

Merchant QR Code Application



USER MANUAL

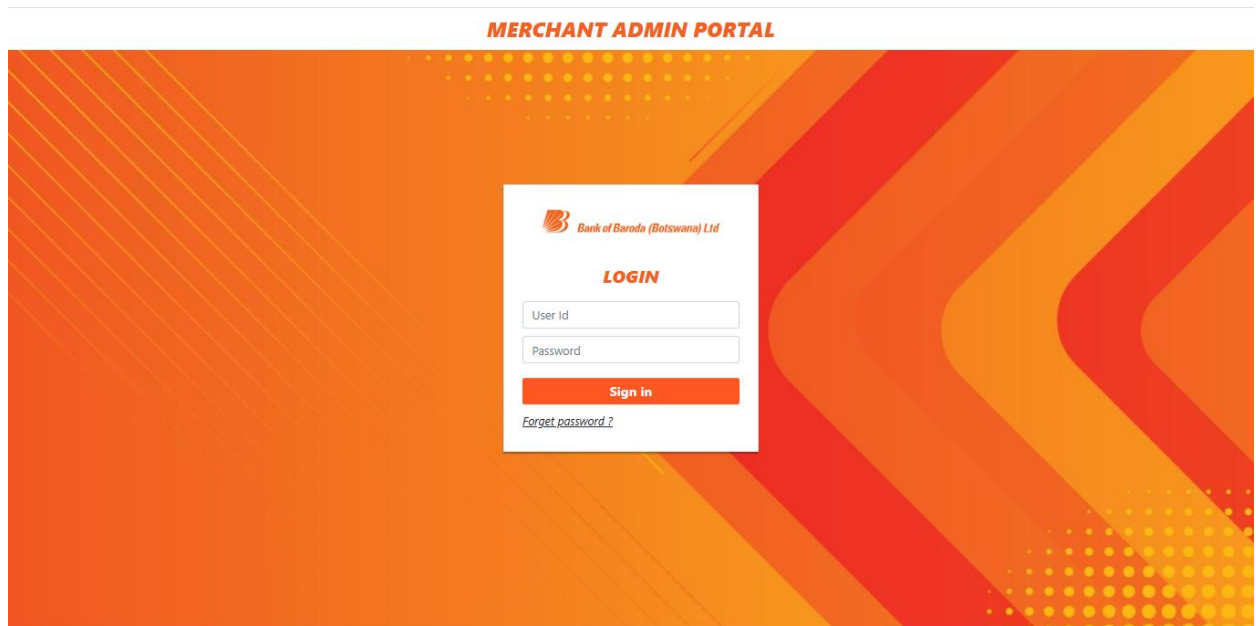
Version 1.0

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Login Operation

Login Screen



Login Credentials

The following are the login validations.

- The user should have a Userid in the "User Profile" table.
- Valid password and it should be in force within the password life cycle.
- User record should be in active status.
- Login should be within the login low and high time.
- Should not be disabled.
- Should have a valid "Role Id" for accessing the menu options.
- User can access the menu / screen options according to "Role Id".
- User can perform operations according to the rights available for the "Permissions".
- Application keeps records of login attempts with 'Success' and 'Failure' status.

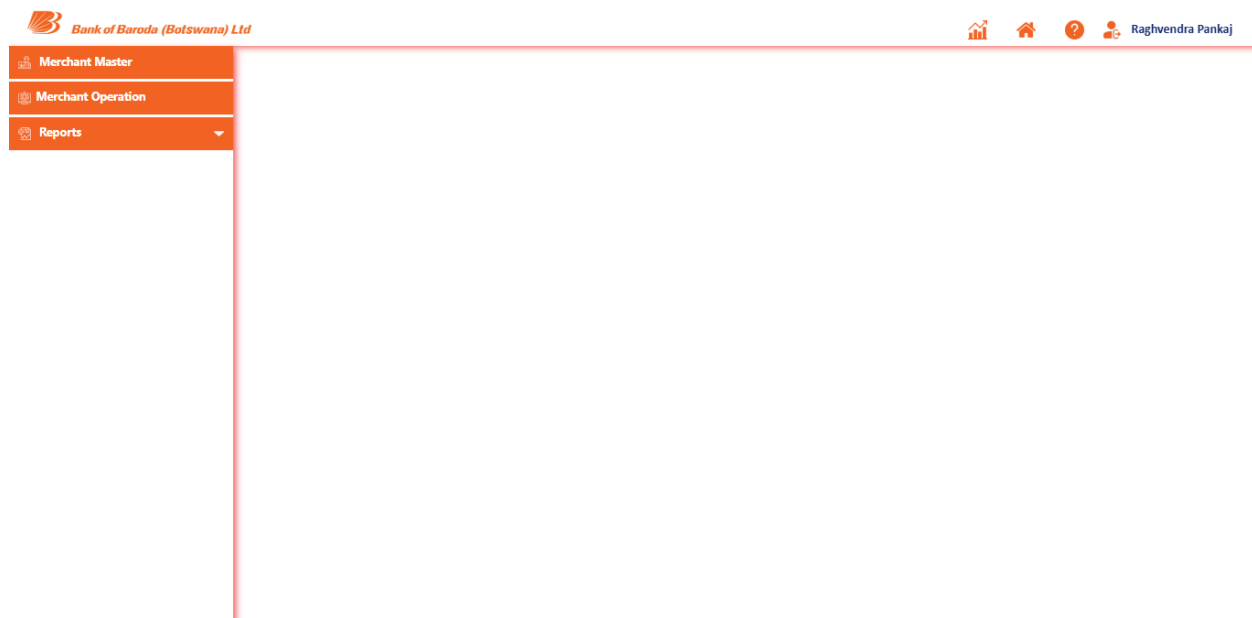
1. Merchant Administrator

Merchant Modules

- Merchant Master
- Merchant Operation

2. Merchant Dashboard

In the merchant dashboard, we display the total count of transactions and also represent them using a pie chart. Additionally, we provide the total count of devices and users, along with an option menu for logout and changing passwords.



2.1. Merchant Master

In the merchant master module of a banking system, merchants have the authority and functionality to manage various aspects related to their business operations.

In this module, merchants can create counter users, configure devices with unit-wise specifications, as well as verify and modify them.

Creation of Counter Users

Merchants can create accounts for counter users who are employees or representatives working at their physical locations, such as retail stores or service centers.

These counter users are typically responsible for conducting transactions, assisting customers, and managing day-to-day operations at the merchant's establishment.

Verification of Counter Users:

Merchants can verify the credentials and permissions of counter users to ensure that only authorized individuals have access to sensitive functionalities within the system.

Verification may involve confirming the identity of counter users through documentation or authentication processes to mitigate risks associated with unauthorized access or fraudulent activities.

Configuration of Devices with Unitwise Specifications

Merchants have the ability to configure devices such as POS terminals, card readers, or other hardware used for processing payments and managing transactions.

They can specify unit wise details for each device, including settings related to currency, language, transaction limits, and security protocols.

Modification of Counter Users and Devices:

Merchants have the flexibility to modify the details and settings of existing counter user accounts and devices as needed.

This includes updating user information, adjusting access permissions, or reconfiguring device settings to align with changes in business requirements or operational workflows.


Verification and Modification of Merchant Details:





Additionally, within the merchant master module, merchants can verify and modify their own account details and business information.




This allows merchants to keep their profiles up to date with accurate contact information, business addresses, product or service offerings, and other relevant details.

Merchant Master-List

Displays a list of Merchant Master. The Screen will appear below,

Bank of Baroda (Botswana) Ltd

 Raghvendra Pankaj

 Merchant Master	<div>Merchant Master List<div>Back</div></div>					
 Merchant Operation						
 Reports						
Merchant ID	Merchant Name	Merchant Type	Merchant Mode	Outlet Address	Status	Select
VJ001	VK GROUPS	FACE-TO-FACE	STANDALONE MERCHANT	GABORONE	VERIFIED	<div>Action</div>

Bornfire Innovations Private Limited
Merchant Master –Unit Management List

Displays a list of Unit management . The Screen will appear below,

Bank of Baroda (Botswana) Ltd

Merchant Master - View

MAIN BANK DETAILS UNIT MANAGEMENT USER MANAGEMENT DEVICE MANAGEMENT PASSWORD MANAGEMENT

Merchant User Id: V001 Merchant Name: VK GROUPS

UNIT MANAGEMENT Add Unit

Search Here

Unit Id	Unit Name	Email address	Location	Status	Select
UNIT002	TESTING UNIT	vijey@gmail.com	CHENNAI	VERIFIED	Action

Showing 1 to 1 of 1 entries

Previous 1 Next

Home Back

Entry User: BFO400 Entry Time: 20-09-2024 15:57

Modify User: Modify Time:

Verify User: BFO400 Verify Time: 20-09-2024 15:58

Merchant Master –Add Unit Management

- Merchants can manage their users effectively in the user management section.
- Users can be added under the specific merchant currently logged in.
- Counter user details are collected for each user added.
- All mandatory fields must be filled out.
- After filling out the details, the information should be submitted.
- After submitting the user details, the verify status is set to unverified.
- The unverified status requires verification.

Bank of Baroda (Botswana) Ltd

Merchant Master - Unit Management - Add

Merchant User Id: V001 Merchant Name: VK GROUPS

Unit Id: UNIT002 Unit Type: SELECT

Unit Name: Address 1: City: Country: Phone No: SELECT

Unit Head: Bank Code/Name: Contact Person 1: Contact Person 2: Contact Person 3: Contact Person 4: Contact Person 5: Contact Person 6: Email Id 1: Email Id 3: Email Id 5: Remarks:

Location: Address 2: State: Zip Code: Branch Swift Code: Designation: Unit Code/Name: Mobile No 1: SELECT Mobile No 2: SELECT Mobile No 3: SELECT Mobile No 4: SELECT Mobile No 5: SELECT Mobile No 6: SELECT Email Id 2: Email Id 4: Email Id 6:

Home Submit Back

Unit Management		
Mandatory Field	User Action	Description
Unit Id	Displayed	Mandatory Free Text Alphanumeric
Unit Type	Displayed	Mandatory Free Text Alphanumeric
Unit Name	Displayed	Mandatory Free Text Alphanumeric
Location	Displayed	Mandatory Free Text Alphanumeric
City	Displayed	Mandatory Free Text Alphanumeric
Country	Displayed	Mandatory Free Text Alphanumeric
Phone Number	Displayed	Mandatory Free Text Alphanumeric
Branch Swift Code	Displayed	Mandatory Free Text Alphanumeric
Branch Head	Displayed	Mandatory Free Text Alphanumeric
Designation	Displayed	Mandatory Free Text Alphanumeric

Bank Code	Displayed	Mandatory Free Text Alphanumeric
Branch Name	Displayed	Mandatory Free Text Alphanumeric
Contact person 1	Displayed	Mandatory Free Text Alphanumeric
Mobile number 1	Displayed	Mandatory Free Text Alphanumeric
Email Id 1	Displayed	Mandatory Free Text Alphanumeric

Merchant Master –View Unit Management

Displays the view of the selected record from Unit management.

Bank of Baroda (Botswana) Ltd

Raghvendra Pankaj

Merchant Master

Merchant Operation

Reports

Merchant Master - Unit Management - View

Merchant User Id	V001	Merchant Name	VK GROUPS
Unit Id	UNIT002	Unit Type	
Unit Name	TESTING UNIT	Location	CHENNAI
Address 1	28 PERUMAL KOVIL STREET 2 PAN	Address 2	
City	CHENNAI	State	TAMIL NADU
Country	INDIA	Zip Code	601 102
Phone No	+91 27588322	Branch Swift Code	
Unit Head	VJAYAKUMAR	Designation	TEST ROLE
Bank Code/Name		Unit Code/Name	JNSIND
Contact Person 1	VJAYA KUMAR S	Mobile No 1	+267 91235883
Contact Person 2		Mobile No 2	
Contact Person 3		Mobile No 3	
Contact Person 4		Mobile No 4	
Contact Person 5		Mobile No 5	
Contact Person 6		Mobile No 6	
Email Id 1	vjay@gmail.com	Email Id 2	
Email Id 3		Email Id 4	
Email Id 5		Email Id 6	
Remarks			

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Merchant Master –Verify Unit Management

- Notification parameter verification must be completed on this screen.
- The process involves the maker-checker concept.
- After verification, the status changes to "Verified"

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Merchant Master - Unit Management - Verify

Merchant User Id	V001	Merchant Name	VK GROUPS
Unit Id	UNIT02	Unit Type	
Unit Name	TESTING UNIT	Location	CHENNAI
Address 1	28 PERUMAL KOVIL STREET82 PAN	Address 2	
City	CHENNAI	State	TAMIL NADU
Country	INDIA	Zip Code	601102
Phone No	+91 23588320	Branch Swift Code	
Unit Head	VUWA KUMAR	Designation	TEST ROLE
Bank Code/Name		Unit Code/Name	JAGIND
Contact Person 1	VUWA KUMAR S	Mobile No 1	+267 91235883
Contact Person 2		Mobile No 2	
Contact Person 3		Mobile No 3	
Contact Person 4		Mobile No 4	
Contact Person 5		Mobile No 5	
Contact Person 6		Mobile No 6	
Email Id 1	vijay@gmail.com	Email Id 2	
Email Id 3		Email Id 4	
Email Id 5		Email Id 6	
Remarks			

