



Service Implementation
Specialist

Minc BillBox Pvt Ltd

Company Profile

Company Overview



BillBox Started as an offline cheque collection Company back in 2006. It carried out this business for the banks, utilities and corporates through its giant 'Drop Box System' placed at Mass Rapid Transit Points (MRTP) like Railway stations, Airports, Metros etc hence derived the name 'BillBox'. It was a concept unheard of in those times, still meticulously executed and run successfully even today. Fast forward, today BillBox has developed into a mammoth Project execution Company at the ground level in the Fintech and Payment industry, be it B2B, B2C or B2G space.

Over the last 2 decades, with the change in landscape of the payment industry, BillBox also had metamorphosized into a formidable player in the country making use of in-house technology and tech tie-ups, thus making it a 'Go-to Company' for project implementation. BillBox works closely with Fintechs, Banks, Hardware OEMs, NPCI, ONDC, Logistics & Intermediaries, marketing & advertising Cos, Digital Program implementation Cos, etc.

BillBox excels in **ground-level service implementation**, driven by a mission to ensure operational excellence and achieve the highest level of client satisfaction in every project.

Key Differentiators

Highlighting our operational strengths and expertise

Hands-on Delivery

Our team ensures successful project delivery by actively engaging in every phase, providing practical solutions, and adapting to client needs in real-time.

Field Execution

We excel in on-site implementation, with dedicated professionals who manage, CPV, KYC, installations and provide immediate support, ensuring client satisfaction throughout the process.

Operational Capabilities

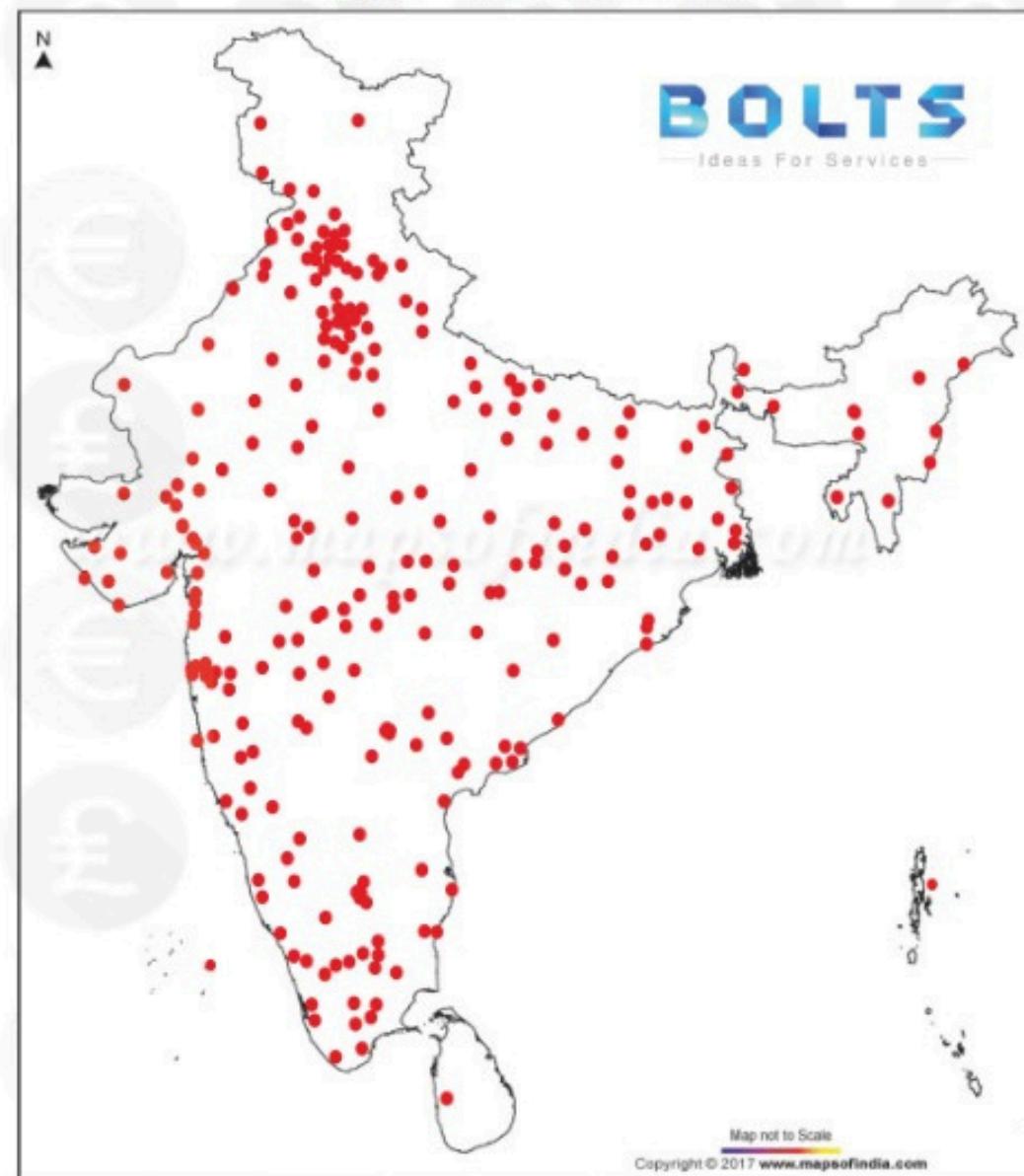
Our comprehensive operational capabilities encompass all aspects of service delivery with strong back end professionals and control tower team, from planning to execution, guaranteeing a seamless experience and meeting diverse client requirements.

