

Cashless Transactions in a Secure Way

Using UPI



Benefits of going cashless



If you go Cashless:

You can transfer money very easily & instantly at anytime, anywhere.

You need not carry cash to make transactions.

You need not worry about change while buying.

You need not worry about fake currencies



Government Incentives

You can avail unique offers and additional discounts from the sellers & government.

- Free accident insurance cover of up to Rs. 10 lakh for online rail tickets.
- 0.75% discount on petrol/diesel price in Government Public Sector Companies



Why go cashless?

In India, only **2%** of the transactions are cashless.

Whereas in developed countries like **France** and **Canada** 90% and 89% transactions are cashless respectively



Cashless initiatives in India

In Kerala, **daily wage labourers** are receiving their wages cashless

Ibrahimpuri in **Telangana** district is already cashless.

Vegetable vendors go cashless in Ongole Vegetable Market yard (Raithu Bazar).



Do you believe India
can become a cashless
economy?



UPI

Unified Payment Interface



What if?

Have you ever wondered how great it would be if sending money is as easy as sending an SMS?

What if there is a way to pay which needs only a single piece of information to transfer money, like you need just a phone number to send an SMS ?

And what if remembering that information is as easy as remembering someone's name?

How awesome!!



There is a way...

All you have to do is to just enter a small piece of information of the person to whom you need to send the money and enter the amount.

That's it! The money is sent!!

Now let's have a brief look into this payment method.



Unified Payment Interface (UPI)

This payment method is called Unified Payment Interface(UPI) and this information is known as Virtual Payment Address(VPA), about which we will learn later.

This is why, UPI is simple, easy to use and can be used **anytime and anywhere.**



What can you do with UPI?

1. It enables you to send/receive money **within seconds**
2. You can **collect** money. (Make request for a payment)
3. You can **check** your account balance at your fingertips
4. You can keep **track** of your UPI transactions

Great! You will now learn in detail about each of these.



What are the requirements to access UPI?

The only requirements for using UPI are

1. Bank account
2. Mobile number which is linked to your bank account
3. **For online access:** Smart phone with active internet connection
For offline access: Smart phone through USSD
4. Debit card



Congratulations! Now you know what you need. Let's jump straight into how to start using UPI



Now let's look at a UPI app 'BHIM', launched by the prime minister Mr. Narendra Modi for easy and simple digital payments



BHIM

To get the BHIM app by National Payment Corporation of India, click on search button in Google Play store and type 'BHIM by NPCI'.

Beware, as there are many fake apps in the name of BHIM. Verify the name of the developer and the logo.



BHIM
National Payments Cor

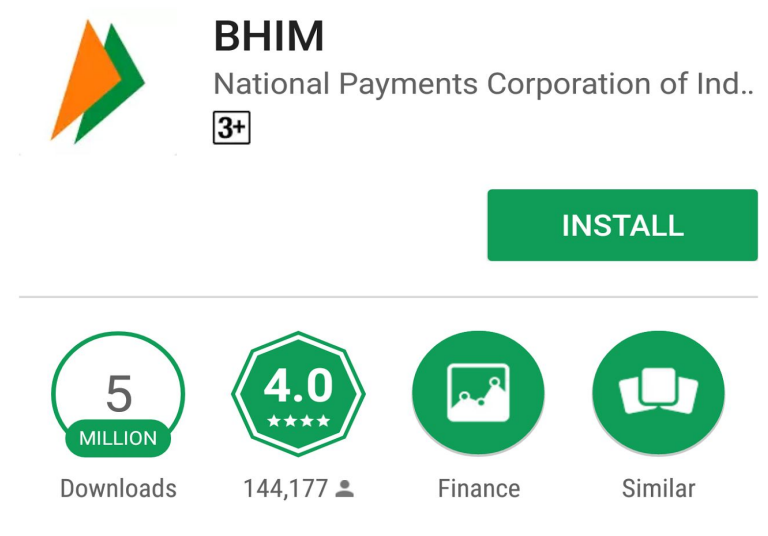
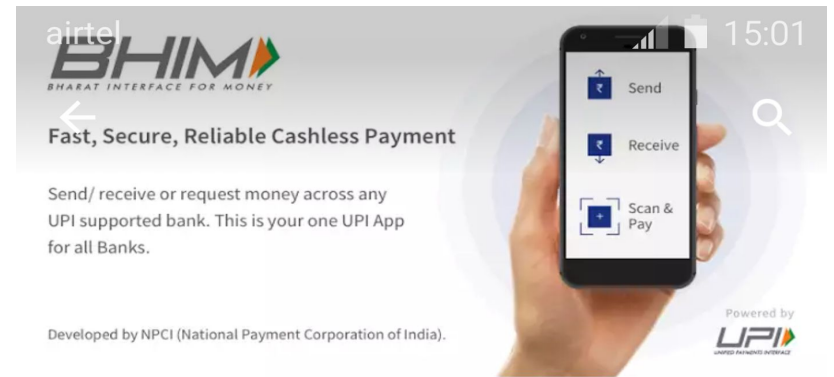


iB HUBS

BHIM Play Store URL

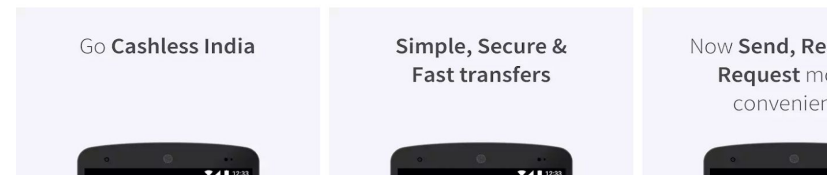
You can also use the following URL to directly download BHIM app.

<https://play.google.com/store/apps/details?id=in.org.npci.upiapp>



NOTE: Please check if your bank is supported. Click 'Read More' below.

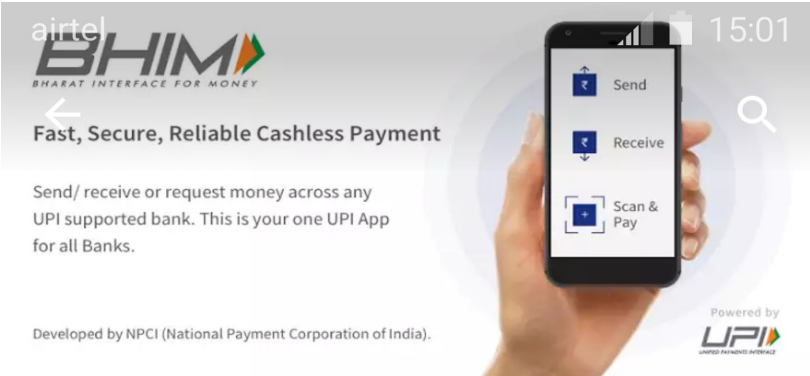
[READ MORE](#)



Installation

Click on the app icon, then click 'INSTALL' button and wait till the download is complete.

The app will automatically get installed in your smartphone.




airtel **BHIM**
BHARAT INTERFACE FOR MONEY

Fast, Secure, Reliable Cashless Payment

Send/ receive or request money across any UPI supported bank. This is your one UPI App for all Banks.

Developed by NPCI (National Payment Corporation of India).

Powered by **UPI**
UNIFIED PAYMENTS INTERFACE



BHIM
National Payments Corporation of Ind..
3+

INSTALL

5
MILLION
Downloads

4.0
★★★★
144,177 👤

Finance

Similar

NOTE: Please check if your bank is supported. Click 'Read More' below.

