TATA CONSULTANCY SERVICES
Experience certainty.

KIOSK & FINANCIAL GATEWAY SOLUTION

User Manual for Agent Module

May 2016

Version 3.0

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1. Introduction:-

An agent is the person authorized to carry out enrollments and the transactions at the kiosk. An agent is created by a Business Correspondence (BC). To carry out operations at the kiosk, an agent is mapped to a terminal (machine). Only a mapped agent can operate from the kiosk. As a means of authentication for log in and other operations, agents use their fingerprints. Only when the fingerprints are authenticated, the agent can proceed.

An agent has access to the following services:

- Customer creation
- Continue customer creation
- Customer transactions
- Change password
- Reports

Open Internet Explorer and enter the URL https://fig1.rscb.org.in/ , https://fig2.rscb.org.in/

This gives the Agent portal for the Kiosk application. An agent who is mapped to the particular kiosk terminal performs the following operations:

- Logs in and processes the customer enrollment and transactions.
- Manually submits the hard copy of the account opening documents to the respective branch for opening the customer bank accounts.

Fields:

The fields are described as follows:

- User: This is the user id of the agent. The length of the user id is eight digits (one digit with value ‘1’ + three digit BC id + four digits of the sequence).

- Password: For the first time application users, the default password is “mfi@1234”.

Note: The password has to be changed during first time log in.

Steps to be followed:

Perform the following steps:

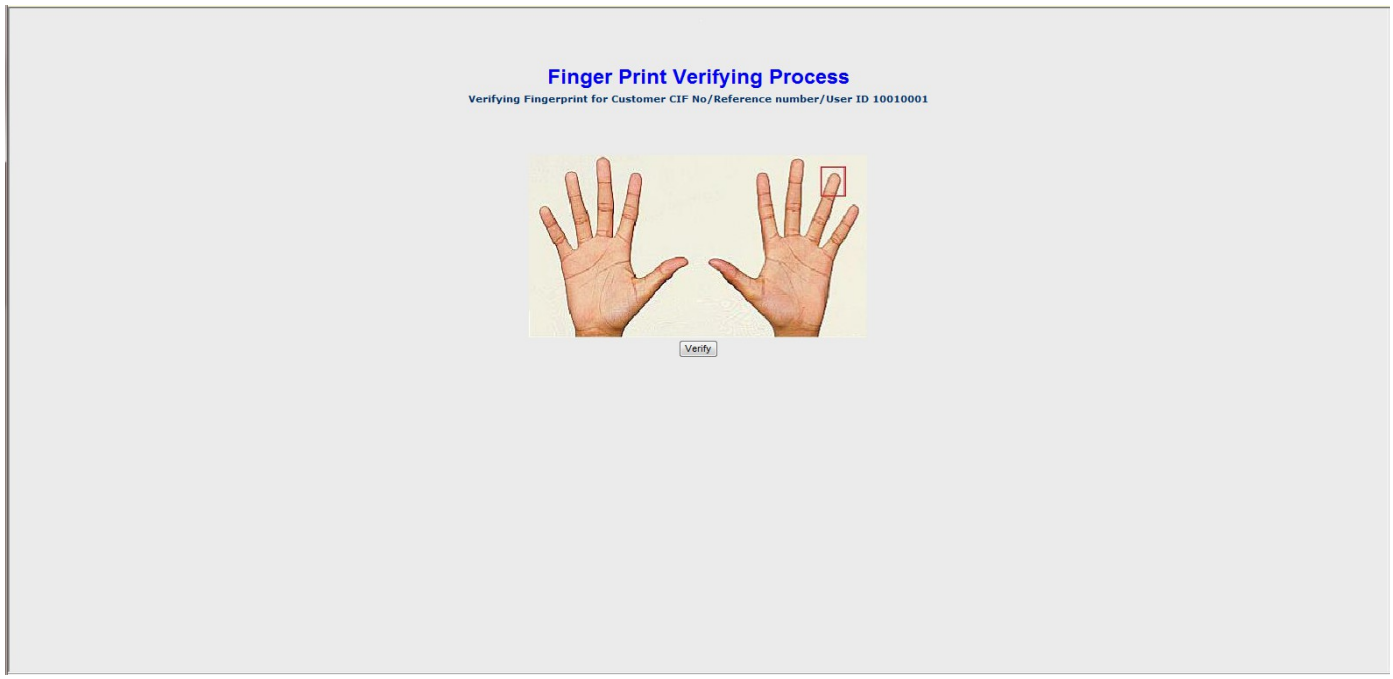
- Enter a valid user ID and click “Continue”.

- Enter Password and captcha and click on “Login”.

- Click "Login". On providing the valid credentials, the agent will be able to logon to the Agent portal.

- Authenticate the fingerprints of the agent for login.

- Click “Verify” and give the fingerprint for verification



- For Optical FP devices (like Cogent, Mantra, Morpho)- Place the finger when light appears on scanner.

For Non-optical devices (like Legend)- Swipe the finger on the swipe portion of the device.

Note: In case wrong fingerprint is given, the user can recapture FP for verification. Click “Ok” on the alert shown & recapture the FP.

The user will have three attempts for verifying the FP. In case, the FP verfications fails in all the three attempts, it results in a logout. Click “OK” on the alert and re-login following the steps 1 to 6.

2. Customer Creation

In Customer Creation, the agent captures the following customer details:

- Demographic
- Biometric
- Photo

The process includes the following steps:

- Log on to the application and go to the menu.
- Click the Customer Creation tab.
- Click Customer Creation.

- Enter the customer basic details

Fields:

The fields are described as follows:

Gender: Dropdown to select the customer gender

First Name: First name of the customer (mandatory)

Middle Name: Middle name of the customer (optional)

Last Name: Last name of the customer (mandatory)

Perform the following steps for customer creation:

- Select Customer Enrollment Type as New Customer.
- Enter the name of the customer.
- Select the gender
- Click “Capture FP”.

It proceeds to capture customer’s Finger Print (FP).

Once the basic details of the customer have been captured, the fingerprints of the customer are captured. The fingerprints are used by the customer for operating the account transactions.

A unique Reference Number is generated for each customer. This number can be used to track the customer creation process. In case the customer creation is interrupted, this number is used to continue the customer creation. The reference number is of 20 digits (five digit Branch ID + eight digit Agent Id + seven digit sequence).

Note: The agent has to specify the reference number on the account opening form of the customer.

The fingerprints of the customer are captured through an FP device. Before capturing the FP, ensure that the device is connected properly.

Fields:
The fields are described as follows:

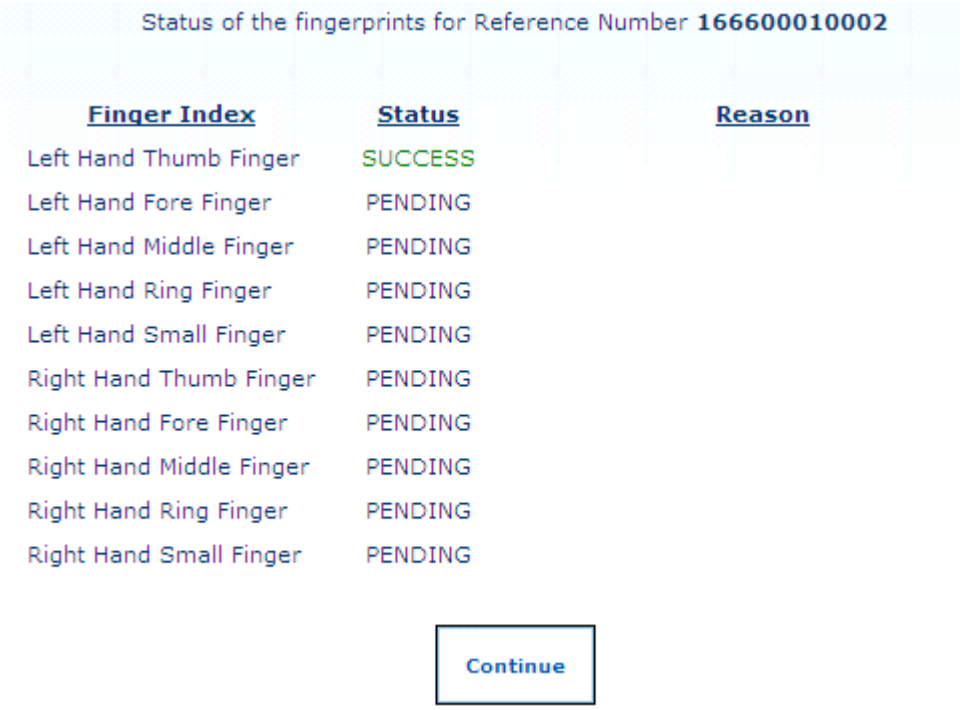
Reason: In case of a damaged finger, the reason can be given and the fingerprint may not be captured.

Steps to be followed:

Perform the following steps to capture the fingerprints:

- Select a finger.

- Click Capture.
- Give the finger print.
- Click Continue on the Finger Print Capturing Confirmation screen to capture the remaining fingerprints. It redirects the user to the fingerprint capture page.



- Repeat steps 2 to 4 to capture the remaining fingerprints.
- Select three unique preferred fingers and click Complete.

Status of the fingerprints for Reference Number **166600010002**

Finger Index	Status	Reason
Left Hand Thumb Finger	SUCCESS	
Left Hand Fore Finger	SUCCESS	
Left Hand Middle Finger	SUCCESS	
Left Hand Ring Finger	REASON	Damaged
Left Hand Small Finger	SUCCESS	
Right Hand Thumb Finger	SUCCESS	
Right Hand Fore Finger	SUCCESS	
Right Hand Middle Finger	SUCCESS	
Right Hand Ring Finger	SUCCESS	
Right Hand Small Finger	SUCCESS	

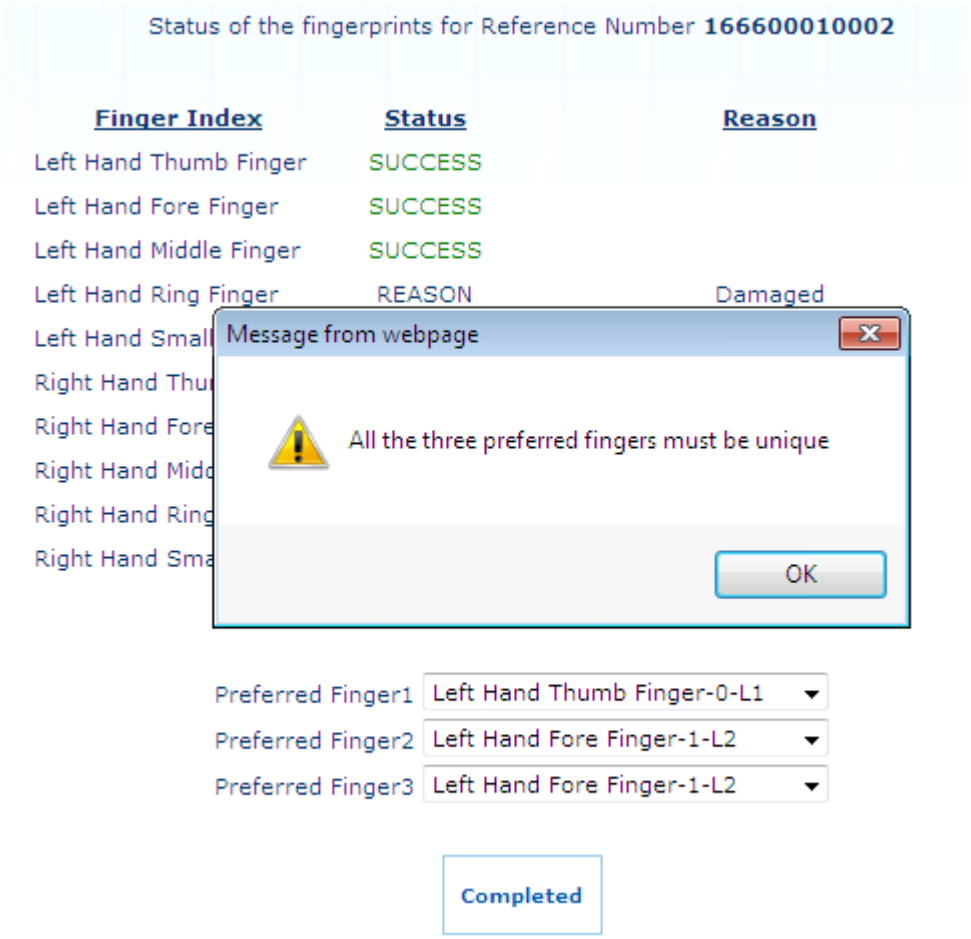
Preferred Finger1 Left Hand Thumb Finger-0-L1

Preferred Finger2 Left Hand Fore Finger-1-L2

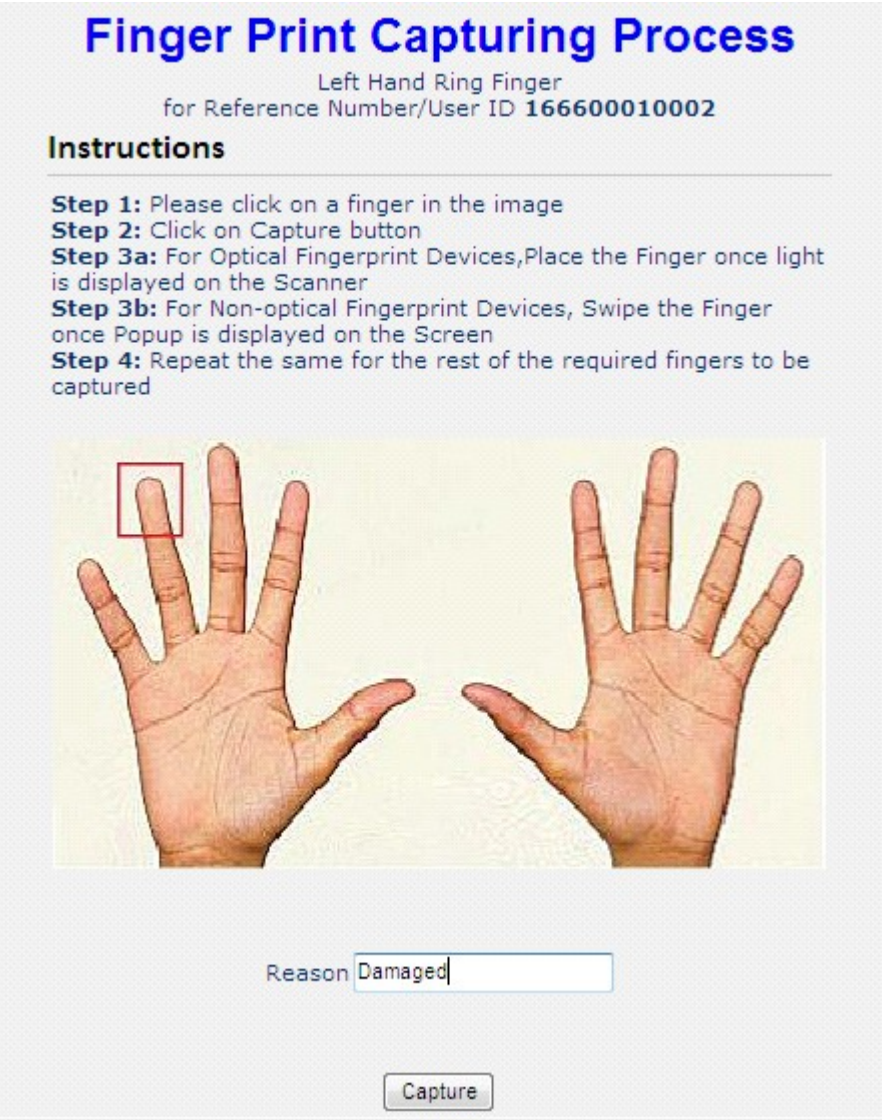
Preferred Finger3 Left Hand Fore Finger-1-L2

Completed

Note: The preferred fingers selected will be used for customer authentication during the transactions.



Note: In case of a damaged finger, reason may be given and the fingerprint of the same may not be captured.



After capturing finger prints of the customer, the demographic details need to be captured.

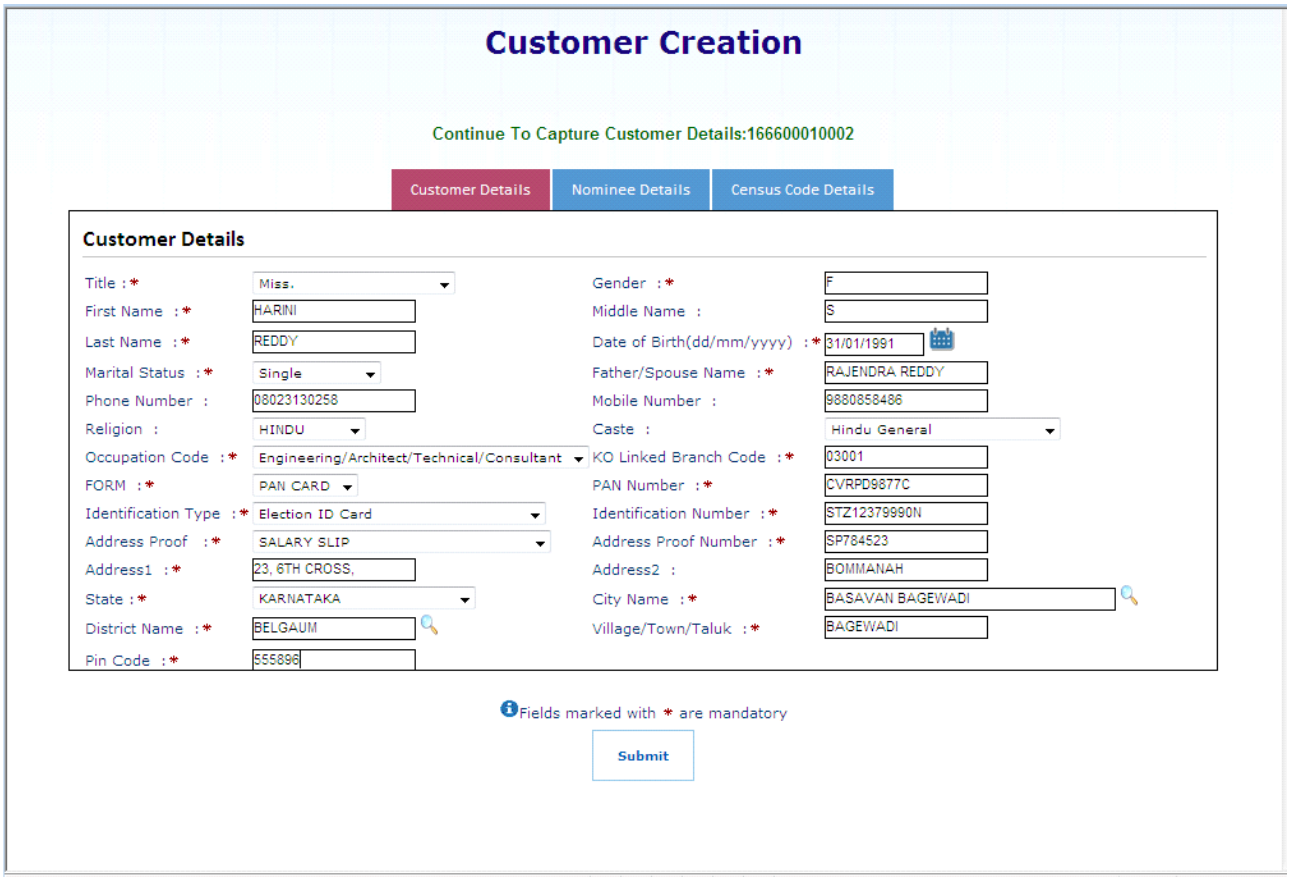
The demographic data is captured in three tabs viz.,

- Customer Details
- Nominee Details
- Census code Details

Customer Details Tab:

In this tab, all the details of customer are captured.

The following screen shows the Customer Details tab:



Fields:

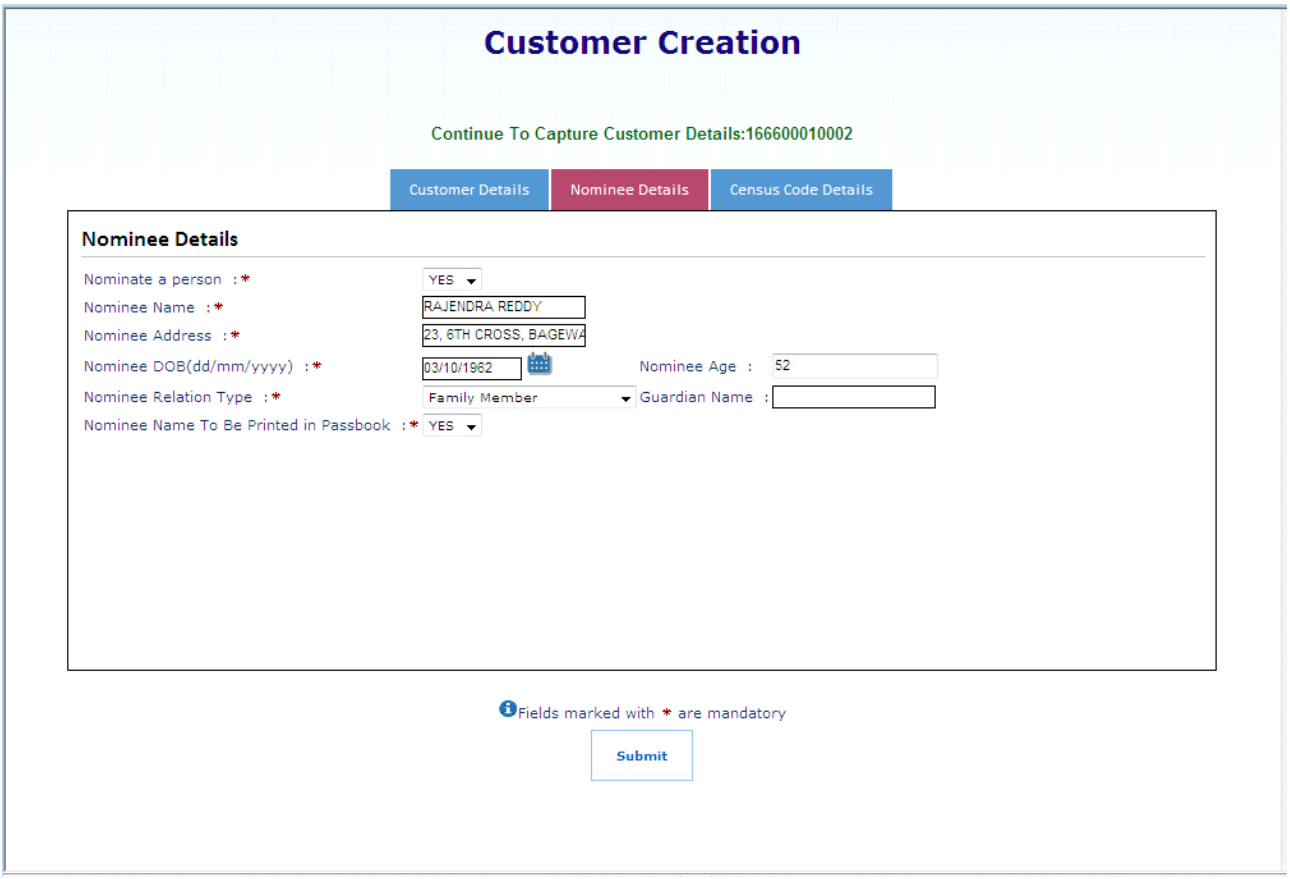
- Title: Select the salutation (Eg: Mr., Mrs., Master, Miss, etc)
- Gender: It will populate the gender selected in the basic details screen
- First Name: It will populate the first name from the basic details screen
- Middle Name Name: It will populate the middle name from the basic details screen
- Lasname: It will populate the last name from the basic details screen
- Date of Birth: Select the date of birth from Calendar
- Marital Status: Select the marital status from the dropdown (Eg: Singel, Married, Divorced, etc)
- Father/Spouse Name: Enter the name of Customer's father or spouse (Eg: Krishna Prasad Rao).
- Phone Number: Landline number of the Customer (Optional)
- Mobile Number: Mobile number of the Customer (Optional)
- Religion: Select religion from the dropdown
- Caste: Select caste from the dropdown
- Occupation Code: Select Occupation code from the dropdown
- KO Linked Branch Code: This is a non-editable field. It carry the branch ID to which the agent

belongs.

- Form: Select Form from the dropdown. If PAN Card is selected, a field appears, enter the PAN Card number.
- Identification Type: Select the Identification Type from the dropdown.
- Identification Number: Enter the corresponding Identification number.
- Address Proof: Select the Address Proof from the dropdown.
- Address Proof Number: Enter the corresponding Address proof number.
- Address1: Enter Address line 1
- Address2: Enter Address line 2
- State: Select state from the dropdown.
- City Name: Select City Name using the search option.
- District Name: Select District Name using the search option.
- Village/Town/Taluk: Enter the Village name (Eg: Bommanahalli).
- Pin code: Pin code of the address.

Nominee Details Tab:

In this tab, nominee details are entered.

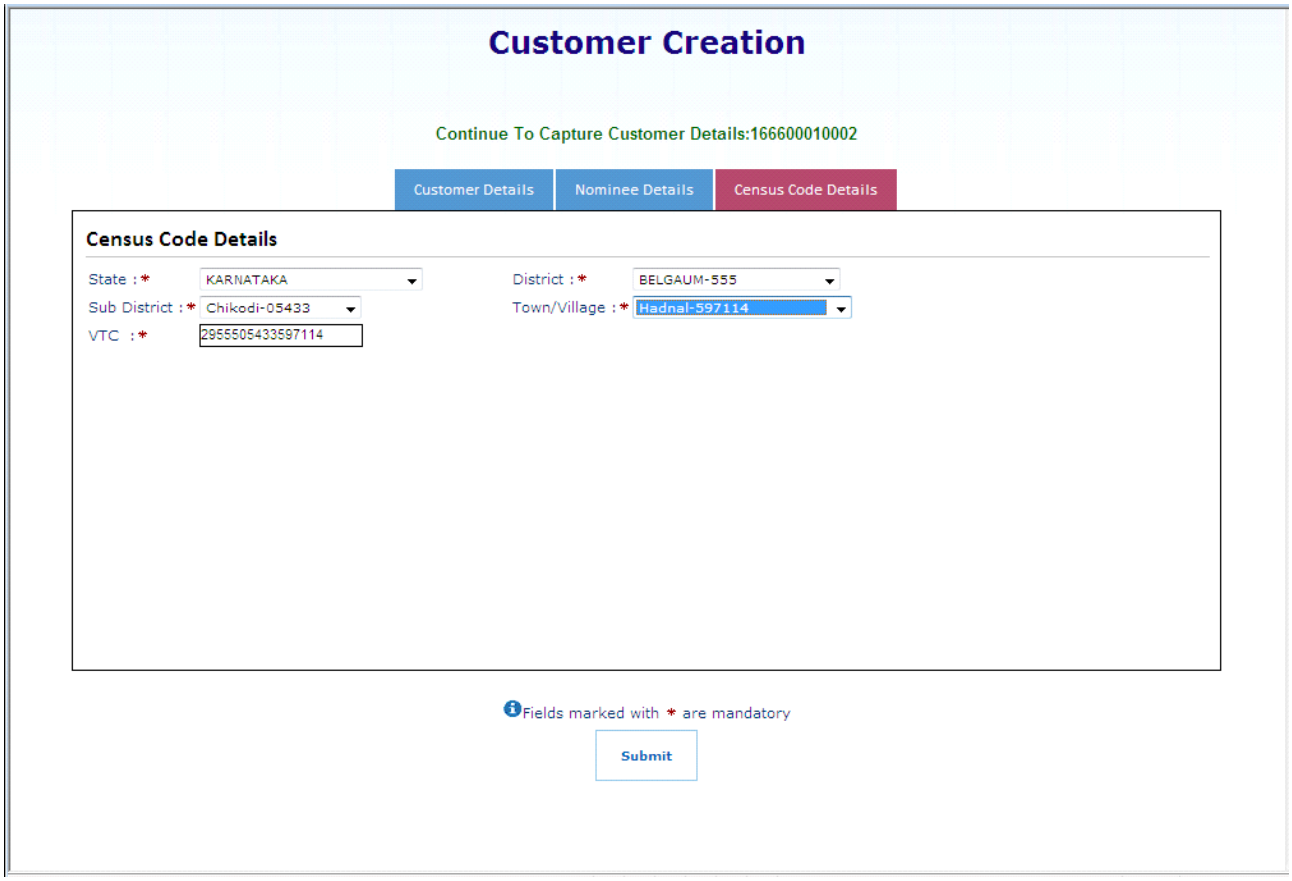


Fields:

- Nominate a Person: This dropdown will carry a default value 'Yes'.
- Nominee Name: Enter the name of the nominee.
- Nominee Address: Enter the address of Nominee.
- Nominee DOB: Select the date of birth from Calendar option.
- Nominee Age: Age will auto-populated once the Nominee DOB is selected.
- Nominee Relation Type: Select the nominee relationship type.
- Guardian Name: The field becomes mandatory when the nominee age is less than 18 years.
- Nominee name to be printed in Passbook: Select Yes or No.

Census code Details Tab:

In this tab, the village details of the customer are captured.



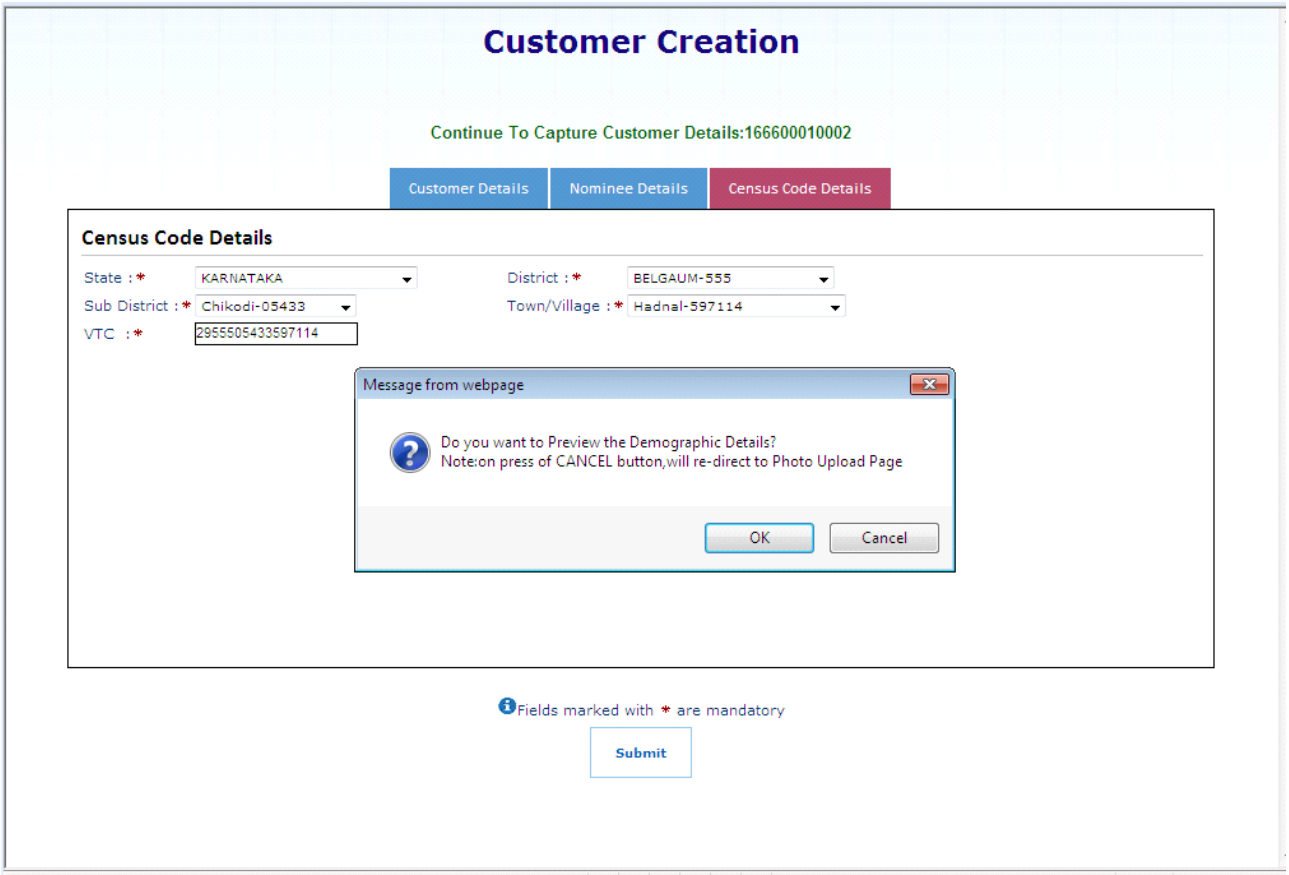
Fields:

- State: Select the state of the customer from the dropdown
- District: Select the District of the customer from the dropdown
- Sub District: Select the Sub District of the customer from the dropdown
- Town/Village: Select the Town/Village from the dropdown
- VTC: The VTC code will be populated once the village is selected.

Note: The detail selection should be made in the order- State, District, Sub District, followed by Town/Village.

Once all the tab details are filled, click on 'Submit'.

The following screen appears on click of submit:

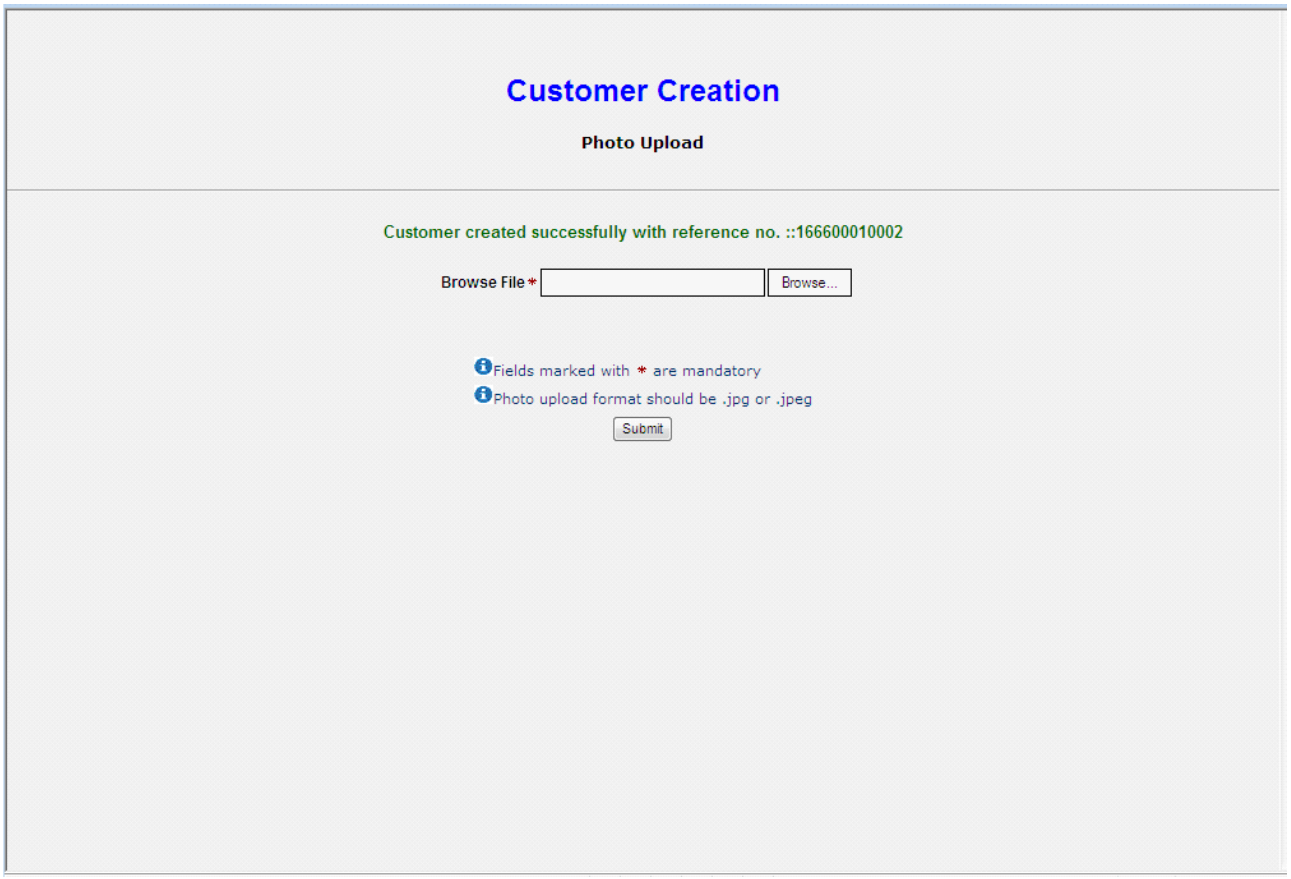


Note:

Click 'OK' to review the details entered.

Click 'Cancel' to proceed further.

On click of 'Cancel', it proceeds to Photo upload page, where the photo of the customer needs to be uploaded.



Steps for Photo Upload:

- Click on 'Browse'
- Select the photo.
- Click on 'Submit'.
- After submission, enrollment receipt will be generated.
- Click "Print", to print the enrollment reference receipt.

Note:

The photo format should be .jpg

The size of the photo should be less than 15Kb

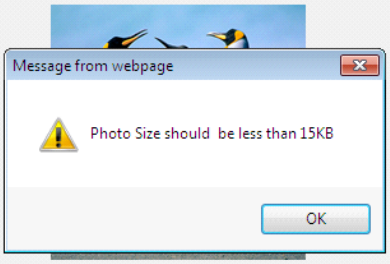
Alert will be shown if more than 15Kb photo is uploaded.

Customer Creation

Photo Upload

Customer created successfully with reference no. ::166600010002

Browse File * C:\Users\Public\Pictures\Sample Pict Browse...



Fields marked with * are mandatory

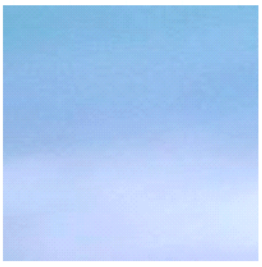
Photo upload format should be .jpg or .jpeg

Submit

Enrollment Reference Receipt

Photo Uploaded For Customer With Reference Number 166600010002 Successfully

Date(dd/mm/yyyy)	: 27/10/2014
Time(hh:mm:ss)	: 04:10:45
Agent Name	: RINI S S
Agent ID	: 16660001
Terminal ID	: 05666001
Agent Kiosk Location	: ECITY
Agent Linked Branch Code	: 03001
Agent Linked Branch Name	: BASAVAN BAGEWADI
Customer Reference No	: 166600010002
Customer Name	: HARINI S REDDY
Gender	: Female
DOB(dd/mm/yyyy)	: 31/01/1991
Enrollment Status	: Successful



Print

3. Continue Customer Creation

If the customer enrollment process was interrupted due to any reason, the customer creation can be continued using the same reference number assigned before interruption. Prior to continuation of customer creation, the precaptured fingerprint of the customer will be verified.

Fields:

Reference Number: Reference number of the customer. Enter space or first character of the reference number to be continued.

Steps to be followed for continue customer creation:

- Enter the first character of reference. It will give a list of the customer reference numbers to be completed.

- Select the refernce number for continuing the customer creation
- Click 'Query'.

- Verify the fingerprint of the customer to be continued.

- After successful verification of customer fingerprint, it will redirect to the page where enrollment was interrupted.

- Capture the fingerprint/ demographic data and photo. (wherever the process was interrupted). Follow the customer creation process for filling the data.
- Click 'Submit'.
- Enrollment reference receipt will be generated.
- Click 'Print', to print the enrollment reference receipt.

Note:

If the customer creation was interrupted at the fingerprint capture page, capture the remaining fingerprint.

For continue customer creation, the customer has three attempts to give proper fingerprint. If all the three attempts are failed, again the 'Continue Customer Creation' process needs to be followed.

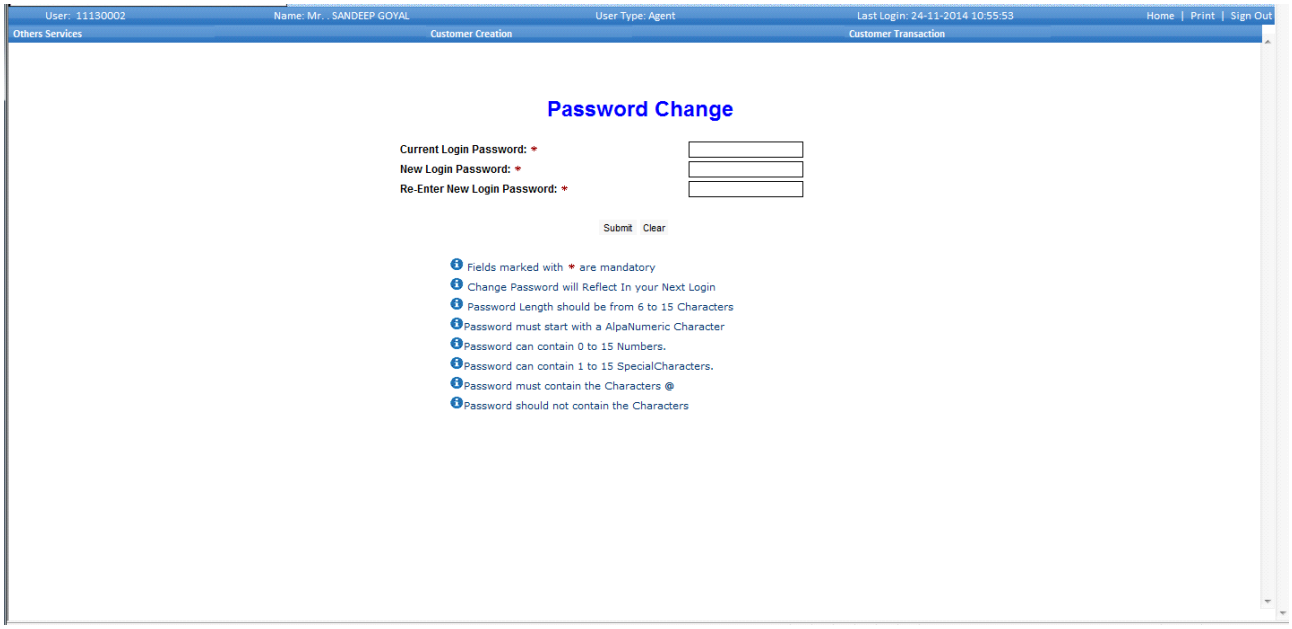
Do not give the same fingerprints more than once.

4. Change Password

A user can change the password after first login. The New password should not be same as the old password or User ID itself. The new password will be effective from the next login.

- Log in to the application and go to the menu.
- Click on User Services.
- Select Change Password.

The following screen appears on click of Change password:



Fields:

- Current Login Password: It is the password using which the user has logged in.
- New Login Password: It is the new password entered by the user. It should be different from the current login password and User Id. Follow the instructions shown on the screen to enter the new login password.
- Re-enter New Login Password: It should same as the New Login Password which is entered for confirmation.

“Clear” button is there to clear all the fields if required.

Steps to be followed:

Step 1: Enter the Current login password.

Step 2: Enter the New login password.

Step 3: Enter the Re-enter New login password.

Step 4: Click on Submit button.

Success message is shown on the screen after successful password change:

5.Transactions

A customer can do transactions in two ways:

- Account based transaction
- Aadhaar based transaction

PARAMETERS	TRANSACTIONS	TRANSACTIONS
	CIF based	**Aadhaar based**
Identifier to initiate a customer transaction	CIF number	Aadhaar number
Fingerprint verification	Centralized Biometric authentication system of bank	At UIDAI through NPCI

5.1 CIF Based Transactions

A customer can do transactions by CIF – Customer Identification Number which is 11 digits.

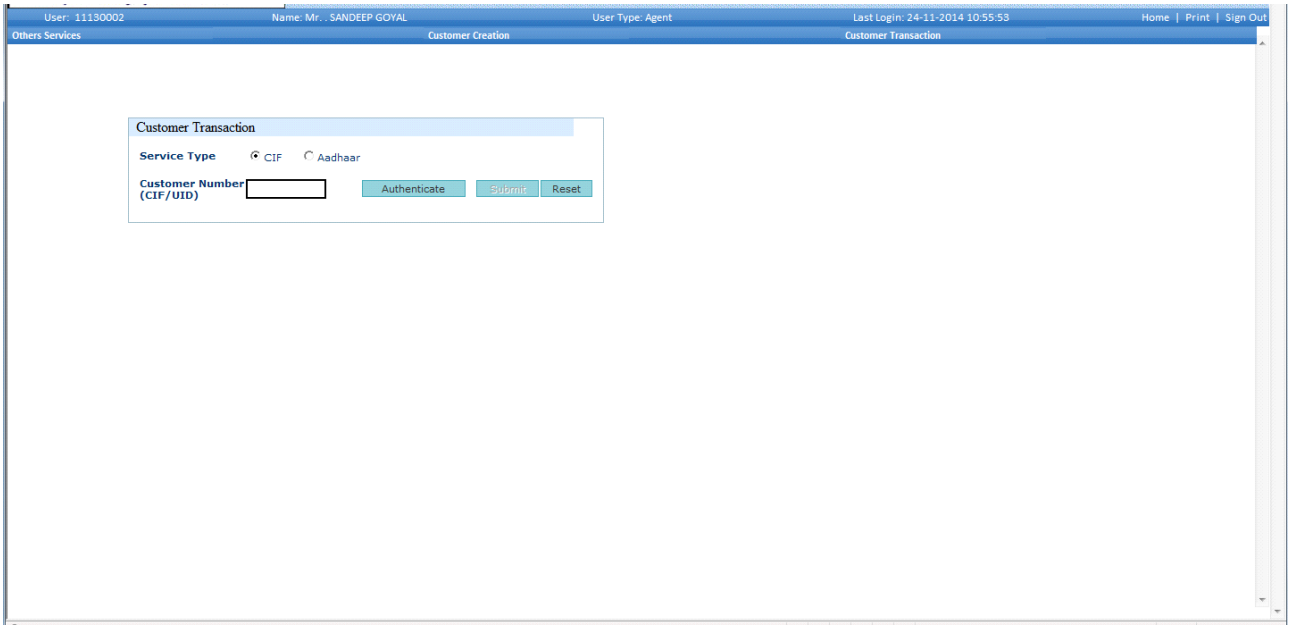
Transaction Type
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Mini Statement

5.1.1 Deposit:-

A customer can perform deposit transaction at the KIOSK

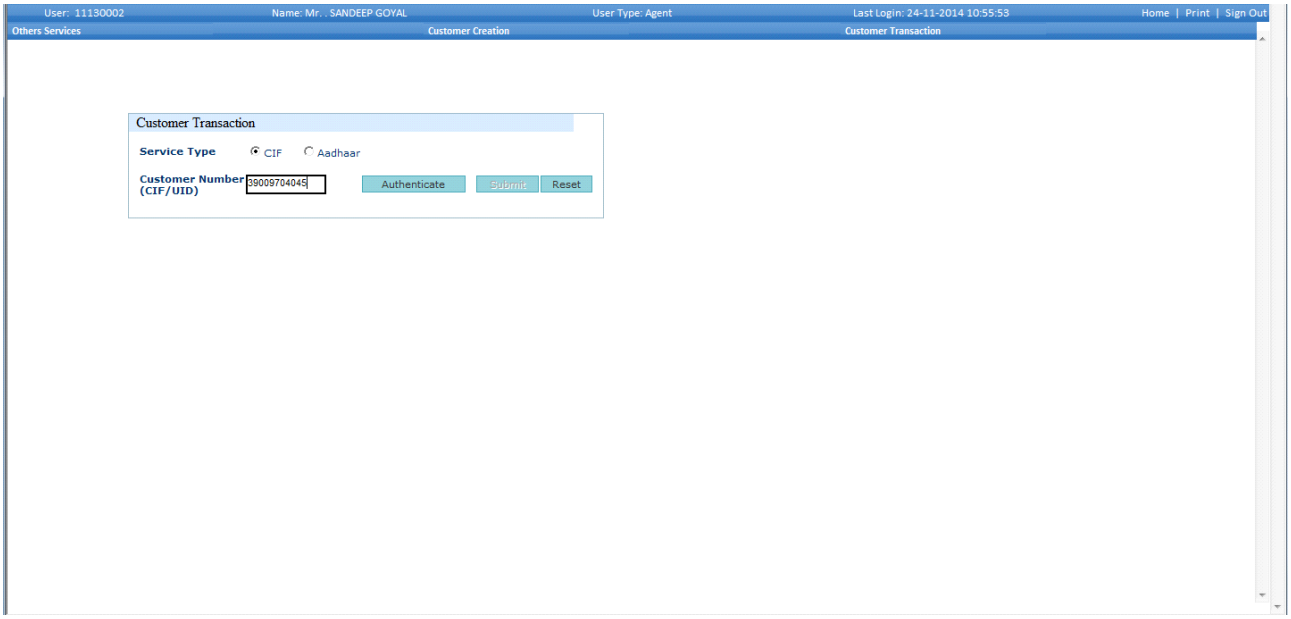
- Log in to the application and go to the menu.
- Click on Customer Login

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



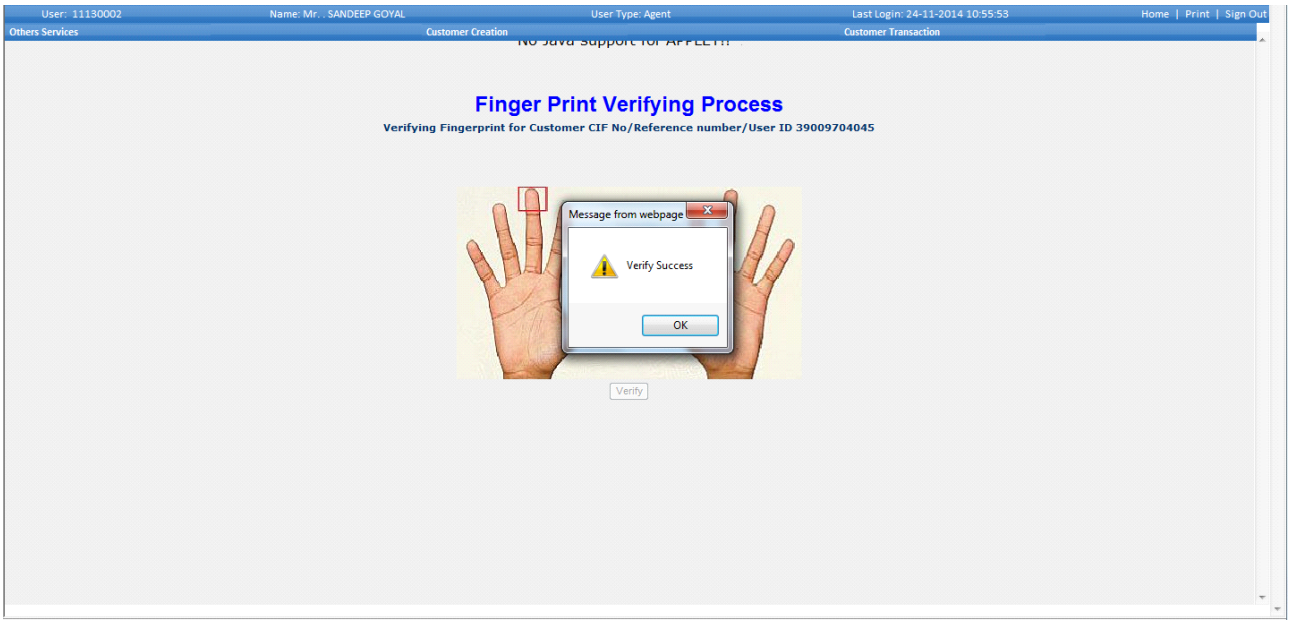
Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.

