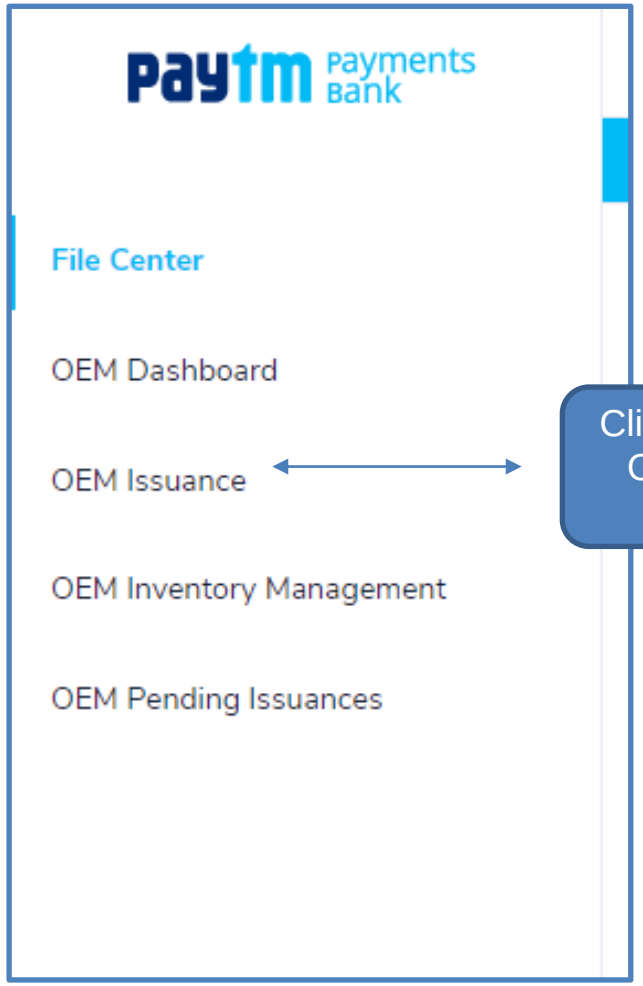
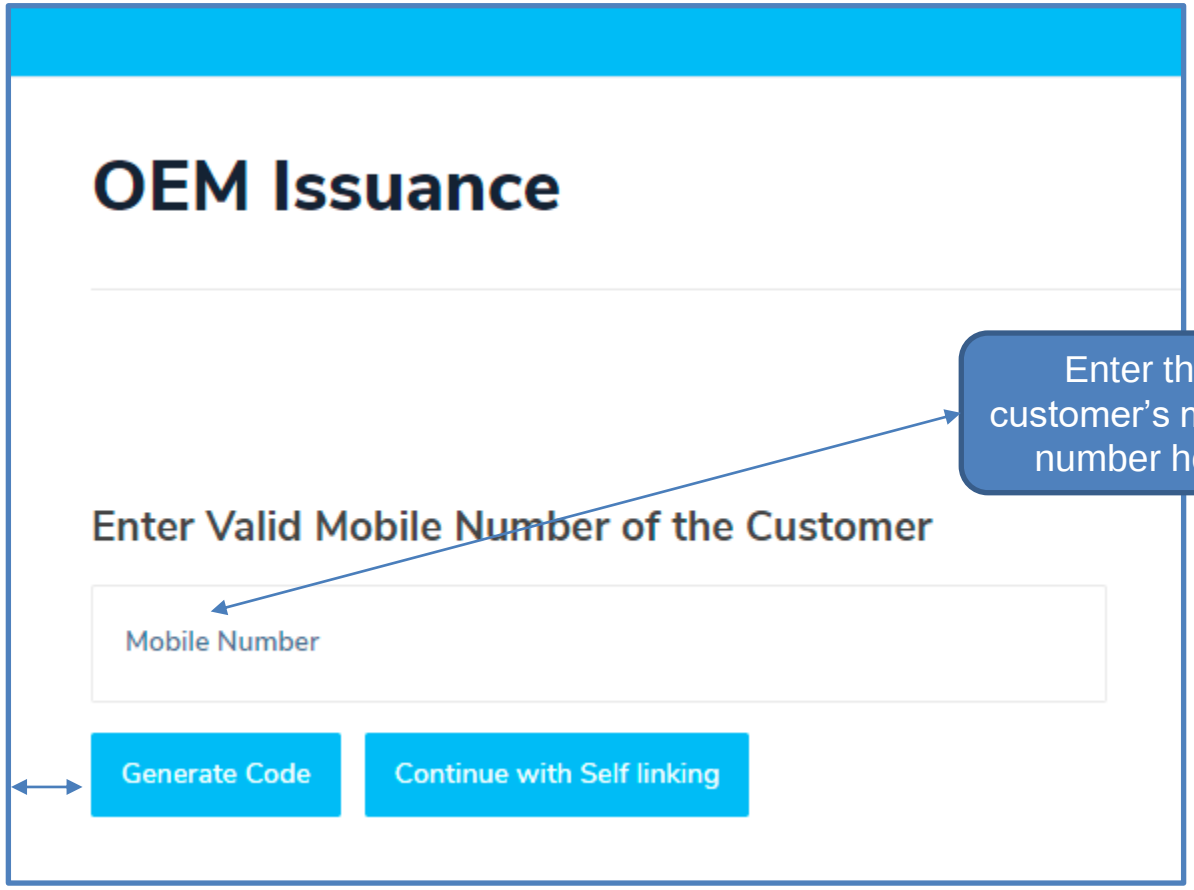
HDFC FASTAG ISSUANCE PROCESS FLOW- OEM Channel *(Car Dealers)*

Step 1. Login your TIS panel and go to “OEM Issuance” option available on the left side of taskbar where you will see the below screen for tag issuance. Enter the customer’s mobile number in the dialog box and click on “Generate Code”.

