

# PROJECT REPORT ON

**PAPERLESS TRANSACTION**

# Paperless Banking



## Introduction of paperless

A paperless system likely means that your hard copies will be shredded or recycled; instead of that you can sure you have an electronic version before the paper is destroyed. Having a second, or even third, backup system in place can ensure that your data remains safe.

In addition to saving trees, going paperless can also save you money. But it's not for everyone or every situation. ... Of course, you can go paperless for some items but stick with paper for others. for example, tax file returns where you need a hard copy.



It is generally understood by the business world that going paperless plays an integral role in reducing costs and improving services. However, it is important to

note that becoming paperless should not be the main focus. Instead, the ultimate objective is to optimize processes – and eliminating paper is the first step in doing so. Companies of all sizes, across all industries, are beginning to realize the true potential that going paperless can provide.

## **Introduction of cashless Payment Methods**

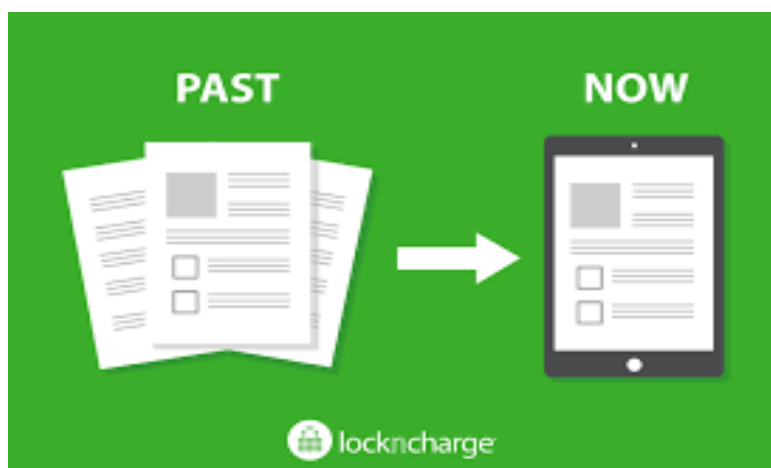
India is moving on the path of a major digital revolution. Digitalization of the payment mechanism will be considered as a milestone in the era of cashless future economy. The growth of the Indian digital payments space is expected to be driven by four trends that are also likely to impact how this industry looks in the future.

India going digital, favourable regulatory environment, emergence of next generation payment service providers and enhanced customer experience are the four drivers contributed to the growth of Indian digital payment systems. A cashless payment is a situation in which the financial transactions are made by digital currencies.

In India, too much of transactions are made through cash. Less than 5 percent of total payments happen through electronically. Illiterate people don't know how to use digital transactions. Financial literacy and awareness about cash less transactions are paramount in India to make the cashless economy. Nearly 26% of India has internet access, and total transaction value in the digital payments amount to US\$ 51.756 million in 2018.

Banks and financial institutions offering discounts on purchase with credit/debit cards and online wallets offering attractive deals for payments have made Indians comfortable with paperless transactions. The cashless transaction is a new application of mobile payment that has functionality to displace a conventional wallet and more. Mobile payments are a top investment priority for banks. In fact, the world's biggest banks continue to focus most of their announced IT initiatives on mobile financial services (including payments) and online banking.

## **The switch to paperless**



Although opting for paperless solutions is a big deal for businesses around the world; 3% have already removed its use across all operations and are generating great results for their brand.

Businesses can often feel frustrated with the process of implementing new technologies as it can have a profound effect on the workforce. However, 16% of businesses are actively looking at different methods that will help them remove paper from their procedures entirely.

Companies generally take their time to implement new technologies and this will be no different for paperless solutions. In contrast, these businesses actually increased their paper consumption by around 20%. This is due to three key factors; a lack of confidence in digital solutions, the need for regulations and quite simply, humans being content with paper. However, studies have found that 33% of businesses are almost paperless.

Newly released data has proven the ability paperless solutions. One study suggests that in the first six months of going paperless, 28% of businesses gained a full return on investment. A further 59% achieved a full ROI in less than 12 months and 84% within an 18-month period.

With the positive results above, all businesses should be considering the transition to paperless technology. Not only will this offer a return on investment, but it will also allow companies to focus on other areas of their business and not have to think about any administrative tasks that occur when handling paper. Your consumer acquisition costs can decrease dramatically, too.

In this six-part series, we will be providing you a detailed transition guide for any company considering a paperless future. Throughout this guide, we will be covering the entire process of going paperless – from understanding the benefits, to planning and executing your first document conversion project. We will include tips and best practices to help ensure your success as you look forward to implementing an Enterprise Content Management system and reaping the rewards.

## **Importance of study**

The cashless transaction is one of the most important concepts now-a-days, Prospects for Cashless Economy in India. Around 5% of fund transactions in India are driven by the use of mobile wallets and electronic payment system. The main advantages of cashless transactions are that the digital transactions ensure recording of all economic transactions. Digitalization means makes it almost possible to control black money markets which often prove damaging to national economics. It helps increase the tax income of the government.

The advantages to citizens of a country in a cashless economy are risk of carrying currency notes and loss of hardly earned money can be avoided. Transaction costs, making the payment and time consumption will be reducing. Cashless transaction is convenient for shopping, payment of bills and scheduling of financial transactions managed from home, office or wherever with a smart phone. It also reduces expenditure of printing of currency notes and its transportation.

## **Statement of the problem**

India is in the second position in the world in population. Still Indian economy is developing economy in the world. So the government of India taking some initiative to develop our economy, our honourable prime minister introduces the digital India for adopting the technology and maintains all transactions should be digital transactions in our country. In order to accelerate the execution of the concept of digital economy there are number of digital payment systems introduced.

These payment systems can make changes in the standard of living of people. In India, many cashless payments systems were launched such as E-Payments, online payments IMPS, NEFT and mobile wallets etc. In this research the researcher article indicates that various cashless payments through in India and its impact of after demonization.

## **Paperless considerations**

There are countless benefits that come with turning a business paperless; whether you plan to give your employees their payslips online or allow customers to sign contracts digitally — with all of this, you can prioritise paper reduction across your company. Looking at paperless technology that allows people to sign contracts solely, businesses can see reduced costs of 60-85% which enables greater savings an reduced budgets on administration expenses.



As the General Data Protection Regulation (GDPR) is here, paperless technology can also make sure that you continue to abide by the legislation. Although this is set to strengthen and unify consumer data in Europe, it will also apply to non-EU businesses that are trading with EU consumers.

As well as this, the authentication of documents will be made easier and companies can find specific time and dates of when contracts are signed. Businesses are able to complete viable audits to conduct regular contract searches, reducing the risk of fraudulent activities.

The customer experience will also be made better. The beauty of a paperless contract is that it ensures that all fields that are required are filled out by the consumer and can easily be sent to the customer through email. Should it be misplaced, it can easily be resent from an administrative interface. If any issues were to occur, contracts can simply be retrieved and shown as evidence.

Your business probably endeavour many disadvantages when it comes to using paper; storage being a main factor. If you're looking to adopt more advanced features for your paperless installations, biometrics can be utilised to create an easier flow of signing, which can again enhance the customer experience and increase satisfaction.

## **Benefits of Going Paperless:**



In an ongoing attempt to improve efficiency, reduce costs, and reduce environmental impact, companies are beginning to transform their operations to paperless processes.

While document management plays a large role in a paper-free workplace, there are plenty of reasons to go paperless beyond just eliminating your dependence on physical files. Whether you would like to make your documents more accessible, free up costly storage space, or streamline paper intensive processes, there are plenty of reasons to consider implementing a paperless business solution.

- Saves Time. Time spent filing, organizing, and searching for paper documents is time that could be spent on more productive tasks. ...
- Saves Space. ...
- Saves Money. ...
- Eases Transfer of Information. ...
- Promotes the Environment. ...
- Boosts Security
- Reduce the Influx of Mail.
- Clean Up Clutter.
- Have Access To Everything At Your Fingertips. Transfer Knowledge Among Employees.
- Receive Customer Payments Faster.
- Streamline Business Owner Responsibilities.

