



Case study: OxPay

One-stop collections solution drives savings for OxPay

Non-bank financial institutions like OxPay are not permitted to directly access the real-time payments infrastructure in Singapore. As a result, OxPay was unable to serve the instant-payment needs of its merchants. Implementing our instant collections capability via our payment gateway, **Straight2Bank Pay**, solved this issue for OxPay and its merchants.

“We are very happy to be working so closely with Standard Chartered Bank. The relationship is on several levels and involves various teams. Over the last two years, our processing volume for PayNow with the Bank has become a significant cornerstone of our overall payment volumes. We see this trend continuing and will soon launch enhancements that will place OxPay and Standard Chartered Bank as leaders for SME PayNow processing in the market.”

John Tan

Regional Sales Director, OxPay SG Pte Ltd

40%

transaction volume
to be routed through
new channel

30%

FTE time saved



Reduced card MDR
charges and no
chargeback for PayNow

Client background

OxPay is a payment technology and merchant service company that facilitates payment collection for commerce transactions between suppliers, merchants, and end consumers in Singapore. It has offices in Singapore, Malaysia, Indonesia, and Thailand.

Client objectives

To offer customers instant payments, merchants need to integrate their payment systems with that of their banks.

This can be a challenge for some small and medium-sized enterprises as they may lack the capacity, resources, and technical know-how required.

The COVID-19 pandemic accelerated the shift towards e-commerce and digital payments. This has intensified the need for payment service providers like OxPay to update and differentiate their services to attract more merchants to their platform.



Solution

Standard Chartered's **Straight2Bank Pay** omnichannel collections solution enables OxPay to generate dynamic QR codes, which merchants provide to customers for payment via PayNow Corporate (a local funds transfer service that sends payments using a mobile number, Singapore NRIC/FIN, UEN or Virtual Payment Address). As Master Merchant, OxPay integrates with Standard Chartered and uses the Bank's API to generate QR codes during checkout, collecting funds on behalf of merchants.

The solution provides a shortcut for merchants to access PayNow Corporate instant payments without the need to integrate separately with different banks. Furthermore, OxPay merchants now enjoy lower merchant fees compared to credit card and e-wallet payments and are not subject to credit card chargeback risks for PayNow processing.

Results

OxPay can generate QR codes during the checkout process and collect funds on behalf of its merchants. As a result, merchants no longer need to individually integrate with their banks in order to access instant payment capabilities.

OxPay expects to enable PayNow via Standard Chartered to all of its merchants as a default. This will differentiate OxPay's services from other market providers. With a surge in demand, the company expects to route at least 40% of its volumes through the new QR-code channel this year as consumers increasingly move away from card and cash toward instant payments.

OxPay also enjoyed cost savings. This include reducing card MDR charges by a healthy percentage and a projected saving of approximately 30% of full-time equivalent (FTE) through reconciliation and other process improvements.

Furthermore, OxPay's merchants now enjoy lower merchant fees compared to card and e-wallet payments, and are not subject to the risks of credit card chargeback for PayNow processing.

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