



PAYMENTS

i. What payment methods can I accept using Virtual Pay?

Virtual Pay offers your business the option to accept payments using credit/debit cards and mobile money.

ii. Does Virtual Pay's payment gateway support multi-currency card payments?

Yes, Virtual Pay supports multi-currency processing card payments.

iii. Which cards can my customers pay using Virtual Pay?

Your customers can pay using Visa, Mastercard, JCB, Discover, UnionPay or American Express.

iv. Which mobile money wallets can my customers use to pay?

Virtual Pay supports a number of mobile money wallets including M-Pesa, Airtel Money, EazzyPay, T-Kash, Tigo Pesa, MTN, among others.

v. How do I view the payments made by my customers?

Virtual Pay shall provide you with back-office access. Once you have signed into the Virtual Pay Portal, you will be able to view all transactions and you may open a specific transaction by clicking on the relevant transaction. Reports can also be generated on this portal.