## **Paperless processes make your customers happier**





Many business owners and managers consider reducing their paper use as a way to show customers that they're good environmental stewards. An even more important reason, though, may be the fact that customers simply hate filling out lots of paper forms. (Especially when they have to write the same information into one than one form!)

A few years ago, you had to nag customers to opt out of paper documents and select online statements and forms instead. Now, though, customers appreciate the convenience of being able to fill out forms at home before they come in for an appointment or hire you for work. They also like being able to fill out only one form and have their information automatically propagate to other forms you need filled out.

## **Going paperless adds months to your life**



When you're on your deathbed, you'll be horrified thinking about how much precious time you wasted looking for lost things.

The Daily Mail says we spend 10 minutes every day looking for lost items- and paperwork is one of the top things that go missing. And according to an article in The New Yorker, 'In the course of your life, you'll spend roughly six solid months looking for missing objects'. Half a year of your life! Looking for things!

Going paperless will help you reclaim some of that lost time; instead of paper documents that have a habit of disappearing at the worst moment, everything you need will be easily accessible with just a few keystrokes.



## **A paperless office makes you look more pro**

Imagine this: One of your customers orders a new tool on Amazon and it's delivered the same day. They invite all their relatives to their son's birthday party in seconds using Paperless Post, log into their doctor's portal to check out their blood test results, and use an app on their phone to transfer money from checking to savings (to pay for all the party supplies, of course).



Then they go to your business and the customer service rep digs into a teetering pile of files to locate their information—and later hands them a pad of paper and a leaky pen to sign up for your mailing list.

Compared to the way customers are used to doing things today, a paper-heavy business process looks absolutely antiquated. Unless that's the look you're going for - for example, maybe you own an actual antique store - paperless creates a professional image that fosters confidence in your company.

## **Deleting unnecessary paper gives your customers all the right feelings**

Paper comes from trees, so when you cut out paper documents you cut down fewer trees. That's obvious.

But what about the printers, ink, and ink cartridges that go into creating paper documents?

Surprise! The printer itself, and the ink it uses, are also harmful to the environment. It takes three quarts of oil to produce a laser cartridge and three ounces for inkjet cartridges, according to an article on ink waste on The Energy Collective website.

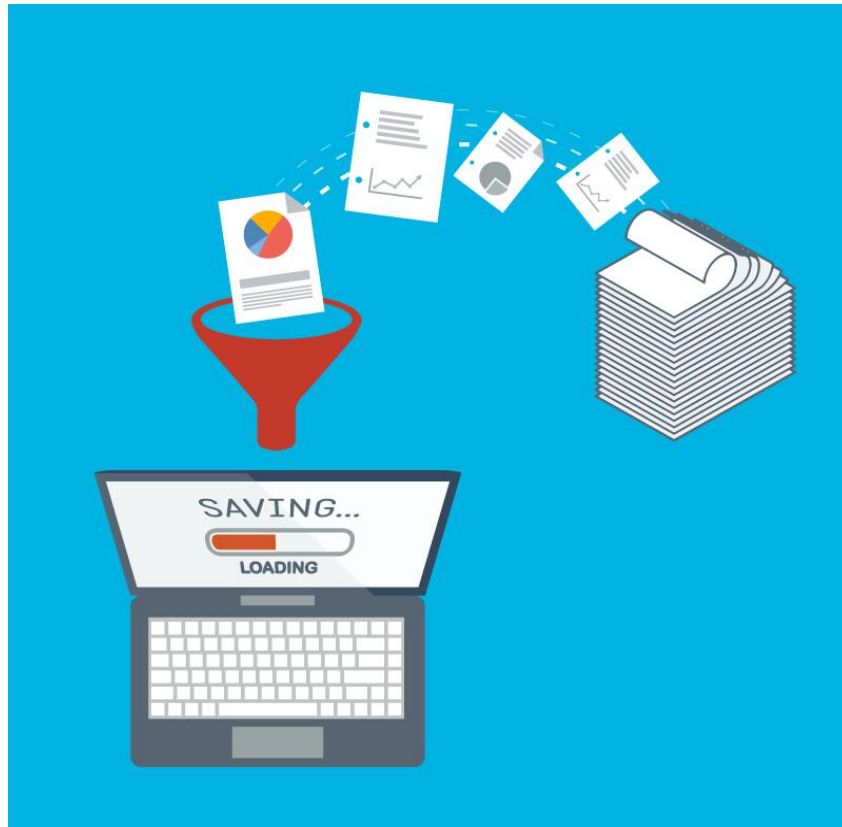
Ink printers and their ink contain many potentially dangerous chemicals like cyclohexanone (which Wikipedia calls 'only moderately toxic') and ethylene diamine tetra acetic acid. And finally, eleven ink cartridges are thrown out every second, where they pollute the soil and water with heavy metals and volatile organic compounds.

Fewer paper documents means not just fewer trees cut down—but also less of these hazards in our environment.

## **Going paperless makes your business and your life more peaceful**

A big claim, we know. But just imagine how much more smoothly your days will go when you never again have to:

- Search for lost documents.
- Decipher your employees' chicken-scratch handwriting
- See a chaotic mess every time you enter your place of business.
- Deal with damaged documents.

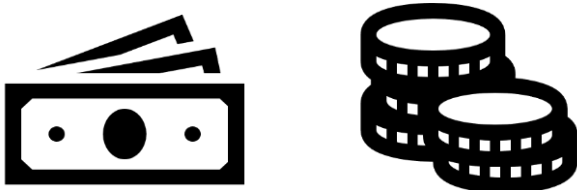


- **ROI**

Many people think the switch to paperless will cost more, in terms of training, hardware and software than continuing to be paper-based. And, while expenses do exist, the return on investment is enormous. For some businesses, the switch to paperless can pay for itself within a matter of weeks or month.

- **Labour Savings**

Paper is extremely time-consuming to work with as it requires a great deal of time and labour to organize and retrieve. On average, office staff spend about one hour per month searching for and replacing files. If this is the case at your company, the move to paperless could pay for itself within a month.



- **Printing Costs**



Printing hard copies of business documents requires the purchase of paper, toner, ink, the printers and their maintenance. In most organizations, going paperless can save more than \$500 per person per year in these supplies.

- **Photocopier Costs**

Photocopiers are very expensive to purchase and maintain. By going paperless, employees can access and edit a digital document then electronically send it to a co-worker or save it. These documents can also be accessed simultaneously, eliminating the need for multiple copies.

- **Lost & Misfiled Documents**

7% of all paper documents get lost or misfiled. A secure and backed up paperless environment, greatly minimizes the risk of losing or misplacing a digital document. And if a disaster should occur, digital documents can often be recovered, whereas paper documents could be gone permanently.

- **Email Management**



Perhaps your staff is concerned that digital documents will just mean more emails. However, with simple email management strategies, there is no need for staff to spend tedious hours organizing, reviewing and deleting emails. Emails should be treated like any other type of electronic file and be immediately categorized into an appropriate folder.

- **Storage Costs**

Paper files take up space and many organizations are forced give up their office space to file cabinets and boxes of documents. Paperless companies greatly minimize their need for storage space as a single hard drive, or the Cloud, can store millions of documents.

- **Improved Customer Service**

Searching for files while a customer waits on the phone is not an efficient process. When digital documents can be found instantaneously by keyword search, customer service can greatly improve.

- **Improved Document Security**



Paper documents are not as secure as you might think. It's pretty simple to access file's in an office, even if there are locks on individual filing cabinets, they are usually not hard to break. Electronic security systems that require

passwords track when documents are accessed as well as who accessed them and exactly what changes were made.

