

# RAKBANK SIMPLIFY

## FAQS

### 1. What is RAKBANK Simplify?

RAKBANK Simplify is a one stop shop online payment acceptance service where merchant can create an online store with their product catalogue and sell these products online. It allows you to issue secure e-invoices branded with your company and sent as a link through SMS or email and schedule recurring payments or periodic subscriptions.

### 2. Who can use RAKBANK Simplify?

Merchants of all sizes and industry verticals can use this service. All kind of retail and service businesses are some of the merchants who would find this solution a great complement to their business.

### 3. How do I sign up for the service?

To sign up for the service, you can send an email to [rakbankpay@rakbank.ae](mailto:rakbankpay@rakbank.ae) or you can provide your contact details on [www.rakbank.ae/simplify](http://www.rakbank.ae/simplify)

### 4. Is there a free trial period for RAKBANK Simplify?

Merchants can be provided a demo of the merchant portal and free trial may be provided depending on approval. You can send an email enquiry to [rakbankpay@rakbank.ae](mailto:rakbankpay@rakbank.ae)

### 5. What are the documents required for signing up for the service

- Valid Trade License Copy
- Copies of passport, Visa & EID of all partners, sponsors & POAs holders
- Memorandum of Association in case of LLC companies along with all past amendments.
- Special POA copy of establishment license of single owner
- Bank account statement with IBAN number (not required for RAKBANK account)
- Tax Registration Certificate for TAX Invoice
- Business photos, one photo from the main entrance showing the sign board and second from inside the outlet covering maximum portion of the business
- A Cheque payable to RAKBANK
- Contact Details:
  - Complete physical address of the business.
  - Business contact numbers and Mobile number
  - P.O BOX No
  - Contact person with mobile number & Email ID's

### 6. How long does it take to sign up for the service?

The time it takes to establish the service may vary depending on several factors including: completeness of the application submitted, accuracy of the information provided and any required additional paperwork. After your application has been submitted, it usually takes 3-4 days to approve the merchant and receive the activation email with the log in credentials.

### 7. Do I need a Business Bank account with RAKBANK to use this service?

No it is not mandatory to have a Business bank account with RAKBANK. The settlement amount can be settled to any Business Bank account in UAE. However, it is preferable that the merchant holds a RAKBANK account so that merchant settlement can be processed on all days of the week.

### 8. How do I use/activate the RAKBANK Simplify service?

Once account is activated, the merchant will receive activation email with user credentials and the merchant can log in to the portal on [www.rakbank.ae/simplify](http://www.rakbank.ae/simplify)

### 9. Do I need to download a mobile app to use the service?

The merchant can download the 'merchant console' app or use the merchant portal through a web browser on [www.rakbank.ae/simplify](http://www.rakbank.ae/simplify)

#### **10. How can I download the mobile app?**

The mobile app 'Merchant Console' can be downloaded from Google PlayStore or Apple app store.

#### **11. How do chose the look of my store?**

You have multiple themes that you could choose from on the merchant portal. The store builder setup wizard would help you select and setup your online store.

#### **12. What is the default Domain name that would be given to my RAKBANK Simplify store?**

The default domain name would be storename.store.simplify.com. For example if your store name is Global Trading then your default domain name would be globaltrading.store.simplify.com

Alternatively if you do have a domain name of your own then you could simplify connect it to your store builder on the Simplify portal. For example globaltrading.com

#### **13. How do I use the Domain name of my choice?**

You can purchase a domain name externally and simplify connect it to your store builder on the Simplify portal store settings page.

#### **14. Will I be trained on how to use this service?**

There are Simplify tutorial videos which you could view on [www.rakbank.ae/simplify](http://www.rakbank.ae/simplify) and YouTube

#### **15. What type of cards can be accepted?**

All Visa, Master, Maestro and AMEX credit, debit, gift and prepaid cards can be accepted.

#### **16. How secure is this service?**

The service has the highest standards of security in the payment industry standards and as per best practices. The service is provided by RAKBANK through MasterCard.

#### **17. Can this service be used outside of UAE?**

The service is limited to businesses within the United Arab Emirates having a valid and legal trade presence in the country. But customers from outside the country can make payments to the merchant using Simplify, subject to fraud controls and approvals.

#### **18. How can I view a customer transaction?**

History can be viewed in the transaction page of the merchant portal.

#### **19. How soon will I get my money?**

Transaction is usually settled on the day after the transaction has taken place unless specified by RAKBANK.

#### **20. How often do I receive my settlement?**

Transaction settlement is completed on a daily basis unless specified by RAKBANK.

#### **21. Do I get daily settlement reports?**

Yes. Settlement reports are sent daily to the registered email address of the merchant, mentioned in the Merchant Service Agreement.

#### **22. How do I get any previous settlement reports?**

To request an earlier settlement report, you may contact RAKBANK on 04 2913355 or email at [rakbankpay@rakbank.ae](mailto:rakbankpay@rakbank.ae)

#### **23. Who do I contact for issues related to RAKBANK Simplify?**

You may contact RAKBANK on 04 2913355 or email at [rakbankpay@rakbank.ae](mailto:rakbankpay@rakbank.ae) for issues related to RAKBANK Simplify or settlement.

#### **24. How do I cancel my service?**

To cancel your service, you may contact RAKBANK on 04 2913355 or email at [rakbankpay@rakbank.ae](mailto:rakbankpay@rakbank.ae)

#### **25. Do I need a web developer or web designer to use RAKBANK Simplify?**

Not necessarily as Simplify is a simple to use service with tutorial videos to assist with the usage of the service. There are APIs and SDKs available for advanced setup of online store for merchants.