

Azupay sub-merchant onboarding process via Jira Ticket

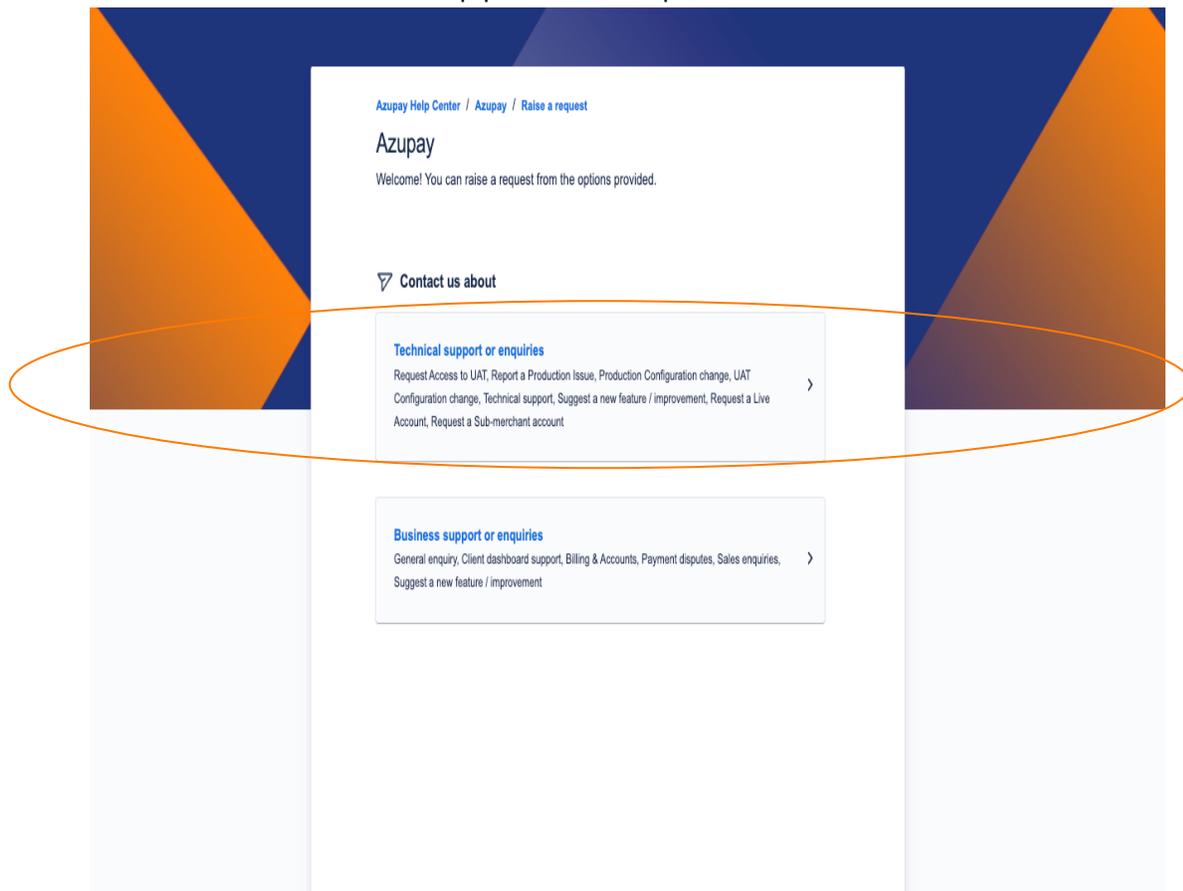
The purpose of this document is to help guide you through the process of logging a Jira Helpdesk ticket for sub-merchants.