### ○ **Disaster Recovery Strategy**

If your organization keeps most of its information on paper, the threat of fire or water damage should be a serious concern. Electronic documents can be easily backed up and stored offsite or in the cloud, keeping documents safe if a disaster occurs and allowing for quick recovery.

## **How the financial services industry is shifting towards digital banking to improve customer experience?**

- Financial institutions are always looking for new ways to make transactions easier.
- Paperless banking, until recently, has only been associated with paperless statements produced by a bank and a small parts of a much larger equation .
- Paperless banking encompasses the entire banking institution, from online banking to account management, including account opening.
- When we say ‘paperless banking’, we are talking about all practices we can automate and make available online to create more productive, environmentally friendly and user-friendly service interactions and transactions.
- Customers are happier because there are less forms to fill, an improved sense of security and services are delivered in a much faster time frame.

## **Benefits of Paperless Banking**

- While some of the benefits of paperless banking may seem obvious , others are harder to envision at first .
- Productivity is one of those evident benefits resulting from paperless banking .
- Going paper free can improve project productivity by 30-40% with investments in 12-18 months.



## **Productivity benefits of paperless banking**

This article will try to answer some questions which may run in the minds of customer. What is paperless banking ?

- Paperless banking refers to the use of electronic and telecommunication networks to deliver a wide range of value added products and services to bank customers.



- The use of information technology in banking operations is called electronic banking. Paperless banking is an umbrella term for the process by which a customer may perform banking transactions electronically, without visiting a brick and mortar institution.
- Paperless banking became popular in the 1980s and it referred to the use of a terminal, such as a keyboard and monitor, to access the banking system using a phone line and desktop.
- This approach relies on automated machines controlled by the user who inputs instructions of the customer and the output is worked out in the systems as put across by David Hoyle in 2002



- Today's service environment is extremely dynamic as a result of rapid technological innovations, increased awareness and demands that banks serve their customers efficiently and at the most competitive cost.
- Information and communication technology (ICT) is at the centre of this global change curve of electronic banking system.

## Why does paperless banking matter?

Customers have access to banking information 24/7. The customer can access bank accounts online and from mobile devices whenever he/she want to check the status of a transaction, see account balances, pay bills, and more.

### ○ Find transactions quickly



Customers will know exactly what transactions are still outstanding, as long as they have kept an electronic check register.

### ○ Electronic statements

Customers can download or view account statements online each month and have access to banking statements from previous months and years.

Rather than having to wait to get paper statement in the mail, they can typically access the electronic version within 24 hours of its posting.

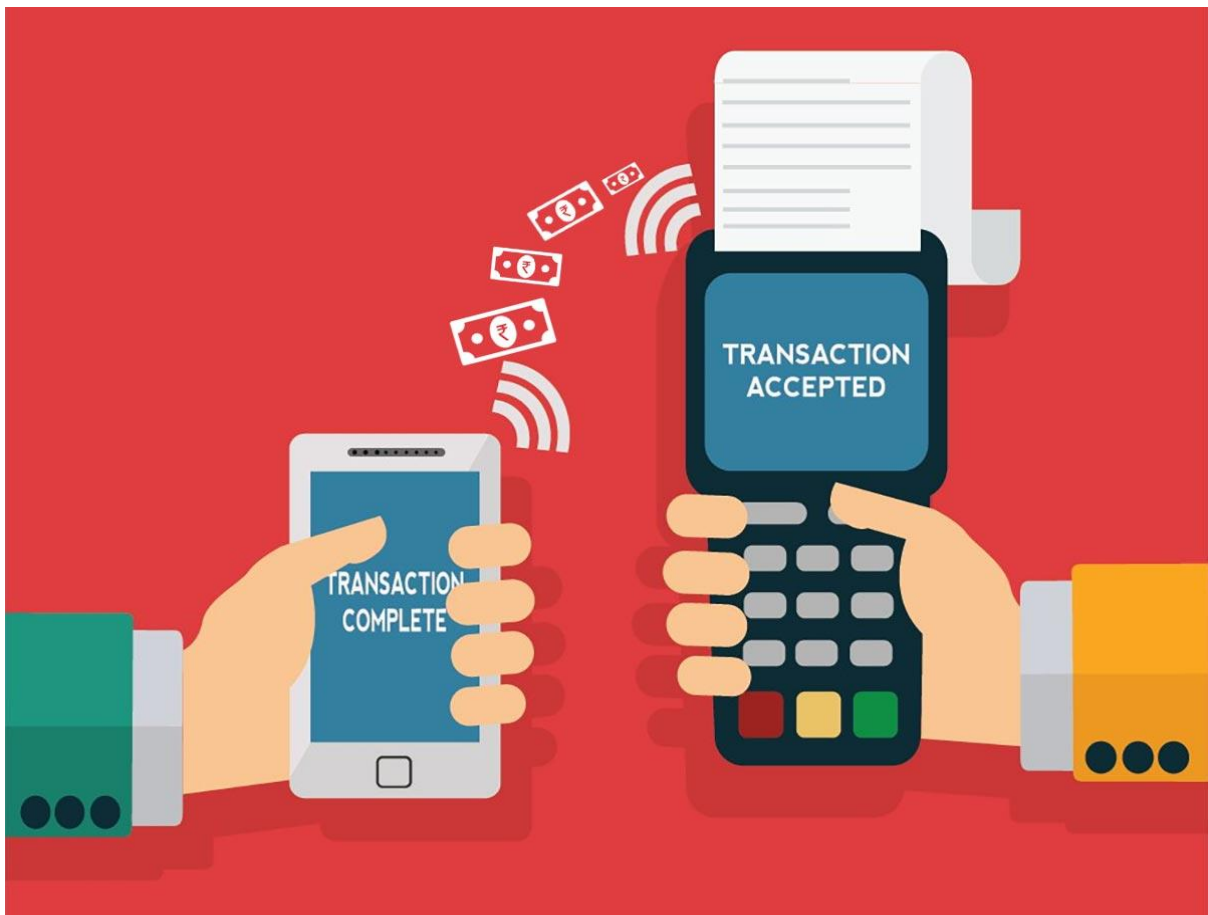


- **Improved account management**

Customers can help reduce the risk of fraudulent and unauthorised transactions, because they are able to access information electronically and they will notice when something does not look right.

They can find out if their accounts might be compromised sooner, rather than later when they get a paper statement in the mail and run the risk of numerous fraudulent transactions during the statement period.

- **Online bill payment services**



Customers do not have to worry about keeping paper checks around the home. As a bank customer you can schedule and pay bills online.

- **Reduced risks of identity theft**

Identity theft is a big concern. Customers do not have to worry about various disposal methods for getting rid of old paper bank statements when using paperless banking.

Some people will go to great lengths to steal someone's identity, even going through their trash looking for bank statements.

- **Helps the environment**

Going paperless helps the environment, since customers are not wasting paper on bank statements or paper cheques. Plus, using less paper helps preserve our forests and reduce pollution.

- **More customer service options**

Many people enjoy being able to have access to self-service features like online banking and electronic statements. This enables them to access their account details when it is convenient for them.

## **Statement of the problem**

India is in the second position in the world in population. Still Indian economy is developing economy in the world. So the government of India taking some initiative to develop our economy, our honourable prime minister introduces the digital India for adopting the technology and maintains all transactions should be digital transactions in our country. In order to accelerate the execution of the concept of digital economy there are number of digital payment systems introduced. These payment systems can make changes in the standard of living of people. In India, many cashless payments systems were launched such as E-Payments, online payments IMPS, NEFT and mobile wallets etc... In this research the researcher article indicates that various cashless payments through in India and its impact of after demonization.

## **Objectives of the study**

1. To examine various methods of cashless payments in the Indian economic development.
2. To know the importance of the cashless transaction system.
3. To analyse the pros and cons of cashless transaction system.

