



歡迎使用「轉數快收款方案」

感謝選用 HKT Merchant Services，你現在可以使用我們的「轉數快收款方案」。啟用賬戶的相關說明已透過電郵傳送給你。

轉數快 識別碼

1  分享轉數快識別碼和賬單編號(少於25個字母及數字)給客戶


2  讓客戶透過手機銀包和銀行應用程式*輸入識別碼、賬單編號和交易金額

3  1 通過HKT商戶應用程式收到「交易成功」通知

二維碼 收款

1  展示二維碼給客戶

2  讓客戶透過手機銀包和銀行應用程式*掃描二維碼並輸入交易金額*


3  1 通過HKT商戶應用程式收到「交易成功」通知

HKT POS 應用程式

1  於HKT POS應用程式選擇「收取款項」


2  輸入交易金額以產生二維碼

3  讓客戶透過手機錢包和銀行應用程式*掃描二維碼


4  1 通過HKT商戶應用程式收到「交易成功」通知

賬單收款

1  登入商戶網上報表並選擇「Billing QR Generator」

2  上載客戶賬單號碼及賬單金額

3  讓客戶透過手機錢包和銀行應用程式*掃描二維碼

4  在網上商戶平台 - 「Transaction History」中根據賬戶號碼查核賬單交易

退款程序

1  核對賬單編號與付款人名稱是否相符

2  如資料並不相符，需在網上商戶平台 - 「History」中為該交易作退款*

3  通知客人退款情況

*僅適用於支持轉數快和香港共用二維碼的手機錢包、銀行應用程式，並且必須符合手機錢包服務供應商和銀行所提供的服務。

*可支援由交易日起30個曆日內退款。

隨函附上轉數快收款方案用戶指南。

有關更多轉數快收款方案的資料，請瀏覽我們的網站 www.hktmerchantservices.com

如有任何問題，請致電 2888 3388 或發送電郵至 hktmerchantservices@pccw.com



HKT POS
應用程式




















HKT 商戶
應用程式



Welcome to your "FPS Suite"

Thank you for choosing HKT Merchant Services, you may start using our FPS Payment Suite now. Instructions on how to activate your account have been emailed to you.

<p>FPS ID</p>	<p>1</p>  <p>Share your FPS ID and Bill Reference Number (less than 25 characters and Alphanumeric) with customers</p>	<p>2</p>  <p>Have customer input the FPS ID, Bill Reference Number and transaction amount via wallets and banking apps*</p>	<p>3</p>  <p>Receive "Payment Success" notification via HKT Business App</p>	
<p>QR Payment</p>	<p>1</p>  <p>Present your QR code to your customers</p>	<p>2</p>  <p>Have customer scan the QR code and transaction amount via wallets and banking apps*</p>	<p>3</p>  <p>Receive "Payment Success" notification via HKT Business App</p>	
<p>HKT POS App</p>	<p>1</p>  <p>Select "Receive Payment" on HKT POS App</p>	<p>2</p>  <p>Input the transaction amount to generate a QR code</p>	<p>3</p>  <p>Have customer scan the QR code and transaction amount via wallets and banking apps*</p>	<p>4</p>  <p>Receive "Payment Success" notification via Business App</p>
<p>Billing QR</p>	<p>1</p>  <p>Select "Billing QR Generator" on Merchant Portal</p>	<p>2</p>  <p>Upload customers' bill numbers and bill amounts</p>	<p>3</p>  <p>Have customer scan the QR code and transaction amount via wallets and banking apps*</p>	<p>4</p>  <p>Reconcile bill payments with Merchant Portal - "Transaction History"</p>
<p>Refund Procedure</p>	<p>1</p>  <p>Check whether the corresponding Bill Reference Number matches the payer's name</p>	<p>2</p>  <p>If the information does not match, merchant should refund the respective transaction within the Merchant Portal*</p>	<p>3</p>  <p>Inform customer of the situation</p>	

* Only applicable to FPS and HKQR supported mobile wallets and bank apps, and must comply with the services offered by the mobile wallet service providers and banks.
 † Support refund of transaction that has been made within 30 calendar days from the date of transaction.

Enclosed you may find a detailed user guide to FPS Suite.
 For more product information, please visit our website at www.hktmerchantservices.com
 Should you encounter any problems, please do not hesitate to reach us at 2888 3388 or hktmerchantservices@pccw.com

