

Zenith Bank e-Channels Portal

Frequently Asked Questions.



- 1. How do I request for a POS?**
Contact your Account Officer and make the request. You can also initiate the request from the page of your e-Channels Portal dashboard.
- 2. How do I view my settled transactions?**
From your dashboard, locate the “Settlements” tab to see a summary of settlements to your account. Click the “Transaction count” icon to view the breakdown into individual transactions. You can also click on “Transactions” to view single transactions
- 3. I need to change my password. How do I do it?**
Simply click on “Settings” to change your password. Then enter your old password and your new password.
- 4. I don't remember my password**
Contact us – 01-278-7000 or send us an email zenithdirect@zenithbank.com
- 5. How long does it take to get a POS?**
For Lagos locations, it is usually within 8 working days while it may take up to three (3) weeks for locations outside Lagos.
- 6. How can I identify the type of terminal deployed to me as a merchant?**
The terminal type and model are boldly written on the face top of the Terminal e.g. PAX S90 CDMA, Verifone VX 520 etc.
- 7. Can my POS run on my local area network (LAN)?**
Yes, but the merchant must provide the necessary parameters required for setup.
- 8. Why is my POS displaying “Issuer or Switch Inoperative”?**
This may occur if the network of the bank that issued the card fails to connect or the switch that processes the card is having system downtime. You may ask the customer to use another bank's card if available or try again later
- 9. What if the cardholder's account is debited without the POS displaying or printing out approved receipt?**
Do not release goods or offer services for such transaction; there may be an automatic reversal of such transaction. Furthermore, the cardholder should visit his bank to lodge the complaint and ask for the Dispense Error Form.
- 10. When do I get settled for my POS transactions as a merchant?**
Settlement is T+1 i.e. (transaction time + 1 working day) within 24hours.
- 11. I am not receiving settlements for my POS transactions?**
Contact Zenith Direct via zenithdirect@zenithbank.com or call Zenith Direct on 01-292 7000.