## **Modes of cashless transactions**

1. Cheque:

The cheque is one of the oldest methods of cashless payment. It is a known method to everyone. In this method, you issue a cheque for the specific amount to someone else. The cheque gets deposited in the respective bank. The bank processes a payment through a clearing house. The entire transaction done through cheque gets recorded and there is a proof of payment.

However, there are instances where cheque payments get dishonoured due to signature mismatch or insufficient fund. In order to avoid such issue, we can use other cashless payment options.



## 2. Demand Draft:

Demand draft is another rudimentary way of cashless transaction. It is safest option to receive payment from anyone. Demand draft (DD) never gets defaulted as it is signed by the banker. The disadvantage of DD and cheque is you need to visit a bank in order to deposit cheque and demand draft. The clearance of cheque or DD takes additional time.

## 3. Online Transfer:

NEFT or RTGS the third simplest method for the cashless transaction is online transfer using NEFT or RTGS. In order to do online money transfer, you need internet banking facility. Online transfer using NEFT or RTGS is comparatively faster than cheque or DD. Online transfer can be done from anywhere using internet facility.

## 4. Credit Card or Debit Card:

Credit card or debit card is another cashless payment method. The usage of credit card and debit card was limited in India. However, usage of credit card and debit card is increasing now because of demonetization. The limitation of this payment method is an availability of swipe card facility (PoS) at merchant end.

## 5. E-Wallets:

E-Wallet is next cashless payment option. E-Wallet can be used to purchase products starting from grocery to airline tickets. In order to use E-Wallet customer and merchant, both require a smart phone with active internet connection. The most popular example of E-Wallet is PayPal.



## 6. Mobile Wallets:

A mobile wallet is a sign of virtual wallet benefit that can be utility by downloading an app. The digital or mobile wallet plenty bank narrative or debit/credit card advertisement or bank account information in an encoded data format to permit careless payments. One can also increase funds to a mobile wallet and usage the same to constrain payments and advantage commodity and services. This expel the want to use credit/debit cards or remind the CVV or 4-digit pin. Many banks in the country have pierce e-wallet services and asunder from banks, there are also many private players. Some of the mobile wallet apps in the market are Paytm, Mobikwik, Freecharge, etc. The different benefit offered by mobile wallets contain mail and accept money, from payments to merchants, online property, etc. Some mobile wallets may charge a indisputable action fee for the avail offered.

## 7. UPI Apps:

UPI (Unified Payment Interface) is a mobile payment system which allows you to do various financial transactions on your smartphone. UPI allows you to send or receive money using virtual payment address without entering bank information. Merchants can enroll with banks to accept payments using UPI. Like in the case of a PoS machine, the merchant would require a current account with a bank to accept UPI payments. The examples of few UPI Apps are SBI Pay, Union Bank UPI App, PhonePe, etc.

## 8. Gift Card:

The next cashless payment method is a gift card. Gift card is a readymade card and can be purchased from a merchant or from the bank. The gift card is loaded with a fix cash amount you can purchase any item from the specific vendor by using a gift card.

## 9. Aadhaar Enabled Payment System:

Aadhaar Enabled Payment System (AEPS) is one of the best cashless payment methods. AEPS is like Micro ATM it uses smartphone and a finger-print scanner for the transaction. In order to use this facility, it is mandatory to link your Aadhaar card to your bank account. You can use AEPS in order to perform transactions like Aadhar to Aadhaar fund transfer, Cash withdrawn, Cash deposit, etc.

## 10. Unstructured Supplementary Service Data:

You can use USSD cashless option if you don't have a smartphone or internet connection. Unstructured Supplementary Service Data is mobile banking service. From any mobile phone, you can dial \*99# and use this service. You can do all these things which are available to a person with smartphone and internet connection. Almost including SBI, ICICI, BOB, Axis Bank and PNB supports USSD payment option.

## 11. Banking cards:

Now a day's most of the banking sector has using one of the largest payment methods is card payment method through various cards like debit card, credit card, green card and prepaid banking cards etc...the advantage of this card payment is convenience, easy payment and avoid carrying the cash. These cards are issued by respective banks along with 4-digit pin number to do all kind of transactions. Some of the most reputed and well-known card payment systems are Visa, Rupay and MasterCard, among others. Banking cards can be used for online purchases, in digital payment apps, PoS machines, online transactions, etc.

## 12. Bank pre-paid cards:

A prepaid card which is provided by the financial institution for their customers who has paid their money in advance, it's not debit and credit card like linking the

bank account. This kind of pre-paid cards are highly secured payment system in our country.

### 13.PoS terminals:

Point of sales (PoS) is available in all kind of store where selling the goods and service to customers using credit/debit cards. All kind of merchandise are adopting this kind of digital payments system to make their customers comfortable manner without internet. This is advantageous for small time business owners as they do not have to invest in expensive electronic registers. Virtual PoS systems use web-based applications to process payments.



### 14.Internet Banking:

Internet banking refers to the process of carrying out banking transactions online. These may include many services such as transferring funds, opening a new fixed or recurring deposit, closing an account, etc. Internet banking is also referred to as e-banking or virtual banking. Internet banking is usually used to make online fund transfers via NEFT, RTGS or IMPS. Banks offer customers all types of banking services through their website and a customer can log into his/her account by using a username and password. Unlike visiting a physical bank, there are no time restrictions for internet banking services and they can be availed at any time and on all 365 days in a year.

### 15.Mobile Banking:

Mobile banking is referred to the process of carrying out financial transactions or banking transactions through a smart phone. The scope of mobile banking is only expanding with the introduction of many mobile wallets, digital payment apps and other services like the UPI. Many banks have their own apps and customers can download the same to carry out banking transactions at the click of a button. Mobile



banking is a wide term used for the extensive range or umbrella of services that can be availed under this.

## 16.Bharat Interface for Money (BHIM) app:



This BHIM app helps to make the payments through the UPI Application and its collaboration with virtual payment application. The customers can link their bank account of different bank accounts, debit card and mobile number with an Aadhaar number. This app allows different mobile wallets like Paytm, Google pay, Phone Pe, and Mobikwik etc... based on this app scan the QR code, enter amount (how much you wants to pay) and put password for making the payments with highly safe manner.

## Types of UPI transactions

To understand the trends, let's talk more about the types of UPI transactions.

1. P2P UPI transaction (Person to Person) – transaction made between two people
2. P2M UPI transaction (Person to Merchant) – transaction made between a person and a merchant

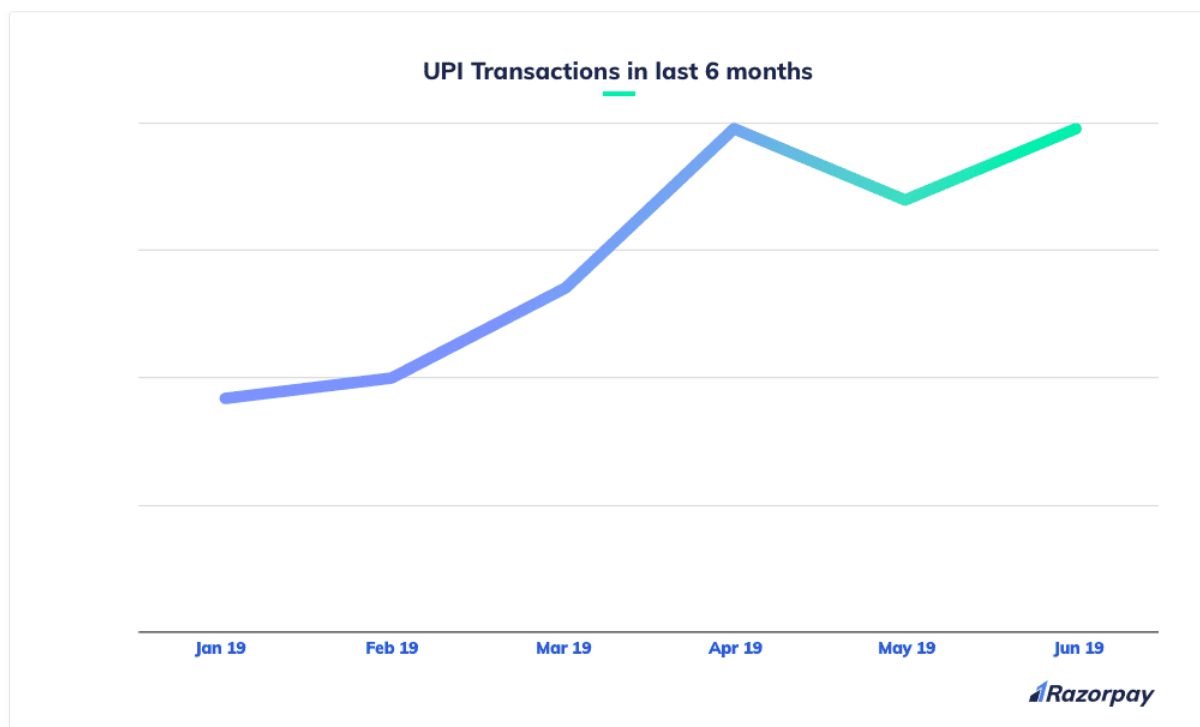
We considered P2M transactions alone because they better reflect the growth of UPI. This is because P2M transactions aren't carried out solely for the sake of rewards and incentives. Razorpay, being a payments company, observed UPI based