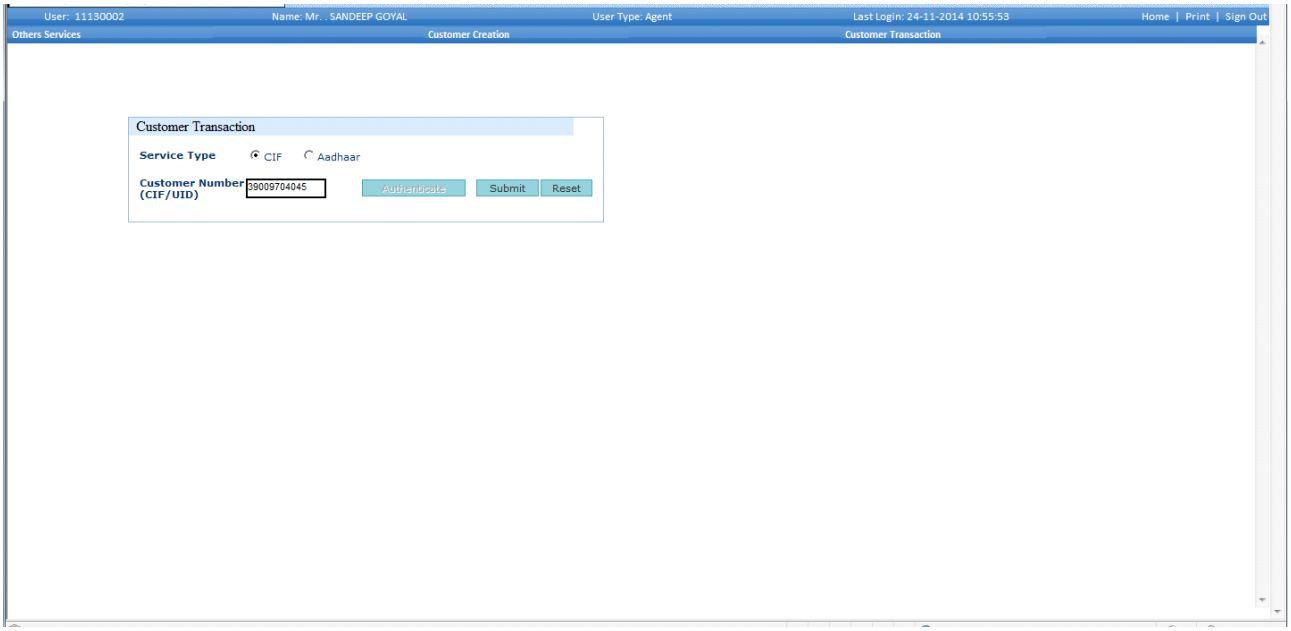


2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.

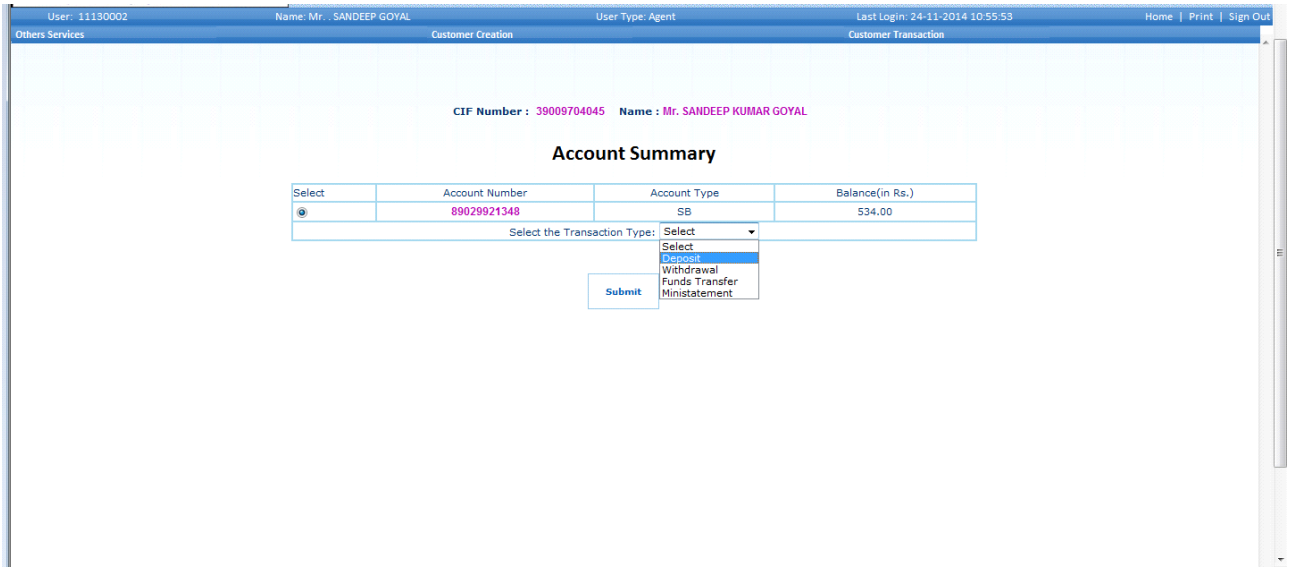
3. Afetr verifing customer finger print,Verify Success page appears.



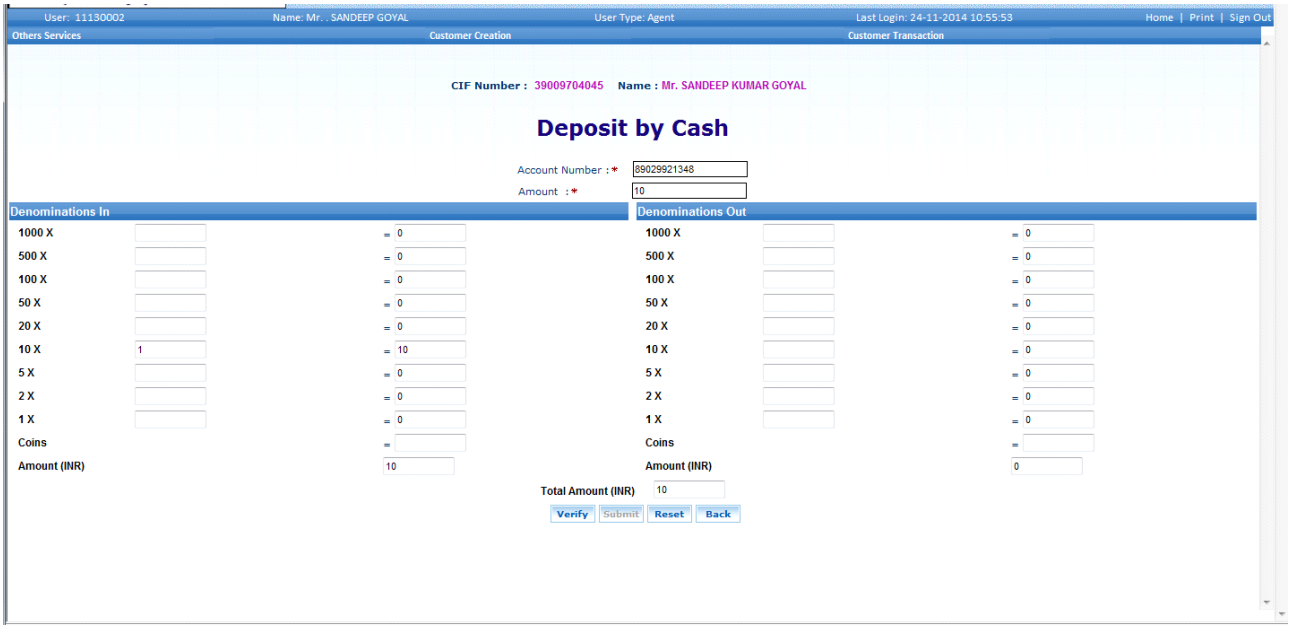
- After Verify success,Click ‘Submit’ button.



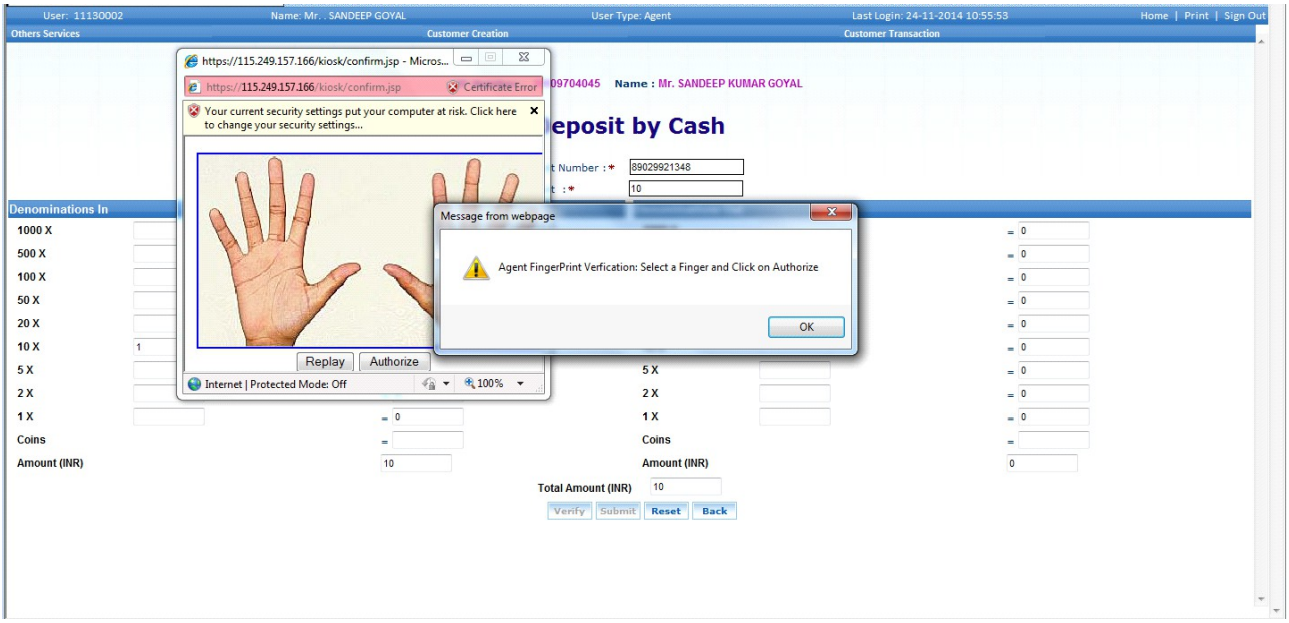
5. Balance Enquiry page will be displayed, select the Account and Select Deposit as the required Transaction type and click on Submit.



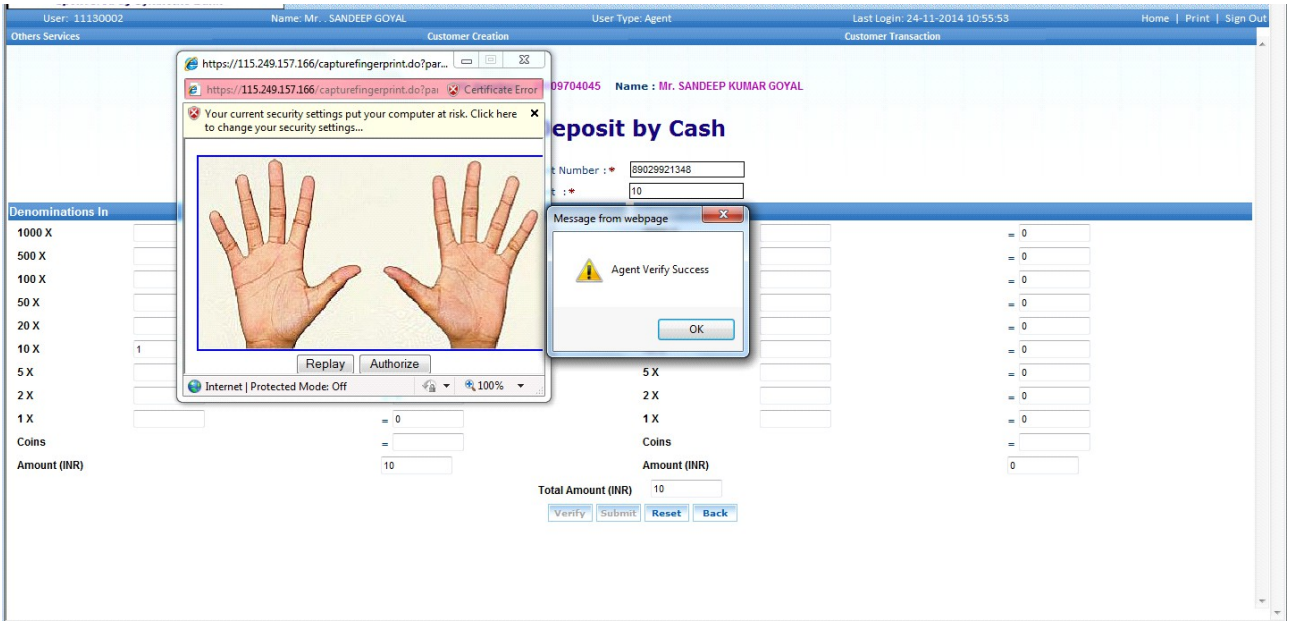
6. Enter the amount to be deposited and give the denominations.



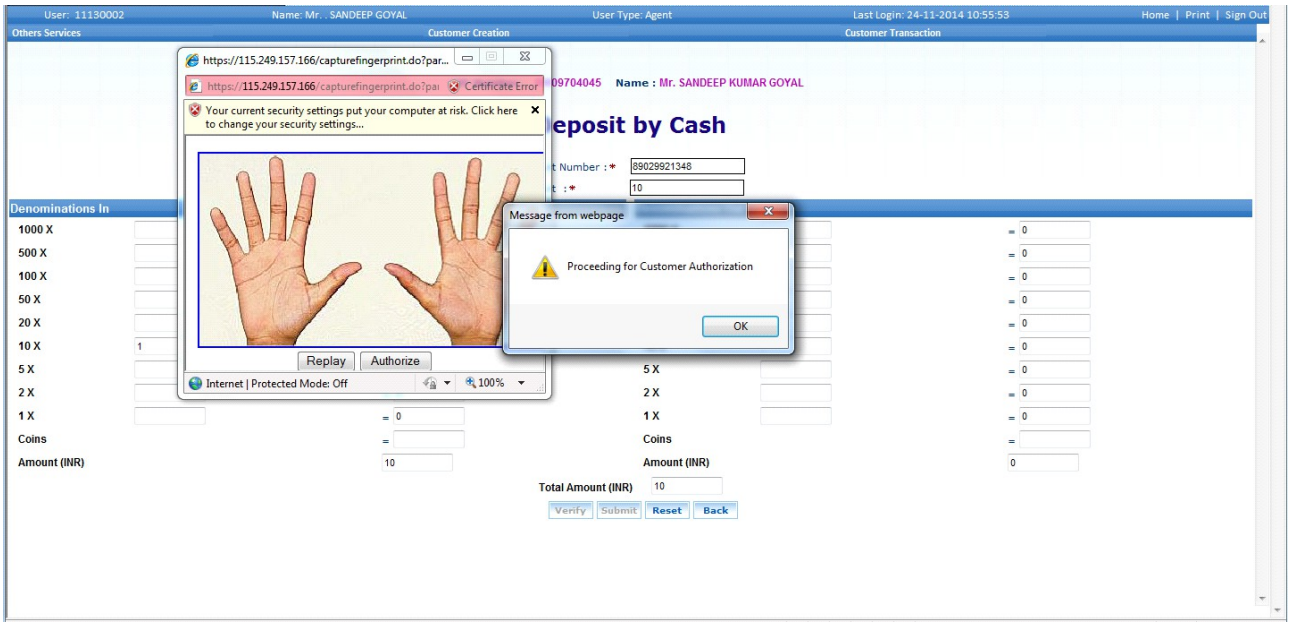
7. Click on Verify button.
8. It proceeds to agent Finger Print (FP) verification process, click on Authorize and give agent FP.



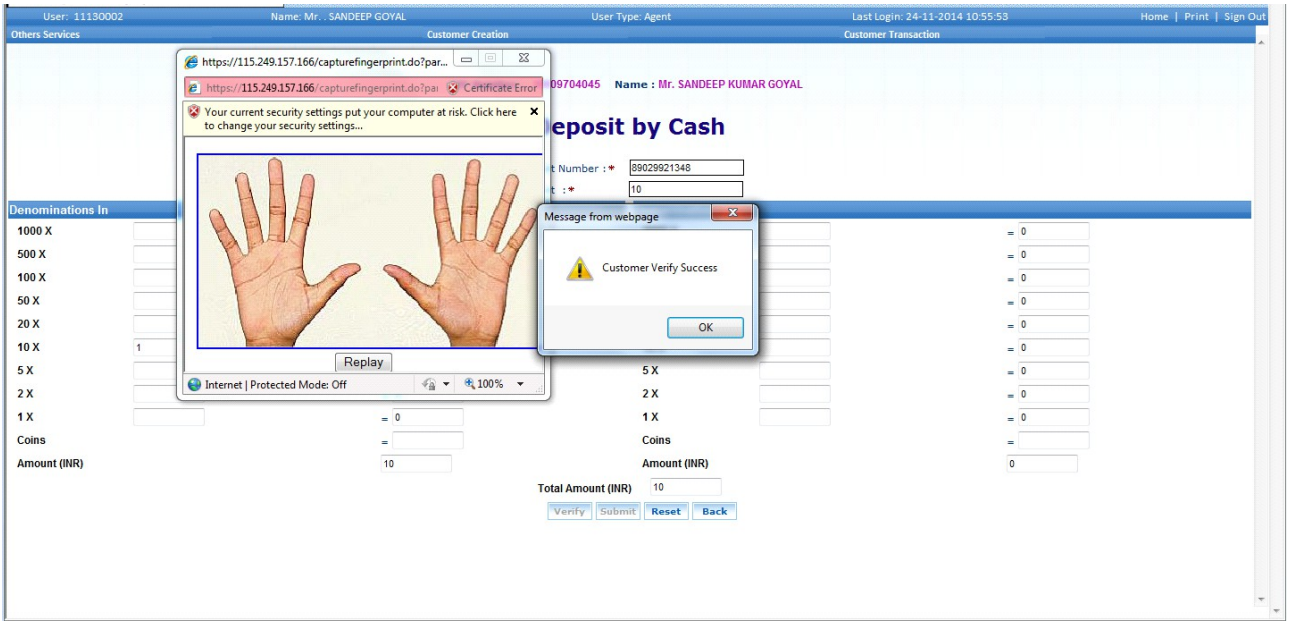
Following screen appears after agent fingerprint verification.



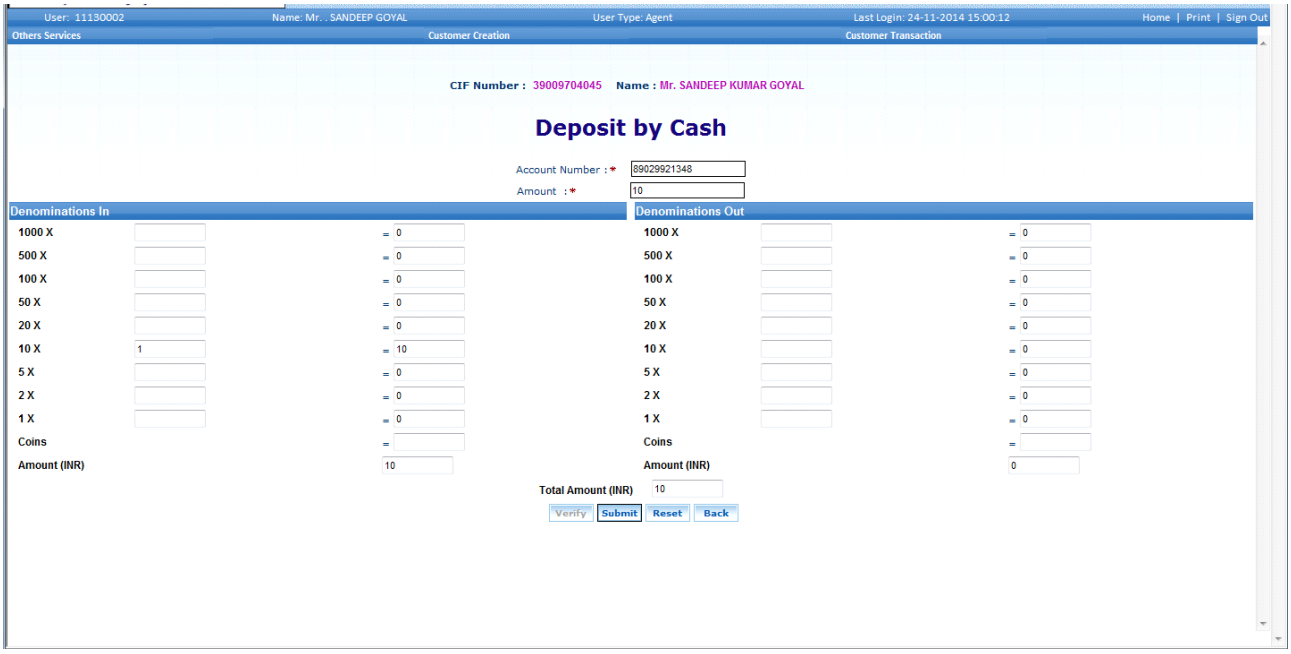
9. It proceeds to Customer FP verification process, click on Authorize and give FP.



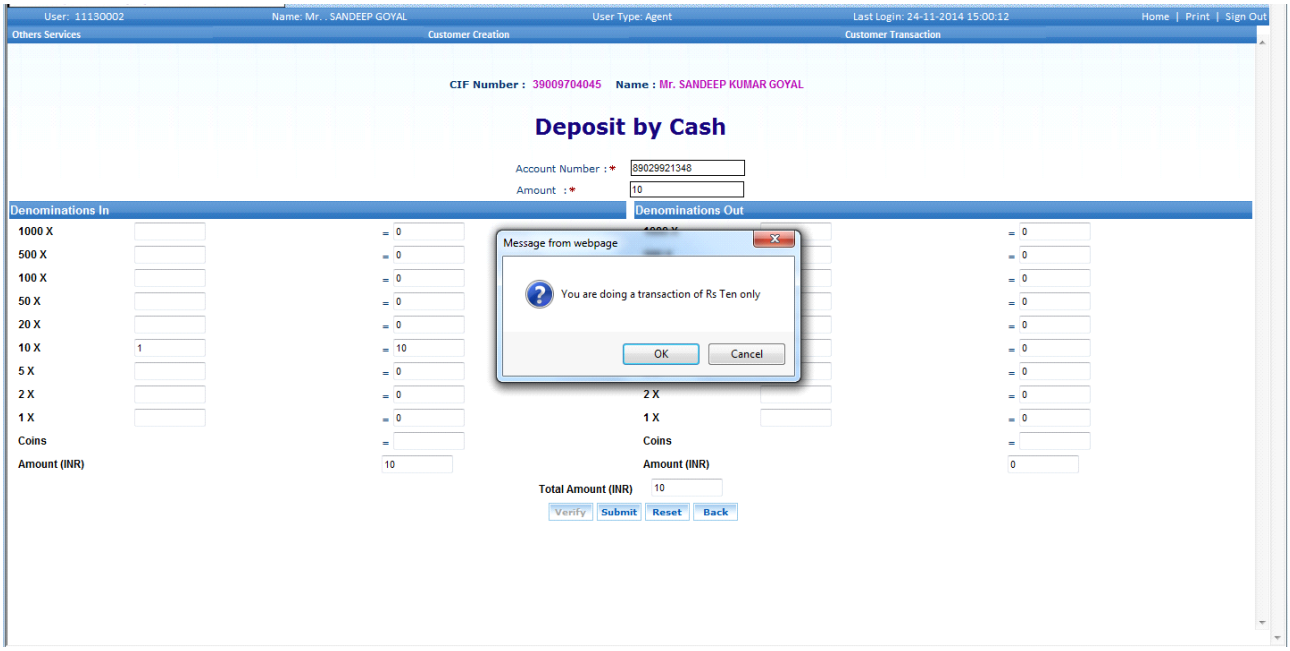
Following screen appears after Customer fingerprint verification.



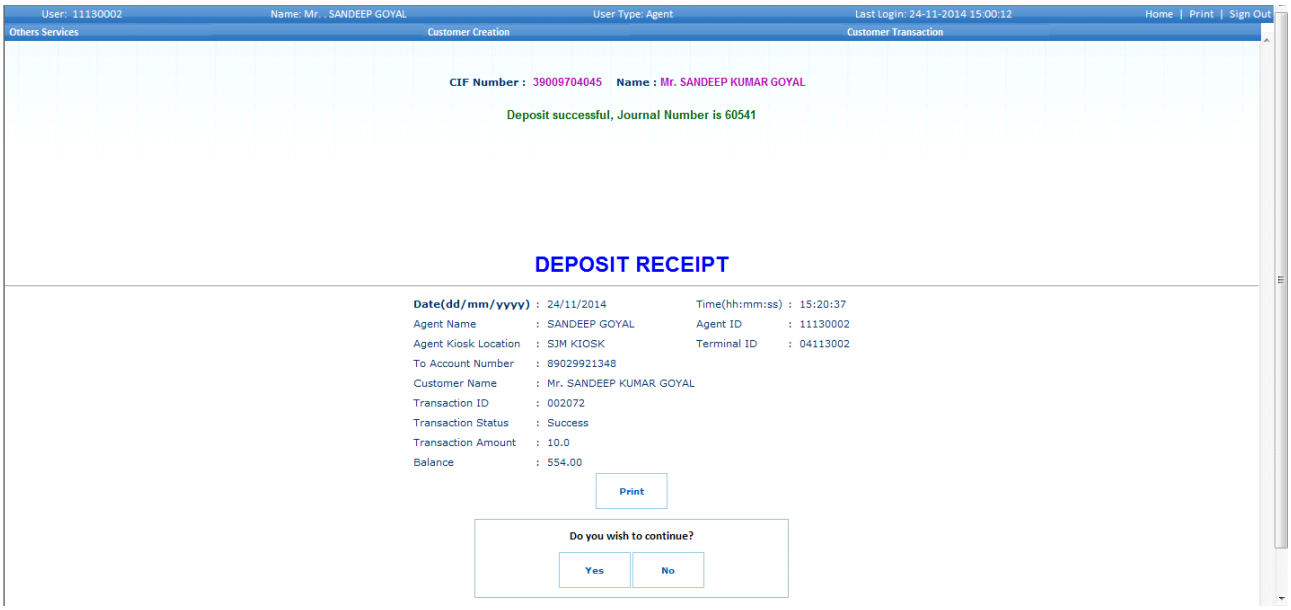
10. After successful verification of Customer and Customer Click on Submit.



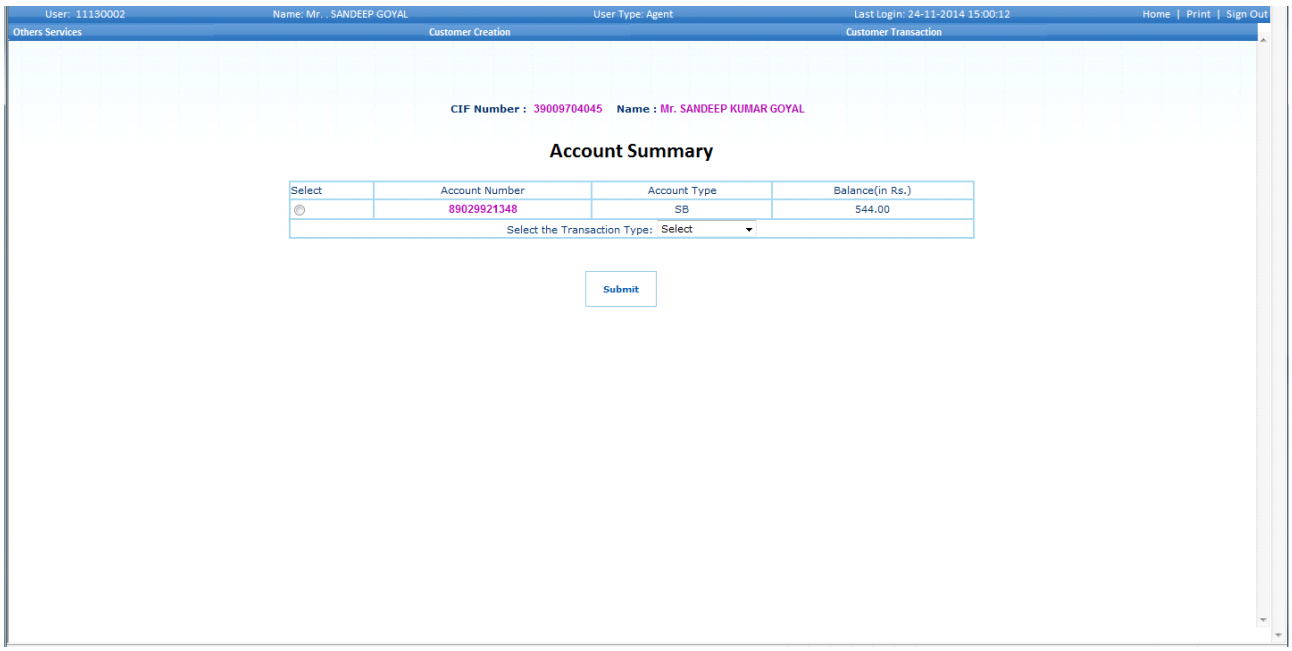
11. Click on ok then transaction will be processed.



12. On successful deposit, a receipt will be generated and the same can be printed. Also successful deposit voice message will be played.



13. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.



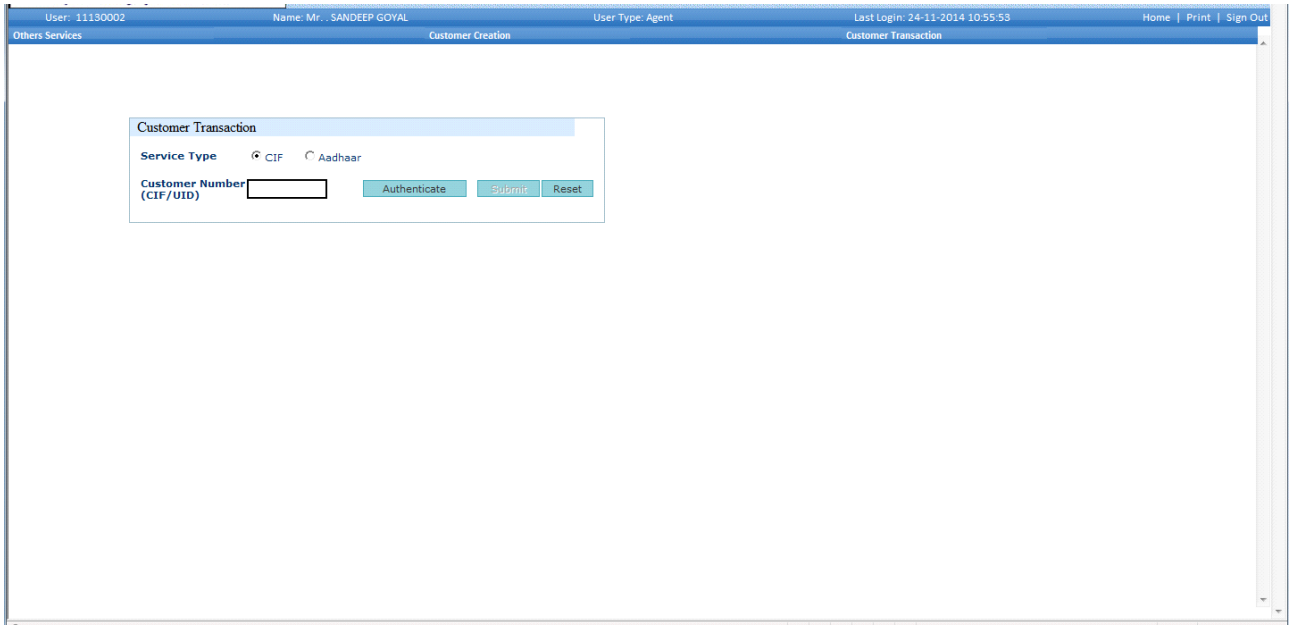
14 . Click on “no” to come on the customer login page.

5.1.2 Withdrawal:-

A customer can perform withdrawal transaction through KIOSK.

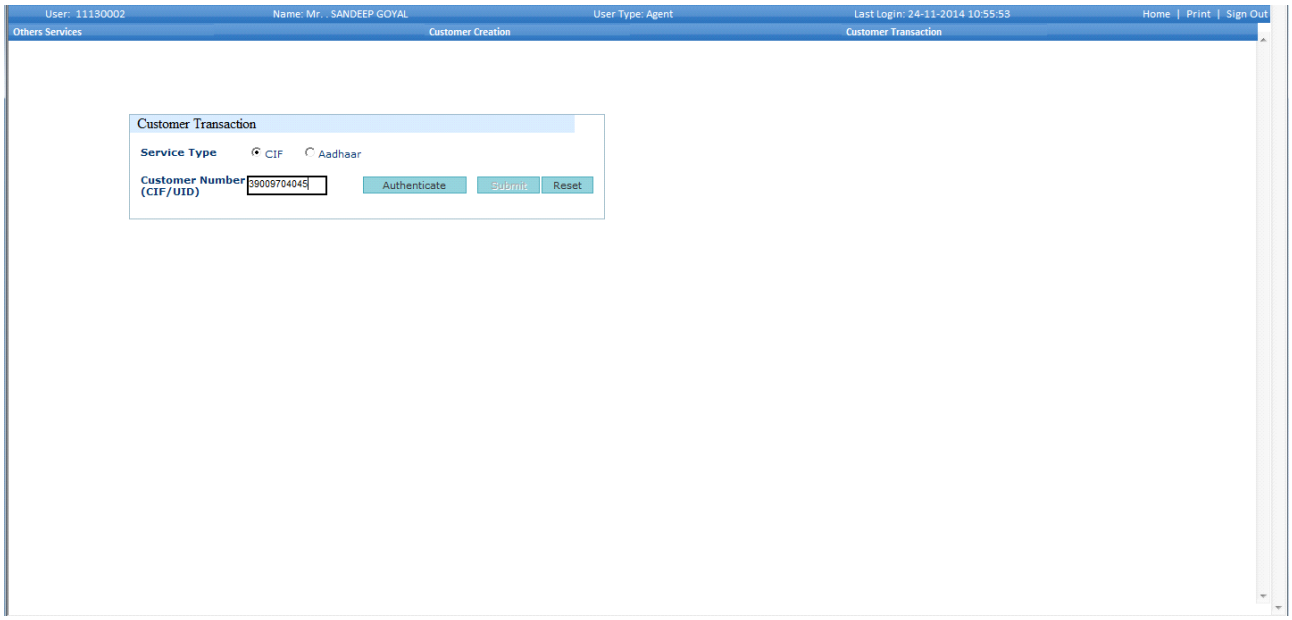
- Log in to the application and go to the menu.
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



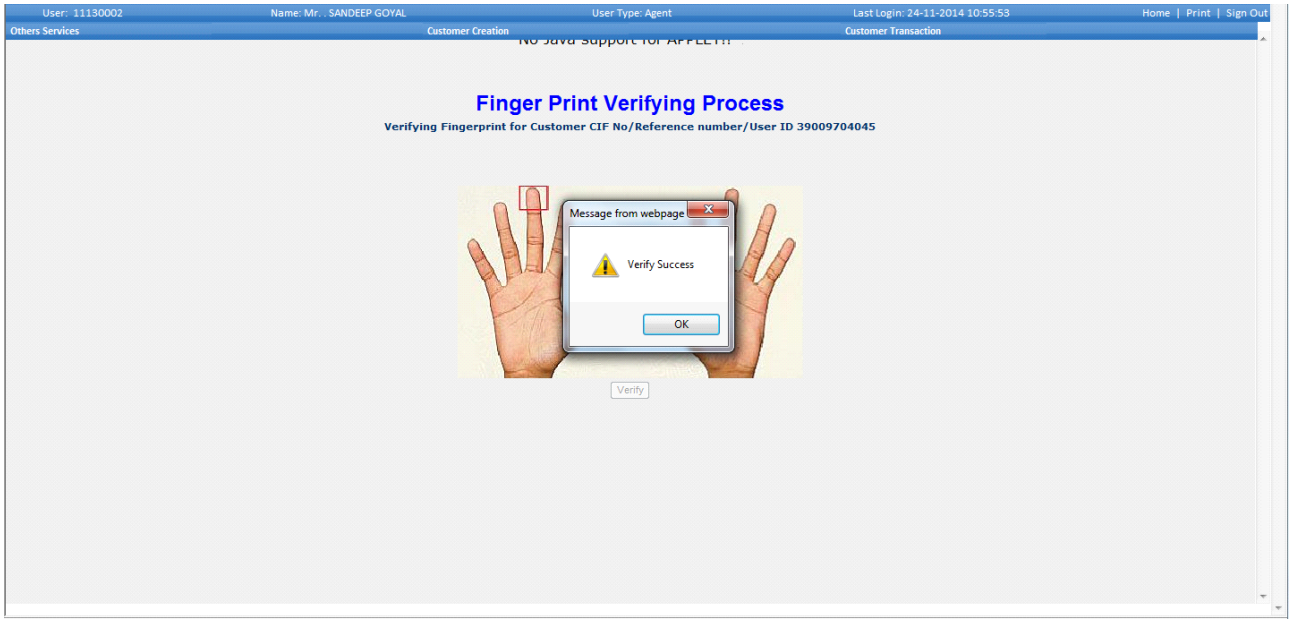
Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.

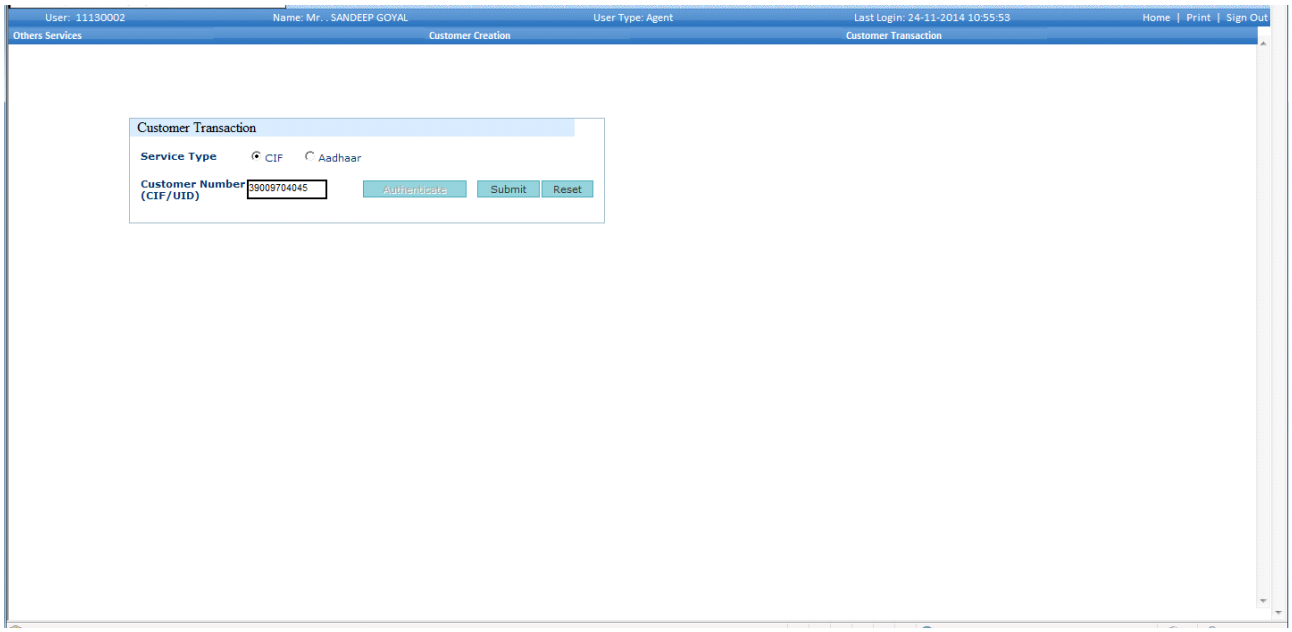


2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.

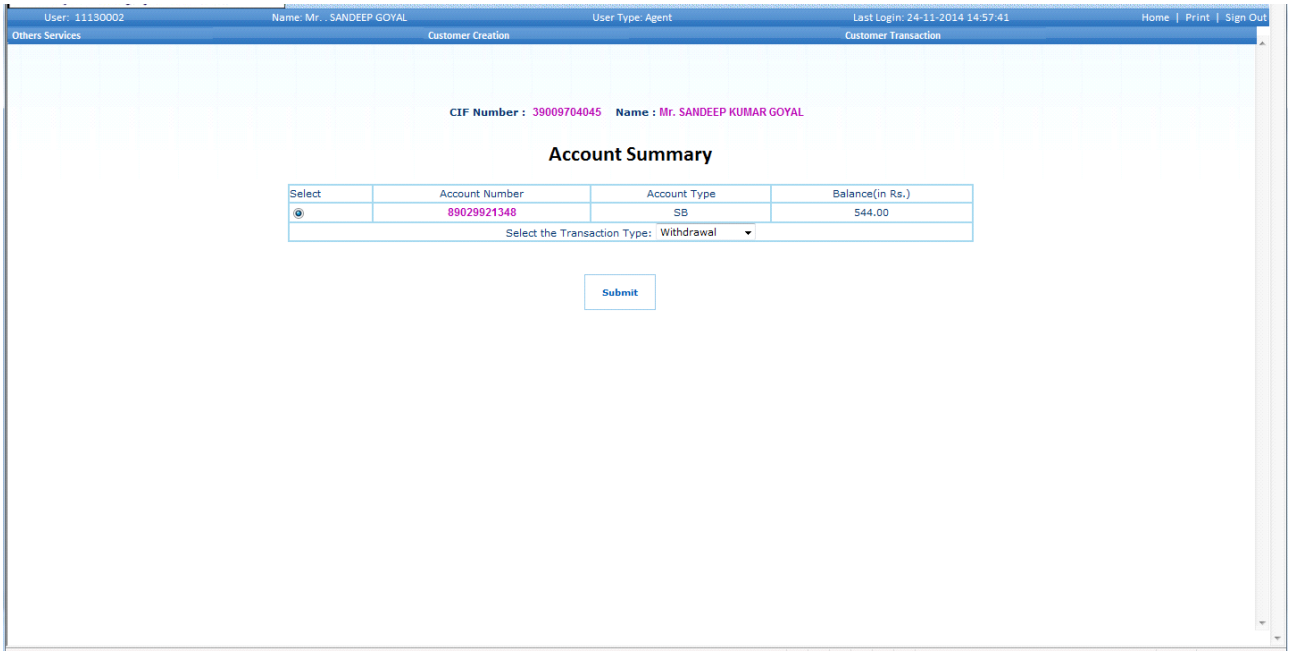
3. Afetr verifing customer finger print,Verify Success page appears.