Home Verify Back

Merchant Master –Modify Unit Management

Modify the fields for the Unit management on this screen. The Screen will appear below,

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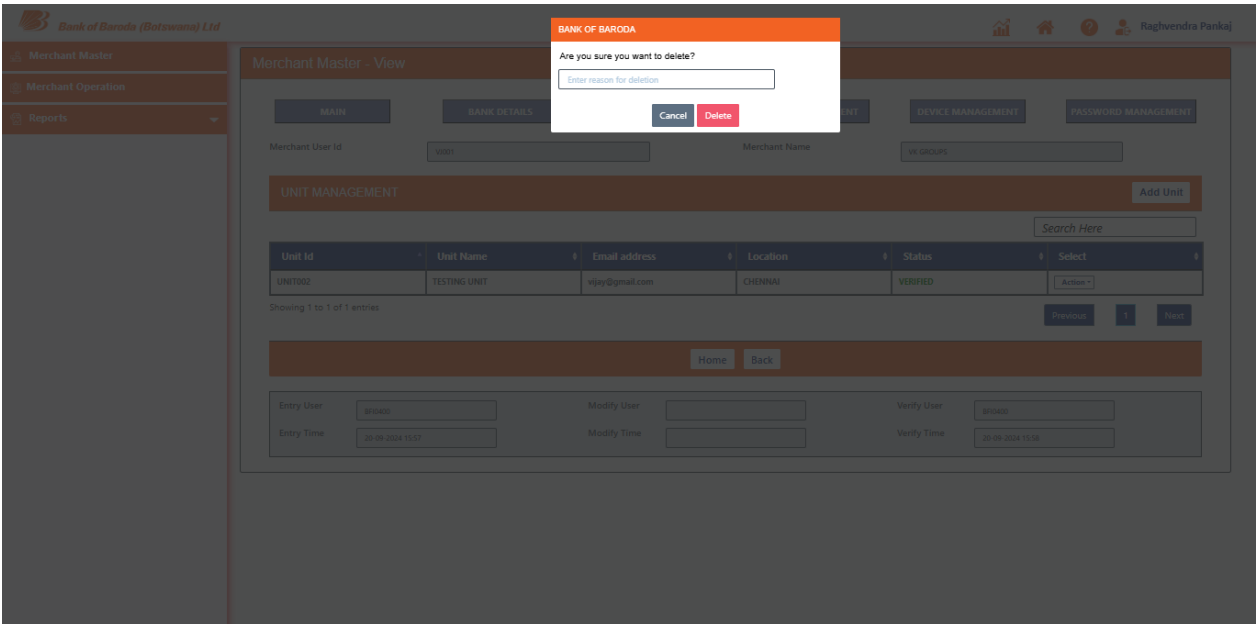
Merchant Master - Unit Management - Modify

Merchant User Id *	V001	Merchant Name *	VK GROUPS
Unit Id *	UNIT02	Unit Type	SELECT
Unit Name *	TESTING UNIT	Location *	CHENNAI
Address 1	28 PERUMAL KOVIL STREET82 PAN	Address 2	
City *	CHENNAI	State	TAMIL NADU
Country *	INDIA	Zip Code	601102
Phone No *	+91 23588322	Branch Swift Code	
Unit Head *	VUWA KUMAR	Designation *	TEST ROLE
Bank Code/Name		Unit Code/Name *	JAGIND
Contact Person 1 *	VUWA KUMAR S	Mobile No 1 *	+267 91235883
Contact Person 2		Mobile No 2	SELECT
Contact Person 3		Mobile No 3	SELECT
Contact Person 4		Mobile No 4	SELECT
Contact Person 5		Mobile No 5	SELECT
Contact Person 6		Mobile No 6	SELECT
Email Id 1 *	vijay@gmail.com	Email Id 2	
Email Id 3		Email Id 4	
Email Id 5		Email Id 6	
Remarks			

Home Submit Back

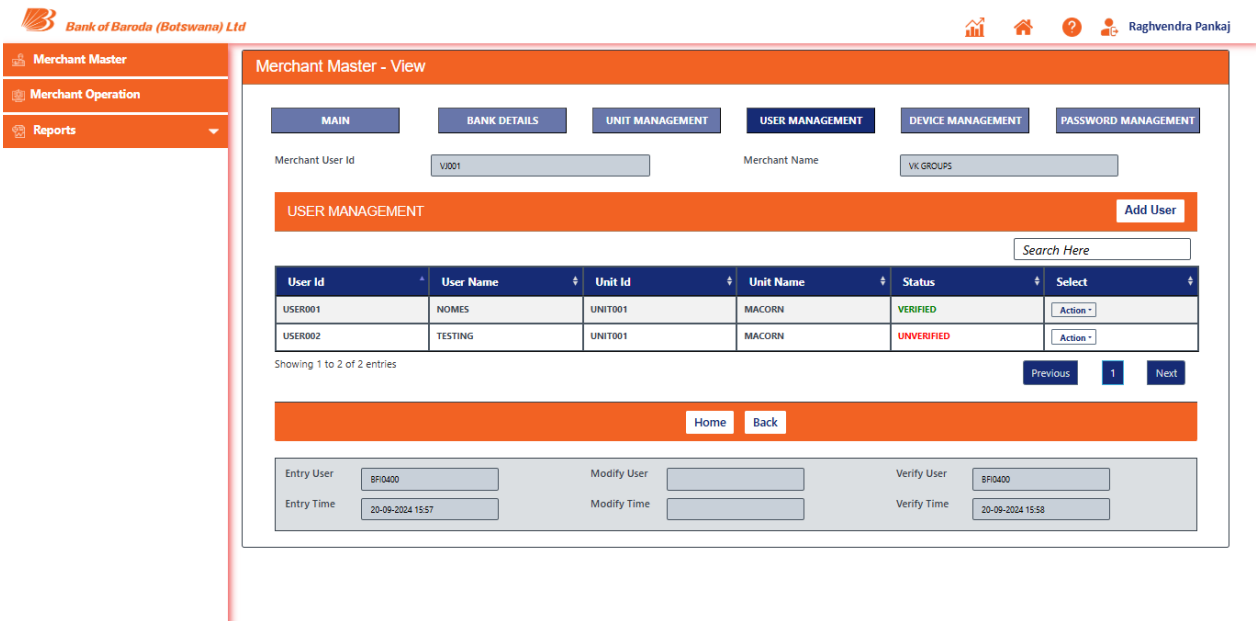
Merchant Master –Delete Unit Management

Displays the Delete of the Unit Management.



Merchant Master –User Management List

Displays a list of User management. The Screen will appear below,



Merchant Master –Add User Management

- Merchants can manage their users effectively in the user management section.
- Users can be added under the specific merchant currently logged in.
- Counter user details are collected for each user added.
- All mandatory fields must be filled out.
- After filling out the details, the information should be submitted.
- After submitting the user details, the verify status is set to unverified.
- The unverified status requires verification.

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Merchant Master - User Management - Add

Merchant User Id *

User Id *

User Designation *

Password Expiry Date *

Maker or Checker

User Disable From Date

Mobile No *

Email Address *

Alternative Device Id 1

Default Device Id

Unit Name *

Merchant Name *

User Name *

User Role *

Account Expiry Date *

User Status *

User Disable To Date

Alternate Mobile No

Alternate Email Id

Alternative Device Id 2

Unit Id *

Unit Type

Home Submit Back

User Management		
Mandatory Field	User Action	Description
User Id	Displayed	Mandatory Free Text Alphanumeric
User Name	Displayed	Mandatory Free Text Alphanumeric
User Designation	Displayed	Mandatory Free Text Alphanumeric

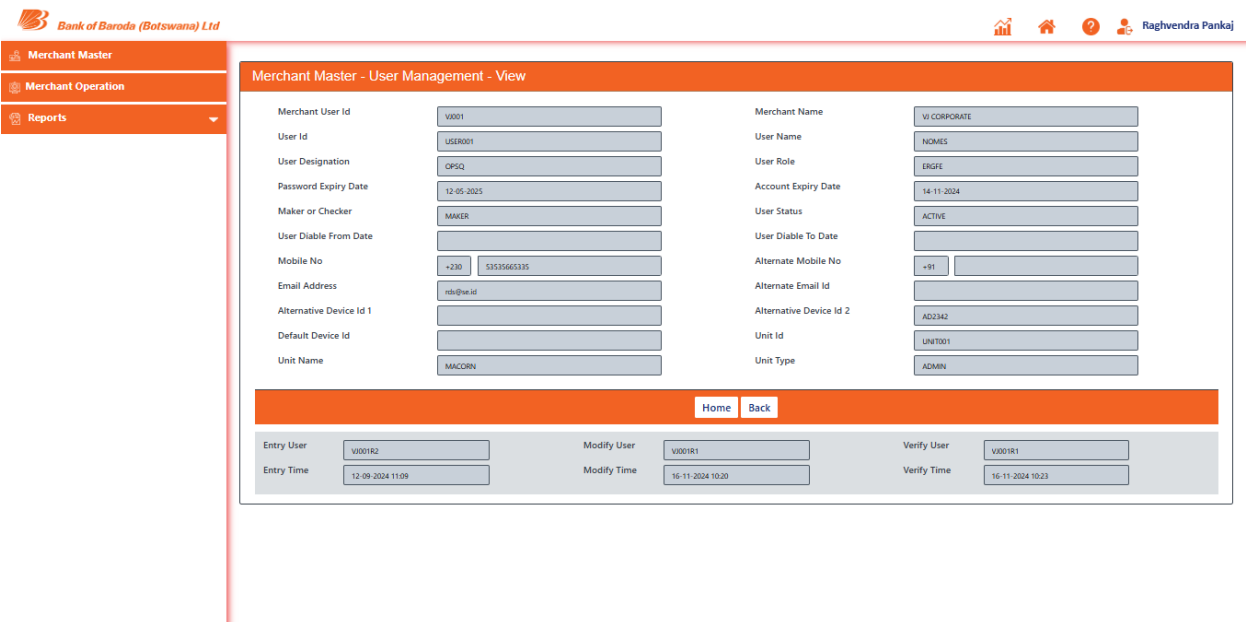
Bornfire Innovations Private Limited

User Role	Displayed	Mandatory Free Text Alphanumeric
User Status	Displayed	Mandatory Free Text Alphanumeric
Password Expiry Date	Displayed	Mandatory Free Text Alphanumeric

Account Expiry Date	Displayed	Mandatory Free Text Alphanumeric
Maker or Checker	Displayed	Mandatory Free Text Alphanumeric
Mobile Number	Displayed	Mandatory Free Text Alphanumeric
Email Address	Displayed	Mandatory Free Text Alphanumeric
Unit Id	Displayed	Mandatory Free Text Alphanumeric
Unit Name	Displayed	Mandatory Free Text Alphanumeric
Unit Type	Displayed	Mandatory Free Text Alphanumeric

Merchant Master –View User Management

Displays the view of the selected record from User Management



Merchant Master - User Management - View

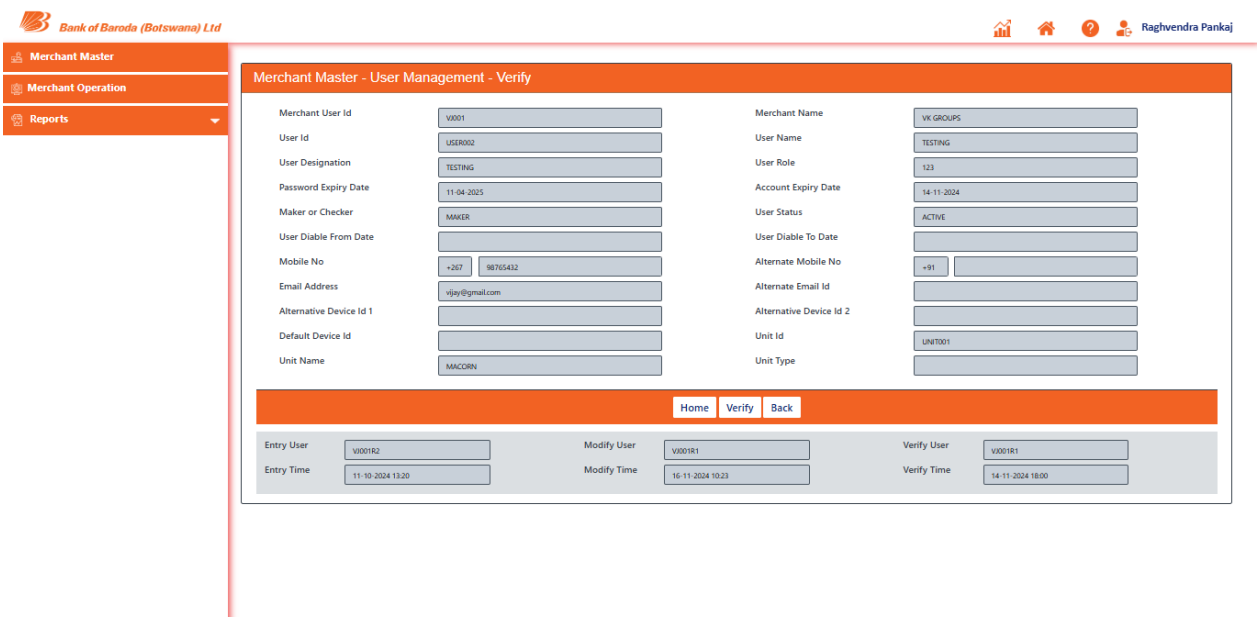
Merchant User Id	V001	Merchant Name	VI CORPORATE
User Id	USER001	User Name	NOMES
User Designation	CPISQ	User Role	EMGE
Password Expiry Date	12-05-2025	Account Expiry Date	14-11-2024
Maker or Checker	MAKER	User Status	ACTIVE
User Disable From Date		User Disable To Date	
Mobile No	+230 5355665335	Alternate Mobile No	+91
Email Address	rds@weid	Alternate Email Id	
Alternative Device Id 1		Alternative Device Id 2	AD2342
Default Device Id		Unit Id	UNIT001
Unit Name	MACORN	Unit Type	ADMIN

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Entry User	V001R2	Modify User	V001R1	Verify User	V001R1
Entry Time	12-09-2024 11:09	Modify Time	16-11-2024 10:20	Verify Time	16-11-2024 10:23

Merchant Master –Verify User Management

- Verify the created user on this screen.
- The created merchant representative cannot verify the counter user.
- Only another representative under the same merchant has the access to verify the counter user.
- After verification, the verify status should change to "verified."