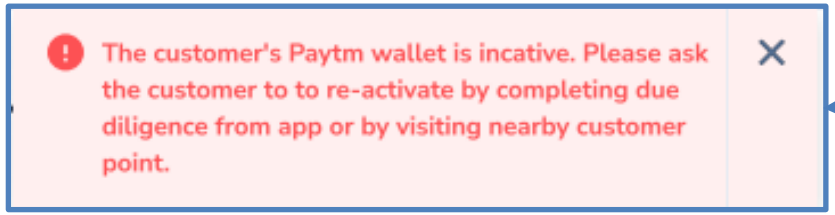


Click here to go to OEM Issuance screen



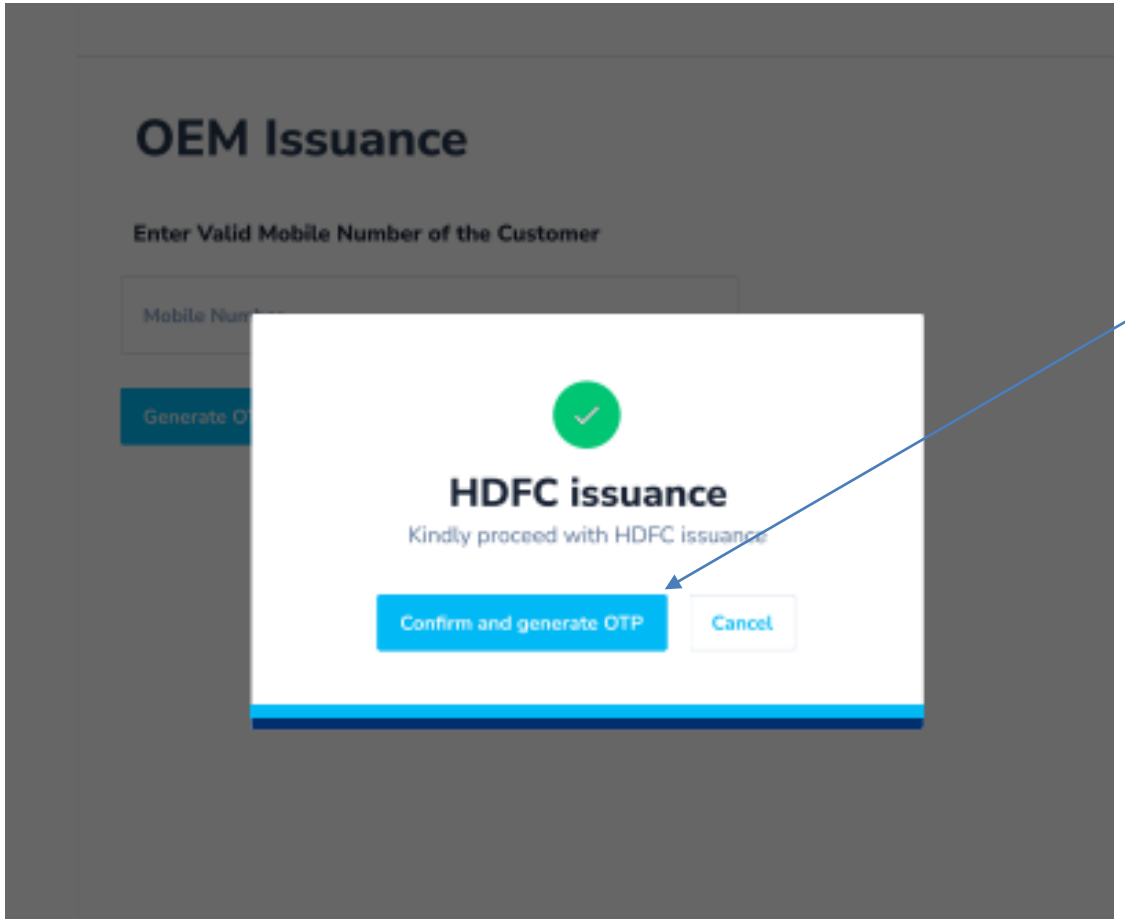
Enter the customer’s mobile number here

Click here to generate OTP



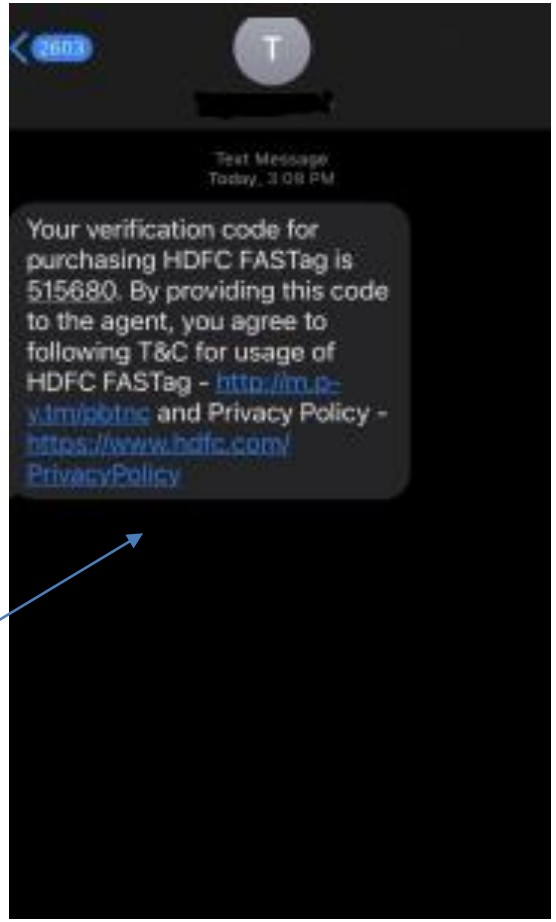
Error screenshot if the customer’s Paytm wallet is inactive.

Step 2. You will see the below pop message if the Paytm Fastag can not be issued to that particular customer. Please click on "Confirm and Generate OTP" and then the customer will receive an OTP on their mobile number.

