User Guide for BIMB Biz

No	Question	Answer
GENERAL		
1	How do I make BIMB Biz registration?	a) Download BIMB Biz Application from App Store (for iOS devices or Play Store (for Android devices) or App Gallery (for Huawei devices). b) Click “Let’s Get Started” for the next step. c) Read and accept the Terms and Conditions for BIMB Biz. Tick “Agree” and click for the next step d) Select ID type and enter ID number for verification. e) Request TAC number for verify registration. f) Enter other information required on the screen and click verify TAC. g) Select the account(s) that will be applicable to the business. h) Select the source of fund that will be acceptable by the business. i) Enter all your details: i) Select the business type category. ii) Enter the business name. iii) Enter business description. iv) Administrator name v) Designation vi) I/C Number vii) Create the username. viii) Create the password with a minimum of 8 characters, which includes at least 1 special character, 1 capital letter and 1 number. ix) Enter the email address. x) Click done for acknowledgement. • The page will redirect you to the referral code page. Enter the Referral Code and click continue. • If you don't have a Referral Code, you can simply skip by clicking the skip button.
2	How can I initiate my first-time login?	**First time login for Seller.** a) Enter username and password created during registration. b) Store setup: i) Enter store name. ii) Store Location section will have Google Maps embedded on this page. iii) Select store account (drop down listing will display the accounts selected during the registration).

<table>
<tr><th>No</th><th>Question</th><th>Answer</th></tr>
<tr><td></td><td></td><td>c) Click done for acknowledgement.
If you skip the referral code during registration:
• The page will redirect you to the referral code page. Enter the Referral Code and click continue.
• If you don't have a Referral Code, you can simply skip by clicking the skip button.
d) Biometric activation (optional)

First time login for Cashier.
a) Enter username and password received from email notification.
b) Create your own password (current password, new password and confirm new password).
c) Click done for acknowledgement.
d) Biometric activation (optional).</td></tr>
<tr><td>3</td><td>What happens if I forgot my password?</td><td>As a Seller, you may perform the following steps if you forgot your password:
a) Click ‘Forgot Password’ tab on the login page.
b) Select ID Type from the dropdown menu, input the correct ID value based on the ID Type chosen, and click ’Continue’.
c) Insert the TAC number received and click ‘Verify TAC’.
d) Input a new password with a minimum of 8 characters, including at least 1 special character, 1 capital letter and 1 number.
e) Input the same password again to confirm and click ‘Submit’.
f) Upon successful reset password, you can click ‘Proceed to Login’ to use the new password.

For Cashier, if you forgot your password, you must request the Seller to reset the password on your behalf. Seller is required to perform the following steps:
a) Launch the BIMB Biz application on mobile device and login into your account.
b) Selecting ‘Manage Store/Cashier’.
c) Select ‘List Cashiers’ and click ‘Pen’ icon next to Cashier name.
d) Select ‘Reset Password’ and click ‘Confirm’ at the notification pop up.
e) A new temporary password will be sent to the Cashier’s email.
f) Cashier to use this password for login.
g) Upon successful login, the Cashier will be forced to change to a new password.
h) Upon the change of password, the Cashier will be logged out and will be able to login again using the new password.</td></tr>
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4	How do I generate and/ or share QR code from my mobile device?	**Create Dynamic QR Code.** a) Click on Dynamic QR code. b) Enter amount and generate code. c) Code appears and will expire in one minute. **Create Static QR Code.** a) Click on Static QR code. b) Click share to share the code and share it with Buyer via any phone applications. Or c) Click save to save the code to phone gallery. A Static QR Code will be downloaded to your mobile device as a picture. You can share the picture with Buyers for them to scan and make payment to your Account(s).
5	How do I view my Sales transaction history? (QR Payment)	**As a Seller:** a) On the dashboard page, click on the'Transaction History' icon. b) Tap on Transaction History. c) You can choose to filter the transaction by clicking on the 'Filter' icon. You can filter by: - i) Date range (up to 90 days) ii) Transaction status iii) Store or Cashier **As a Cashier:** a) On the dashboard page, click on the'Transaction History' icon. b) Tap on Transaction History. c) You can choose to filter the transaction by clicking on the 'Filter' icon. You can filter by: - i) Date range (up to 90 days) ii) Transaction status The results and summary shown will be based on filters applied. You can also check your BIMB Biz Inbox and transaction history for successful payments made to your account(s) or request the Buyer to show his/her payment status to you.
6	How to download the recon report?	a) On the dashboard page, click on the'Transaction History' icon. b) Tap on Download Recon Report. c) You can filter the transaction by date range up to 90 days.

No	Question	Answer
		The report will be available for transactions occurring on T-1.
7	How do I view my account history?	a) On the dashboard page, click on the 'Account Inquiry' icon. b) Summary of your Deposits and Investment Accounts, Card-i and Financing will be displayed. c) Click on Deposits / Investment. d) Click on Account Number to view your account details. e) Click on Account History to view your account transaction history.
8	How do I download my account history?	a) On the dashboard page, click on the 'Account Inquiry' icon. b) Summary of your Deposits and Investment Accounts, Card-i and Financing will be displayed. c) Click on Deposits / Investment. d) Click on Account Number to view your account details. e) Click on Account History, then click the download icon to retrieve it. f) Choose on the selected date and click download. g) Your Account history will be downloaded as a shared file.
9	How do I view my financing account?	a) On the dashboard page, click on the 'Account Inquiry' icon. b) Summary of your Deposits and Investment Accounts, Card-i and Financing will be displayed. c) Click on Financing. d) Click on Financing Account Number to view your account details.
10	How do I view my Credit Card-i account?	a) On the dashboard page, click on the 'Account Inquiry' icon. b) Summary of your Deposits and Investment Accounts, Card-i and Financing will be displayed. c) Click on Card-i. d) Click Credit Crad-i number to view your account details.
SETTING – SELLER ONLY		
1	How do I manage my profile information?	**Update seller Profile** a) Click on setting menu at entry page. b) Click on the sub menu update seller profile. You can change / update information below: i) Profile picture ii) Business Type Category iii) Business Type iv) Business Name v) Email Address vi) Business Description vii) Administrator name