Biggest Differentiator - Our Coverage



Infra & Key Statistics for Terminal Management Services	
No of Branches	22
No of Field Engineers + Support Staff	360+
No of Resident Engineers	185
No of Cities / Town Services	926
No of unique Pin Code Serviced	9613
No of Merchant Serviced	550000+
No of Merchant Visit Handled Monthly	54000+
No of Fintech client handled	23+

Our Network



Business Verticals

POS Managed Services	- POS Terminal Management
Bill Payment Services	- BBPS (Bharat BillPay Services) Agent Model - BBPS BOCP (Biller Owned Collection Points) Model
Bill Payment Services	- BBPOS - BB Micro ATM
Wearable Contactless Payment Technology	- TapTap Visa Prepaid Card, Gift Card
Technology Platform Products	- Tekky Crowd Sourcing Service Platform - TapTap Shop - Loyalty Redemption Platform for loyalty, Rewards and Gamification.

Milestone



Operational Capabilities



Operational Model

Our operational model features dedicated ground-level teams as well as back end co-ordinators and control tower team focused on project management, ensuring quality assurance and seamless execution.

BillBox has extreme ability

- To adapt to challenges.
- To convert the opportunity into business.
- To quickly understand the ground level solutions and challenges.
- To read the situation and map the resources to get maximum efficiency.
- To handle multiple projects simultaneously.
- To bring complete the task within the deadline.



Field Execution Activities

Our expert teams excel in **CPV, KYC, installation, commissioning, and maintenance**, ensuring seamless on-site support for clients' needs.



Operational Workflows

Client-Centric Service Delivery Approach

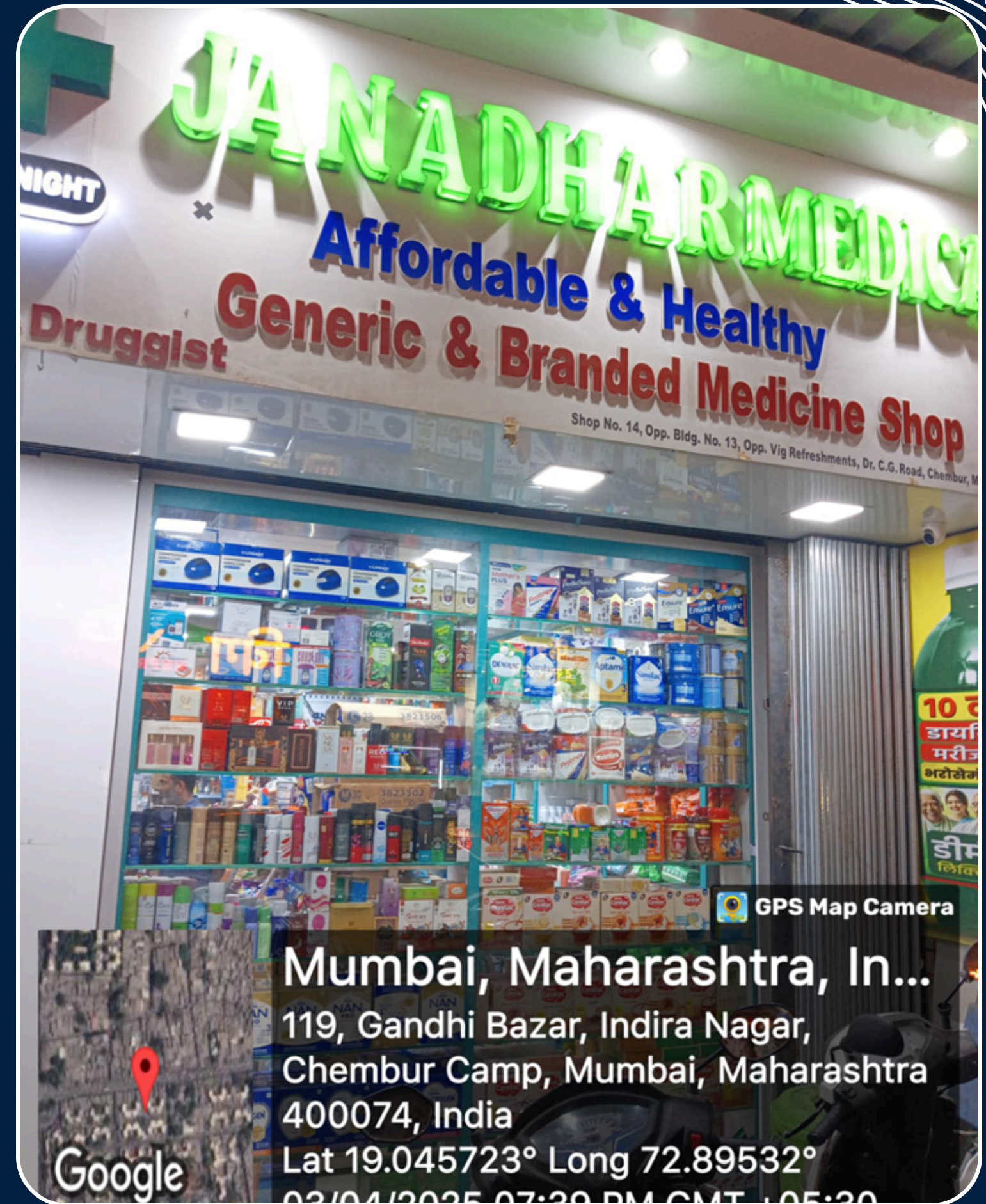
At BillBox, we prioritize **hands-on problem solving** and responsive service delivery, ensuring our clients receive timely solutions tailored to their specific needs and challenges.



