



Coriander Food Concepts &lt;info.cfcindia@gmail.com&gt;

**Razorpay: Activation form update [Coriander Food Concepts | GkYEUD8iNXJI3w]**

18 messages

**Razorpay Support** <rzt05py08emsp@razorpay.com>  
Reply-To: Razorpay Support <rzt05py08emsp@razorpay.com>  
To: info.cfcindia@gmail.com

Mon, Mar 22, 2021 at 9:21 PM

Coriander Food Concepts :  
Hi Team,

Please note clarifications as below :

- Please explain your business model in detail.

We are a trading, packaging and retailing company purchasing kitchen groceries in bulk and selling via online community and group channels like Whatsapp Business and ads on FB and IG. We do not have an e-commerce website yet, but will take it live in the next 30 days. For the purpose of managing our monies and receipts well, we'd like to integrate Razorpay into our accounting software-Quickbooks for easier and quicker book-keeping and accountancy. For now, we're accepting payments through multiple channels like Gpay, Paytm Wallets, bank transfer and cash. Often, since we are 2 partners, the payment is often received into different wallets and Gpay accounts. We'd like to streamline these big and small receipts in a common payment gateway system that will also enable to us start our ecommerce platform.

- Kindly elaborate on the products/services offered for which the Payment gateway is required.

A list of our menu is attached herewith. We also do corporate Gifting business for which we's again need Razorpay to give the companies multiple options to pay.

Let us know should you need any further information

Khushboo

On Sat, Mar 20, 2021 at 11:50 AM Razorpay Support <rzt05py08emsp@razorpay.com> wrote:

Hello again,

The activation of your Razorpay account has been put on-hold.

Please revert to the email with the previously requested details so that we can take further steps in getting your account activated at the earliest.

We look forward to hearing from you!

Here to help :)  
Syeda .

Ticket: <https://knowledgebase.razorpay.com/helpdesk/tickets/5215480>

We have enhanced our support options, for a quicker response please raise a request here -  
> <https://razorpay.com/contact/#request>  
Unhappy with the response? Please let us know -> <https://razorpay.com/contact/#grievance>

Regards,  
Team Razorpay

Attachments : 1. [v10-OnePage-Gramilo Menu-Dryfruits Spices Seeds Confectioneries.pdf](#)

**Razorpay Support** <rzt05py08emsp@razorpay.com>

Tue, Mar 23, 2021 at 7:31 PM

Reply-To: Razorpay Support <rzt05py08emsp@razorpay.com>

To: info.cfcindia@gmail.com

Cc: nodita.tiku@razorpay.com

Hi,

Thank you for choosing Razorpay. Have a great day. Stay home! Stay safe! Sincere Apologies for the Slow reply from our end.

We have successfully updated the required documents for verification purposes. There is still a pending clarification from your side for us to proceed further.

**Clarifications:**

- Kindly note that there are different lines of business on the website. Hence we will not be able to support all these verticals under a single account. However, you can sign up once again for different services with the same documentation.

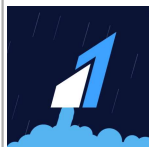
That being said, please let us know for which particular service would you like to integrate the Razorpay payment gateway on this account so that we can take further course of action.

Please reply to this Email *with clarification, attaching the requested documents*, so that we can take a further course of action.

The ticket reference for your request is #5215480.

We have enhanced our support options, please visit our Support page for more details: <https://razorpay.com/support>

Syeda :)  
Onboarding Team



**Razorpay - The Future of Payments is Here**

On Mon, 22 Mar at 9:21 PM , Coriander Food Concepts <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)> wrote:  
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Regards,  
Team Razorpay

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**Coriander Food Concepts** <info.cfcindia@gmail.com>  
To: Razorpay Support <rzt05py08emsp@razorpay.com>  
Cc: nodita.tiku@razorpay.com

Tue, Mar 23, 2021 at 8:30 PM

Hi Syeda,

What are the Business verticals opted for and what documents are required?