Merchant Master - User Management - Verify

Merchant User Id	V001	Merchant Name	VI GROUPS
User Id	USER002	User Name	TESTING
User Designation	TESTING	User Role	123
Password Expiry Date	11-04-2025	Account Expiry Date	14-11-2024
Maker or Checker	MAKER	User Status	ACTIVE
User Disable From Date		User Disable To Date	
Mobile No	+267 96765432	Alternate Mobile No	+91
Email Address	vijay@gmail.com	Alternate Email Id	
Alternative Device Id 1		Alternative Device Id 2	
Default Device Id		Unit Id	UNIT001
Unit Name	MACORN	Unit Type	

[Home](#) [Verify](#) [Back](#)

Entry User	V001R2	Modify User	V001R1	Verify User	V001R1
Entry Time	11-10-2024 13:20	Modify Time	16-11-2024 10:23	Verify Time	14-11-2024 16:00

Merchant Master –Modify User Management

- Modify the fields for the user on this screen.
- After modification, the verify status should change to "unverified."
- The user must be verified again after making modifications.

Merchant Master - User Management- Modify

Merchant User Id * V001

User Id * USER001

User Designation * OPSQ

Password Expiry Date * 12-05-2025

Maker or Checker * MAKER

User Disable From Date

Mobile No * +230 53515565335

Email Address * rds@se.id

Alternative Device Id 1

Default Device Id

Unit Name * MACORN

Merchant Name * VI CORPORATE

User Name * NOMES

User Role * ERGF

Account Expiry Date * 14-11-2024

User Status * ACTIVE

User Disable To Date

Alternate Mobile No * +91

Alternate Email Id

Alternative Device Id 2

Unit Id * UNIT001

Unit Type * ADMIN

Home Submit Back

Entry User V001R2 Entry Time 12-09-2024 11:09

Modify User V001R1 Modify Time 16-11-2024 10:20

Verify User V001R1 Verify Time 16-11-2024 10:23

Merchant Master –Delete User Management

Displays the Delete of the User Management.

BANK OF BARODA

Are you sure you want to delete?

Enter reason for deletion

Cancel Delete

Merchant Master - View

MAIN BANK DETAILS

Merchant User Id V001 Merchant Name VI GROUPS

USER MANAGEMENT Add User

Search Here

User Id	User Name	Unit Id	Unit Name	Status	Select
USER001	NOMES	UNIT001	MACORN	VERIFIED	Action
USER002	TESTING	UNIT001	MACORN	UNVERIFIED	Action

Showing 1 to 2 of 2 entries

Home Back

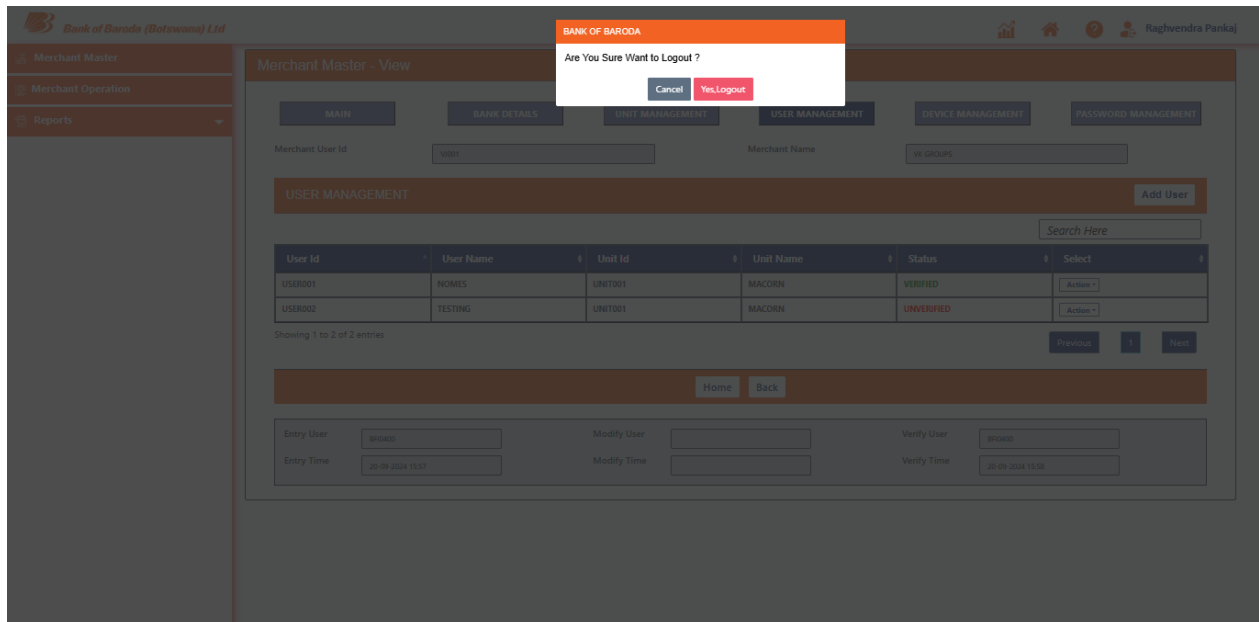
Entry User B0000 Entry Time 20-09-2024 15:27

Modify User Modify Time

Verify User B0000 Verify Time 20-09-2024 15:28

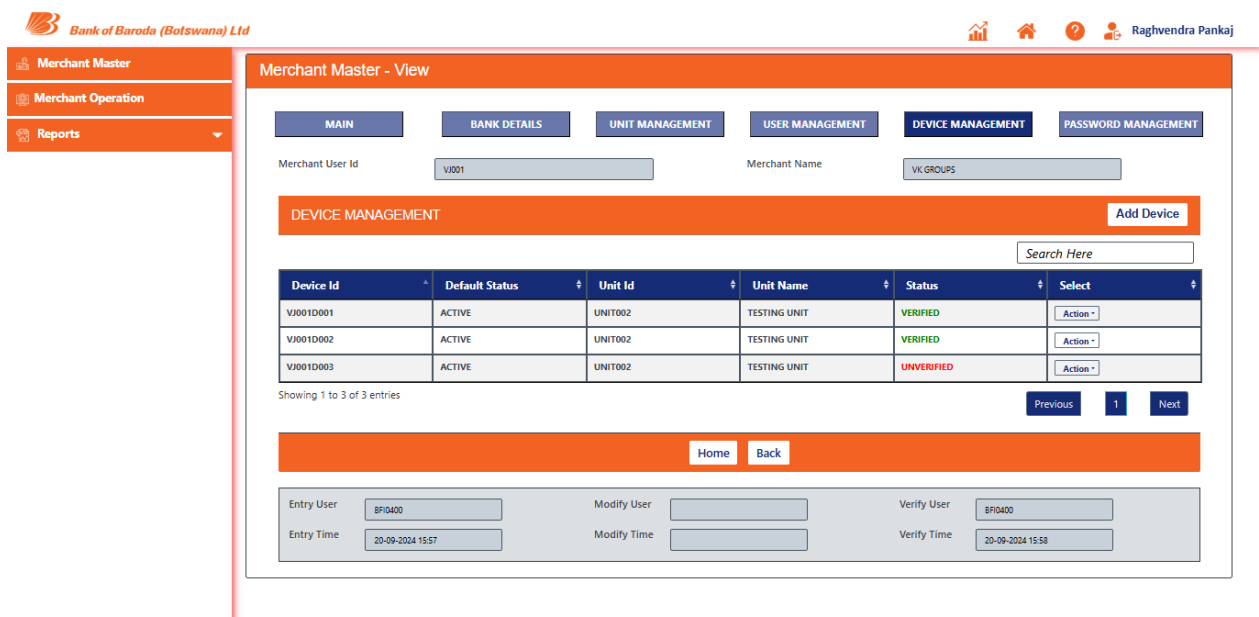
Merchant Master – Reset User management

- When the application is stopped due to a network issue or any other reason, the session remains active, and the logged-in user cannot log in from another device.
- To resolve this, we provide a reset button that allows users to terminate the active session, enabling the same ID to log in on another device.



Merchant Master –Device Management List

Displays a list of Notification Parameter. The Screen will appear below,



Merchant Master –Add Device Management

- Merchants can register unique identifiers for each device they possess.
- They can specify which users have permission to utilize each device.
- Functionalities include creating new device IDs.
- All mandatory fields must be filled out.
- Information should be submitted after filling out the details.
- The verify status is set to unverified after submission.
- The unverified status requires verification.

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Merchant Master - Device Management - Add

Merchant User Id *

Device Id *

Device Identification No *

Device Model *

Location *

Finger Print Enable ☐ YES ☒ NO

Default User Id

Approved User

User 1

Device Status *

Unit Type

Terminal Id *

Merchant Name *

Device Name *

Device Machine Id

Device Make

Store Id

Face Recognition Enabled ☐ YES ☒ NO

Alternate User Id

Defined User

User 2

Unit Id *

Unit Name *

[Home](#) [Submit](#) [Back](#)

Device Management		
Mandatory Field	User Action	Description
Device Id	Displayed	Mandatory Free Text Alphanumeric
Device Name	Displayed	Mandatory Free Text Alphanumeric

Device Model	Displayed	Mandatory Free Text Alphanumeric
Device Identification No	Displayed	Mandatory Free Text Alphanumeric
Device Machine Id	Displayed	Mandatory Free Text Alphanumeric
Location	Displayed	Mandatory Free Text Alphanumeric

Store Id	Displayed	Mandatory Free Text Alphanumeric
Terminal Id	Displayed	Mandatory Free Text Alphanumeric
Device Status	Displayed	Mandatory Free Text Alphanumeric
Unit Id	Displayed	Mandatory Free Text Alphanumeric
Unit Type	Displayed	Mandatory Free Text Alphanumeric
Unit Name	Displayed	Mandatory Free Text Alphanumeric

Merchant Master –Modify Device Management

- Modify the fields for the device on this screen.
- After modification, the verify status should change to "unverified."
- The device must be verified again after making modifications.
- An option to delete the device is also available.

Merchant Master - Device Management - Modify

Merchant User Id * V001
 Device Id * V001D001
 Device Identification No * BMMHw027j8y7993
 Device Model * NOTE 8 PRO
 Location * CHENNAI
 Finger Print Enable NO
 Default User Id
 Approved User
 User 1
 Device Status * ACTIVE
 Unit Type SELECT
 Terminal Id * TER01R1

Merchant Name * VK GROUPS
 Device Name * REDMI NOTE 8 PRO
 Device Machine Id K9Bh6d71L3Dgfhzj2w0b0h4QFVh+uGg+7h4C0Z08B/Gz
 Device Make
 Store Id
 Face Recognition Enabled NO
 Alternate User Id
 Defined User
 User 2
 Unit Id UNIT002
 Unit Name TESTING UNIT

Home Submit Back

Entry User V001R2 Entry Time 16-11-2024 12:05
 Modify User V001R1 Modify Time 16-11-2024 12:52
 Verify User V001R1 Verify Time 16-11-2024 12:53

Merchant Master –Delete Device Management

Displays the Delete of the Device Management.

