1BILL BPS
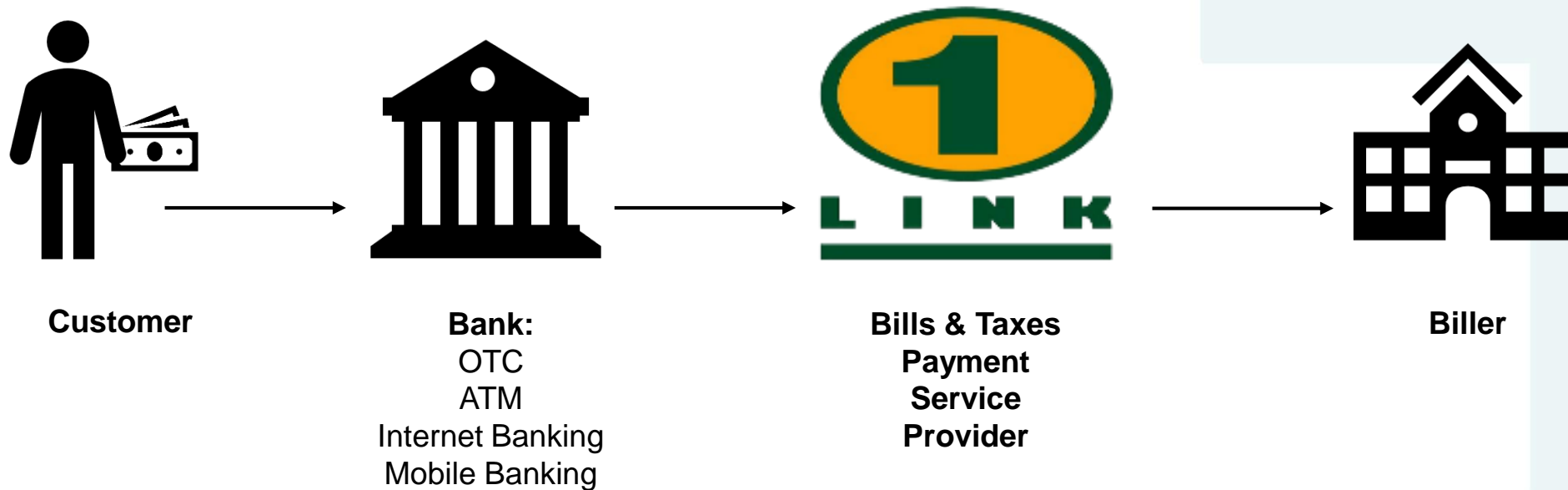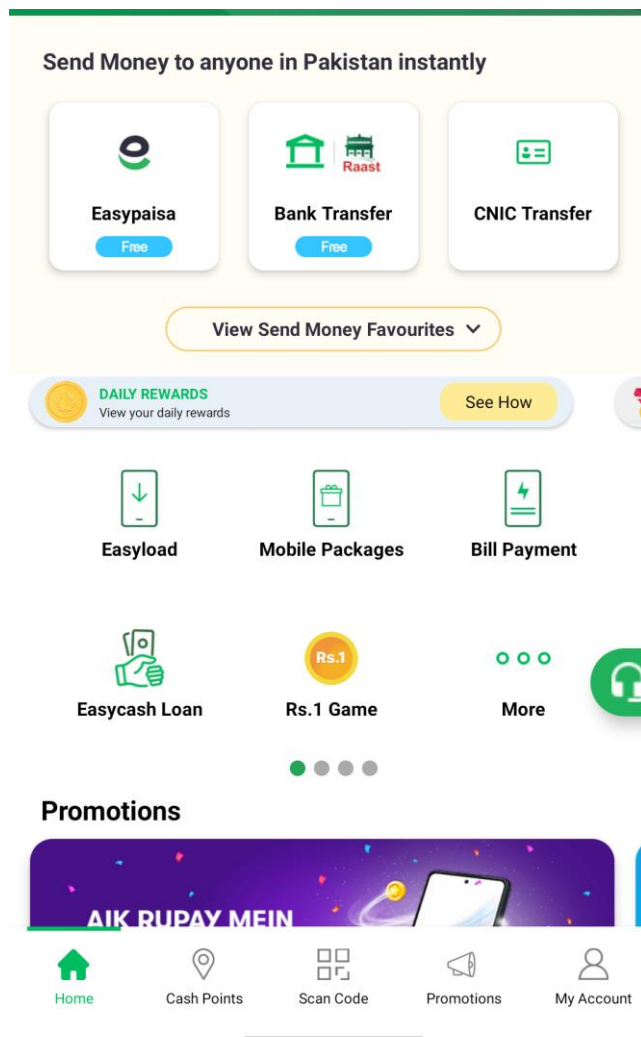
SAMPLE USER JOURNEY

Customer Experience Online Process Flow

Customer

Bank:
OTC
ATM
Internet Banking
Mobile Banking

Bills & Taxes Payment Service Provider

Biller

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

1. User needs to select Bill Payment type.

1BILL SERVICES

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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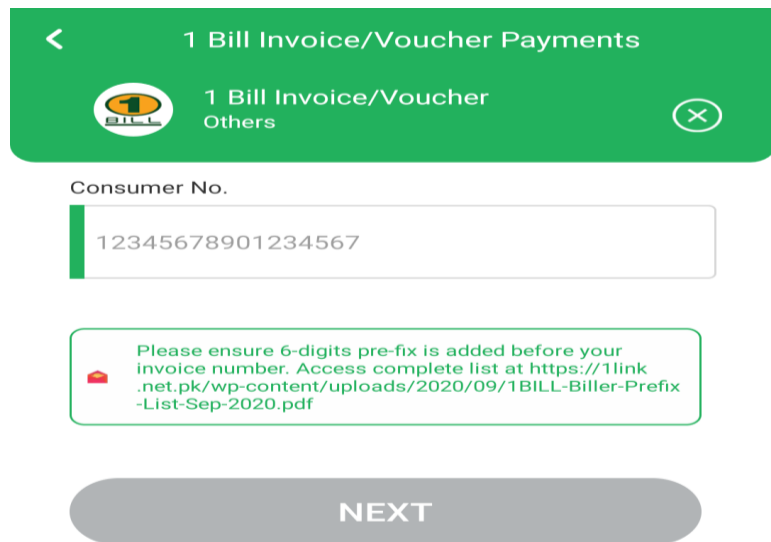
TITLE FETCH

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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