



BBPS FRONTEND GUI REFERENCE

Version 1.1

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Document History

Date	Version	Section Number	Description
13.10.2017	1.1		Updated all the scenarios with screen shots

1. Summary

This documents act as only a **GUI reference** for developing Frontend screens.

1. For Input Field development, kindly refer “**Frontend Guidelines**” document.
2. For Input Field level validations, kindly refer “**Frontend Field Validation**” document.
3. In all the BBPS bill payment screen (from selecting the Biller screen to displaying the receipt screen and CMS module), BBPOU logo should be displayed in Left hand side and BBPS logo should be displayed in right hand side of the screen.

2. Fetch and Payment

- A. **Common section of “Bill Payment”** should be displayed at the BBPOU portal or/and third party login. All customer BBPOUs, should offer only one option of bill payments. For billers under BBPS, it should route to BBPS APIs and for others it should route to current aggregator APIs. There must be only one “**single section entry**”.

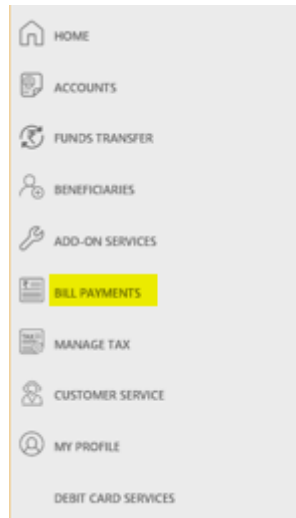


Fig 1: Sample screen for single section entry

- B. By selecting the “**Bill Payment**” option, Search Biller page should appear like below screenshot.



Fig 2: Sample screen for Search Biller page

- C. After selecting the Biller, it should redirect to **“Bill Fetch”** page. In the Bill Fetch page, a customer can gather bill details by providing information’s such as “Mobile number”, “Biller name”, “CA number”, “Email”, “Customer name”, etc. depends on the Biller.

Fig 3: Sample screen for Bill Fetch

- D. After fetching the Bill details, it should redirect to **“Bill Payment”** page. Following fields should be displayed in Bill Payment page such as Biller name, Customer Name, Customer Number, Bill Date, Bill Period, Bill Number, Due Date, Bill Amount, Customer Convenience Fees, Total amount, Payment Mode and Multiple Amount Option.

Mandatory items to be followed in Bill Payment page:

- MULTIPLE PAYMENT OPTION TO BE ADDED (A Biller may choose to pass more than one amount parameter in the Bill Fetch Response, which the Customer BBPOU should be in a position to display to the customer on the front-end ie., irrespective of any channel from

where the transaction is being initiated). It will be the choice of the customer to choose one or multiple amounts for payment.)

- Total Amount comprises of Bill amount with Customer Convenience Fees.
- CCF should be calculated basis the Payment mode and amount selected for payment
- Dropdown should be provided for Payment mode option if it has more than one mode of payment.

The screenshot shows a 'Pay Bill' form with the following fields and values:

BBPOU Logo		Pay Bill		BBPS	
Biller Name		Payee Mobile Number			
Electricity Board Nigam Limited		9999999999			
Consumer Number		Bill to be Paid			
12345678		<input checked="" type="checkbox"/> Base Bill Amount <input type="checkbox"/> Option B			
Consumer Name		<input type="checkbox"/> Option A <input type="checkbox"/> Option C			
Mr. Kumar		Amount			
Bill Date		100			
dd/mm/yyyy		Select Payment Mode			
Bill Period		Cash			
Month/Year		Customer Convenience Fees			
Bill Number		2			
54321678		Total Amount			
Bill Due Date		102			
dd/mm/yyyy				PAY	

Fig 4: Sample screen for Bill Payment page

- E. By clicking **“Pay”** in the Bill Payment page, then it should generate a receipt. Print option is must in the Receipt screen. Following input fields should be displayed in the **“Receipt”**.

- Transaction ID
- Biller ID
- Biller Name
- Customer Name
- Customer Number
- Bill Date
- Bill Period
- Bill Number
- Due Date
- Bill Amount
- Customer Convenience Fees
- Total amount
- Transaction Date and Time

- Initiating Channel
- Payment Mode
- Transaction Status.