BANK OF BARODA

Are you sure you want to delete?
 Enter reason for deletion
 Cancel Delete

Merchant Master - View

MAIN BANK DETAILS DEVICE MANAGEMENT PASSWORD MANAGEMENT

Merchant User Id V001 Merchant Name VK GROUPS

DEVICE MANAGEMENT Add Device

Search Here

Device Id	Default Status	Unit Id	Unit Name	Status	Select
V001D001	ACTIVE	UNIT002	TESTING UNIT	VERIFIED	Action
V001D002	ACTIVE	UNIT002	TESTING UNIT	VERIFIED	Action
V001D003	ACTIVE	UNIT002	TESTING UNIT	UNVERIFIED	Action

Showing 1 to 3 of 3 entries

Previous 1 Next

Home Back

Entry User BMMH Entry Time 20-09-2024 10:57
 Modify User Modify Time
 Verify User BMMH Verify Time 20-09-2024 10:58

Merchant Master –Password Management List

Displays a list of Notification Parameter. The Screen will appear below,

The screenshot shows the 'Merchant Master - View' screen. The left sidebar contains 'Merchant Master', 'Merchant Operation', and 'Reports'. The top navigation bar includes 'MAIN', 'BANK DETAILS', 'UNIT MANAGEMENT', 'USER MANAGEMENT', 'DEVICE MANAGEMENT', and 'PASSWORD MANAGEMENT'. The 'PASSWORD MANAGEMENT' tab is active. Below the navigation bar, there are input fields for 'Merchant User Id' (VJ001) and 'Merchant Name' (VK GROUPS). A search bar labeled 'Search Here' is present. A table lists the password management records:

Rep Id	Rep Name	Mobile Number	Email address	Category	Status	Select
VJ001R1	VIJAYA KUMAR	2323234232323	nj@jn.nk	MERCHANT	VERIFIED	Action -
VJ001R2	RAGHVENDRA PANIKAJ	78689699232	jm@jn.nm	MERCHANT	VERIFIED	Action -
VJ001R3	QWERTY	7868578578	jm@jn.nm	MERCHANT	VERIFIED	Action -
VJ001UNIT001R01	VIJAY	91235883	vijayakumars4070@gmail.com	UNIT	VERIFIED	Action -
VJ001UNIT002R01	VIJAYA KUMAR S	91235883	vijay@gmail.com	UNIT	VERIFIED	Action -

Showing 1 to 5 of 5 entries

Navigation buttons: Previous, 1, Next

Buttons: Home, Back

Footer section contains input fields for Entry User (BFD400), Entry Time (20-09-2024 15:57), Modify User, Modify Time, Verify User (BFD400), and Verify Time (20-09-2024 15:58).

Merchant Master –View Password Management

Displays the view of the selected record from Notification parameter. The Screen will appear below,

The screenshot shows the 'Merchant Master - Password Management - View' screen. The left sidebar contains 'Merchant Master', 'Merchant Operation', and 'Reports'. The top navigation bar includes 'MAIN', 'BANK DETAILS', 'UNIT MANAGEMENT', 'USER MANAGEMENT', 'DEVICE MANAGEMENT', and 'PASSWORD MANAGEMENT'. The 'PASSWORD MANAGEMENT' tab is active. Below the navigation bar, there are input fields for 'Merchant User Id' (VJ001) and 'Merchant Name' (VJ CORPORATE). A search bar labeled 'Search Here' is present. A table lists the password management records:

Rep Id	Rep Name	Mobile Number	Email address	Category	Status	Select
VJ001R1	VIJAYA KUMAR	2323234232323	nj@jn.nk	MERCHANT	VERIFIED	Action -
VJ001R2	RAGHVENDRA PANIKAJ	78689699232	jm@jn.nm	MERCHANT	VERIFIED	Action -
VJ001R3	QWERTY	7868578578	jm@jn.nm	MERCHANT	VERIFIED	Action -
VJ001UNIT001R01	VIJAY	91235883	vijayakumars4070@gmail.com	UNIT	VERIFIED	Action -
VJ001UNIT002R01	VIJAYA KUMAR S	91235883	vijay@gmail.com	UNIT	VERIFIED	Action -

Showing 1 to 5 of 5 entries

Navigation buttons: Previous, 1, Next

Buttons: Home, Back

Footer section contains input fields for Entry User (BFD400), Entry Time (20-09-2024 15:57), Modify User, Modify Time, Verify User (BFD400), and Verify Time (20-09-2024 15:58).

Merchant Master –Modify Password Management

Modify the fields for the Password Management on this screen. The Screen will appear below,

Merchant Master - Password Management - Modify

Merchant User Id *	V001	Merchant Name *	VI CORPORATE
Merchant Representative Id *	V001R1	Merchant Representative Name *	VIGAYA KUMAR
User Status *	ACTIVE	Login Channel *	WEB
User Disable From Date		User Disable To Date	
Mobile No *	+230 2323234232323	Alternate Mobile No	+234 2343424323
Email Address *	rj@jvuk	Alternate Email Id	
No of Concurrent Users *	1	No of Active Devices *	1
Account Expiry Date *	12-09-2025		

Home Submit Back

Entry User 8F0400 Entry Time 12-09-2024 11:21 Modify User Modify Time Verify User Verify Time

Merchant Master –Verify Password Management

- Settlement account verification must be completed on this screen.
- The process involves the maker-checker concept.
- After verification, the status changes to "Verified"

Merchant Master - Password Management - Verify

Merchant User Id	V001	Merchant Name	VI CORPORATE
Merchant Representative Id	V001R1	Merchant Representative Name	VIGAYA KUMAR
User Status	ACTIVE	Login Channel	WEB
User Disable From Date		User Disable To Date	
Mobile No	+230 2323234232323	Alternate Mobile No	+234 2343424323
Email Address	rj@jvuk	Alternate Email Id	
No of Concurrent Users	1	No of Active Devices	1
Account Expiry Date	12-09-2025		

Home Verify Back

Entry User 8F0400 Entry Time 12-09-2024 11:21 Modify User Modify Time Verify User Verify Time

Merchant Master – Reset Password management

- When the application is stopped due to a network issue or any other reason, the session remains active, and the logged-in user cannot log in from another device.
- To resolve this, we provide a reset button that allows users to terminate the active session, enabling the same ID to log in on another device.

The screenshot displays the 'Merchant Master - View' interface of the Bank of Baroda system. A modal dialog box is open, asking 'Are You Sure Want to Logout?' with 'Cancel' and 'Yes Logout' buttons. The background interface includes a sidebar with 'Merchant Master', 'Merchant Operation', and 'Reports'. The main content area has tabs for 'MAIN', 'BANK DETAILS', 'UNIT MANAGEMENT', 'USER MANAGEMENT', 'DEVICE MANAGEMENT', and 'PASSWORD MANAGEMENT'. The 'PASSWORD MANAGEMENT' tab is active, showing a table of users with columns for Rep ID, Rep Name, Mobile Number, Email address, Category, Status, and Select. Below the table are pagination controls and a 'Showing 1 to 5 of 5 entries' message. At the bottom, there are input fields for 'Entry User', 'Entry Time', 'Modify User', 'Modify Time', 'Verify User', and 'Verify Time'.

Rep ID	Rep Name	Mobile Number	Email address	Category	Status	Select
V0001R1	VIJAYA KUMAR	2323234232323	vj@jn.nk	MERCHANT	VERIFIED	Action
V0001R2	RAGHENDRA PANKAJ	7868699232	rn@jn.nm	MERCHANT	VERIFIED	Action
V0001R3	QWERTY	786878578	qn@jn.nm	MERCHANT	UNVERIFIED	Action
V001UNIT001R01	VIJAY	91233883	vijayakumara4079@gmail.com	UNIT	VERIFIED	Action
V001UNIT002R01	VIJAYA KUMAR S	91233883	vijay@gmail.com	UNIT	VERIFIED	Action

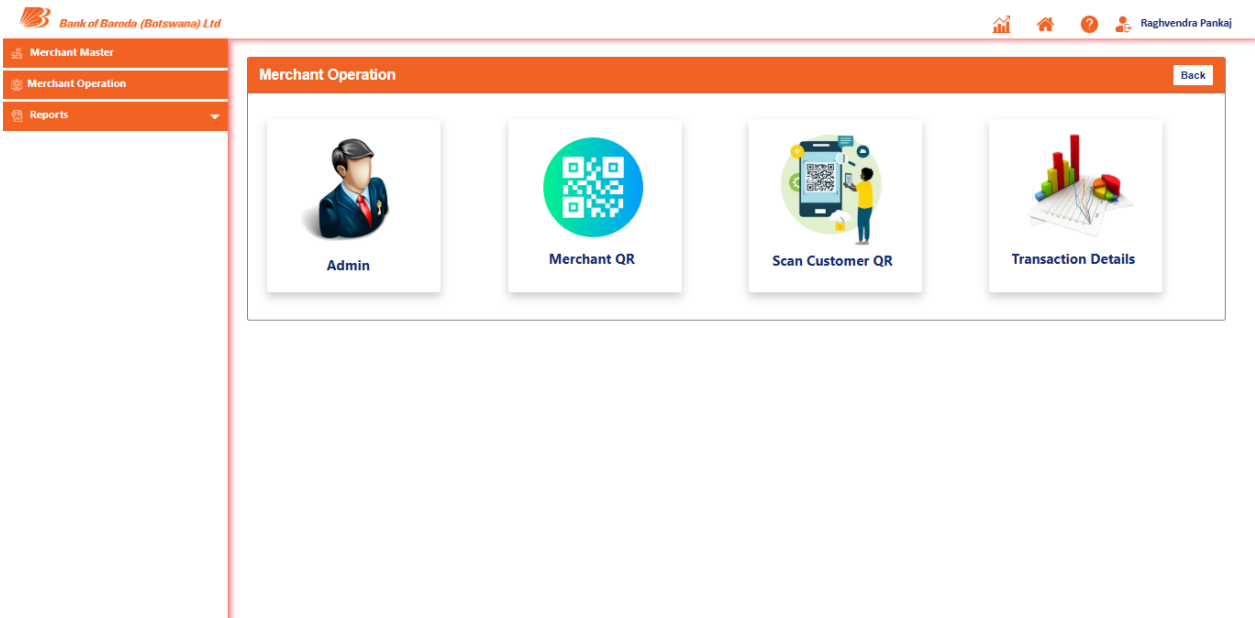
Showing 1 to 5 of 5 entries

Home Back

Entry User: 800400, Entry Time: 20-09-2024 15:07, Modify User, Modify Time, Verify User: 800400, Verify Time: 20-09-2024 15:08

2.2. Merchant Operations

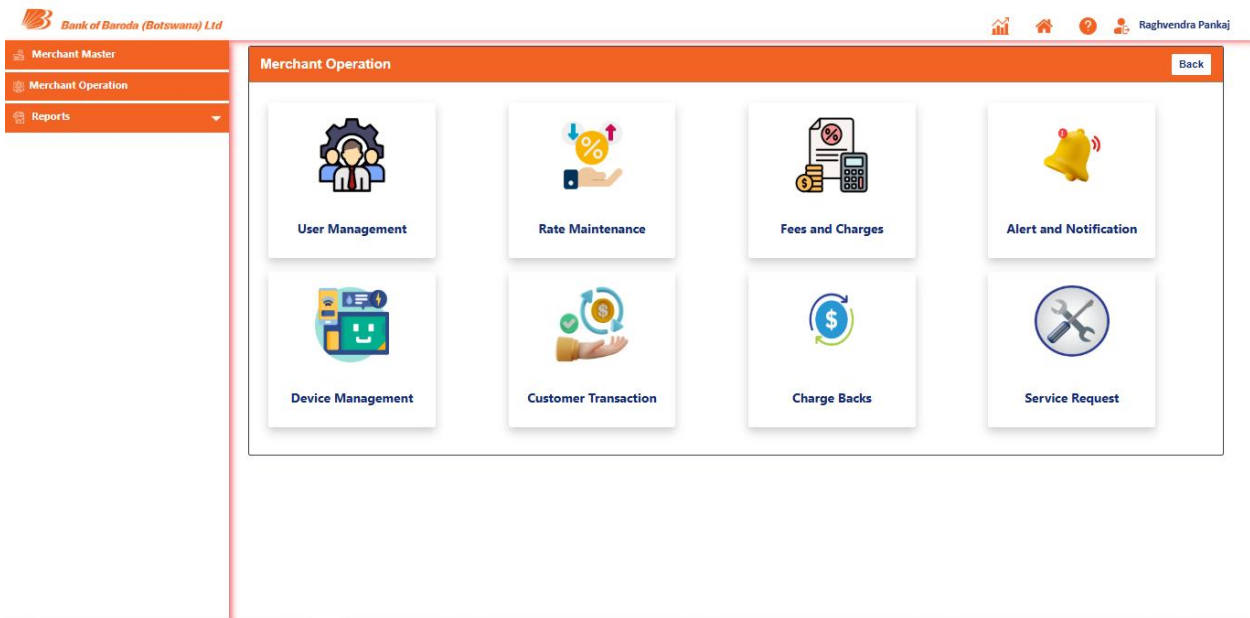
- Admin
- Merchant QR
- Customer QR
- Transaction Details



2.2.1. Admin Operations

In the admin module, we have several management functionalities including

- User Management
- Device Management
- Rate Maintenance
- Customer Transactions
- Fees and Charges
- Charge Backs
- Alert and Notification
- Service Request