Khushboo

[Quoted text hidden]

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**Razorpay Support** <rzt05py08emsp@razorpay.com>  
Reply-To: Razorpay Support <rzt05py08emsp@razorpay.com>  
To: info.cfcindia@gmail.com  
Cc: nodita.tiku@razorpay.com

Tue, Mar 23, 2021 at 8:45 PM

Hi,

Thank you for choosing Razorpay. Have a great day. Stay home! Stay safe!.

As requested in the email sent on Tue, 23 Mar 2021 at 7:31 PM, please share the following requirements as we have successfully updated the required documents for verification purposes, but there is still a pending clarification from your side for us to proceed further.

**Clarifications:**

- Kindly note that our banking partners support only one vertical of business for one account, as per the previous email, we see that there are multiple verticals of business stated such as the sale of Grocery products and Accounting software, kindly state for which one of these services would you be using the payment gateway for. Please submit a letterhead stating that the Payment Gateway will be used for any one of the businesses. Also, please ensure that the document is on the company letterhead, signed, and seal of the company.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

, Coriander Food Concepts <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)> wrote:

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

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Syeda .

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Unhappy with the response? Please let us know -  
> <https://razorpay.com/contact/#grievance>

Regards,  
Team Razorpay

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**Coriander Food Concepts** <info.cfcindia@gmail.com>  
To: Razorpay Support <rzt05py08emsp@razorpay.com>  
Cc: nodita.tiku@razorpay.com

Wed, Mar 24, 2021 at 3:57 PM

Hi Syeda,

I'm amazed to see Accounting as our service offerings. We have **no where** mentioned that Accounting services are our product offerings.

We only deal in groceries as mentioned in the last mail as an attachment.

Can you please clarify where exactly did you see accounting as a product offering from "Coriander Food Concepts"?

I do not suppose the letterhead will be required should you please clarify how this confusion has arisen.

Khushboo

[Quoted text hidden]

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**Razorpay Support** <rzt05py08emsp@razorpay.com>  
Reply-To: Razorpay Support <rzt05py08emsp@razorpay.com>  
To: info.cfcindia@gmail.com  
Cc: nodita.tiku@razorpay.com

Wed, Mar 24, 2021 at 8:21 PM

Hi,

Thanks for submitting your application with us. There are a few requirements that need to be completed before we can activate your account.

**Clarification:**

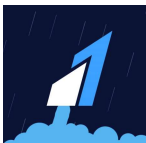
- Kindly submit a letterhead stating that the Payment Gateway will be used for the sale of **groceries** only. Also, please ensure that the document is on the company letterhead, signed, and seal of the company.

Please reply to this Email *with clarification*, so that we can take further course of action.

The ticket reference for your request is #5215480.

We have enhanced our support options, please visit our Support page for more details: <https://razorpay.com/support>

Syeda :)  
Onboarding Team



**Razorpay - The Future of Payments is Here**

On Wed, 24 Mar at 3:57 PM , Coriander Food Concepts <info.cfcindia@gmail.com> wrote:  
Hi Syeda,

[Quoted text hidden]

[Quoted text hidden]

Hi Syeda,  
I'm not sure about this query. We want to make access that we can integrate it with QuickBooks (our accounting software) and seamlessly accept payments when we send out the invoices to our clients through QR.  
Further, we'd also add e-commerce module in the next 4 months to our website. So request you to help us with access accordingly.

Screenshot 2021-03-24 at 8.19.35 PM.png  
43K

Coriander Food Concepts <info.cfcindia@gmail.com>

Thu, Apr 1, 2021 at 12:35 AM

To: Razorpay Support <rzt05py08emsp@razorpay.com>

Cc: nodita.tiku@razorpay.com, rahul.rana@razorpay.com, jyotika.agarwal@razorpay.com, rahul.sharma@razorpay.com, adnan.noorie@razorpay.com, Mita\_Mallick@intuit.com

Hi Jyotika, Rahul and Team.

This has been an atrocious process to sign up and a terrible experience.

I have time and again mentioned that we are a grocery service and wish to integrate your payment gateway to our accounting software since y'all seem to be tied up with Quickbooks and we were expecting easier payment receipts from our customers.

First our original ID wasn't active and we were asked to sign up on a new ID. This was out of our company mandate, however we tried to get an approval and go ahead with a new ID.