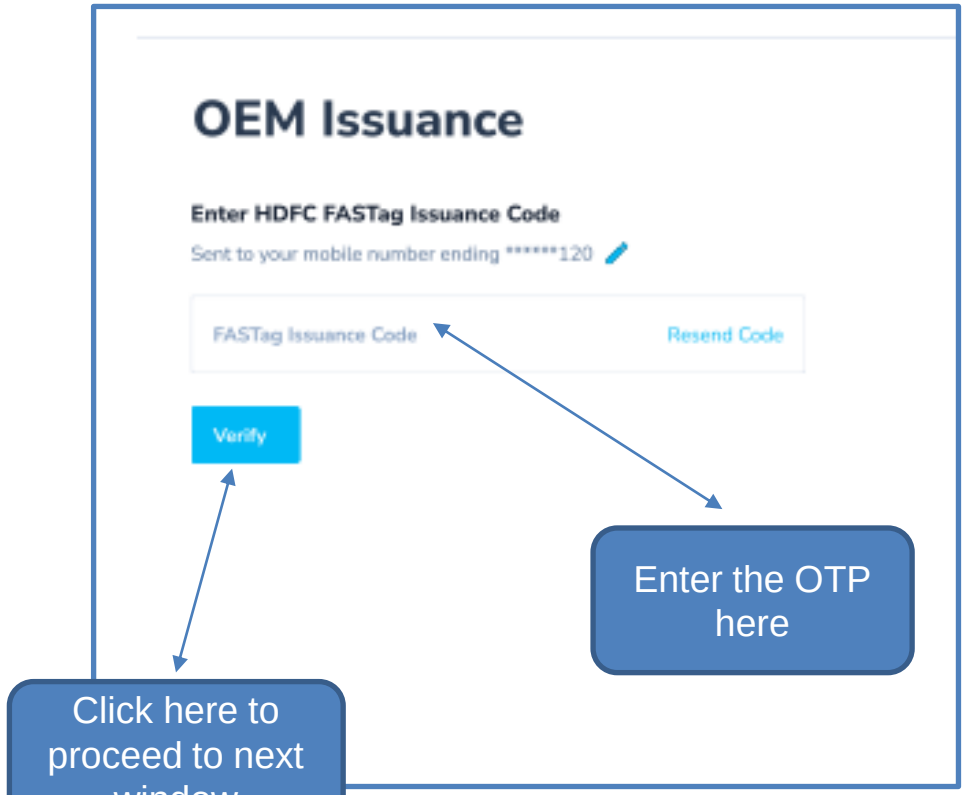


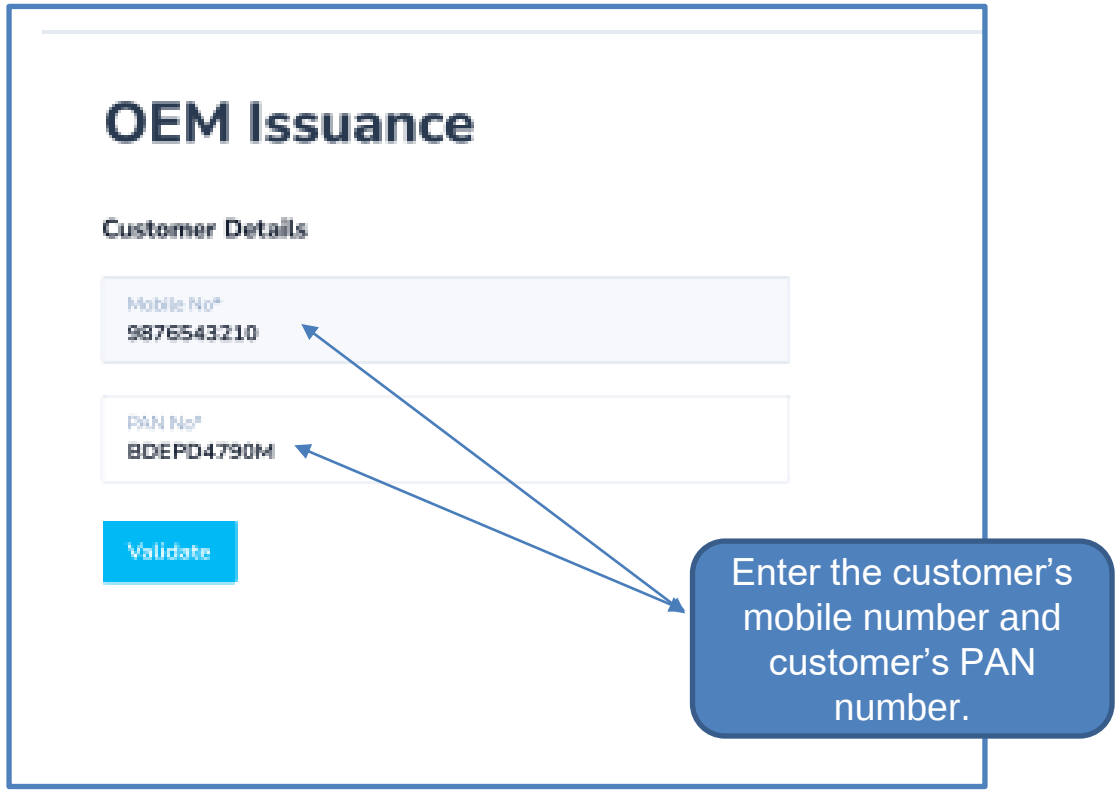
Click here to generate OTP

The customer will receive an OTP on their mobile number



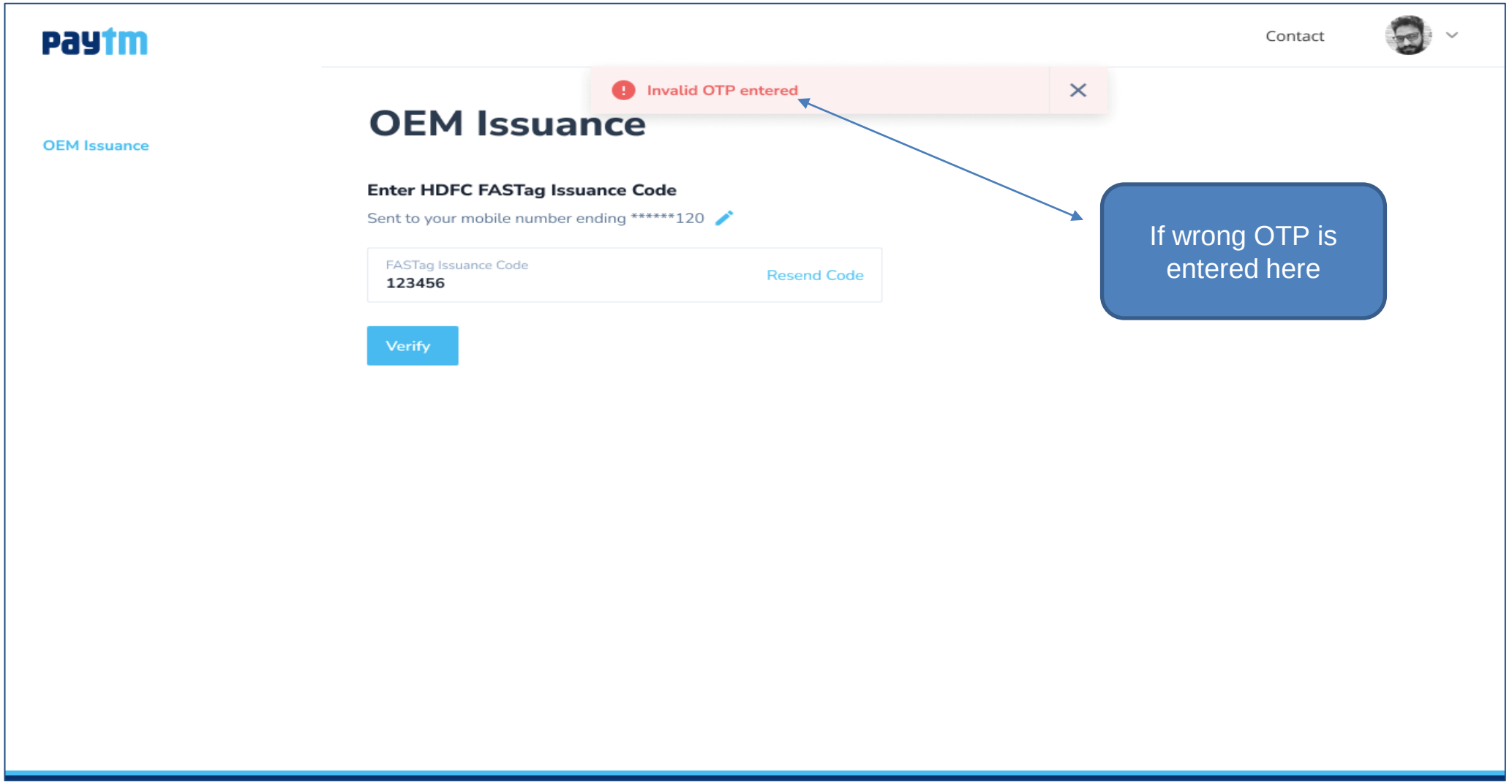
Step 3. Please enter the OTP and click on "Verify". Then in the next screen, you need to enter the customer's mobile number and the customer's PAN number.