READ MORE

Go Cashless India

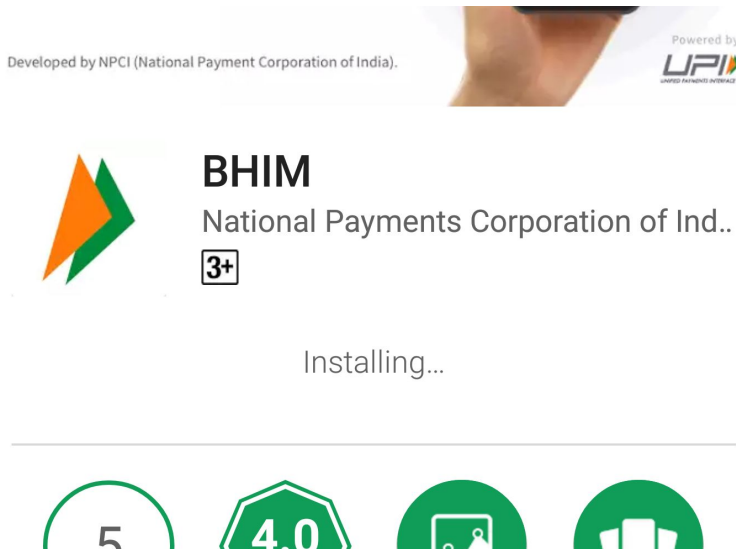
Simple, Secure & Fast transfers

Now Send, Request money conveniently

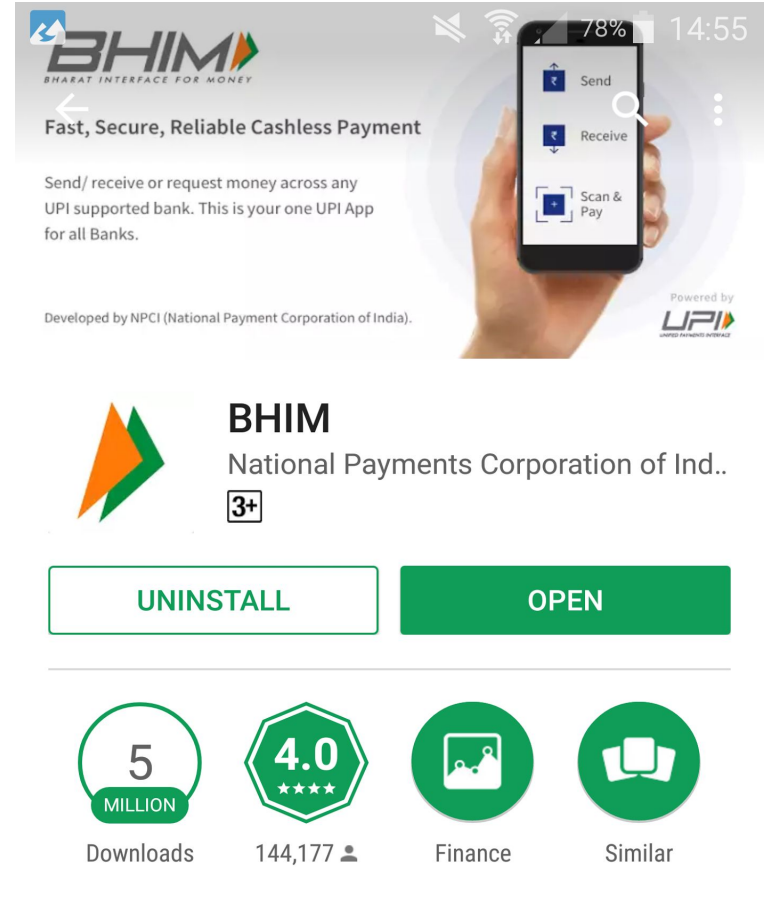
How to register for UPI?

You can now open the app by clicking on the “open” button in play store, or you can open from your homepage by clicking on the “BHIM” icon.


1. Installation in progress



2. Click on Open



NOTE: Please check if your bank is supported. Click 'Read More' below.

 **WHAT'S NEW**
Bug fixes

Language Preference

BHIM app is offered in both Hindi and English. When you open the app for the first time, it will ask you to choose your language.

For now, let's pick English.



Choose Language

English



हिंदी

NEXT

Welcome to BHIM

You will see this:
Click on 'Next'



Welcome to



Now send & receive money instantly
using your mobile.

NEXT

What BHIM enables you to do?

The app also lets you send money by scanning the QR code of the receiver.



**Secure. Simple.
Superfast.**

All payments are done using secured network of **Unified Payment Interface (UPI)**.

All money goes directly into your Bank Account **Instantly 24x7**.

Scan **QR Code** to pay & receive money.

BACK

NEXT

Allow us to access.

Clicking on Next will take you to this

BHIM app requires that you let it have access to securely verify your mobile number and your phone.

Click on 'Let's Get Started'

SMS

To securely verify your mobile number.

PHONE STATE

To verify your phone with UPI

LET'S GET STARTED

Mobile number verification

The app will send an SMS from your phone to verify that your phone number is registered with your account.

So select the Mobile Number (SIM) which is Linked to your Bank Account and Your Mobile number Will Be Verified Automatically.



Verify Mobile Number

We need to send an SMS from your phone to verify if your phone number is registered with your bank account.



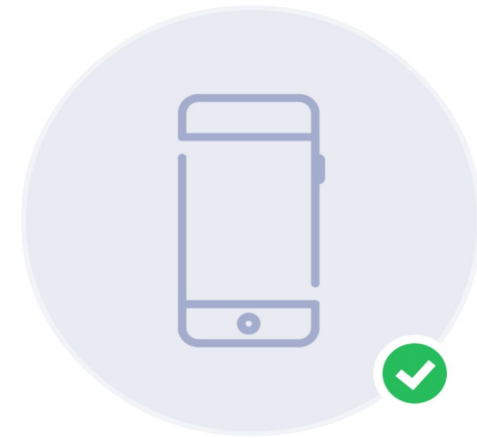
SIM 1 - airtel

By clicking Next I agree to the [terms and conditions](#). Regular carrier charges may apply.

NEXT

Great job!

You have now registered for BHIM. Let's set it up now.