P2M transactions from big names like Ibibo Group, IRCTC, Swiggy, BookMyShow, and many, many more.

We were able to draw some cardinal patterns and observations based on the huge volumes of transactions that took place via the Razorpay platform.

So, what happened in June? Let's find out!

Since January 2019, we've seen a consistent rise in the transactional value as well as the volume of UPI, no doubt. Like we mentioned earlier, we did observe a dip in the month of May, which we predicted would be temporary. And we were right!



On the Razorpay platform, we noticed UPI transactions having taken a dip by 13% in May, came back to take its place in June. For a moment, let's completely disregard the plunge in May. In that case, doesn't the June UPI trend put UPI transactions back on the scale? Definitely!

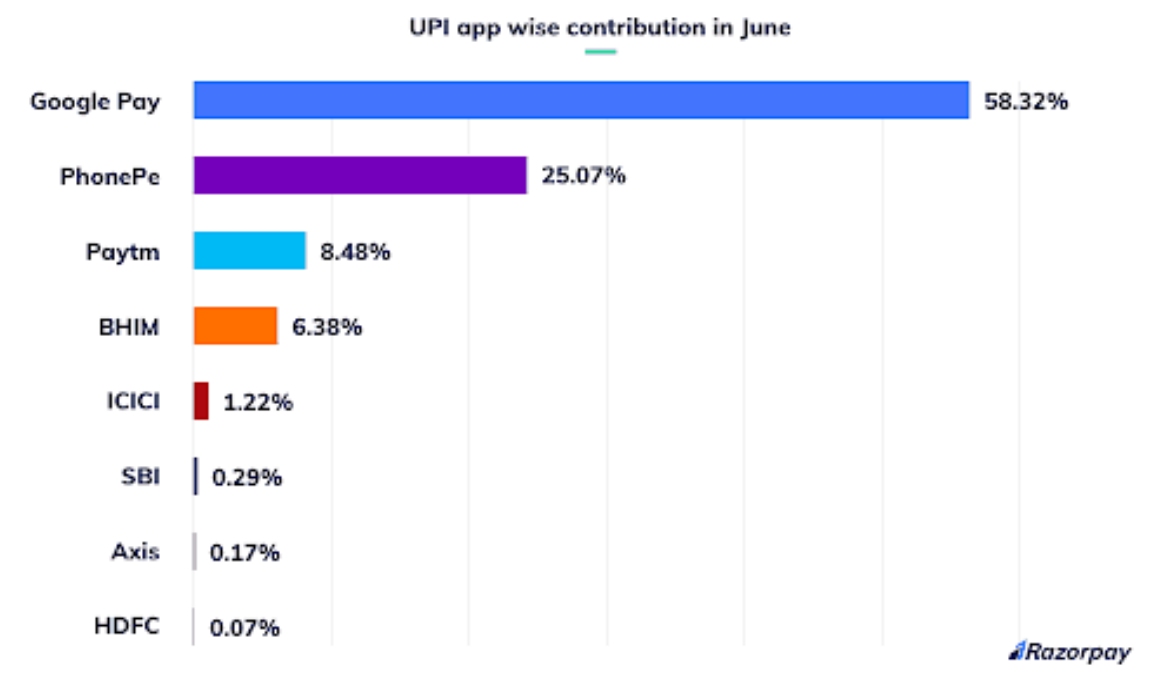
In that case, May's UPI trend is a deviation from the pattern. Many factors at the topmost level contributed to this deviation. But now, it looks like UPI is back to settle scores and make up for the lost time.

## App wise UPI trend in the month of June – Stating the obvious

Ever since UPI gained popularity, many apps hit the market to facilitate UPI and provide UPI as a service. We all know these apps; we're all fond of these apps.

UPI apps have made digital transactions like a walk in the park. All you have to do is pick up your phone, enter the payee's number/ID or scan the QR code. And you're good to go!

So, let's take a look at some numbers and understand how much of a contribution each of these UPI apps have made.



We went through high volumes of UPI transactions to identify which app contributed the most.

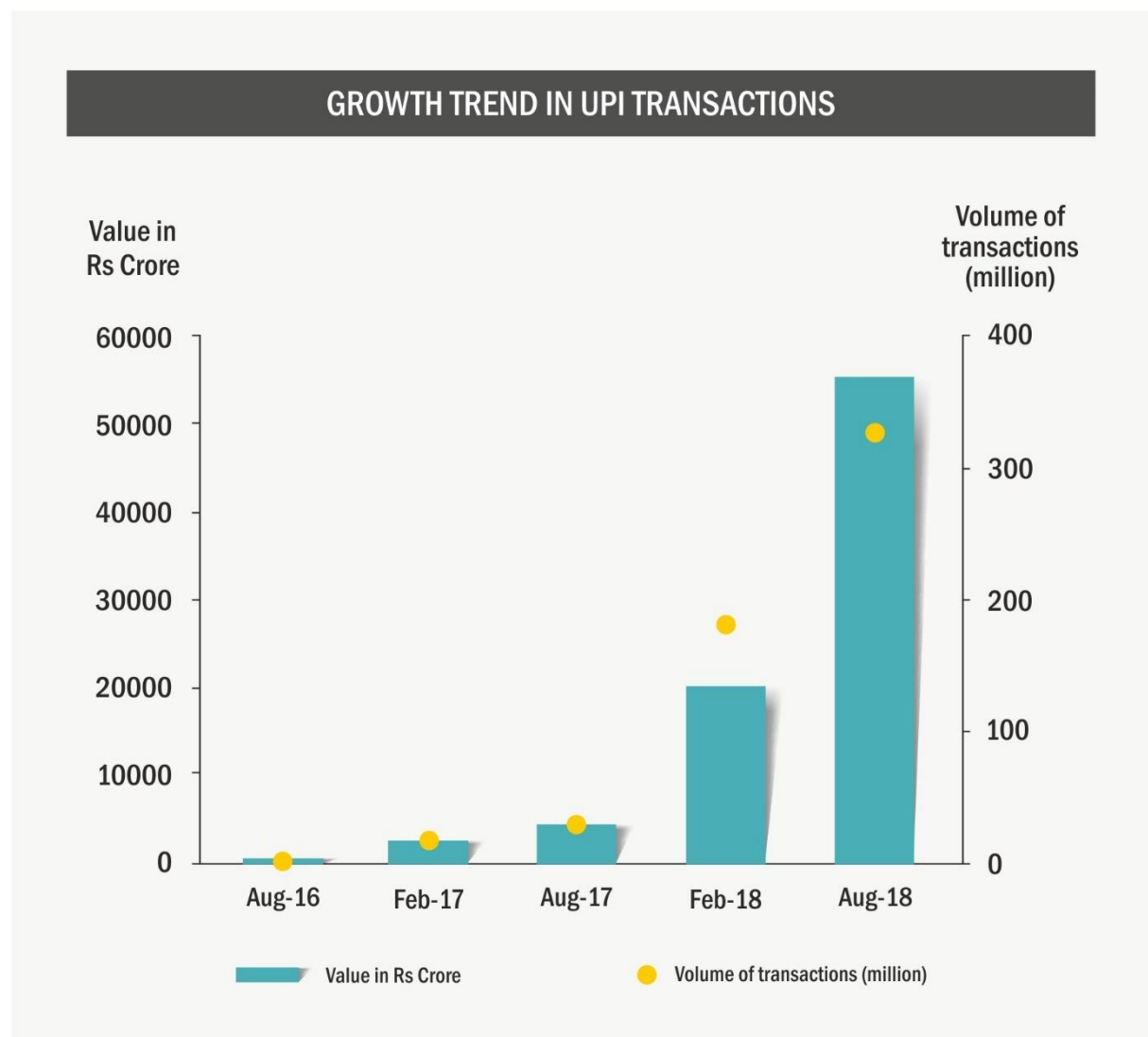
Of course, 58% of total UPI transactions were made via Google Pay, giving the app its rightful place at the top. Remind you; the app has also been consistently on the top of its game for quite some time now. It wouldn't be wrong to say that it's not wavering from its place any time soon!

