Digital Payments

STEP BY STEP INSTRUCTIONS FOR VARIOUS MODES OF PAYMENT:

Cards, USSD, AEPS, UPI, Wallets
Bank Cards
Getting a Bank Card

1. HOW TO ISSUE A CARD FROM YOUR ACCOUNT
   - Approach nearest bank branch
   - Multiple cards from one account
   - PIN issued by bank separately

2. ACTIVATE YOUR CARD
   - At your Bank’s ATM by even balance checking
   - At your bank branch by any transaction
# Point of Sale (PoS) & Card Steps

<table>
<thead>
<tr>
<th>Banks Issue Various Cards for Their Account Holders</th>
<th>Use Your Card to Shop Anywhere</th>
<th>Prepaid Card Can Be Issued by Any Bank from Account or Cash (Following Benefits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepaid Cards</td>
<td>At any PoS</td>
<td>Pre-loaded card</td>
</tr>
<tr>
<td>Debit cards</td>
<td>At ATM</td>
<td>Equivalent to cash</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>Online shopping</td>
<td>Can be recharged several times</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Can be used at any PoS, ATM</td>
</tr>
</tbody>
</table>
Unstructured Supplementary Service Data (USSD) based Mobile Banking

*99# - National Unified USSD Platform (NUUP)
Required for Activation

1. ACCOUNT IN A BANK
2. ANY MOBILE PHONE ON GSM NETWORK; NO INTERNET NEEDED

Can be used for payments upto Rs 5000 per day per customer
Registration

1. Visit your branch to link mobile number and bank account. Can be done at ATM or online also.

2. You will get your Mobile Money Identifier (MMID) and Mobile PIN (MPIN) upon registration.

3. Remember your MMID and MPIN.

New changes being brought to simplify user experience; no need for separate MMID.
Transfer Funds to another Bank Account

1. Dial *99# from your phone

2. Welcome to NUJIF. Enter 3 Letters of your Bank's short name or first 4 Letters of your Bank's IFSC.

3. Enter your option:
   - 1. Balance Enquiry
   - 2. mini statement
   - 3. Fund Transfer - MMID
   - 4. Fund Transfer - Account No
   - 5. Fund Transfer - Aadhaar
   - 6. Know MMID
   - 7. Change MM- PIN
   - 8. Generate OTP

4. Enter Beneficiary Mobile No

5. Your a/c no. 999334465782 is debited for Rs. 500.00 on 16-02-2014 and a/c linked to mobile 9991330992 credited (MMID: 9002567) (RMS Ref no 21223445555).

6. Want to transfer Rs 500 to beneficiary with mobile 9991330992 and MMID 9002567. For rent [Enter Your MPIN] [Last 4-digits of account number] separated with single space

7. Enter Account & remarks (optional) separated with single space

8. AS [Amount] [Remarks]

9. 1234 4567

10. 500 rent

11. 9240378
Aadhar enabled payment system (AEPS)
Aadhaar Enabled Payment System (AEPS)

AEPS allows bank-to-bank transaction at PoS (MicroATM) with the help of Banking Correspondent

Seed your account with your Aadhaar number

Now do transactions without remembering any PIN

Aadhar enabled Services
  - Balance Enquiry
  - Cash Withdrawal
  - Cash Deposit
  - Aadhaar to Aadhaar Funds Transfer
Key Steps for AEPS Transaction

1. Go to a MicroATM or banking correspondent
2. Provide your bank name and Aadhaar
3. Choose which transaction to do
4. Provide fingerprint on scanner
5. On successful transaction, take the print slip
6. Process completed

Provide finger print on scanner
MicroATM Transaction
Requirements for registration on UPI

REQUIREMENTS

Smartphone with internet facility

Bank Account details (only for registration)

AVAILABLE APPS (28 BANK APPS)

SBI app, PNB UPI, UPI Collect (ICICI),
Axis Pay, Canara Bank UPI, UCO UPI,
Union Bank UPI, OBC UPI and 20 other banks
UPI Registration Process

1. Download any bank's app or 3rd party app
2. Choose your unique ID (AADHAR, mobile no.) as virtual payment address (VPA)
3. Select your bank
4. Give account details for first time
5. Set M-pin for validating transactions
6. Registration completed
Registering on UPI

Sending Money on UPI

1. CHOOSE “SEND MONEY”
2. ENTER PAYEE’S VIRTUAL PAYMENT ADDRESS
3. ENTER AMOUNT
4. HIT “SEND”
5. CONFIRM THE DETAILS
6. WRITE REMARKS FOR TRANSACTION
Sending Money

[Images of screens showing the Unified Payments Interface (UPI) for sending money]

Collecting Money (raise a demand) on UPI

1. Choose “Collect Money”
2. Enter Payer’s Virtual Payment Address
3. Enter Amount
4. Write Remarks for Transaction
5. Enter When Do You Want to Collect
6. Hit “Confirm”
Collecting Money

Wallets
What are e-wallets?

Electronic pre-paid payment system, mobile-first

Used in purchasing items on-line with a computer or a smartphone at a store.

An individual's account is required to be linked to the digital wallet to load money in it.

