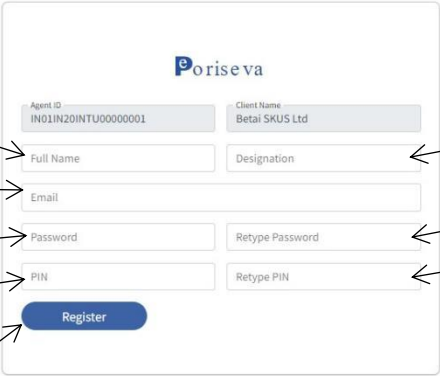


## User Registration



The registration form for ePoriseva includes the following fields and labels:

- Full Name**: Points to the 'Full Name' input field.
- Email**: Points to the 'Email' input field.
- Password**: Points to the 'Password' input field.
- PIN**: Points to the 'PIN' input field.
- Designation**: Points to the 'Designation' input field.
- Retype Password**: Points to the 'Retype Password' input field.
- Retype PIN**: Points to the 'Retype PIN' input field.
- Register Button**: Points to the blue 'Register' button.

Additional form details: The form header shows 'Agent ID: IN01IN20INTU00000001' and 'Client Name: Betal SKUS Ltd'. At the bottom, it states 'Powered By Synergic Softek Solutions Pvt.Ltd.'.

Fill all details into the required fields to register as a new user. After completing the entry please enter the register button to complete the registration process.

## Login



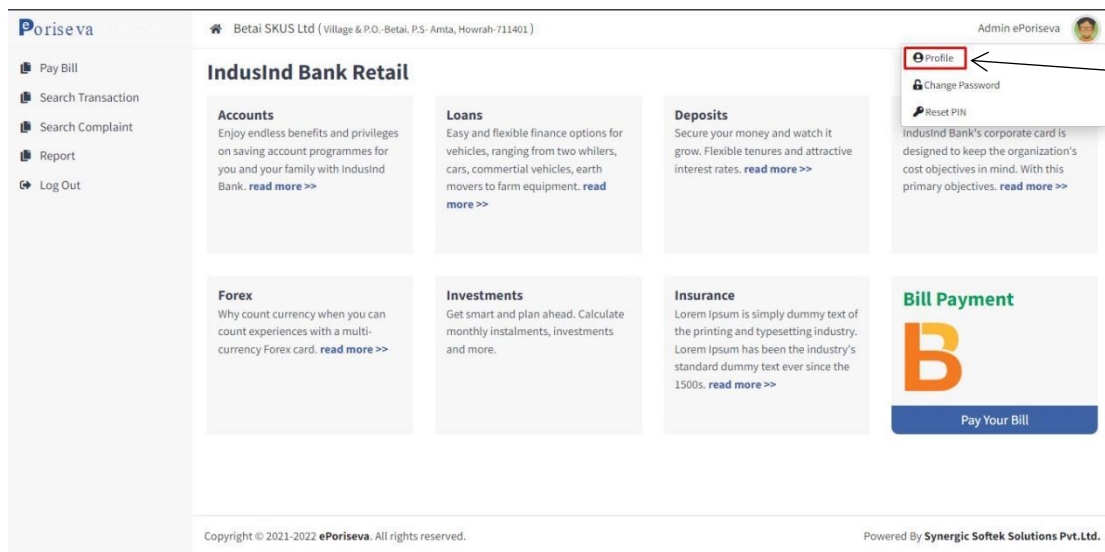
The login form for ePoriseva includes the following fields and labels:

- Pass your registered email as userID**: Points to the 'Email' input field.
- Enter your password, that you provided in the registration page**: Points to the 'Password' input field.
- Click on the Sign in button to login**: Points to the blue 'Sign In' button.

Additional form details: The form header shows the ePoriseva logo. At the bottom, it states 'Powered By Synergic Softek Solutions Pvt.Ltd.'.