Detailed Services



Contact Point Verification (CPV)



Contact Point Verification (CPV)

CPV process for Banks and Fintechs

Scalability through Technology

We provide seamless Contact Point Verification (CPV) for banks and fintechs for all POS/SB installation. We are the pioneer service provider to use technology for CPV by embedding it in the installation process itself. We have cleaned large legacy issues for clients on CPV enabling them to be PAPG compliant.

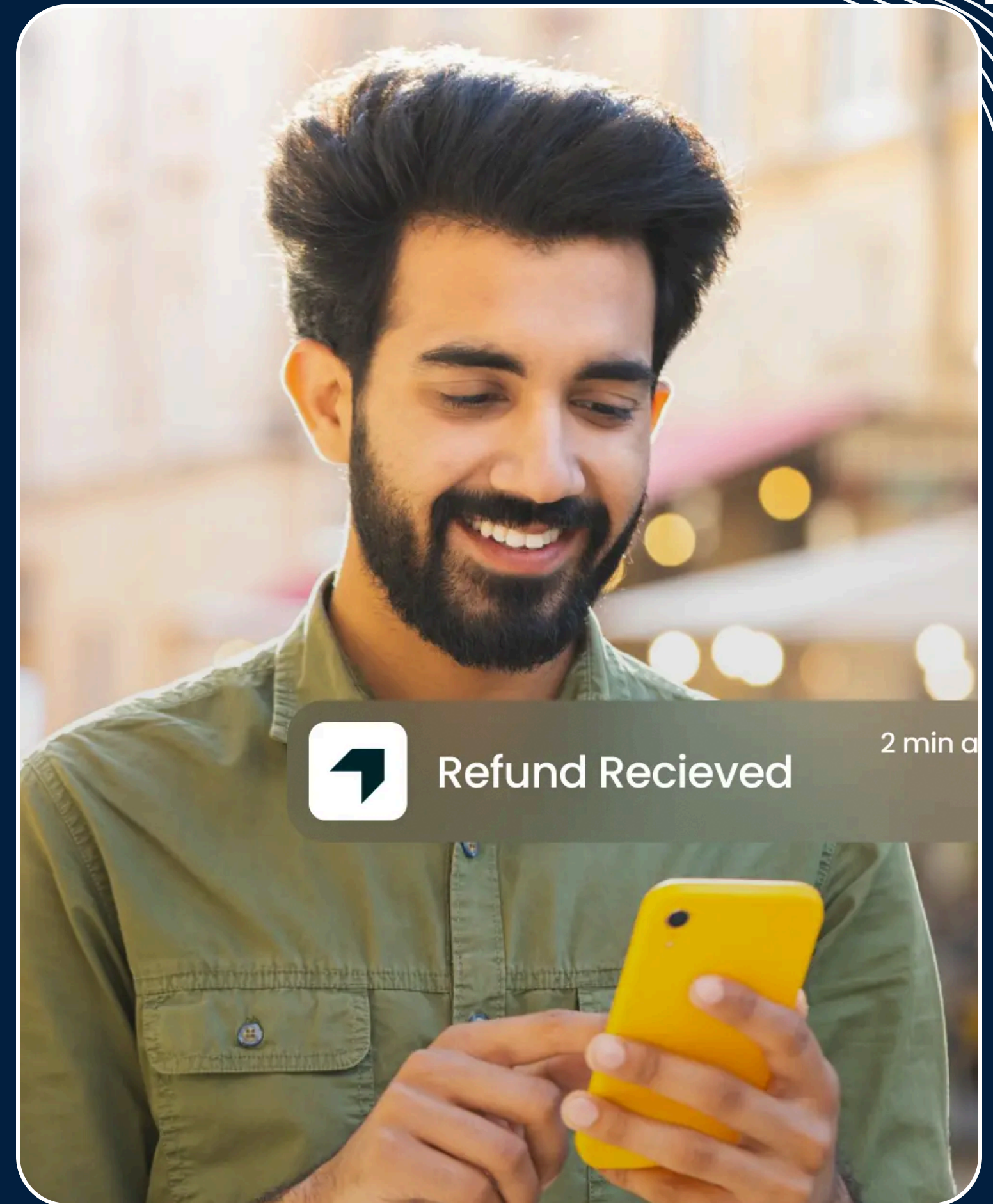
Real time CPV through API calls

Our team specializes in providing Online Digitally embedded CPV program as per the robust process derived with extensive experience of BillBox in consultation with the Client requirement. Each POS installation is CPV approved and mapped through API calls and provided with lat-long photographic proof.

Compliance Support

We offer extensive CPV support for all POS installation which will automatically become the bedrock for all other cross sell programs from the compliance and risk point of view thus in line with the extant guidelines of RBI as per PAPG Master Circular.

Software Installation Support



Installation Support

Comprehensive mobile app and software services

Mobile App Installations

We provide seamless mobile app installations for **Admin Web, iOS, and Android applications**, ensuring functionality and user satisfaction from the outset.

Customized Software Installations

Our team specializes in **installing tailored software solutions**, such as Video Analytics and Recognition Software, designed to meet unique client requirements and enhance operational efficiency.

Commissioning Support

We offer extensive commissioning support, ensuring that all installations are fully operational, thoroughly tested, and aligned with client specifications for optimal performance and reliability.

IT Infrastructure Services



IT Infrastructure Services

Comprehensive Support and Maintenance Solutions

AMC Charges