4. After Verify success,Click ‘Submit’ button.

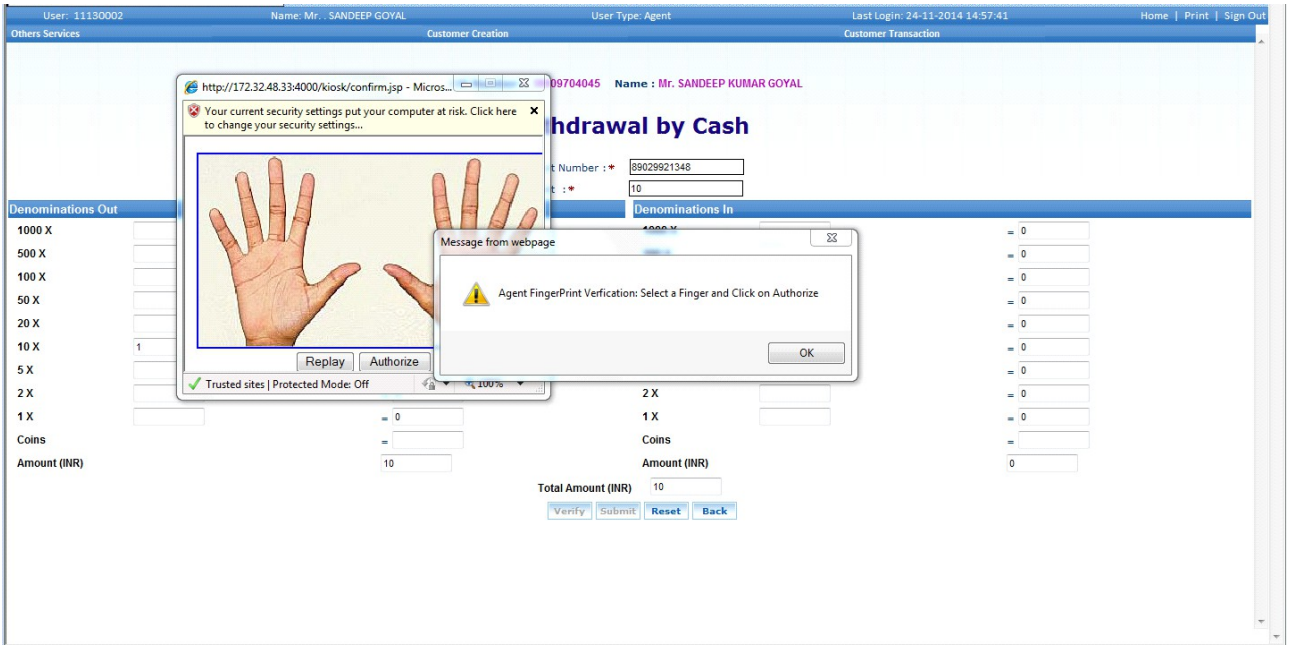


- Balance Enquiry page will be displayed, select the Account and Select Withdrawal as the required Transaction type and click on Submit



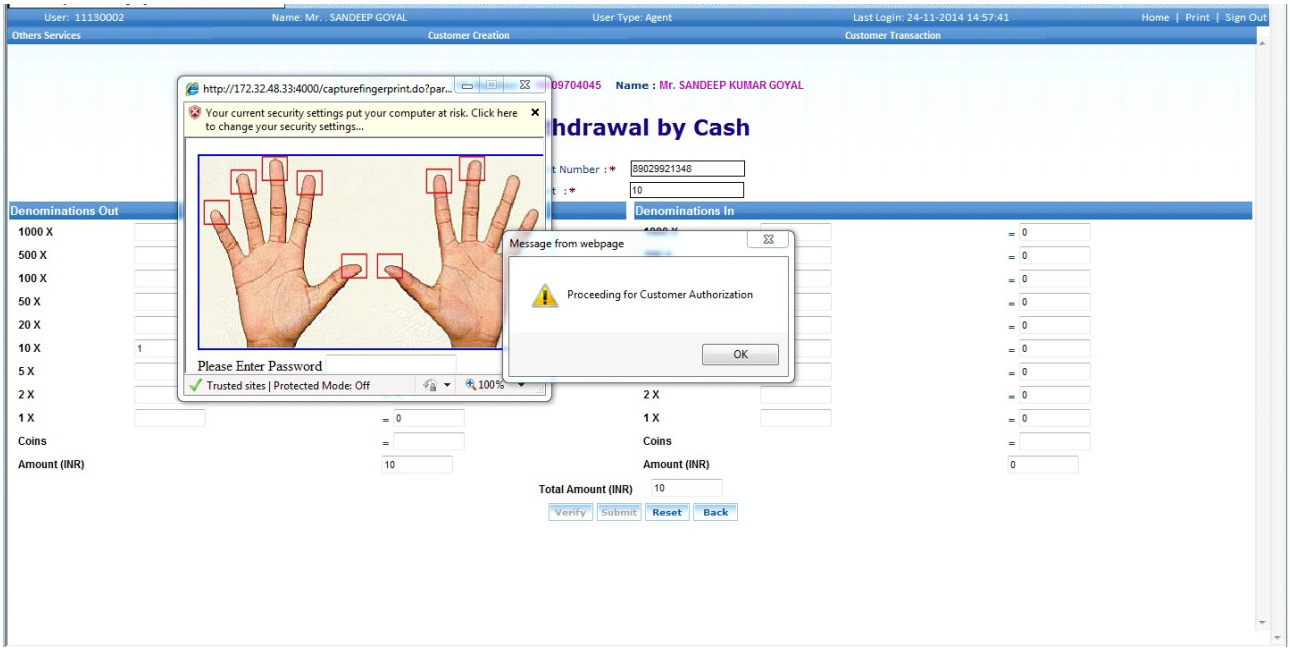
- Enter the amount to be withdrawn and give the denominations.

- Click on Verify button.
- It proceeds to agent Finger Print (FP) verification process, click on Authorize and give agent FP.

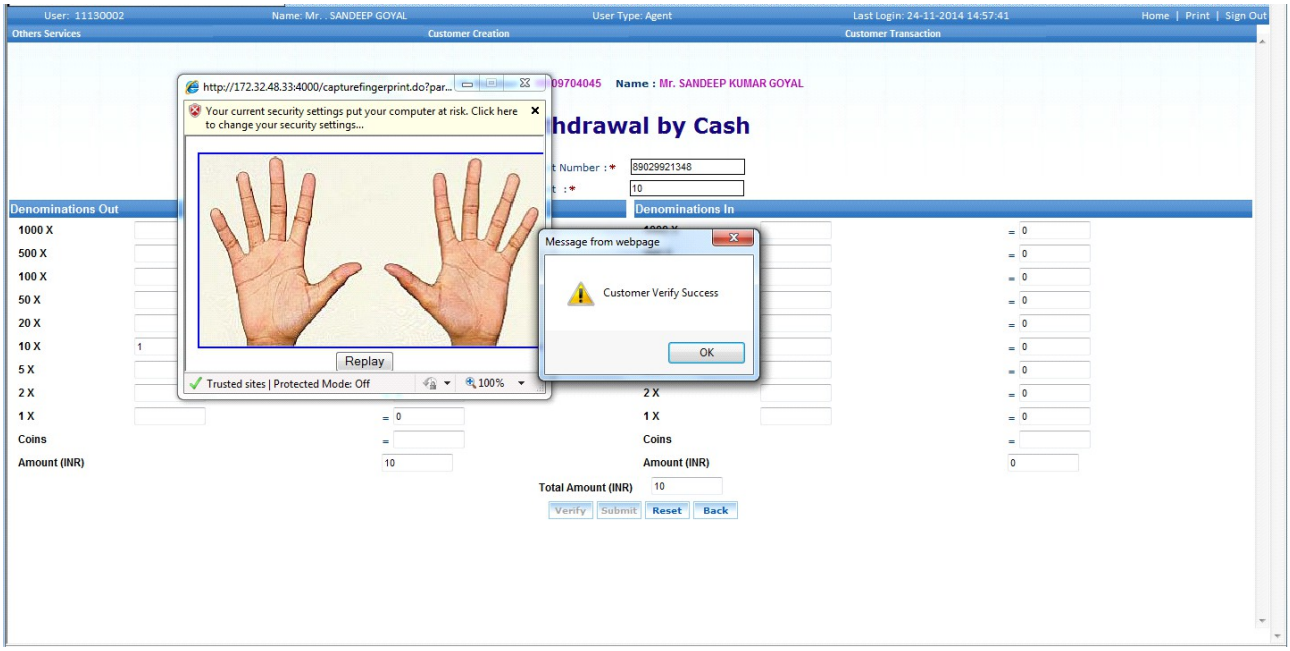


Following screen appears after agent fingerprint verification.

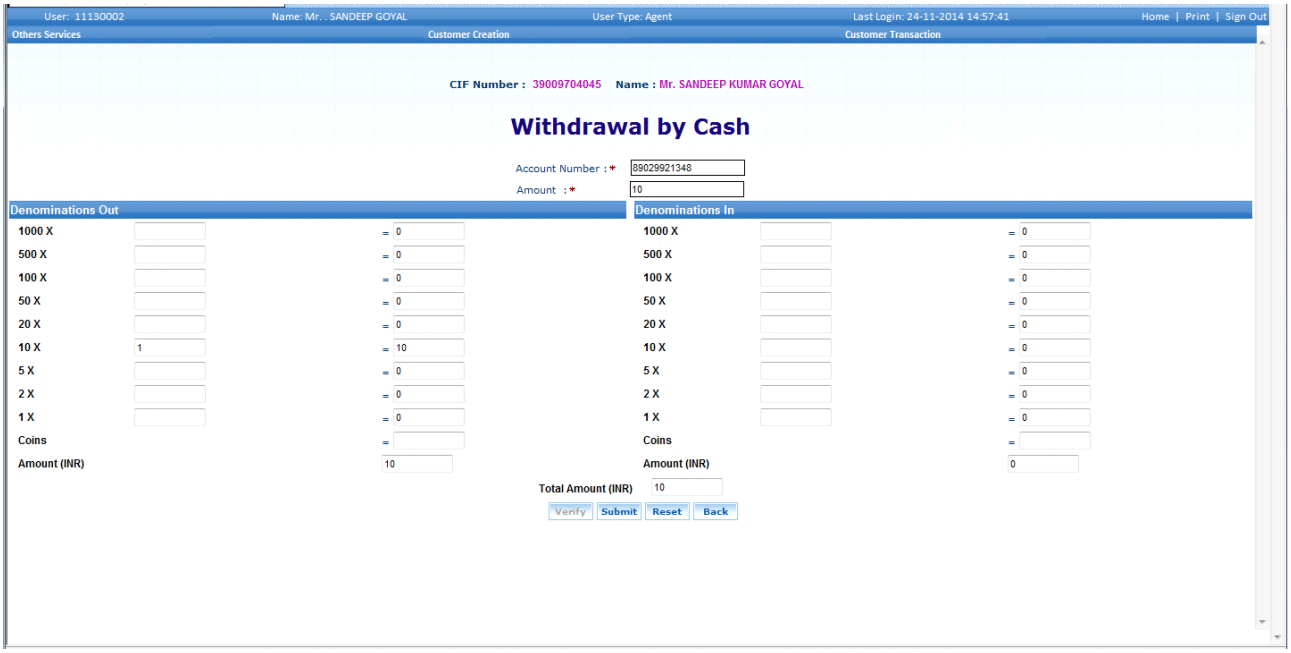
9. It proceeds to Customer FP verification process, click on Authorize and give FP.



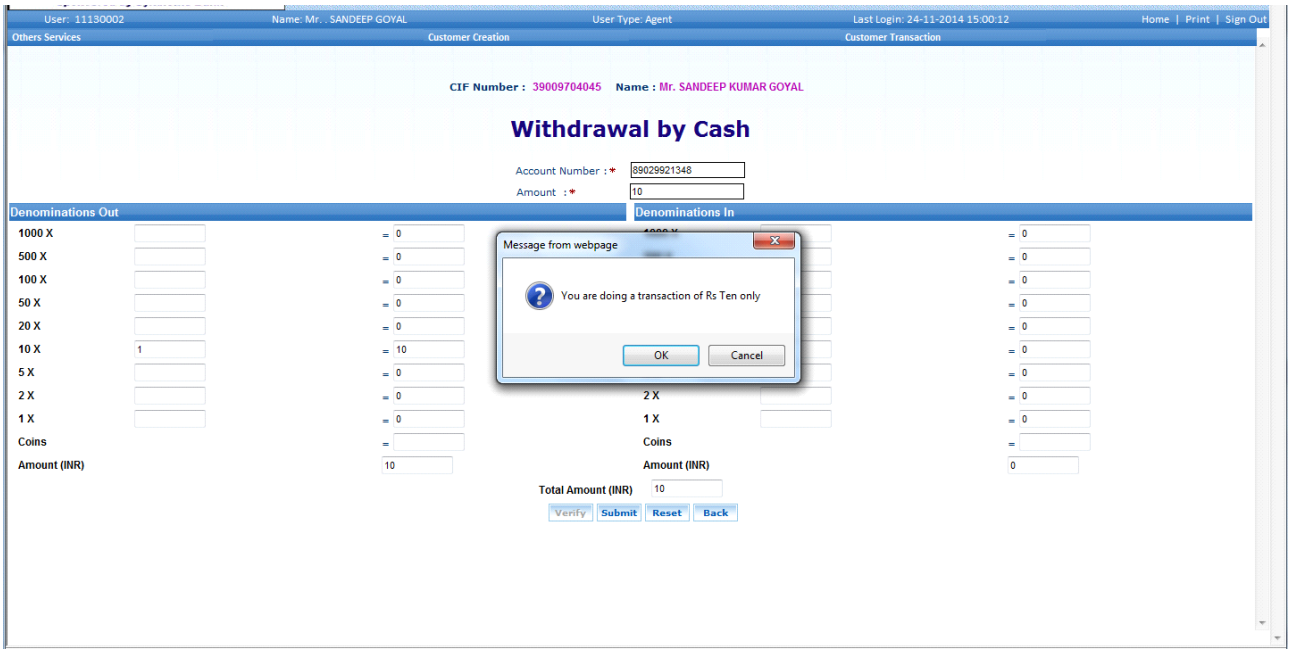
Following screen appears after Customer fingerprint verification.



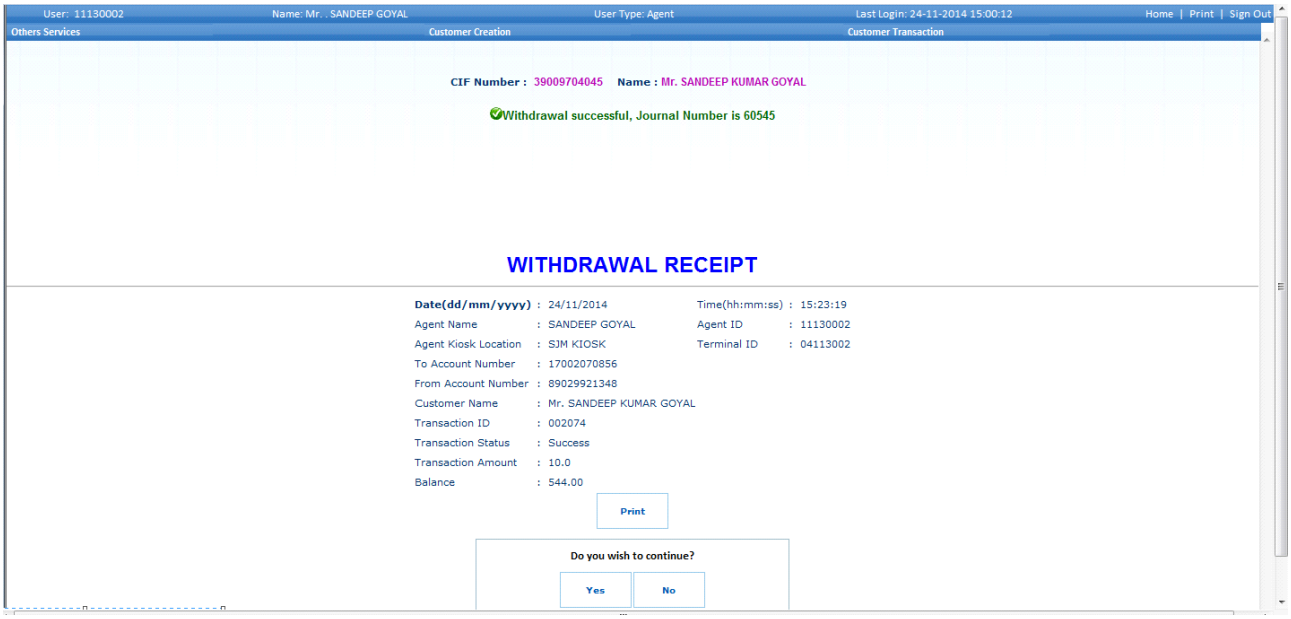
10. After successful verification of Customer and Customer Click on Submit.



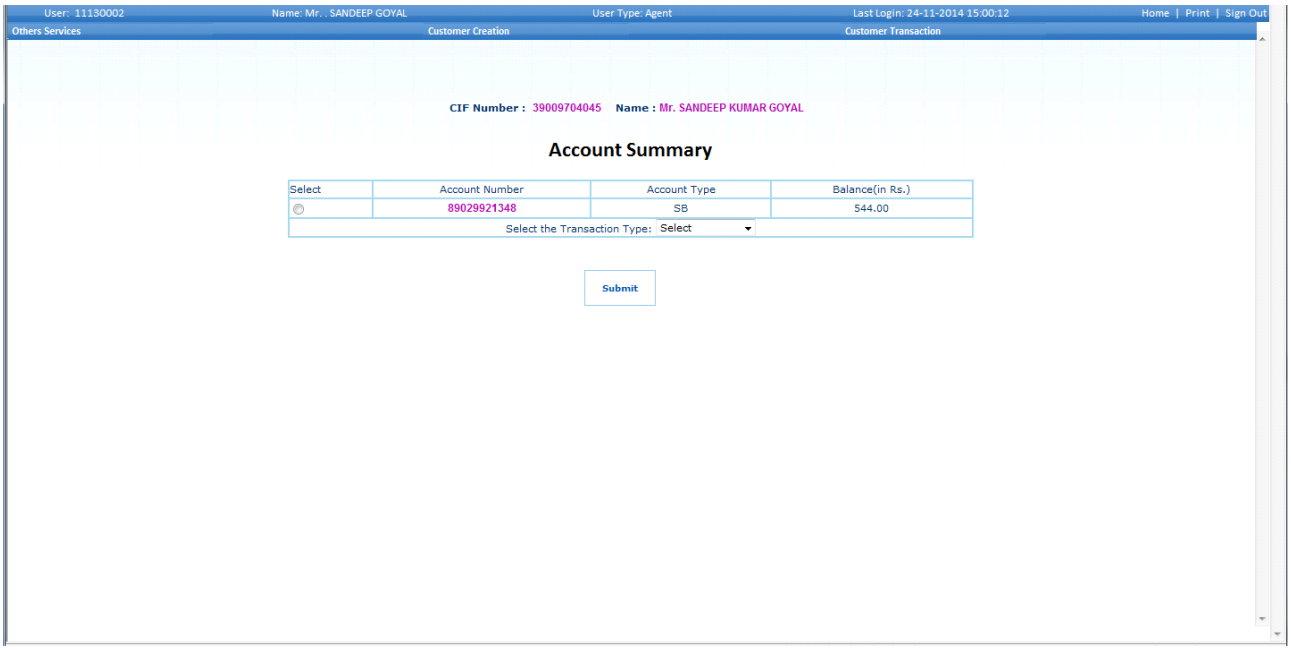
11. Click on ok then transaction will be processed.



12. On successful withdrawal a receipt will be generated and the same can be printed. Also successful Withdrawal voice message will be played.



13. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.



14 . Click on “no” to come on the customer login page.

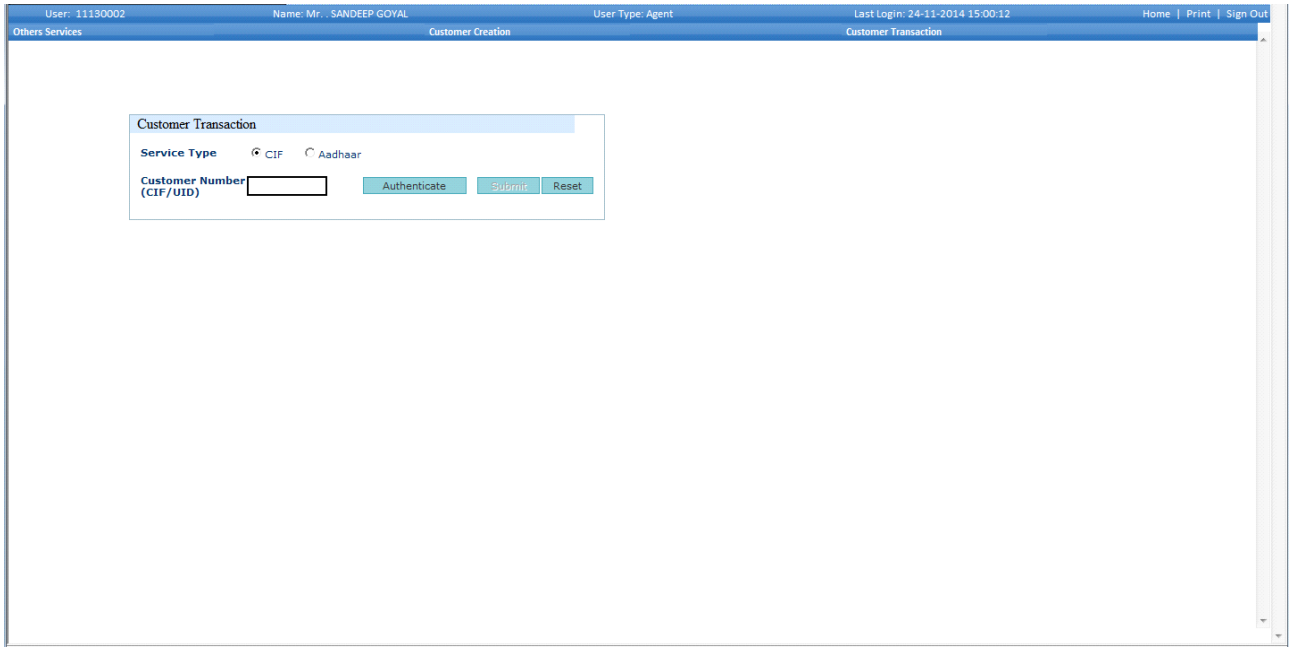
5.1.3 FundsTransfer:-

Customer can perform a fundstranfer through the KIOSK in any of the valid acccount number.

- Log in to the application and go to the menu.

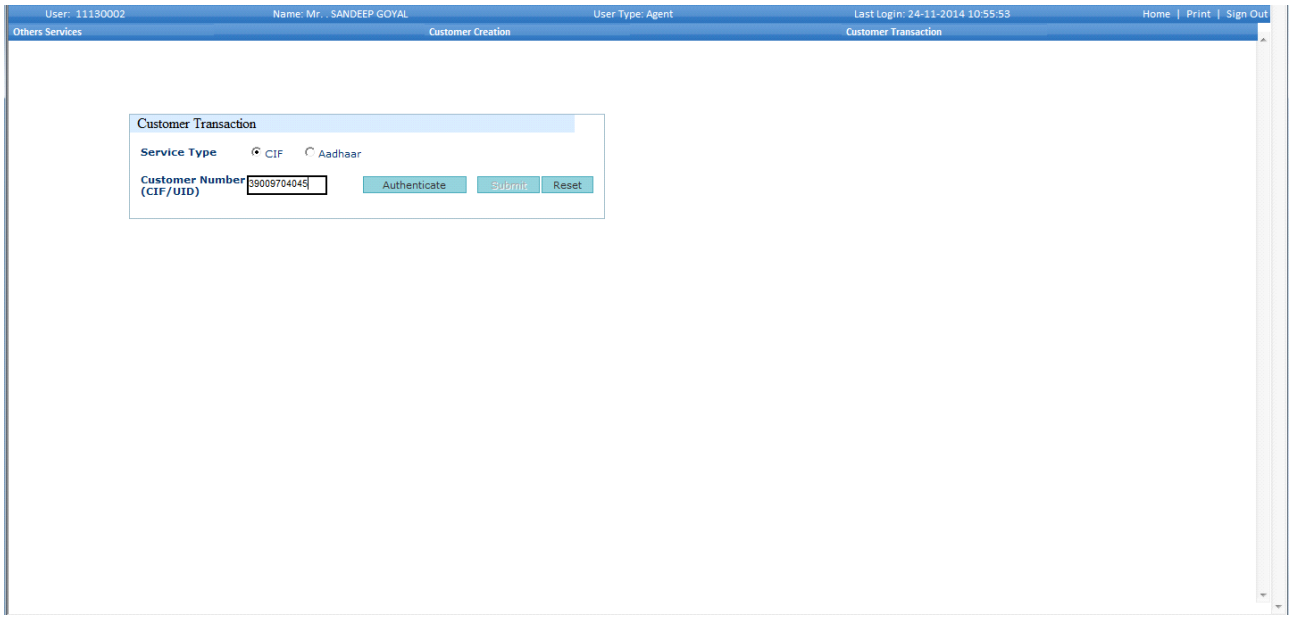
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



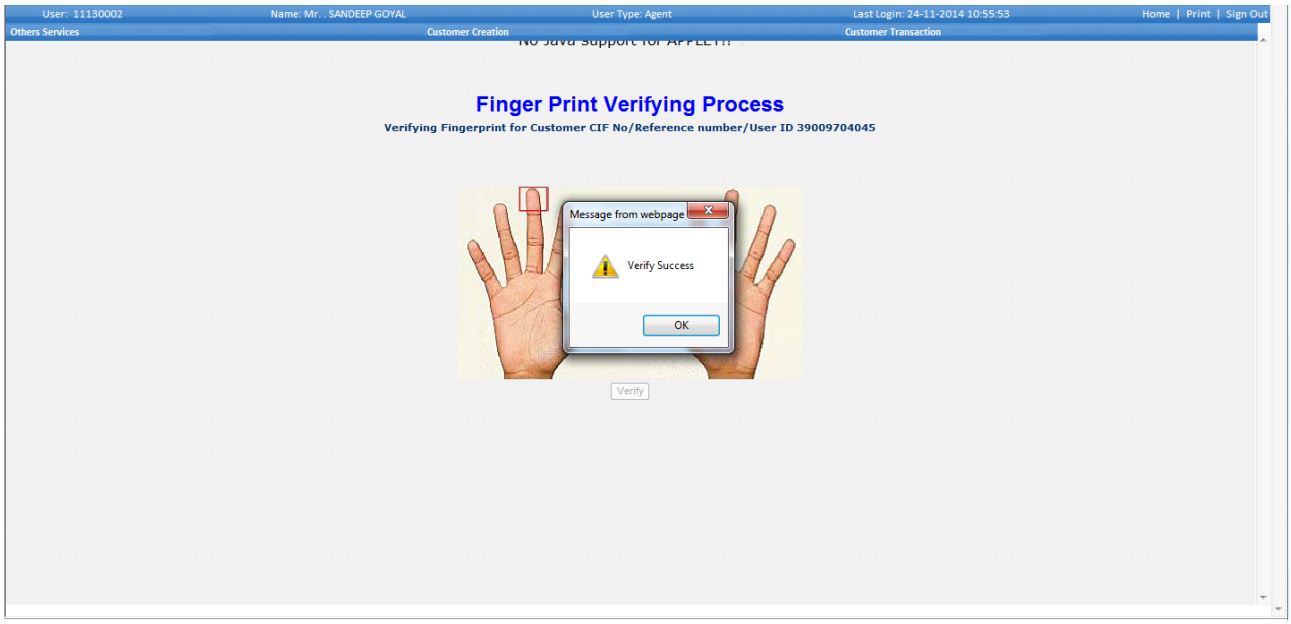
Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.

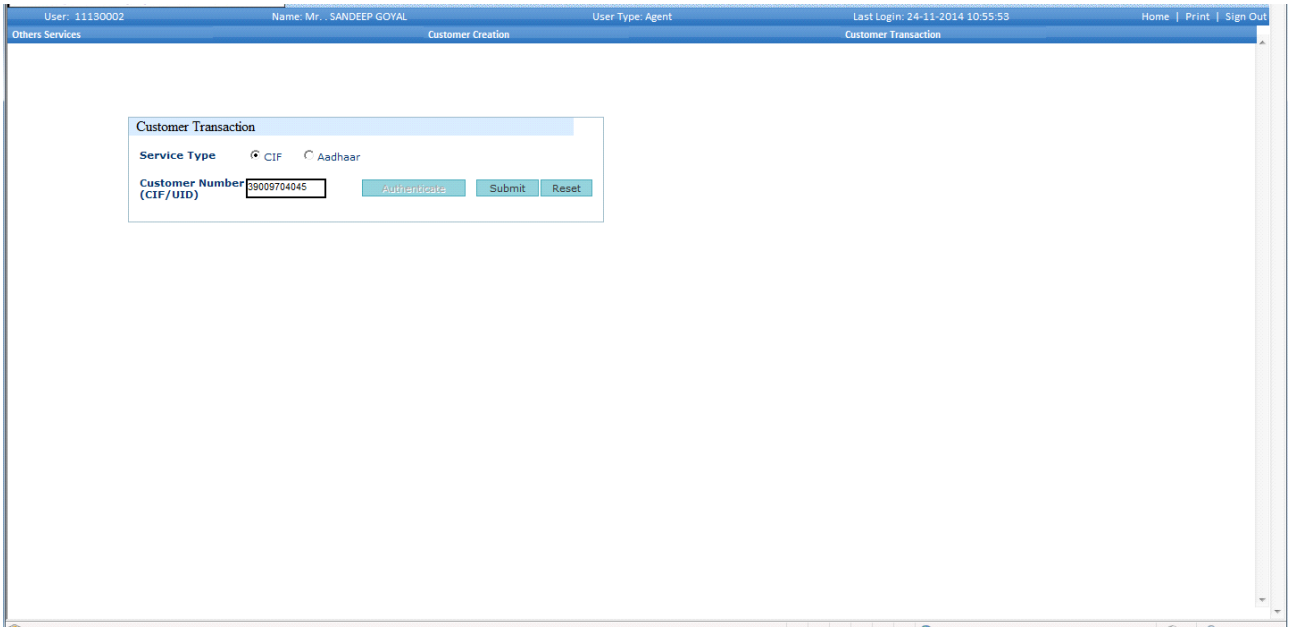


2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.

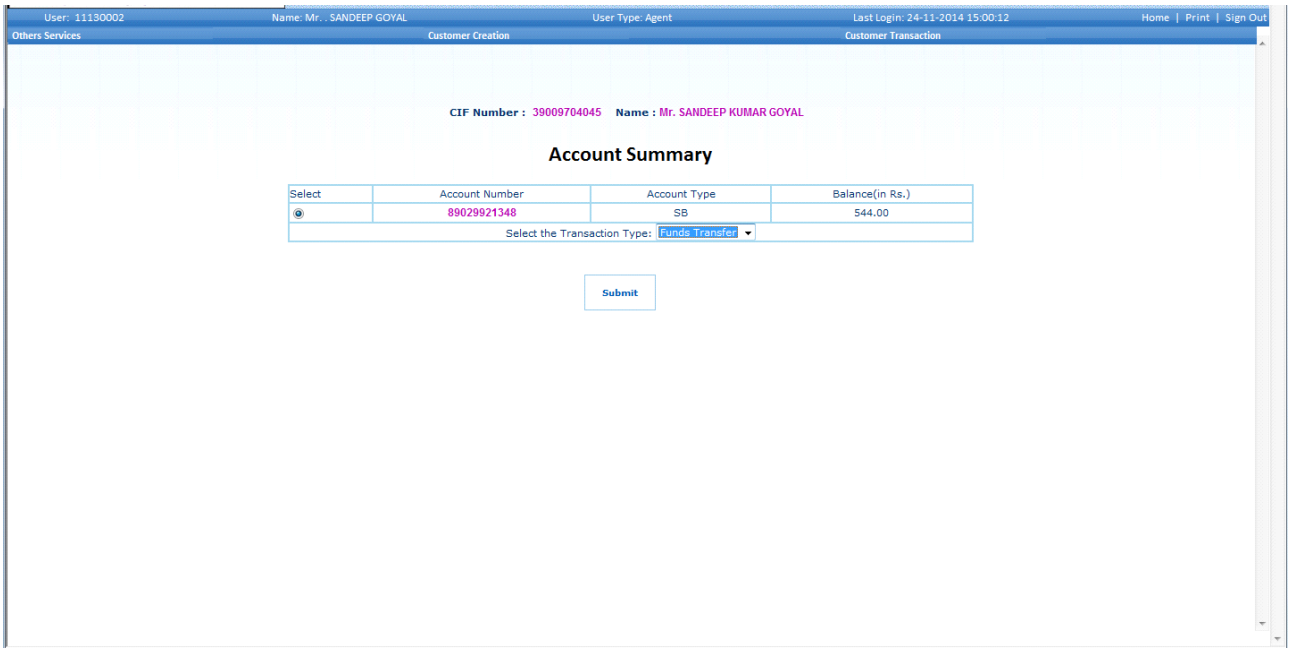
3. Afetr verifing customer finger print,Verify Success page appears.



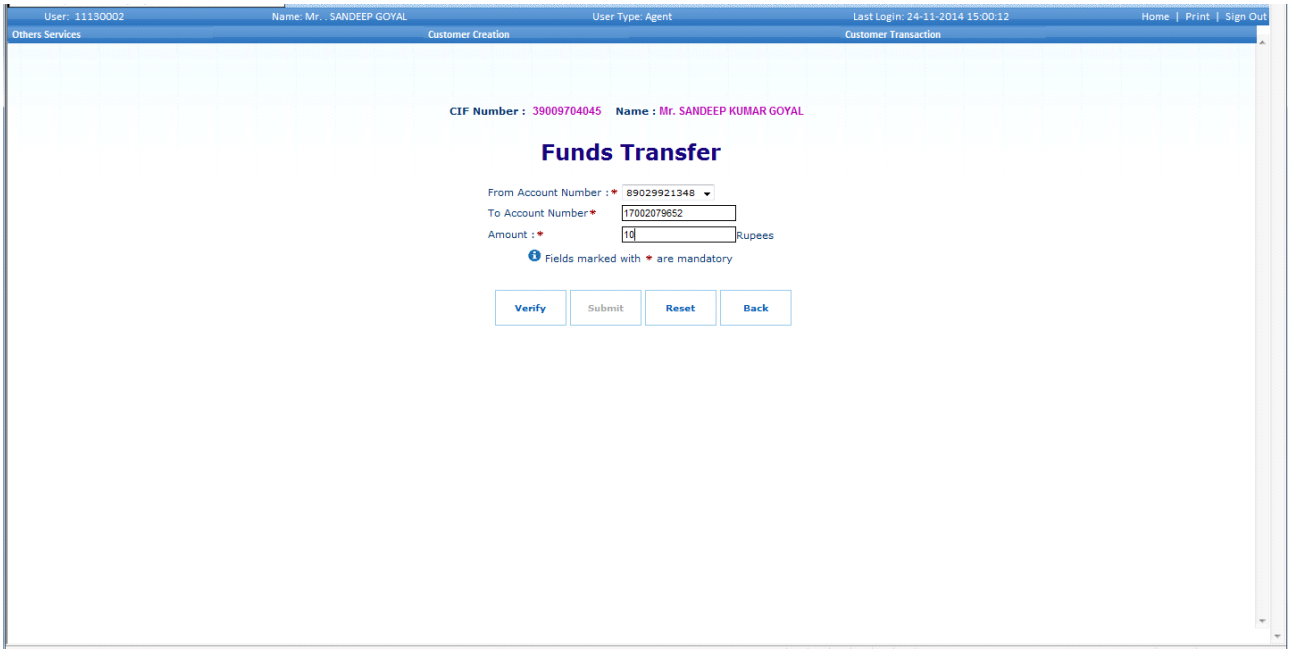
4. After Verify success,Click ‘Submit’ button.



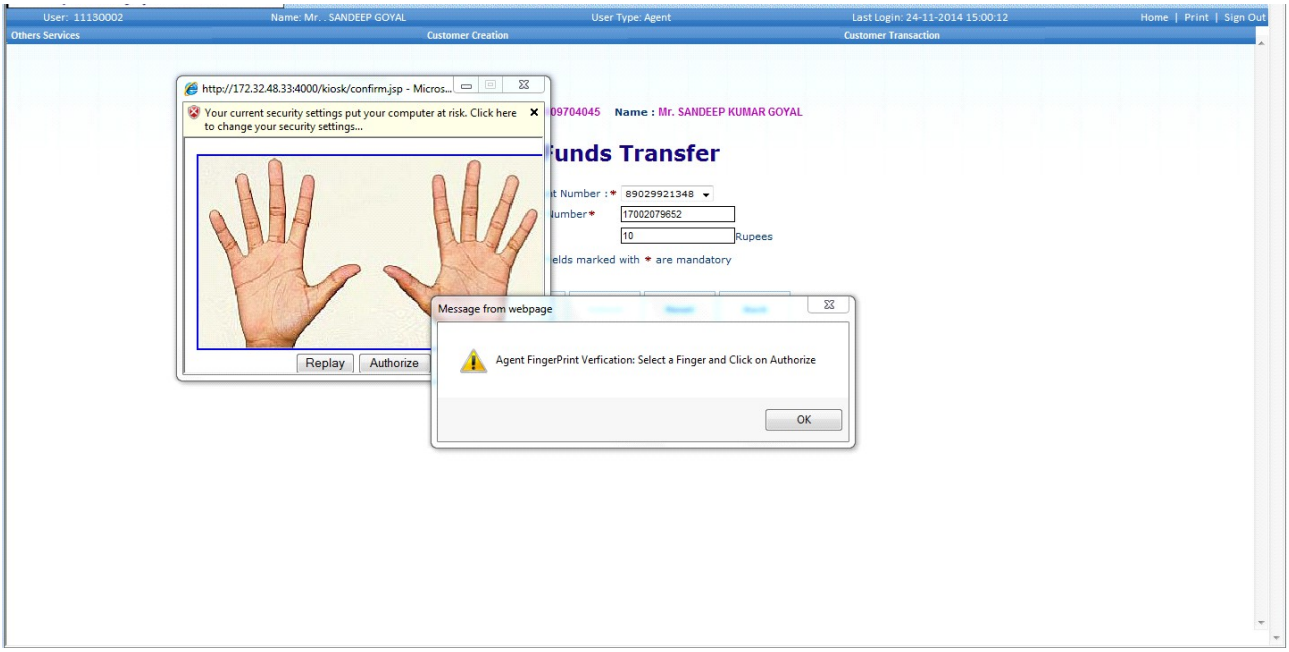
5. Select Funds Transfer as the required Transaction type and click on Submit.



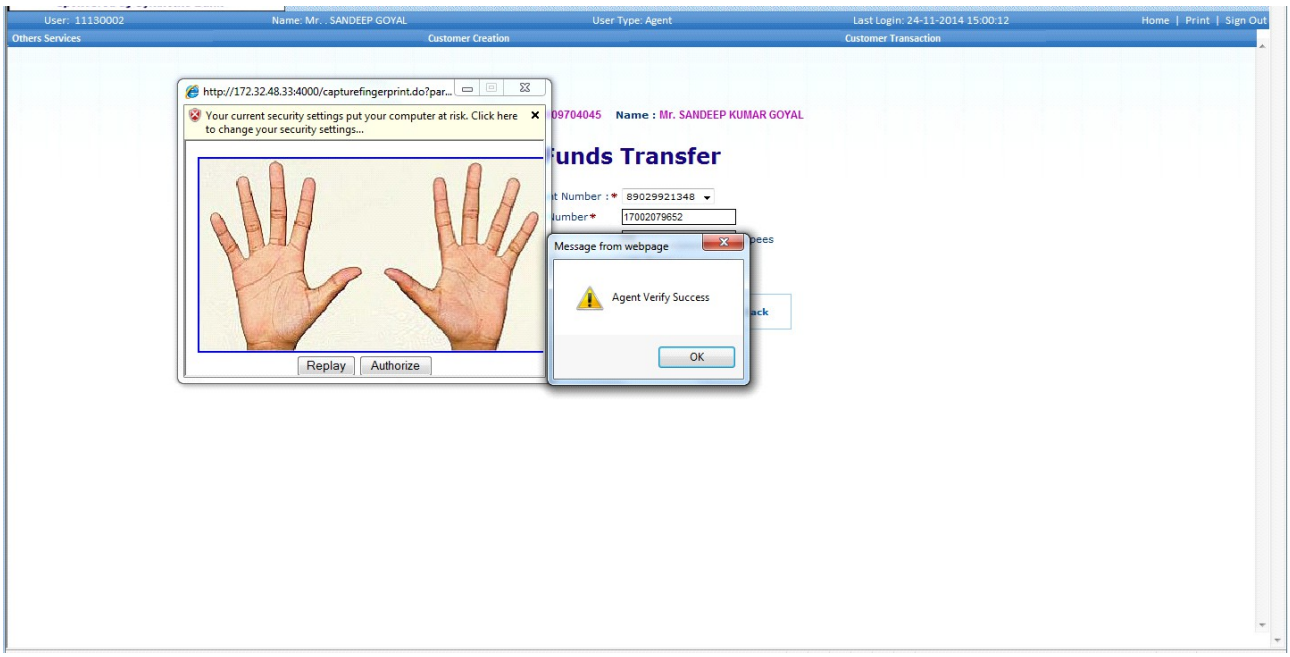
6. Enter ‘To account number’ (Beneficiary account number - amount will be transferred to this account) and the amount to be transferred in the respective fields.



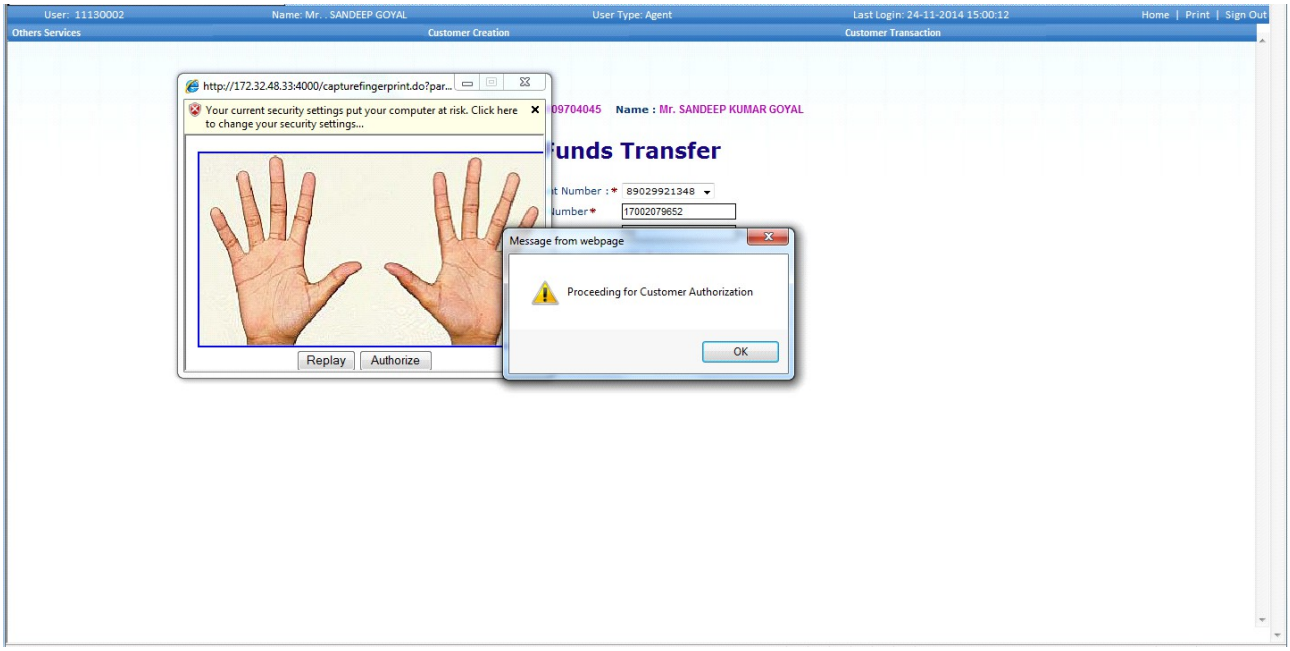
7. Click on Verify button.
8. It proceeds to agent Finger Print (FP) verification process, click on Authorize and give FP.



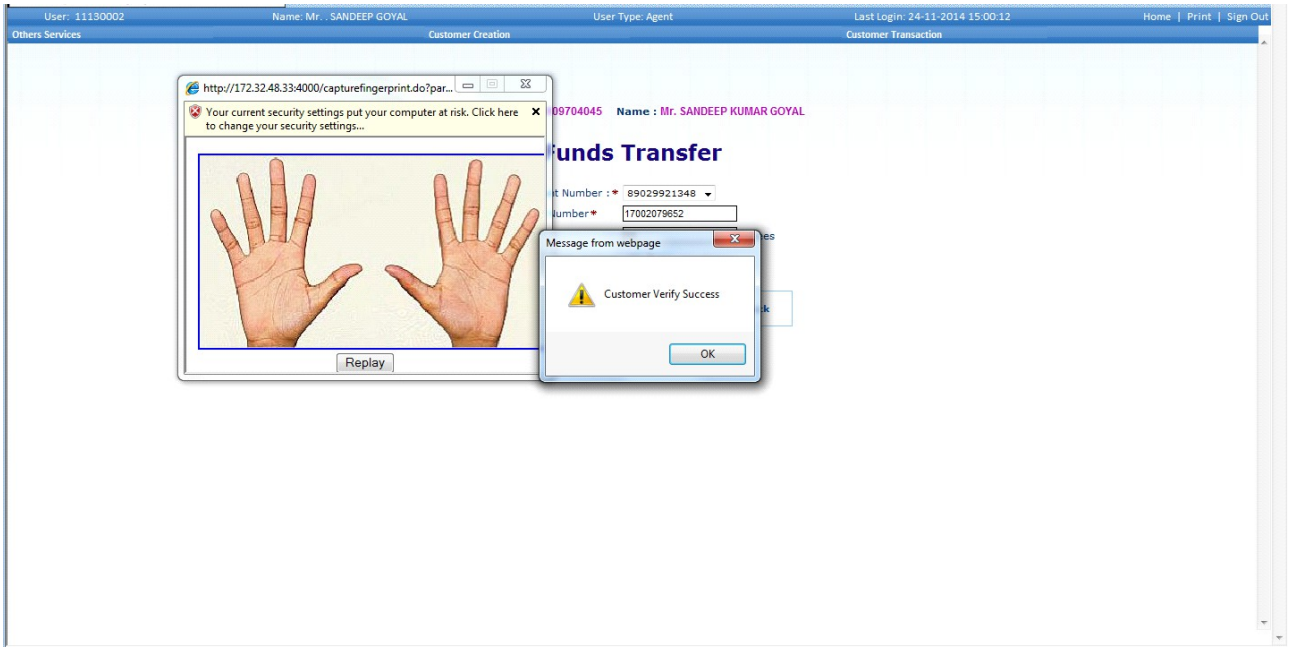
Following screen appears after agent fingerprint verification



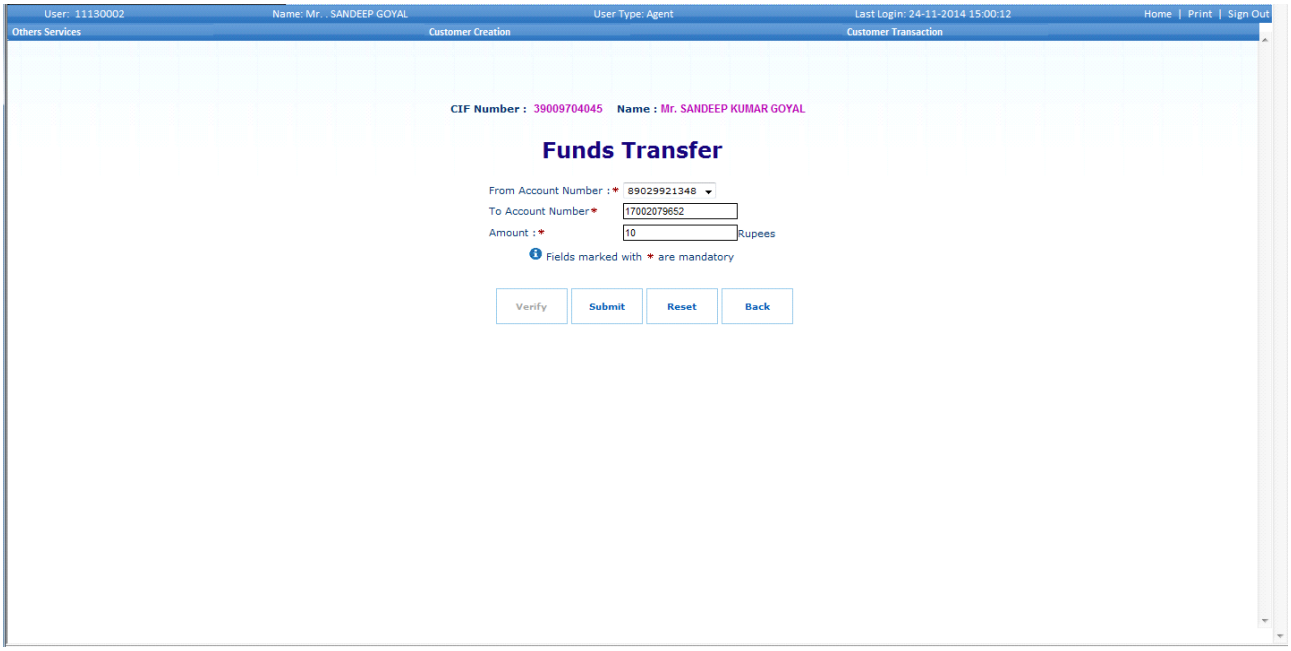
9. It proceeds to Customer FP verification process, click on Authorize and give FP.



