



ZOHO BOOKS FAQs

Where can I find my Zoho key?

- You will need to create a secure Zoho key when you install and configure the PayGate extension for Zoho Books.
- Please refer to the instruction video link : <https://youtu.be/f-SH-PAUgmw>

Where can I find my PayGate ID?

- Your PayGate ID is sent to you by the PayGate Onboarding Team in your 'Welcome to PayGate' email.
- You can also contact the Customer Service team for assistance: supportsa@dpogroup.com

Where can I find or change my PayGate encryption key?

- Your encryption key is sent to you by the PayGate Onboarding Team in your 'Welcome to PayGate' email.
- You can also change it in your PayGate Merchant Access Portal. Navigate to Administration, Product Configuration, PayWeb v3, Configure.

Where can I view my transactions?

- Transactions can be viewed in Zoho Books under Sales, Payments Received.
- Transactions can also be viewed in the PayGate Merchant Access Portal: <https://map.paygate.co.za/login.php>

How do I process a refund?

- Refunds can be processed in the PayGate Merchant Access Portal: <https://map.paygate.co.za/login.php>
- Login details to MAP are sent in your 'Welcome to PayGate' email.