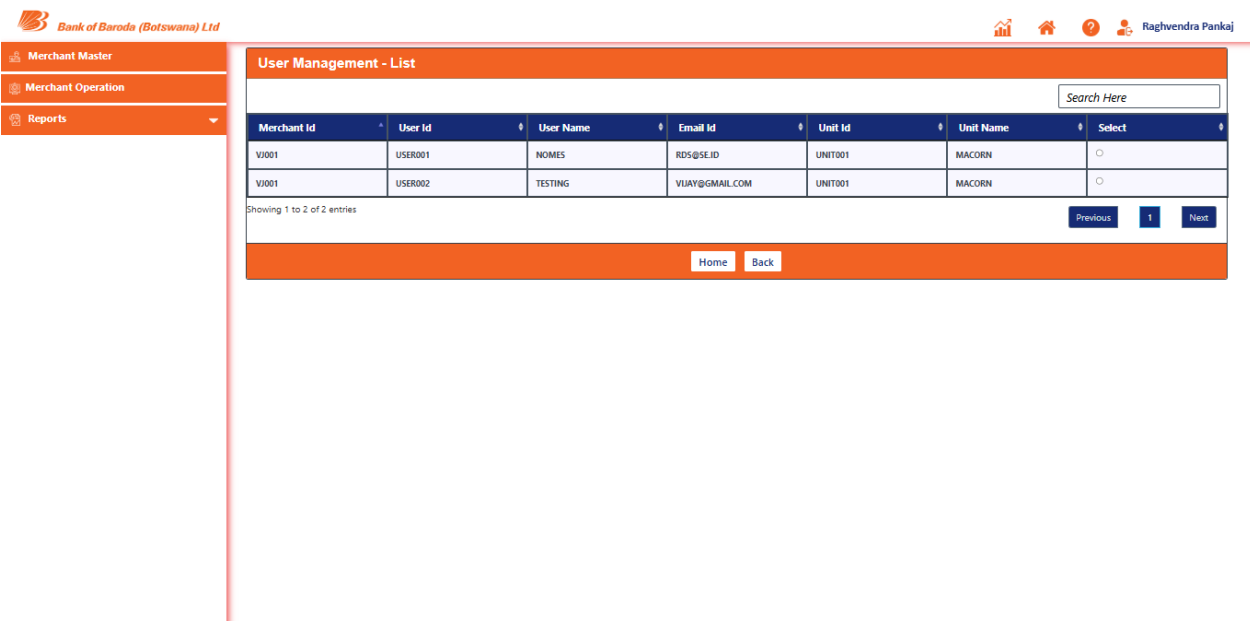


2.2.1.1. User Management

In the user management section, merchants have the capability to manage their users effectively. This includes functionalities such as creating new user accounts, updating existing user information, verifying user details, and modifying user permissions as needed.


User Management –List

Displays a list of already created users. The Screen will appear below,



User Management –View

To display the View Screen. The Screen will appear below,

 Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

User Management - Details

Merchant User Id

V0001

User Id

USER001

User Designation

OPSQ

Password Expiry Date

12-05-2025

Maker or Checker

MAKER

User Disable From Date

Mobile No

5353565335

Email Address

rtu@wb.id

Alternative Device Id 1

USER001

Default Device Id

Unit Id

UNIT001

User Status

ACTIVE

Merchant Name

V0 CORPORATE

User Name

NOMES

User Role

ERIGE

Account Expiry Date

18-11-2024

Login Channel

User Disable To Date

Alternate Mobile No

Alternate Email Id

Alternative Device Id 2

AD2342

Unit Name

MACORN

Unit Type

ADMIN

Home

Back

Entry User

V0001R2

Modify User

V0001R1

Verify User

V0001R1

Entry Time

12-09-2024 11:09

Modify Time

16-11-2024 10:20

Verify Time

16-11-2024 10:23

2.2.1.2. Device Management

- Merchants can register unique identifiers for each device they possess.
- They can specify which users have permission to use each device.
- Functionalities include: creating new device id, updating users who can access, verify, and modify permissions as needed.

Device Management –List

Displays a list of Device management. The Screen will appear below,

Bank of Baroda (Botswana) Ltd.

Merchant Master
Merchant Operation
Reports

Device Management - List

Search Here

Merchant Id	Device Id	Device Name	Default Status	Unit Id	Unit Name	Select
VJ001	VJ001D001	REDMI NOTE 8 PRO	ACTIVE	UNIT002	TESTING UNIT	<input type="radio"/>
VJ001	VJ001D002	UHDFWUOE	ACTIVE	UNIT002	TESTING UNIT	<input type="radio"/>
VJ001	VJ001D003	WEFQF	ACTIVE	UNIT002	TESTING UNIT	<input type="radio"/>

Showing 1 to 3 of 3 entries

Previous 1 Next

Home Back

Device Management –View

Displays the view of the selected record from Notification parameter. The Screen will appear below,

Bank of Baroda (Botswana) Ltd.

Merchant Master
Merchant Operation
Reports

Device Management - View

Merchant User Id	VJ001	Merchant Name	VK GROUPS
Device Id	VJ001D001	Device Name	REDMI NOTE 8 PRO
Device Identification No	BMAHnuu27y3ly7993	Device Machine Id	432a46b71c30g1q2p2w0d0w0QFVh+uG2+7u3uCCD3BfG4
Device Model	NOTE 8 PRO	Device Make	
Location	CHENNAI	Store Id	
Finger Print Enable	NO	Face Recognition Enabled	NO
Default User Id		Alternate User Id	
Approved User		Defined User	
User 1		User 2	
Device Status	ACTIVE	Unit Id	UNIT002
Unit Type		Unit Name	TESTING UNIT
Terminal Id	TER01R1		

Home Back

2.2.1.3. Customer Transactions

A transaction list provides the details of all transactions conducted within a specified timeframe or across a certain period. Transaction list typically includes message reference, audit reference, date and time, bank, beneficiary account, status, currency, amount.

Customer Transactions –List

Display the list of Customer transactions. The Screen will appear below,

Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Customer Transaction

Search Records by Date : 14-11-2024

Search Here

Transaction Date	Transaction Reference	User Id	Unit Id	Customer Name	Customer Account	Currency	Amount	Status	Remarks	Select
14-11-2024	BARB240730112746031004	VJ001R2	222	NITHYAPRIYA	9521XXXXXX0756	BWP	1	SUCCESS		<input type="radio"/>

Showing 1 to 1 of 1 entries

Previous1Next

HomeBack

Customer Transactions –View

Display the View of Customer transaction. The Screen will appear below,

Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Customer Transaction

PrintMini Print

Transaction Date

14-11-2024

Message Id

BARB240730112746031004

Bill Number

TV

Bill Date

14-08-2024

Bill Amount

100

Currency

BWP

Remarks

INITIATED

Reversal Date

14-08-2024

Reversal Amount

100

Customer Name

NITHYAPRIYA

Tran Amount

1

Status

SUCCESS

Approved User

VJ001

Approved date

30-07-2024


HomeBack

2.2.1.4. Fees and Charges

- In addition to service charges, merchants may incur additional charges and fees depending on their agreement with the bank or payment processor.
- These charges could include setup fees, monthly or annual subscription fees, chargeback fees (fees incurred when a customer disputes a transaction), and other miscellaneous fees.
- The specific fees and charges vary depending on the terms of the merchant's agreement and the services they require.

Fees and Charges –List

Display the list of Fees and Charges. The Screen will appear below,

 Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Fees and Charges

Search Records by Date : 14-11-2024

Search Here

Merchant Id	User Id	Unit Id	Date	Message Reference	Remitter Account	Transaction Fees	Applied Flag	Currency	Amount	Select
VJ001	VJ001R2	222	14-11-2024	BARB240730112746031004	9521XXXXXXX0756			BWP	1	<input type="radio"/>

Showing 1 to 1 of 1 entries

Previous

1

Next

Home

Back

Fees and Charges –View

Display the View of Fees and charges. The Screen will appear below,

Bank of Baroda (Botswana) Ltd

Fees and Charges

Date	14-11-2024
Message Reference	BARB240730112746031004
Audit Reference	240730025100
Bank	BOB
Remitter Account	95220200005183
Transaction Fees	
Applied Flag	
Currency	BWP
Amount	1

[Home](#) [Back](#)

2.2.1.5. Charge Backs

- The chargeback module facilitates transaction approvals.
- It provides a comprehensive view of transaction statuses, including: Pending transaction, Reverted transaction, Initiated transaction and All transaction
- Users can filter transactions by selecting a specific date.
- There is an option to download filtered transaction lists for analysis or record-keeping.
- This functionality streamlines chargeback management by offering clear insights into transaction statuses.
- It supports efficient approval and reporting processes.

Charge Backs –Pending Transaction

- Chargeback in this list are awaiting further processing.
- These are Chargeback that have been initiated but not yet finalized.
- In this stage, you have the option to revert the Chargeback if necessary, possibly due to errors or disputes.

The screenshot shows the 'Charge Back Transactions List' interface of the Bank of Baroda (Botswana) Ltd. The interface includes a sidebar with navigation options: Merchant Master, Merchant Operation, and Reports. The main content area features a search bar with 'Search Records by Date' set to '19-11-2024'. Below the search bar is a dropdown menu for 'Pending Transactions' and a 'Search Here' button. A table with columns: Tran Date, Rev Date, Audit Ref, Bill Num, Mer Acct, Cus Acct, Cus Acct Name, Currency, Bill Amount, Rev Amount, Remarks, and Select. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'. Navigation buttons 'Previous' and 'Next' are visible at the bottom of the table. At the very bottom of the interface are 'Home' and 'Back' buttons.

Charge Backs –Reverted Transaction

- If a Chargeback from the Pending list is reverted, it gets moved to the Reverted list.
- The Reverted list contains all Chargeback that have been reversed or canceled during the chargeback process.
- This list serves as a record of all Chargeback that were not successfully processed or were intentionally reversed.

Bank of Baroda (Botswana) Ltd.

Merchant Master
Merchant Operation
Reports

Charge Back Transactions List

Search Records by Date : 19-11-2024

Reverted Transactions

Search Here

Tran Date	Rev Date	Audit Ref	Bill Num	Mer Acct	Cus Acct	Cus Acct Name	Currency	Bill Amount	Rev Amount	Remarks	Select
No data available in table											

Showing 0 to 0 of 0 entries

Previous Next

Home Back

Charge Backs –All Transaction

- The All Chargeback list provides a comprehensive view of both pending and reverted Chargeback.
- This list is used for tracking and reviewing the status of all Chargeback that have been processed, whether they were completed, pending, or reverted.
- It offers a complete overview, making it easier to manage and audit the chargeback process.

Bank of Baroda (Botswana) Ltd.

Merchant Master
Merchant Operation
Reports

Charge Back Transactions List

Search Records by Date : 19-11-2024

All Transactions

Search Here

Tran Date	Rev Date	Audit Ref	Bill Num	Mer Acct	Cus Acct	Cus Acct Name	Currency	Bill Amount	Rev Amount	Remarks	Select
No data available in table											

Showing 0 to 0 of 0 entries

Previous Next

Home Back

Charge Backs –Initiated Transaction

- On this screen, We initiate the chargeback.
- After initiation, the record needs to be approved.
- The record is moved to the pending list, where the approval function is available.

Bank of Baroda (Botswana) Ltd

Merchant Master
Merchant Operation
Reports

Charge Back Transactions List

Search Records by Date : 15-11-2024

Initiate Transactions

Search Here

Tran Date	Rev Date	Audit Ref	Bill Num	Mer Acct	Cus Acct	Cus Acct Name	Currency	Bill Amount	Rev Amount	Remarks	Select
15-11-2024	14-08-2024	240730025100	TY	9522X0000000193	952100000000756	NITHYAPRIYA	BWP	100.00	100.00	PENDING	<input type="radio"/>
19-11-2024		240730371141	BL01	9522X0000000193	952100000000756	NITHYAPRIYA	BWP	100.00	0.00	REVERTED	<input type="radio"/>
15-11-2024		240730628440	YH	9522X0000000193	952100000000756	NITHYAPRIYA	BWP	0.00	0.00	PENDING	<input type="radio"/>
15-11-2024		240730644020	YT	9522X0000000193	952100000000756	NITHYAPRIYA	BWP	0.00	0.00	INITIATED	<input type="radio"/>
15-11-2024		240730280250	Y	9522X0000000193	952100000000756	NITHYAPRIYA	BWP	0.00	0.00		<input type="radio"/>

Showing 1 to 5 of 5 entries

Previous 1 Next

Home Back

Initiated Transaction –View

Display the View of Initiated Transaction. The Screen will appear below,

Bank of Baroda (Botswana) Ltd

Merchant Master
Merchant Operation
Reports

Charge Backs

Transaction Date: 15-11-2024

Audit Reference: 240730025100

Bill Date: 14-08-2024

Currency: BWP

Reversal Date: 14-08-2024

Message Id: BARB240730112746031004

Bill Number: TY

Bill Amount: 100

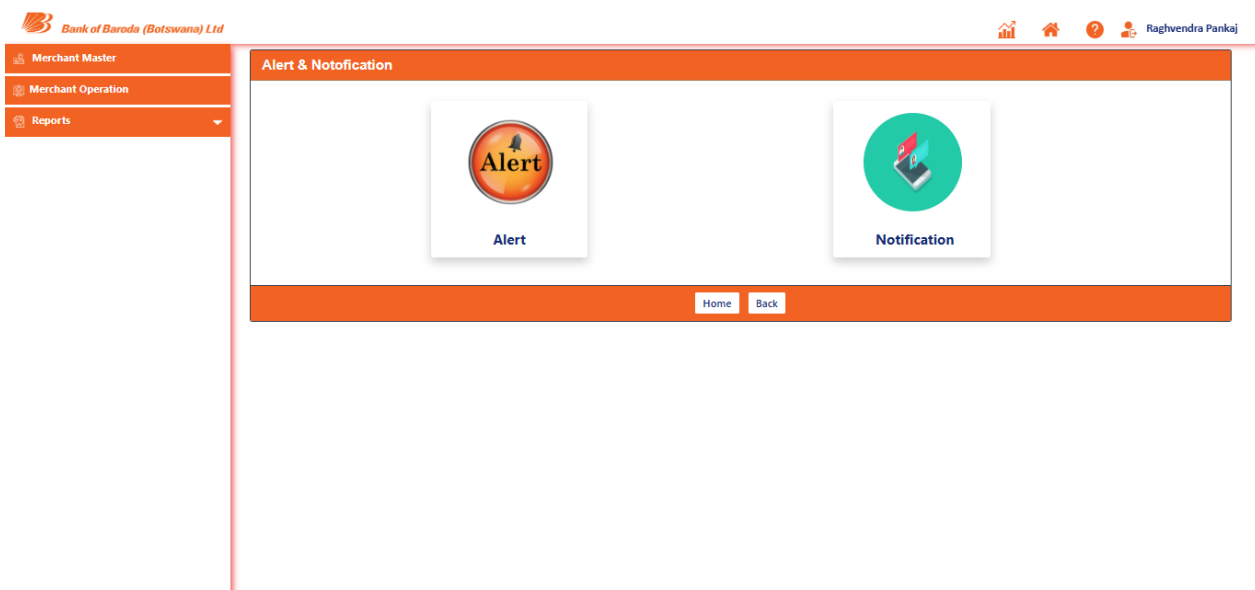
Remarks: PENDING

Reversal Amount: 100

Home Initiate Back

2.2.1.6. Alert and Notification

- It refers to settings that govern how merchants receive notifications or alerts regarding their transactions and account activities.
- These parameters allow merchants to customize their notification preferences based on their preferences and business needs.
- Notifications can include alerts for successful transactions, failed transactions, chargebacks, account balance updates, suspicious activities, and more.
- Merchants can choose to receive notifications via email, SMS, mobile app notifications, or through a dedicated merchant portal.