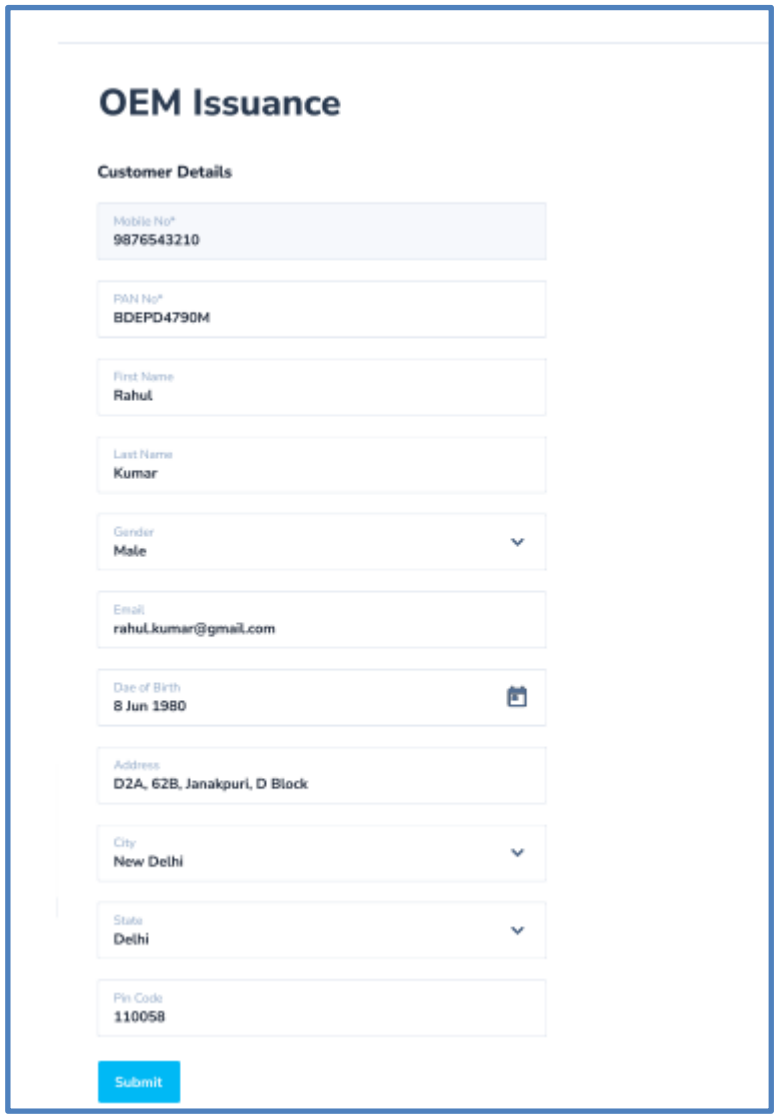


Error Screenshot if the customer is black listed on HDFC or if the above details are mismatched.

ERROR Scenario - Invalid OTP entered



Step 4. In the next screen, please enter the complete customer details in the relevant dialog boxes and click on "Submit“. Then you will see the Tag issuance screen where you need to add below following details and click on “Submit”.

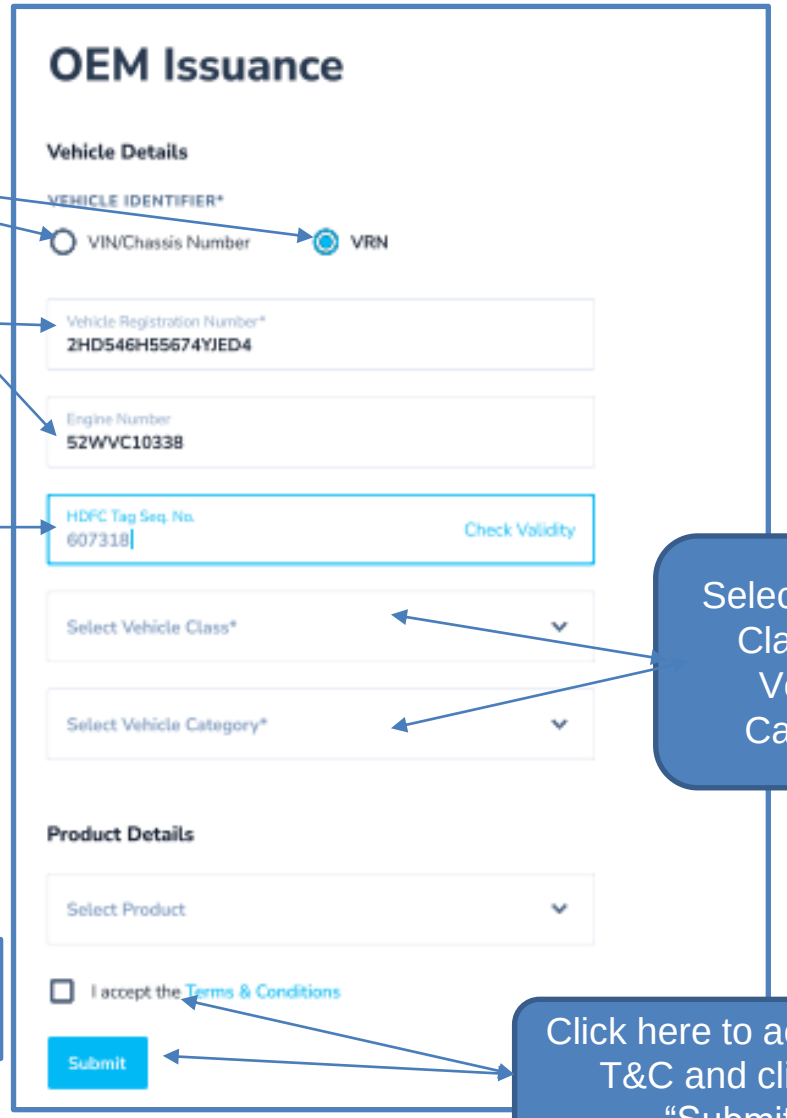


Select to add VIN or VRN here

Add VRN and Engine number here

Enter HDFC Tag Sequence number here. (*HDFC bank code 607318 will be auto populated, Last 10 digits to be entered)* and click on Validity