BBPOU Logo BBPS ENERGY BILL PAYMENT SYSTEM

Transaction Successful !!!

Transaction ID AB0123456789	Transaction Date and Time dd/mm/yyyy hh:mm:ss
Transaction Status Status	Payment Channel Agent Outlet
Billier Name Electricity Board Nigam Limited	Billier ID ELECMAH00000012345
Consumer Name Mr. Kumar	Payment Mode Cash
Payee Mobile Number 9999999999	Amount 100
Consumer Number 12345678	Customer Convenience Fees 2
Bill Date dd/mm/yyyy	Total Amount 102

Fig 5: Sample screen for receipt

3. Quick Pay

1. A **common section of “Bill Payment”** should be displayed at the BBPOU portal or/and third party login. All customer BBPOUs, should offer only one option of bill payments. For billers under BBPS, it should route to BBPS APIs and for others it should route to current aggregator APIs. There must be only one **“single section entry”**.

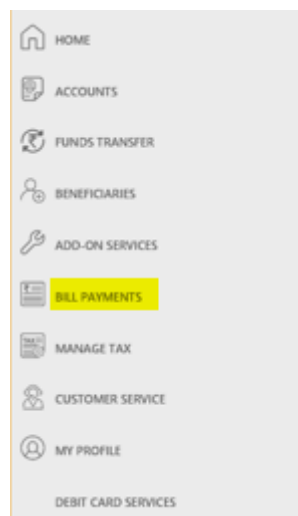


Fig 6: Sample screen for single section entry

- By selecting the **“Bill Payment”** option, Search Biller page should appear like below screenshot.

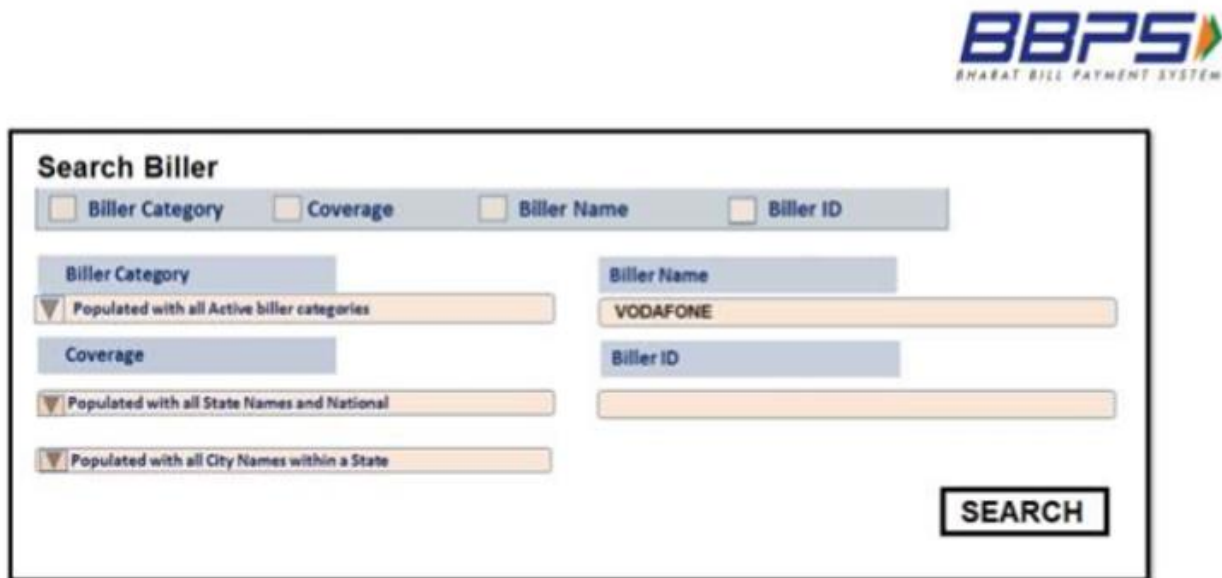


Fig 7: Sample screen for Search Biller page

- After selecting the Biller, it should redirects to Bill Payment page. In the **“Bill Payment”** page, customer has to enter the Amount value along with the required fields such as Customer Name ,Mobile Number, etc., depends on the Biller.