Alerts

Display the list of Alerts. The Screen will appear below,

Alerts List

Search Here

Alert ID	Alert Type	Alert Message	Screen Name
1	TRANSACTION	ERROR	CUSTOMER QR
2	SCAN QR	INITIATED SUCCESSFULLY	SCAN CUSTOMER QR
3	LOGIN	SERVER PROBLEM. PLEASE CONTACT ADMINISTRATOR	LOGIN
4	LOGIN	USER NOT FOUND	LOGIN
5	LOGIN	ACCOUNT EXPIRED	LOGIN
6	LOGIN	CREDENTIALS EXPIRED	LOGIN
7	LOGIN	PASSWORD EXPIRED	LOGIN
8	LOGIN	ACCOUNT LOCKED	LOGIN

Showing 1 to 8 of 16 entries

Previous 1 2 Next

Home Back

Notification

- Displays a list of notifications.
- Notifications can include: Successful transactions, Failed transactions, Chargebacks, Account balance updates, Suspicious activities, Other relevant updates.

Notification

Add

Search Here

SRL	Date	Notification Event	Tran Category	Channel
NP004	17-11-2024	DQWDWD	DQWEQWE	

Showing 1 to 1 of 1 entries

Previous 1 Next


Home Back





2.2.1.7. Service Request


- Merchants can raise service requests to the bank user if they encounter any issues or require assistance.
- It refers to a formal or informal inquiry, request, or application made by a customer or account holder to the bank for a specific service or action. These requests can encompass a wide range of banking activities and services.


Service Request-List


Display the list of Service. The Screen will appear below,


Bank of Baroda (Botswana) Ltd





Raghendra Pankaj

 Merchant Master

 Merchant Operation

 Reports

Service Request- History
Add

Merchant Id	Request ID	Request Date	Status	Entry User	Priority
V001	SR001	16-11-2024		V001R1	LOW
V001	SR002	16-11-2024		V001R1	LOW

Showing 1 to 2 of 2 entries

Previous
1
Next

Home

Back

Service Request -Add

- Merchants can raise service requests to the bank if they encounter issues or need assistance.
- Service requests can be formal or informal inquiries, requests, or applications made to the bank.
- Requests can encompass a wide range of banking activities and services.

Bank of Baroda (Botswana) Ltd

Service Request - Add

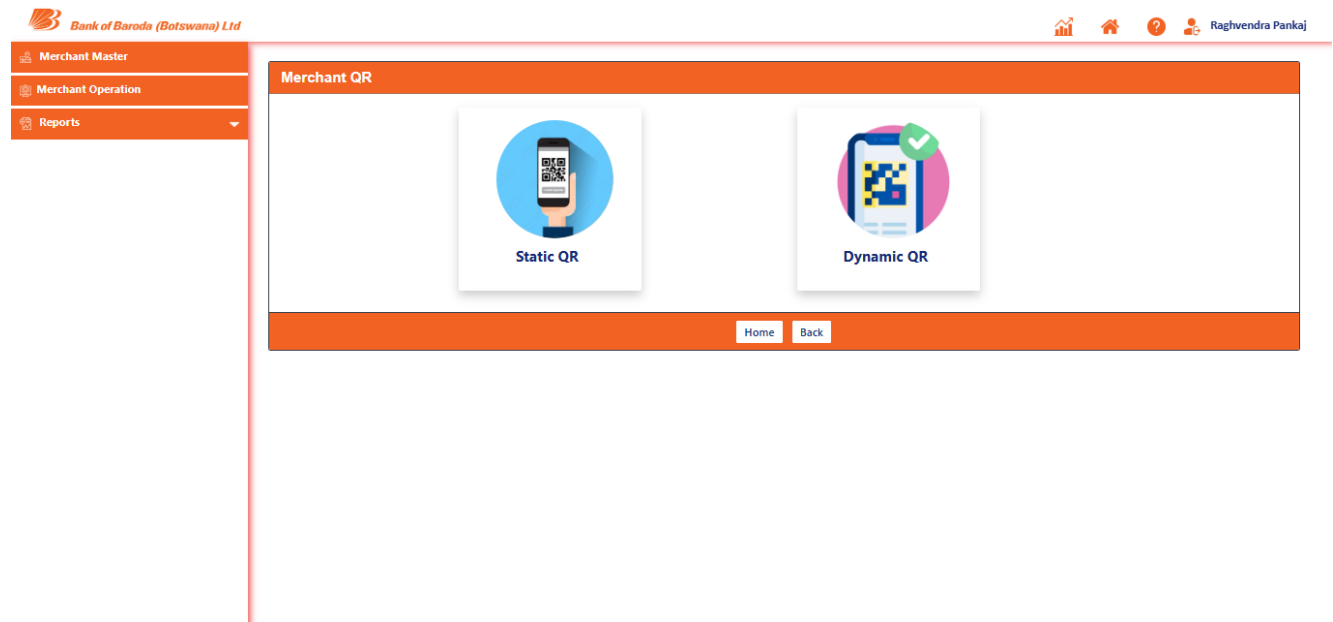
Request Id*	SR003	Merchant Id	VI001
Request Type*		Request Description*	
Steps to Reproduce*		Error Message*	
Priority*	SELECT	Contact Email*	
Contact Phone*		Additional Notes	

Home Submit Back

2.2.2. Merchant QR

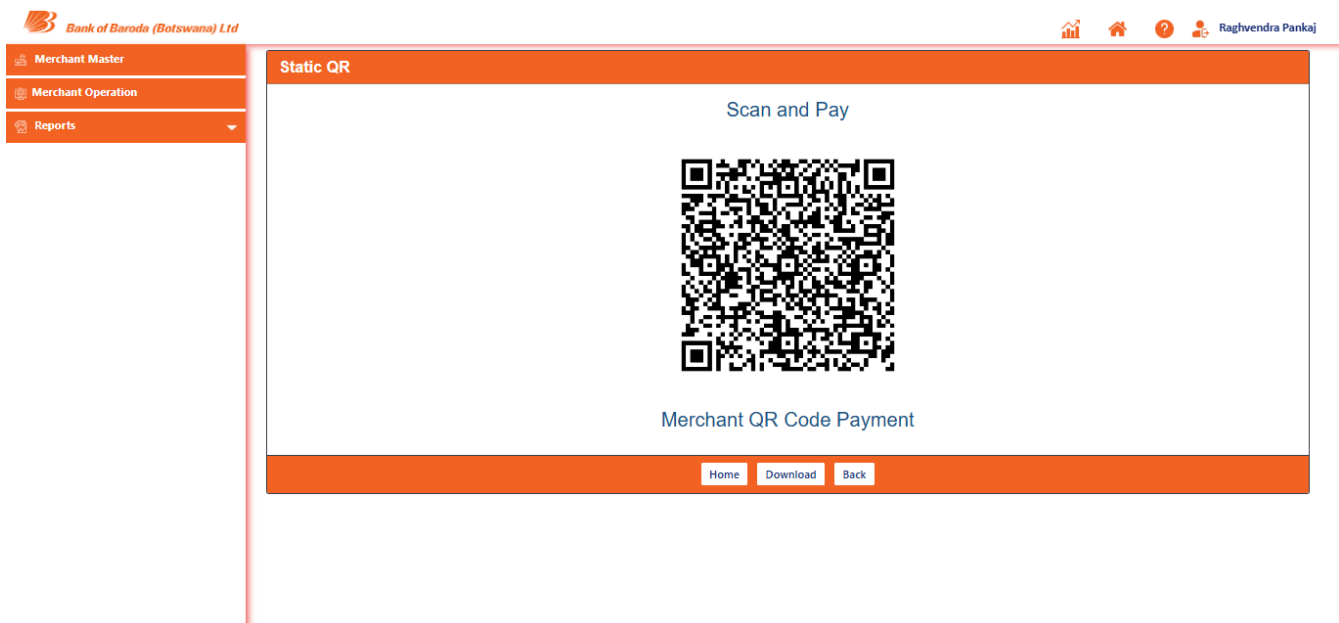
Merchants have the ability to generate two types of QR codes: static and dynamic. A static QR code is generated without an amount, while a dynamic QR code is instantly generated with an amount encoded. Merchants can share and download both types of QR codes as needed.

- Static QR
- Dynamic QR



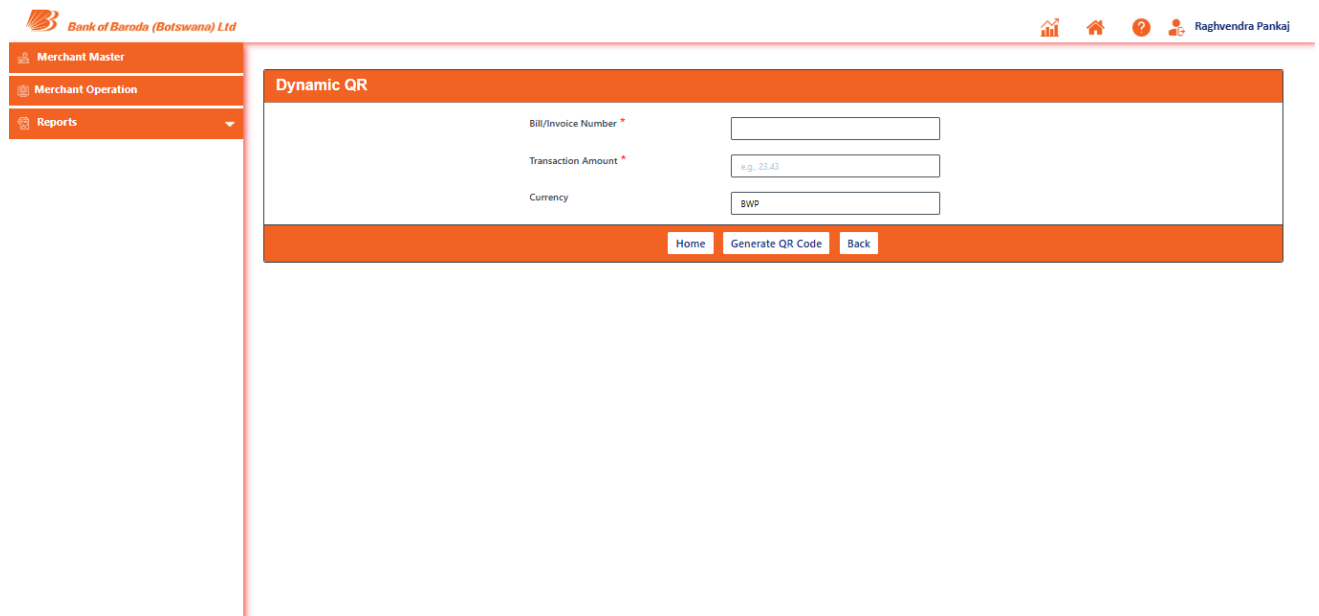
2.2.2.1. Static QR Code

A static QR code contains fixed information, such as the merchant's name, location, and other identifying details. Customers can scan the static QR code to make payments without any additional information being transmitted

