

## **Frequently Asked Questions (FAQs) on Self-service Mobile App – POS Manager for Merchants**

### **Q1. What is self- service Mobile App- POS Manager?**

A. Self-service Mobile App- POS Manager is Mobile App which is developed for the merchants to manage issues and for raising any request related to POS machines.

### **Q2. What are the features of self- service Mobile App POS Manager?**

A. The features of self-service Mobile App - POS Manager are as below:

- To place request for Paper Rolls
- View New tickets and Past tickets details except settlement related
- To raise any complaint related to issues in POS machine
- To view the Current Batch details
- To change the PIN

### **Q3. Where the self –service Mobile App- POS Manager is available & how it can be downloaded?**

A. Self-service Mobile App- POS Manager is available at Google Play Store and can be downloaded on Android Mobile.

### **Q4. What are the benefits of self – service Mobile App-POS Manager to the merchants?**

A. Self-service Mobile App - POS Manager benefits for merchants are as below:

- Alternative channel source to reach out for complaints under request for paper rolls terminal issue, SIM Connectivity.
- Self-reliance, Track tickets raised on self-service Mobile App -POS Manager.
- App tool for Merchants to manage issues raising requests related to POS.

### **Q5. How to login in the Self-service Mobile App - POS Manager?**

A. Active Merchants of BFSL can login by following below easy steps.

- i) Merchant will input the mobile number registered with BFSL in the App and submit
- ii) OTP will be sent on the mobile and merchant will reset the PIN by providing the OTP
- iii) Merchant shall login with the PIN and start using the App Services

### **Q6. What is the problem that a Merchant can face while login?**

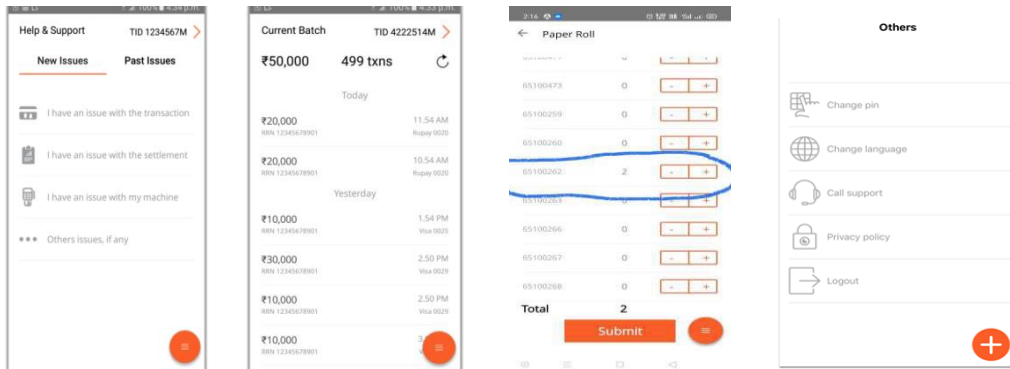
A. In case the login mobile number is different from the registered mobile number with BFSL, OTP will not be received.

### **Q7. How can merchant update the mobile number?**

A. Merchant has to submit the request for mobile number updation at [pos@bobfinancial.com](mailto:pos@bobfinancial.com).

**Q8. What are the services a Merchant can avail with the Self-service Mobile App - POS Manager?**

- A. Scope of Self-service Mobile App POS Manager is as below-
- Merchant can log complaint call for paper rolls.
  - Merchant can log complaint calls for Terminal issue.
  - Merchant can log complaint calls for SIM Connectivity.
  - Merchant can view and track tickets in the POS Manager App and get ticket number for each query raised exception being settlement related.



**Q9. Whom to contact in case of any issue with Self-service Mobile App - POS Manager?**

- A. For any assistance required for Self-service Mobile App - POS Manager, Merchant can contact at the Vendor's Merchant Helpdesk Number 18602332332/ 022-40426060.