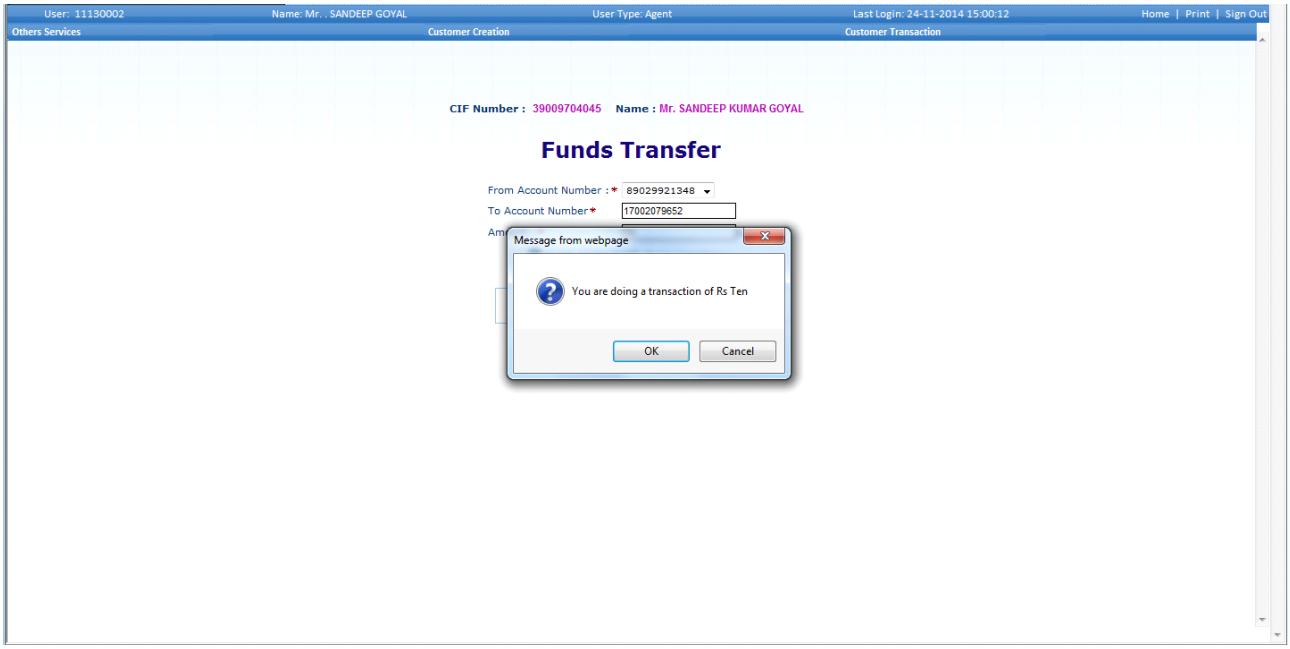
Following screen appears after Customer's fingerprint verification



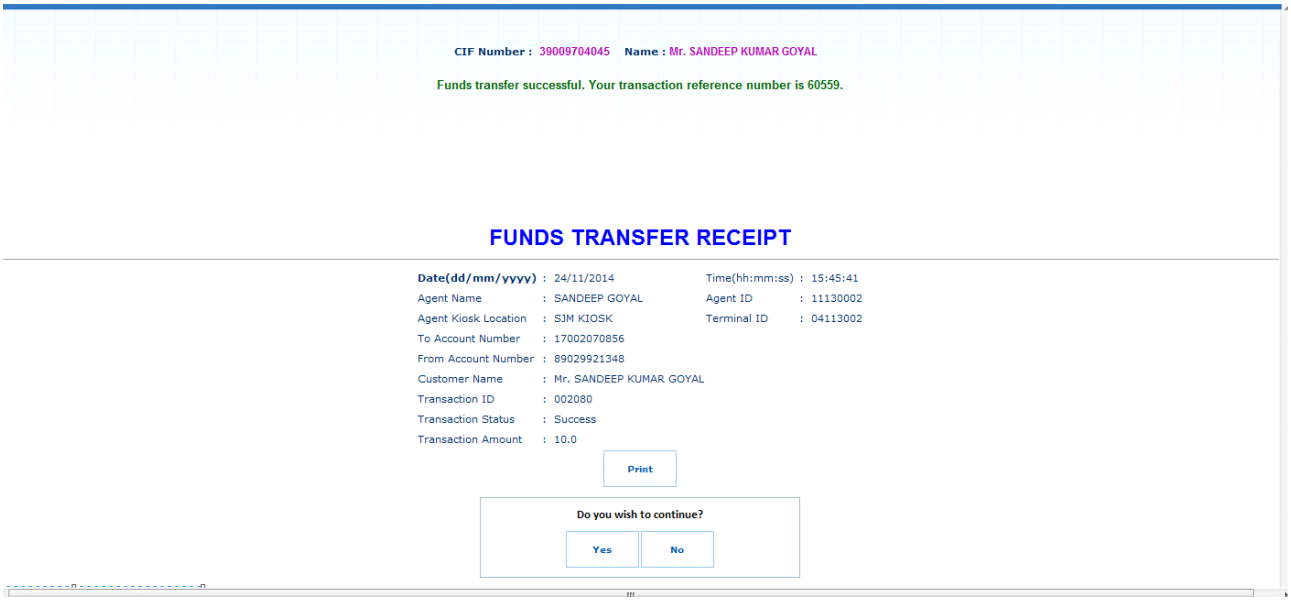
10. After Successful verification of Agent and Customer, Click on Submit.



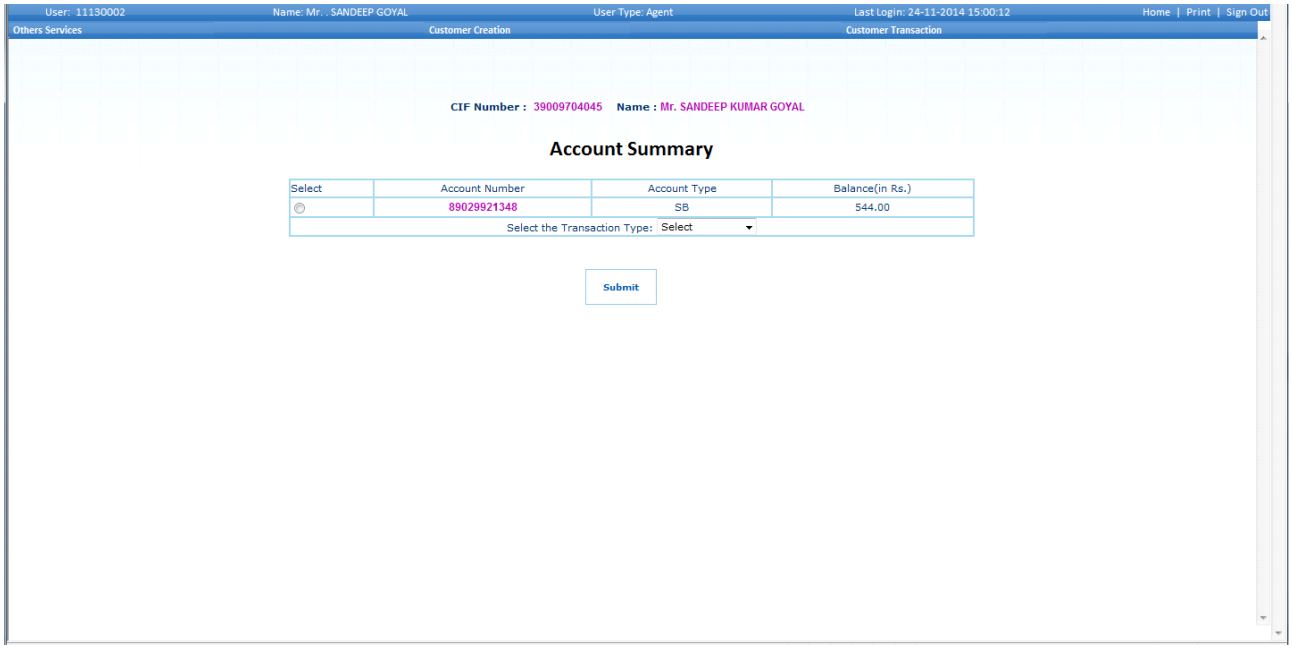
11. Click on “OK” to process the transaction.



- On successful funds transfer, a receipt will be generated and the same can be printed. Also successful funds transfer voice message will be played.



13. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.



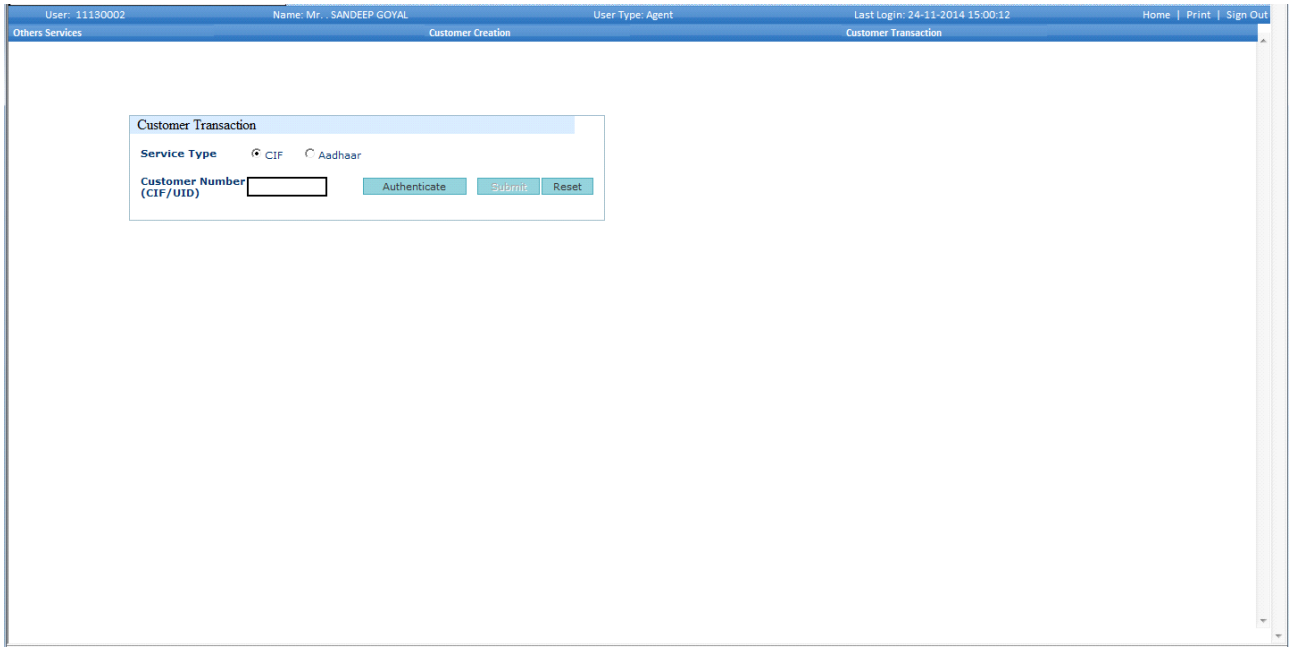
14 . Click on “no” to come on the customer login page.

5.1.4 Mini Statement:-

Customer can check the ministatement through KIOSK.

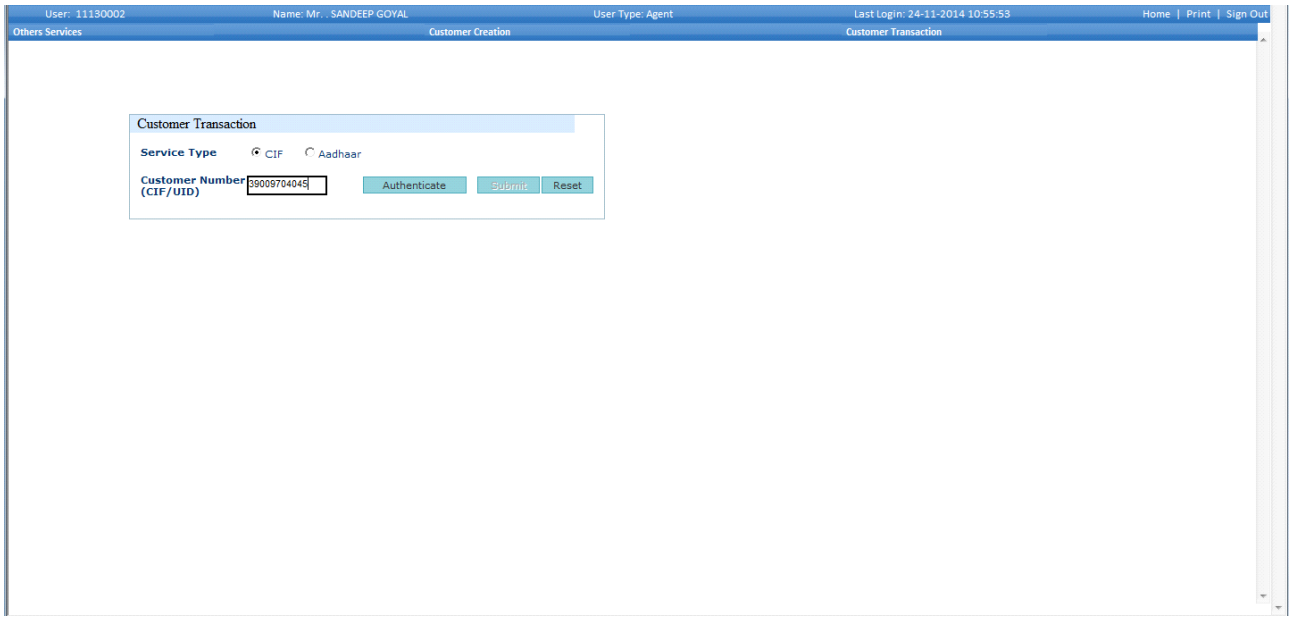
- Log in to the application and go to the menu.
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



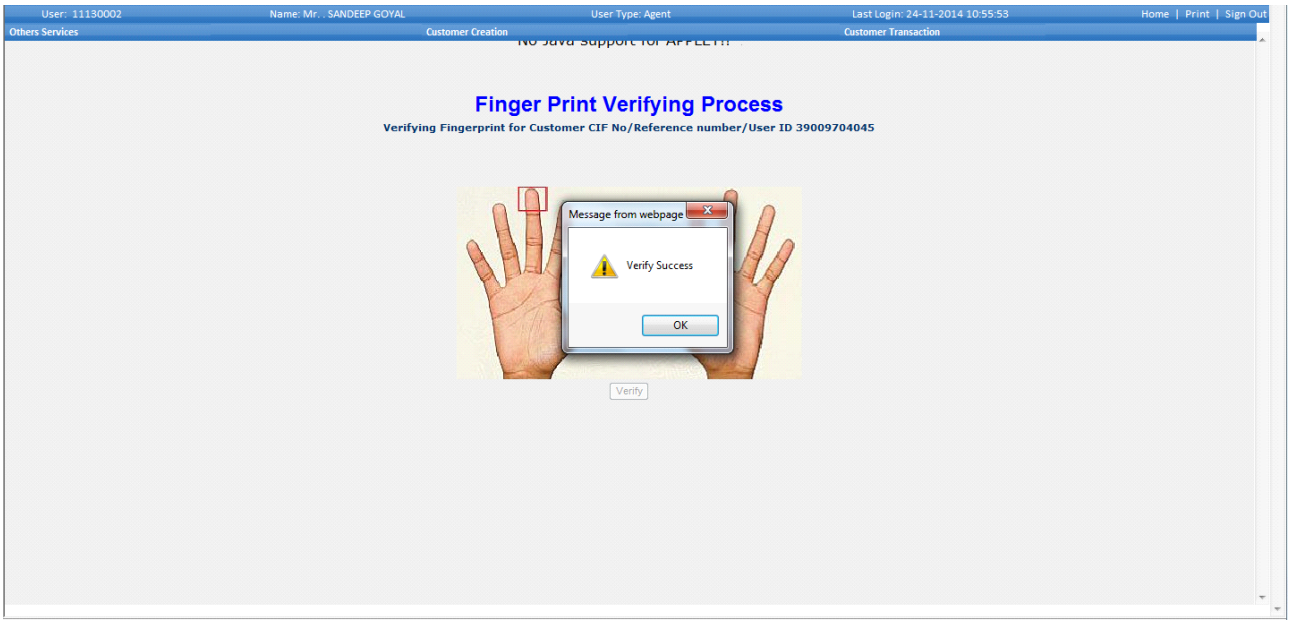
Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.

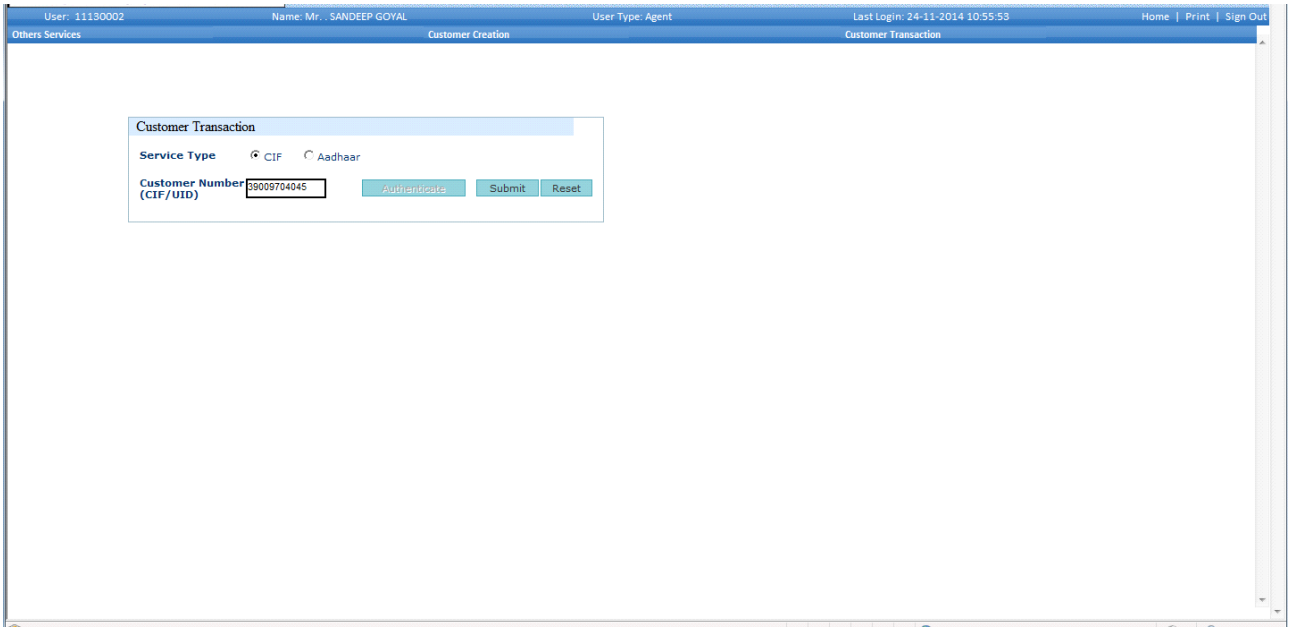


2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.

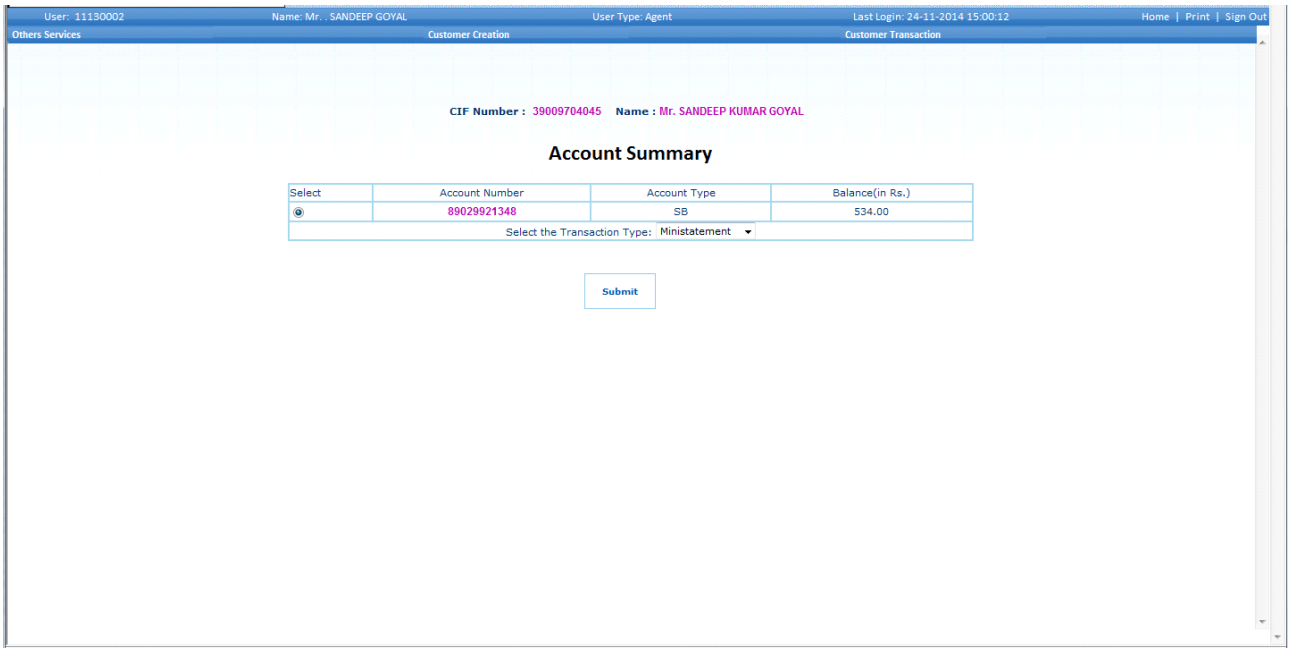
3. Afetr verifing customer finger print,Verify Success page appears.



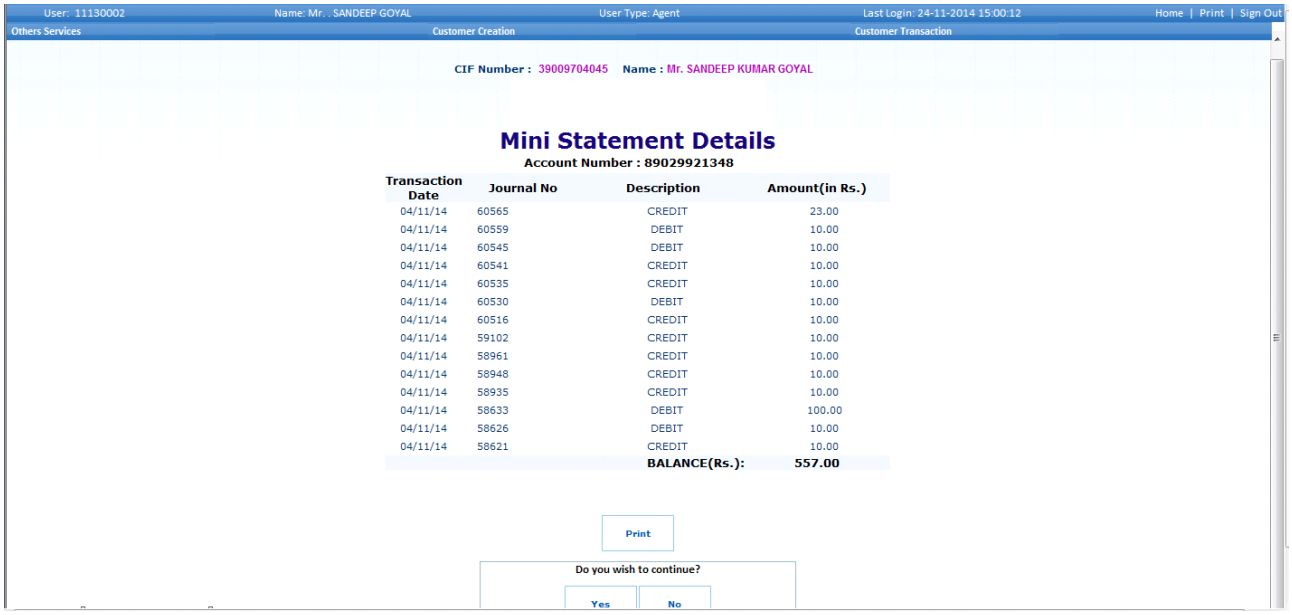
4. After Verify success,Click ‘Submit’ button.



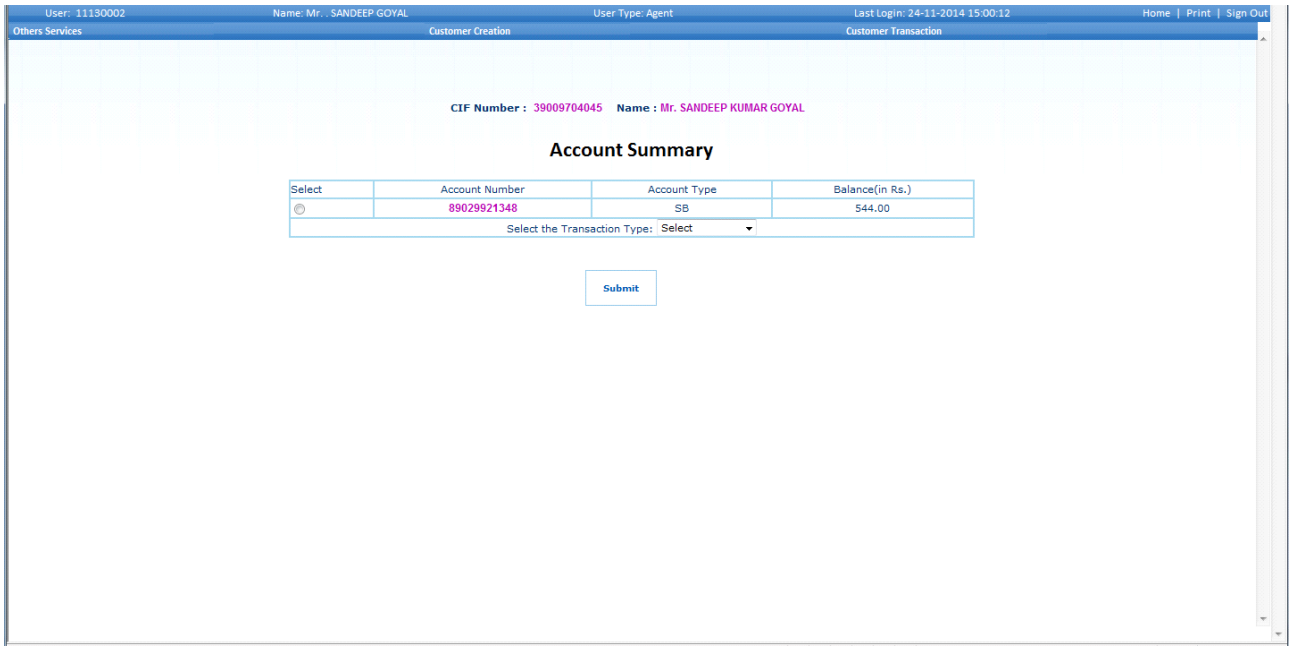
5. Select Ministatement as the required Transaction type and click on Submit.



- Mini Statement Receipt is displayed.



8. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.



- Click on “no” to come on the customer login page.

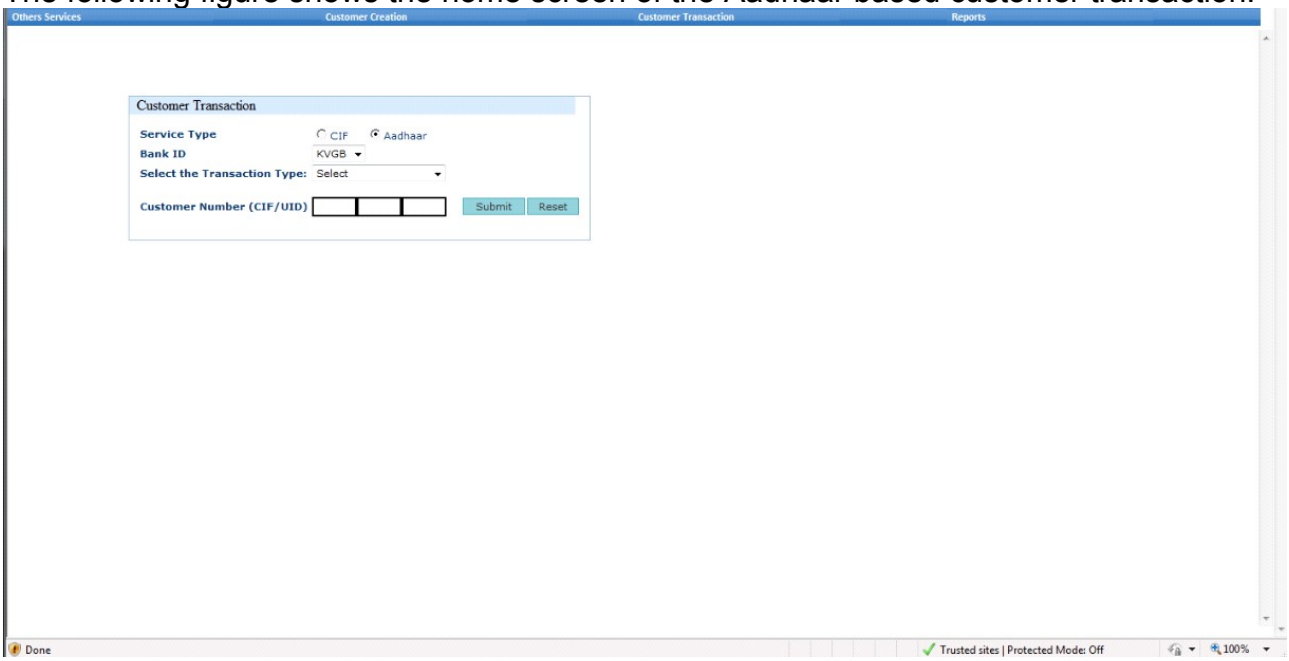
5.2 AADHAAR BASED TRANSACTIONS

Transaction Type
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Best Finger Detection

5.2.1 Balance Enquiry

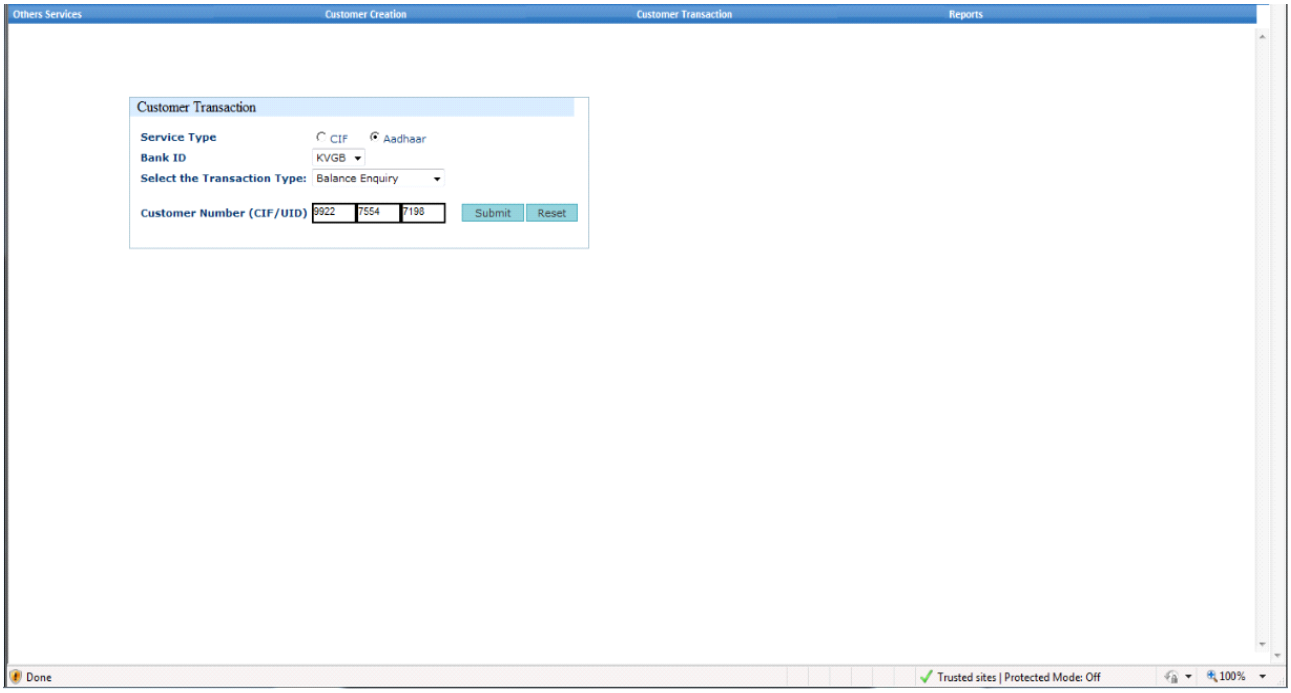
- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the Aadhaar based customer transaction:

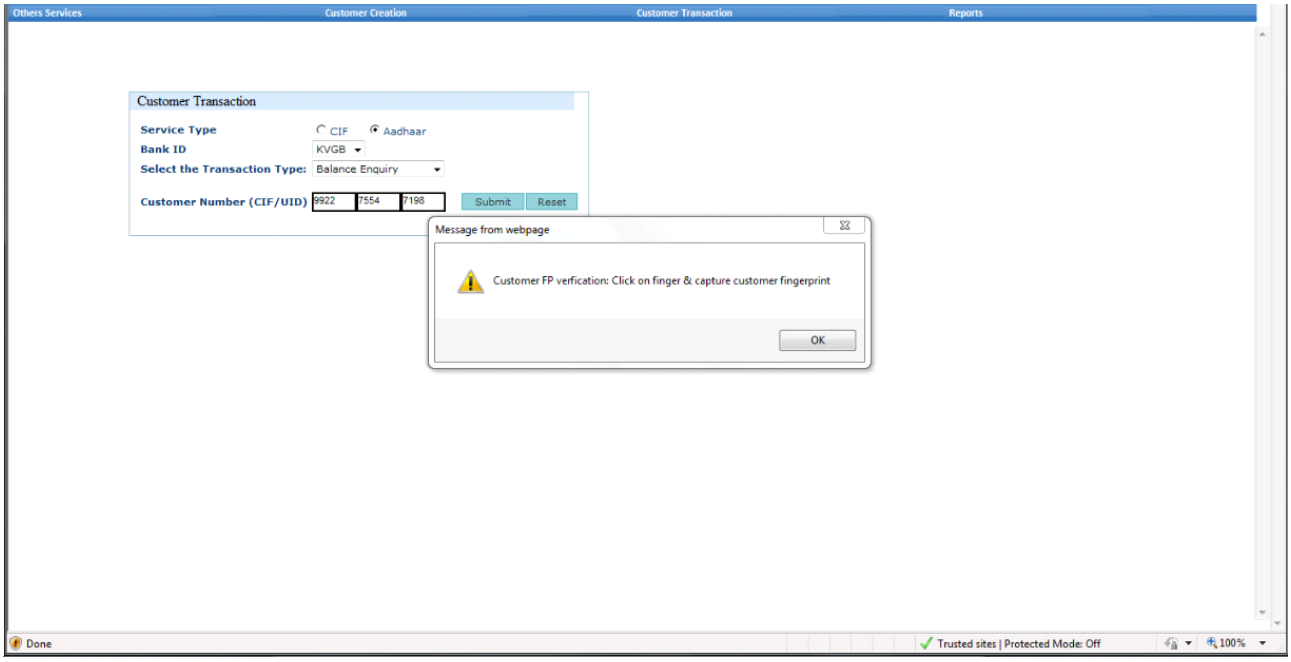


Fields:
Service type: Type of the services (Aadhaar/Account) provided by the bank.
Bank Id: Type of the Bank Id (name) to be selected.
Transaction Type: This field will be a dropdown to select transaction type.
Aadhaar Number: The 12 digit Aadhaar number of the customer.

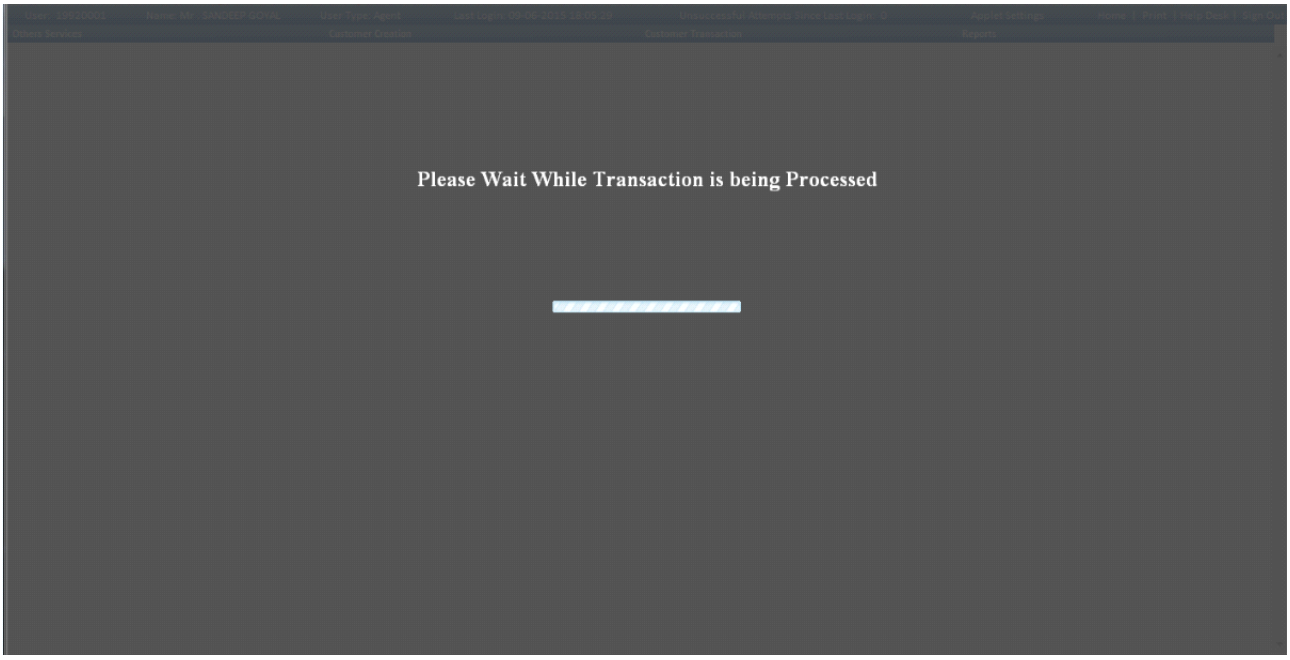
Steps to be followed:
Step 1: Select the service type (Aadhaar) by clicking on the radio button.
Step 2: Select the bank id from the dropdown.
Step 3: Select Balance Enquiry as the required Transaction type from dropdown.
Step 4: Enter the 12 digit Aadhaar number.



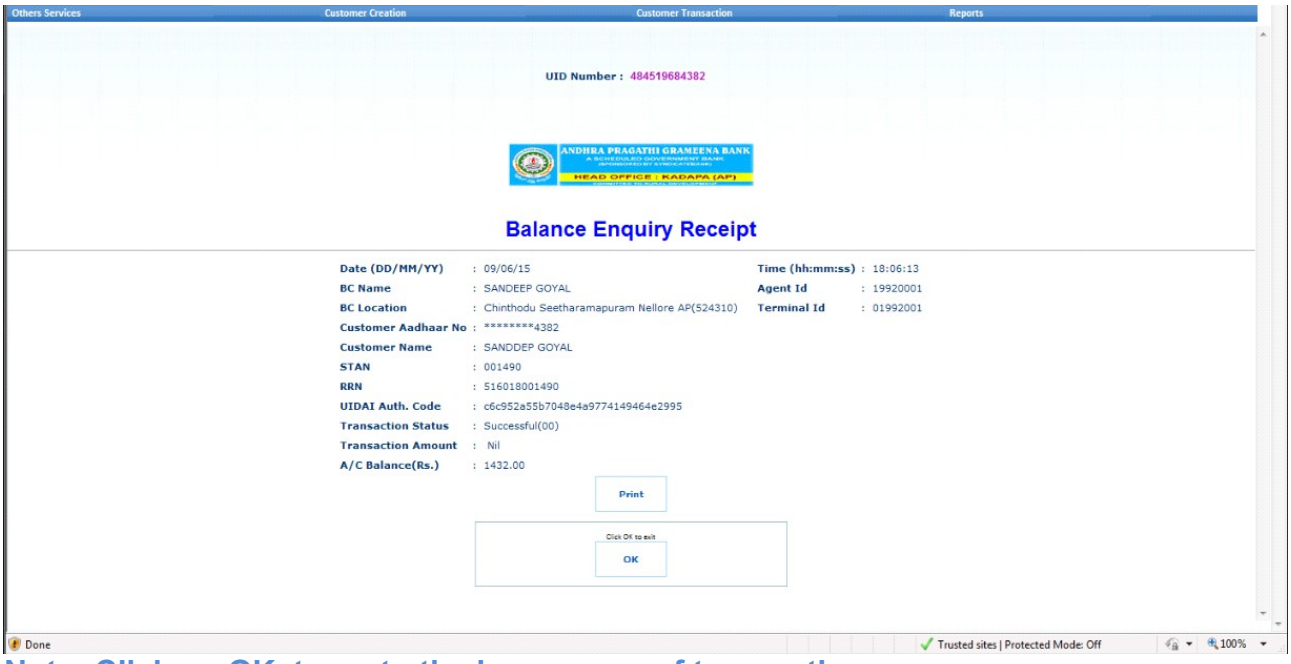
After filled all the fields click on submit the following screen will appear.



Step 5: After customer finger prints are captured for verification, the following processing page will be shown.



Step 6: On successful balance enquiry, a receipt will be generated.the following screen shows the receipt for balance enquiry.

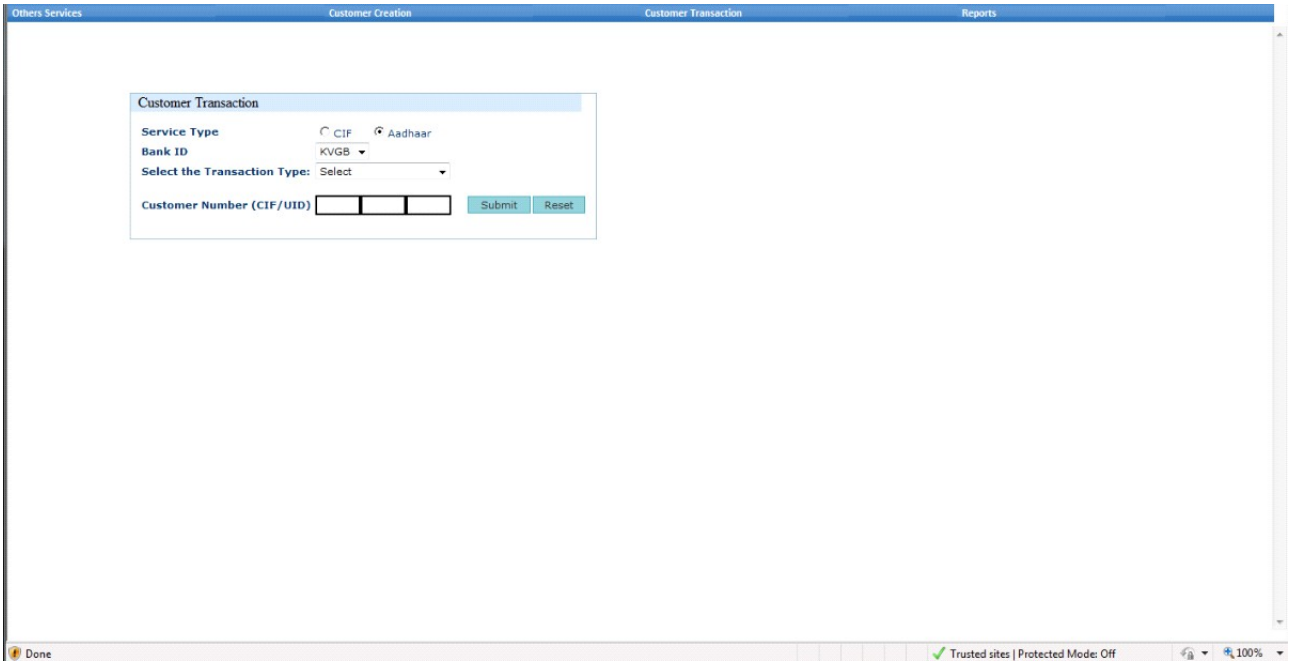


Note: Click on OK, to go to the home page of transaction.

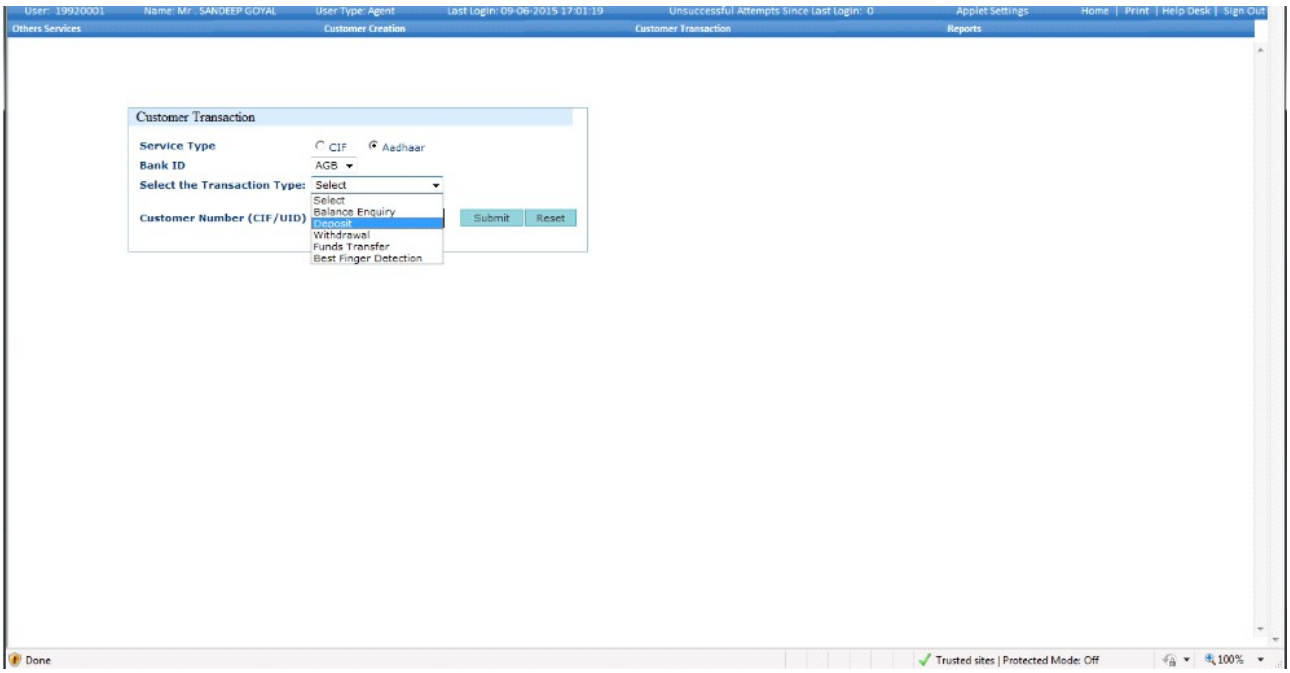
5.2.2 Deposit

- Log in to the application and go to the menu.
- Click on Customer Transaction.