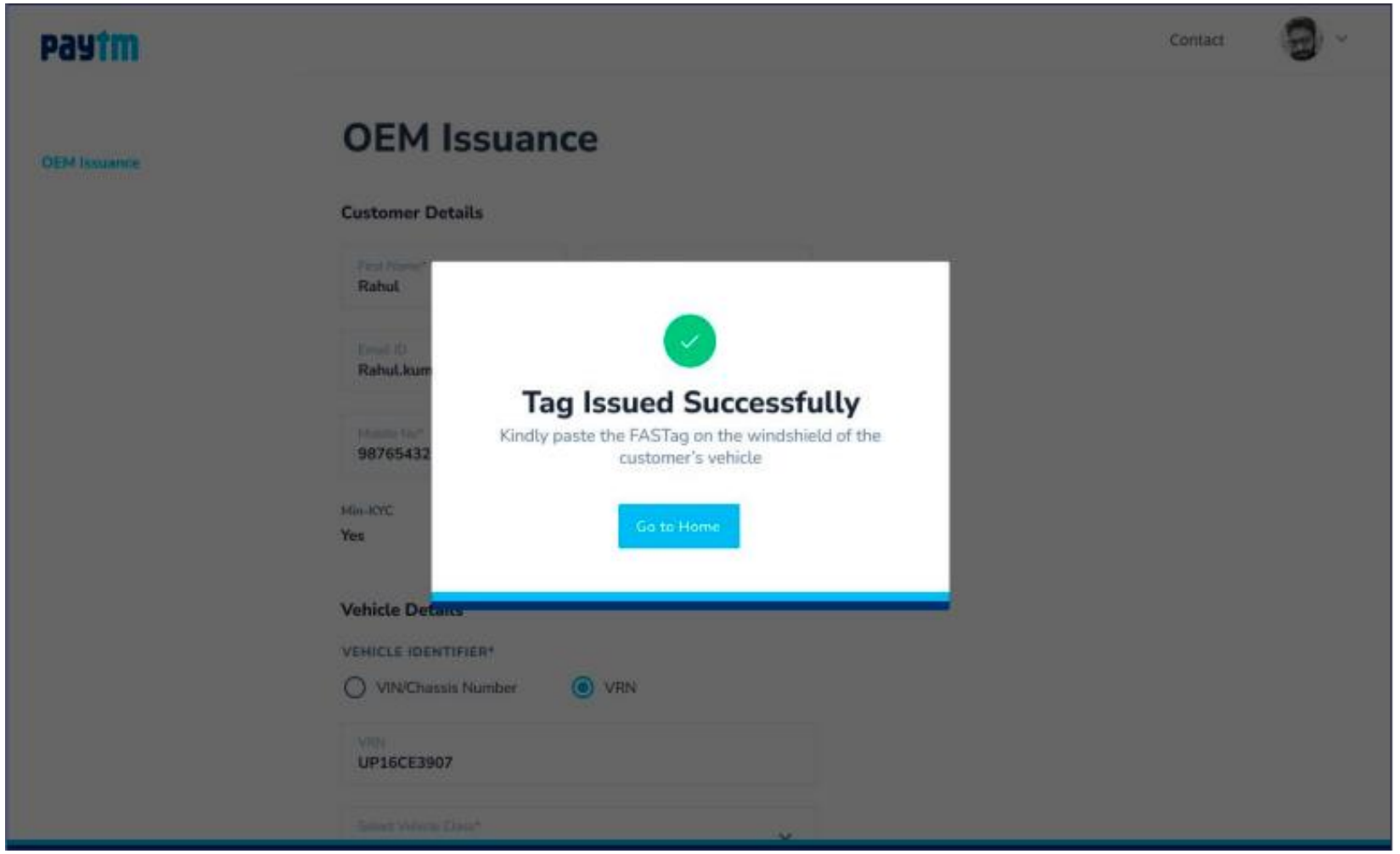
Error screenshot if you have enter incorrect HDFC Tag no.



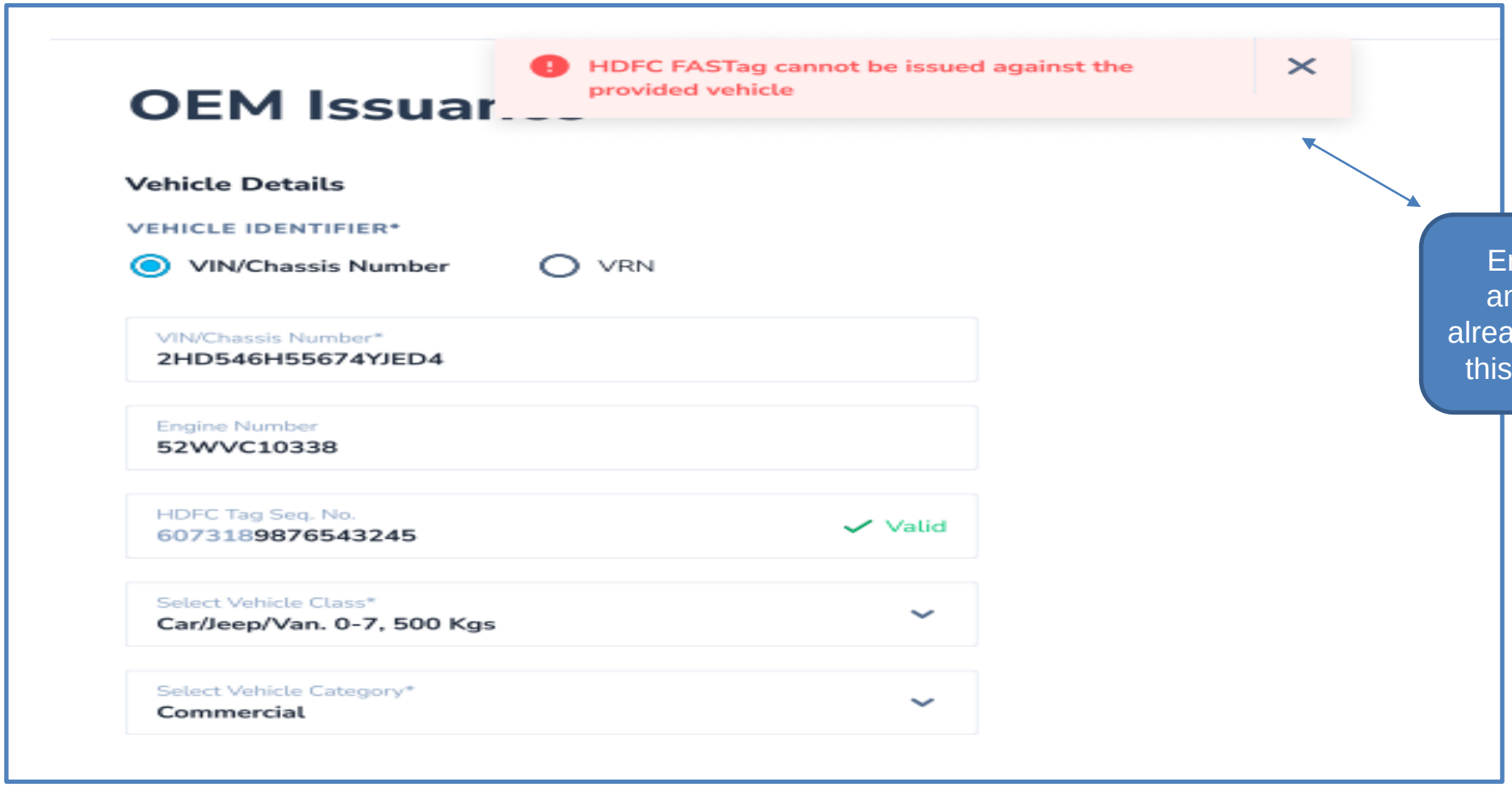
Select Vehicle Class and Vehicle Category

Click here to accept the T&C and click on “Submit”.

Step 5. You will receive the below confirmation message when tag is issued successfully.



