



WEBCONNECT FREQUENTLY ASKED QUESTIONS

As A Merchant

Merhant On Boarding

How can I register as a WebConnect Merchant?

Kindly contact webconnect@etranzact.com for further instructions

How long is the registration process?

The registration process can take between 24-48 working hours. This is dependent on how quickly you can provide supporting business documentation to open your merchant account.

How soon can I go Live after I register?

Once your registration details have been verified, the API has been integrated and demo tested; you can send an email to technicalsupport@etranzact.com to activate your account.

Dispute Resolution / Settlement

How long does it take to receive settlement after transaction?

It takes 2 working days to receive settlement after a transaction is processed.

How long does a merchant have to respond to a dispute?

Merchant should communicate (with evidence)within 6 hours when a dispute has been raised. If we do not receive any communication then the claim is accepted.

How can I refund a customer?

In other to refund your customer, send an email to webconnect@etranzact.com with title “**REFUND CUSTOMER**”. My customer wants to withdraw a complaint, how they do it? Customer should reach out to their financial institution to take back the claim.

API Integration

What is the pricing for WebConnect?

The current pricing is **1.5% + N100**, with a cap of **N2000**.

Can my logo be any size?

No. All merchant logo passed in the logo_url should be **60x60**.

Can I re-use a transaction id?

The **TRANSACTION_ID** is only valid for one transaction and cannot be re-used. It should be unique for every transaction.

Can I use the same HTTP Request URL for Demo for Production?

No you cannot. The demo base URL is <http://demo.etranzact.com>, while the production base URL is <https://www.etranzact.net>

What is a Terminal ID and why do I need it?

A Terminal ID uniquely maps your merchant account on our platform. It gives you connection access to the WebConnect platform and should not be shared with anyone. You can use terminal ID **0000000001** during development but you will need to request for live credentials when planning to move to your live environment.

What happens if I don't pass a RESPONSE_URL?

We will output the response to the client in a plain form without html formats.

Can I choose the payment method(s) available to my customers?

Yes, You can. Kindly contact technicalsupport@etranzact.com to select the payment method (s) you will like.

As A Customer

How long will it take to get my refund?

It takes about 8-10 working days to get a refund.

Why should I use WebConnect?

WebConnect allows you make online and mobile payments from local and International payment cards and wallets in the most secure environment.

Is WebConnect PCI Compliant?

Yes, WebConnect is PCI DSS Certified

What wallet system do you use?

PocketMoni wallet is available for payment on WebConnect.

Why must I include my card name and Phone number?

Card scheme and regulation policies require that name and phone number is collect to process payment. This is to ensure maximum protection for your payment using yourcCard.

How can I dispute a charge?

Kindly reach out to the financial institution that issued your card or PocketMoni Wallet to dispute a charge. Only your issuer holds your specific and unique information including what rights you have to file disputes.

Who do I contact if I never received an item that I purchased online or by phone?

If you did not receive an item that you purchased or if you received an incorrect item, you should first contact the merchant to try to resolve the situation. If you can't come to an agreement and you want to dispute the transaction, this must be done directly with the financial institution that issued your Debit card or Mobile Wallet.

I made a purchase but received the wrong item. What should I do?

If you did not receive an item that you purchased or if you received an incorrect item, you should first contact the merchant to try to resolve the situation. If you can't come to an agreement and you want to dispute the transaction, this must be done directly with the financial institution that issued your card or Mobile Wallet.