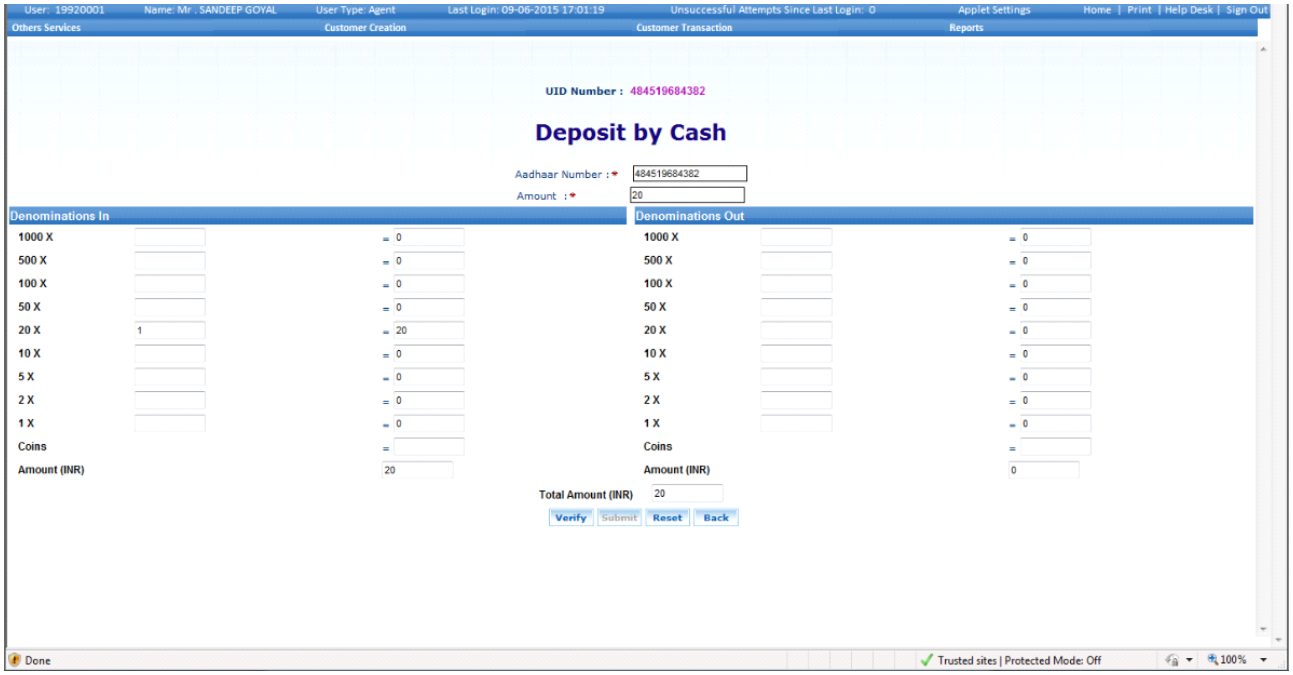
The following figure shows the home screen of the aadhaar based customer transaction:



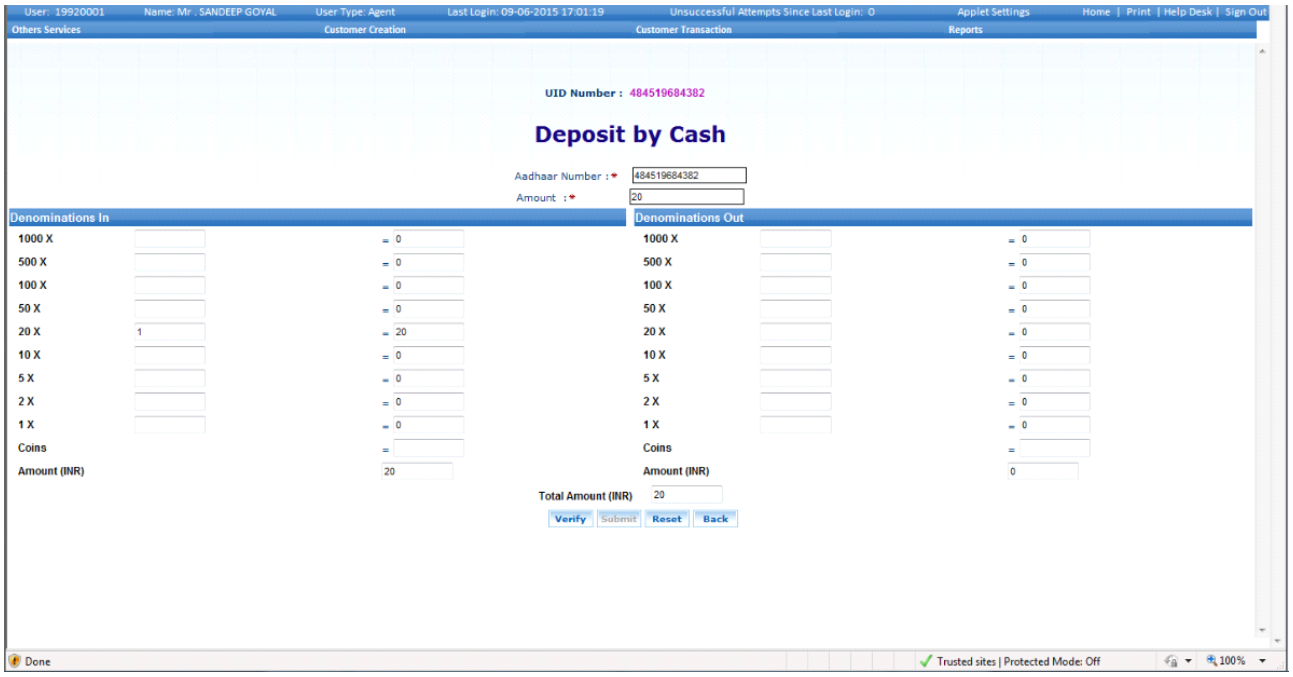
Steps to be followed:
Step 1: Select the service type (Aadhaar) by clicking on the radio button.
Step 2: Select the bank id from the dropdown.
Step 3: Select Deposit as the required Transaction type from dropdown.
Step 4: Enter the 12 digit Aadhaar number and click on Submit.



On click of submit the following screen will appear.

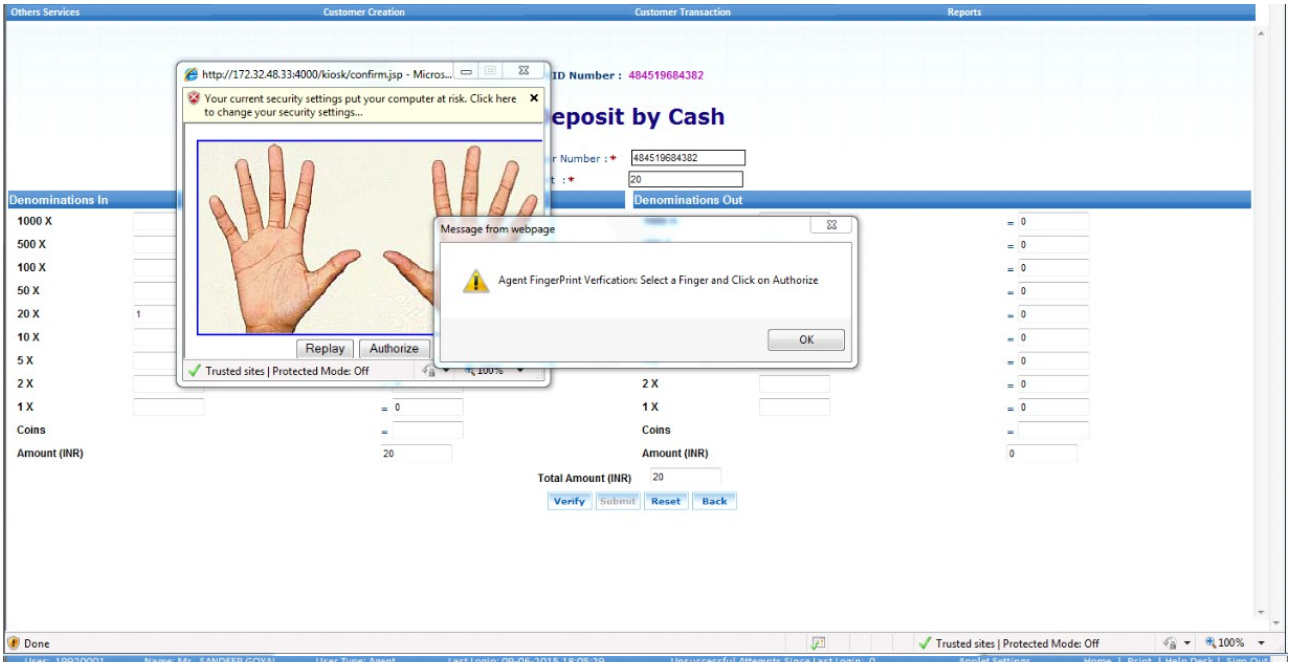


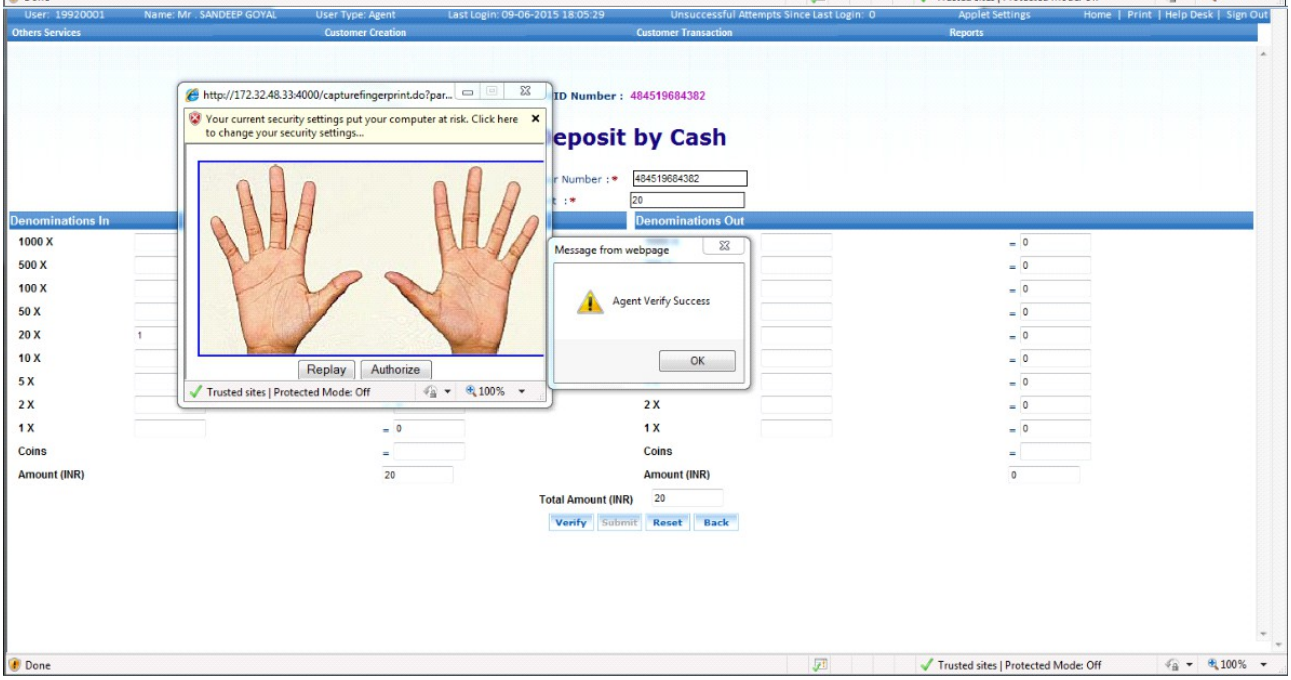
Step 5: Enter the amount to be deposited in the Amount field and give the denominations.



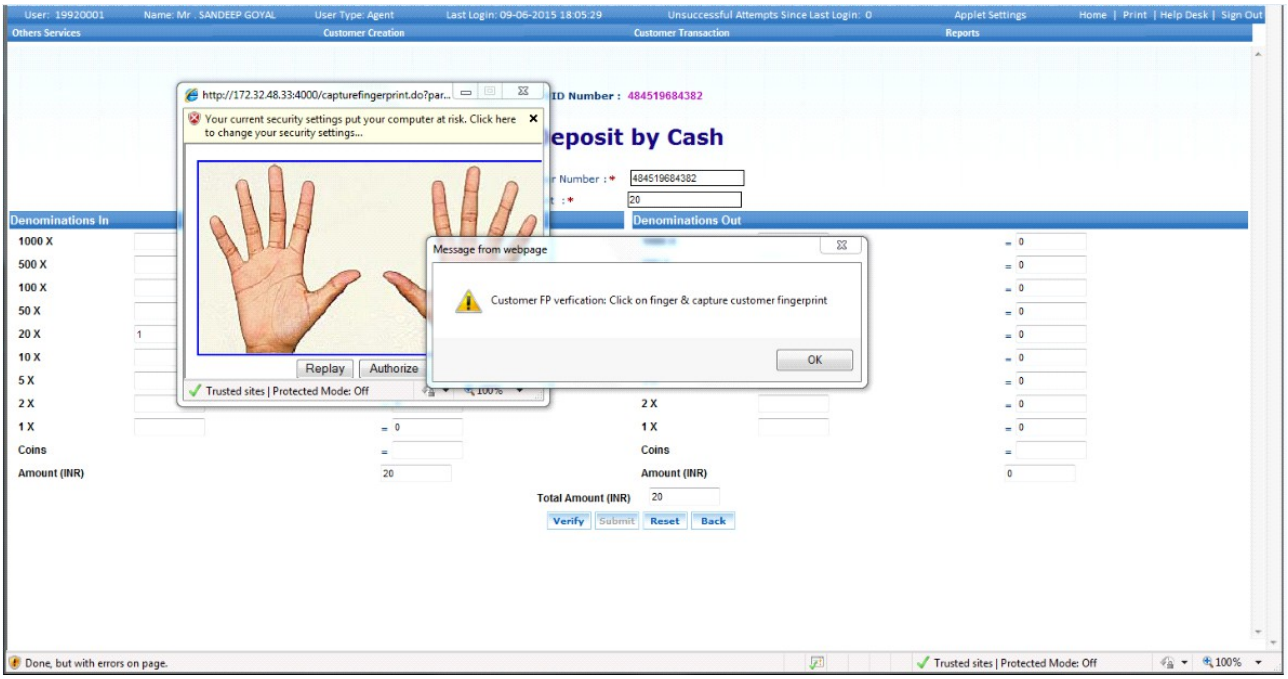
Step 6: Click on Verify button.

Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.

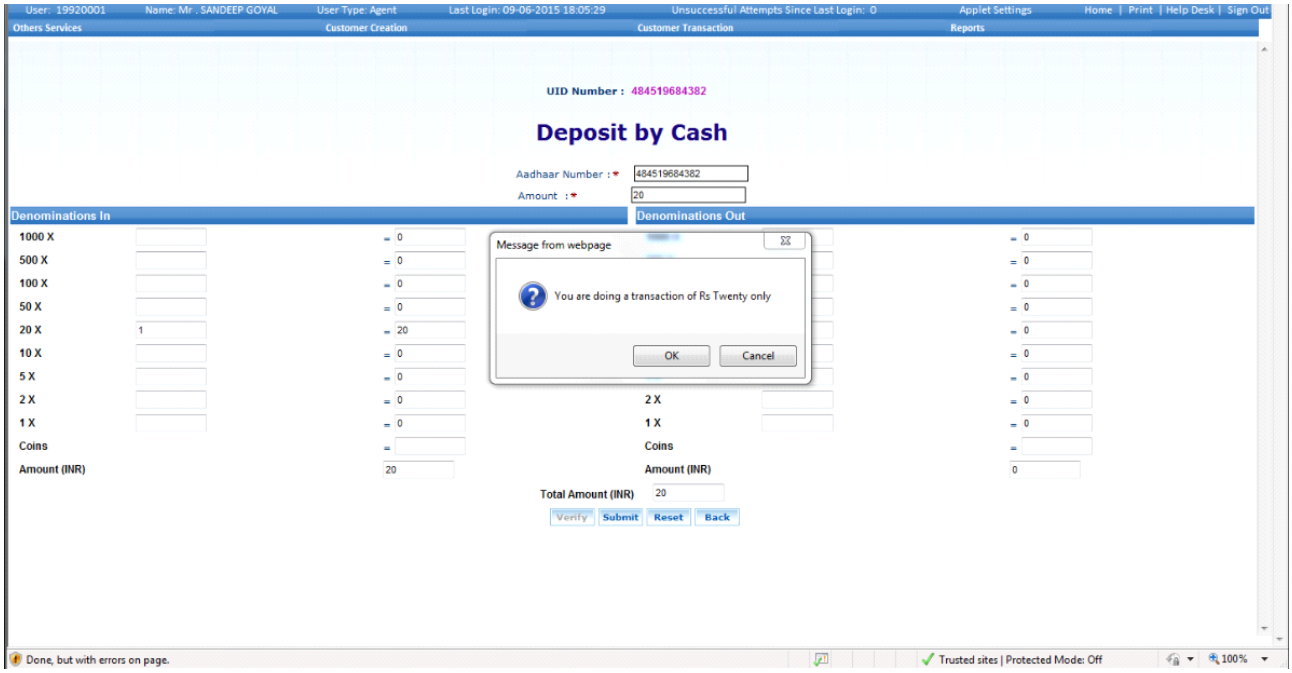




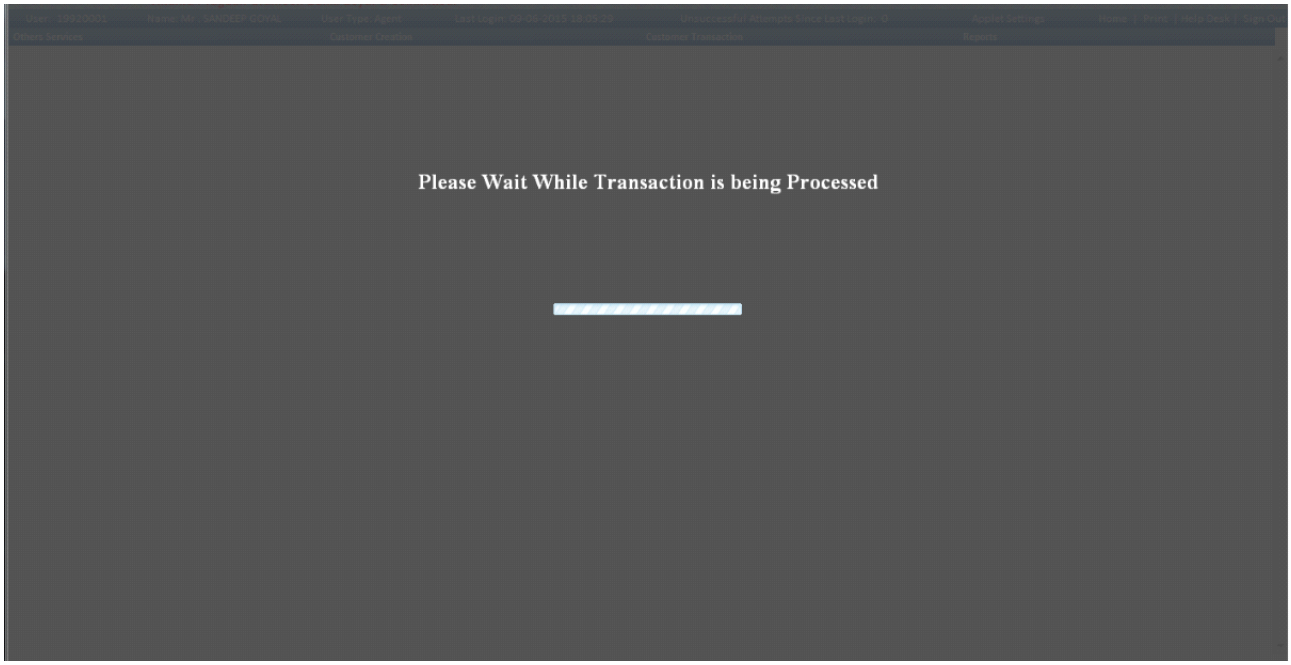
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



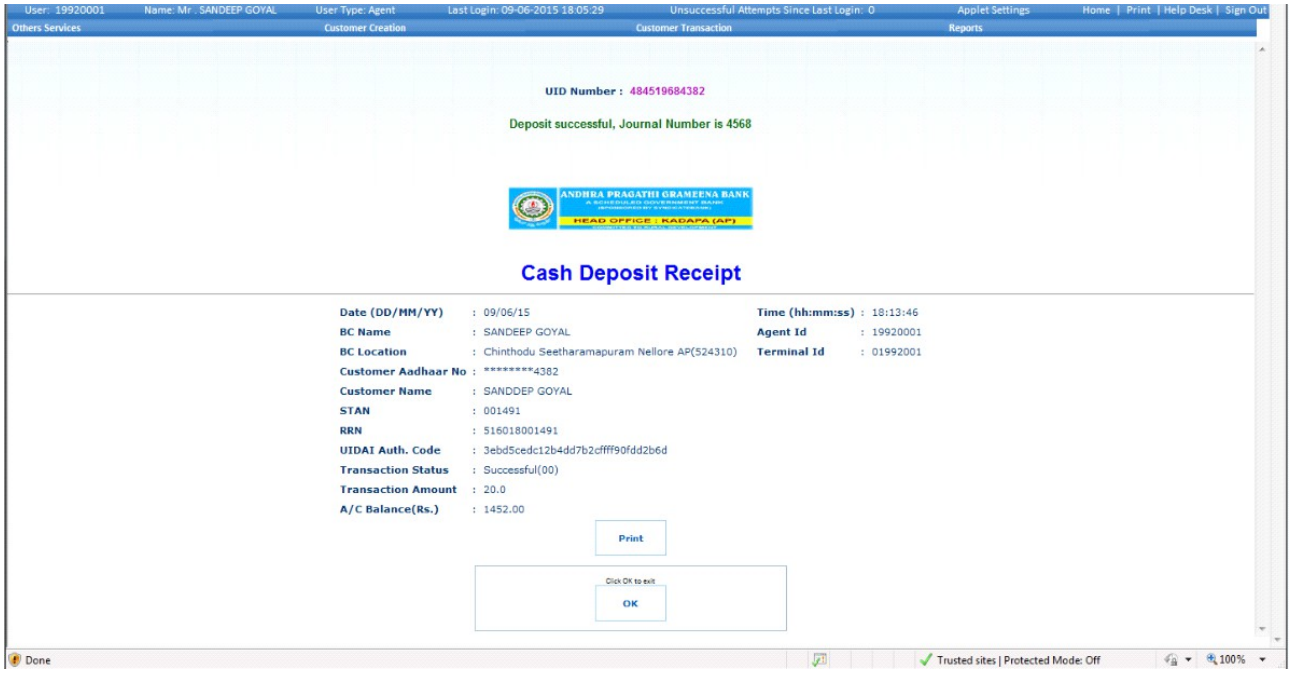
Step 9: After verifying both agent and customer finger prints, the following confirmation page is shown.



Step 10:Click on ok and submit the following processing page will come.



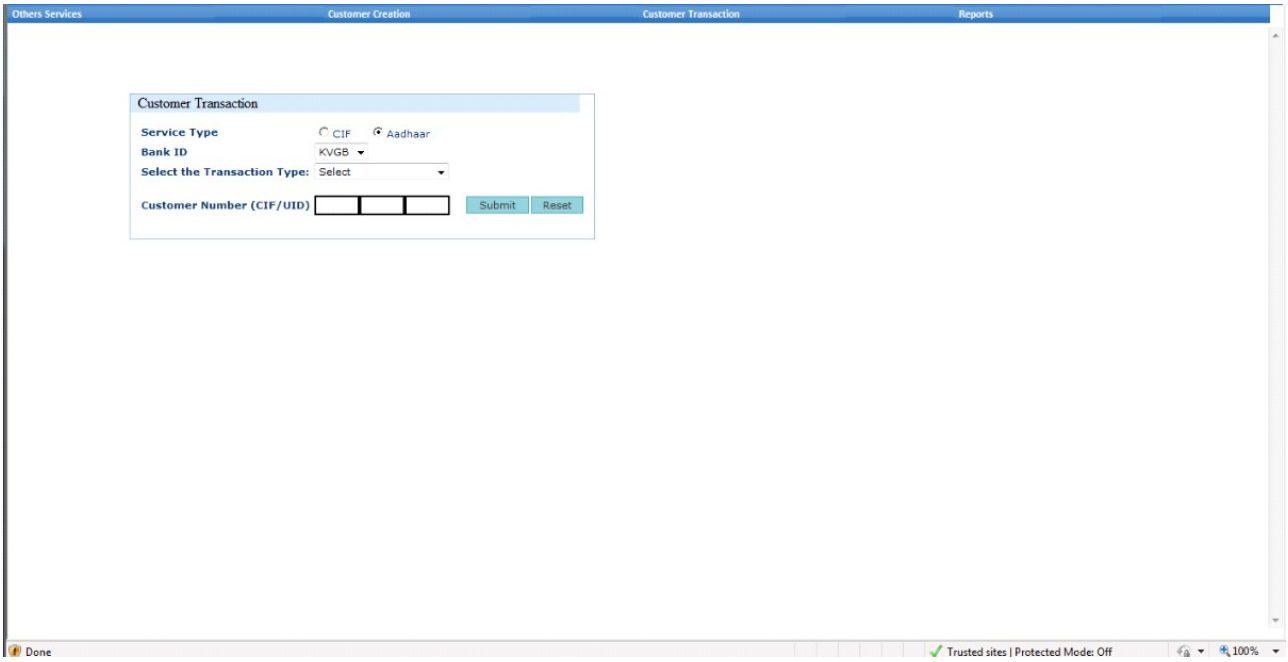
Step 11: On successful deposit, a receipt will be generated.the following screen showing the receipt for deposit.



5.2.3 Withdrawal

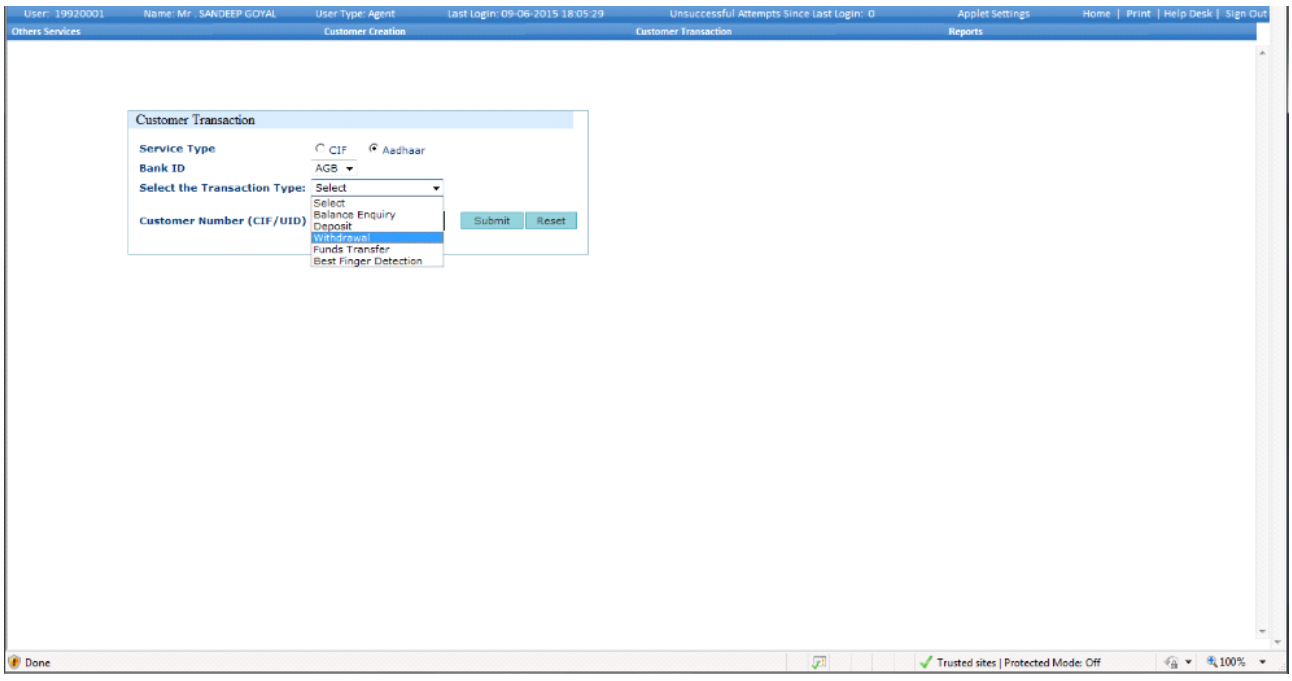
- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the aadhaar based customer transaction:

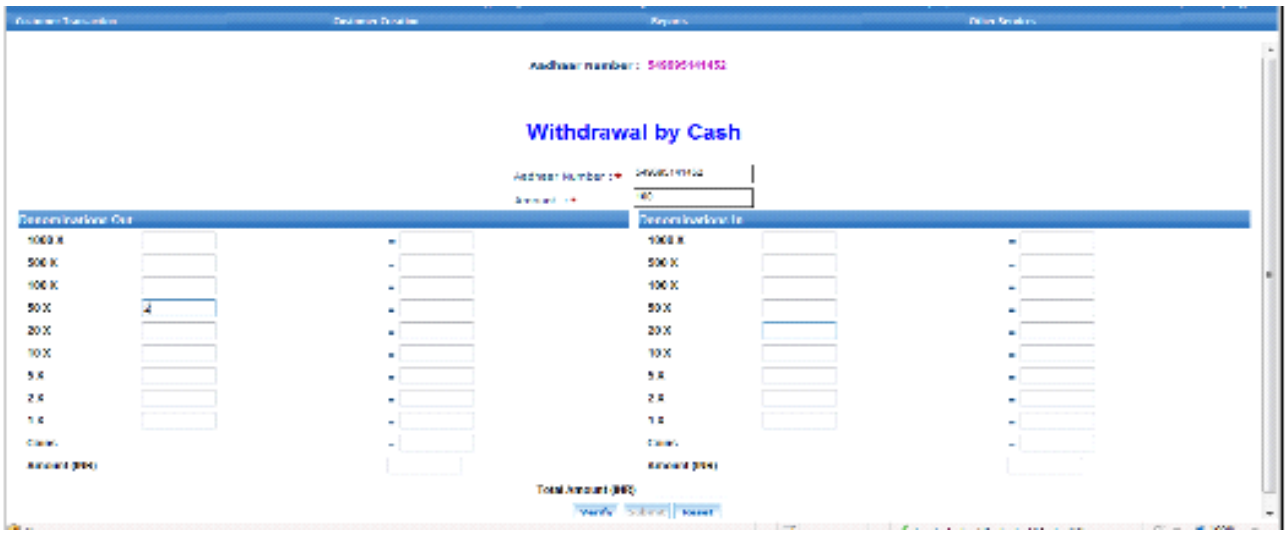


Steps to be followed:

Step 1: Select the service type (Aadhaar) by clicking on the radio button.
Step 2: Select the bank id from the dropdown.
Step 3: Select Withdrawal as the required Transaction type from dropdown.
Step 4: Enter the 12 digit Aadhaar number and click on Submit.

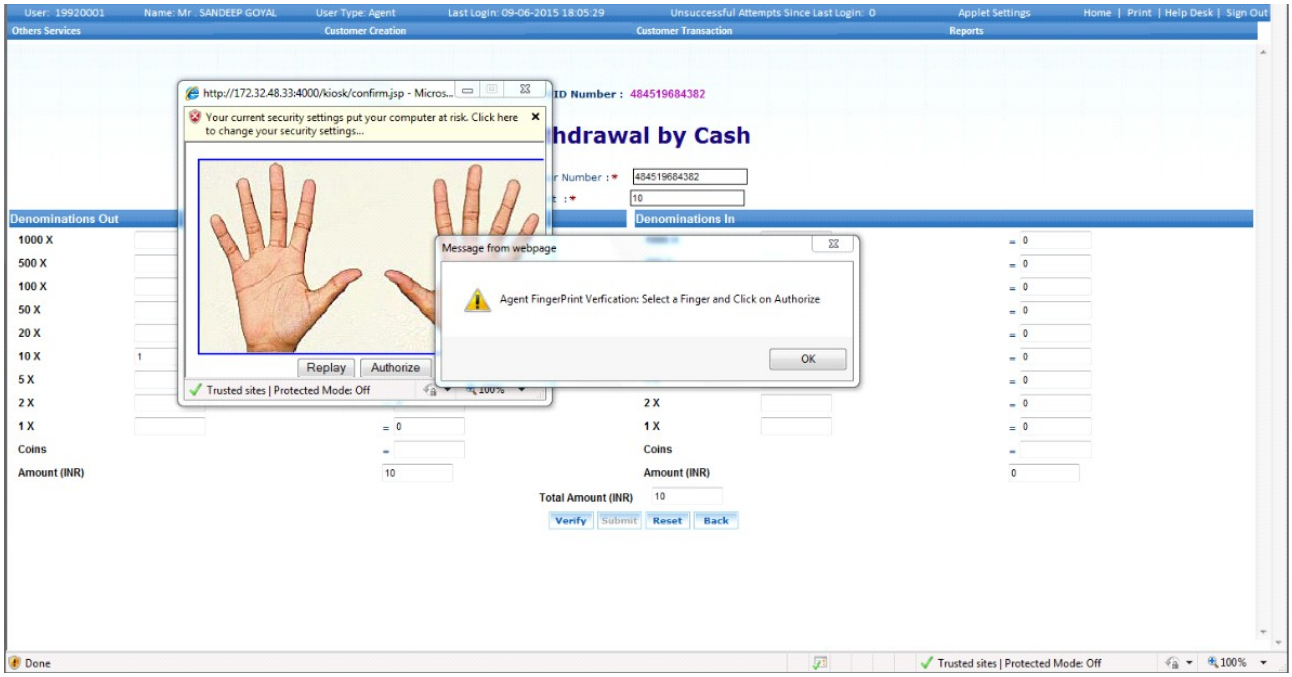


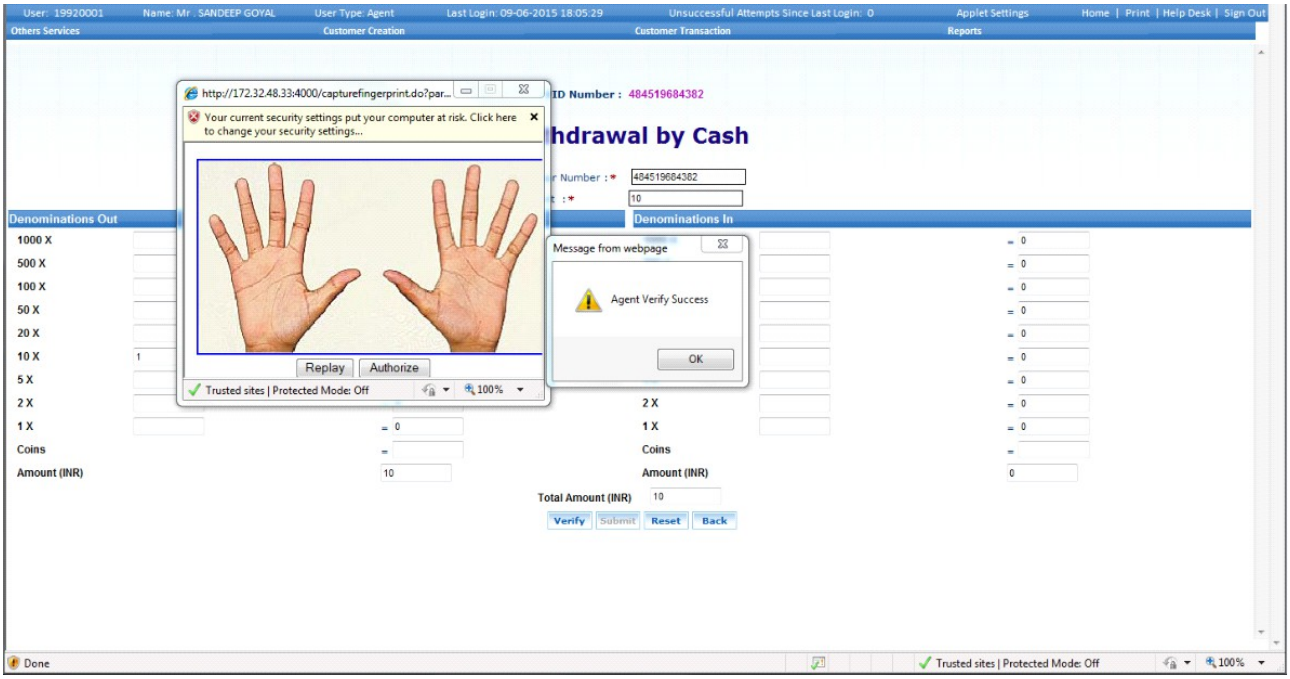
Step 5: Enter the amount to be withdrawn in the Amount field and give the denominations.



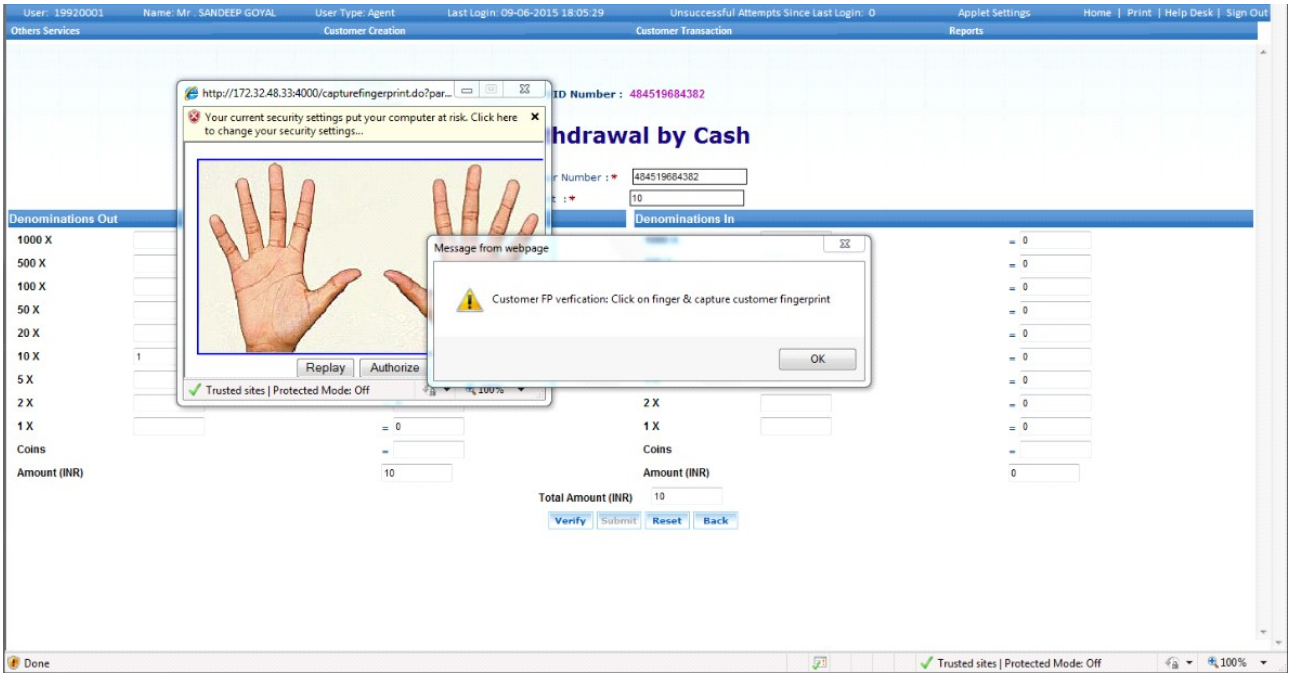
Step 6: Click on Verify button.

Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.

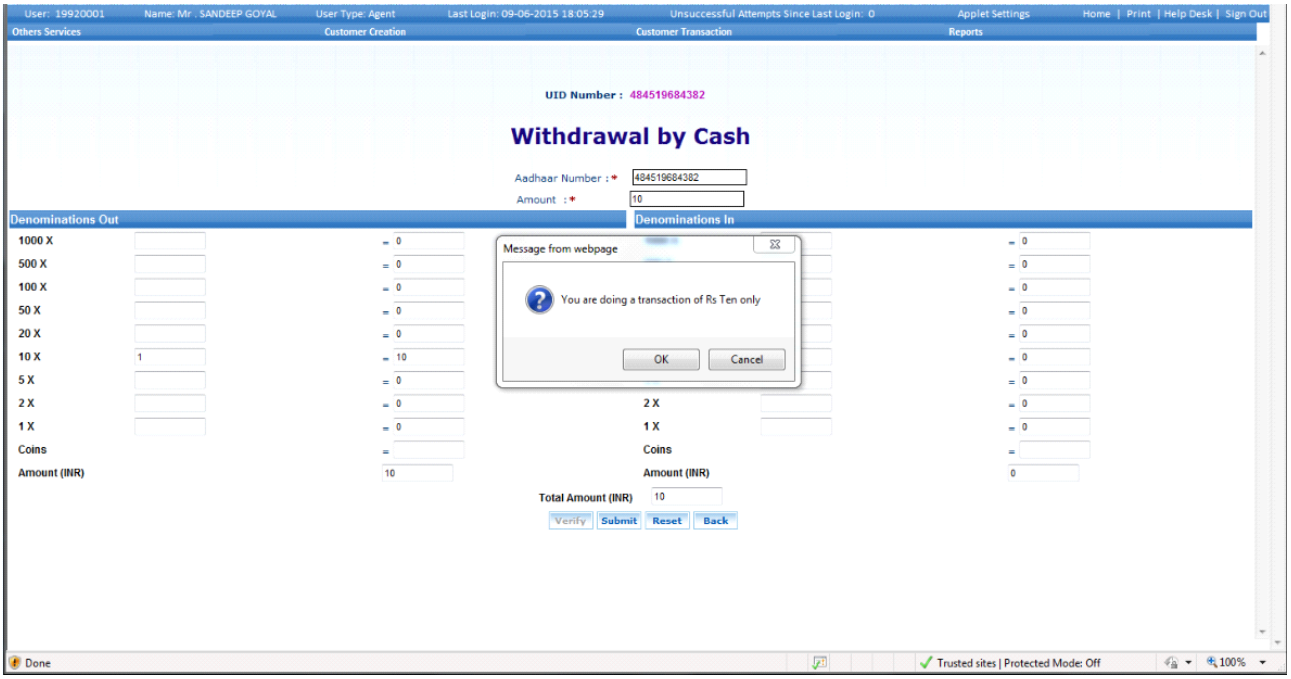




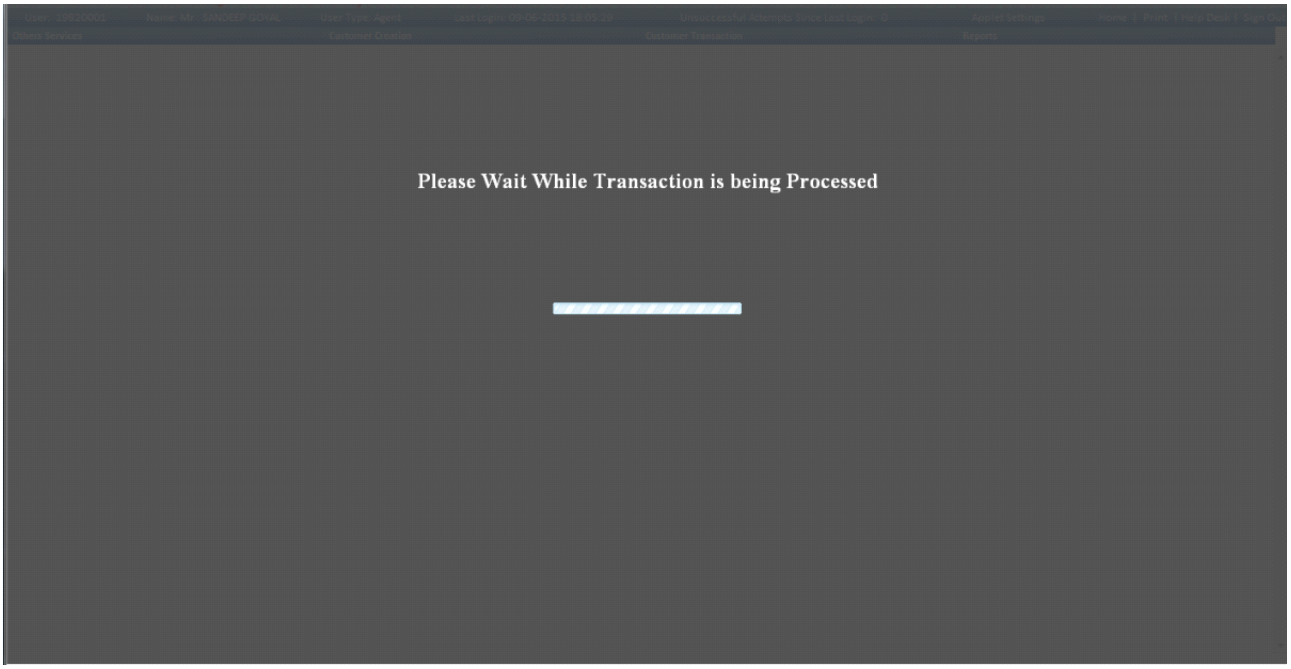
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



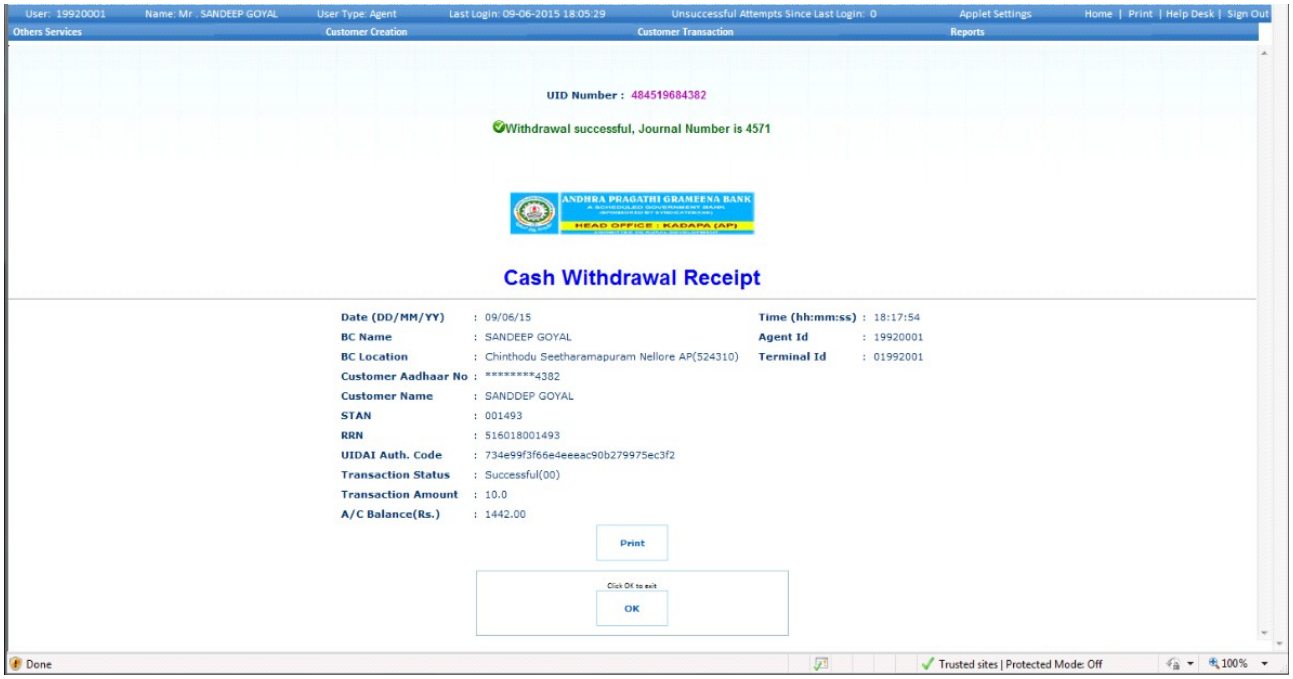
After verifying both agent and customer finger prints the following confirmation page will shown.



Step 9: After verifying both agent and customer finger prints, click on ok and submit button the following processing page is shown.



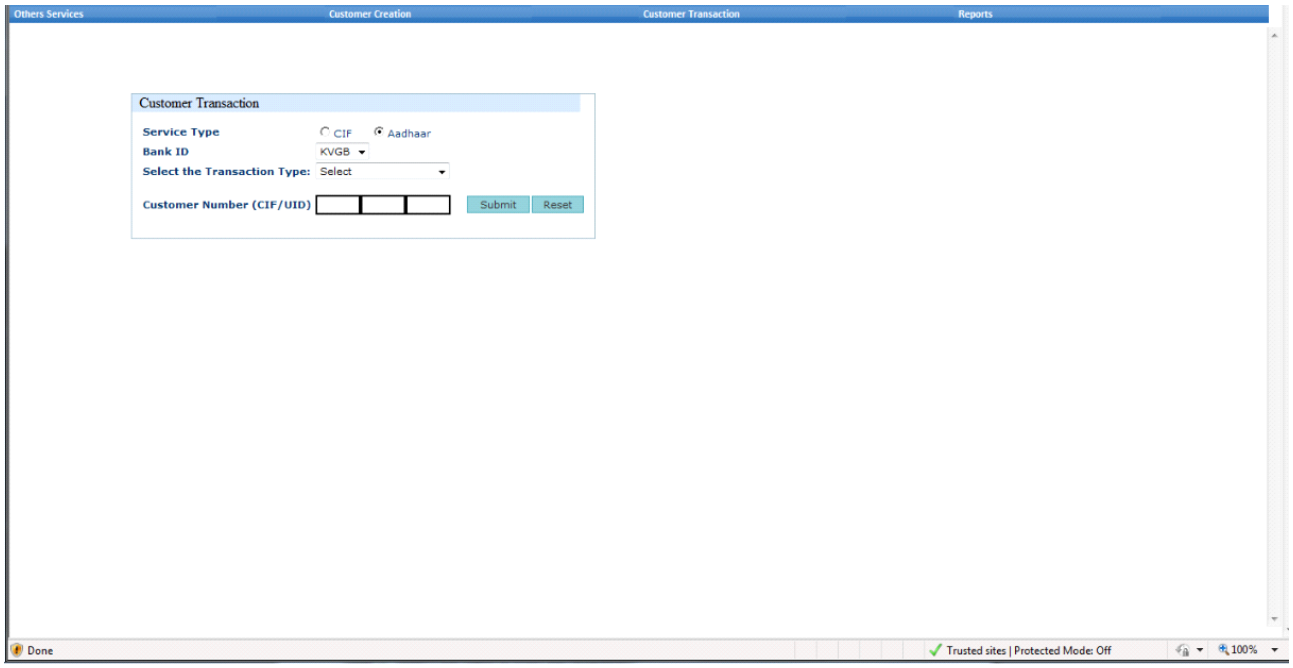
Step 10: On successful withdrawal, a receipt will be generated and the same can be printed using print option.