PhonePe contributed a total of 25% of UPI transactions, keeping its second place, the same as the month of May. Paytm went up a spot as about 8% of UPI transactions were made via the app, pushing BHIM to the 4th place as it came through with about 6%.

Our honorary mentions are the bank UPI apps.

ICICI UPI app at 1.22% and SBI, Axis, and HDFC UPI apps maintained the same order as the May month, at 0.29%, 0.17%, 0.07% respectively.

Let's check back next month to see if this changes!



# **Advantages of Cashless Payments**

- **More Comfortable:**

Cashless payment helps to make quick payment process and no need to wait in queue and fill all information and signature. At the same time not required to wait in a line to withdraw the cash from ATM Machine or not required to take the cards in wallets. Now moving to digital, banking services is available to customers on a 24/7 basis and on all days of a year, including bank holidays. Many services like digital wallets, UPI, etc

- **Low Cost:**

There are many payment apps and mobile wallets that do not charge any kind of service fee or processing fee for the service provided. The UPI interface is one such example, where services can be utilized by the customer free of cost. Various digital payments systems are bringing down costs.

- **Waivers, discounts and cash backs:**

There are many rewards and discounts offered to customers using digital payment apps and mobile wallets. There are attractive cash back offers given by many digital payment banks. This comes as boon to customers and also acts a motivational factor to go cashless.

- **Record of Digital Money:**

One of the other benefits of going digital is that all transaction records can be maintained. Customers can track each and every transaction that is made, no matter how small the transaction amount this.

- **Convenient for paying bills:**

Many digital wallets and payment apps have become a convenient platform for paying utility bills. Be it mobile phone bills, internet or electricity bills, all such utility bills can be paid through a single app without any hassle.

- **Helps to control black money:**

Digital transactions will help the government keep a track of things and it will help eliminate the circulation of black money and counterfeit notes in the long run. Apart from this, this may also give a boost to the economy as the cost of minting currency also goes down.

## **Disadvantages of Cashless Payments**

- **Security issues**

In digital transaction confirm that while making any transaction is highly secured one because someone may hack of your details. Threats and virus is most dangers one to affect this transaction, and also don't share your password to anyone.

- **Internet link**

Internet connection is most required to do all digital payment methods. This internet connects banks for making the payments. While purchasing the goods in online (E-Commerce) internet mostly required. Even without internet we can use certain apps to make the payments.

- **Costly:**

While assembly and trade are gift their customers so much of discounts on the tackle of things through digital gold, there are several covert costs inclination sustain servers, data storing cost, the demand of coach which are really load strong cash oppress on them intelligently.

- **Data management**

While doing the transaction we have share our account, card details and personal detail to the third party. The third party must ensure that don't share our data to someone else, if they shared to somebody in that moment the risk level is more. So the data management is most important one.

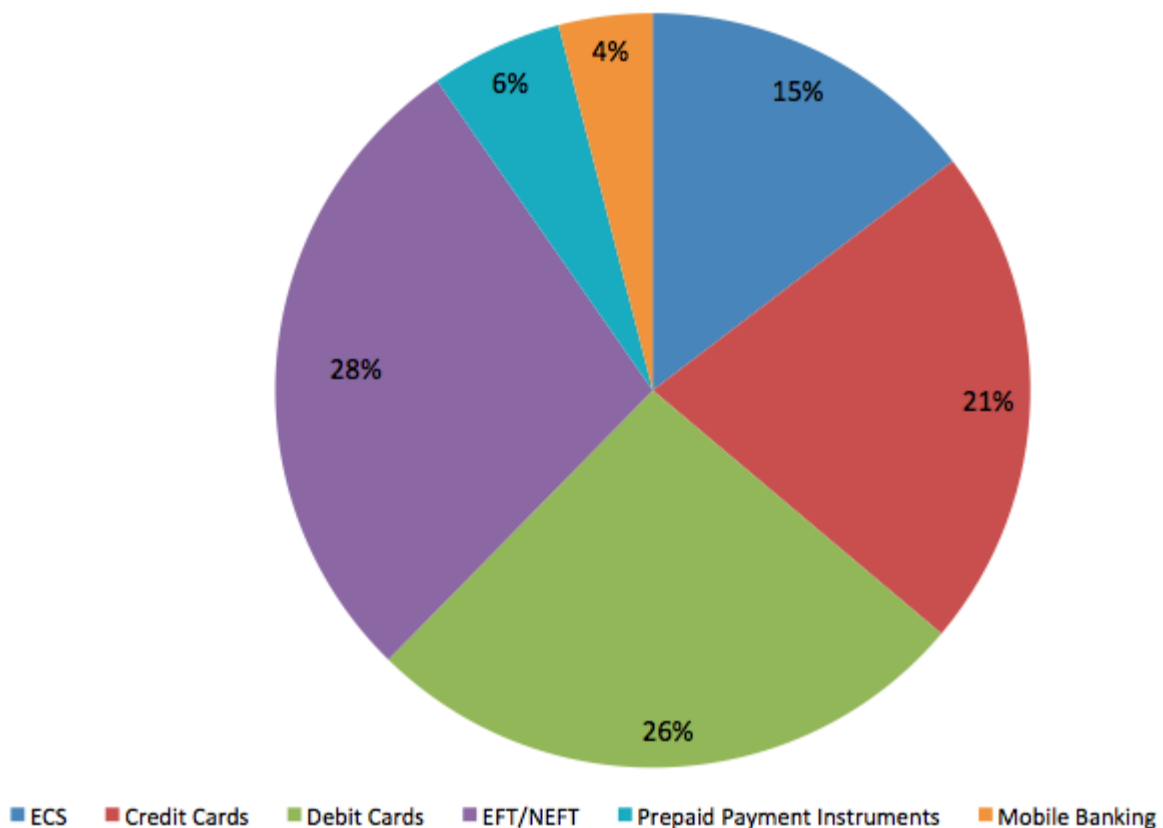
Digital payments are slowly gaining popularity in India and there are many apps that are being launched in this sector. It has become a hassle-free and secure way to make payments. In a cashless economy, all transactions are carried out using different types of payment methods and this does not involve the physical use of money for the purchase of various goods and services.

## **Findings:**

In this research the researcher has find various dimensions of cashless transaction after the demonetization in India.