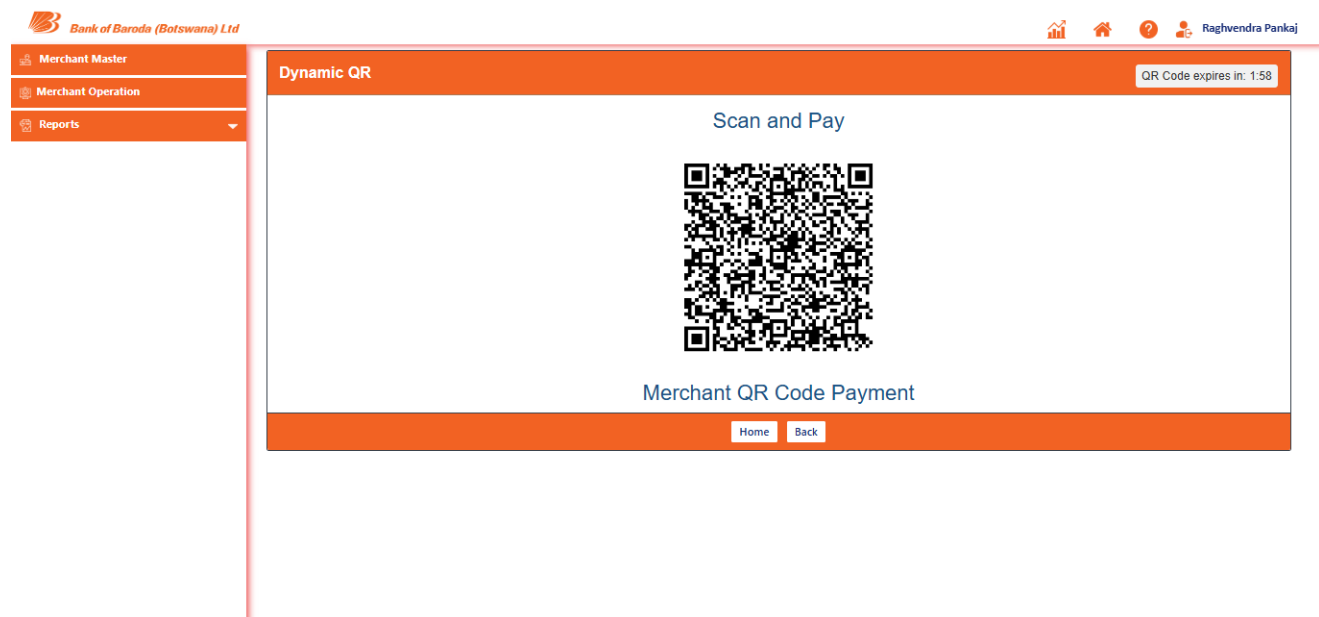


2.2.1.2. Dynamic QR Code

A dynamic QR code contains a URL or reference to a server-side script that generates payment information dynamically. When customers scan the dynamic QR code, their payment apps or devices interact with the server to obtain the necessary payment details



The screenshot shows the 'Dynamic QR' form in the Merchant Master interface. The form has three input fields: 'Bill/Invoice Number *', 'Transaction Amount *' (with a placeholder 'e.g. 23.40'), and 'Currency' (with a placeholder 'BWP'). Below the form are three buttons: 'Home', 'Generate QR Code', and 'Back'. The interface includes a sidebar with 'Merchant Master', 'Merchant Operation', and 'Reports' options, and a top header with the Bank of Baroda logo and user information 'Raghvendra Pankaj'.




The screenshot shows the 'QR Code Payment' screen in the Merchant Master interface. It features a large QR code in the center, with the text 'Scan and Pay' above it and 'Merchant QR Code Payment' below it. A timer in the top right corner indicates 'QR Code expires in: 1:58'. Below the QR code are two buttons: 'Home' and 'Back'. The interface includes the same sidebar and top header as the previous screenshot.





2.2.3. Customer QR

- The scanning device should be equipped with a QR code scanning app or software that can read and decode the QR code.
- Once the QR code is scanned, the merchant's scanning device extracts the payment details encoded in the QR code.
- The scanning device then sends a payment request to the payment processor or bank, along with the extracted payment details.
- The payment processor or bank processes the payment request and initiates the transfer of funds from the customer's account to the merchant's account.

The screenshot displays the 'Merchant Master' interface of the Bank of Baroda (Botswana) Ltd. The left sidebar contains a menu with 'Merchant Master', 'Merchant Operation', and 'Reports'. The main content area is titled 'Scan Customer QR' and features a 'Scanned value' label with a red asterisk, followed by an empty input field. At the bottom of the main area, there are 'Home' and 'Back' buttons. The top right corner shows a user profile for 'Raghendra Pankaj' with icons for a bar chart, a house, a question mark, and a user.



Bank of Baroda (Botswana) Ltd



Raghvendra Pankaj

Merchant Master

Merchant Operation

Reports

Customer QR

Customer ID

CIM240321186604

Customer Name

MARNA MALL

Transaction Currency

MUR

Transaction Amount*

550

Country

Botswana

City

PORT LOUIS

Bill Number*

billno01


Remarks*

QR





Home

Initiate

Back



Bank of Baroda (Botswana) Ltd



Raghvendra Pankaj

Merchant Master

Merchant Operation

Reports

Customer QR

Customer ID

CIM240321186604

Customer Name

MARNA MALL

Transaction Currency

MUR

Transaction Amount*

550

Country

Botswana

City

PORT LOUIS

Bill Number*

billno01

Remarks*

QR

Home

Initiate

Back

BANK OF BARODA

Customer transaction has been initiated successfully.


Close

2.2.4. Transaction Details

In the transaction details, merchants can exclusively view their own transactions, as opposed to the entire transaction list available in the customer transaction list.

Transaction- List

Display the list of Transactions. The Screen will appear below,

 Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Transaction Details

Search Records by Date : 14-11-2024

Search Here

Transaction Reference	Transaction Date	User Id	Unit Id	Customer Name	Customer Account	Amount	Status	Select
BAR8240730112746031004	14-11-2024	VJ001R2	222	NITHYAPRIYA	9521XXXXXXX00756	1	SUCCESS	<input type="radio"/>


Showing 1 to 1 of 1 entries

Previous1Next

HomeBack

Transaction- View

Display the View of Transactions. The Screen will appear below,

 Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Customer Transaction

PrintMini Print

Transaction Date

19-11-2024

Message Id

BAR8240730112402743112

Bill Number

YT

Bill Date

19-11-2024

Bill Amount

100

Currency

BWP

Remarks

INITIATED

Reversal Date

19-11-2024

Reversal Amount

Customer Name

NITHYAPRIYA

Tran Amount

1

Status

SUCCESS

Approved User

Approved date

HomeBack

2.3. Reports

- Here We have the
 - Transaction Report
 - Charge Back Report
- For transactions, you can download them with the following options:
 - Unit Wise
 - User Wise
 - Device Wise
- You can also select a date range (from date to date).
- The available download formats are Excel and PDF.

2.3.1. Transaction Report

Here, we select the transaction type and generate the report by retrieving records for the specified date.

The screenshot displays the 'Transaction Reports' section of the Bank of Baroda (Botswana) Ltd web application. On the left, a vertical sidebar contains navigation links: 'Merchant Master', 'Merchant Operation', and 'Reports' (which is currently selected and expanded). The main content area is titled 'Transaction Reports' and features a form with the following fields: 'Merchant ID' (text input with 'V0001'), 'Merchant Name' (text input with 'VI CORPORATE'), 'From Date' (text input with an asterisk), 'To Date' (text input with an asterisk), 'Transaction Type' (dropdown menu with an asterisk), and 'Unit ID' (dropdown menu). At the bottom of the form, there are three buttons: 'Home', 'Submit', and 'Back'. The top of the page includes the bank's logo and name, 'Bank of Baroda (Botswana) Ltd', and a user profile section on the right showing a home icon, a help icon, and the name 'Raghvendra Pankaj'.

Transaction Report- List

Here, we download the transaction report by fetching the records for the desired date.

Bank of Baroda (Botswana) Ltd

Transaction Reports

Download - PDF Excel

Search Here

Tran Date	Ref ID	Bill Number	Customer Account	Customer Account Name	Currency	Amount	Status	Reversal Remarks
19-11-2024	BARB240730112746031004	TY	95210000000756	NITHYAPRIYA	BWP	1.00	SUCCESS	INITIATED
19-11-2024	BARB240730113455758003	BL01	95210000000756	NITHYAPRIYA	BWP	2.00	SUCCESS	INITIATED
19-11-2024	BARB240730113923170281	YH	95210000000756	NITHYAPRIYA	BWP	1.00	SUCCESS	INITIATED
19-11-2024	BARB240730112402743112	YT	95210000000756	NITHYAPRIYA	BWP	1.00	SUCCESS	INITIATED
19-11-2024	BARB240730114114430665	Y	95210000000756	NITHYAPRIYA	BWP	1.00	SUCCESS	INITIATED

Showing 1 to 5 of 5 entries

Previous 1 Next

Home Back

2.3.2. Charge Back Report

Here, we select the transaction type and generate the report by retrieving records for the specified date.

Bank of Baroda (Botswana) Ltd

Chargeback Reports

Merchant ID: V0001 Merchant Name: VI CORPORATE


From Date: To Date:

Transaction Type: Unit ID:

Home Submit Back

Charge Back Report - List

Here, we download the Charge Back report by fetching the records for the desired date.



Bank of Baroda (Botswana) Ltd

Merchant Master

Merchant Operation

Reports

Chargeback Reports

Download - PDF Excel

Search Here

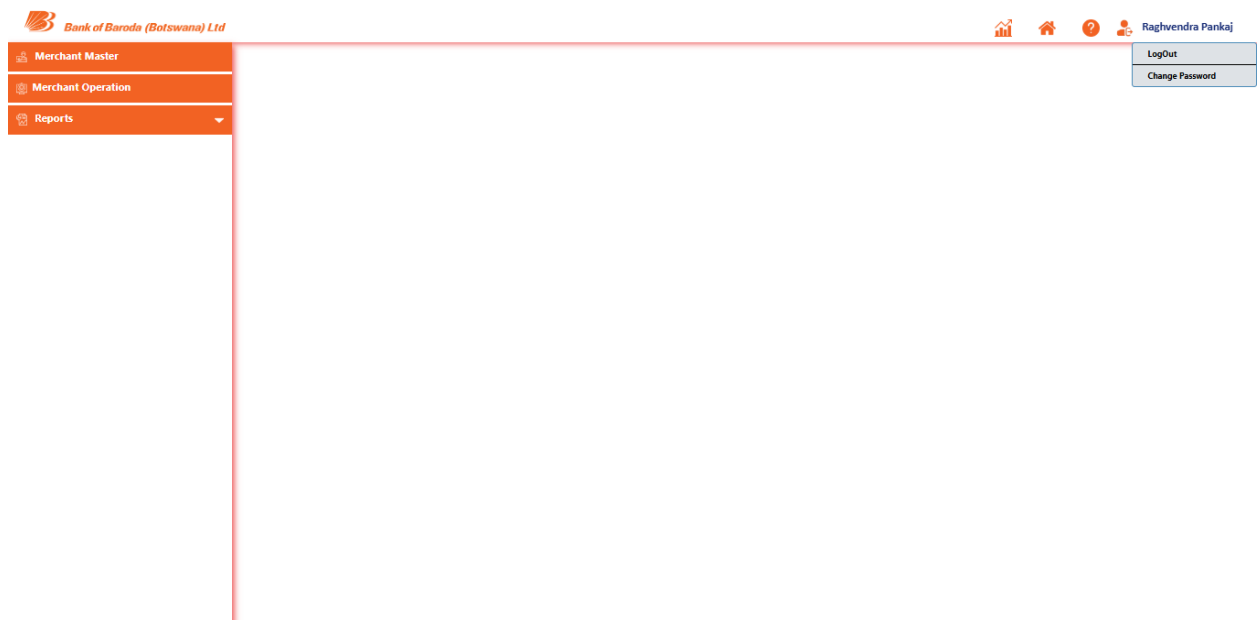
Tran Date	Ref ID	Bill Number	Currency	Bill Date	Bill Amount	Reversal Date	Reversal Amount	Reversal Remarks	Verify User
No data available in table									
Showing 0 to 0 of 0 entries									

Home

Back

2.4. Change Password

- Users can change their existing password to a new one.
- This feature enhances account security by allowing periodic password changes.
- Ensures unauthorized access is minimized.
- After submitting the new password, a message indicating "Password changed successfully" is displayed.



Click LoginUserName in Action Panel. It displays dropdown. Then Click Change Password

CHANGE PASSWORD

Old Password :

New Password :

Confirm New Password :

Enter the relevant data and submit.

BANK OF BARODA

Password Changed Successfully.

2.5 .Two Factor Authentication

In the two-factor authentication system, new users are presented with 10 questions during their initial login , and they must provide answers to any 3 of these questions. On the "forgot password" screen, users are presented with these authentication questions. They can choose any one question to answer. After successfully answering it, they will proceed to change their password.

