

# FAQ

## Frequently Asked Question



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**Q** How long does it take for Ksher to transfer the settlement amount to the merchant's bank account?

**A** The settlement timeline depends on the type of merchant and the bank account registered. Please refer to the table below for specific details.

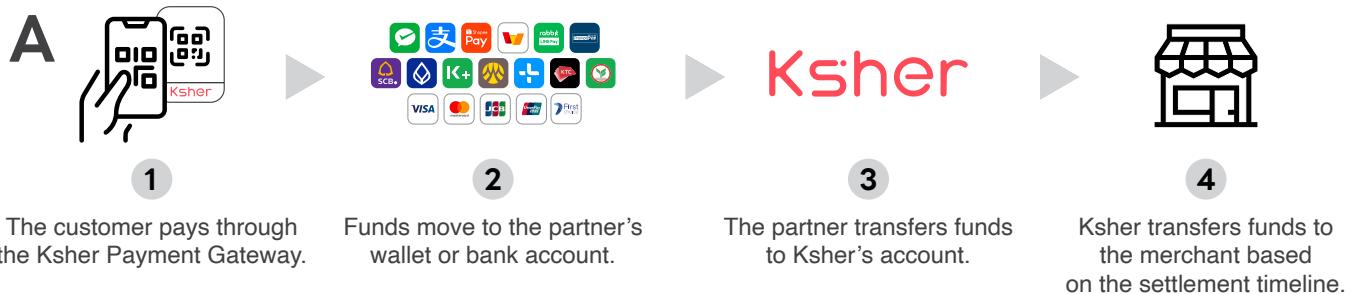
Payment Channels	Registered Account Type	Registered Bank Account	Settlement Period
E-Wallets and Mobile Banking  	Corporate Account	BBL or KBank account	1 Business Day (T+1)
	Corporate / Individual Account	Any bank account (except BBL and KBank)	2 Business Days (T+2)
	Corporate / Individual Account	Any bank account	3 Business Days (T+3)
Credit/Debit Card   (Full Payment)   (Installment)	Corporate / Individual Account	Any bank account	Weekly settlement every Wednesday covering transactions from this Tuesday through next Monday (G7+2)
QR Card  	Corporate / Individual Account	Any bank account	5 Business Days (T+5)
Krungsri / Krungsri First Choice (Installment)  	Corporate / Individual Account	Any bank account	5 Business Days (T+5)

### Settlement Timeline Calculation

<b>*T+1</b>	Transaction Made >> Settlement  Monday >> Tuesday Tuesday >> Wednesday Wednesday >> Thursday Thursday >> Friday Friday-Sunday >> next Monday	<b>*T+2</b>	Transaction Made >> Settlement  Monday >> Wednesday Tuesday >> Thursday Wednesday >> Friday Thursday >> next Monday Friday-Sunday >> next Tuesday
<b>*T+3</b>	Transaction Made >> Settlement  Monday >> Thursday Tuesday >> Friday Wednesday >> next Monday Thursday >> next Tuesday Friday-Sunday >> next Wednesday	<b>*T+5</b>	Transaction Made >> Settlement  Monday >> next Monday Tuesday >> next Tuesday Wednesday >> next Wednesday Thursday >> next Thursday Friday-Sunday >> next Friday

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**Q** How does Ksher process bank transfers to the merchant's account?



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**Q** Do merchants need to manually settle payments at the end of the day?

**A** No, merchants do not need to manually settle payments. The Ksher system automatically handles daily cut-off times as shown in the table below.

Payment Type	Payment Channel	Cut-Off Time (GMT+7)
Credit/Debit Card (Full Payment)		09:00 p.m.
QR Card		10:00 p.m.
Credit Card (Installment)		08:00 p.m.
Mobile Banking		09:00 p.m.
Chinese Wallet		11:00 p.m.
Thai Wallet		12.00 a.m.

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**Q** What time do merchants receive the transferred amount from Ksher each day?

**A** Merchants receive the money from Ksher between 2:00 PM and 6:00 PM, or by 7:00 PM in case of any unexpected bank transfer issues.

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**Q** How do merchants calculate MDR commission fees and VAT deductions?

**A** Example:

Product price collected from the customer	=	1,000.00 THB
MDR fee (3.00%)	=	30.00 THB
VAT on MDR fee (7%)	=	2.10 THB
Amount after deductions	=	1,000.00 – (30.00 + 2.10) THB
Total amount the merchant receives	=	967.90 THB

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## Q Does Ksher transfer the settlement amount for each e-wallet at once?

**A** No, Ksher transfers the settlement amount for each payment channel separately. This approach allows merchants to easily review settled transactions from each channel.

For example, if a merchant has 4 payment channels with Ksher, they will receive 4 separate transfers.

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## Q Do we support refund? What about MDR fee?

**A** See details below:

Payment Channels	Transaction before cut-off time			Transaction after cut-off time			
	Full Refund	Partial Refund	MDR fee return	Full Refund	Partial Refund	MDR fee return	Refunds Available Within
    	PromptPay and Mobile Banking do not support refund						
  	✓	✓	✓	✓	✓	✓	180 days
  	✓	-	✓	✓	✓	-	-
   	✓	-	✓	-	-	-	30 days
   	✓	-	✓	✓	✓	-	180 days
 KTC Installment  Kbank Installment	✓	-	✓	✓	✓	-	180 days
 KMA Installment  First Choice Installment	✓	-	✓	✓	✓	✓	30 days

If merchants need to issue a refund after the cutoff time, they have two options:

- 1) Wait for a new transaction from the same payment channel to ensure sufficient funds are available in the merchant account for the refund.
- 2) Alternatively, the merchant can transfer the required refund amount to Ksher's account. Ksher can top-up the transferred amount into merchant's account, so merchant can issue refund to customer(s).

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## Q Does Kher charge for settlement to merchant's bank account?

**A** No, however, Ksher requires a minimum transfer amount, which is 100.00 THB for each channel separately (after MDR deduction)

**Example: A merchant has opened three payment channels and has received the following amounts:**

- PromptPay: 110 THB
- TrueMoney: 90 THB
- WeChat Pay: 30 THB

Only the funds from PromptPay will be transferred according to the regular settlement schedule. For TrueMoney and WeChat Pay, the funds will be settled once the total reaches the minimum requirement of 100 THB.

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### Q How can a merchant check transaction information?

**A** Go to the merchant portal ([merchant.ksher.net/th](http://merchant.ksher.net/th)) and log in. You can view real-time transaction amounts, merchant details, and settlement details. Reports are also available for download.

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### Q Does Ksher provide bank payment slips and tax invoices?

**A** Yes. Ksher sends a bank payment slip and an e-tax invoice to the merchant's registered email address daily. Ksher withholds a 3% tax for corporate merchants and reports this information to the Revenue Department under the merchant's name.

**Note:**

If you do not receive the e-tax invoice within 7 days, please contact Ksher Customer Support. For updates to tax invoice-related information, please contact Ksher Customer Support.

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### Q How to change merchant's information detail?

**A** Please contact Ksher Customer Support, we will:

1. Provide Change Request Form for merchant to fill out
2. Send the form to [kyc@ksher.com](mailto:kyc@ksher.com)
3. If filled out properly, information will be updated within 3 business days

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### Q What are the operation hours for the Ksher Customer Support Team?

**A** Monday to Friday, from 9:00 AM to 6:00 PM.