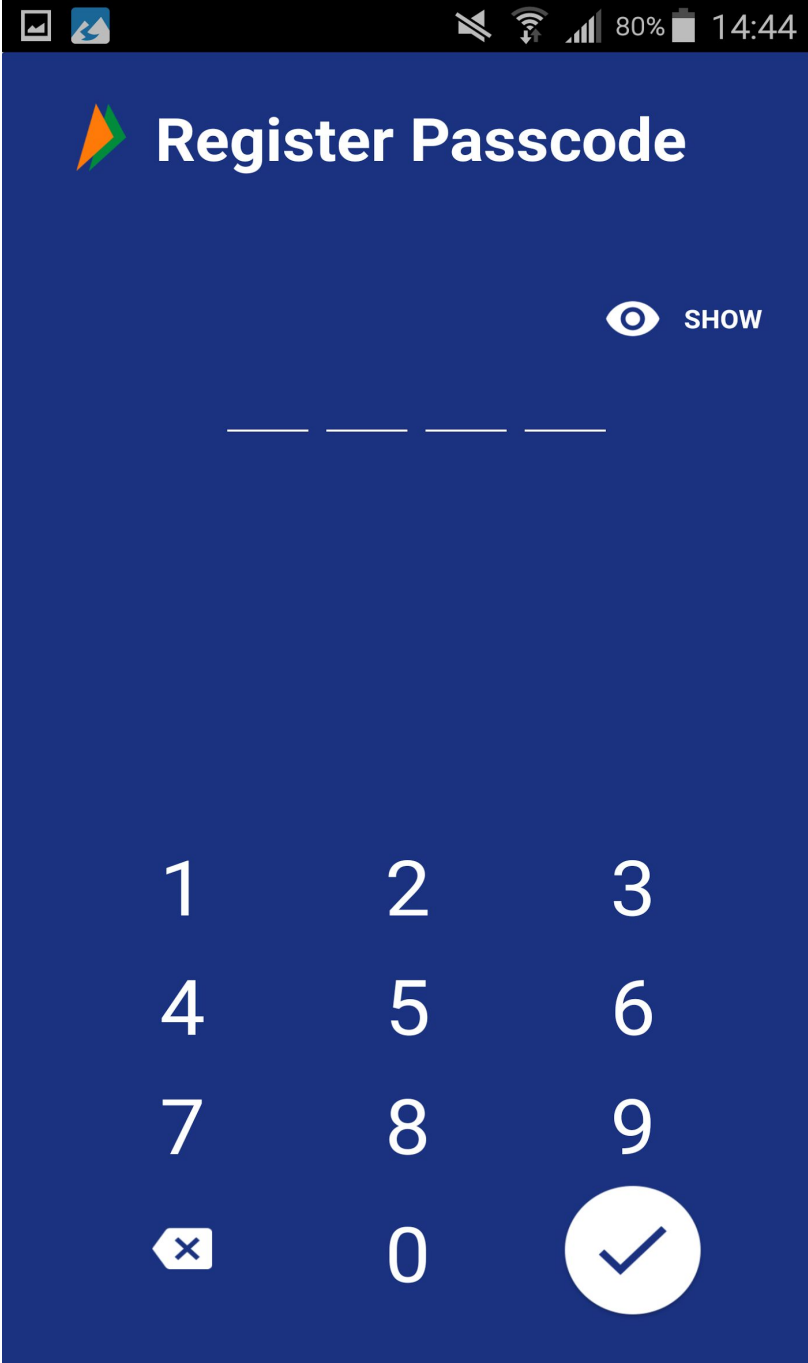
Mobile Verified





4-digit Pass code

You will then be asked to enter a 4 digit Pass Code. This is the password for your App.

This pass code prevents unauthorized use of App. When you open the app, unless you enter the correct passcode you won't be able use the app for transactions.





 **Register Passcode**

 **SHOW**

1 2 3

4 5 6

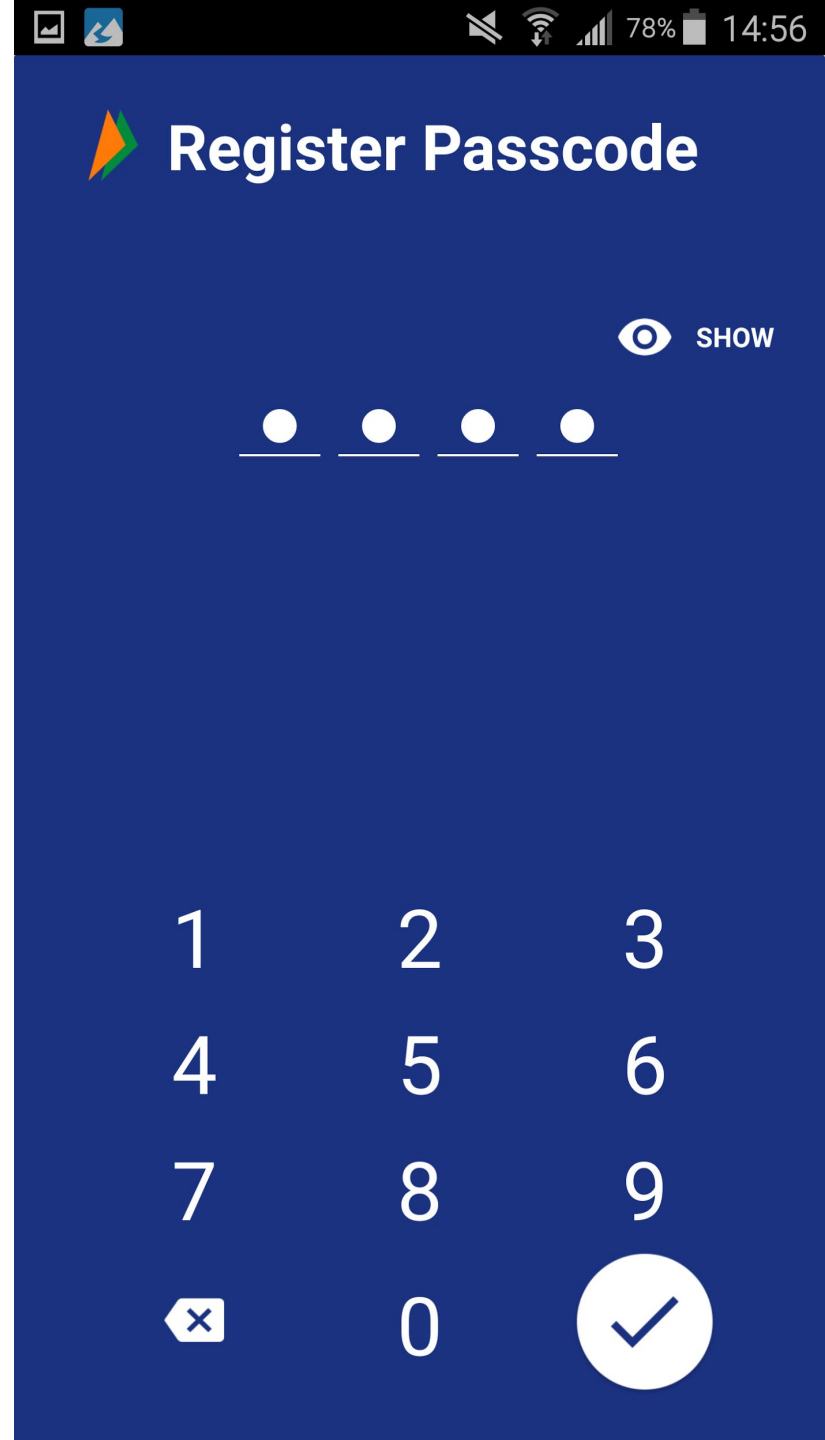
7 8 9

 0 

4-digit Pass code

Using a pin that can be easily guessed is same as not using a pin. In both cases, the resource(device or app) can be easily accessed without permission.

Having a strong pass code ensures that our account is safe. So let's see some guidelines to create a safe and secure pass code.



4-digit Pass code - Guidelines

1. Pass code should not be predictable. Avoid pass codes like 1111, 1212, 1234, etc.
2. Do not use keypad pattern based pass codes. Example: 2580 (straight down the middle of the keypad) or 1739 (top left, bottom left, top right, bottom right) or 5684 (which spells LOVE).
3. Don't keep personal information (like Date of Birth, Id numbers) that is usually known to your friends and family and shared on social networking sites like facebook.

