BAKONG TOURISTS

BAKONG TOURISTS USER MANUAL

Getting Start with Bakong Tourists:
Comprehensive User Manual

Created with ♥ by National Bank of Cambodia

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Account Registration

1 Account Registration

1.1 How to install Bakong Tourists

You can install Bakong Tourists on any mobile devices that have iOS and Android operating system.
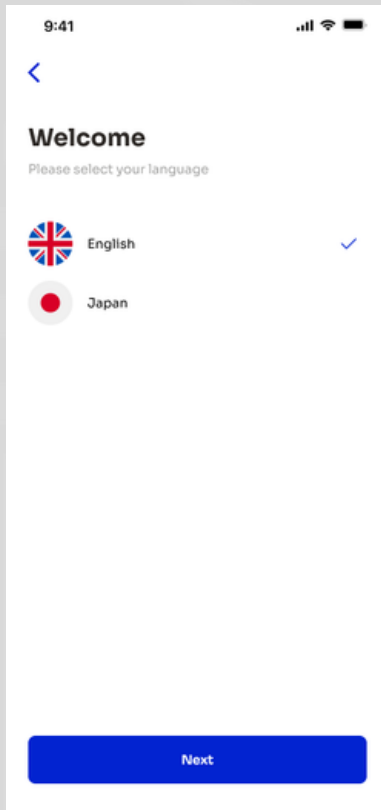
- Download it from App Store (iOS) /Play Store (Android) by searching "Bakong Tourists" and install
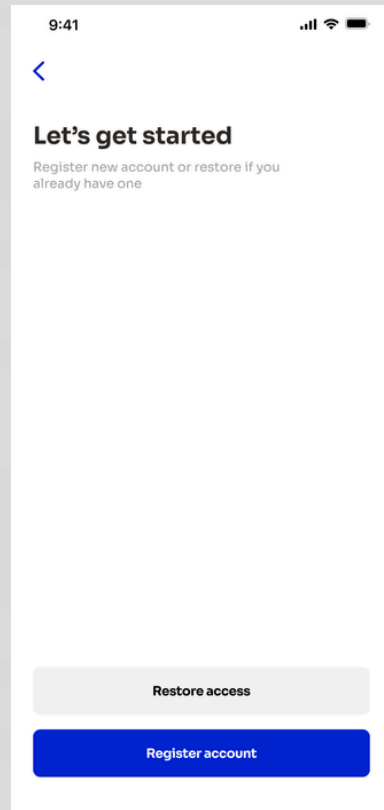- OR scan the following QR Code

1.2 How to register an account

After download and install Bakong Tourists -> Open Bakong Tourists App
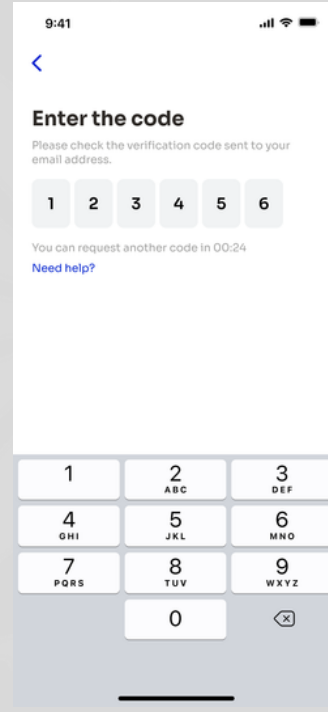
1 Choose language and Clic the "Next" button
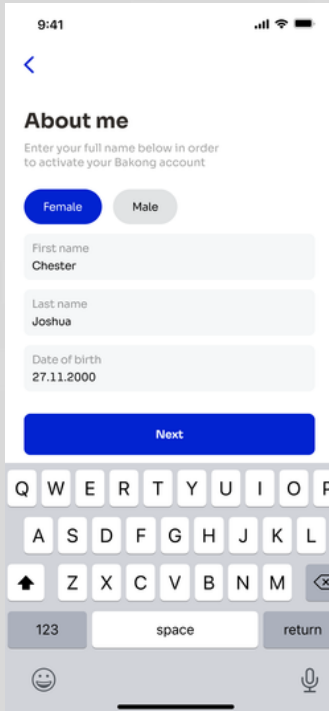
2 Click on the "Register account"