Then, we were asked to answer questions and tickets raised by your team about 7 times till now. Separate questions on mail were answered. Despite multiple clarifications on the business model, products, even attaching our product menu, I fail to understand how did your team assume that a company named "Coriander Food Concepts" is selling "accounting softwares".

This is surprising because my last requirement on another account was executed within mere 5 days, I guess.

And now, you need a letterhead overtaking assuring that we only sell Groceries.

Getting your payment gateway logins have been more difficult than procuring a GST certificate and FSSAI license together. This is shameful and I have no idea what is causing such a prolonged process.

Thank you for your services. We shall be happy to get another payment gateway onboard.

**CC : Mita for Quickbooks Team**, sincere request you to review these issues and share this as a feedback with your Management Teams. We shall not be able to use your software if we aren't able to use such basic and most useful services easily. Our account renewal decision shall include this for review.

**Attached** : Initial conversation with Razorpay Team

Khushboo

Partner, Coriander Food Concepts.

[Quoted text hidden]

----- Forwarded message -----

From: Hello Gramilo <hellogramilo@gmail.com>

To: rahul.rana@razorpay.com

Cc: jyotika.agarwal@razorpay.com

5/5/2021

Gmail - Razorpay: Activation form update [Coriander Food Concepts | GkYEUD8iNXJI3w]

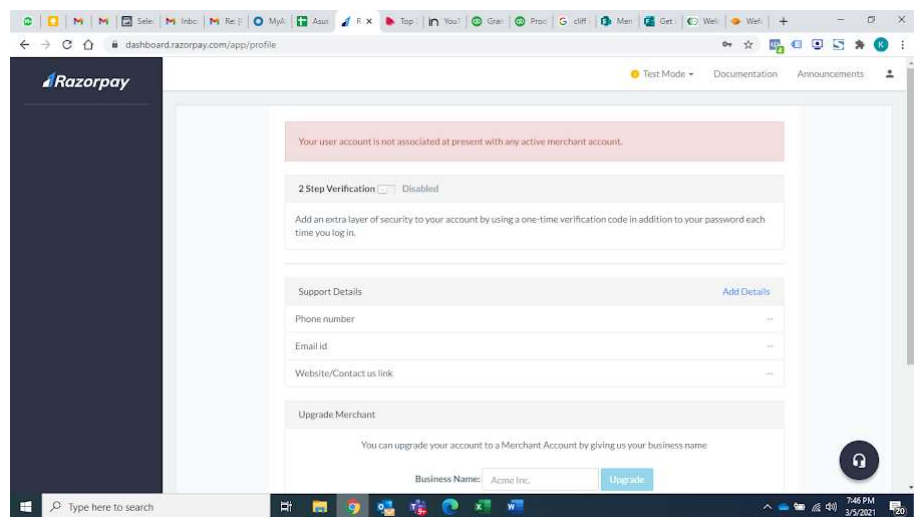
Bcc:

Date: Fri, 5 Mar 2021 20:25:59 +0530

Subject: No able to operate new account

Hi Rahul,

We're not able to activate the new created account. The dashboard is frozen and not working. We tried to get in touch with the support team, but no one has contacted yet.



This is the error, we haven't completed the sign up process yet. When we tried to sign up it said that the account already exists. On login, it's incomplete.

Please advise what should be done?

Khushboo

+91-9920055278



**No able to operate new account.eml**

183K

**Razorpay Support** <rzt05py08emsp@razorpay.com>  
Reply-To: Razorpay Support <rzt05py08emsp@razorpay.com>  
To: info.cfcindia@gmail.com

Thu, Apr 1, 2021 at 10:54 AM

Hi Khushboo,

Thank you for your valuable time, as discussed.

#### Clarification:

- Kindly submit a letterhead stating that the Payment Gateway will be used for the sale of **groceries** only. Also, please ensure that the document is on the company letterhead, signed, and seal of the company.