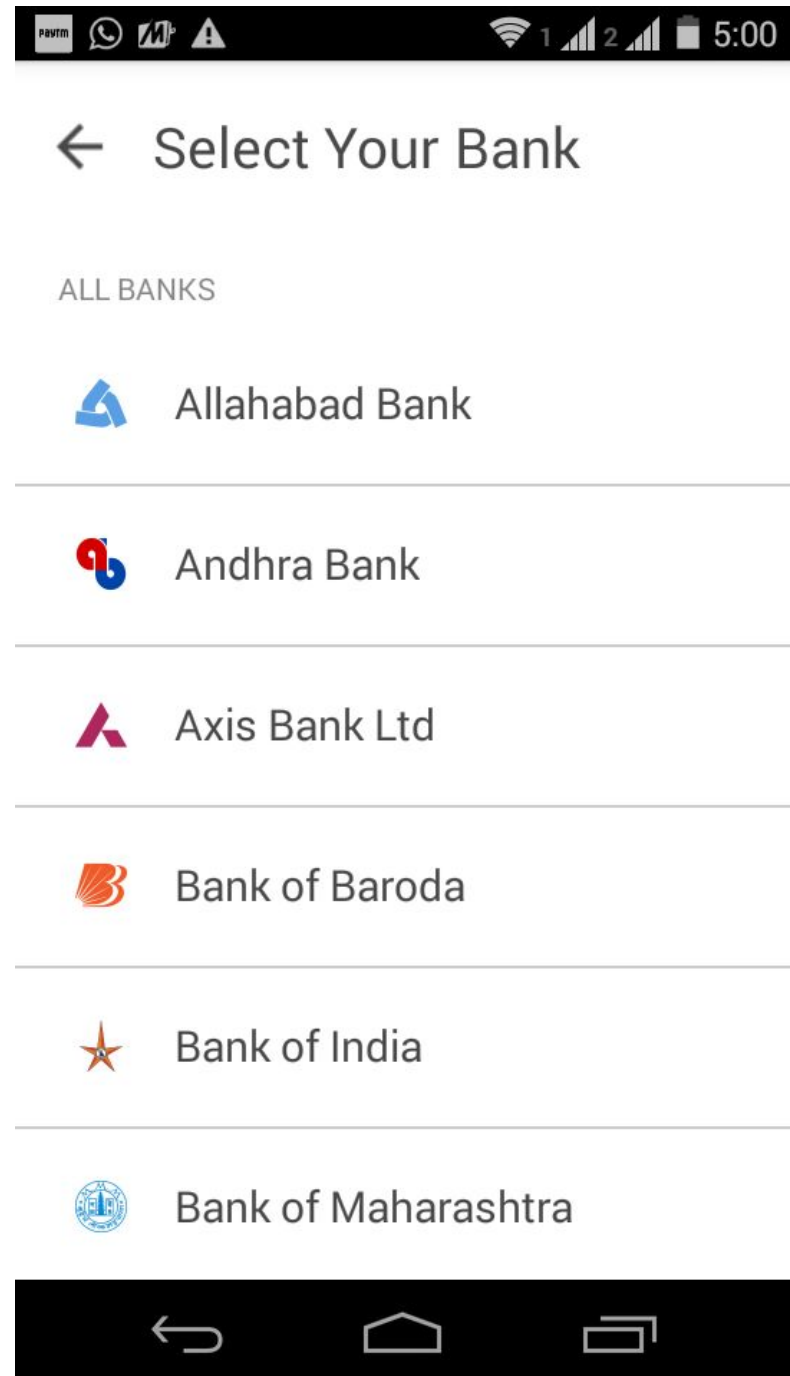


Selecting your bank

---> From the list of banks given, you can select the bank in which you have the account.

---> BHIM app allows you to link only one bank account at a time.

---> At any point of time, you can change the bank account linked to your app by going through the same procedure. The details will be discussed later.



Setting UPI PIN

After selecting your Bank, you need to enter the last 6 digits of your Debit Card/ ATM Card Number and the Valid Month & year details.

← SET UPI PIN

State Ba... XXXXXX5525

LAST 6 DIGITS OF DEBIT CARD

LAST 6 DIGITS

Valid Upto

M M / Y Y

1 2 3

4 5 6

7 8 9

✕ 0 ✓

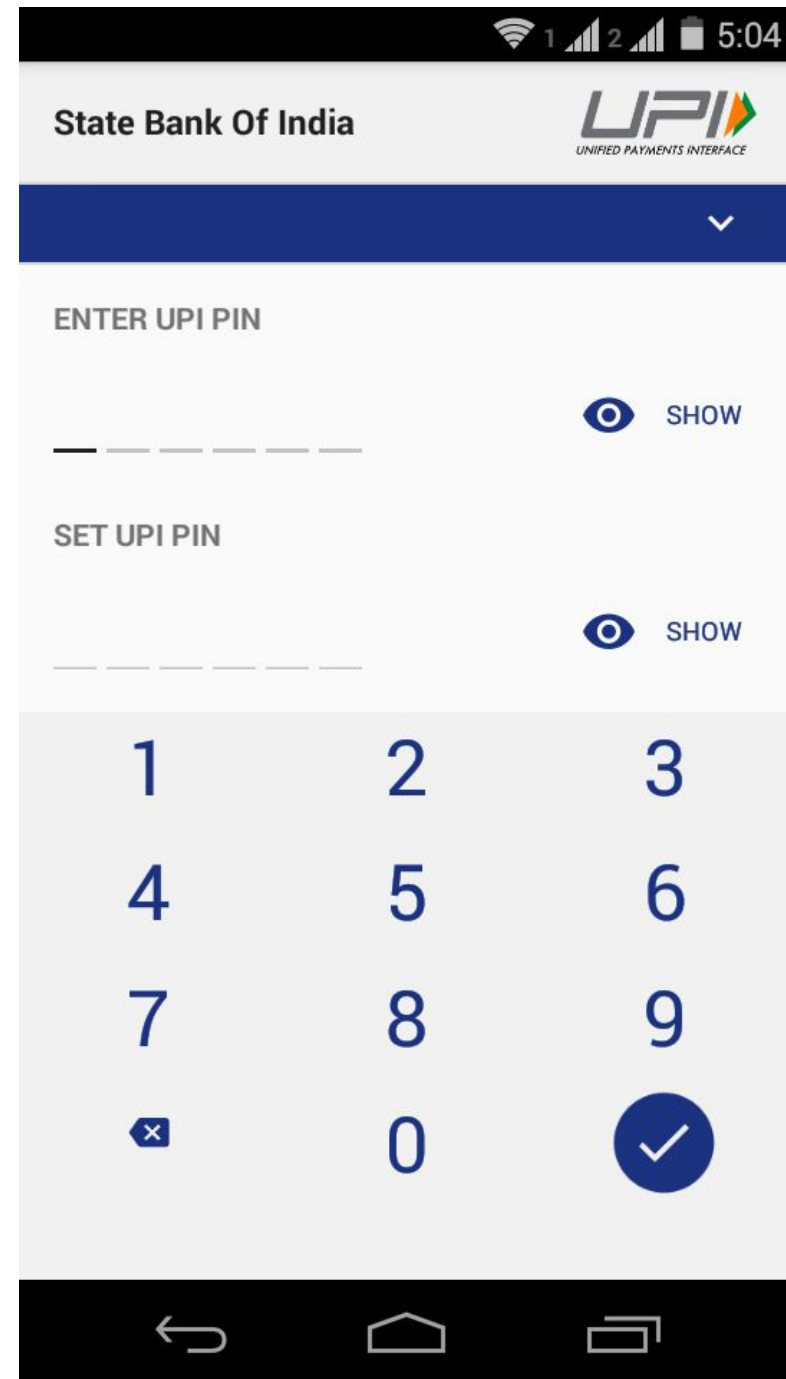
← ⌂ ≡

Setting UPI PIN

--->After entering the debit card details, you need to set up UPI PIN.

--->It is like a password you enter before you send money to any bank account.

--->The UPI PIN is also called as MPIN in other UPI apps



The screenshot shows the State Bank of India UPI interface. At the top, the status bar displays signal strength, battery level, and the time 5:04. The app header includes the 'State Bank Of India' logo and the 'UPI UNIFIED PAYMENTS INTERFACE' logo. A dark blue navigation bar with a downward arrow is positioned below the header. The main content area is divided into two sections: 'ENTER UPI PIN' and 'SET UPI PIN'. Each section features a series of six dashed lines for input and a 'SHOW' button with an eye icon. Below these sections is a numeric keypad with digits 1 through 9, a backspace key (X), and a confirmation key (checkmark). The bottom of the screen shows the standard Android navigation bar with back, home, and recent apps icons.