Most banks have their e-wallets and some private companies
Using Wallets

Consumer Wallet Limits: Rs.20,000/month for all. Rs.1 lakh/month with KYC

Merchant Wallet Limits: Rs.50,000/month with Self Declaration. Rs.1 lakh/month with KYC

Basic Requirements to Start Using a Wallet: Bank Account, Smartphone, 2G/3G Connection & A Free Wallet App
Point of Sale (PoS)
Types of PoS

**PHYSICAL POS**
Physical Card Swiping – PTSN with landline / GPRS enabled

**MPOS**
Phone connected with external POS device through jack / Bluetooth

**V-POS**
Virtual E-payment Gateway
Physical PoS

1. SWIPE A DEBIT/CREDIT CARD ON THE POS MACHINE
2. ENTER AMOUNT TO BE PAID AND PIN
3. GENERATE RECEIPT
Installation of Physical PoS Terminal

1. Open / identify current account for transactions
2. Fill in the application form (online / at the branch)
3. Identify type of PoS required (landline / GPRS)
4. Submit following documents:
   - Proof of business (any one)
     • Shop & establishment registration certificate
     • VAT certificate
     • Sales tax
   - Proof of address
   - Photo identity proof of proprietor / partner
   - Financial details
     • Bank statement
     • Income tax return
5. Acceptance of MDR by merchant
6. Execution of Merchant Establishment Agreement
Mobile PoS

Note: mSwipe is used as an example of MPOS here
V-PoS

No PoS machine required

QR code used for payment to bank account of merchant

Complete privacy of merchant bank account
<table>
<thead>
<tr>
<th>Must Do Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register your mobile number at bank for regular information by SMS for every transaction</td>
</tr>
<tr>
<td>Never share your PIN to anyone</td>
</tr>
<tr>
<td>Transact at only trusted merchants</td>
</tr>
<tr>
<td>While at ATM, ensure no one is looking over your shoulders</td>
</tr>
</tbody>
</table>
## Digital Payment Matrix

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Bank Cards</th>
<th>*99#/NUUP</th>
<th>AEPS</th>
<th>UPI</th>
<th>Wallets</th>
<th>Physical</th>
<th>Mobile</th>
<th>PoS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prerequisites</td>
<td>Bank A/C</td>
<td>Bank A/C</td>
<td>Bank A/C, GSM Mobile</td>
<td>Aadhar Number, Bank A/C</td>
<td>Bank A/C, UPI App by Bank, Smart Phone, 2G/3G Internet</td>
<td>BankA/C, Smart Phone, Free E-Wallet App &amp; 2G/3G Internet</td>
<td>Current Bank A/C, Physical PoS - PTSN with landline or GPRS enabled</td>
<td>Smartphone, PoS App, 2G/3G Internet, External Pos Device - through jack or Bluetooth</td>
</tr>
<tr>
<td>Registration</td>
<td>At bank</td>
<td>At bank</td>
<td>Mobile # with Bank A/C</td>
<td>Aadhar Number with BankA/C</td>
<td>Mobile#/Aadhar with UPI App of the Bank</td>
<td>Mobile# reg. with Bank seeded in App</td>
<td>Physical submission of doc in bank, Accept MDR</td>
<td>Bank A/C with PoS App</td>
</tr>
<tr>
<td>Approx Duration</td>
<td>1-2 WDs</td>
<td>5-7 WDs</td>
<td>1-2 mins</td>
<td>5 mins</td>
<td>5 mins</td>
<td>Procurement of Physical PoS takes 2-4 weeks</td>
<td>Mobile PoS not easily accessible as of now</td>
<td>5 mins for payment through QR Code</td>
</tr>
<tr>
<td>for Initiation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linkages</td>
<td>Mobile #</td>
<td>Mobile #</td>
<td>Mobile #</td>
<td>Aadhar</td>
<td>Mobile#/Aadhar #</td>
<td>BankA/C or Bank Card with Wallet</td>
<td>Current Banks A/C of merchant</td>
<td>Bank A/C of the Merchant</td>
</tr>
<tr>
<td>Fund Transfer</td>
<td>Limited</td>
<td>Unlimited</td>
<td>Limit varies</td>
<td>5000/day, 50,000/annum</td>
<td>No Limit</td>
<td>1 lakh/tr</td>
<td>Consumer: Rs.20,000/month for all; Rs.1 lakh/month with KYC Merchant: Rs. 50,000/month with self declaration; Rs.1 lakh/mnth with KYC</td>
<td>No Limit</td>
</tr>
<tr>
<td>Limit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Cost for Merchant</td>
<td>0.45p/tr.*</td>
<td>1-2% of tr.*</td>
<td>1-2% of tr.*</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Transaction Cost for Consumer</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Data charges for App download</td>
<td>Data charges for App download</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Security Features Available</td>
<td>PIN</td>
<td>PIN, OTP, Sig.on Card, SMS</td>
<td>PIN, OTP, Sig.on Card, SMS</td>
<td>MMID, MPIN (In future, MMID will not be needed)</td>
<td>Finger Prints &amp; Iris Detection</td>
<td>ID: Mobile # OR Aadhar#; MPIN</td>
<td>ID: Mobile#; Password</td>
<td>PIN &amp; SMS post transaction</td>
</tr>
</tbody>
</table>

**tr.:** Transactions  
**WDs:** Working Days  
**NUUP:** National Unified USSD Platform  
**AEPS:** Aadhaar Enabled Payment System  
**UPI:** Unified Payment Interface  
**MPIN:** Mobile PIN  
**PTSN:** Public Switched Telephone Network  
**GPRS:** General Packet Radio Service  
**QR Code:** Quick Response Code