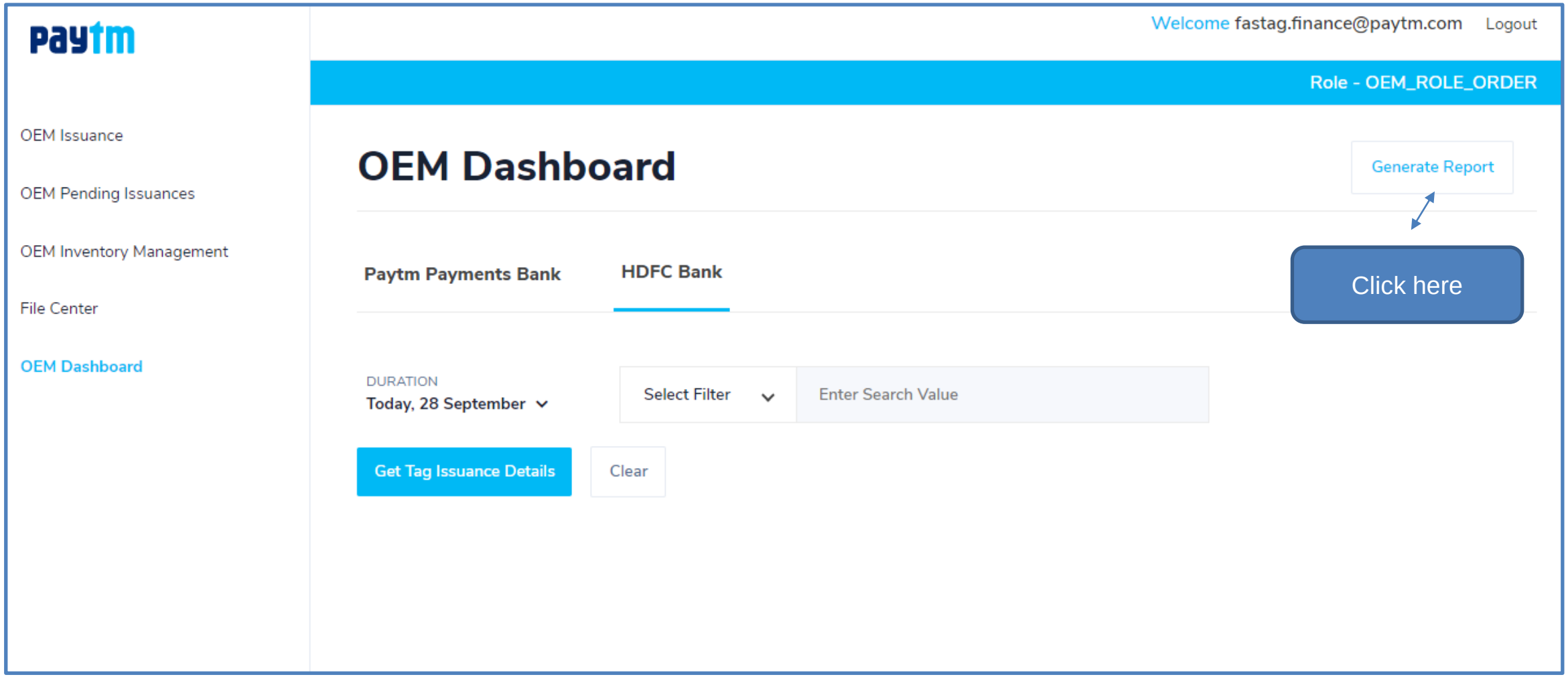
Error Scenario



Error message if another fastag is already issued against this Vehicle number

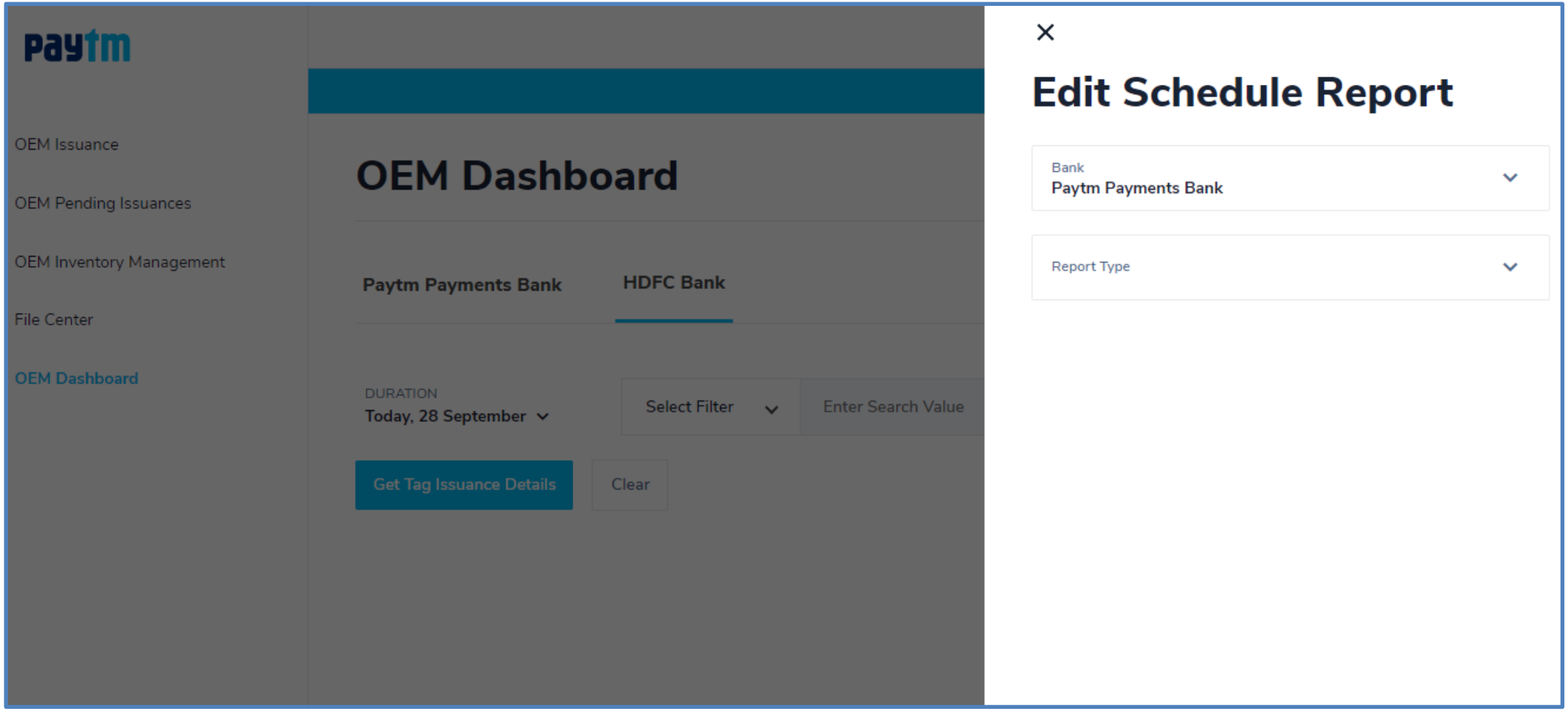
Dealer Reporting

Step 1 – Go to OEM Dashboard and clicks on Generate Report (CTA on top right)