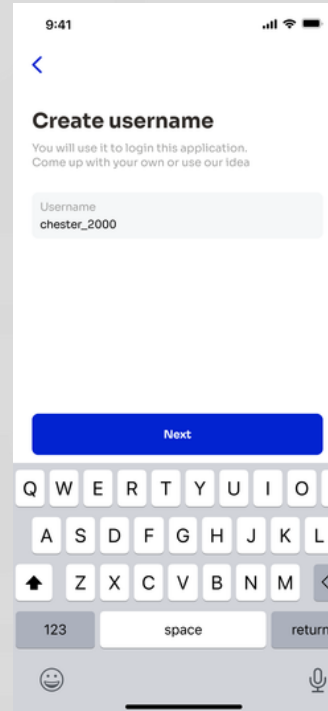**3** Fill in your email address. Ex: johnsmith@gmail.com and Click "Next".

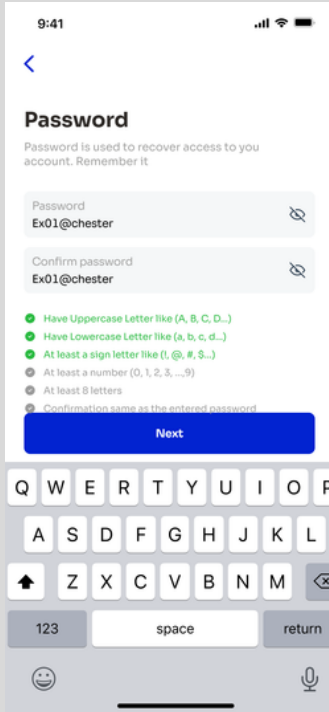**4** You will receive an OTP code in your mailbox. Fill the verification code.

5 Select Gener and Fill in the Full name and Date of Birth and Click the "Next" button

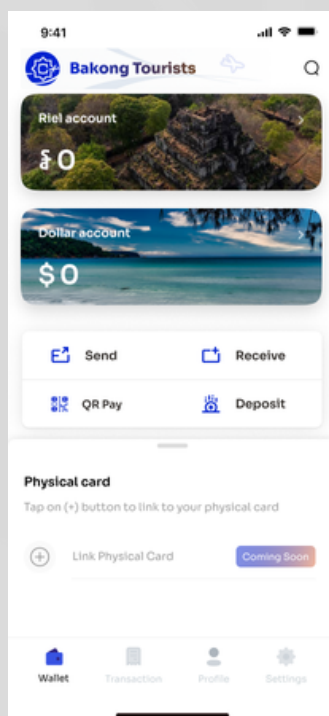**6** You see a suggested username. You can come up with your own username and click the "Next" button

7 Set up a strong password. Ex:Ex01@chester and Click "Next".

8 It is your recovery code. Save it in a secure location. After save, Click "Done"

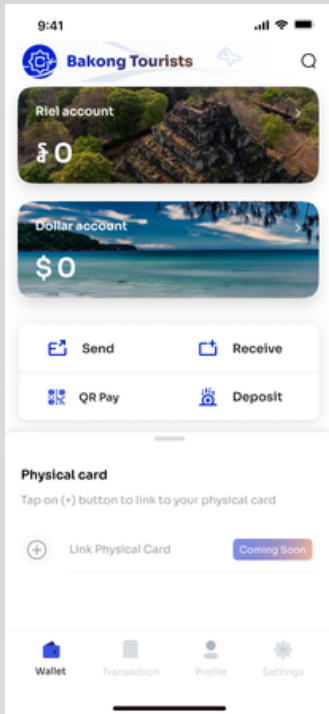**9** You have completed the account registration.