Things to keep in mind while setting your UPI PIN:

Follow the same guidelines that you used while setting up your passcode to set your UPI PIN.

The stronger your UPI PIN is, the secure your transactions are.

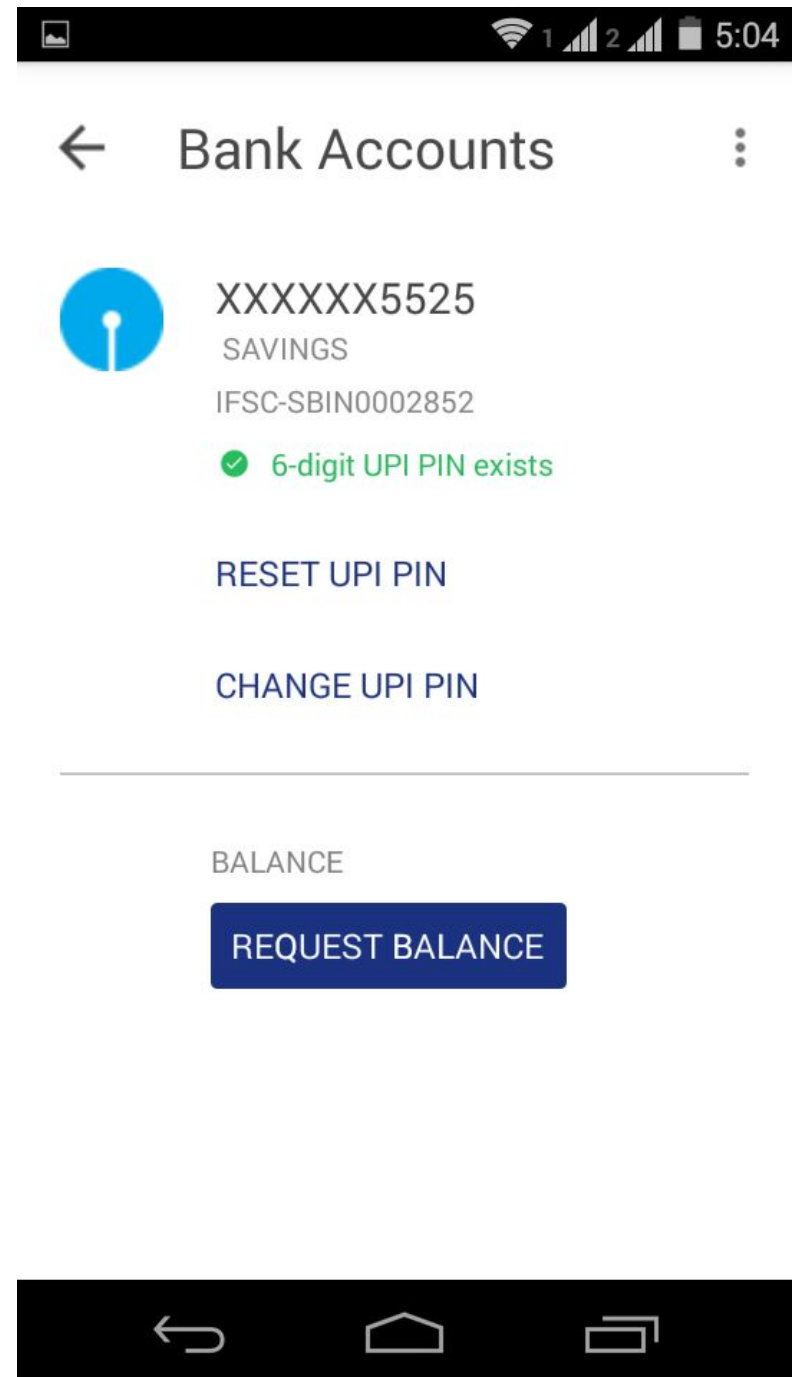
To set the UPI PIN, click on 'Bank account.'



Info on linked Bank Account and UPI PIN

You will see the linked bank account.

Below the bank account, you will also see the status of your UPI PIN in green text. If you have previously set the UPI PIN, there will be a message “6-digit UPI PIN exists”.



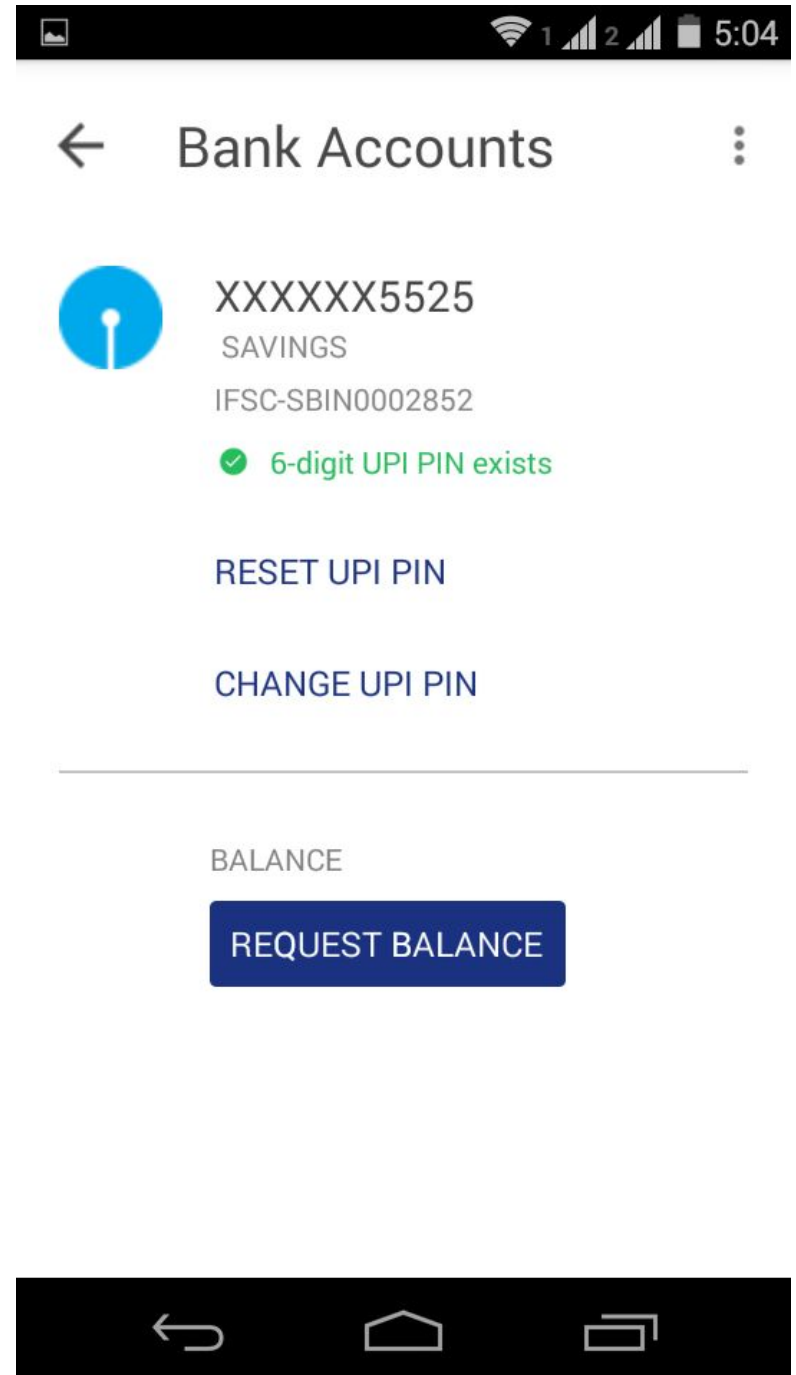
Reset UPI PIN

You will also find options to RESET UPI PIN and CHANGE PIN.