5.2.4 Funds Transfer

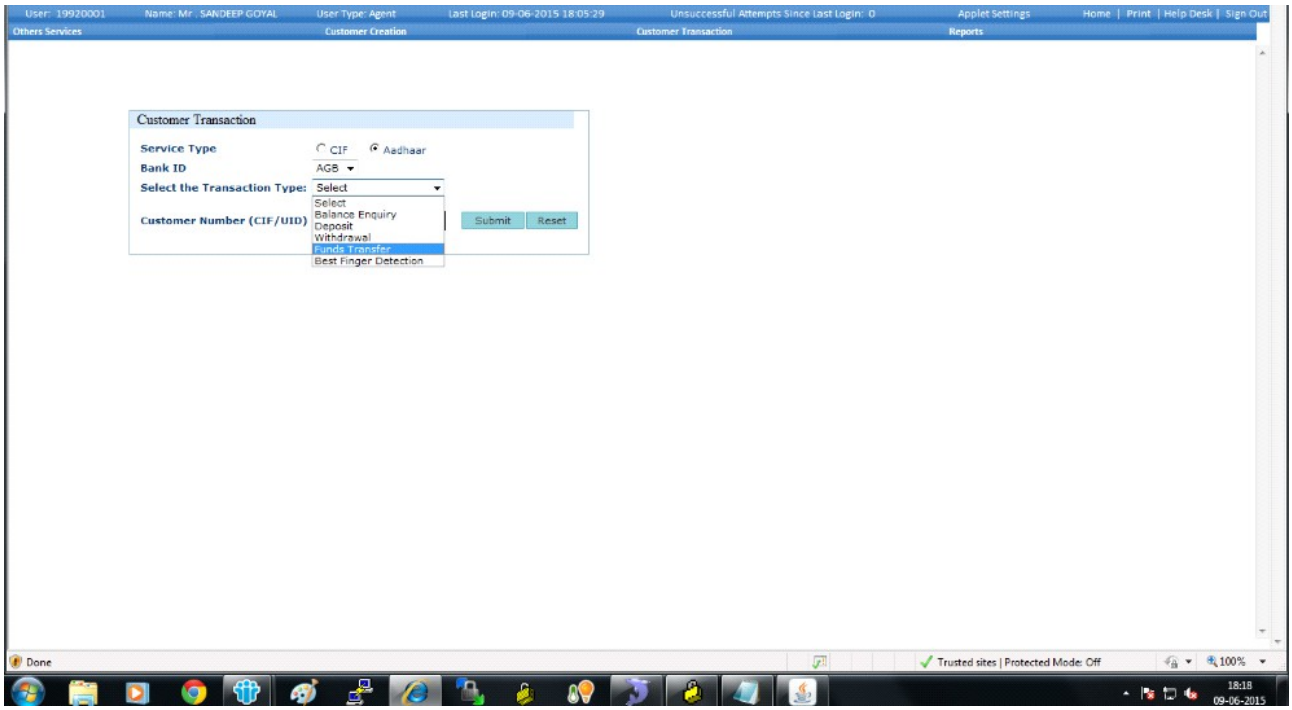
- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the aadhaar based customer transaction:

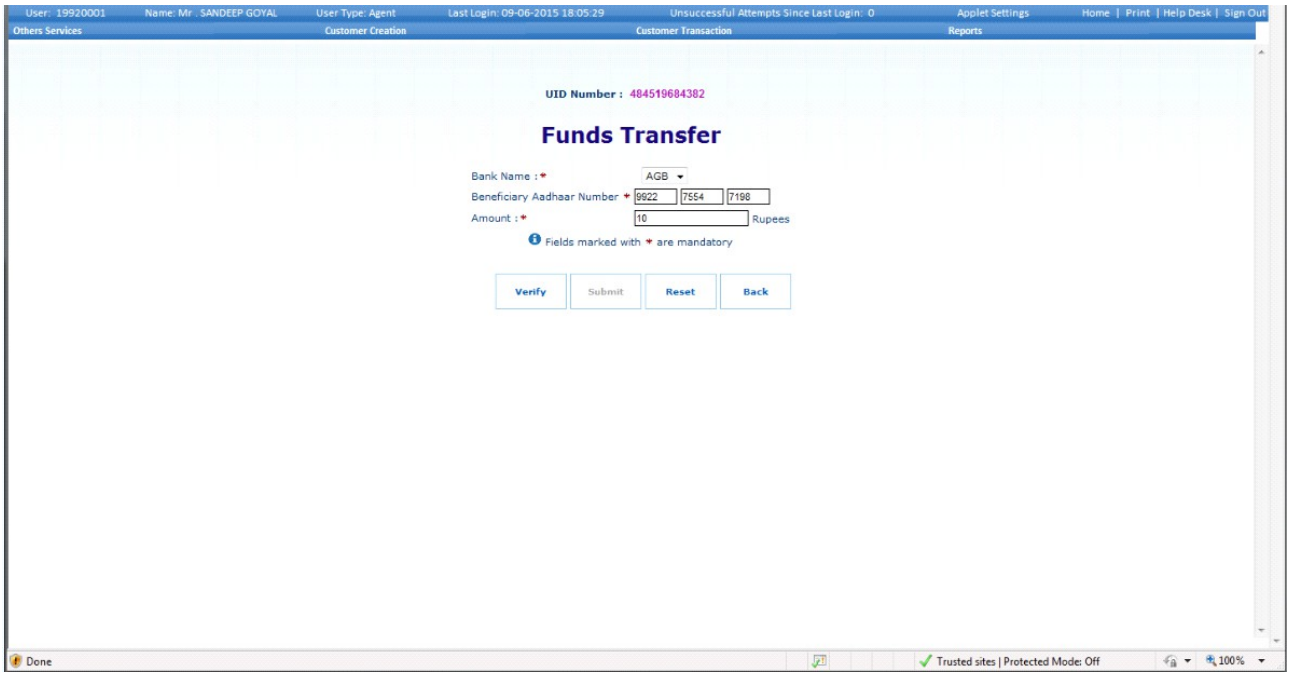


Steps to be followed:
Step 1: Select the service type (Aadhaar) by clicking on the radio button.
Step 2: Select the bank id from the dropdown.

Step 3: Select Funds Transfer as the required Transaction type from dropdown.
Step 4: Enter the 12 digit Aadhaar number and click on Submit.

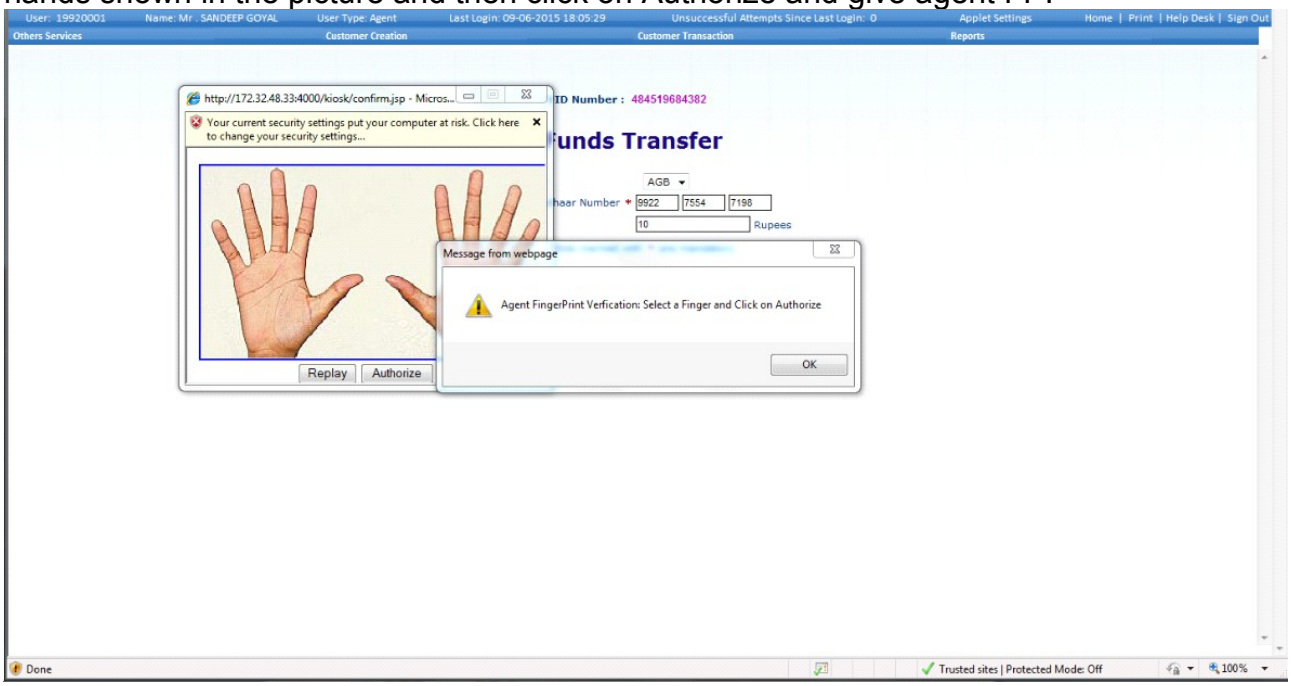


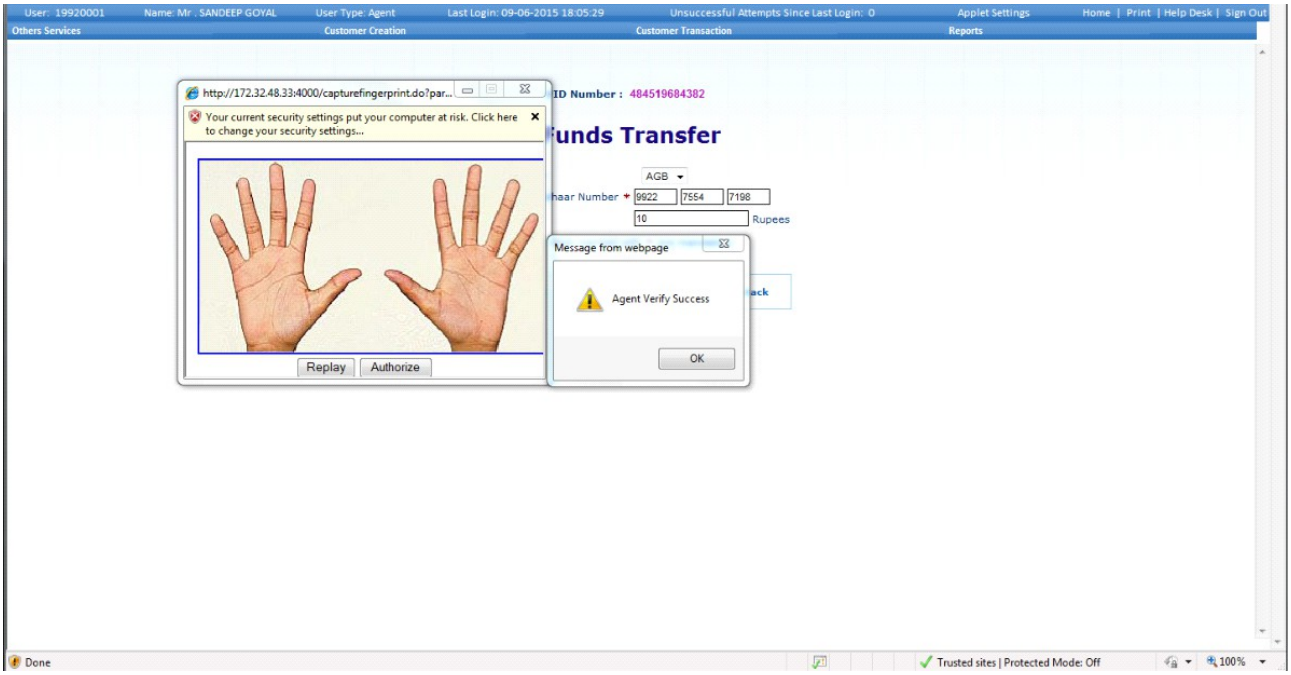
Step 5: Select ‘Bank Name’, enter ‘To aadhaar number’ and the amount to be transferred in the respective fields.



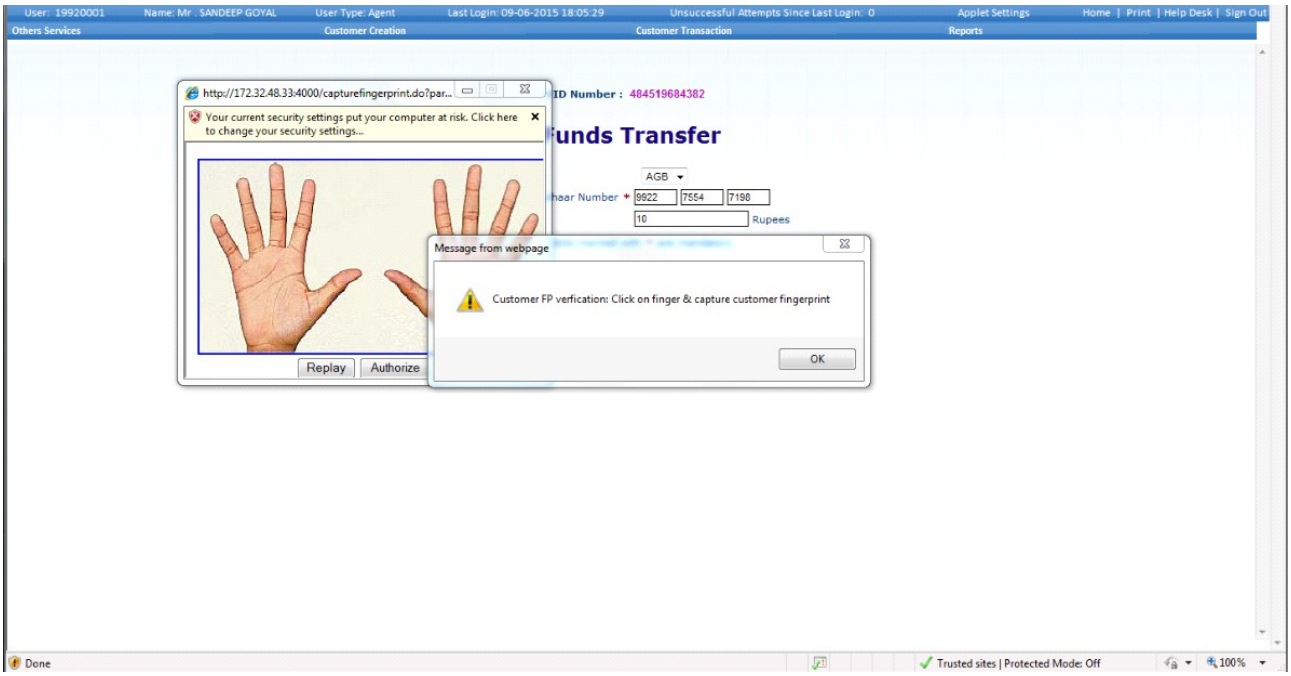
Step 6: Click on Verify button.

Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.

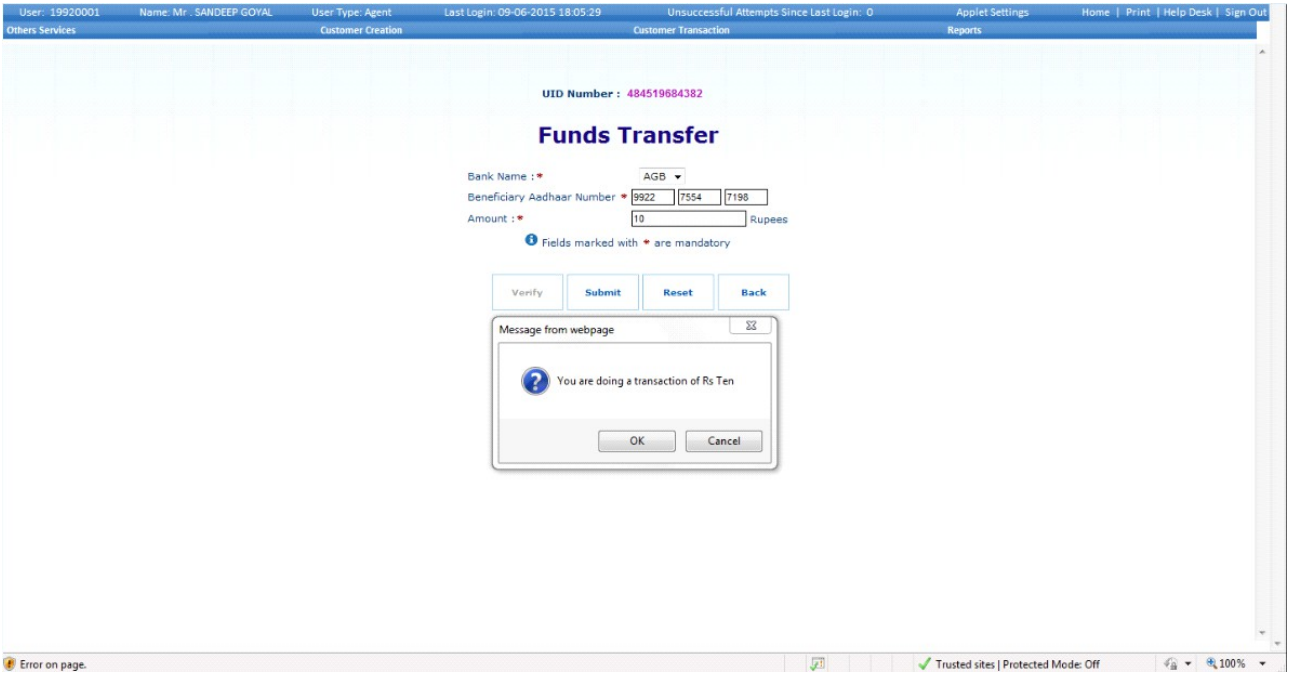




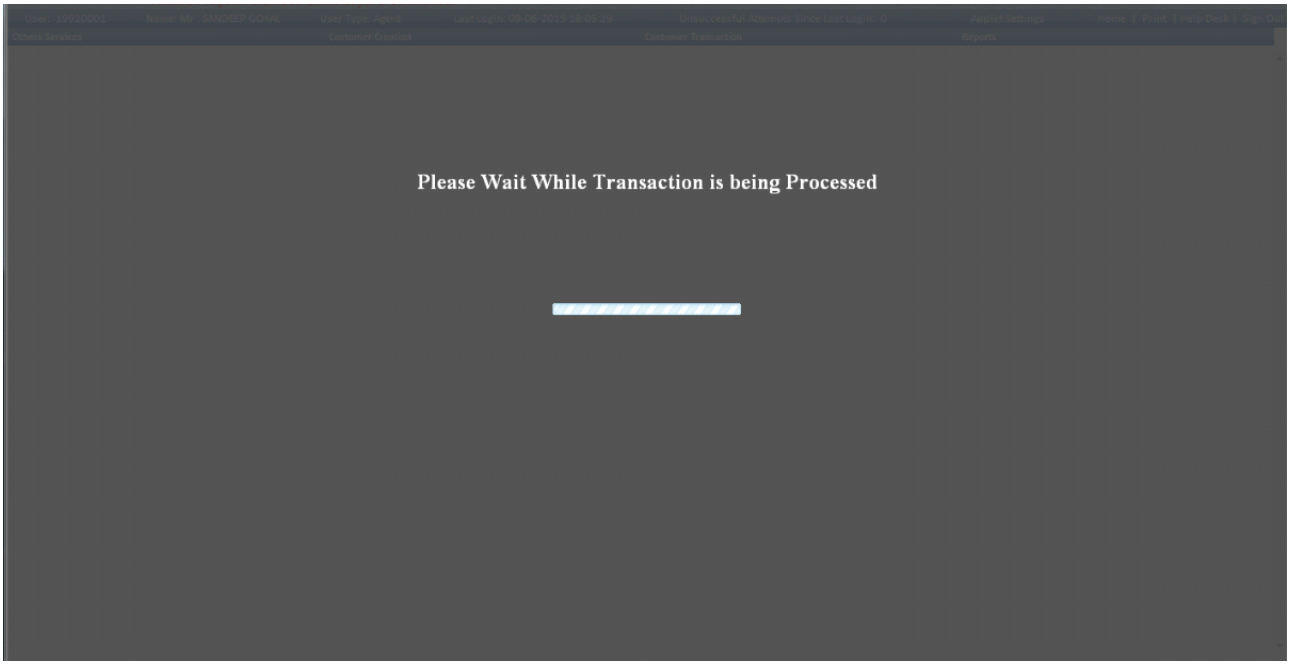
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



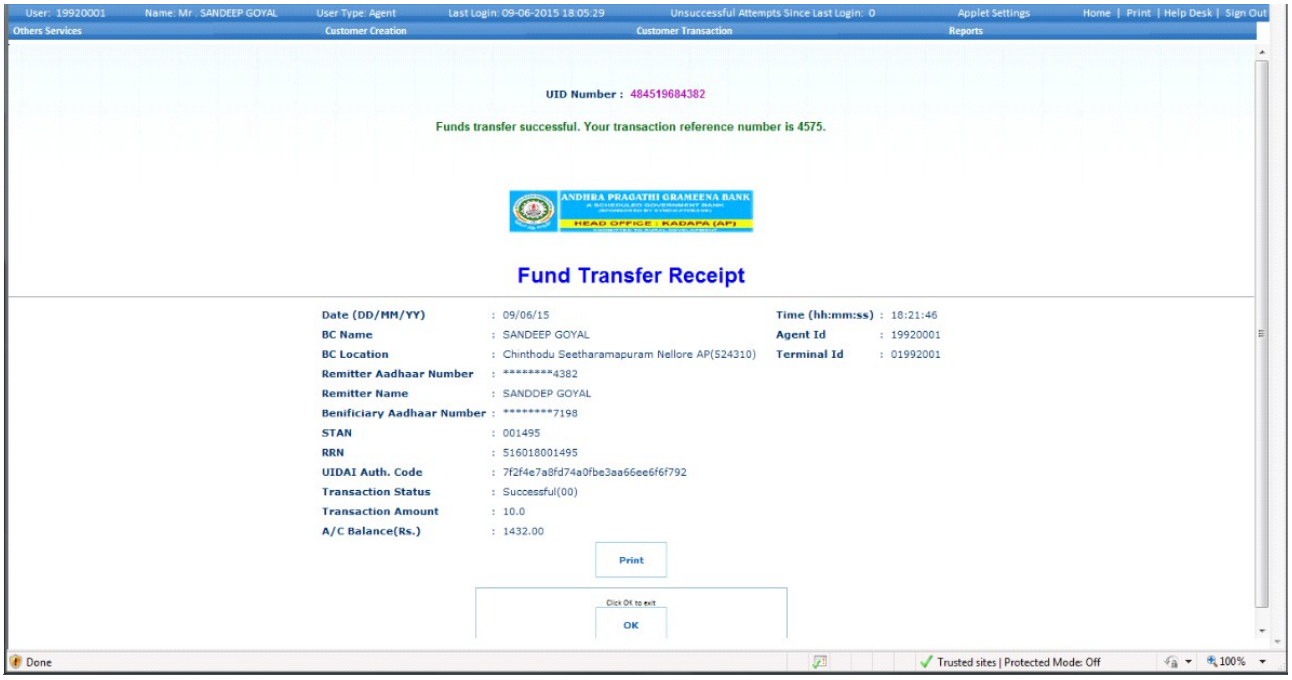
After verifying both agent and customer finger prints,the following confirmation screen will shown.



Step 9: After verifying both agent and customer finger prints,click on OK and Submit following processing page is shown.



Step 10: On successful funds transfer, a receipt will be generated the receipt for funds transfer are shown below.



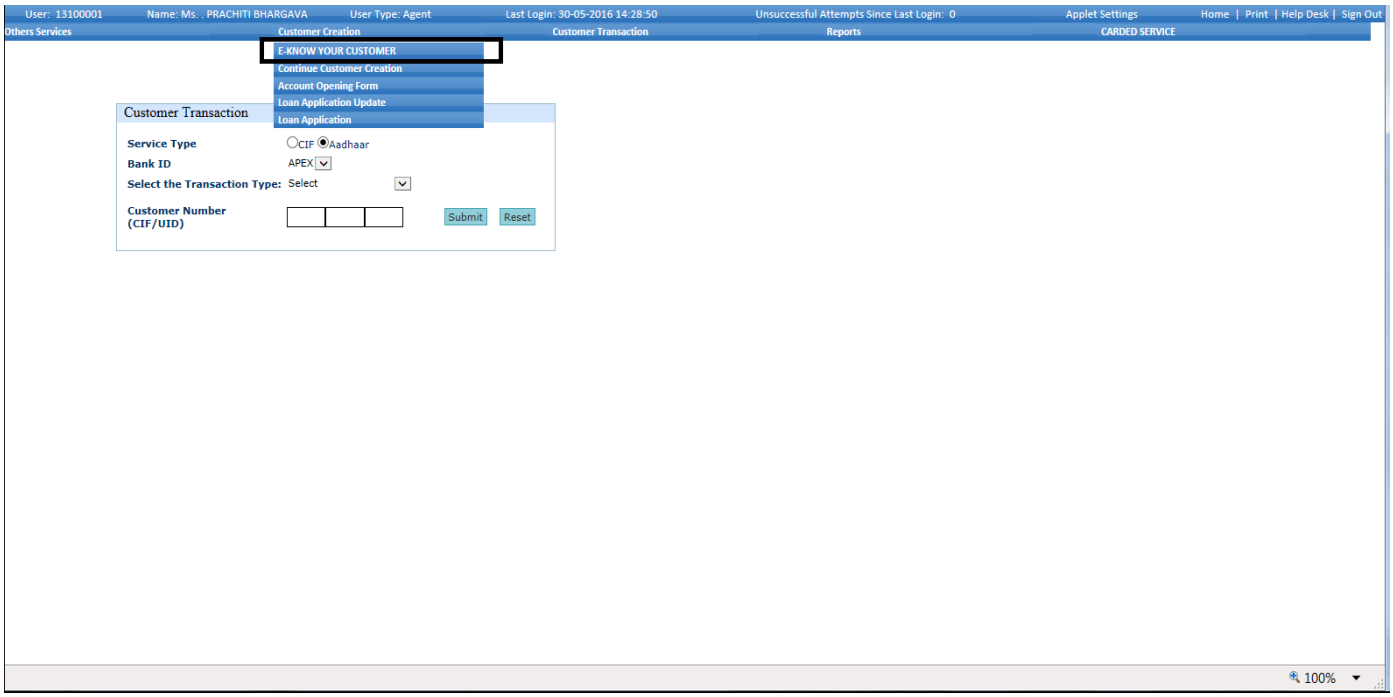
6. Customer Enrollment through EKYC

In Customer Creation through EKYC , the agent captures the following customer details:

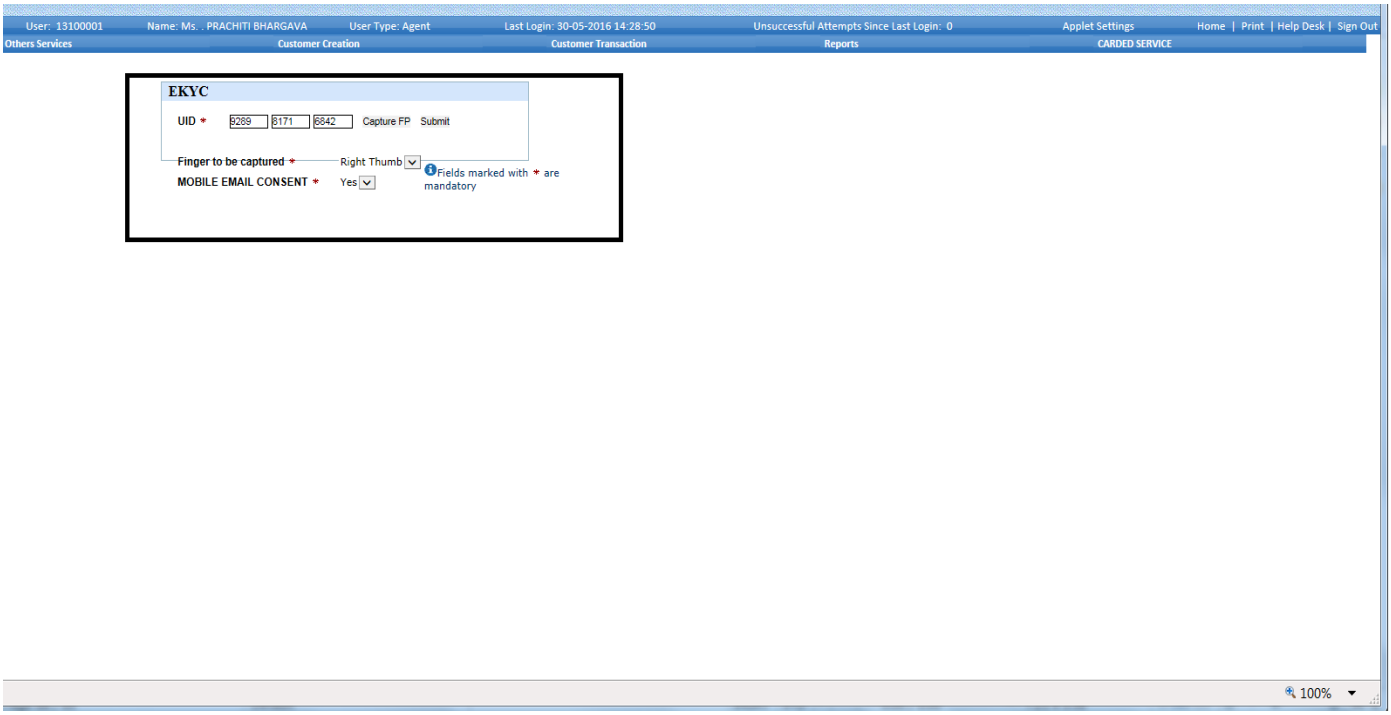
- Bio metric
- Demographic details
- And input customer's **AADHAR card** number.

The process includes the following steps:

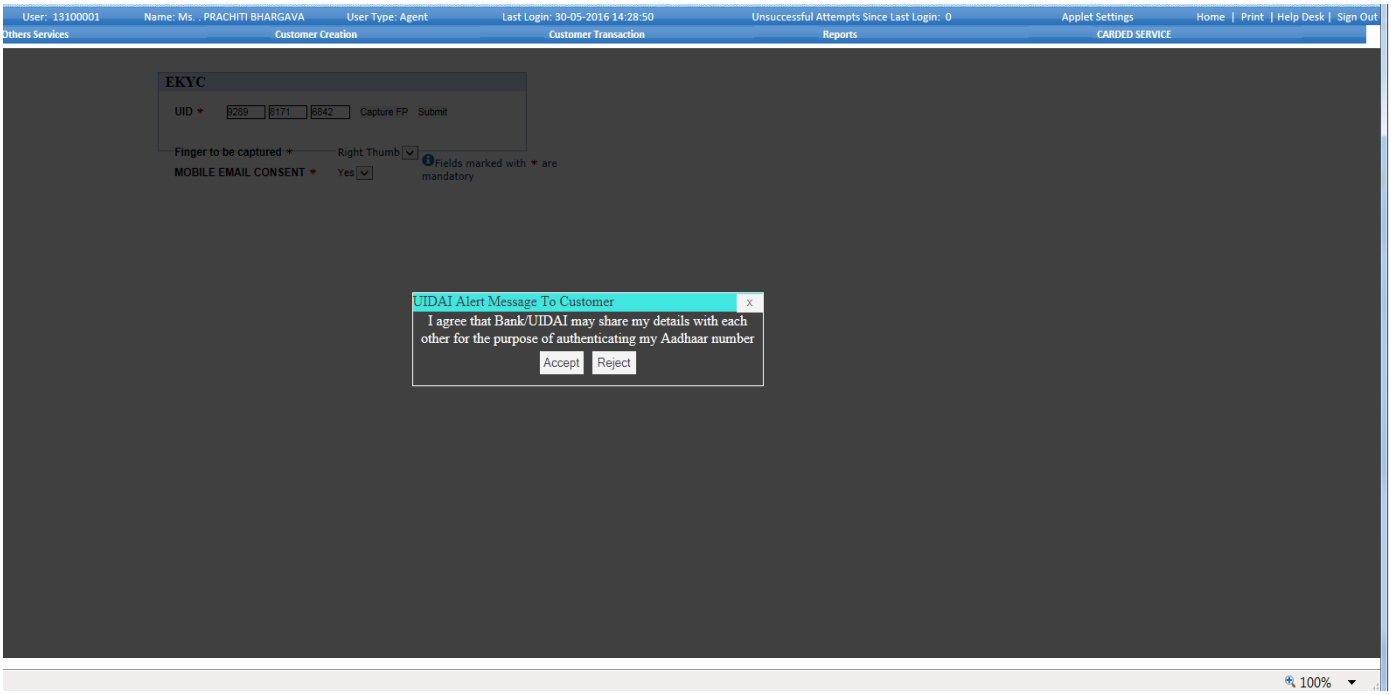
- Log on to the application and go to the menu.
- Click the Customer Creation tab.
- Click E-Know your customer



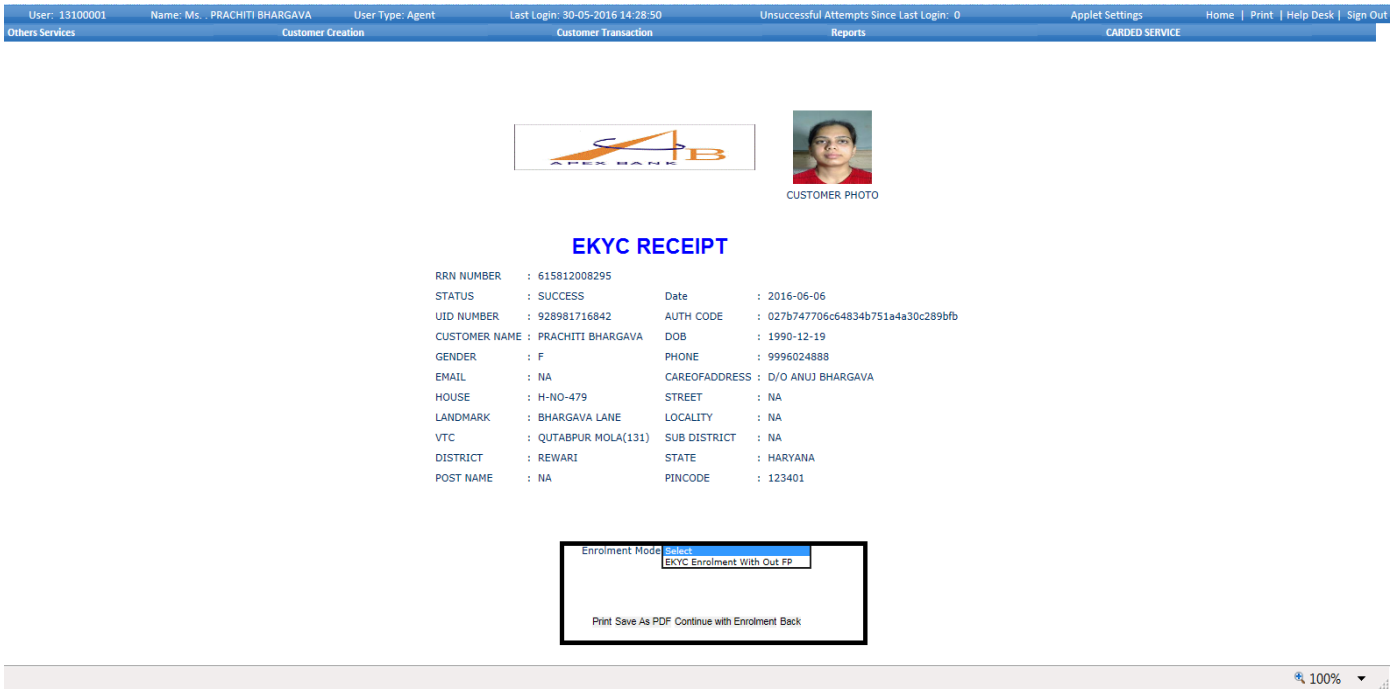
- Enter the following fields as follows:
- UID No: Input Customer's UID number
- Finger to be captured: Dropdown to select finger to be captured.
- Then click on Capture FP
- After capturing FP click on Submit



- Click on accept.



- On Successful fingerprint authentication EKYC receipt with auto populated details would appear. Check the details.
- Continue the enrollment with selecting dropdown under Enrollment mode as EKYC enrollment without FP.
- Click on Continue with Enrollment .



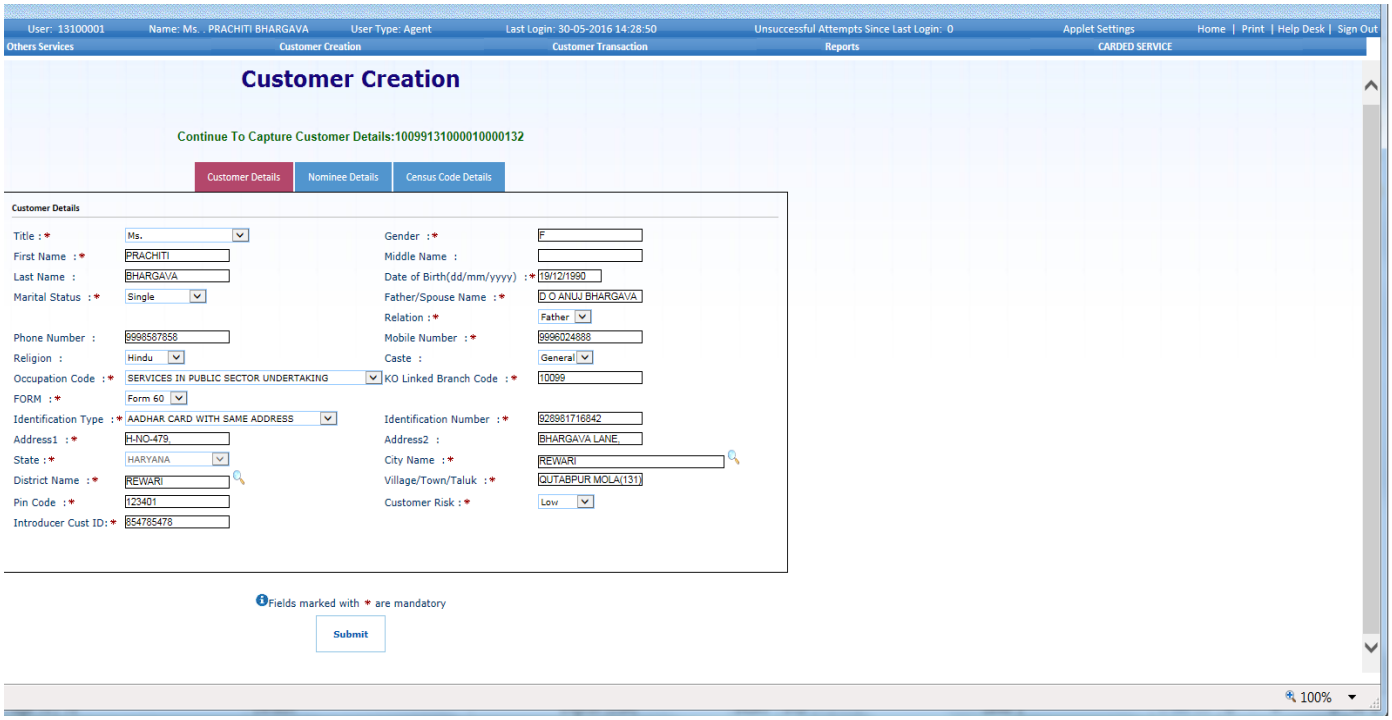
The demographic data is captured in three tabs viz.,

- Customer Details
- Nominee Details
- Census code Details

Customer Details Tab:

In this tab, all the details of customer are captured.

The following screen shows the Customer Details tab:



Fields:

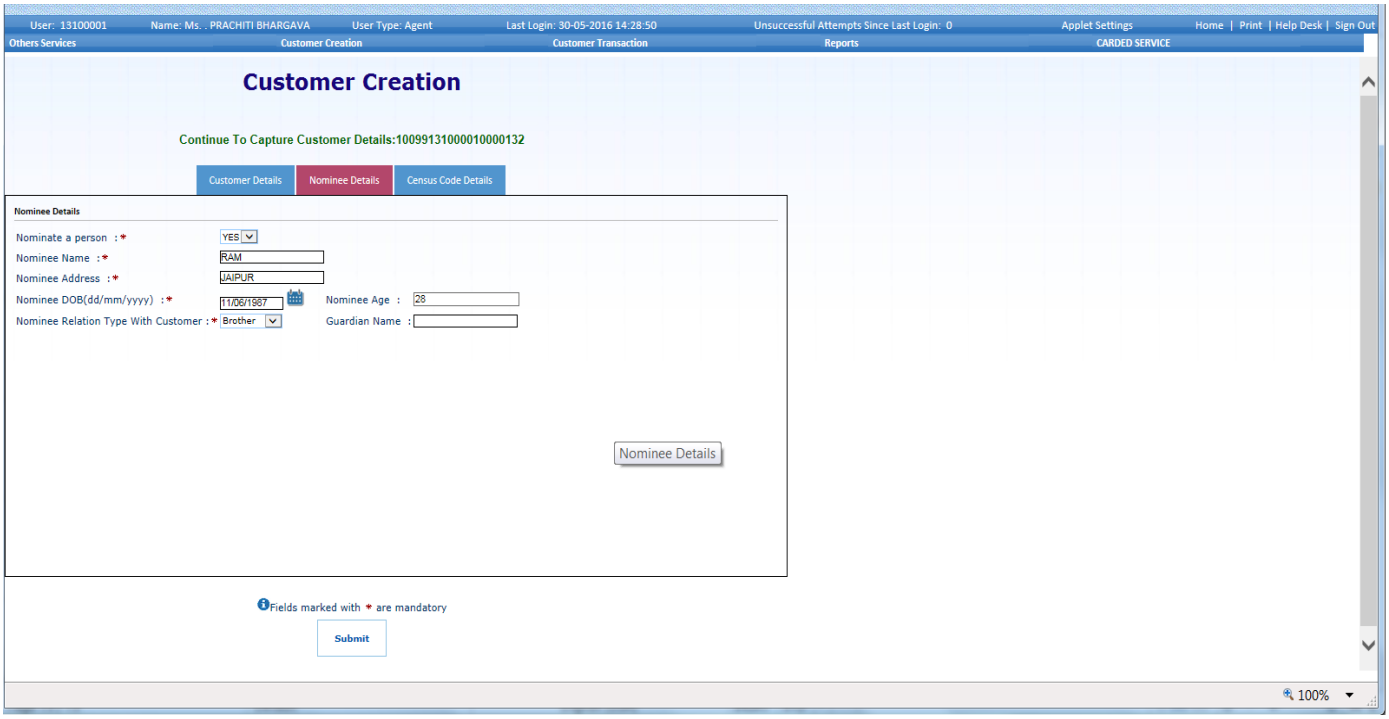
- Title: Select the salutation (Eg: Mr., Mrs., Master, Miss, etc)
- Gender: It will populate the gender from the UIDAI server.
- First Name: It will populate the first name from the UIDAI server.
- Middle Name Name: It will populate the middle name from the UIDAI server.
- Lastname: It will populate the last name from the UIDAI server.
- Date of Birth:It will populate DOB from the UIDAI server.
- Marital Status: Select the marital status from the dropdown (Eg: Singel, Married, Divorced, etc)
- Father/Spouse Name: It will populate the last name from the UIDAI server.
- Relation:Select the relation from the dropdown as Father or Spouse.
- Phone Number: Landline number of the Customer (Optional)
- Mobile Number: It will populate the mobile no from the UIDAI server.
- Religion: Select religion from the dropdown
- Caste: Select caste from the dropdown
- Occupation Code: Select Occupation code from the dropdown
- KO Linked Branch Code: This is a non-editable field. It carry the branch ID to which the agent belongs.
- Form: Select Form from the dropdown. If PAN Card is selected, a field appears, enter the PAN

Card number.

- Identification Type: Select the Identification Type from the dropdown as Aadhar card with same address or different address.
- Identification Number:UID will be populated from UIDAI server.
- If Adhar card with different address is selected
- Address Proof: Select the Address Proof from the dropdown.
- Address Proof Number: Enter the corresponding Address proof number.
- Address1: It will be populated from UIDAI server.
- Address2:It will be populated from UIDAI server.
- State: It will be populated from UIDAI server.
- City Name: It will be populated from UIDAI server.
- District Name: It will be populated from UIDAI server.
- Village/Town/Taluk:It will be populated from UIDAI server.
- Pin code:It will be populated from UIDAI server.

Nominee Details Tab:

In this tab, nominee details are entered.

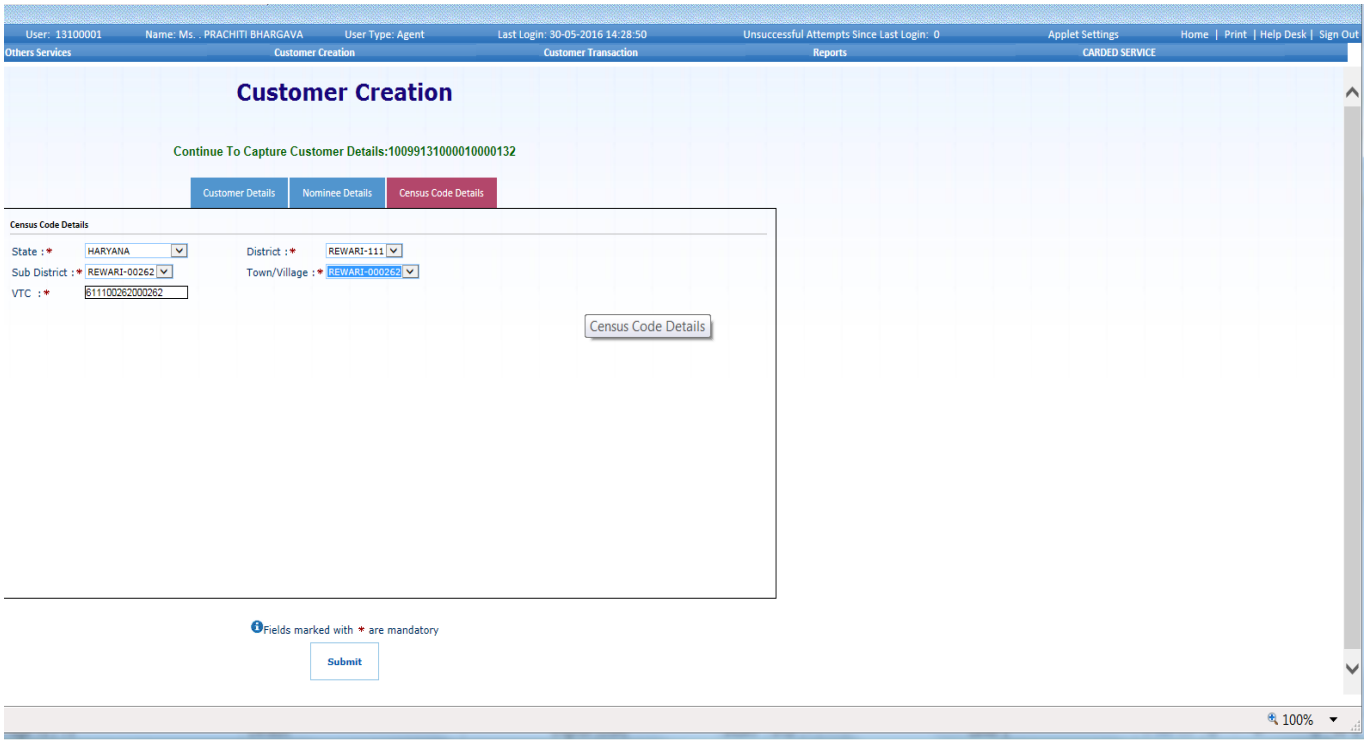


Fields:

- Nominate a Person: This dropdown will carry a default value 'Yes'.
- Nominee Name: Enter the name of the nominee.
- Nominee Address: Enter the address of Nominee.
- Nominee DOB: Select the date of birth from Calendar option.
- Nominee Age: Age will auto-populated once the Nominee DOB is selected.
- Nominee Relation Type: Select the nominee relationship type.
- Guardian Name: The field becomes mandatory when the nominee age is less than 18 years.