How to verify your account

Verify your account to increase the daily transaction limit. Verified account is allowed to transfer and withdrawal up to $3,000.00 and ៛ 12,000,000.00 per day.

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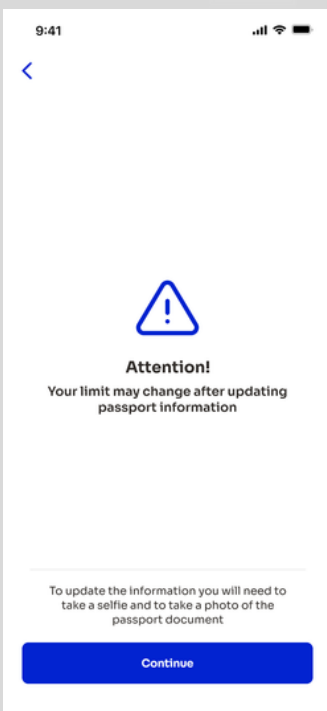
2. How to verify your account

1 Open Bakong Tourists-> In the home screen, Click menu "Profile"
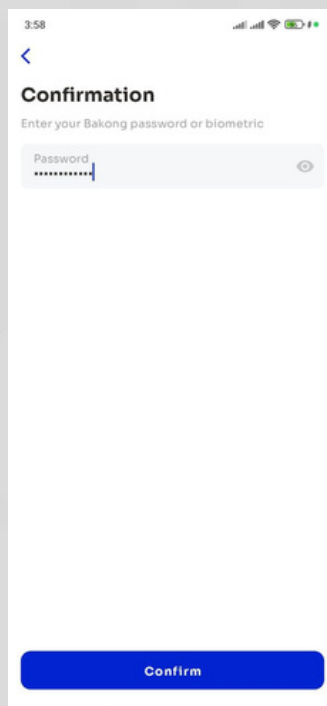
2 Your account status: "Account Unverified" Click the "Verify personal Information"
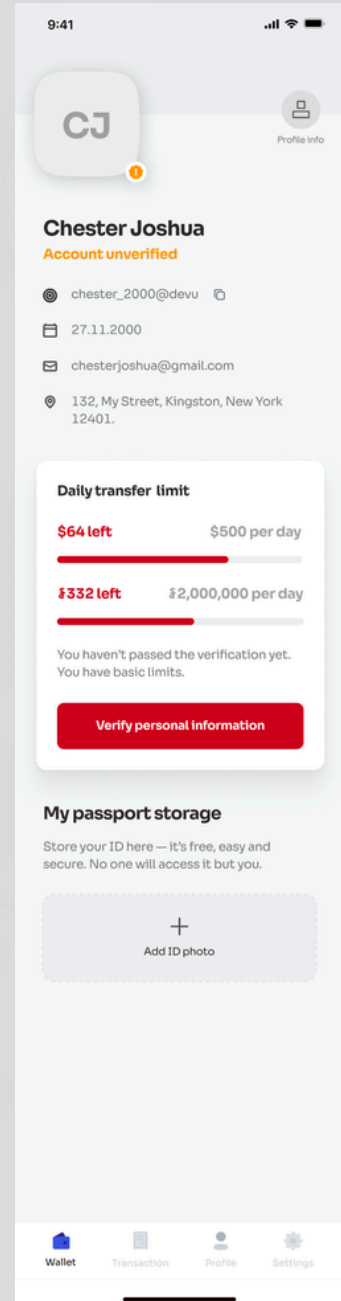
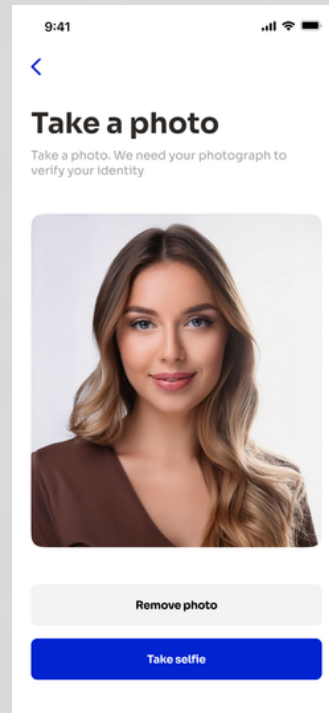**3** Pay attention if your account status is "Verified". If not, Click "Continue"