Please reply to this Email *with clarification*, so that we can take further course of action.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

, Coriander Food Concepts <info.cfcindia@gmail.com> wrote:

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

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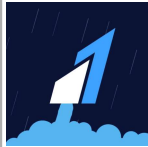
[Quoted text hidden]

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[Quoted text hidden]

We have enhanced our support options, please visit our  
Support page for more details: <https://razorpay.com/support>

Syeda :)  
Onboarding Team



**Razorpay - The Future of Payments is Here**



**Letterhead copy (3).docx**

5K

**Coriander Food Concepts** <info.cfcindia@gmail.com>

Thu, Apr 1, 2021 at 5:21 PM

To: Razorpay Support <rzt05py08emsp@razorpay.com>, nodita.tiku@razorpay.com, Rahul Rana  
<rahul.rana@razorpay.com>, jyotika.agarwal@razorpay.com, rahul.sharma@razorpay.com, adnan.noorie@razorpay.com,  
Mita\_Mallick@intuit.com

Not responding until the previous mail is resolved.

Should your team feel not eligible to reply, please discontinue the registration process.

Khushboo

[Quoted text hidden]

**Coriander Food Concepts** <info.cfcindia@gmail.com>

Mon, Apr 19, 2021 at 12:05 AM

To: Mita\_Mallick@intuit.com, helloqramilo@gmail.com

Hi Mita,

Awaiting your response on this.

Khushboo

User ID : [helloqramilo@gmail.com](mailto:helloqramilo@gmail.com)

[Quoted text hidden]

**Mallick, Mita** <Mita\_Mallick@intuit.com>

Mon, Apr 19, 2021 at 6:36 PM

To: Coriander Food Concepts <info.cfcindia@gmail.com>

Dear Khusboo,



I understand your concern that you are facing some razor integration with qbo however we have forwarded the issue with the concerned team.

For any kind of update, you will be shortly notified with it.

### Regards & Thanks

**Mita Mallick**

**QuickBooks Renewal Consultant | Intuit Inc.**

**Email: [mita\\_mallick@intuit.com](mailto:mita_mallick@intuit.com)**

(Mon – Sat : 10AM - 7PM IST)

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**From:** Coriander Food Concepts <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)>

**Sent:** Monday, April 19, 2021 12:05 AM

**To:** Mallick, Mita <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>; [hellogramilo@gmail.com](mailto:hellogramilo@gmail.com) <[hellogramilo@gmail.com](mailto:hellogramilo@gmail.com)>

**Subject:** Re: Razorpay: Activation form update [Coriander Food Concepts | GkYEUD8iNXJI3w]

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[This email is from an external sender.](#)

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**Coriander Food Concepts** <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)>

Tue, Apr 20, 2021 at 2:22 PM

To: "Mallick, Mita" <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>

Hey Mita,

Due to increase in transactions, it's getting very difficult to keep a track of payment receipts from different sources like Gpay, Paytm, Other payment wallet, bank transfers and cash. We had hoped that Razorpay integration would solve for this, but their onboarding process is atrocious.

I request you to suggest other payment gateways that we can integrate with to make payment receipts easier. Since razorpay is your preferred partner, we tried doing that. We created a new account as per their request because they said our original account activation will take time. But looking at the entire team's attitude and terrible customer servicing at the time of onboarding itself, we do not wish to go forward with them.

You forwarding the mail to concerned team is not enough. Please suggest other payment gateways that can be integrated and can be worked with. If you suggest there aren't any, I'm sorry, we'll have to leave QB altogether. We cannot work with service providers who do not worry about user satisfaction.

Open to have a call to discuss this.

Khushboo

Khushboo

[Quoted text hidden]

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**Coriander Food Concepts** <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)>

Fri, Apr 23, 2021 at 2:59 PM

To: "Mallick, Mita" <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>

Hi Mita,

Awaiting your revert on this. Our transactions have increased. Soon we shall be activating our digital marketing and Whatsapp Business integrations. We're expecting more transactions. We need a payment gateway integration and your system is acting a big hindrance for us.

You please speak to your Razorpay Team, else we need to prepare migrating from the QB accounts.

Khushboo

[Quoted text hidden]

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**Coriander Food Concepts** <info.cfcindia@gmail.com>  
To: "Mallick, Mita" <Mita\_Mallick@intuit.com>

Sat, Apr 24, 2021 at 8:13 PM

Hi Mita,

May I request you to cc mark your senior/team on this mail?