No	Question	Answer
		viii) Designation ix) I/C Number x) Source of Fund c) Request TAC number for verify registration. d) Enter other information required on the screen and click verify TAC. e) Click done for acknowledgement. **Update receiving Account** a) Click on setting menu at entry page. b) Click on the sub menu update receiving account. c) Request TAC number for verify registration. d) Enter other information required on the screen and click verify TAC. e) Click done for acknowledgement. **Change Password** a) Click on setting menu at entry page. b) Click on the sub menu change password. c) Enter current password, new password and confirm password. d) Request TAC number for verify registration. e) Enter other information required on the screen and click verify TAC. f) Click done for acknowledgement. **Biometric** a) Click on setting menu at entry page. b) Click on the sub menu biometric settings. c) Click on ON/OFF button to update. d) Page will display message "Do you wish to enable/disable biometric login? Click confirm to continue." **Notification Settings** • Seller able to turn on or turn off notification. • Seller able to set to receive notification for all QR from all outlets or only for outlet tagged to seller ID. • Cashiers receive notification for their own QR only. a) Click on setting menu at entry page. b) Click on the sub menu notification settings. c) Click on ON/OFF button to update.

No	Question	Answer
		d) You can choose either All QR Codes or Store QR Code only.
OUTLET MANAGEMENT – SELLER ONLY		
1	How do I manage my outlets?	**Create New Store:** a) Click on manage store/cashier. b) Click on the sub menu create new store. c) Store setup: i) Enter store name. ii) Store Location section will have the Google Maps embedded on this page. iii) Select store account (drop down listing will display the accounts selected during the registration). iv) Click submit. d) Request TAC number for verify registration. e) Enter other information required on the screen and click verify TAC. f) Click done for acknowledgement. **Edit Store.** a) Click on manage store/cashier. b) Click on the sub menu list stores to view and edit store. Click on the available icon for view, edit and delete stores. (For delete store, TAC is not required). i) In edit page, update the info and click submit. You will be able to update the following information: • Store name • Store location • Store account • Status ii) In view store, A list of stores registered by you will be displayed in this listing. iii) For delete stores: • Click on ‘Trash Can’ icon next to ‘Store’ name. • An overlay screen will appear to confirm the changes. • Click ‘Confirm’ button to proceed. • Upon confirmation, the store will be deleted from the list accordingly. c) Request TAC number for verify registration. d) Enter other information required on the screen and click verify TAC.

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Switch Store:
a) Click on manage store/cashier.
b) Click on the sub menu switch store. The current store(s) will be shown on the screen.
c) Click on the store to switch.
d) Appear message “Your default store will be changed. Click confirm button to continue.”
e) The Default Store will be updated and shown in the store list accordingly.</td></tr>
<tr><td colspan="3">CASHIER MANAGEMENT – SELLER ONLY</td></tr>
<tr><td>1</td><td>How do I manage my Cashiers?</td><td>Create cashier
a) Click on manage store/cashier.
b) Click on the sub menu create cashier.
c) Input page will be displayed. Assign:
i) Cashier name
ii) Username
iii) Store
iv) Email address
d) Click continue.
e) Request TAC number for verify registration.
f) Enter other information required on the screen and click verify TAC.
g) Click done for acknowledgement.
Cashier will receive the email notification with the Username and default password to perform first time login.

View List
a) Click on manage store/cashier.
b) Click on list cashiers.
c) A list of registered cashiers will be displayed on the list.

Update cashier if cashier’s status (Active)
a) Click the ‘Pen’ icon next to Cashier name.
b) You will be able to update the following information:
i) Cashier name
ii) Store name
iii) Email address</td></tr>
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No	Question	Answer
		c) Click 'Update' if to change Cashier's information or click 'Reset Password' if to reset Cashier's password. d) Request TAC number for verify registration. e) Enter other information required on the screen and click verify TAC. f) Upon successful TAC verification, your Cashier's information will be updated accordingly or /the cashier will receive an email with the default login password for password reset. g) Click 'Confirm' button to proceed. **Update cashier if cashier's status (Inactive)** a) Click the 'Pen' icon next to Cashier login name. b) You will be able to update the following information: i) Cashier name ii) Store name iii) Email address c) Click 'Update' if to change Cashier's information or click 'Resend Password' if to resend password to Cashier's email. d) Request TAC number for verify registration. e) Enter other information required on the screen and click verify TAC. f) Upon successful TAC verification, your Cashier's information will be updated accordingly or/ the system will resend a temporary password to the Cashier's email for him/her to perform first time login and reset password. g) Click 'Confirm' button to proceed. **Delete cashier** a) Click on 'Trash Can' icon next to Cashier name. b) An overlay screen will appear to confirm the changes. c) Click 'Confirm' button to proceed. d) Upon confirmation, the Cashier will be deleted from the list accordingly.