Census code Details Tab:

In this tab, the village details of the customer are captured.



Fields:

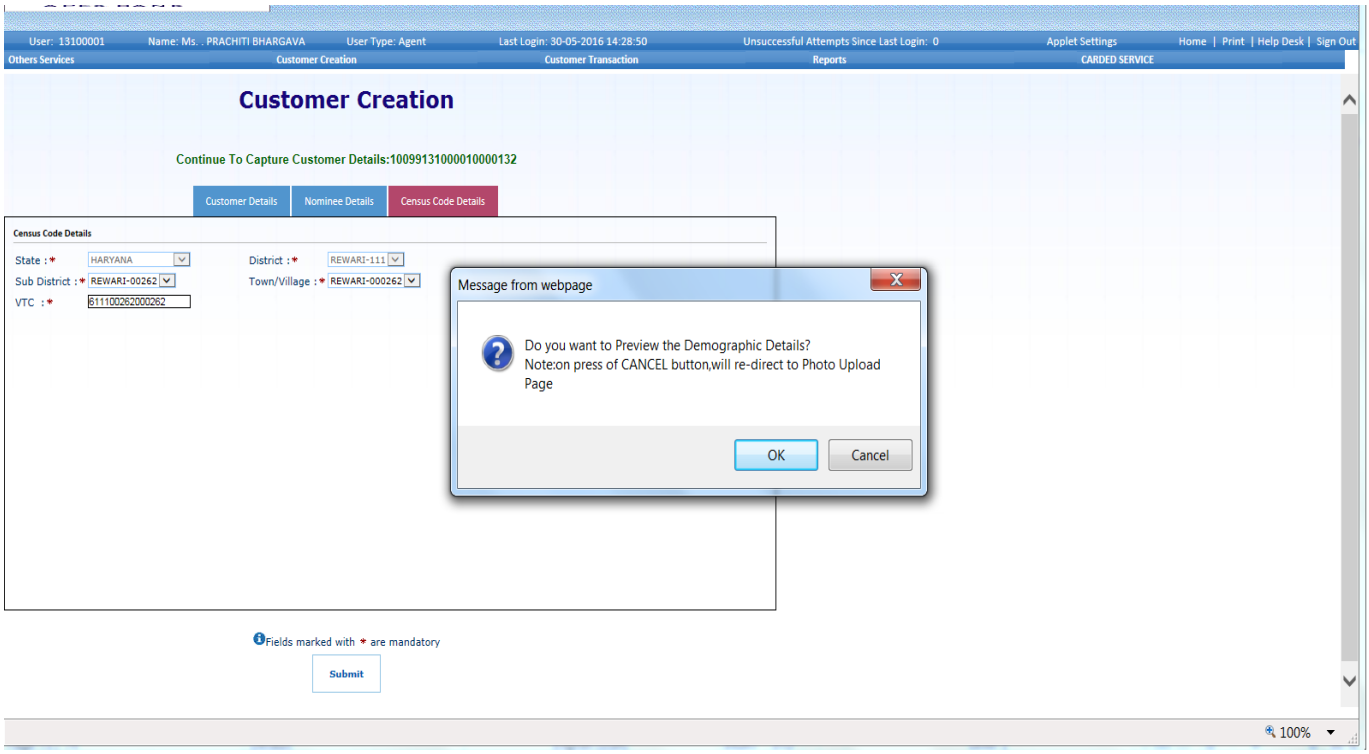
- State: It will be populated from UIDAI server.
- District: It will be populated from UIDAI server.
- Sub District: Select the Sub District of the customer from the dropdown
- Town/Village: Select the Town/Village from the dropdown

- VTC: The VTC code will be populated once the village is selected.

Note: The detail selection should be made in the order- State, District, Sub District, followed by Town/Village.

Once all the tab details are filled, click on 'Submit'.

The following screen appears on click of submit:

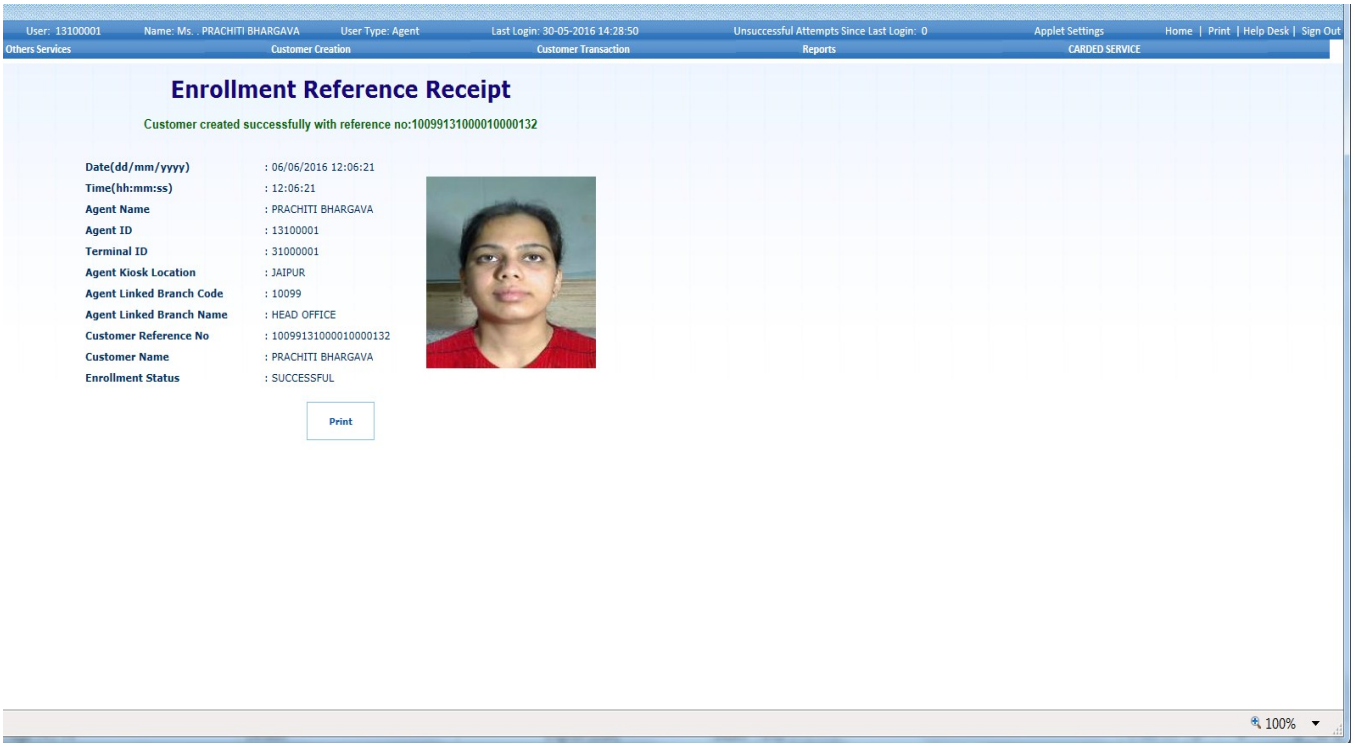


Note:

Click 'OK' to review the details entered.

Click 'Cancel' to proceed further.

On click of 'Cancel', it proceeds to enrollment receipt.



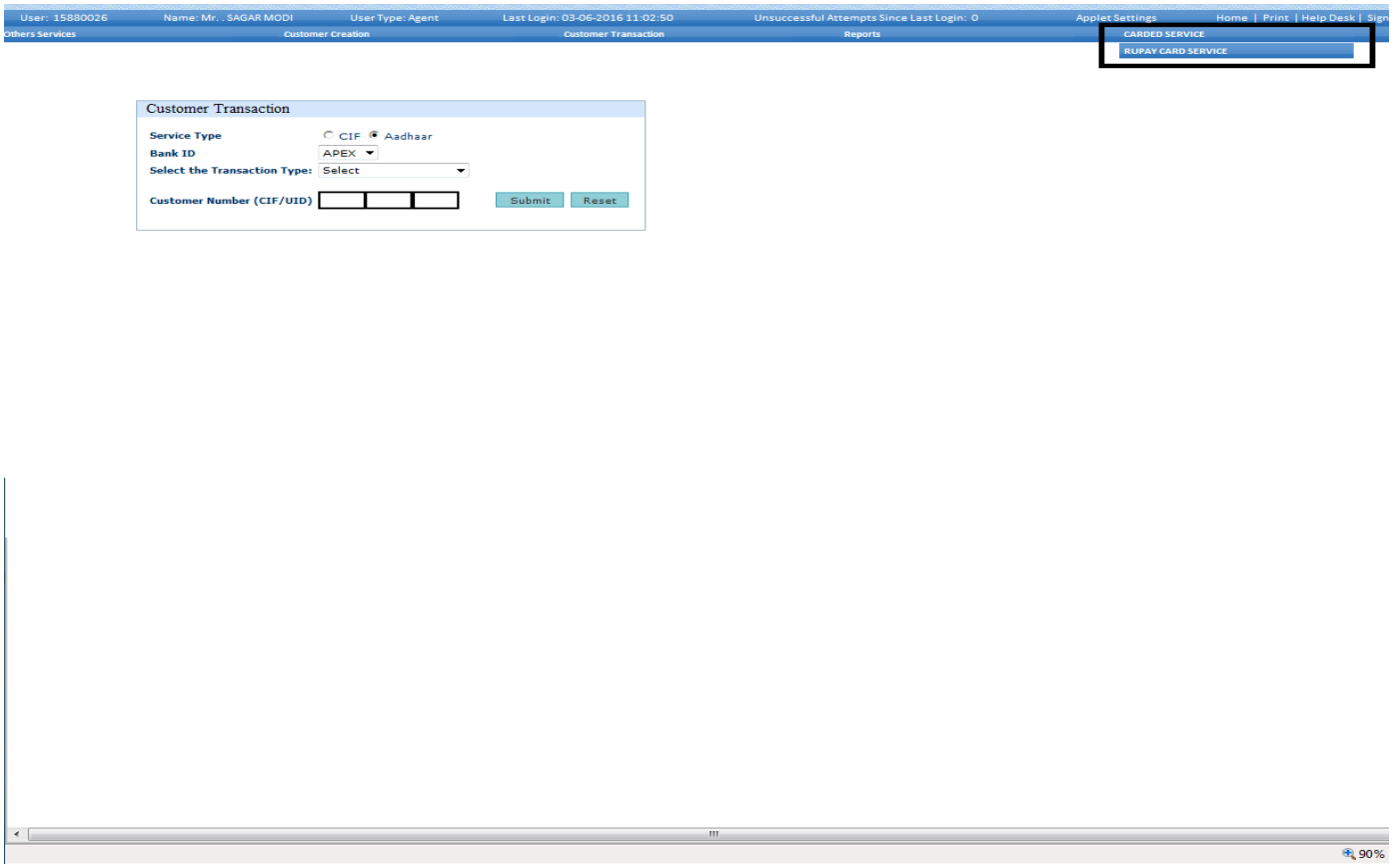
7.Rupay Card Service through KIOSK channel.

A Customer can do the below mentioned transaction by Rupay Card through KIOSK

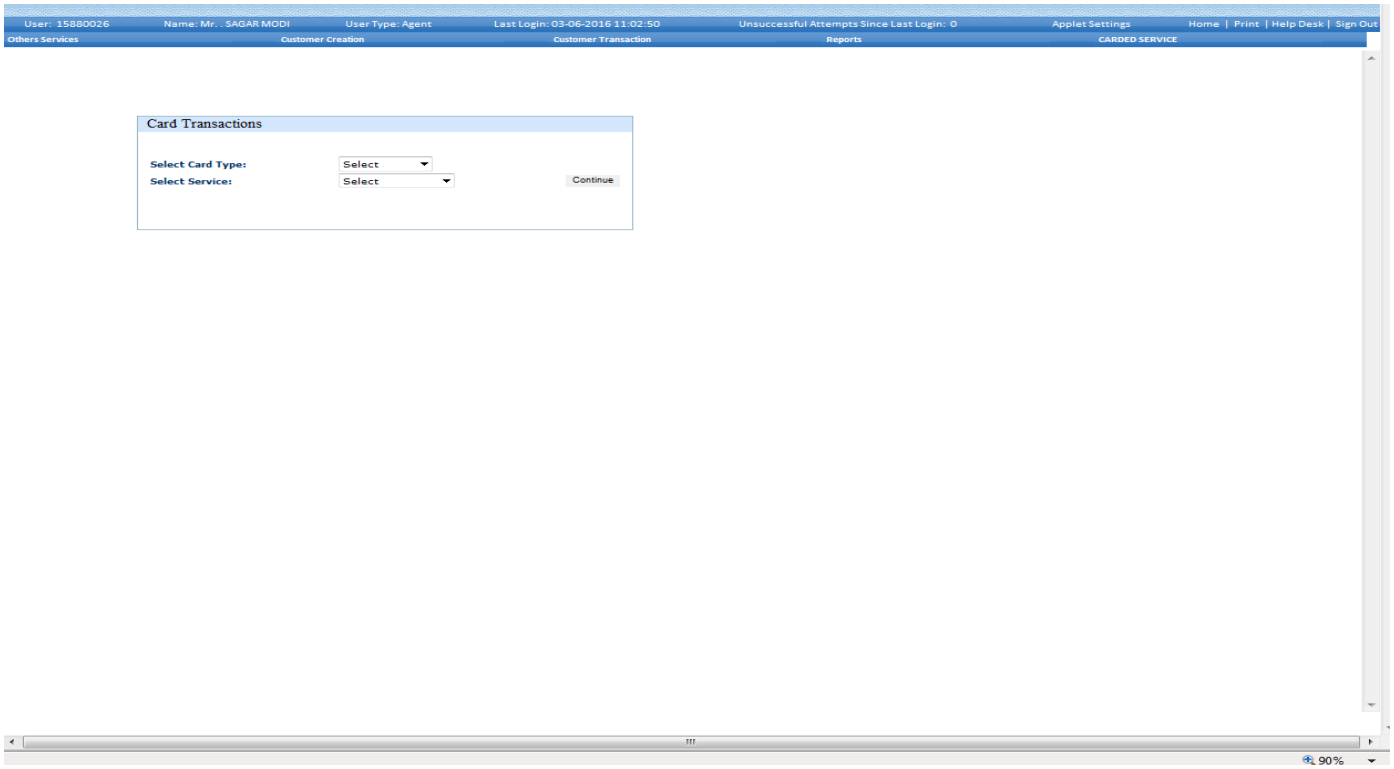
Transaction Type
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Mini Statement

A customer can perform different transaction at the KIOSK through Rupay card by

- Logging in to the application and go to the menu.
- Goto Carded Service then Rupay Card Service.



Step2: Rupay Card Service Screen would be displayed.

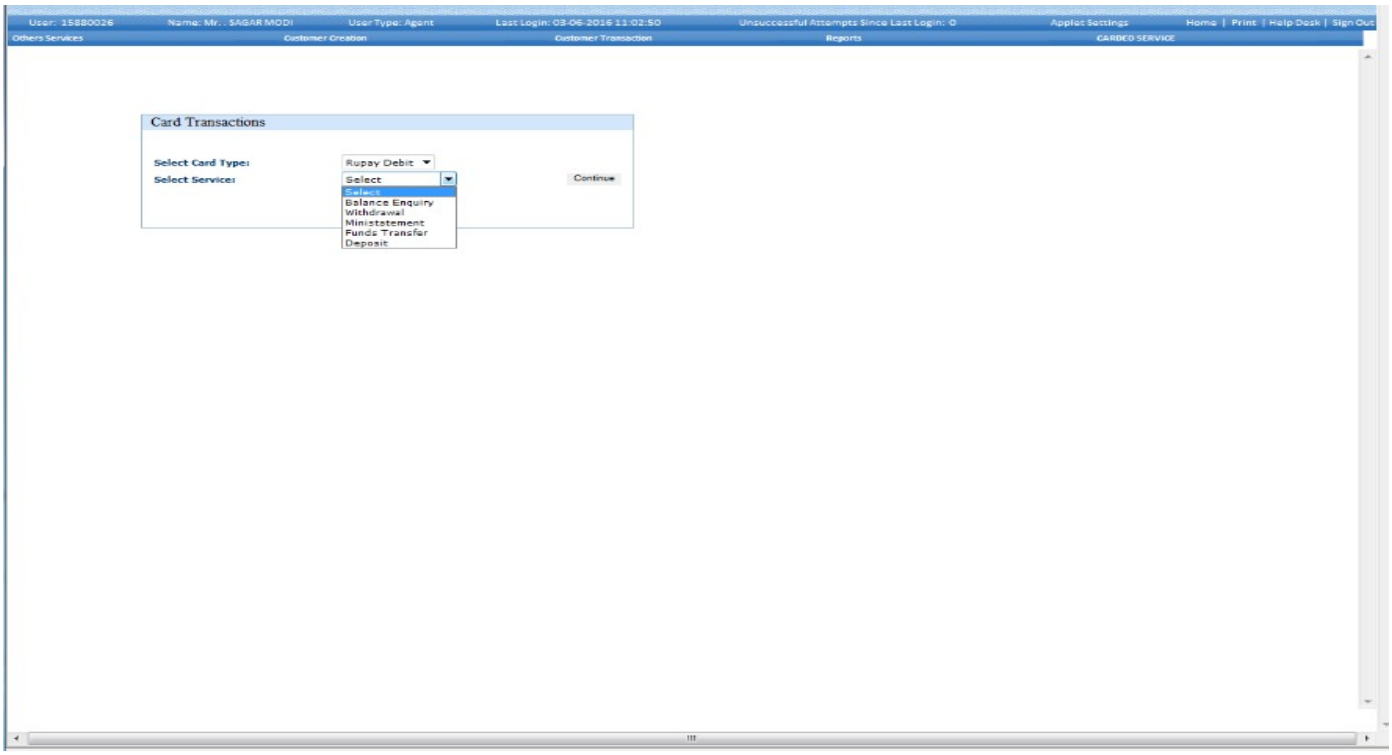


Fields:

Select Carded Type: Select Rupay Card from the drop down

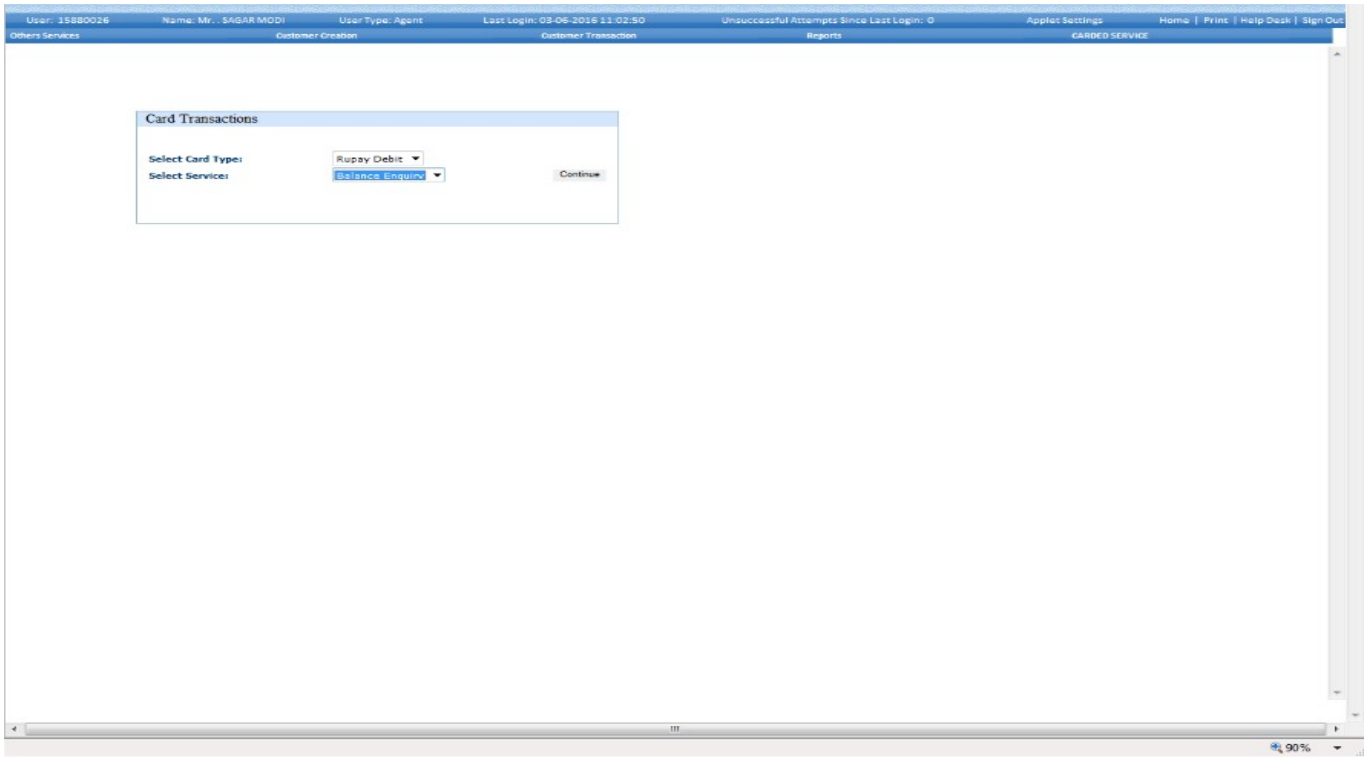
Select Service: Select the service such as(Deposit,Withdraw,Balance enquiry,Mini statement,fund transfer) from the drop down.

NOTE: Rupay Card Device must be connected properly before doing transactions.

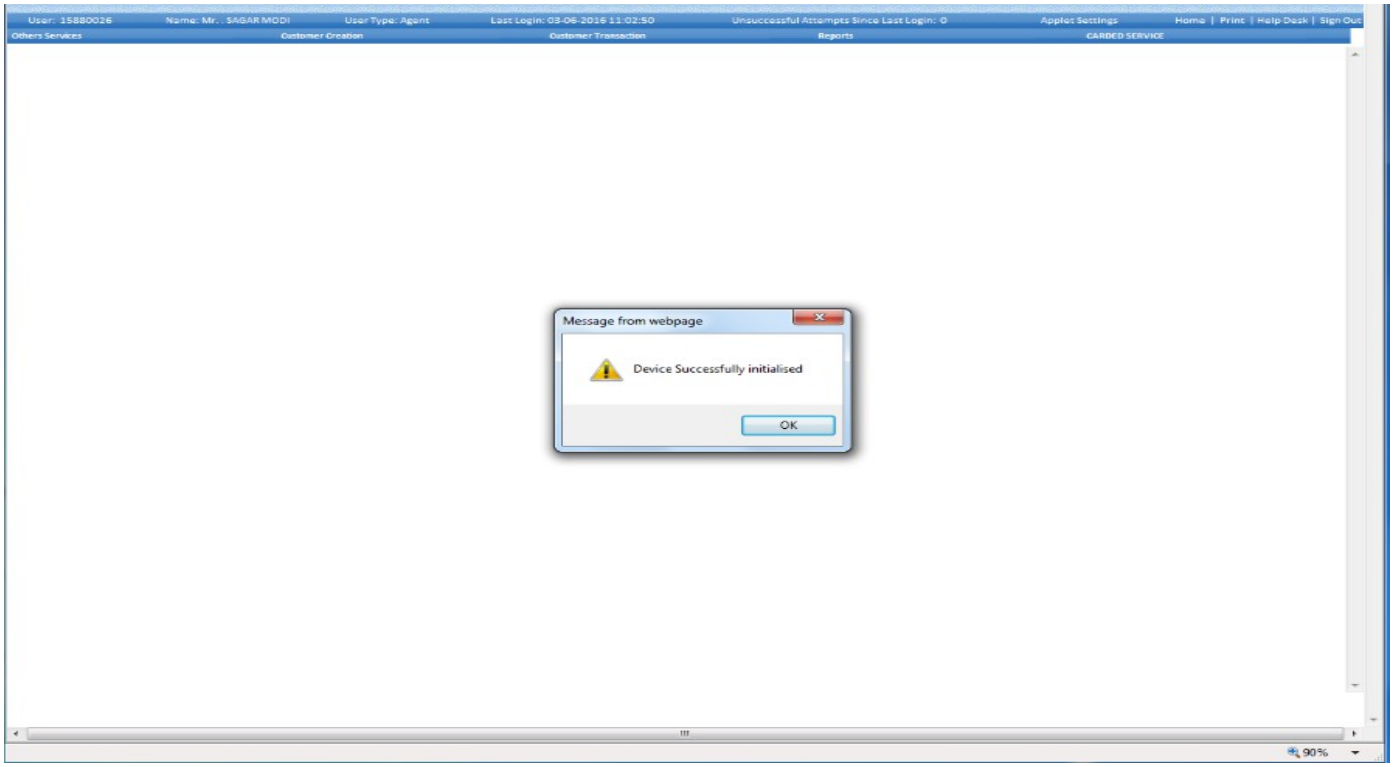


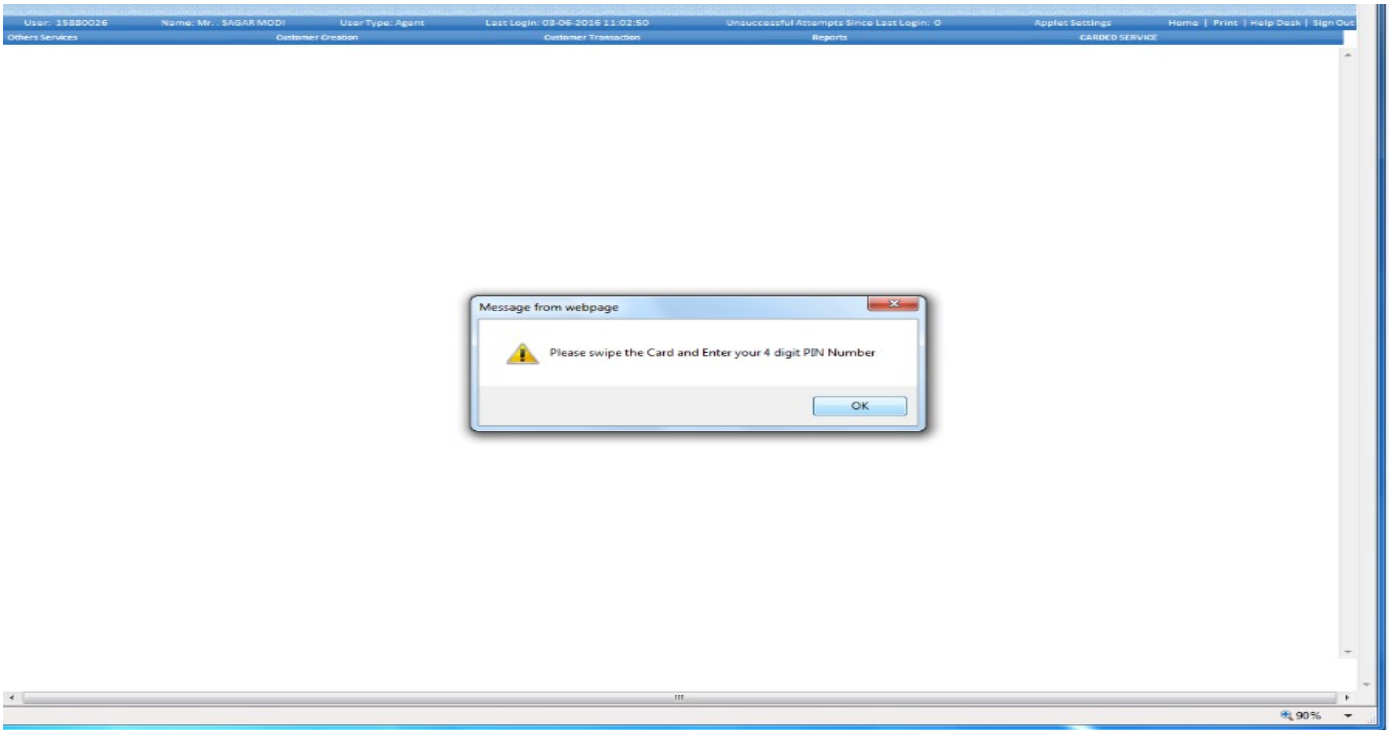
7.1 Perform Balance Inquiry through Rupay Card.

Step 1: Select Service as Balance Inquiry from the drop down of select services field on the card transaction screen and click continue.



A Screen will be displayed as shown below on successful initialization of device.

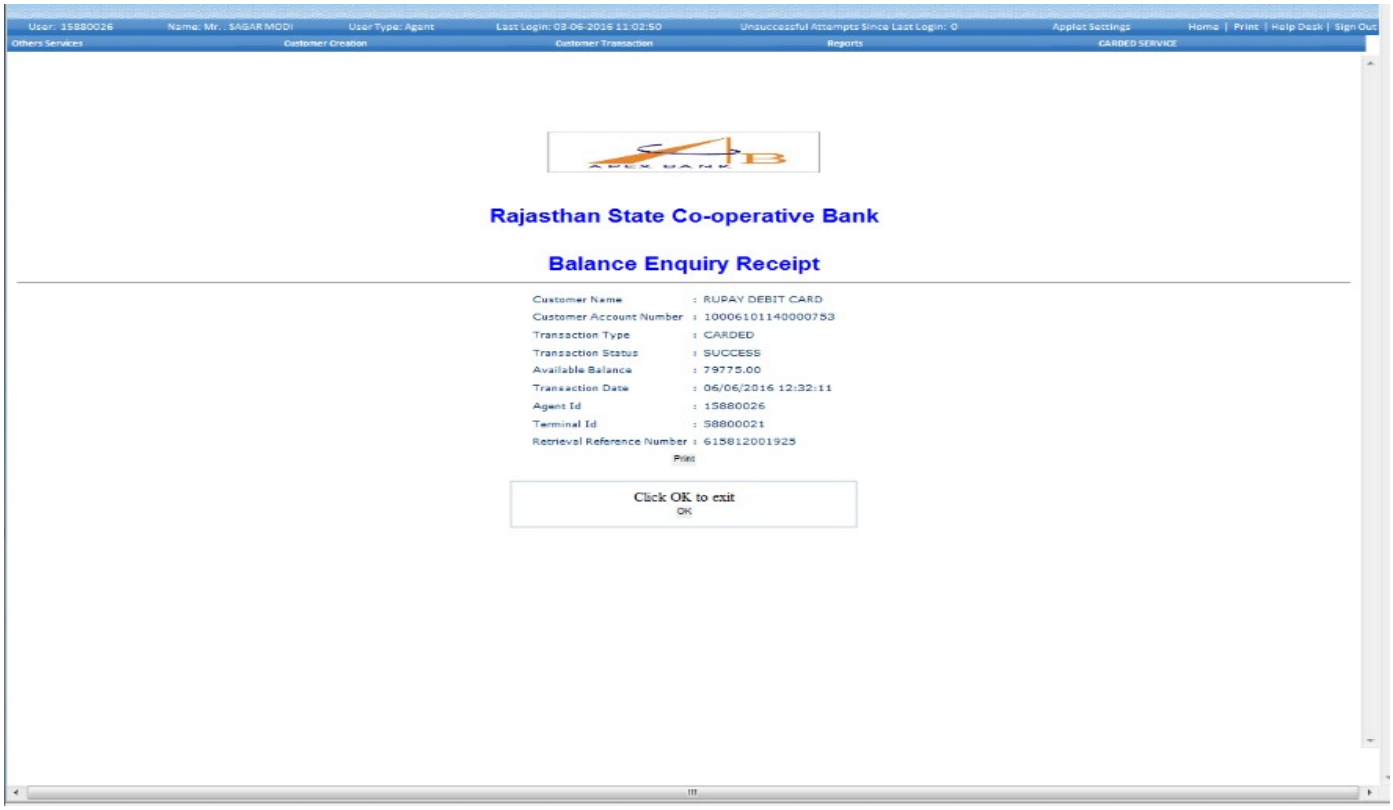




After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.

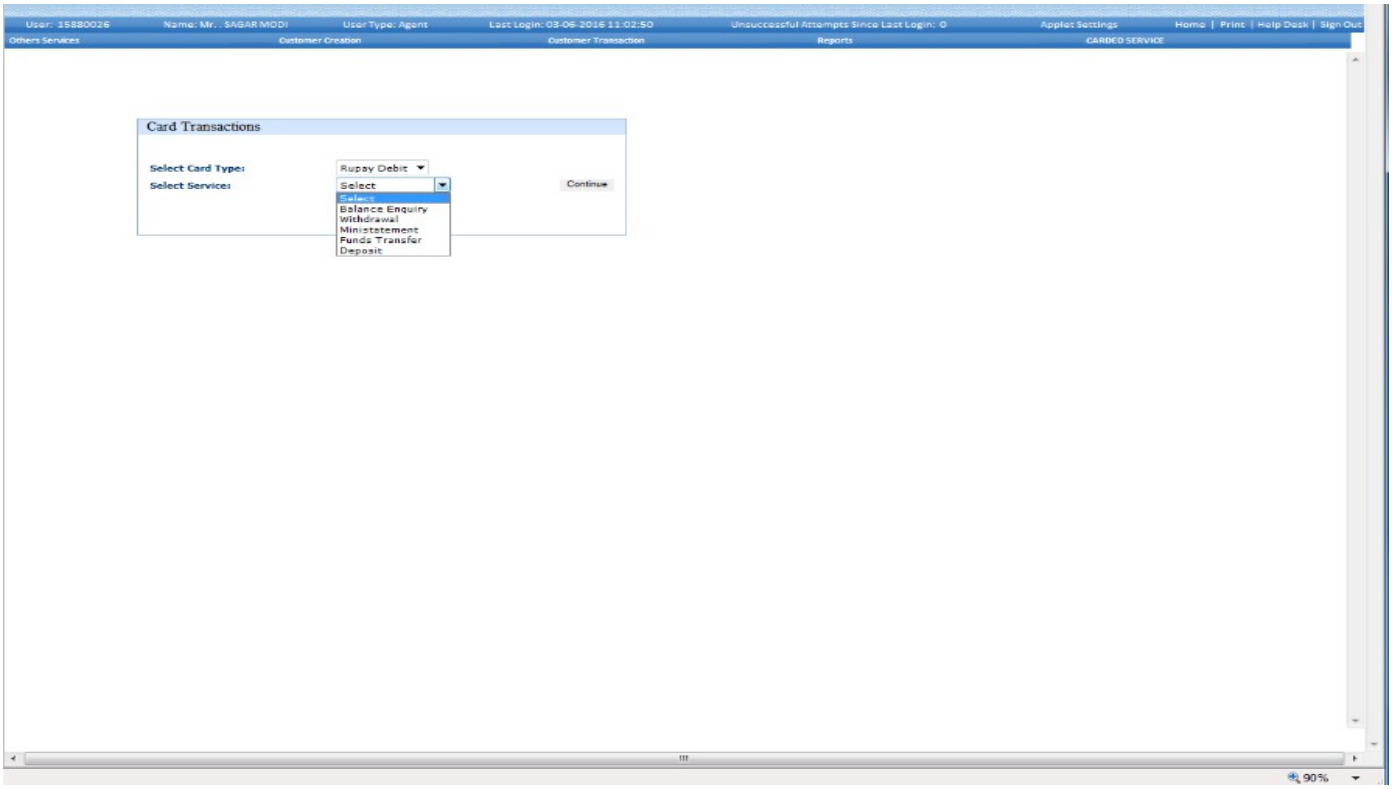
Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

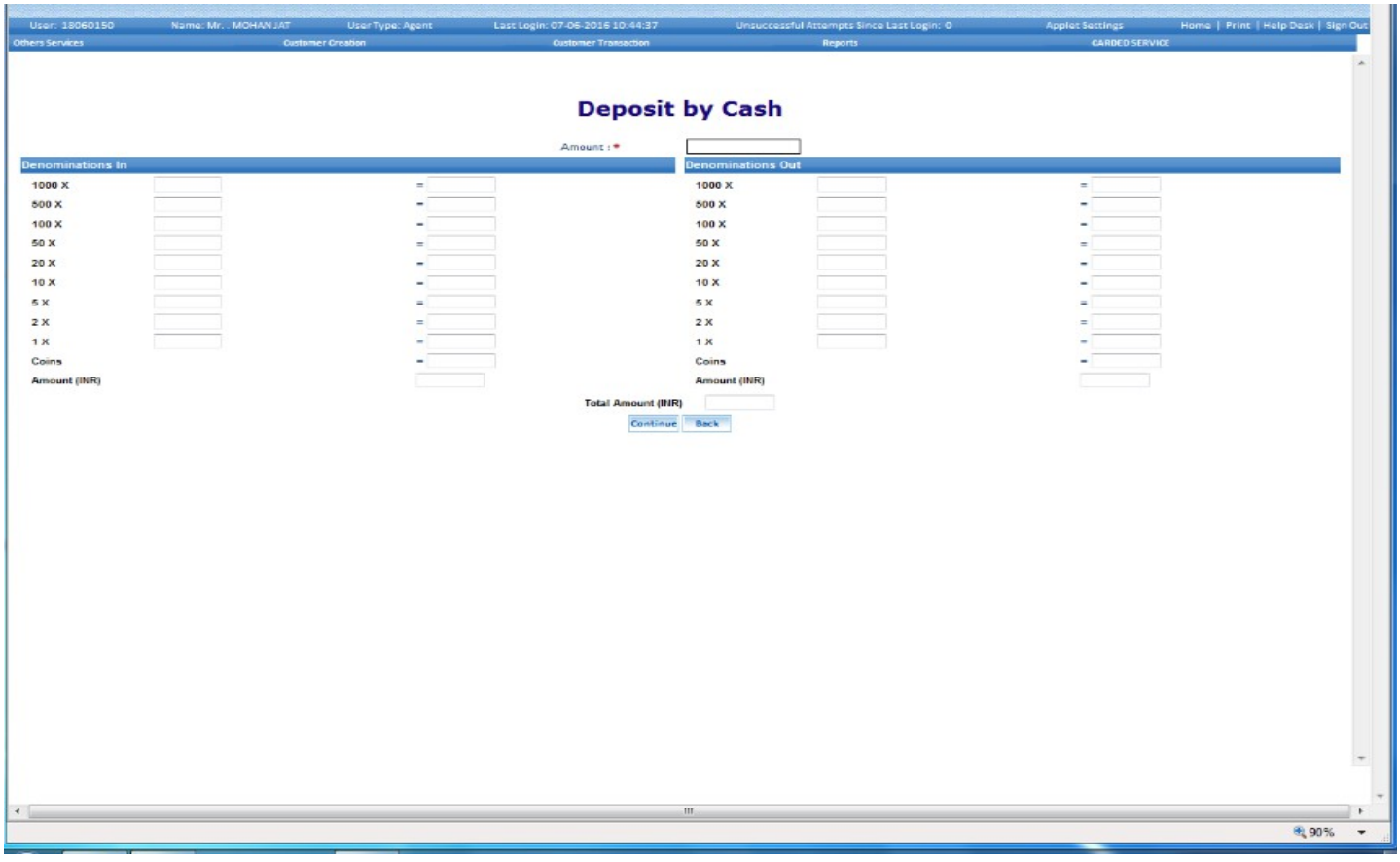
On successful transaction receipt screen would be displayed as shown below.



7.2 Performing Deposit through Rupay Card.

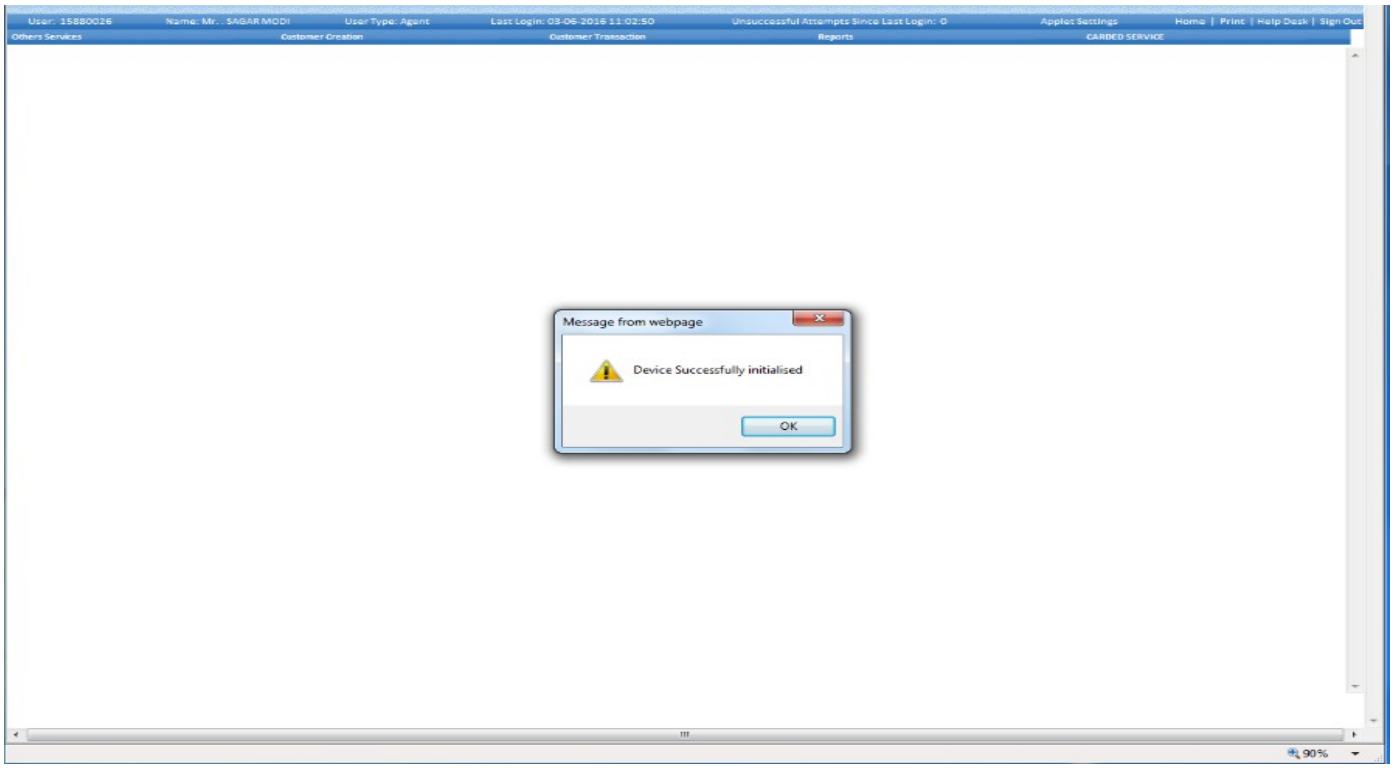
Step 1: Select Service as Deposit from the drop down of select services field on the card transaction screen and click continue.





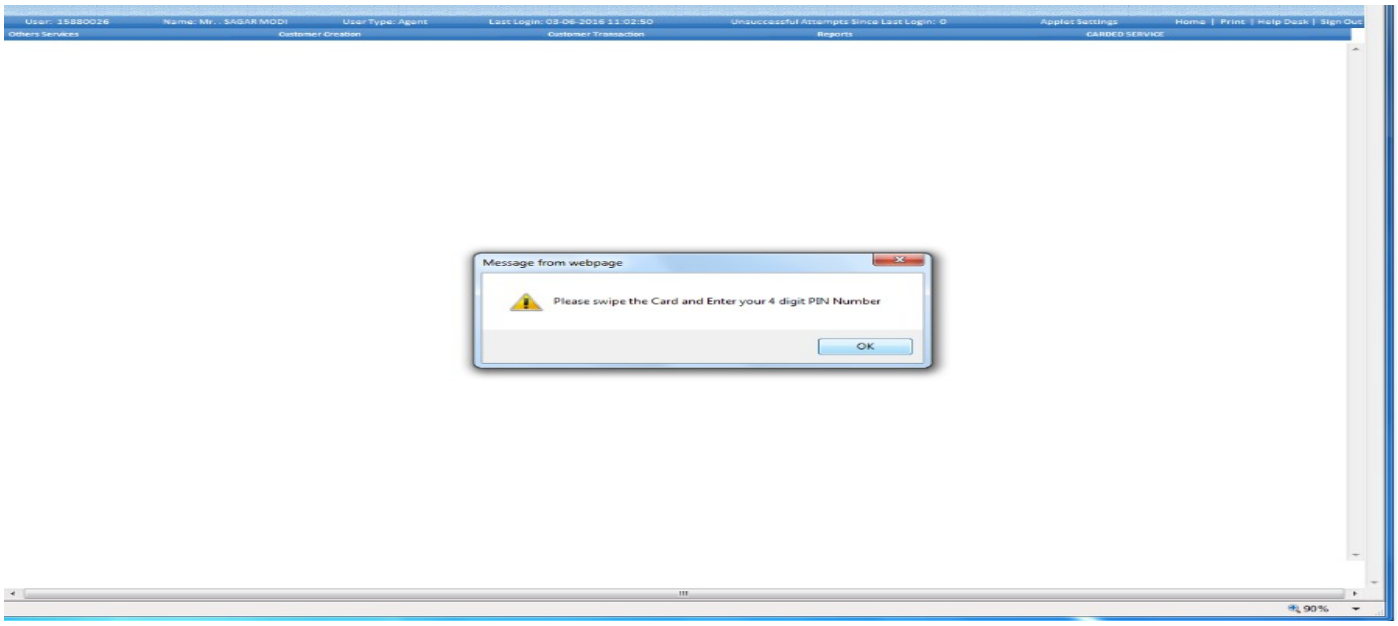
- Enter the amount to be deposited and give the denominations and click continue.

- A Screen will be displayed as shown below on successful initialization of device.

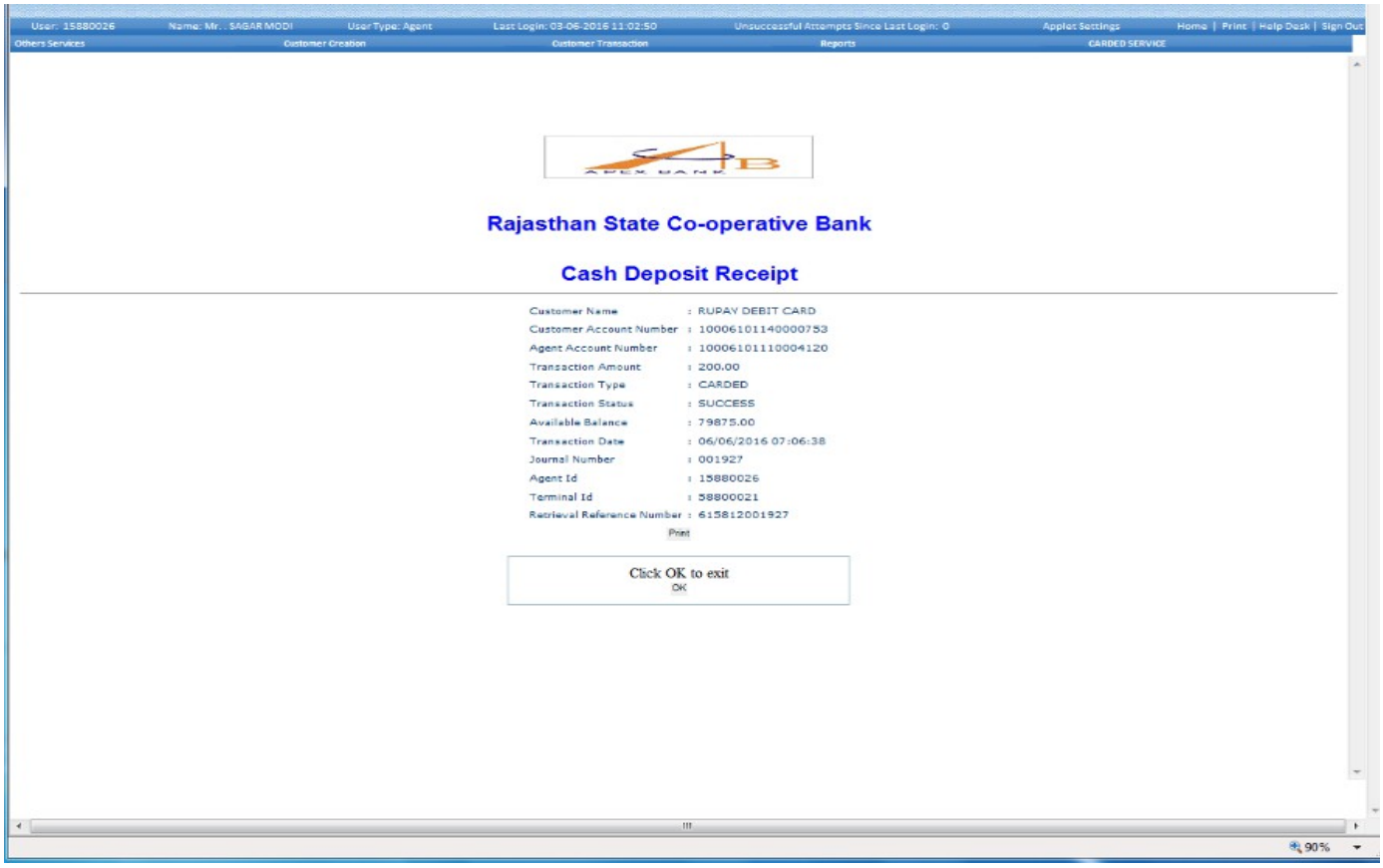


- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.

  Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

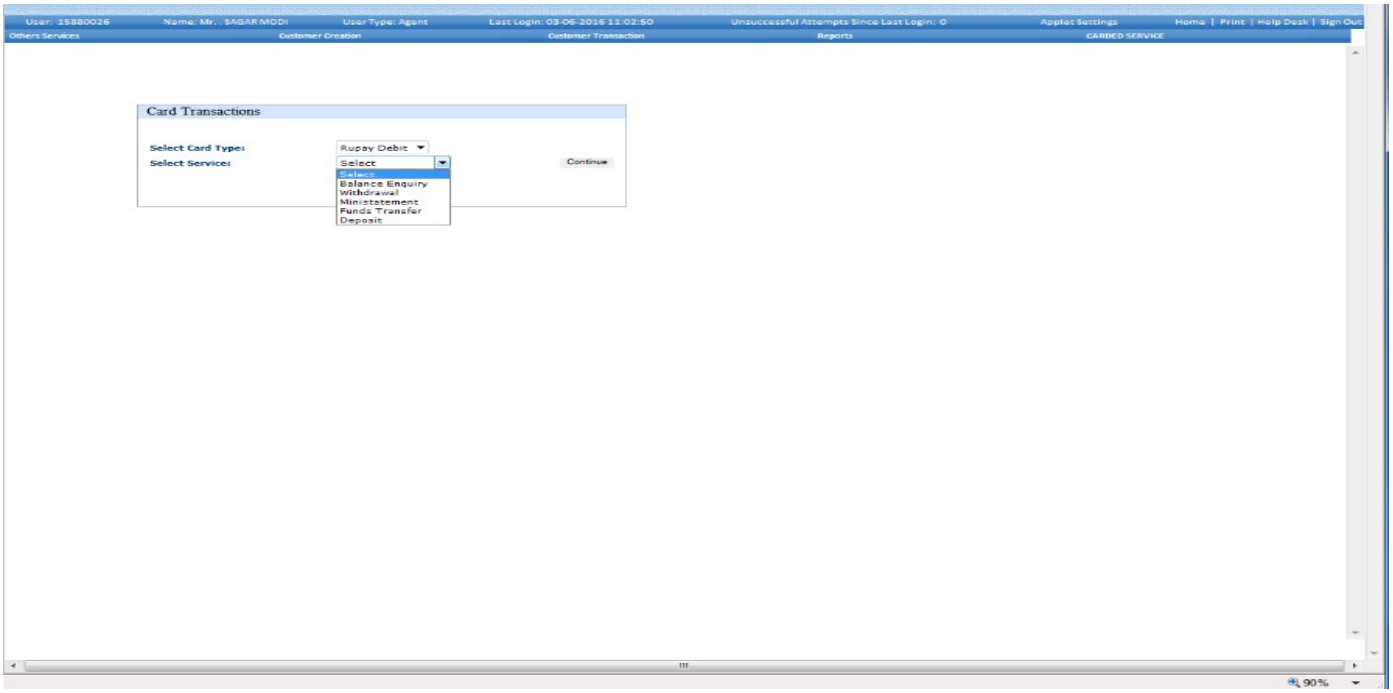


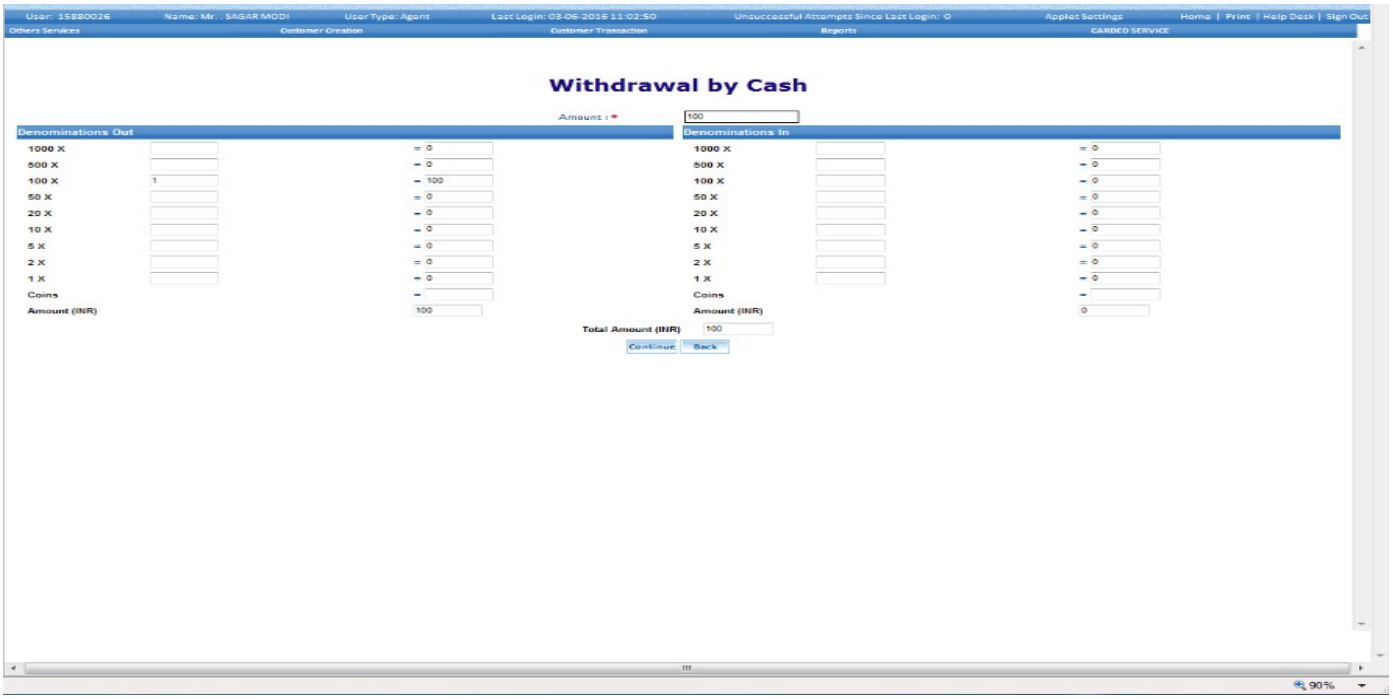
On successful transaction receipt screen would be displayed as shown below.



7.3 Performing cash withdrawal through Rupay Card.

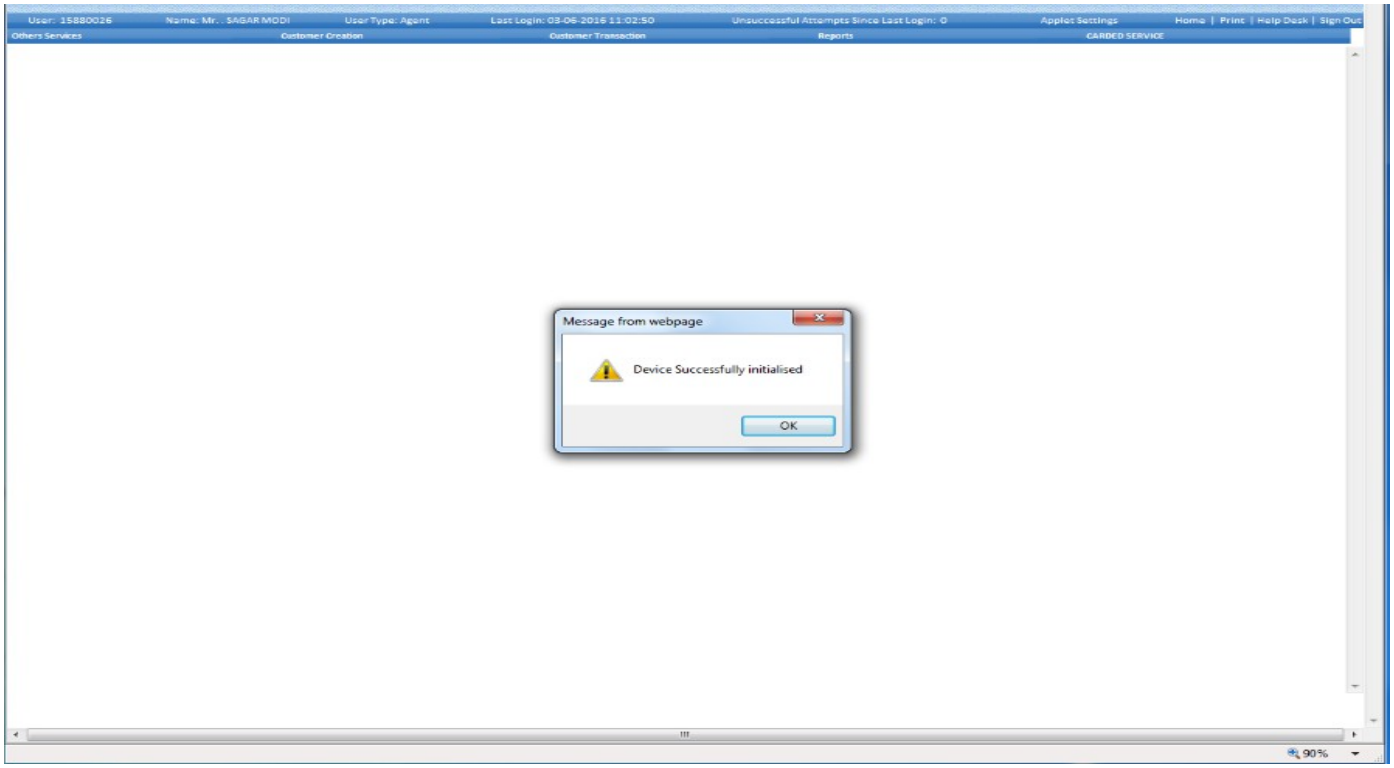
Step1:Select Service as withdrawal from the drop down of select services field on the card transaction screen and click continue.





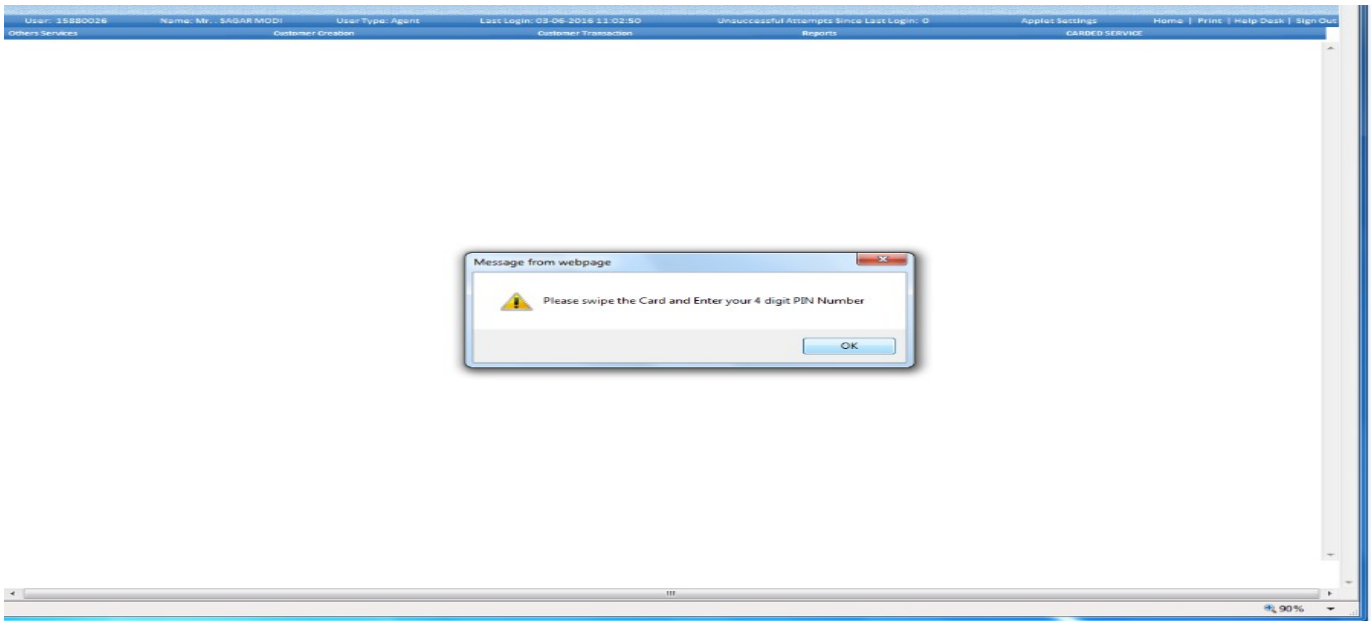
- Enter the amount to be deposited and give the denominations and click continue.

- A Screen will be displayed as shown below on successful initialization of device.

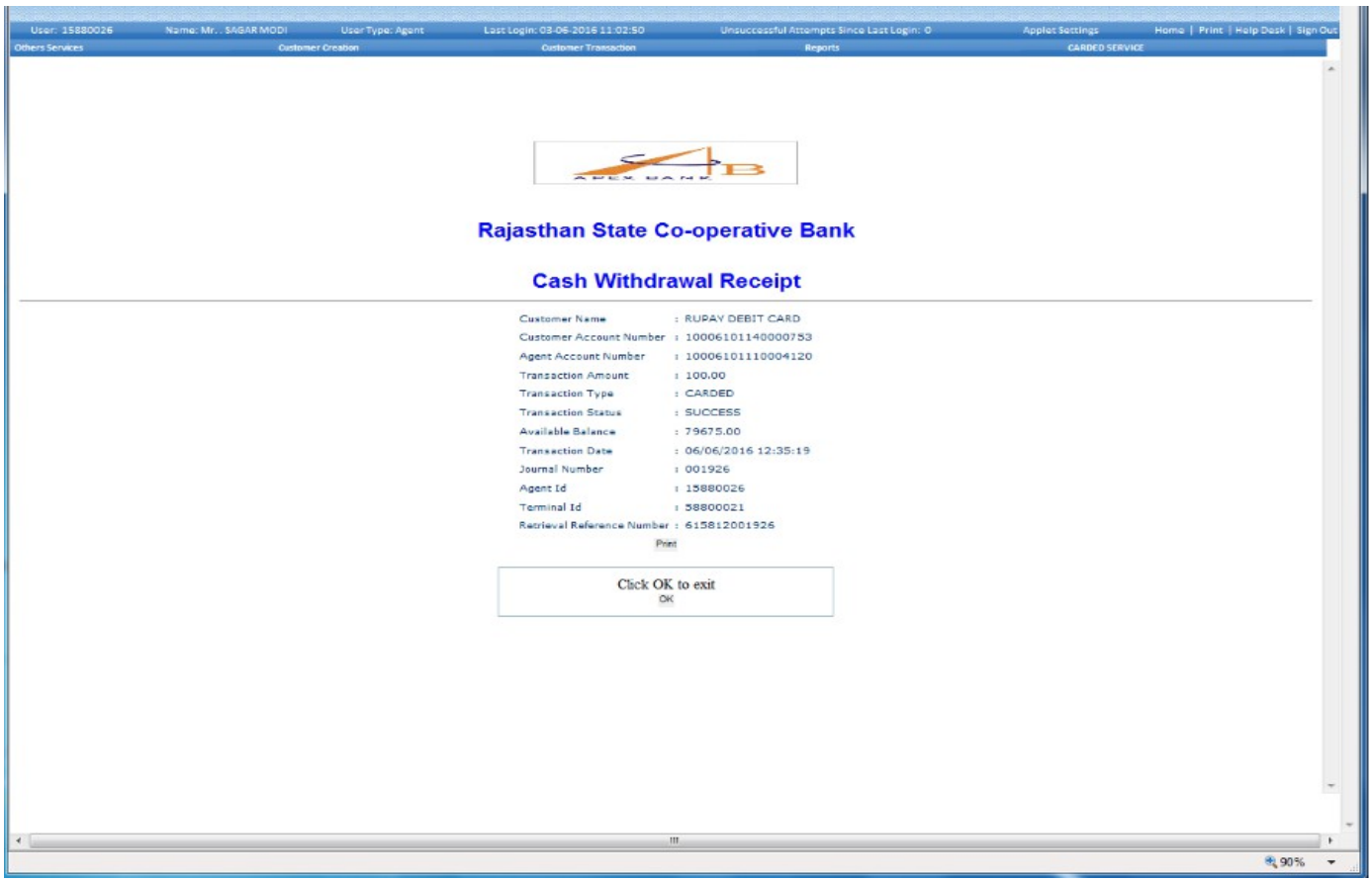


- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.

    - Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

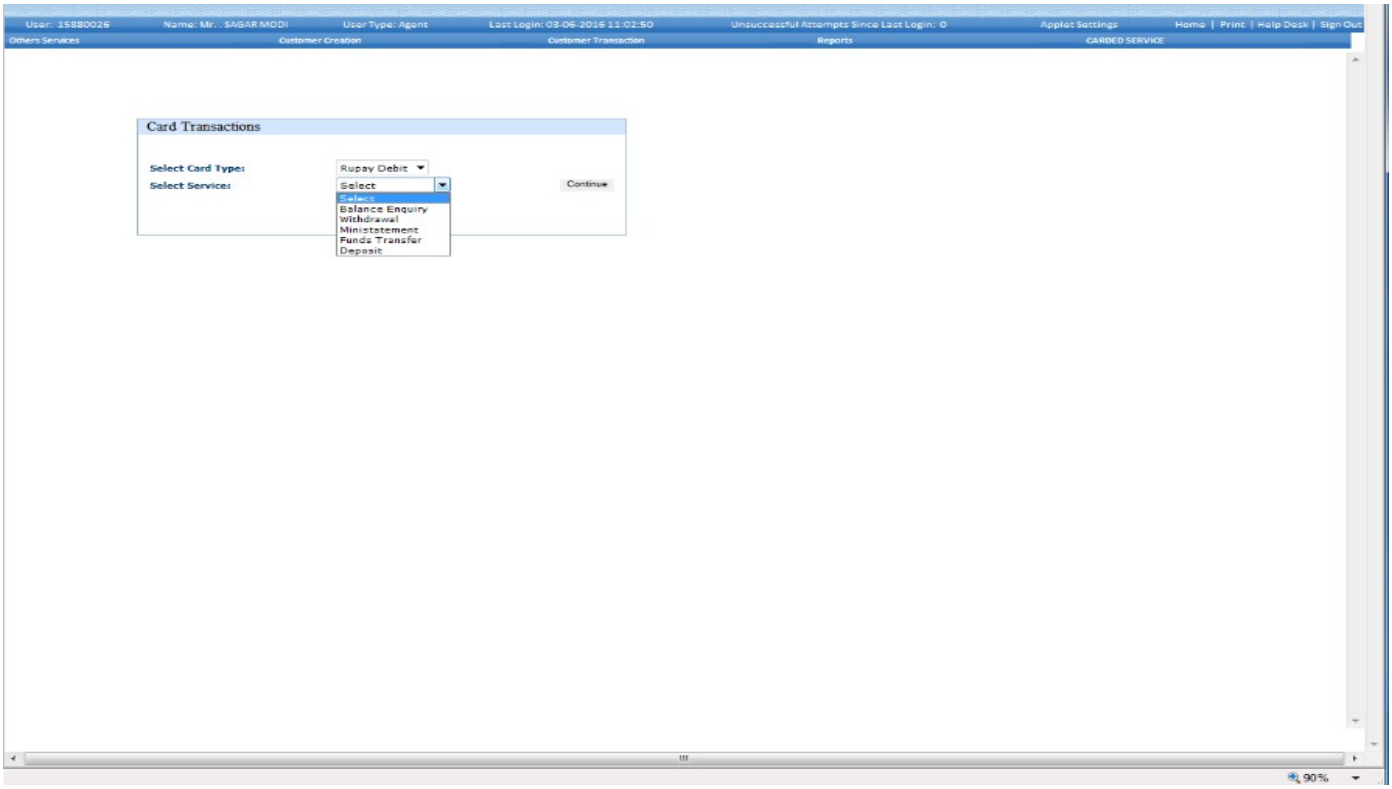


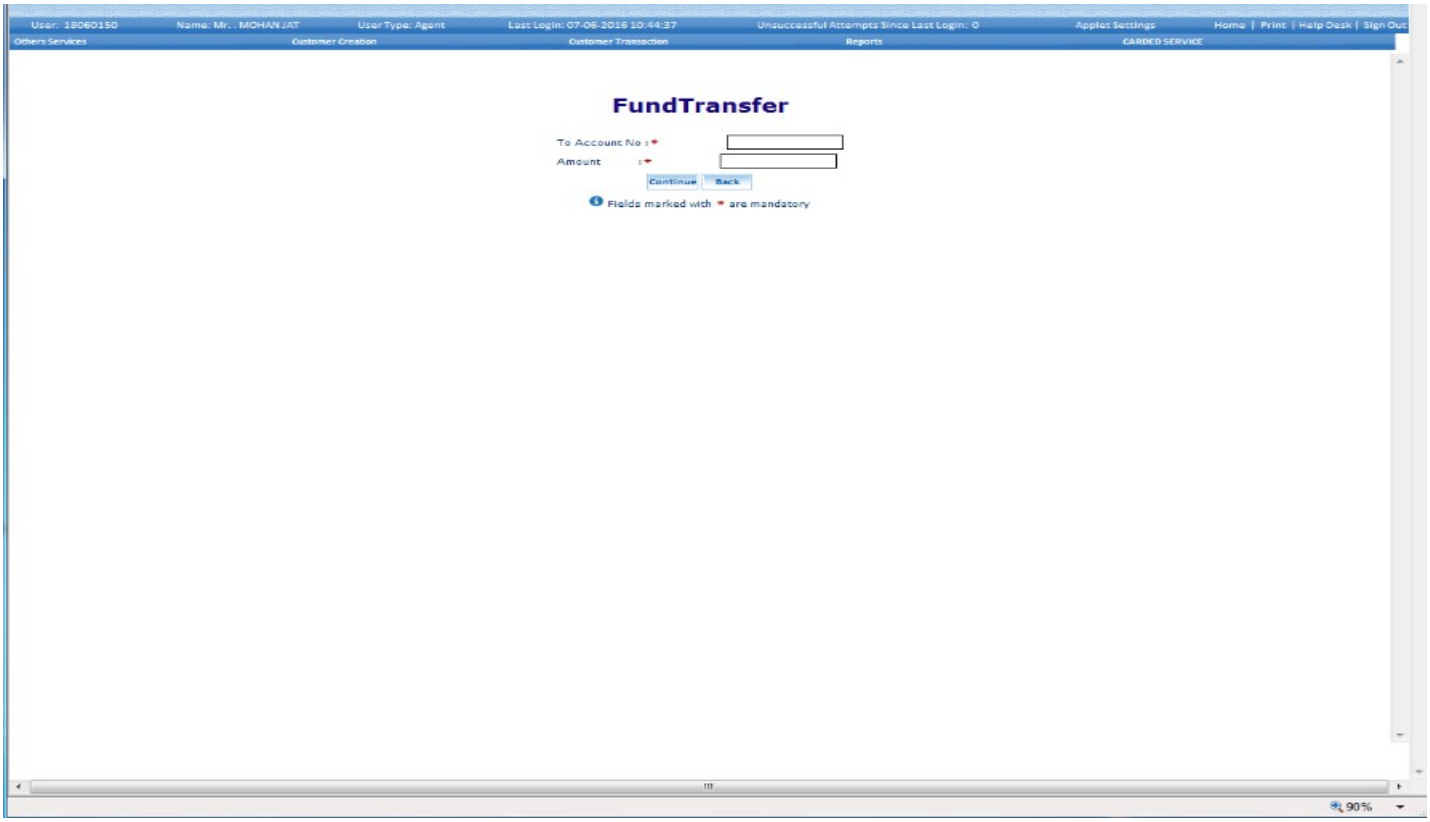
On successful transaction receipt screen would be displayed as shown below.



7.4 Performing Fund Transfer through Rupay Card.

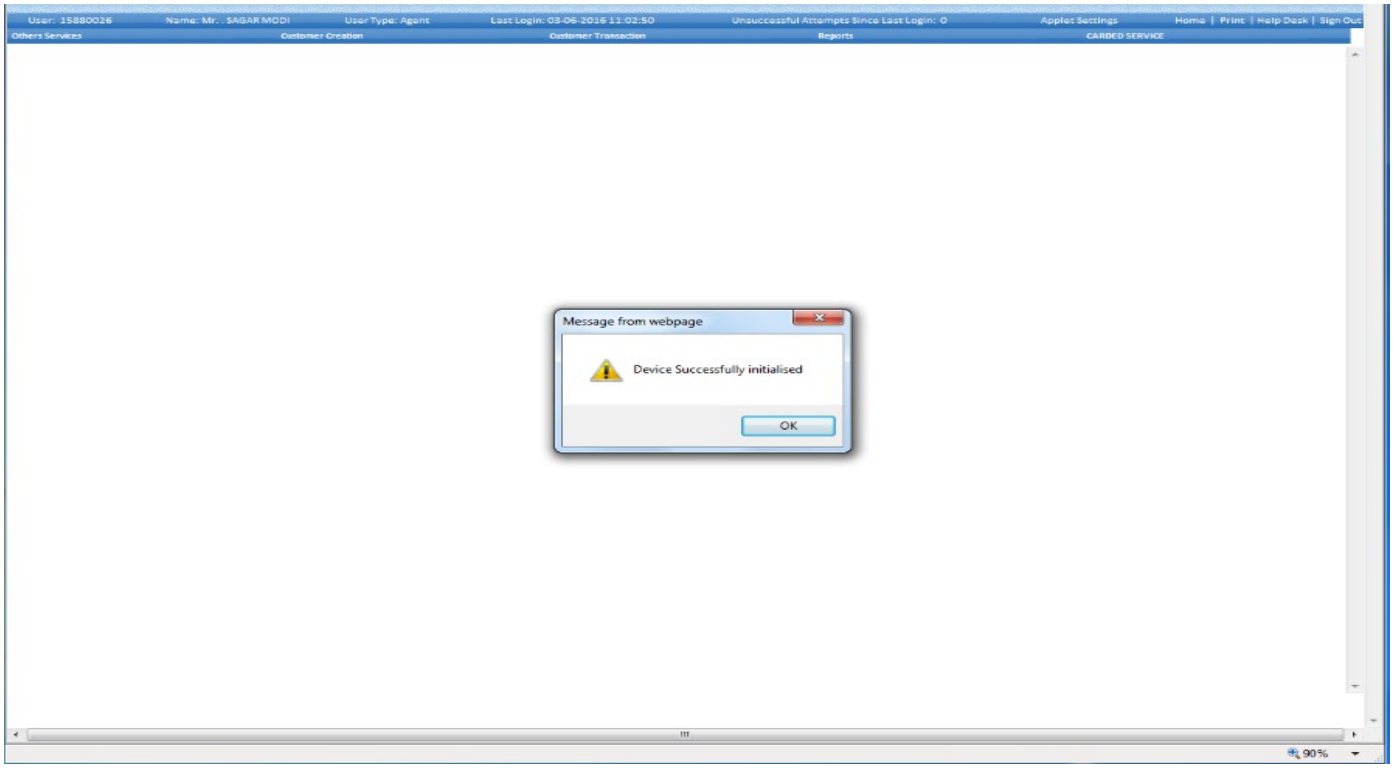
Step 1: Select Service as fund transfer from the drop down of select services field on the card transaction screen and click continue.



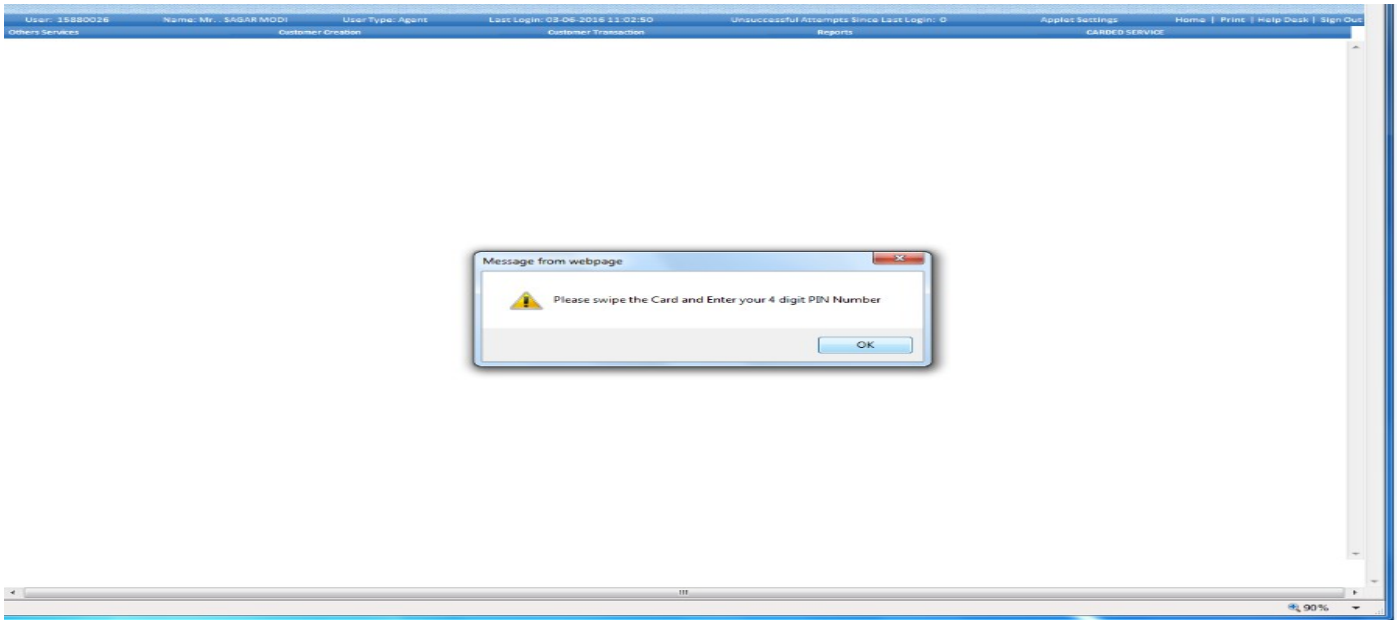


- Enter the amount to be transferred and account number to which amount has to be transferred and click continue.

- A Screen will be displayed as shown below on successful initialization of device.

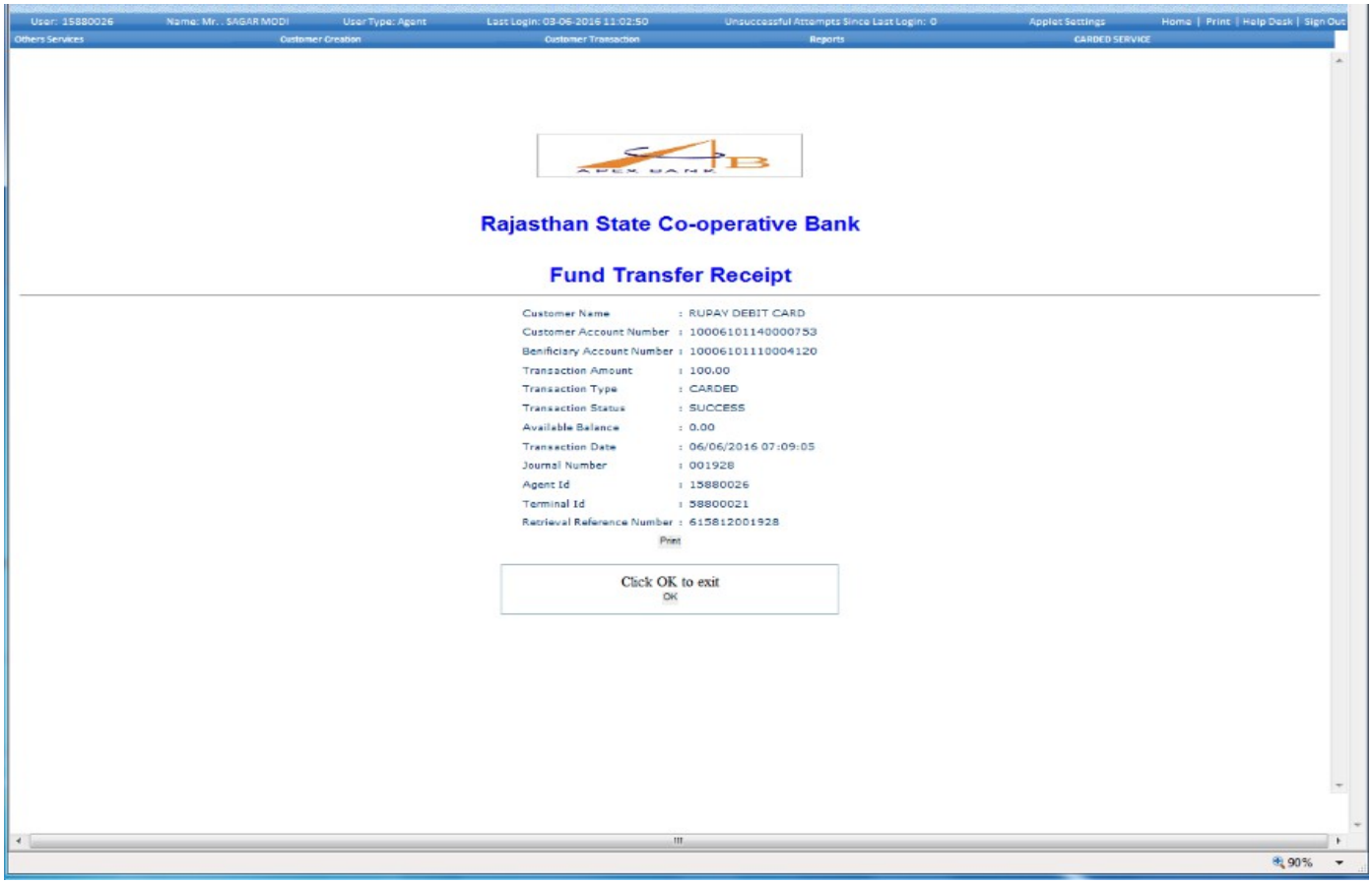


- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.



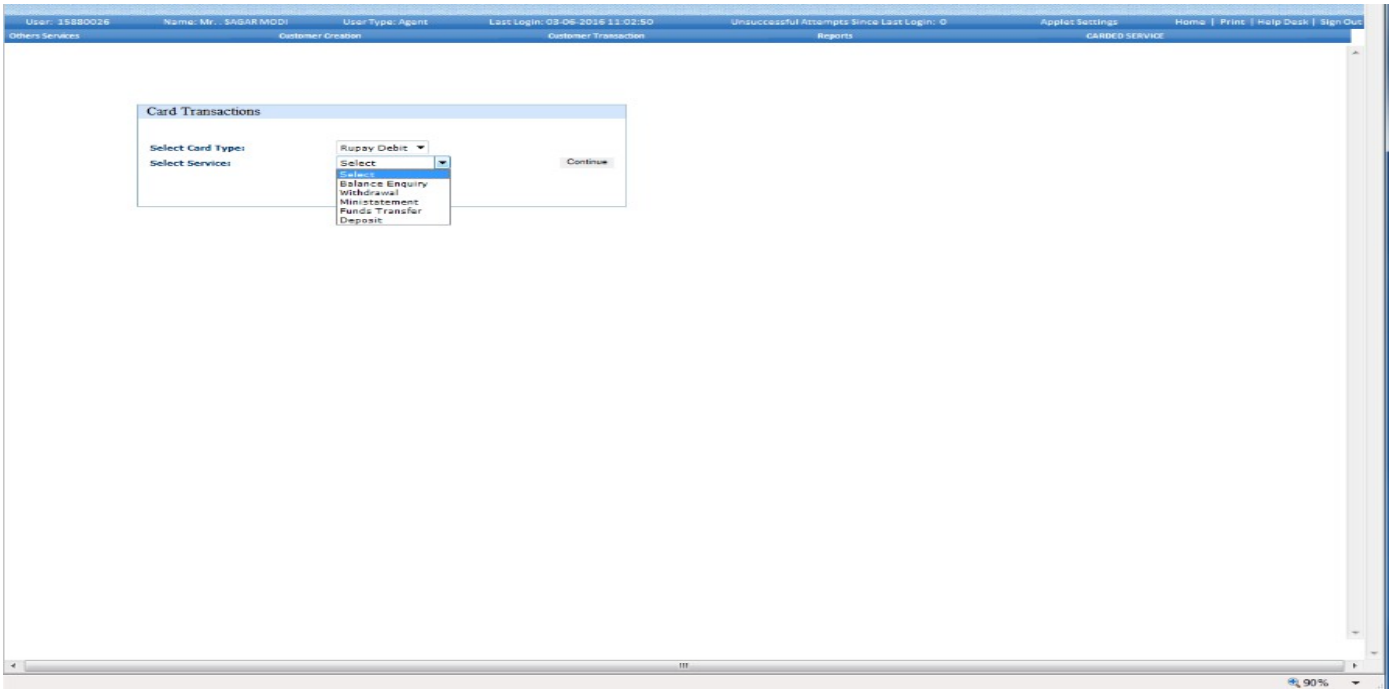
Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

On successful transaction receipt screen would be displayed as shown below.

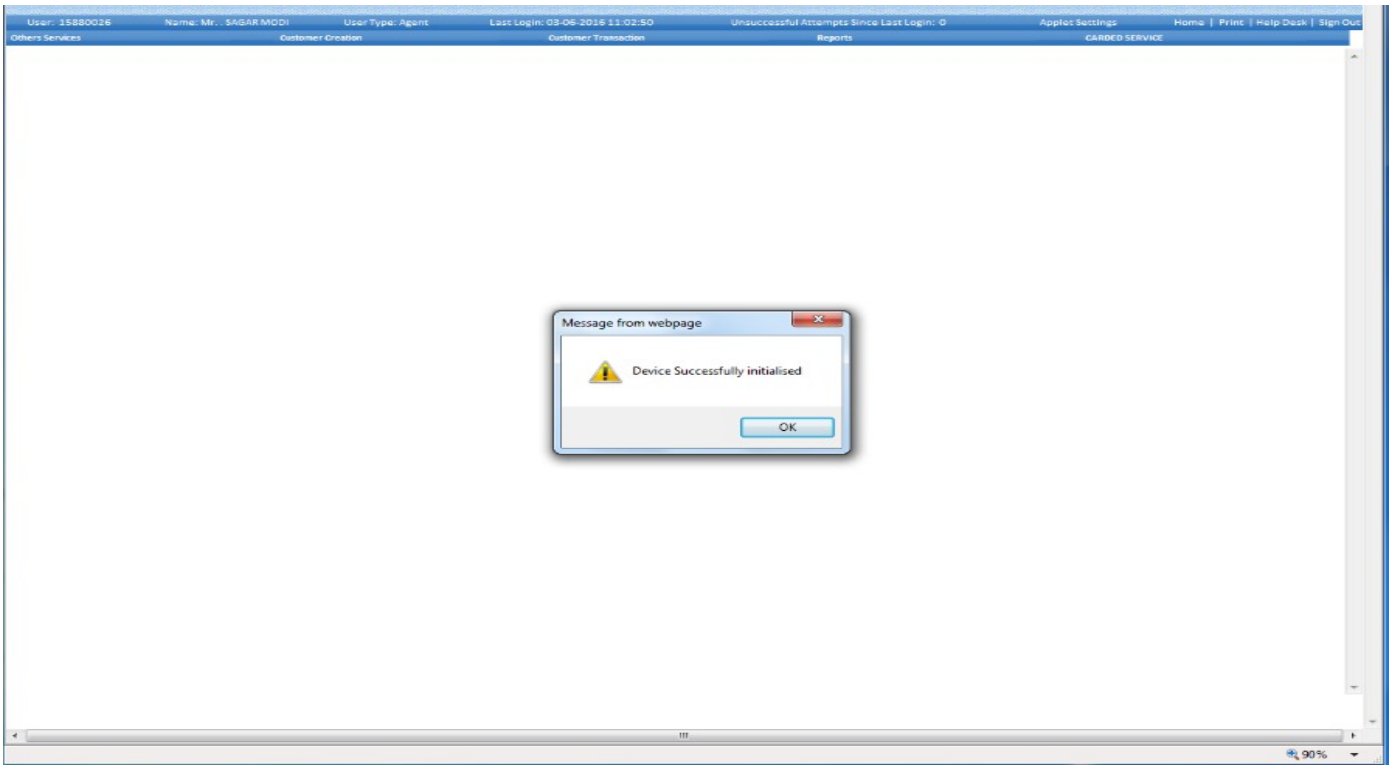


7.5 To check mini statement through Rupay Card.

Step1:Select Service as Mini statement from the drop down of select services field on the card transaction screen and click continue.



- A Screen will be displayed as shown below on successful initialization of device.



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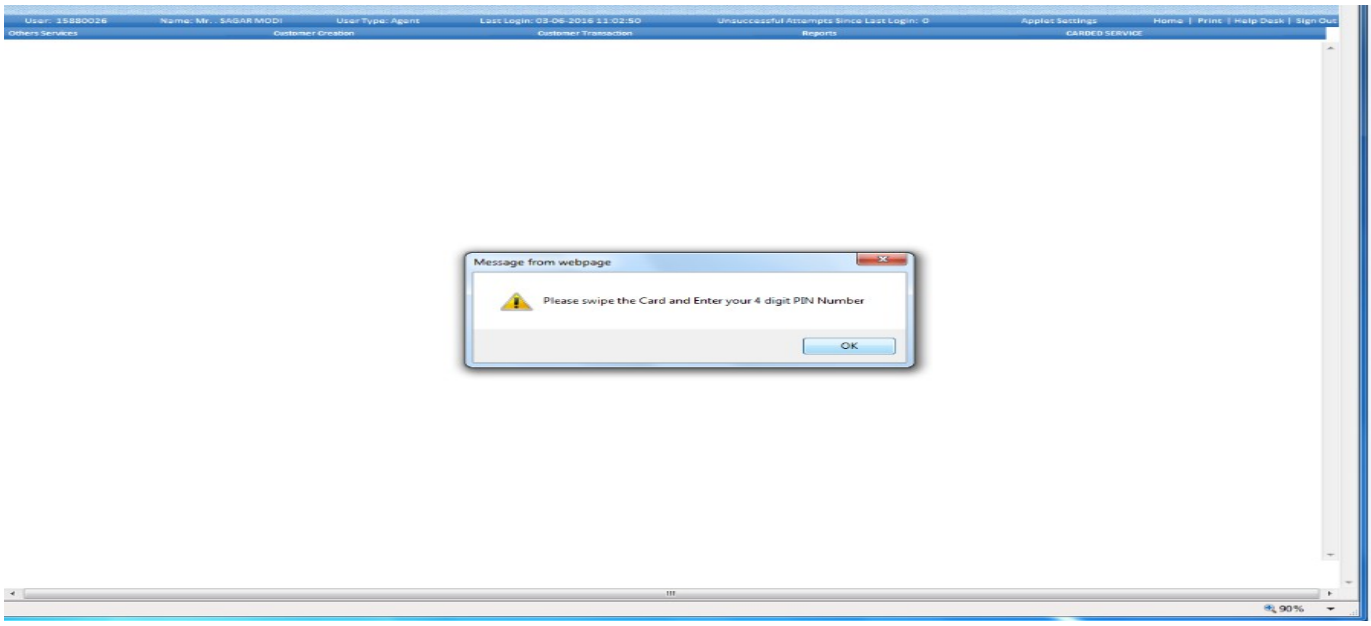
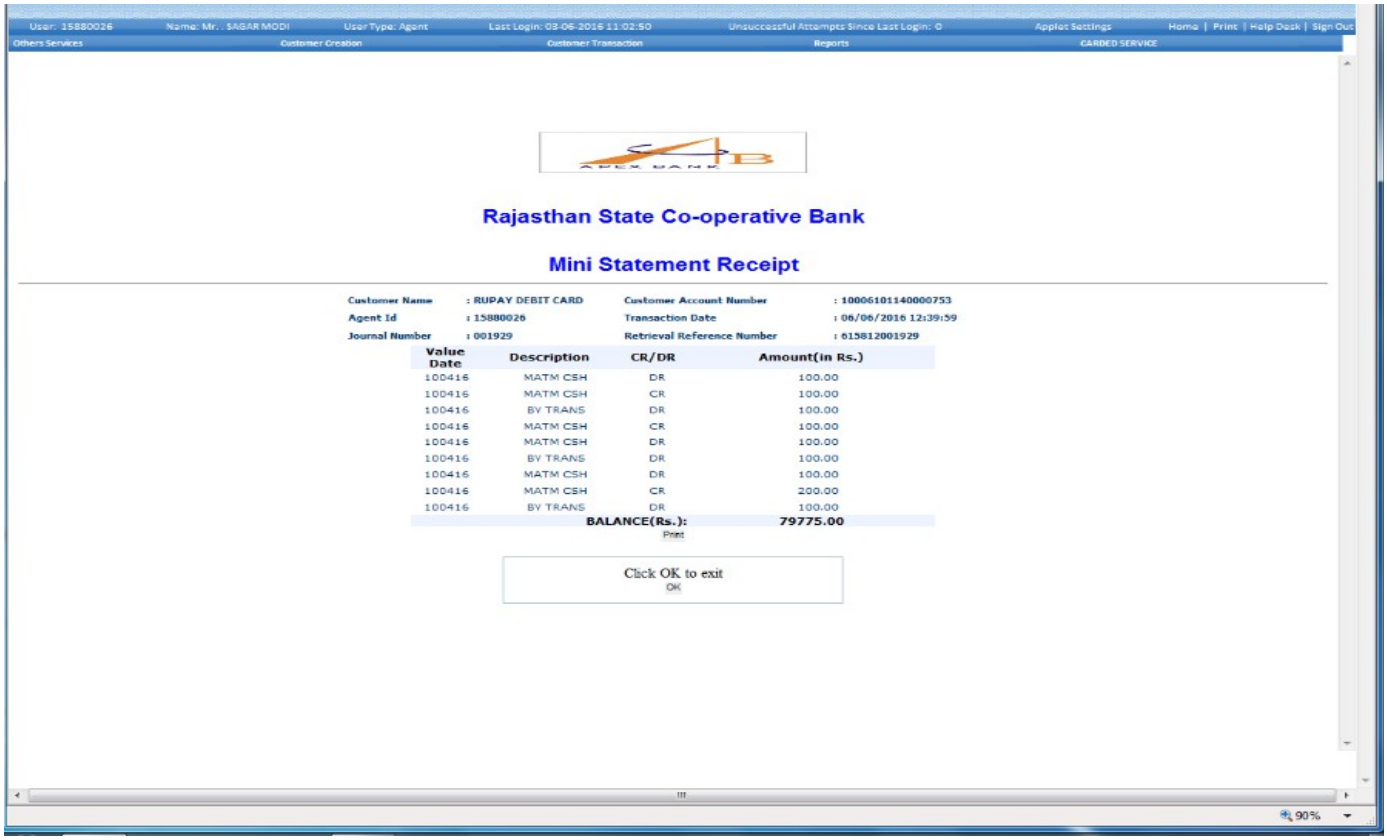
- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.

- Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.



On successful transaction receipt screen would be displayed as shown below.