Khushboo

[Quoted text hidden]

---

**Coriander Food Concepts** <info.cfcindia@gmail.com>  
To: "Mallick, Mita" <Mita\_Mallick@intuit.com>

Sat, Apr 24, 2021 at 9:29 PM

Also, need to know, can we add an image in the invoice footer or any option to add a payment QR code on the invoices?

[Quoted text hidden]

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**Mallick, Mita** <Mita\_Mallick@intuit.com>  
To: Coriander Food Concepts <info.cfcindia@gmail.com>

Tue, Apr 27, 2021 at 4:10 PM

Dear Khusboo,

Please contact our support team.

URL for Chat support : [https://help.quickbooks.intuit.com/en\\_IN/contact](https://help.quickbooks.intuit.com/en_IN/contact)

## QuickBooks® India Official Contact Us, Contact QuickBooks India Customer Service - Intuit

Official QuickBooks® India contact us page. Let us guide you to the quickest answer or QuickBooks expert. Contact us by phone, post a question to the community, or browse our expert FAQs.

[help.quickbooks.intuit.com](https://help.quickbooks.intuit.com)

### Steps to connect with chat representatives:

<https://quickbooks.intuit.com/learn-support/global/tax/i-am-trying-to-chat-with-helpdesk-i-got-connected-to-the-chat/01/671588#>

<https://quickbooks.intuit.com/learn-support/global/intuit-account/contact-the-quickbooks-online-customer-support-team/01/383112>

QuickBooks Online Support



Need help with QuickBooks Online? We're here to back your business. How to contact customer support Sign in to your QuickBooks Online company. Select Help (?). In QB Assistant, enter the topic you need help with. You can also enter questions. Select Contact Us to connect with a live

[quickbooks.intuit.com](https://quickbooks.intuit.com)

## Regards & Thanks

**Mita Mallick**

**QuickBooks Renewal Consultant | Intuit Inc.**

**Email: [mita\\_mallick@intuit.com](mailto:mita_mallick@intuit.com)**

(Mon – Sat : 10AM - 7PM IST)

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**Sent:** Saturday, April 24, 2021 9:29 PM

**To:** Mallick, Mita <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>

[Quoted text hidden]

[Quoted text hidden]

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**Coriander Food Concepts** <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)>

Fri, Apr 30, 2021 at 1:31 PM

To: "Mallick, Mita" <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>

Hi Mita,

Awaiting your response on the first two queries too. Really don't see you helping us much.

1. Razorpay integration or suggestion on other payment gateways we can integrate with your system
2. Add your reporting senior to this mail.

Khushboo

[Quoted text hidden]

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**Coriander Food Concepts** <[info.cfcindia@gmail.com](mailto:info.cfcindia@gmail.com)>

Mon, May 3, 2021 at 11:04 PM

To: "Mallick, Mita" <[Mita\\_Mallick@intuit.com](mailto:Mita_Mallick@intuit.com)>

Hi Mita,

This is Ratan Kadmawala - Partner in the company.

I regret to say that its absolutely unfair, unprofessional and not acceptable to see such poor responses and careless reverts.

Just see the number of emails from Khushboo and the number and content of responses from you and Razorpay.

Such responses as a renewal consultant from you are absolutely not understood and something to worry about for your company.

You simply asked us contact the support team. But where are they ? Who are they ? How to reach them ? There is no response from them as promised.

Do you all really think that its possible to use QB without telephonic help ? Its not fair and practical to expect users to refer to 'help' option and spend hours to learn to make entries which can be simply resolved much better and clearer in minutes.

5/5/2021

Gmail - Razorpay: Activation form update [Coriander Food Concepts | GkYEUD8iNXJI3w]

The query from Razorpay to ask for a letter to confirm that we are dealing in food items was very weird as our company name itself says what are we dealing in.

Finally note that we are finding ourselves helpless to continue to use the QB for so many concerns to resolve the communication gaps, absence of an operational call centre in India and very poor response on emails. And obviously we may not renew our subscription if the concerns are not resolved very soon.

Please advise a local helpline number, call back and also arrange a call back from head office customer support on +919920055278 or +919619230110 on most priority.

Lastly there is no to reach the USA customer care. Not even thru emails.

Regards,

Ratan Kadmawala

[Quoted text hidden]