1BILL BPS

SAMPLE USER JOURNEY
Customer Experience Online Process Flow

Customer → Bank: OTC, ATM, Internet Banking, Mobile Banking → Bills & Taxes Payment Service Provider → Biller
1. User log-in the Mobile Application
2. User select **Bill Payment** Service.

This presentation is only for reference purposes. This is a basic screen flow of 1BILL Services. Initiators may have the different interface for 1LINK 1BILL services, keeping the main flow intact.
1. User needs to select Bill Payment type.

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1. User select desired 1BILL Service.

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BILL PAYMENT SCREEN

1. Enter Consumer number (including 6 digits prefix assigned)

2. Click next to fetch Bill Inquiry

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1. Title fetch would confirm the amount and details of the customer.

2. User will continue to pay the amount.

3. After successful payment, user will be confirmed through confirmation screen.

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