1. How to raise a Jira Ticket for Sub-merchant setup with Azupay

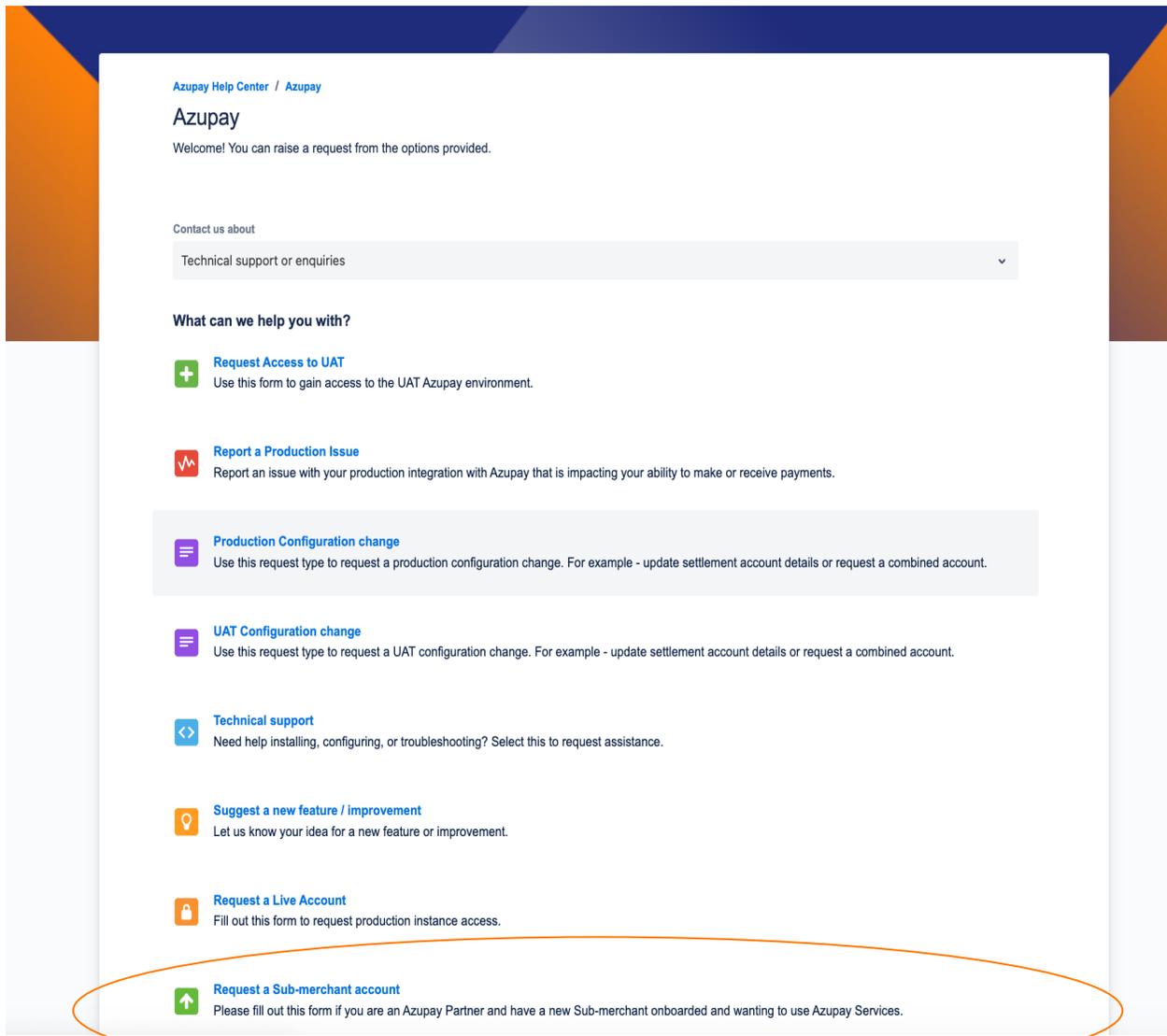
- Partner to complete request for sub-merchant account request ticket
- Follow the following steps when raising tickets:

- **Step 1**

- o Use this link to create a ticket
<https://azupay.atlassian.net/servicedesk/customer/portal/3/group/-1>
- o Select Technical Support or enquiries.

