

FAQs

Product Based.

Q. What is Cash@POS?

A. SBI Cash@POS commonly known as “Chhota ATM” is a facility using which debit card holders can withdraw cash by swiping their debit/prepaid cards (issued in India) at SBI POS Terminals at merchant locations.

Q. Can a credit card be swiped to withdraw cash from these terminals?

A. No. credit cards cannot be used.

Q. How is a transaction initiated at POS machines?

A. The card has to be swiped (only magnetic strip card) / inserted (Chip based card) in the POS. The customer has to key in the PIN number to verify his/her credentials.

Q. What are the types of card that can be swiped for availing this facility?

A. Debit Cards of all Banks/Issuers ready to support Cash@POS transactions can be swiped for availing the facility. Currently Debit Cards of all major Banks including Axis Bank, HDFC Bank, UCO Bank, Union Bank of India etc. issued in India along with State Bank Group Debit cards will be accepted on our POS Terminals for Cash@POS.

Q. Can a debit card which is Mastercard/ Visa/ Rupay enabled, withdraw money from SBI Cash@POS?

A. Yes

Q. Can the cash be withdrawn from the bank account through Finger Print Verification.

A. As of now the facility is not enabled. But in near future the customers of any bank having the Aadhar No. seeded in the account, can withdraw cash through their FP verification (AEPS enabled)

Q. Is the facility available on all POS terminals of SBI?

A. The facility is activated on the identified merchants only.

Q. What are the daily withdrawal limits?

A. Minimum Rs.100 & Maximum Rs.1000 per card per day in Tier I and II cities, Rs 2000 per card per day in Tier III & IV cities (As per RBI guidelines) in multiples Rs.100/-.

Q. Does the card holder need to pay any extra charges to the merchant/shop keeper?

A. No, extra charges are to be paid to the merchant by the customer.

Q. Can a cardholder do only Cash Transaction or a combined Sale & Cash transaction?

A. Yes. The card holder can do “ONLY CASH” transaction.

Q. In case of other Bank Debit Cards, where should the card holder raise a complaint, if any?

A. The card holder should raise a complaint with his Bank for quick redressal. (For example: - A HDFC Bank Debit Card Holder should raise the complaint with HDFC Bank helpline only)

Q. How do the SM/PM know about the failed transaction?

A. The SM/PM will get to know at the end of the transaction whether the transaction has failed or passed.

Q. Is there any minimum number of transactions per day the SM/PM has to do to earn the incentives/ commission?

A . 50 transactions per month. Penalty of Rs.199 on non achievement of the minimum transactions.

Q. When will be the security deposit be refunded if the SM/PM wants to discontinue the services?

A. 30 days after discontinuation.

Q. Will there be any deduction made on the advance monthly rental if the service is discontinued by the SM/PM?

A NO.

Q. Is there any insurance that is needed to be bought by the SM/PM for the POS machine?

A NO.

Q. Who will attend if there are any technical faults in the POS machine? Is there any call centre number?

A. SBI CRM support - 18004254627

Q. What would the merchant / shopkeeper receive if Cash@POS facility is activated on the SBI POS terminal installed at merchant location?

A. Merchant (SM/PM) will get Rs.4/- per successful transaction at T+1 day

Q. Who will provide the POS machines to SM?

A. Sahaj will co-ordinate with SBI to provide the machines within 15 days of onboarding through Sahaj portal.

Q. When will be the training imparted to operate the POS machine?

A. At the time of installation.

Q. What is needed to be done to provide cash to a customer?

A. The SM/PM need to have an existing account with any bank from where he/she needs to withdraw the cash for operating the Cash@POS.

Q. The SM/PM will dispose off the cash when the customers come. When will be the money withdrawn from own account be replenished/ returned to the account?

A. The money will be disbursed within T+1 day to the SM operating..