

General

1. What is the SIB Pay App?

SIB Pay App is a SoftPOS (Software Point of Sale) application that allows merchants to accept contactless payments directly on their NFC-enabled Android smartphones, eliminating the need for a traditional POS terminal.

2. What payment schemes are supported on the SIB Pay App?

The app currently supports Visa and Mastercard contactless card payments only.

3. What types of transactions are supported?

The app supports two transaction types as default:

- Sale (accepting payments)
 - Void (cancelling same-day transactions)
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4. Do I need an internet connection to use the SIB Pay App?

Yes. A stable internet connection is required to process transactions.

User Registration and Login

5. How do I log in to the SIB Pay App?

To log in for the first time or reset your PIN:

1. Enter your User ID and tap Reset PIN
 2. A window opens with your prefilled User ID
 3. Tap Send SMS/Unblock
 4. Receive a 4-digit temporary PIN via SMS
 5. Enter the temporary PIN on the login screen
 6. Set and confirm your new 4-digit PIN
 7. Log in using your new PIN
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6. What should I do if I forget my login PIN?

Use the Reset PIN option on the login screen and follow the instructions to receive a temporary PIN. Then, set a new PIN to regain access.

7. Can I use the SIB Pay App on a different device?

Each user is bound to a specific device for security reasons. If you would like to change or replace your device, please contact [600599979](tel:600599979) | contact@sibpay.ae for assistance with unbinding and reactivation on a new device.

Payments & Transactions

8. How do I accept a contactless payment?

1. Tap New Payment

2. Select Sale
 3. Enter the amount and tap Proceed
 4. Ask the customer to tap their card or wallet on the back of your phone
 5. A success screen and digital receipt will be shown after completion
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9. How can I cancel (void) a transaction?

1. Tap Void
 2. Choose the transaction you wish to Void
 3. Click Confirm to initiate void request
 4. Click Yes to Void the transaction
 5. A void digital receipt will be generated upon success
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10. Can I accept payments from digital wallets?

Yes, contactless wallets such as Apple Pay, Samsung Pay, or Google Pay (with Visa/Mastercard cards) are supported as long as the tap-to-pay feature is used.

11. Is there a transaction limit for contactless payments?

Yes. Based on local regulations, cardholders may need to enter a PIN on the card for transactions above AED 500.

12. Can I void a transaction from a previous day?

No. Void transactions can only be performed on the same day.

Receipts & Reporting

13. How do I send a receipt to a customer?

Receipts can be shared via SMS or email immediately after a transaction.

14. Where can I find my transaction history?

You can view your transaction history through:

- The Dashboard (for recent transactions)
 - The Reports section (for full summaries)
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Device Compatibility & Availability

15. What devices are supported by SIB Pay App?

The app is compatible with:

- Android devices with NFC support
 - Android OS version 13 or above
 - Devices with Google Play Store access
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16. I can't download the application from Google Play.

Make sure that:

- Your device runs Android 13 or higher and support NFC

17. I can't find the application on Google Play.

This may occur due to:

- Lack of NFC functionality (Google Play filters the app out)
- The app is only available in the UAE – ensure your Google Play country is set to UAE

18. Is the app available outside the UAE?

No. The **SIB Pay App** is currently available only for merchants registered in the United Arab Emirates.
