



1Pay.pk Outlines Payment Gateway Transition Guidance

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1Pay.pk, the payment aggregation and technology brand of Setlexor Services (Private) Limited, is setting out voluntary guidance for merchants in Pakistan planning to change their payment gateway arrangement. The company statement focuses on separating the move of new orders to another provider from the continuing work attached to earlier transactions.

The guidance addresses a transition that involves more than replacing a checkout connection. A merchant may still need access to records, settlement information and support for payments accepted through its previous arrangement. The company recommends treating those responsibilities as a separate workstream so that a new integration does not become the assumed closing date for every older transaction.

The proposed transition record begins with the merchant's intended change, the services affected and the person responsible for coordinating it. Before selecting a switch date, the business should review notice requirements, remaining charges and access conditions under its existing agreement. The statement does not prescribe a universal notice period because the applicable terms must be checked for each arrangement.

Readiness with the replacement provider should be confirmed independently. Completing a software connection does not establish that the merchant is approved to accept live payments through every requested method. The plan should distinguish completed technical work from outstanding commercial or partner requirements, with responsibility assigned for each unresolved item before traffic moves to the replacement checkout.

“Changing the payment connection does not close the history of the business's earlier orders,” said Arshad Syed Muhammad, Founder and CEO of 1Pay.pk. “A merchant needs to know which provider handled each payment and where an unresolved case belongs. The transition plan should preserve that information for the people supporting customers after the switch.”

The statement recommends reviewing which business records can be retained through authorized reporting or export functions. Useful references include the merchant's order number, the provider's transaction reference, the amount and the confirmed status. Retaining operational records does not mean transferring payment credentials or assuming that sensitive customer payment information can be moved between providers.

At the changeover, the merchant should record when new payment requests begin using the replacement arrangement. Orders already awaiting a result need individual review rather than an automatic instruction to pay again. Staff should be able to identify the provider associated with each attempt, including cases where an order was created before the switch but payment activity continued afterward.

The advisory also asks businesses to review older payment links and payment instructions that remain visible in invoices, messages or saved website pages. Their continued use should be understood before the previous connection is disabled. Where an instruction is no longer valid, the merchant needs a controlled way to explain the change without treating an unresolved earlier attempt as a confirmed failure.

Refund enquiries, disputes and outstanding settlement questions require a continuing contact route under the original arrangement. The transition record should identify who can retrieve the necessary references and which organization is responsible for the next action. Moving future sales to a new provider does not by itself move responsibility for resolving previous payment activity to that provider.

The company recommends agreeing a response plan if the replacement checkout does not operate as expected. Returning to an earlier arrangement is only an option where its access, approvals and technical setup remain valid. Any change in routing should preserve transaction history and customer communication rather than silently creating another payment request for the same purchase.

This statement extends the company's earlier onboarding and integration framework at

<https://pressadvantage.com/story/102075-1pay-pk-publishes-two-track-framework-for-merchant-onboarding-and-payment-integration> to the point where a merchant changes an existing arrangement. The transition guidance is contained here; it does not announce an automated migration service, promise uninterrupted operation or establish that saved payment details can be transferred between providers.

1Pay.pk provides merchant payment connectivity and related technology, with information available at <https://1pay.pk/services>. Relevant licensed partners perform regulated payment activities under the applicable agreements. The advisory does not change those agreements or direct merchants to terminate a particular provider; it sets out the records, responsibilities and outstanding checks to resolve before and after a planned transition.

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1Pay

1Pay is a payment gateway service provider dedicated to simplifying the way businesses accept, manage, and process payments.

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