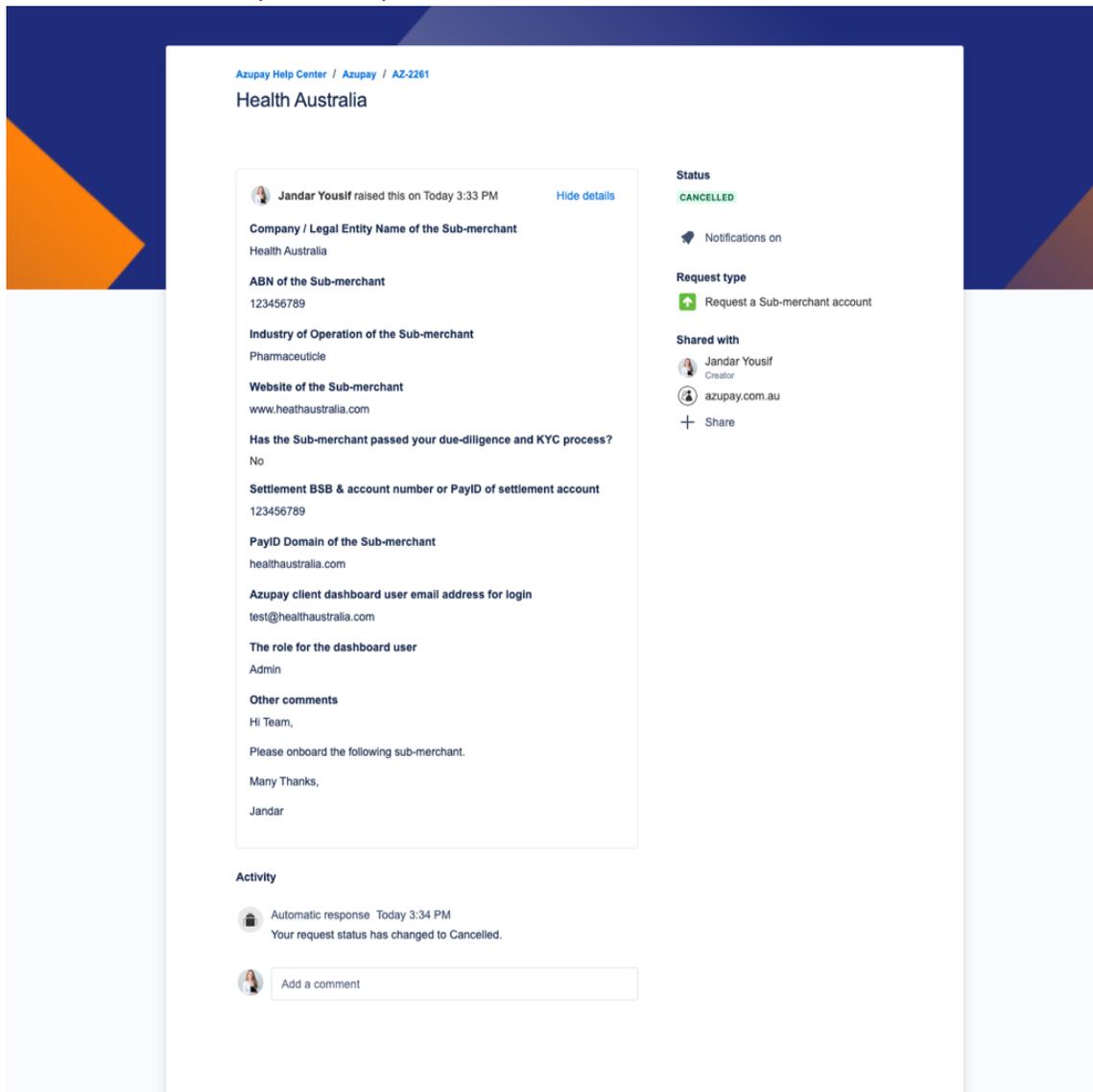


- **Step 2:**
 - o Select request a Sub-Merchant Account



Please select "request a Sub-merchant account."

- **Step 4:**
 - o Click send and your request has been submitted to our team.



- **Step 5:**
 - o Once submitted our team will review the request and if they have all the necessary information, we will start the process of onboarding for the sub-merchant and we will advise once the onboarding is complete.