Our **Annual Maintenance Contracts (AMCs)** provide reliable and timely maintenance for POS and essential IT infrastructure, ensuring uninterrupted operations and minimizing downtime for all systems and equipment.

System Support

We provide comprehensive **support for the maintenance and operation** of IT systems, ensuring that your infrastructure runs smoothly while addressing issues promptly and effectively.

Advertising & Marketing Services



Marketing & Services

Exploring our diverse offerings and capabilities

Marketing Events

We provide comprehensive marketing event solutions, **ensuring impactful** engagement through materials such as No Parking Boards, Catalogues, and pamphlet distribution tailored to client needs.

Credit Reporting

Our credit reporting services are designed to deliver **reliable insights**, enabling clients to make informed decisions based on thorough evaluations and ground level evidence

Verification Services

We offer a wide range of verification services including CKYC, OKYC, PAN verification, and Aadhar checks, ensuring **accurate identification** and compliance to meet industry standards.

Technology Solutions & Managed Services



POS Solutions

BillBox aims at being the country's one and only end-to-end managed POS service provider right from warehousing the hardware from the OEMs till the repair center and again replenishing the inventory. In the middle, the process travels through Key injection in PCI DSS compliant environment, Installation and training for merchant on-boarding process, Call centre operations to handle inbound and outbound merchant calls, RDMS - remote diagnostic management system a tech support through remote diagnostic tool for handling complaint calls. Those complains that require a field visit will be dealt by the Field Service Delivery team for all break fix calls and finally the hardware replaced or recovered that are in non-working condition would be repaired and refurbished at the repair center. Then it is replenished at the warehouse in terms of inventory and thus the cycle is completed.