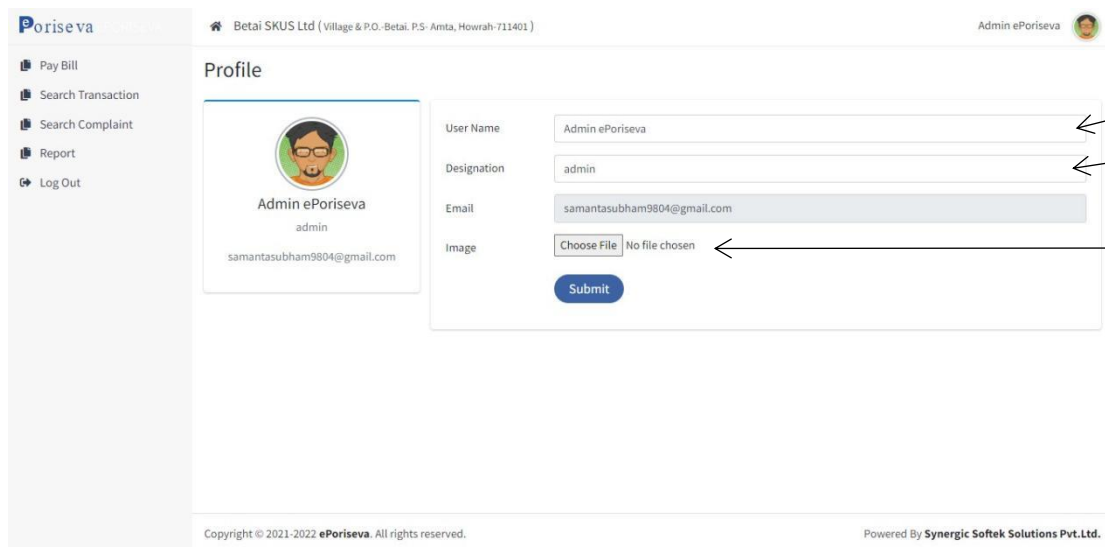
Provide your email id as user id and enter the password that you have set before on registration page. And click in sign in button to login our website and enjoy our services.

## Update Profile Information



Update profile information

Click on the Profile option to update user's information.



User name

Designation

Upload profile picture

There is a option to update user's profile picture. Click on choose file and upload an image. After changing the image and information click on the submit button to save change.

## Update Password

The screenshot shows the ePoriseva portal interface. On the left is a sidebar with navigation links: Pay Bill, Search Transaction, Search Complaint, Report, and Log Out. The main content area is titled 'IndusInd Bank Retail' and contains several service cards: Accounts, Loans, Deposits, Forex, Investments, Insurance, and a Bill Payment section with a large 'B' logo and a 'Pay Your Bill' button. In the top right corner, there is a user profile dropdown menu. An arrow points from the text 'Change Password' to the 'Change Password' option in this menu. The footer contains copyright information for 2021-2022 ePoriseva and mentions it is powered by Synergic Softek Solutions Pvt.Ltd.

Click on the Change Password option to update user's password.

The screenshot shows the 'Change Password' form. It has three input fields: 'Old Password', 'Password', and 'Retype Password'. Arrows point from the labels 'Old Password', 'New Password', and 'Re-type Password' to their respective input fields. There is a 'Submit' button at the bottom of the form. The sidebar and footer are identical to the previous screenshot.

To update the password please provide the old password and after then type your new password. If old password doesn't match then new password would not be changed.

Note: New password must content one lowercase, uppercase letter, number, special character and length must be greater equal to eight.

## Reset PIN

The screenshot shows the ePoriseva portal interface. On the left is a sidebar with navigation links: Pay Bill, Search Transaction, Search Complaint, Report, and Log Out. The main header displays the user's name 'Admin ePoriseva' and a profile icon. A dropdown menu is open from the profile icon, showing options: Profile, Change Password, and Reset PIN. An arrow points from the text 'Reset PIN' to the 'Reset PIN' option in the dropdown. The main content area is titled 'IndusInd Bank Retail' and contains several service tiles: Accounts, Loans, Deposits, Forex, Investments, Insurance, and a Bill Payment section with a large 'B' logo and a 'Pay Your Bill' button. The footer includes the URL 'https://eporiseva.com/change\_pin', copyright information 'Copyright © 2021-2022 ePoriseva. All rights reserved.', and the text 'Powered By Synergic Softek Solutions Pvt.Ltd.'.

Click on the Change Password option to update user's PIN.

The screenshot shows the 'Change Password' form in the ePoriseva portal. The form has three input fields: 'Old Password', 'PIN', and 'Retype PIN'. Arrows point from the labels 'Old Password', 'New PIN', and 'Re-type PIN' to their respective input fields. A 'Submit' button is located below the input fields. The sidebar and header are the same as in the previous screenshot. The footer also contains the same copyright and power-by information.

To update the PIN please provide the old password and after then type your new PIN and re-type the PIN.

If old password doesn't match then new PIN would not be changed.

## Pay Bill

Poriseva ePoriseva

Betal SKUS Ltd ( Village & P.O.-Betal, P.S- Armta, Howrah-711401 ) Admin ePoriseva

**Pay Bill**

- Search Transaction
- Search Complaint
- Report
- Log Out

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Kindly enter the biller category, Location or the biller name to select your desired biller

☐ Biller Category ☐ Biller Name

Biller Category  
Select Biller Categories

Coverage  
Populated with all State Names and National

Populated with all City Names Within a State

Search

### 1<sup>st</sup> Step

Click on the Pay Bill option from the left side menu.

There are two options to select biller.