1. Cashless transactions are helps to reduce block money which means all the transaction to be legal one.
2. This cashless transaction helps to avoid the people to carry the physical cash and also avoid robber in banks and outside also.
3. This digital transaction helps to transfer the money one person to another person easily in case of some emergency.
4. While using digital transactions the customers get some benefit like discount, gift, offer etc...
5. This cashless transactions has reduce the human effort like physical present in bank, standing in queue, and unnecessary arguments with banker are to be avoided.
6. This cashless transactions is most helping to banks to avoid big crowd in banks and putting pressure to the employees.

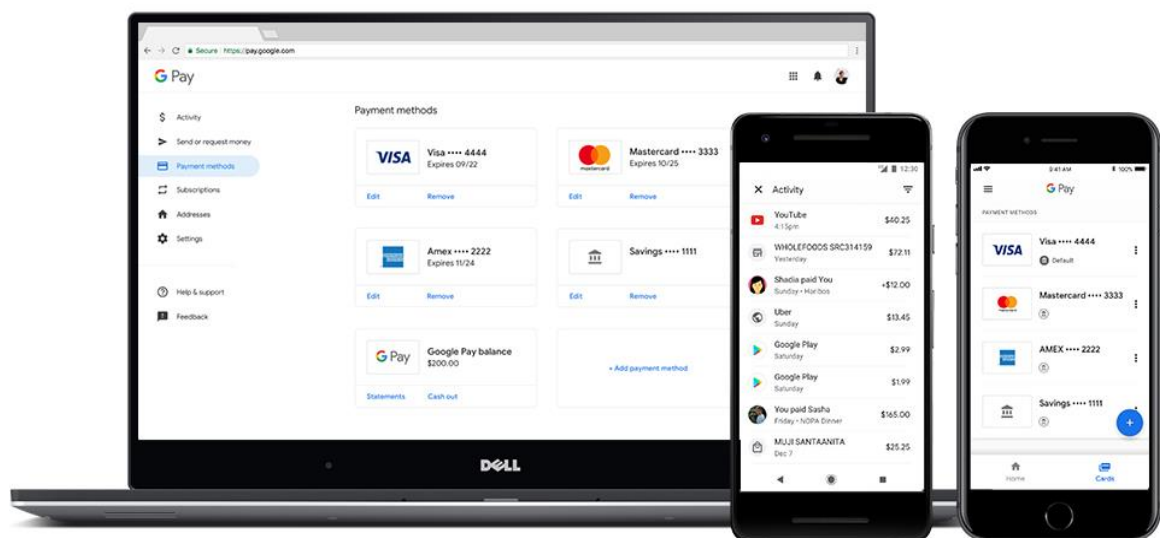
### **Retail Electronic Payments in India**





# GLOBAL COMPARISON OF CASHLESS TRANSACTIONS

The cashless methods of transactions are more prominent in developed countries like Belgium, France, Canada, and the United Kingdom etc. There are also so many developing countries like Nigeria and Brazil where the cashless systems are deployed recently to promote cashless transactions and also to reinforce a cashless society in the country. Along with this deployment, the governments of these countries are also trying to eradicate the problems like terrorism and tax evasion. So far this policy has been proven to be very successful in Nigeria and Brazil. Although technological advancement has enabled improvement and innovation in electronic payment system, from the basic ATM card transaction to online credit transfer, direct debit, card payments and, cheques is an indicator of the adoption of cashless payments in western countries like The United States of America and underdeveloped countries such as Bangladesh and India. In the modern world India is very famous for its development in the field of information technology and software development but it is very far behind in the usage of the cashless transactions if compared to other countries. So a special care has to be taken into consideration to bring India at the front line to make it at par with other countries in the adoption of these cashless transaction methods. Table No: 2 Total cashless transactions in developed and developing countries



## CASHLESS TRANSACTIONS

1-Singapore 61% 2-Netherlands 60% 3-France 59% 4-Sweden 59% 5-Canada 57% 6-Belgium 56% 7-United Kingdom 52% 8-USA 45% 9-Australia 35% 10-Germany 33% 11-South Korea 29% 12-Spain 16% 13-Brazil 15% 14-Japan 14% 15-China 10% Source: Huge Thomas 2016, Measuring progress towards cashless society 4 As shown in the above table no: 2, the massive adoption of digital technologies to generate process, share and transact information has triggered the entire world to adopt cashless transaction methods. India is a country where 98 per cent of total economic transactions by volume are done in cash. The behaviour of the Indian customers who think that cash is the best option and do not believe in credit or virtual payment methods might be responsible for this lack. However, this may no longer be the case in future as the government has already steered the country towards cashless society. Prime Minister's demonetisation move has also divided the top economists in and outside the country over its unquantifiable outcomes. GROWTH OF CASHLESS

## TRANSACTIONS IN BRICS COUNTRIES

To add India in the table No: 2 is not suitable because all the countries in that table are unequal in term of area, GDP, type of economy and, population. Therefore the researcher assumes the growth of cashless transactions among BRICS countries that are similar in many ways. BRICS is a grouping acronym that refers to countries of Brazil, Russia, India, China and, South Africa that are all deemed to be at a similar stage of newly advanced economic development.

<b>COUNTRIES</b>	<b>CASHLESS TRANSACTIONS</b>
1-Singapore	61%
2-Netherlands	60%
3-France	59%
4-Sweden	59%
5-Canada	57%
6-Belgium	56%
7-United Kingdom	52%
8-USA	45%
9-Australia	35%



<b>COUNTRIES</b>	<b>CASHLESS TRANSACTIONS</b>
10-Germany	33%
11-South Korea	29%
12-Spain	16%
13-Brazil	15%
14-Japan	14%
15-China	10%

## Failure of cashless initiatives shows customers cling to cash

Global trend towards financial inclusion amid digitisation of everyday life has resulted in opportunities for payment solutions for the previously unbanked, but obstacles remain

30 SEPTEMBER 2019 - 09:10 VAUGHAN ALEXANDER



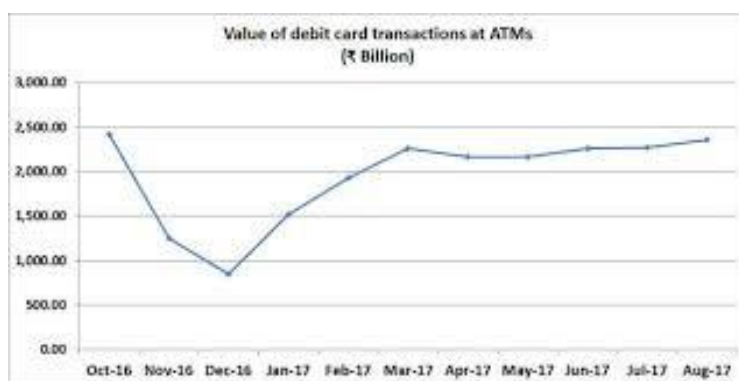
Picture: REUTERS, SIPHIWE SIBEKO

As the world adopts the digitisation of everyday life, there is a global trend aiming at financial inclusion. The improvements in technology have resulted in opportunities for payment solutions and governments to offer more affordable transacting for the previously unbanked. However, that is not to say that a cashless society is a utopian one.

Cashless transacting enables organisations to engage with customers in more meaningful and personalised ways due to the data they generate about habits, preferences and other trends. As consumer adoption of digital technologies continues to accelerate, businesses have access to growing pools of customer data that can inform product development and customer interaction.

Going cashless is a Herculean task that's not as simple as implementing a new, secure system. However, if retailers are to deliver the personalised services required in the Experience Economy, pulling more people into electronic forms of payment and transacting is critical for growth.

Visit almost any startup pitching event and you'll be greeted by a handful of fintech companies with a new way to bank the unbanked — people who don't utilise any formal or informal forms of banking. It's become relatively easy to introduce a new way of paying for groceries or mobile airtime or other essential services, or — importantly in the African context — remittance. However, as the failure of other nations' cashless initiatives has proven, it's another thing altogether to get customers to give up their reliance on cash.