If you choose to RESET UPI PIN, you need your debit card details to authenticate. You will also get an OTP SMS for authentication.

A **one-time-password(OTP)** is a password that is valid for only one login session or transaction, on a computer system or other digital device.

As a precautionary step it is recommended to change PIN periodically.



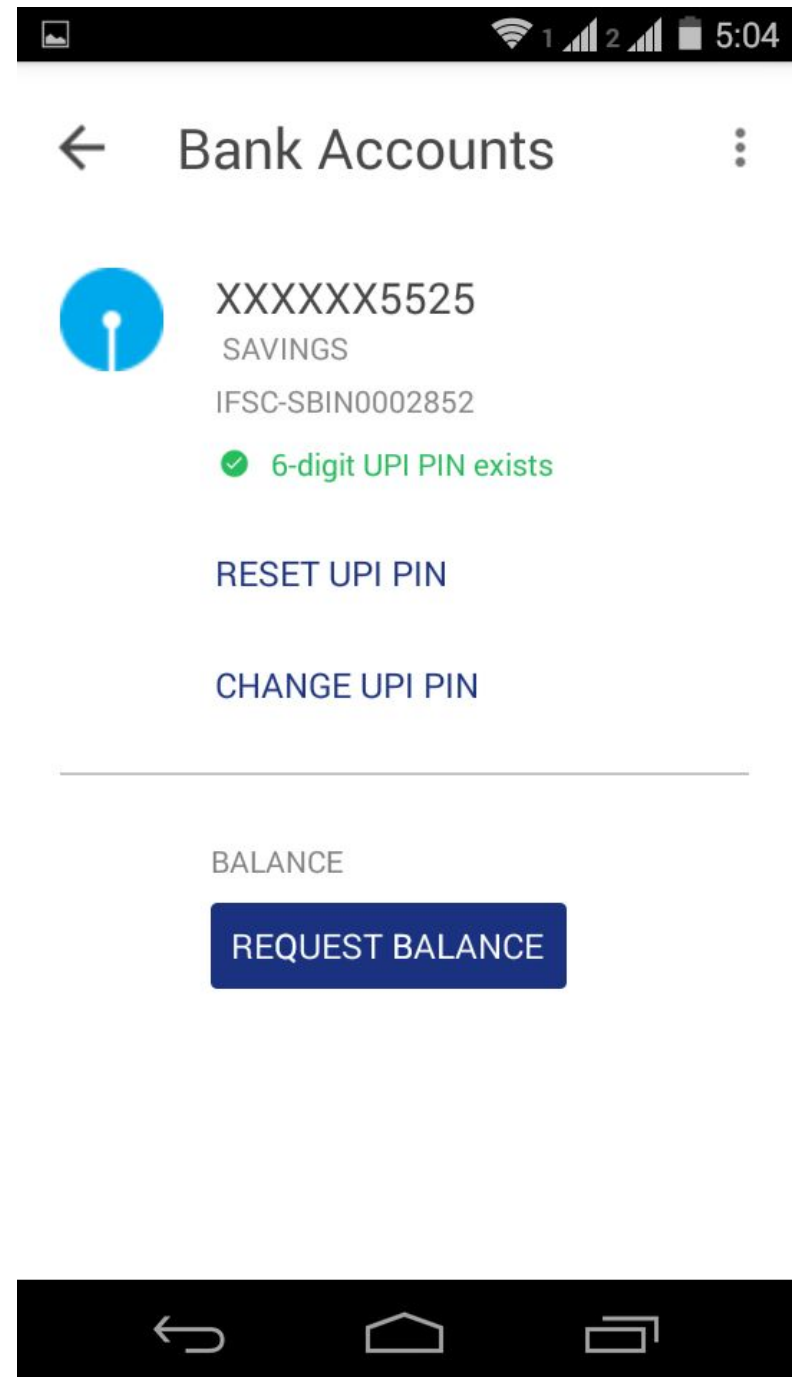
Change UPI PIN

--->Your UPI PIN can be reset by anyone, if they have access to your debit card details (Card No & expiry) and your phone. So ensure that your phone and your card are away always!

--->Try to ensure that you keep your app logged out when not used. This ensures that you have a two layer of security.

--->Changing UPI PIN is relatively easy. You have to only enter the existing PIN and new PIN twice.

---> After Successful registration in BHIM app,you will get confirmation details and you can start your transactions.



Virtual Payment Address (VPA):

---> As mentioned earlier, Virtual Payment Address(VPA) is the single piece of information needed to transfer money through UPI. It is a unique information of a person which is associated with his/her account.

---> It usually in the form of name@upi. For example, if your name is Ram then your VPA can be **ram@upi**.

--->VPA is much more convenient to remember than an account number (Eg: 20112954688) or Aadhar number.



Points To Remember:

--->UPI is more secure than other modes of transactions today as we do not share any critical bank account information.

--->Only share your Virtual Payment Address (VPA) and don't share passwords or bank details with merchants.

--->For transferring money using UPI, Virtual Payment Address(VPA) is the only information needed.



View your profile and VPA

In BHIM app, a default VPA is generated when you sign up.

In the app's default screen, click on 'Profile' tab under MY INFORMATION

There you can find your VPA.



Changing your VPA

You can also set your VPA with a different name.

1. Just click on “add VPA”
2. Enter the name you want as VPA
3. Depending upon the availability of the VPA you can add it to your account.



Great!

You have now installed and registered for the BHIM app. Nice!

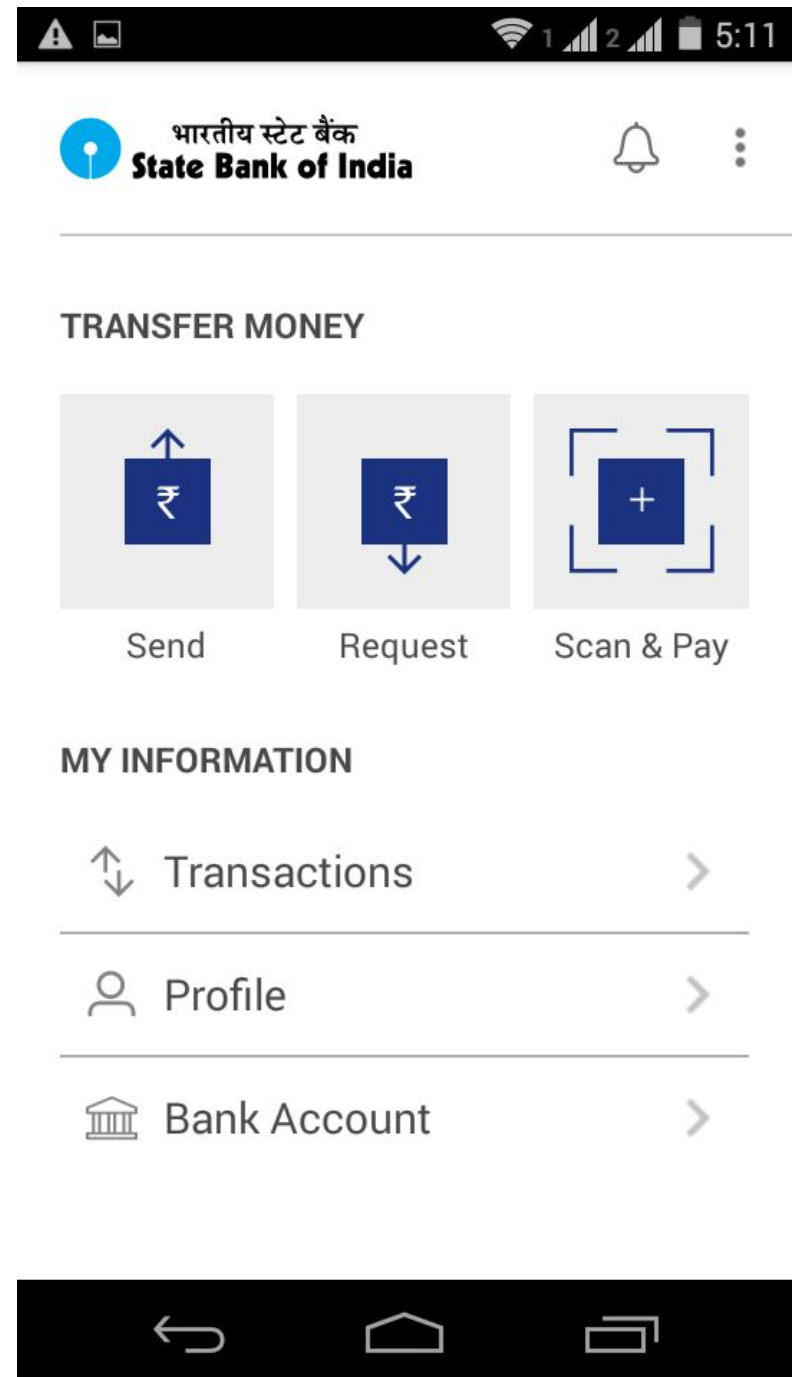
You have also linked your bank account to your BHIM app. Great!