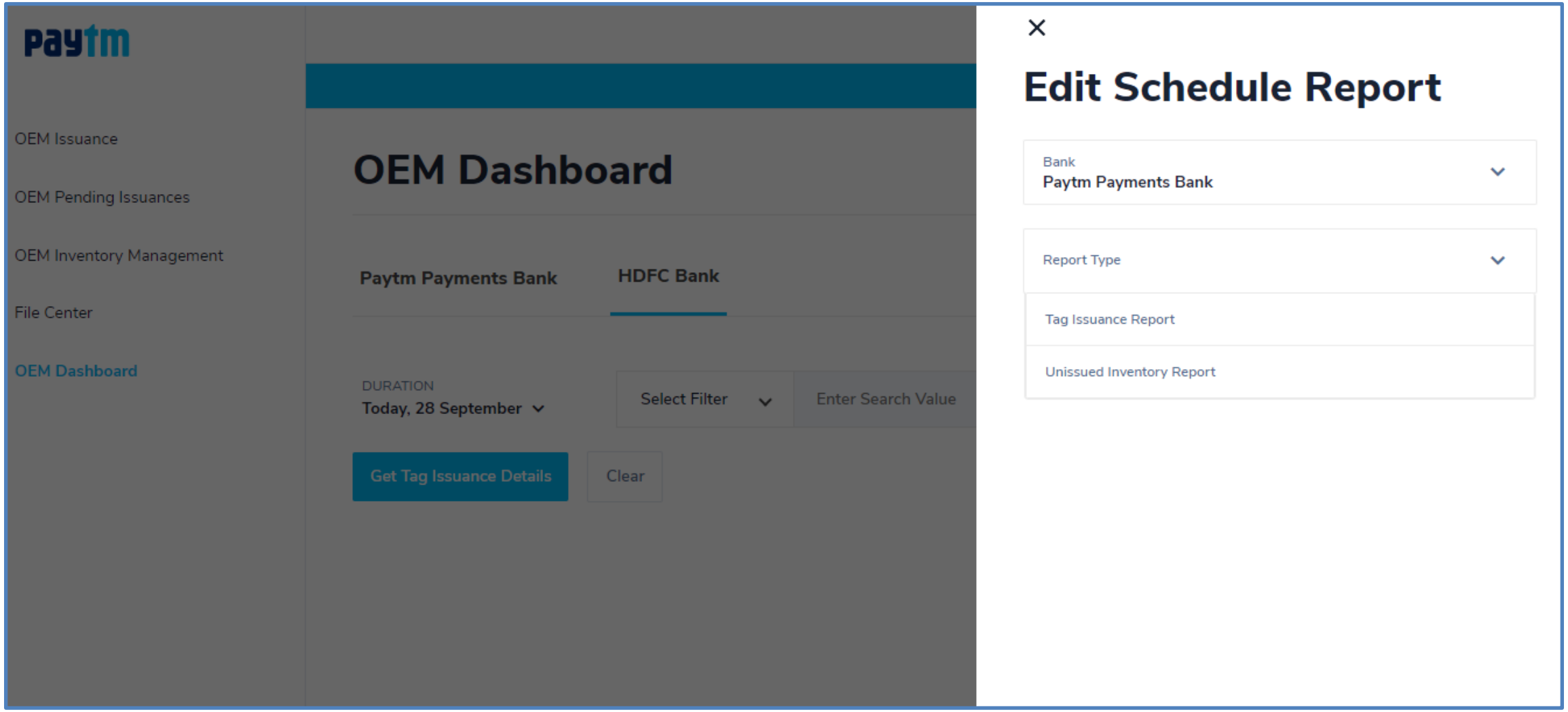
Step 2- Selects Bank

Available options - Paytm Payments Bank & HDFC Bank

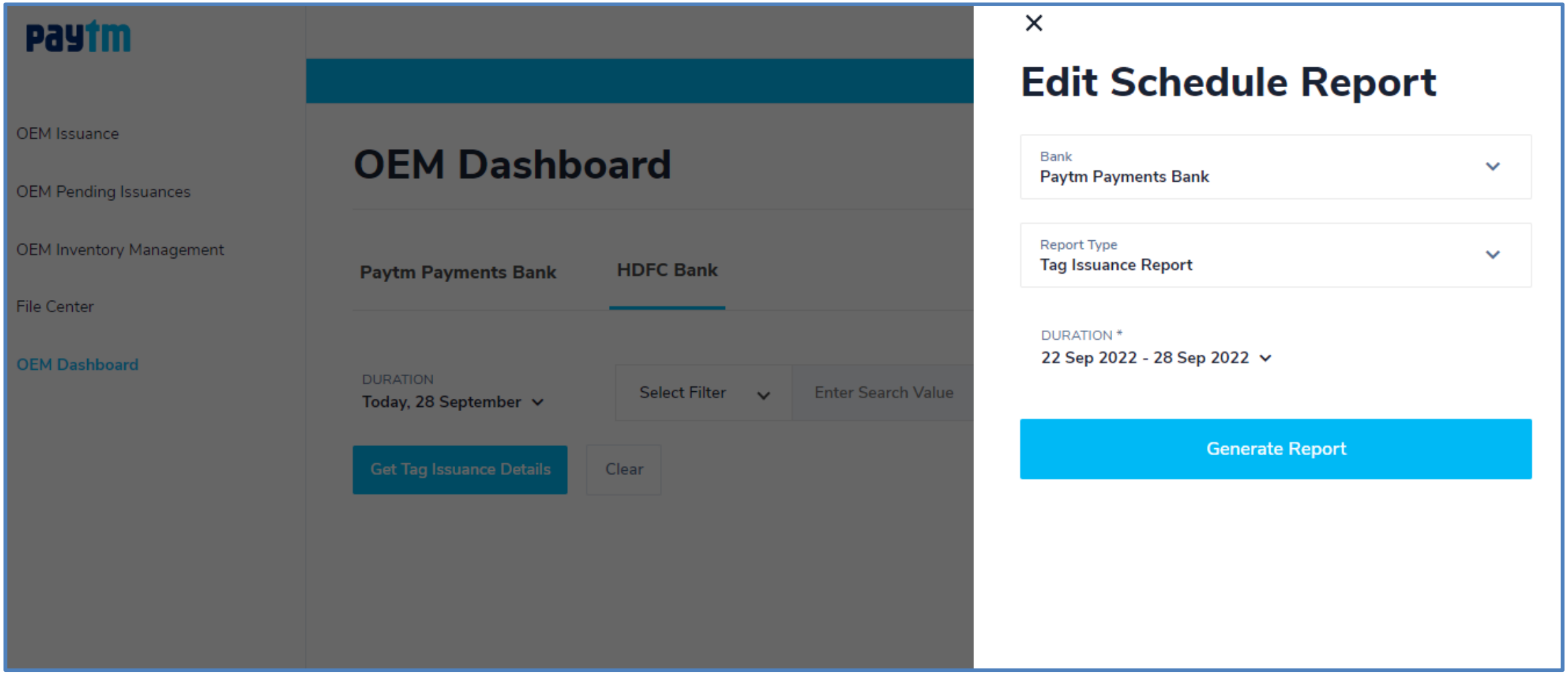


Step 3 - Selects Report Type

Available options - Tag Issuance Report & Unissued Inventory Report

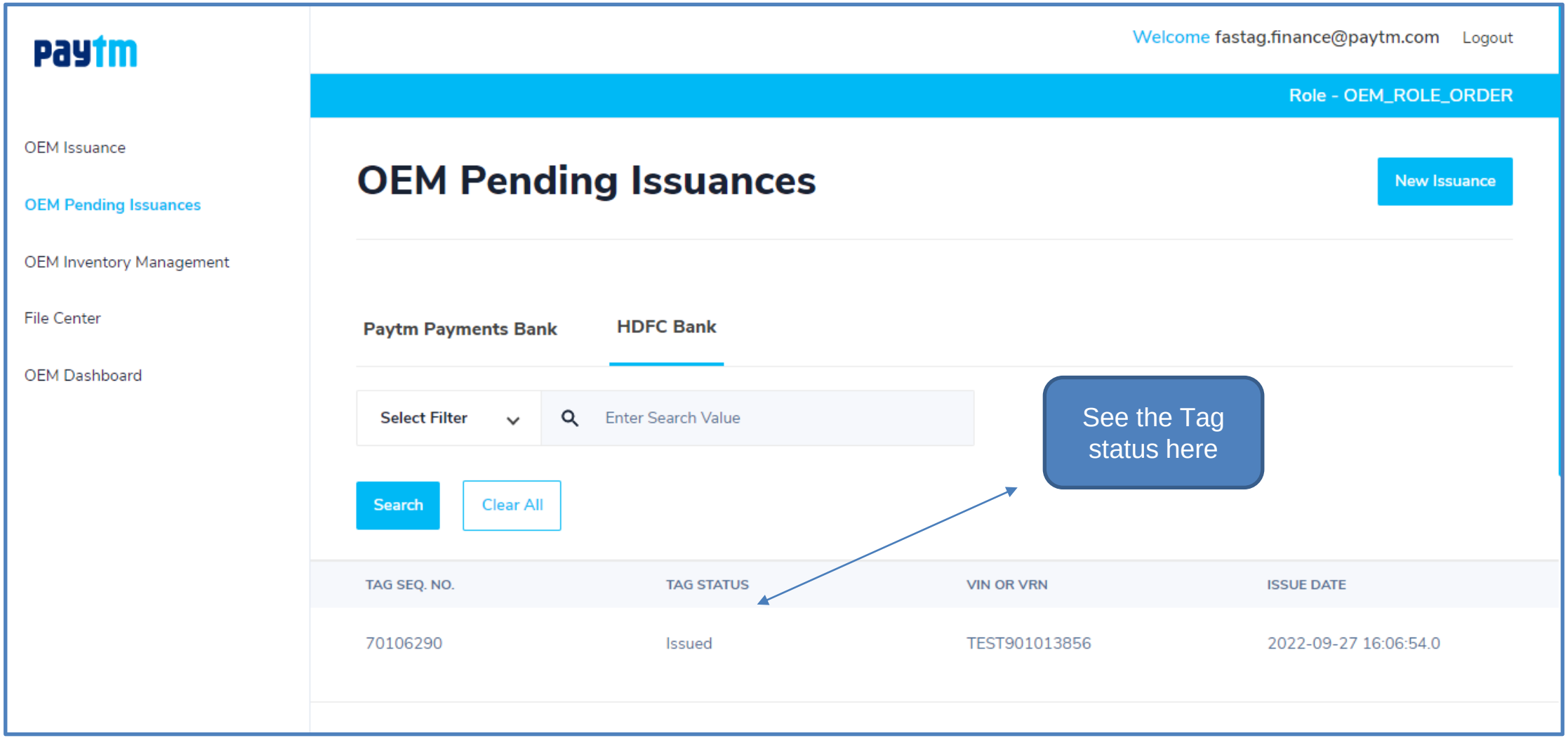


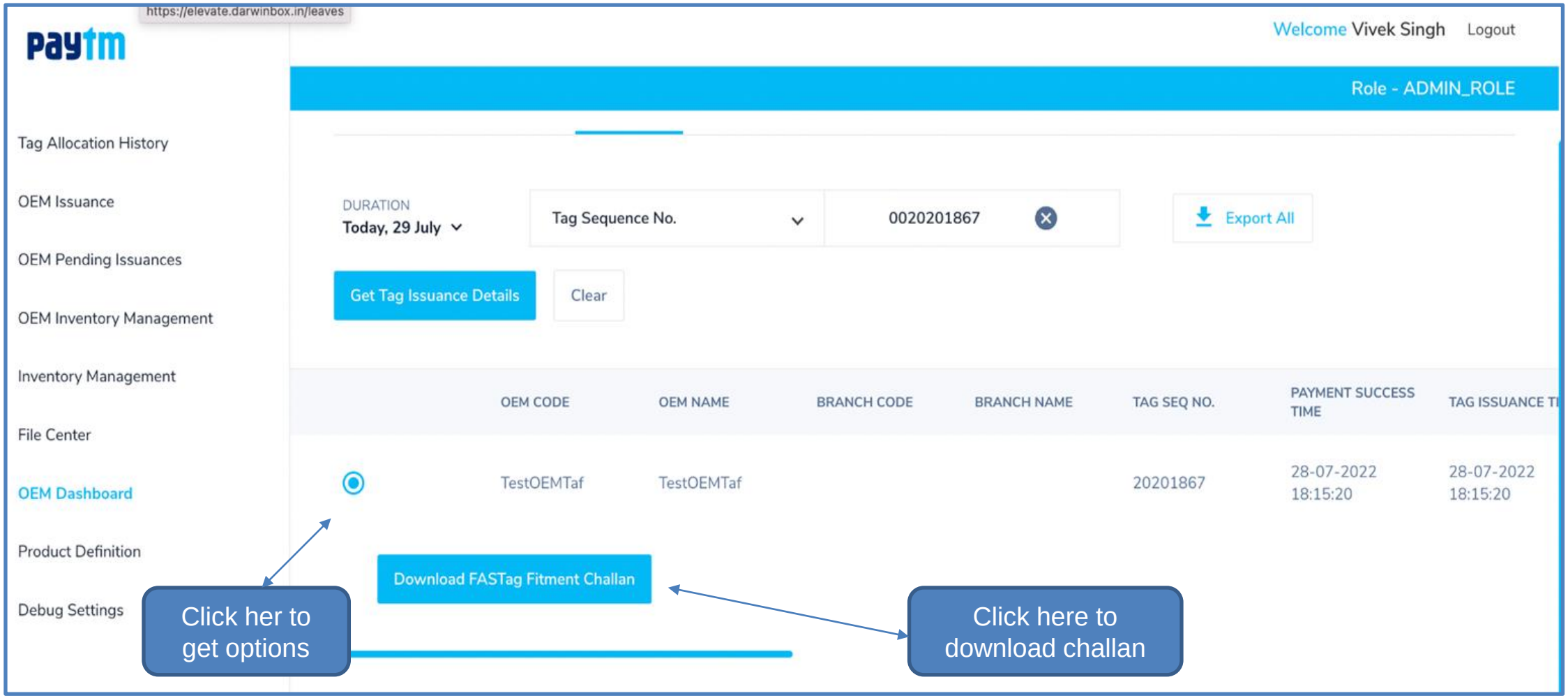
Step 4 - Select duration and clicks on Generate Report. Go to the “File Center” option where you can download the issuance report.



HDFC Issuance Status Check

Step 1 – Go to OEM Pending Issuance option on the left options bar and select “HDFC Bank” Field. You will see the Issued Tag Status on “Tag Status” option. Please wait for 5 mints for status to update.



Download Fastag Fitment Challan

Step 1- Go to OEM Dashboard and select Tag Sequence No. from available options. Type 10-digit Tag Sequence number (Please add “00” if tag sequence number is 8 digits.