## Unauthorised access

Cash or physical pieces of money is an easy concept to understand. If you want to buy something, you hand over a few bits of paper and some cylindrical pieces of metal for that item. Humanity has been using money since the first paper currency was used in China in 960AD.

Unlike the transaction of handing over physical money, electronic data is susceptible to breaches and unauthorised access. If the technology backing a cashless society cannot be correctly implemented, or fails, it could mean financial failure.

It is also in human nature to move cautiously when adopting new technology that affects everyday lives, though this can exclude social tech. A cashless society may mean that country borders and transactions are easier to use, but it will be decades, or longer for physical money to completely vanish, if ever.

A number of emerging market countries have already “declared war” on cash. These attempts have mostly failed. There is even a growing number of countries and cities, such as San Francisco, that have banned cashless stores.

The emerging market countries that have attempted to go cashless are similar to SA in a number of ways. This may enable local policymakers and innovators to learn from their mistakes and avoid common pitfalls to succeed where their international peers have failed.

## **Improve delivery**

India tried to fast-track its cashless system by eliminating portions of physical currency. In an unprecedented event, in 2016, Indian Prime Minister Narendra Modi announced that all 500 rupees (\$7.07) and 1,000 rupees banknotes would immediately be removed from circulation. Overnight, cash-intensive industries suffered major losses. More than a million jobs were lost in the aftermath.

Before this catastrophe, the country had been doing well in its digital sector. India introduced the Aadhaar system in 2009, which was a biometric identification system. After its rollout, the system allowed the population to store addresses, tax filings, and bank statements. This huge amount of data collection helped the government improve the delivery of financial services to the unbanked.

However, the attempt to go completely cashless failed and the programme is clouded in uncertainty.

In 2012, Nigeria piloted the “cash handling charge” in Lagos. The government hoped this would accelerate its GDP growth. For those that used daily cash withdrawal, banks were required to charge individuals 500,000 naira (\$1,376), and businesses 3-million naira. The system had a further rollout in 2013, with a national launch in 2017. However, it was suspended soon afterwards without a reason. While it was hoped the move would strengthen the economy, combat corruption, and bring about mass financial inclusion, it only added \$640m to the country’s GDP from 2011 to 2015.

What these lessons have shown, is that the average person needs to be able to equate their physical cash to a digital number. There has to be a greater emphasis on educating the average person about money and the merits and pitfalls of different types of transacting before a truly cashless system can be realised.

In one shining example of cashless success in Africa, Safaricom’s M-Pesa has done extremely well, accounting for 81% of mobile payments in Kenya. This has been helped by the fact that there are only 35,000 point of sale devices in Kenya, serving 6.6-million cardholders. Part of M-Pesa’s appeal is its ease of use and the very specific niche it fulfils within a very specific market. Safaricom has also done a commendable job in educating its customers about how to use the service.



The responsibility of education also falls to the government or business trying to reinvent banking: if people don't understand your product, it may have already failed. Building this understanding is impossible without access to accurate data. And cash generates no data from which to work: the broad spectrum of electronic payments are far better able to produce accurate data that can be mined for insight.

Electronic payment providers can play an important contributory role by assessing the missteps of a cashless society and combining data with unique, innovative payment systems. Doing so would open an entire world of benefits and cost savings to cash-strapped consumers.

## ■ Conclusion –

### Using Internet Transaction safely

Internet transaction is very convenient. It allows us to pay and shop anywhere, check the balance of our cards, check our shopping history and show what we want to see. However, Internet transaction can be very dangerous too. We might be deceived. Therefore, we should use Internet transactions safely and properly.

## ARE YOU USING INTERNET TRANSACTION SAFELY?

Before telling you how to use Internet Transaction safely, we would like you to take a quiz, so that you will know if you are using Internet Transaction safely.

## USING INTERNET TRANSACTION SAFELY

Although there will be legislation against dishonest Internet transactions, we should also use Internet transactions safely, too. This web page tells you more how to use Internet transaction safely.

### Use the latest Internet browser.

The program that you use to surf the Internet is called a browser. This software has built-in encryption capabilities that scramble the information you send.



Using the most recent browser ensures that the data is protected by using the latest encryption technology. This technology also uses a Secure Sockets Layer (SSL), which is an Internet security protocol used by Internet browsers and Web servers to transmit sensitive information. The server receiving the data

## **Look for digital certificates.**

Look for digital certificates that authenticate the entity you are dealing with. Independent services like will authenticate the identity of the Web site you are visiting. Web sites that use this service (usually those that sell items or services online) will have the VeriSign logo. By clicking on the logo, you can be assured that the site is legitimate, rather than a clone of the legitimate company set up to collect your personal and financial information.

## **Read the privacy policy**

Read the privacy policy. The information you enter on the Web site should be kept confidential. Make sure you read the company's privacy policy to ensure that your personal information won't be sold to others. Services like review a company's privacy policy (for a fee) and then allow the company to post the Trust-E logo if its privacy policy follows certain industry standards for consumer protection.

## **Only use one credit card for all your online purchases.**

Only use one credit card for all of your online purchases. Also, avoid using debit cards to deal in the Internet. If your debit card was stolen, fraudulent charges

would be deducted directly from your bank account.

## **Never give out passwords or user ID information online unless you know who you are dealing with and why they need it.**

Never give out passwords or user ID information online unless you know who you are dealing with and why they need it. Don't give it out to your Internet service provider if you get an requesting it. This is a relatively recent scam used to access your account and get your credit card number, along with whatever other personal information is there.

## **Keep records of all of your internet transactions.**

Keep records of all of your Internet transactions. Watch your credit card statement for the charges and make sure they're accurate.

## **Check the website carefully before using it.**

Never go to websites with long URL to deal with others because it might be a phishing website. Also, make sure that you check the layouts of the website carefully before using to prevent getting into a phishing website.

## **If you deal with others in the Internet, only use authentic dealing websites instead of other payment ways.**

According to the video, we should only deal with others through authentic

Websites instead of dealing with other ways such as giving your credit card number to the dealer uses special "keys" to decode it. You can make sure you are on SSL by checking the URL -- the http at the beginning of the address should have changed to https. Also, you should notice a small lock icon in status bar at the bottom of your browser window.

The purpose of a Paperless office is to use information technologies and communication to improve the quality and accessibility of services by reducing costs and protecting the environment. A Paperless office can reduce costs for both businesses and governments and facilitate transactions between administrations, management, suppliers and customers. This work has created a little awareness and promotes the idea that the concept of Paperless office is a reality. However, from experience, the authors know that the success of any documental management program always is born of an organization study. In light of the processes and procedures the information is unique and not due to considerations such as recording medium in which it is located. Not all electronic information is essential and not all essential information is in electronic format. This forces the professional to take a more active role not only as custodian of information, but as an observer and processes reviewer on stage management, because only the professional knows the value of information in time. Further electronic information is dynamic and usually due more to concepts of immediacy than true conservation policies. The incorporation of technology is not bad, nor counterproductive, simply conforming specific criteria, and supports the needs of the organization obeying a structured implementation plan. But how will the future? A paperless office will be really possible? The paper continues to play an important role in everyday life and business. Particularly, it is the older generations hardest to rid them of the paper. We believe that a paperless office possible, be achieved for small businesses and homes. The use of paper is a cultural thing, but you can change achieved, the paper can still dominate, which leads

to think that the paperless office is a myth; it is not, the important thing is to change the idea that people and businesses can reach their goals without paper. With each technological advance, the information and the workload is multiplied, the digital revolution is beneficial for the industry and the people in general and for the role, in particular. At first glance, it seems that paper consumption can be reduced radically, thanks to technology. Right now, “a paperless office means a work area where the use of paper has been omitted or considerably reduced.”

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