I. Biller category

II. Biller Name

If user select biller category option, then the steps are as follow:

- Select biller category from the biller category dropdown list.
- Select coverage from the coverage dropdown, populated as respected to the biller category
- Select biller name from the dropdown list, populated as respected to the coverage.

If user select biller name option, then the steps are as follow:

- Type the biller name in the biller name section.

After filling up all details click on search button.

Poriseva ePoriseva

Betal SKUS Ltd ( Village & P.O.-Betal, P.S- Armta, Howrah-711401 ) Admin ePoriseva

**Pay Bill**

- Search Transaction
- Search Complaint
- Report
- Log Out

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Kindly enter the biller category, Location or the biller name to select your desired biller

☒ Biller Category ☐ Biller Name

Biller Category  
Electricity

Coverage  
Kolkata

CESC Limited

Search

**Ex. Preview after selecting the biller category**

Poriseva

Betal SKUS Ltd ( Village & P.O- Betal, P.S- Amta, Howrah-711401 )

Admin ePoriseva

Pay Bill

Search Transaction

Search Complaint

Report

Log Out

General Form

Home / General Form

bs-stepper

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Please select a biller

Biller Category

Electricity

Biller

CESC Limited

Previous Process

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## 2<sup>nd</sup> Step

After clicking search button there is a preview page for the chosen biller category and biller name. If everything is all good then click the process button else click on the back button to re-enter the details.

Poriseva

Betal SKUS Ltd ( Village & P.O- Betal, P.S- Amta, Howrah-711401 )

Admin ePoriseva

Pay Bill

Search Transaction

Search Complaint

Report

Log Out

General Form

Home / General Form

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Please provide biller details and proceed with bill payment

Biller Category

Electricity

Biller

CESC Limited

Payee Mobile Number

xx512xxxxx

Customer ID (Not Consumer No)

xx000xxxxxx

Previous Process

## 3<sup>rd</sup> Step

Fill all the fields to fetch their bill details.

Poriseva Betair SKUS Ltd ( Village & P.O- Betair, P.S- Amta, Howrah-711401 ) Admin ePoriseva

**Pay Bill**

- Search Transaction
- Search Complaint
- Report
- Log Out

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Bill Name	CESC Limited	Customer Name	[REDACTED]
Bill Number	[REDACTED]	Bill Period	NA
Bill Date	2022-05-06	Due Date	2022-05-13
Bill Amount	890	Payment Mode	Internet Banking
Total Amount	890		

Previous Process

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#### 4<sup>th</sup> Step

Preview all bill details and select payment mode always Internet Banking. And click on process.

Poriseva Betair SKUS Ltd ( Village & P.O- Betair, P.S- Amta, Howrah-711401 ) Admin ePoriseva

**Pay Bill**

- Search Transaction
- Search Complaint
- Report
- Log Out

**BHARAT BILLPAY**

1 Select Biller 2 Confirm Biller 3 Payment

Bill Name	CESC Limited	Customer Name	[REDACTED]
Bill Date	2022-05-06	Bill Amount	890
Payment Mode	Internet Banking	Late Payment Fee	0
Fixed Charges	0	Additional Charges	0
Total Amount	890		

Previous Pay

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#### 5<sup>th</sup> Step

A preview of bill details and amount will be show. If all details are correct then click on the pay button.

The screenshot shows the ePoriseva Bharat Bill Pay interface. A modal window titled "ENTER 4-DIGIT PIN" is displayed in the center, with a yellow banner below it stating "Your money will be deducted after entering the PIN". An arrow points from the text "Supply PIN" to the PIN input field. The background form shows bill details for CESC Ltd. with a total amount of 890. The interface includes a sidebar with options like "Pay Bill", "Search Transaction", and "Log Out".

After clicking pay button PIN will come over the screen. After entering the pin a SMS will be fired if payment is success to the payee's mobile number. And then redirected to the payment success page.

The screenshot shows the "Bill Payment" success page from the BBPS (Bharat Bill Payment System) interface. It displays a "Transaction Successful !!!" message. The page is divided into two columns showing transaction details. A "Print" button is located at the bottom center. The footer includes copyright information for ePoriseva and the version number 3.1.0-rc.

Transaction Details	
<b>Transaction ID</b>	IN0109150208
<b>Transaction Status</b>	Successful
<b>Customer Name</b>	Ashish
<b>Bill Period</b>	Jul
<b>Due Date</b>	2016-07-30
<b>Approval Reference Number</b>	12345037
<b>Transaction Date and Time</b>	3/5/2021, 6:08:31 pm
<b>Biller Name</b>	OTOE
<b>Bill Number</b>	12303037
<b>Bill Date</b>	2016-07-01
<b>Bill Amount</b>	100000

After success the page will look like this.