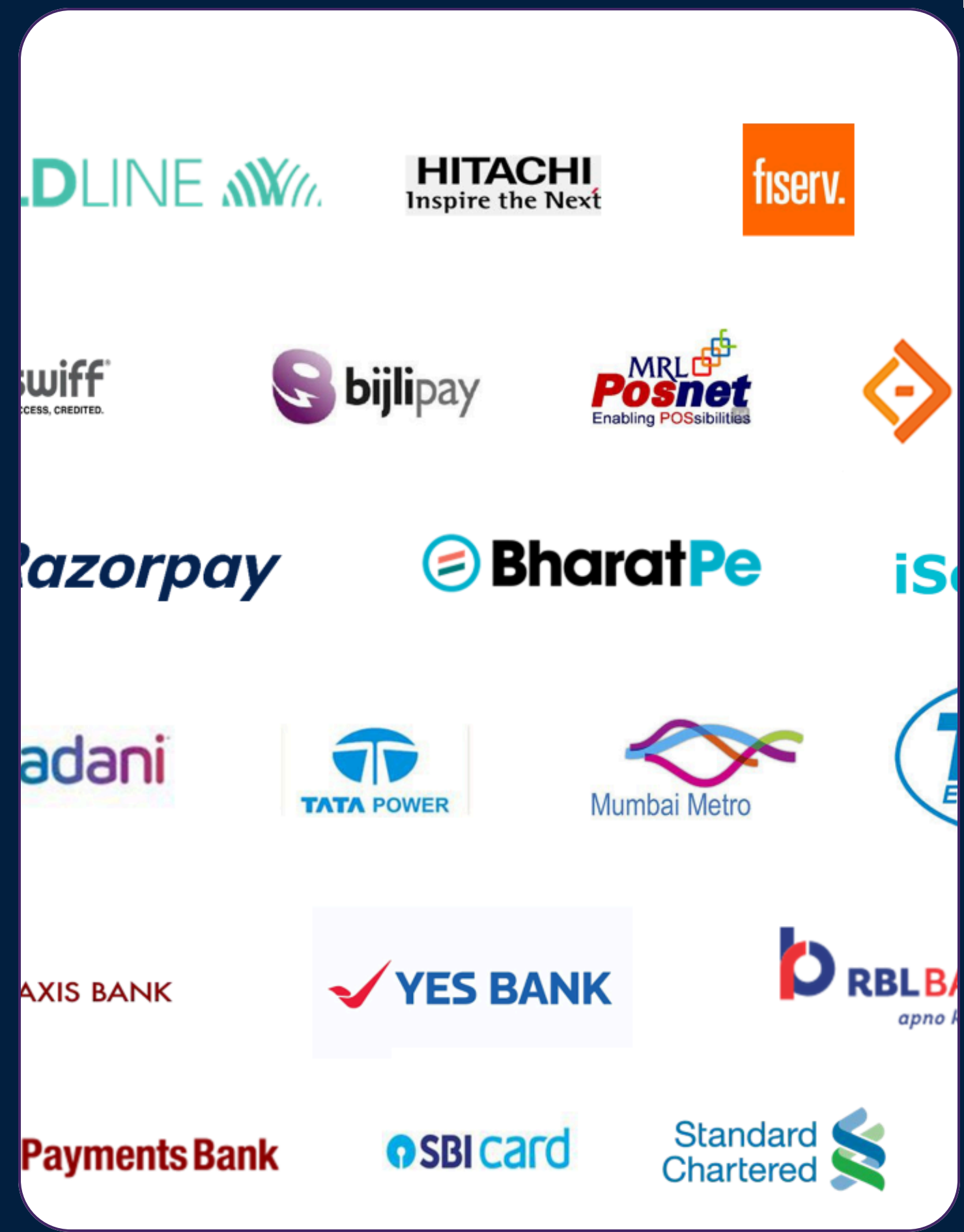
IT Solutions

UPI payments has been the spinal cord of the digital small payments in India. Its success lies in its simplicity to use and implement. Today this product from NPCI has taken admiration from the entire world. BillBox supports India in its digital journey through its state-of-the-art tech for merchant onboarding and UPI QR SoundBox installation in the remotest corners through its various customer centric revenue models.



Client Portfolio

BillBox is proud to partner with diverse clients across various industries, showcasing our extensive expertise.



Value Proposition

Your partner in operational excellence

Minc BillBox Pvt Ltd stands out as a **ground-level service implementation partner**, leveraging technology to enhance operational efficiency and ensure client success across diverse sectors.



Thank You. Get in Touch!



+91-22-69950166



minc@billboxetc.com



www.billboxetc.com



*322, Laxmi Plaza,
Laxmi Ind Estate, SAB TV Lane,
New Link Road, Andheri West,
Mumbai - 400053, India*

