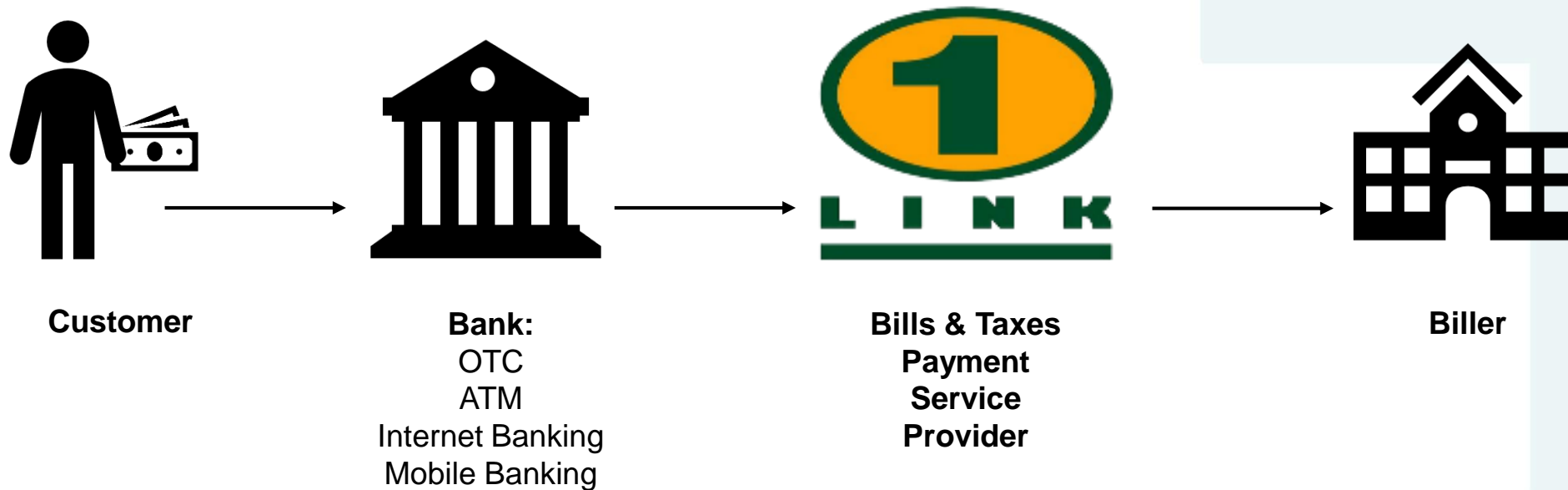


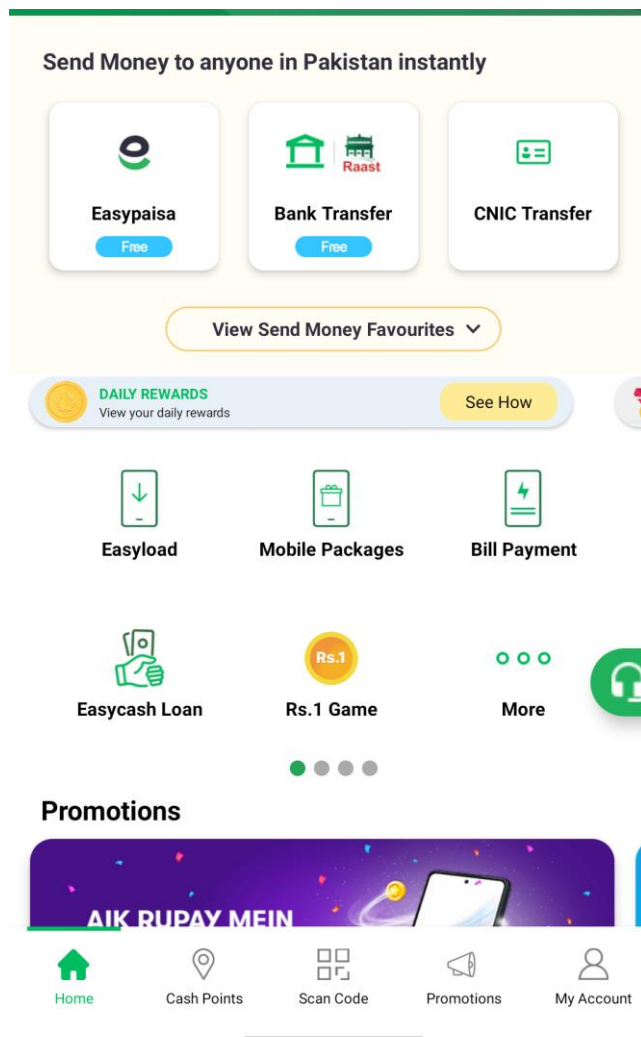
1BILL BPS

SAMPLE USER JOURNEY

Customer Experience Online Process Flow



MAIN SCREEN
















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.

BPS SERVICES



Select Bill Type

 Electricity	 Telephone	 Gas
 Internet	 Water	 Solar
 Education	 Government Fees	 Credit Card
 Leisure Clubs	 Investments	 NADRA Fee
 Others		














1. User needs to select Bill Payment type.

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1BILL SERVICES

< Pay other bills 🔍

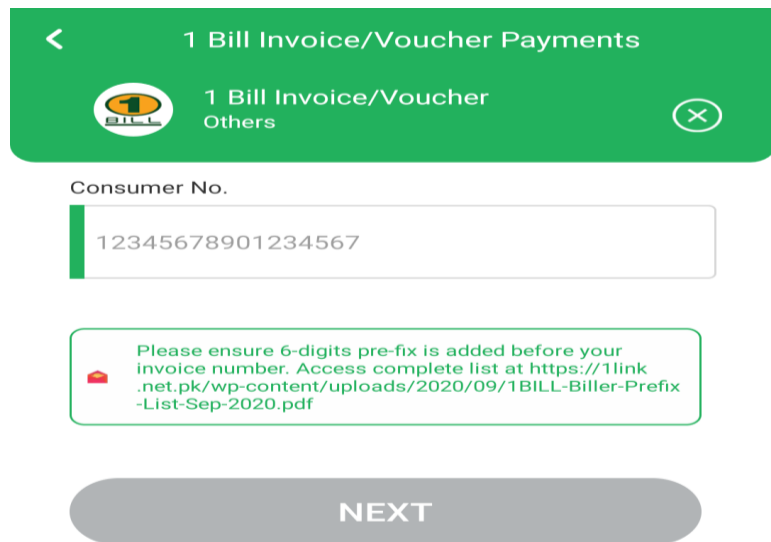
Select Company

 1 Bill Invoice/ Voucher	 1 Bill Credit Cards	 KuickPay
 PayPro	 Haball	 SimPaisa
 Bahria Enclave Islamabad	 Bahria Town Rawalpindi	 Store at Door
 Air Force Officers Housing Scheme	 AirSial	 SmartGhar.pk
 TCS Sentiments		

1. User select desired 1BILL Service.

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BILL PAYMENT SCREEN



The screenshot shows a mobile application interface for bill payments. At the top, there is a green header with a back arrow, the text "1 Bill Invoice/Voucher Payments", and a close button. Below the header, there is a card with the 1BILL logo and the text "1 Bill Invoice/Voucher Others". Underneath, there is a text input field labeled "Consumer No." containing the number "12345678901234567". A warning message in a red box states: "Please ensure 6-digits pre-fix is added before your invoice number. Access complete list at <https://1link.net.pk/wp-content/uploads/2020/09/1BILL-Biller-Prefix-List-Sep-2020.pdf>". At the bottom of the form is a grey "NEXT" button.

1. Enter Consumer number (including 6 digits prefix assigned)
2. Click next to fetch Bill Inquiry

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TITLE FETCH

< Your 1 Bill Invoice/Voucher Bill



Your 1 Bill Invoice/Voucher Bill due

Rs. 14,658

*Pay 3 Bills every month, Absolutely FREE! ⓘ

Pay Now

Available Balance: Rs 3.51

Your Account limits do not apply on Bill Payments

Bill Details

Consumer Name

Humayoon Muhammad Khan Ks3

Bill Month

June

Reference Number

1000530400002463588

Due Date

25 Jul 2022

Status

UnPaid

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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