C ...
SBIePay Reference Number	586717...
Bank Reference Number	20230103...
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	1001925202...

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

How to register online complaint for SBIePay Transaction
Open following link in your web browser:
https://www.sbiepay.sbi/complainManagement/userValidation
or by going directly to SBIePay portal (https://www.sbiepay.sbi) and click the **Complaint Management** menu,
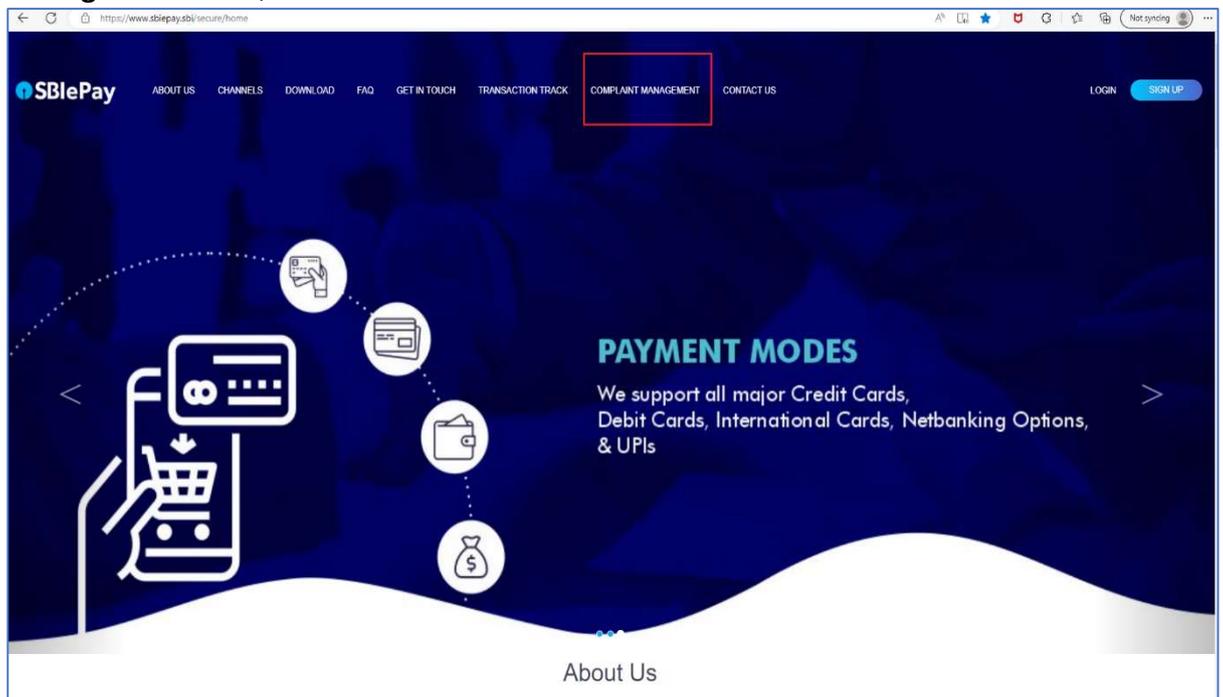
Put your details and an OTP will be delivered on your mobile number and after verifying OTP following page will be appear:

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

4. How to contact customer care?

24x7 SBIePay helpline number for customer support
You may also call SBIePay 24*7 helpline number or write an email to the email id –
sbiepay@sbi.co.in for your SBIePay transaction related issues.

For transaction enquiry/ complaints by customers
✉ sbiepay@sbi.co.in
☎ +91-22-2753 5773 (Available 24*7)

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