

BOB PowerPay

Scan. Pay. Go!



Frequently Asked Questions

General

What is BOB PowerPay?

BOB PowerPay is a payment service that enables merchants to accept card payments by allowing their customers to scan a QR code with their mobile devices or use a secure payment link sent via email or SMS text. This QR Code can also be sent to a client. Funds move directly from the customer's card to the merchant's account seamlessly.

Who can use BOB PowerPay?

Any approved business onboarded to the Bank's merchant acquiring platform.

Is the service available to all merchant types? What type of merchant is the service suited for?

Yes, BOB PowerPay is available to all merchant types. BOB PowerPay is best suited to micro, small and some medium-sized merchants. It is an excellent option for merchants that operate on-the-go or have seasonal businesses.

Merchant Setup

How do I become a BOB merchant?

Contact BOB's Merchant Services Sales Team at (242) 397-3044 / 3014 or (242) 557-8610.

How do merchants enroll?

The Merchant Services Unit will enable the feature during onboarding.

I am already a BOB merchant, and BOB PowerPay sounds perfect for my business. How do I sign up for this?

Contact BOB's Merchant Services Sales Team at (242)-397-3044 / 3014 or (242) 557-8610.

What equipment is needed?

An operational smart phone with mobile data or Wi-Fi access, a printed or digital QR code (Optional). No POS terminal is required.

As a BOB Power Pay merchant, how will I receive funds from my sales?

Funds for merchant sales will be processed as Settlements to the merchant's BOB business account. These will follow the standard settlement cycle used for card payments. Settlement typically follows a T+1 to T+3 business day cycle, meaning you will see the funds in your account within one to three business days after the transaction date.



Customer Experience

How do customers pay using BOB PowerPay?

Customers scan the QR code (on location, via email or SMS text), enter the required card payment credentials once the secure payment page appears, and confirm the payment.

Does BOB PowerPay accept both debit and credit cards?

Yes, BOB PowerPay accepts debit, credit and prepaid cards.

Are there transaction limits?

Yes, limits depend on the Customer's bank account limit or your BOB Merchant Account limit.

Will customers get a receipt?

The Customer will receive an electronic payment confirmation email/receipt.

Fees and Charges

Are there setup costs for BOB PowerPay?

Yes, there are setup fees associated with your merchant services application. Kindly refer to our Merchant Services Unit at (242) 397-3042, 3050 or 3045.

What are the fees for BOB PowerPay?

QR Payments are processed just like other card transactions, and standard merchant discount fees apply.

Security and Disputes

Is BOB Power Pay secure?

BOB Power Pay uses the same secure payment rails as all card transactions processed via BOB's merchant services.

No transaction information is stored on the smartphone device.

Transactions may be voided securely with a password

How are disputes handled?

Disputes follow the standard dispute process used for all BOB merchant card transactions.

Support

Who do merchants contact for help?

Contact the Merchant Services Unit by email merchant.services@bankbahamas.com or by phone (242) 397-3042 or (242) 376-3640 for support or training.

What should I do if the smartphone with the QR Payments App is lost or stolen?

If the smartphone device is lost or stolen, immediately contact BOB's Merchant Services Support at (242) 397-3042 or (242) 376-3640 (24/7 support).

For further information, contact:



BOB Merchant Services

(242) 397-3042 or (242) 376-3640 (24/7 support)
merchant_services@bankbahamas.com
www.bankbahamas.com