Great Progress!! You are all set to start making transactions using BHIM



Send and Request Payments using BHIM App:

On the home screen, the app has three options. Send money, request money and scan and pay.



Remember:

--->Check the sender/receiver's virtual private address(VPA) and amount twice before transferring/receiving money.

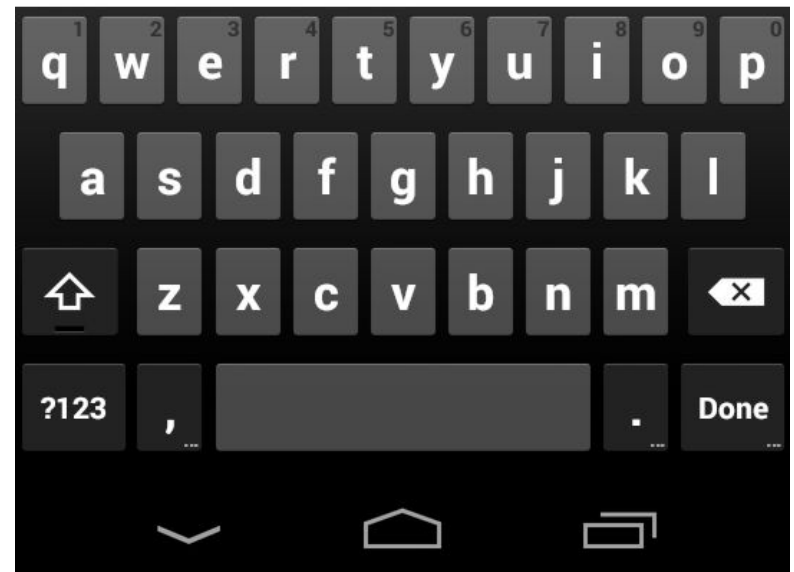
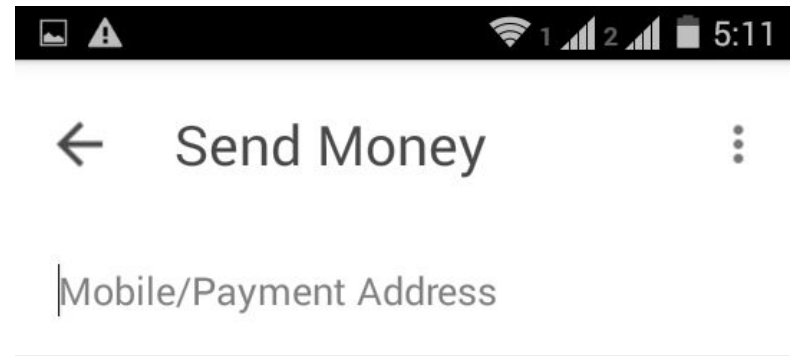
--->When sending large amounts of money, it is good to send a small amount first and check the payment status. If the intended receiver has received the money then we can transfer the actual amount. This ensures that sender or receiver's VPA is correct.



Send money with UPI Address

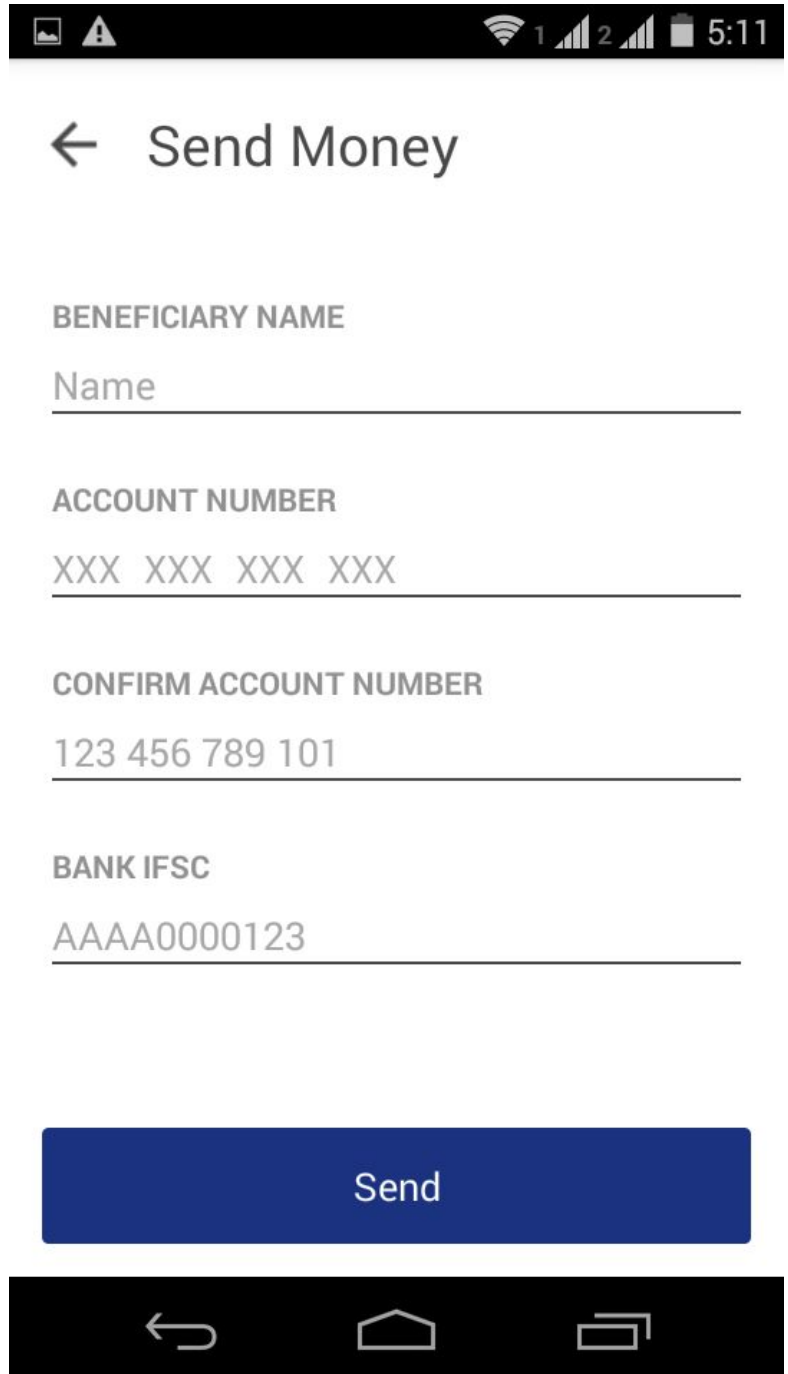
---> Click on the SEND icon.