Bank of Baroda (Botswana) Ltd

Merchant Master
Merchant Operation
Reports

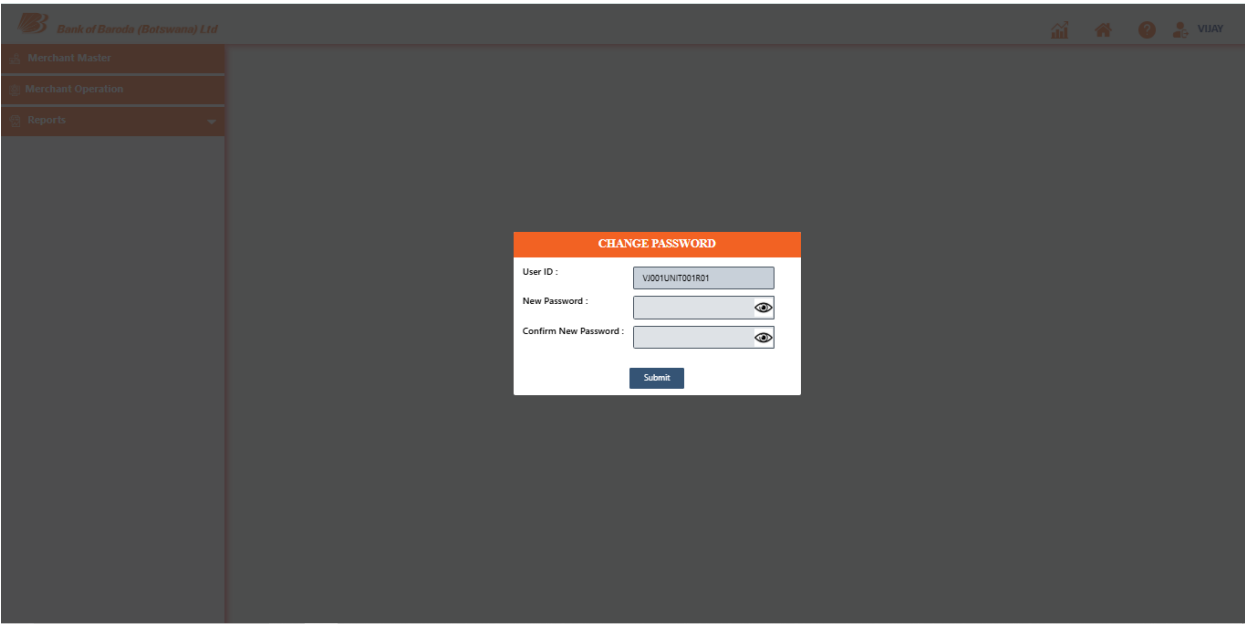
SECURITY QUESTIONS (Please fill in at least 3)

User ID: V0001UNIT001R01
User Name: VIJAY

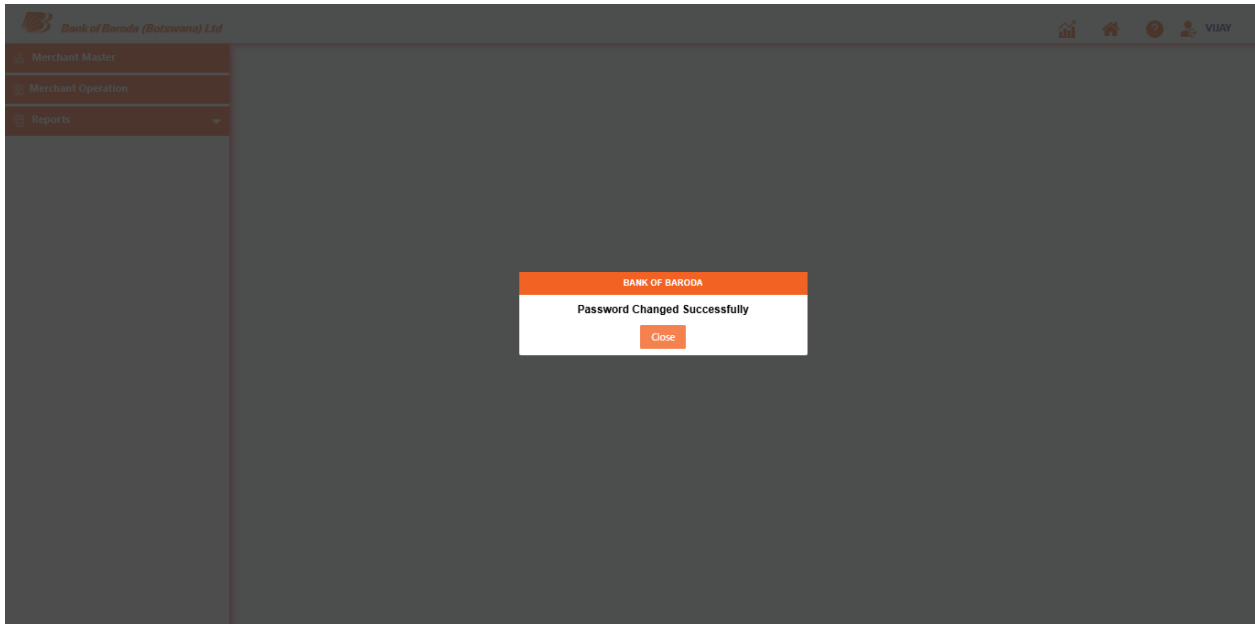
WHAT IS YOUR MOTHER'S NAME?
WHAT WAS THE NAME OF YOUR FIRST PET?
WHAT IS YOUR FAVORITE BOOK?
WHAT IS YOUR FAVORITE FOOD?
WHAT CITY WERE YOU BORN IN?
WHAT IS YOUR FAVORITE COLOR?
WHAT WAS YOUR FIRST CAR?
WHAT WAS THE NAME OF YOUR ELEMENTARY SCHOOL?
WHAT IS YOUR FAVORITE MOVIE?
WHAT IS YOUR FATHER'S MIDDLE NAME?

Submit Back

After answering the two-factor authentication (2FA) question, the user is redirected to the change password screen, where they are prompted to enter a new password and confirm it by re-entering the same password in a second field. Once both fields are filled and match, the user submits the form, and the system processes the change.

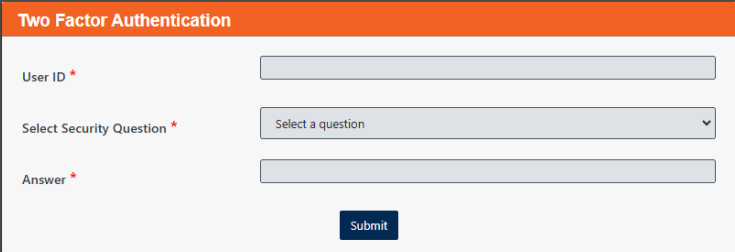


If successful, the password is updated, and the user receives a confirmation message indicating that their password has been changed successfully.

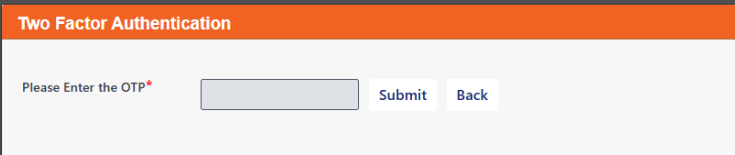


2.6. Forgot Password

In the Forgot Password Process, users are presented with that 10 authentication questions. They can choose any one question to answer. After successfully answering it, they should enter the OTP.

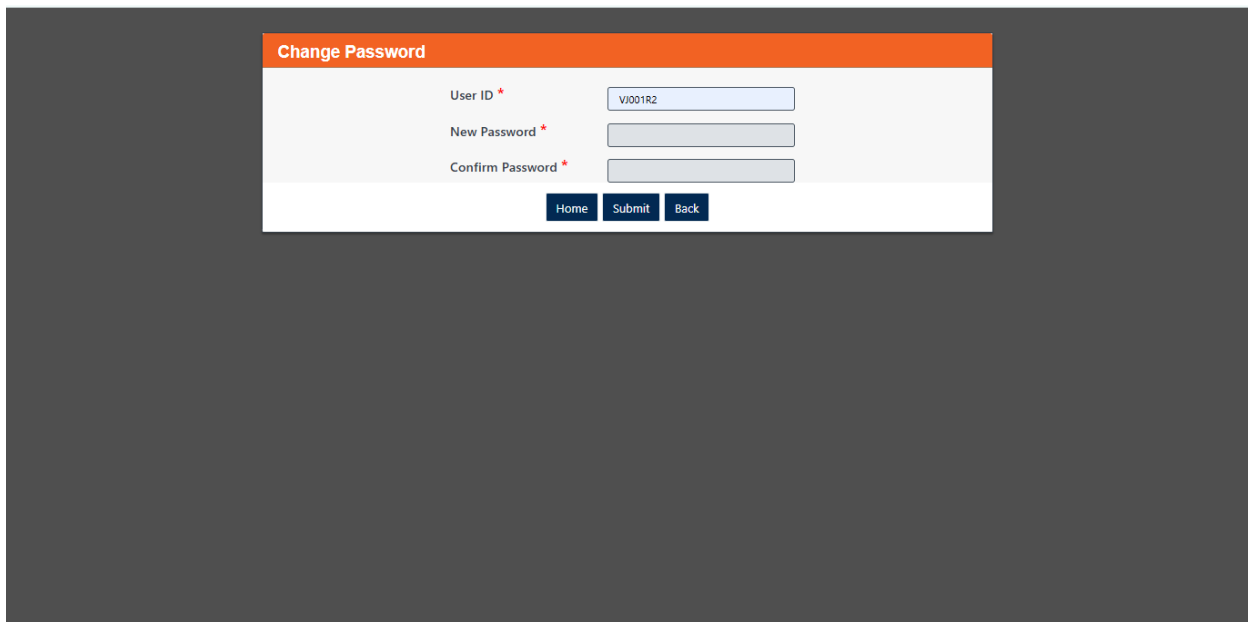


The image shows a 'Two Factor Authentication' form. It has an orange header with the title 'Two Factor Authentication'. Below the header, there are three input fields: 'User ID *', 'Select Security Question *', and 'Answer *'. The 'Select Security Question *' field is a dropdown menu with the text 'Select a question' and a downward arrow. Below the input fields is a blue 'Submit' button.



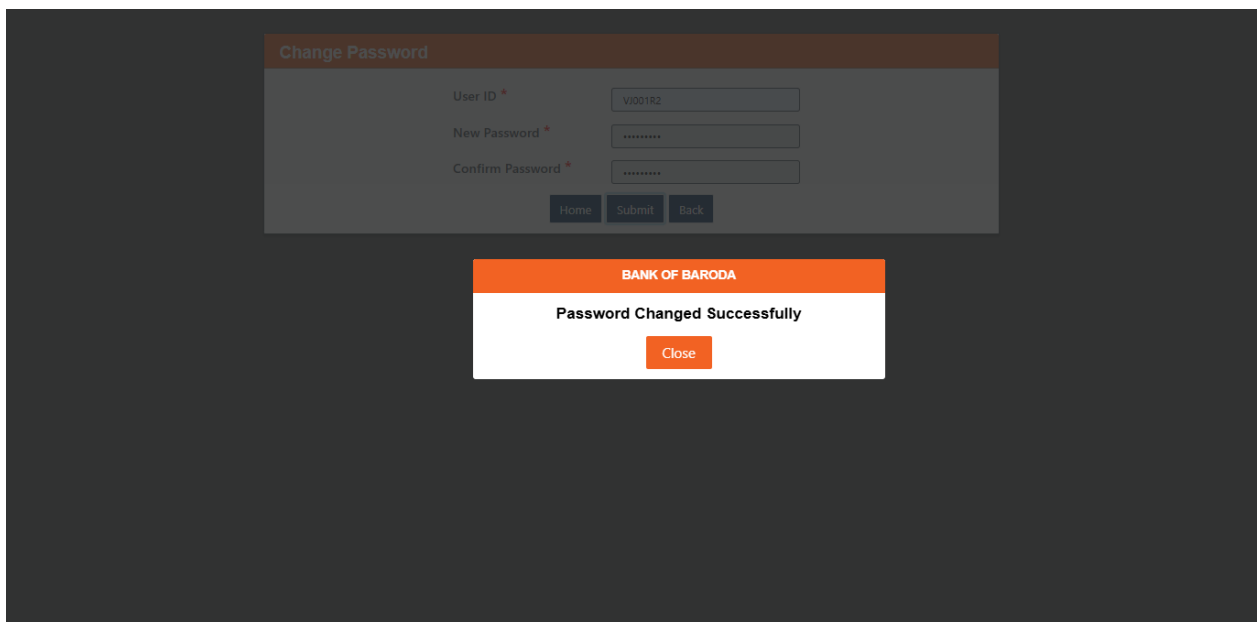
The image shows a 'Two Factor Authentication' form for entering an OTP. It has an orange header with the title 'Two Factor Authentication'. Below the header, there is a text label 'Please Enter the OTP *' followed by a text input field. To the right of the input field are two buttons: 'Submit' and 'Back'.

After the OTP is correctly entered, the user is redirected to the change password screen, where they are prompted to enter a new password and confirm it by re-entering the same password in a second field. Once both fields are filled and match, the user submits the form, and the system processes the change.



The screenshot shows a 'Change Password' form with an orange header. The form contains three input fields: 'User ID *' with the value 'VI001R2', 'New Password *', and 'Confirm Password *'. Below the fields are three buttons: 'Home', 'Submit', and 'Back'.

If successful, the password is updated, and the user receives a confirmation message indicating that their password has been changed successfully.



The screenshot shows the 'Change Password' form with a success message overlay. The message box is titled 'BANK OF BARODA' and contains the text 'Password Changed Successfully' with a 'Close' button. The form fields and buttons are visible in the background.