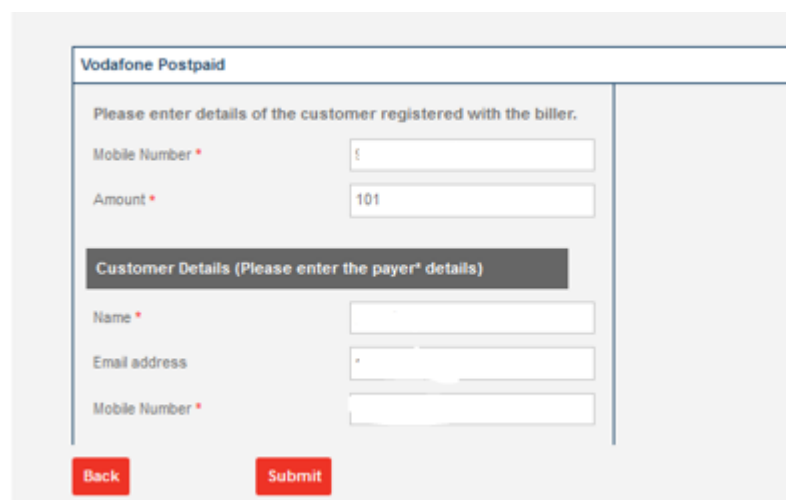


Fig 8: Sample screen for Bill Payment page

4. By clicking “Submit” then Bill Payment page will be appear like below screenshot.

Mandatory items to be followed in Bill Payment page:

- Total Amount comprises of Bill amount with Customer Convenience Fees.
- CCF should be calculated basis the Payment mode and amount selected for payment
- Dropdown should be provided for Payment mode option if it has more than one mode of payment.

The screenshot shows a web form titled "Pay Bill" with the BBPS logo in the top right corner. The form contains several input fields with labels in blue and values in orange. The fields are: "Biller Name" with value "VODAFONE", "Payee Mobile Number" with value "9999999999", "Mobile Number" with value "8787878787", "Amount" with value "100", "Select Payment Mode" with a dropdown menu showing "Cash", "Customer Convenience Fees" with value "2", and "Total Amount" with value "102". At the bottom right, there is a black button labeled "PAY".

Field Label	Value
Biller Name	VODAFONE
Payee Mobile Number	9999999999
Mobile Number	8787878787
Amount	100
Select Payment Mode	Cash
Customer Convenience Fees	2
Total Amount	102

Fig 9: Sample screen for Bill Payment page

5. By clicking “Pay” in the Bill Payment page, then it should generates a receipt. Print option is must in the Receipt screen. Following fields should be displayed in the “Receipt”.
- Transaction ID
 - Biller ID
 - Biller Name
 - Customer Name
 - Customer Number

- Bill Amount
- Customer Convenience Fees
- Total amount
- Transaction Date and Time
- Initiating Channel
- Payment Mode
- Transaction Status.

BBPS Bill Receipt	
Customer Name	Manoj
Customer Mobile	9898990122
Customer Reference Field1	10
Customer Reference Field2	20
Transaction Ref ID	EQ0118132674
Payment Channel	BANKBRANCH
Payment Mode	CASH
Biller Name	TSTT
Biller Id	TSTT00000ADB06
Transaction status	Successful
Bill Date	2016-09-01
Bill Amount	3
Customer Convenience Fee	0.06
Total Amount	3.06
Transaction Date & Time	4/18/2017 6:41:23 PM

Bill Payment Response Successful :

Print

Fig 10: Sample screen for receipt

4. SMS Format

SMS for Successful Transaction:

Thank you for payment of <AMOUNT> against <BILLERNAME>, Consumer no<CONSUMERNO.>, Txn Ref ID <12digitRefID> on <DATE&TIME> vide <PAYMENT CHANNEL>.

SMS for Complaint Registration:

Your Complaint has been registered successfully for Txn Ref ID <12digitRefID>. Your Complaint ID is XXXXXXXXX. You can track status of your complaint using your Complaint ID.

5. Complaint Management System

In CMS MODULE totally 3 scenarios are there.

- A. Search Transaction.
- B. Complaint Registration.
- C. Complaint Tracking.