---> To send money using UPI app, we need to enter the Virtual Payment Address (VPA) of the person you should send the money to.



Sending by IFSC code

You could also click the three dot menu in right top corner of your phone if you want to send money directly to a bank account using IFSC code



The screenshot shows a mobile application interface for sending money. At the top, there is a status bar with icons for signal, Wi-Fi, and battery, and the time 5:11. Below the status bar is a header with a back arrow and the text "Send Money". The main form consists of four input fields, each with a label and a placeholder text:

- BENEFICIARY NAME**: The input field contains the placeholder text "Name".
- ACCOUNT NUMBER**: The input field contains the placeholder text "XXX XXX XXX XXX".
- CONFIRM ACCOUNT NUMBER**: The input field contains the placeholder text "123 456 789 101".
- BANK IFSC**: The input field contains the placeholder text "AAAA0000123".

Below the input fields is a large blue button labeled "Send". At the bottom of the screen is a black navigation bar with three white icons: a back arrow, a home icon, and a recent apps icon.

To send Money:

--->Enter the amount to be sent.

--->One can even enter the remarks like for what purpose they are sending the money.

--->Finally, enter the UPI PIN and continue. It's done!



To request for money

--->Enter the amount and remarks and then submit.

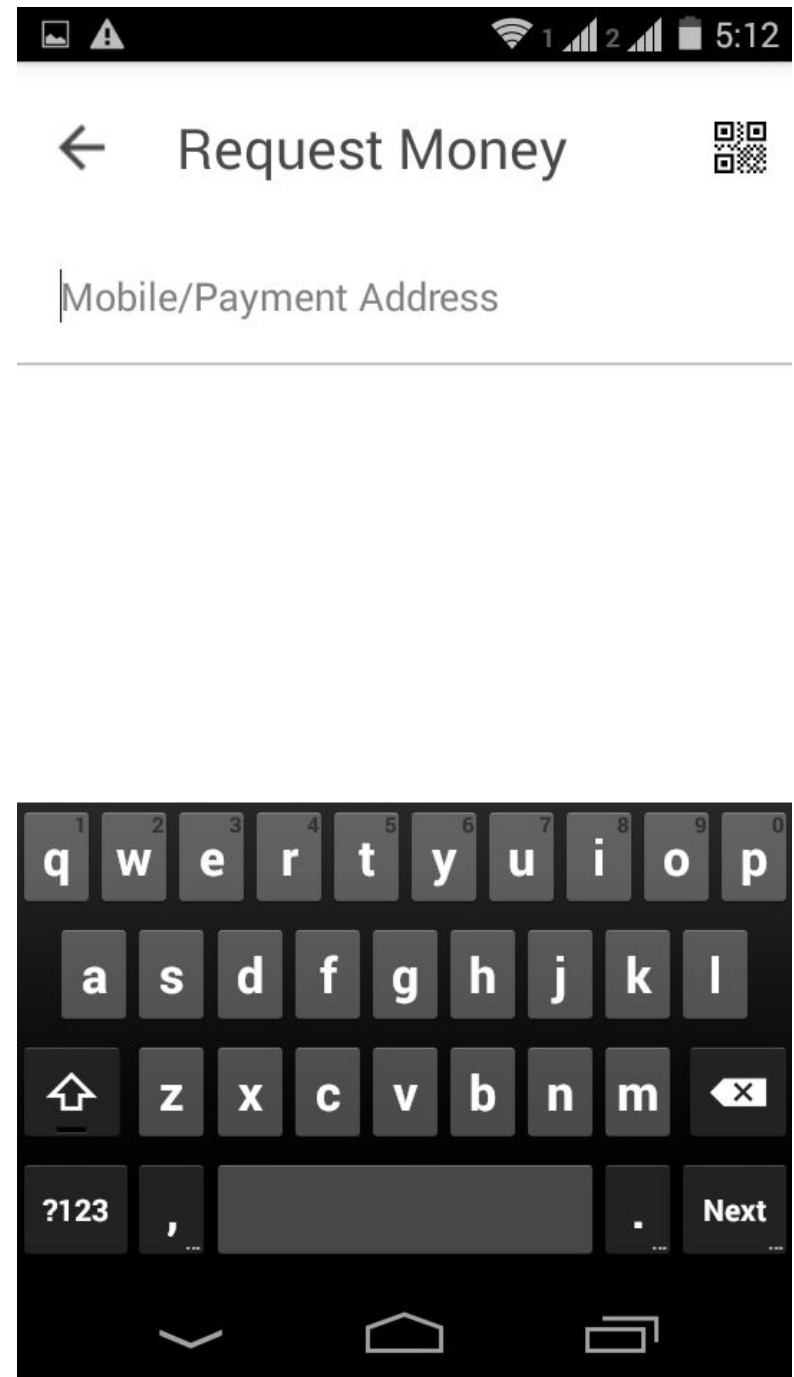
--->The payer would get a notification, and he/she can accept or reject the payment.



To Request Money by VPA:

--->Click on the 'REQUEST' icon.

--->Enter payee's mobile number or the Virtual Payment Address (VPA) of the person you want the money from.



Transaction limit and costs:

Transaction limits and costs:

Transaction limit is maximum Rs 1 lakh per transaction.

There are no transaction costs for transactions done in UPI. Transaction cost is NIL

Timings for using UPI:

As mentioned earlier, UPI can be accessed anytime.



What to do if you lose your Mobile?

If you lost your mobile, you have to immediately inform and request bank to block your phone number because mobile number binded with device acts as first authentication factor.



If you want to change phone number

If you want to change your registered mobile number, request bank to update your account with new number.

Re install your UPI app and register with your new mobile number.



It is always best to

1. Secure your mobile device with good password/lock.
2. Check for new updates in UPI app and always enable the auto update option.
3. Turn-off wi-fi or internet pack if not in use.
4. Check Transaction Status regularly.
5. Activate SMS alerts from respective banks regarding transaction details



It is always best to

6. Delete all information stored on a device before the device changes ownership.
7. Activate SMS alerts from respective banks regarding transaction details
8. Always check the mobile notification that came from UPI app before accepting or declining the transaction



PIN - Best Practices

1. Having a random PIN does not ensure security if we share our PIN with everyone. Keep your PIN secret. Do not save or write your mpin anywhere and do not disclose it to anyone.
2. When entering your PINs, beware of the persons watching you as four digit PINs are highly susceptible to shoulder surfing. Shoulder surfing is using direct observation techniques, such as looking over someone's shoulder, to get information.



PIN - Best Practices

3. Do not reply to any email or call received to disclose PIN details. Banks never ask their customers to share their passwords or pins. Any such request is a sign of fraud.
4. Don't reuse the PIN for any other purpose. People tend to use same PIN for their ATM cards, digital door locks etc. That means anyone shoulder surfing a phone PIN could also possibly access your bank account and even your home.
5. Do not share your phone sim card with any one. Sim cards can be cloned and the cloned sim card can be used simultaneously along with the original sim card. The clone sim card can be used to commit fraud.



Additional Resources

Video Links:

- <https://www.youtube.com/watch?v=5RNshDcXGjg>
- <https://www.youtube.com/watch?v=uspZuI4AHXg>

Document links

- http://www.npci.org.in/UPI_Background.aspx



**Let us make India a
cashless economy!**

