

SERVICE PROPOSAL

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ADDRESS

12th Floor, Baitak Tower
Kuwait City, Kuwait

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Head Office - +965 6631 9279

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ABOUT **My Fatoorah**

What is **MyFatoorah**

MyFatoorah is a dedicated Financial technology company provides a wide range of online payment solutions, based in Kuwait and serving the globe. MyFatoorah operating offices are spread in all GCC countries. We have helped a huge number of businesses of all sizes to boost their sales and save the wasted effort and cost by switching to online collection.

Why **MyFatoorah**

MyFatoorah will add a value to your business by elimination of cash risk, human error and efforts in collection. MyFatoorah will provide you with exclusive features and payment methods like local GCC cards. MyFatoorah system and service are flexible to meet the needs of any type of business categories.

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OUR Services

MyFatoorah provides collection service through SMS service, Payment Gateways (API) and POS.

1

Invoicing System



- Invoices ([Payment links](#)) can be sent through **SMS, Whats App, Email, Batch** and all social media apps.
- Customers can pay easily in a **single step** by going through the payment link and selecting their desired payment method and pay.
- Options to deliver service charges on merchant, customer or **split**.
- Expiry for **days or hours** can be assigned to each invoice.
- You can set your own **terms & conditions** to be agreed by the customer to proceed payment.
- Option to send **Bulk SMS** messages to different customers in one step.

2

Payment Methods



MyFatoorah system supports all the known domestic and international payment cards either debit or credit. We provide local GCC payment cards exclusively in Kuwait.

- K-net in Kuwait
- Visa & Master Card
- American Express – AmEx
- Diners Club
- Mada in KSA
- Benefit in Bahrain
- NAPS in Qatar
- Debit Visa in UAE

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Deposits



No matter paid by knet, Visa, locally or internationally, the collected amounts will be credited to your bank account within less than **24 working hours**.

4

Refund



Refund the amount to your customer with only one step either Full or partial refund within **2-5 working days**.

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Multi Users



Unlimited number of users can be assigned to the same account with different permissions.

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Reports



Custom Reports for invoices and deposits can be exported as (**PDF, Excel,**)

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Sender ID



The payment links sent through SMS will be delivered in your business name and SMS text body can be customized in both **English and Arabic**.

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Support



Dedicated team for customer service and technical support
(**Phone, WhatsApp, Chat & Emails**).

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A unique feature to display all your products online in one place acting as a mini website or e-store with full information about each product.

- Unlimited number of Product links.
- Option to generate a link to be totally displayed in English or Arabic.
- Classified into different categories to be displayed for your customers.
- Customer's details (**Name, number & address**) that is submitted upon payment can be recorded for later orders.
- Each product shall be displayed with a photo, description in both English and Arabic and unit price.
- Set the system to stop selling a specific product upon sold out.
- Assign opening and closing hours for receiving orders.
- Customers can select to pick-up, delivery or shipment for each order.
- Different delivery charges and a minimum order to fixed for all orders or different for each area.
- Orders will be distributed among branches as per location.

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Payment Gateway



- Add our ready-to-use plug-in with **Free SSL** to your website and mobile application for direct local and international payments.
- MyFatoorah supports all types of platforms and languages



- Multi vendors for your API where your sub vendors can collect their payments directly from MyFatoorah as per the decided rates and commissions.
- MyFatoorah can provide integration to any system and flexible for any customizations.

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QR Code



- Customers can access your payment link by scanning QR code in stores or online.

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POS



- MyFatoorah can provide you with POS – point of sale machines for stores and showrooms to conduct easier options to collect payments from customers using their payment debit and credit cards.

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Services Charge

Transaction Fees

UAE Debit Card	Credit Card Fees	Kuwait (Knet)	Saudi (Sadad)	Bahrain (Benefit)	Qatar (Naps)
3.5%	3.5%+100 Fils	2%+100 Fils	2.5%+100 Fils	1.5%+100 Fils	1.5%+100 Fils
Per Transaction	Per Transaction	Per Transaction	Per Transaction	Per Transaction	Per Transaction

Payment Gateway Installation

UAE Debit Card	UAE Debit Card and Credit Card	UAE Debit Card, Credit Card and all GCC Debit Card
350 KD	500 KD	1000 KD
Pays One Time	Pays One Time	Pays One Time

SUCCESS PARTNERS



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THANK YOU



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