A. SEARCH TRANSACTION:

- For SEARCH TRANSACTION, options should be available for customer to search using combination of mobile number and date range by using TxnReferenceid.
- OTP verification should be done for search transaction using mobile number if it is PRE-LOGIN.

The screenshot shows a web interface for searching transactions. At the top left is the 'BBPOU Logo'. The main heading is 'Search Transaction'. Below this, there are input fields for 'Transaction ID', 'Mobile Number', and 'Txn Ref ID'. There are also date range selectors for 'From Date' and 'To Date'. A 'PROCEED' button is located below the search filters. Below the button is a table with the following columns: Transaction date and time, Transaction ID, Customer Mobile number, Customer ID, BBPS Name, Biller ID, Biller Name, Category, Transaction Amount, GST, Charges, and Status. The table contains five rows of data, each with a checkbox in the first column. At the bottom right, there are two buttons: 'Register Complaint' and 'View Details'.

	Transaction date and time	Transaction ID	Customer Mobile number	Customer ID	BBPS Name	Biller ID	Biller Name	Category	Transaction Amount	GST	Charges	Status
<input type="checkbox"/>												
<input type="checkbox"/>												
<input type="checkbox"/>												
<input type="checkbox"/>												
<input type="checkbox"/>												

Fig 11: Sample screen for Transaction Search

B. COMPLAINT REGISTRATION:

Complaint Registration can be of following two types

- i. Service Based Complaint
- ii. Transaction Based Complaint

i) SERVICE BASED COMPLAINT:

1. If it is SERVICE BASED COMPLAINT, then it should display the “Participation Type” with dropdown options as ‘Agent’ and ‘Biller’.
2. If the Participation type is against “Agent” then “AgentId” field should be provided on the screen.
3. If the Participation type is against “Biller” then “Biller Name” field should be provided on the screen.

BBPS - Raise Service Complaint

Select service type of complaint

Transaction Details

Mobile Number 9999999999	Type of Complaint Service Related	Participation Type Biller Related
Billers Mahanagar Gas Limited	Service Reason Multiple failure for same biller	Description Test Service Complaint

SUBMIT

Fig 12: Sample screen for service based complaint against Biller

Complaint

Register Complaint

Transaction * Service

Register Service Complain

Mobile Number
9870317297

Select Participant Type
AGENT

Agent ID
KC01KC01INB519686490

Service Reason
Agent overcharging

Description
Test

OTP
Generate OTP

Enter OTP
7634

Submit

Fig 13: Sample screen for service based complaint against Agent

ii) TRANSACTION BASED COMPLAINT:

If it is TRANSACTION BASED COMPLAINT, then it should provide the Transaction Ref ID" field.

Complaint

Register Complaint

Transaction * Service

Customer Name

Billor Name
TSTT0000GADB06

Tan Ref Id
EQ0118132874

Amount
3

Tan Date
4/18/2017 6:41:23 PM

Category
Cable

Status
Success

Mobile Number
9870317297

Type Complaint
Transaction

Disposition
Double payment updated

Description
Test

Generate OTP
Generate OTP


Enter OTP
3455

Submit

Fig 14: Sample screen for Transaction Based Complaint

C. COMPLAINT TRACKING:

1. Customers can track the complaint status by providing the ComplaintID and the Type of Complaint.
2. Options should be available for customer to track the complaint using combination of mobile number and date range or by using ComplaintID.



The image shows a sample user interface for a complaint tracking system. At the top, there is a header bar with the text "Complaint Tracking" on the left and the "BBPS" logo on the right. Below the header, there is a prominent orange button labeled "Check Complaint Status". Underneath this button, the form is organized into several sections. The first section is labeled "Type of Complaint" and contains a text input field. The second section is labeled "Complaint ID*" and contains a text input field. Below this, the word "OR" is centered. The third section is labeled "Mobile Number*" and contains a text input field. Below this, the word "OR" is centered. The fourth section is labeled "Date Range*" and contains two date pickers, one labeled "From Date:" and the other "To Date:". At the bottom of the form, there is a yellow button with a list icon and an orange button labeled "VIEW".

Fig 15: Sample screen for complaint tracking