## Transaction Successfull...!

Billor Name :	OTME
Billor Id :	OTOE00005XXZ43
Transaction Id :	IN011151000000150386
Customer Name :	[REDACTED]
Mobile Number :	[REDACTED]
Billor Date :	2021-05-31
Billor Period :	Jul
Billor Number :	12303037
Due Date :	2016-07-30
Bill Amount :	10000
CCF :	0.00
Total Amount :	10000.00
Tnx Date & Time :	31/5/2021, 2:26:49 pm
Init Channel :	INT
Pay Mode :	Cash
Transaction Status :	Success
Approval Number :	12345037

### **Print Payment Details**

After payment succeeded, and clicking the print option the invoice will show like that. User can print or download the invoice.

---

## Search Transaction

Search Transaction

Transaction based Mobile number with date

☐ Transaction based ☐ Mobile based with date

Transaction ID Mobile Number

From Date To Date

Proceed

BBPS BHARAT BILL PAYMENT SYSTEM

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Click on the Search Transaction option from the left side menu.

There are two options to search transaction.

- I. Transaction based
- II. Mobile based with date

If user select Transaction Based option, then the steps are as follow:

- a. Supply transaction ID.
- b. Click on proceed button

If user select Mobile based with date option, then the steps are as follow:

- a. Supply payee's mobile number.
- b. Select from date from From Date field.
- c. Select to date from To Date field.

After filling up all details click on proceed button.

Search Transaction

BBPS BHARAT BILL PAYMENT SYSTEM

#	Transaction date and time	Transaction ref no	Billor id	Amount	Status	Action
1	11/16/2021, 1:27:24 PM	IN01132000000	CESC00000	1900	SUCCESS	Complaint

Showing 1 to 1 of 1 entries

Print

Previous 1 Next

Transaction status Raise Complaint

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<https://eporiseva.com/complaint?id=IN01132000000880146>

User can view their all transaction history as Transaction date and time, transaction ref no, Billor id, Amount and Status, they can download or print their transaction history by clicking Print button.

If any problem occurs regarding payment, then user can raise complaint to BBPS by clicking the Complaint link under Action section.

## Raise Complaint

The screenshot shows the 'Register Complaint' interface. At the top, there's a header with 'ePoriseva' and 'Betal SKUS Ltd ( Village & P.O.- Betal, P.S- Amta, Howrah- 711401 )'. The left sidebar contains links: 'Pay Bill', 'Search Transaction', 'Search Complaint', 'Report', and 'Log Out'. The main content area is titled 'Register Complaint' and features the 'Bharat Billpay' logo. Below the title, there are two radio buttons: 'Transaction Based' (selected) and 'Service Based'. The 'Transaction Based' option is highlighted with a green checkmark. Below these, there's a 'Transaction Ref ID' field with the value 'IN01132000000'. To the right, there's a 'Reason' dropdown menu with a list of reasons: 'Transaction Successful, account not updated', 'Amount deducted, biller account credited but trans', and 'Amount deducted, biller...'. Below the 'Reason' dropdown, there's a 'Description' field with a placeholder text 'Provide complaint description'. The page footer includes 'Copyright © 2021-2022 ePoriseva. All rights reserved.' and 'Powered By Synergic Softek Solutions Pvt.Ltd.'

After clicking the Complaint option then user will authentically redirected to Register Complaint page with the Transaction Ref No.

There are two options as

- I. Transaction Based
- II. Service Based

If user select Transaction Based then the steps are as follow

- a. Select Reason from reason field drop-down list.
- b. Fill the problem description in description field.
- c. Press submit button.

If user select Service Based then the steps are as follow:

The screenshot shows the 'Register Complaint' interface with the 'Service Based' option selected. Below the radio buttons, there's a 'Participation Type' dropdown menu with the value 'Biller'. To the right, there's a 'Reason' dropdown menu with a list of reasons: 'Biller available. Unable to transact', 'Multiple failure for same biller', and 'Denomination not available'. Below the 'Reason' dropdown, there's a 'Description' field with a placeholder text 'Provide complaint description'. A 'Submit' button is visible at the bottom right. The page footer includes 'Copyright © 2021-2022 ePoriseva. All rights reserved.' and 'Powered By Synergic Softek Solutions Pvt.Ltd.'

- a. Select participation type from the drop-down list.
- b. Select reason from drop-down list of reason field depends on participation type list.
- c. Fill the problem description in description field.
- d. Press Submit button.

After clicking the Submit button the complaint will be registered to BBPS portal. And a complaint ID will be generated and display on screen.

## Search Complaint

Search Complaint

Complaint ID  Type of Complaint

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User can track their complaint status from Search Complaint section. To view their complaint history please follow the steps:

- a. Provide Complaint ID.
- b. Select types of complaint from the drop-down list.
- c. Click on Submit button.

After clicking the submit button the history will populated and user can easily track their Complaint status.