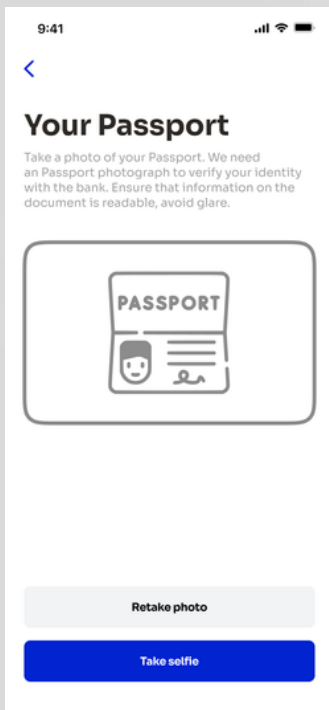**4** Enter your Bakong Tourist pasword, then click the button "Confirm"

5 Take a photo to verify your identity.Click the "Take selfie" button to open the camera
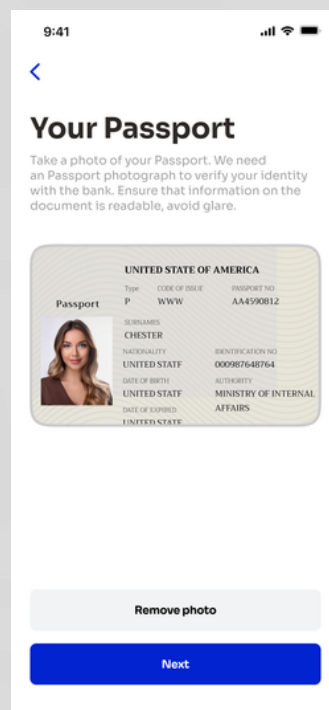

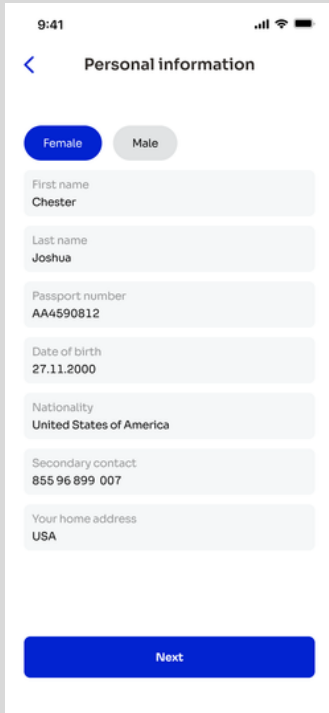**6** If you want to change the photo, Click "Remove photo" and take again. Otherwise, Click "Next".

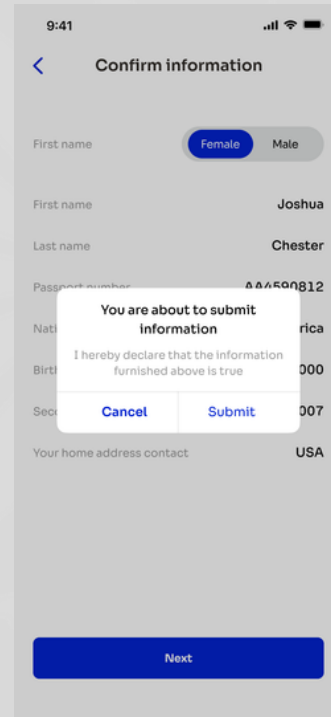**7** Take a photo of your passport. Click the "Take photo" button

8 The photo must be readable and avoid glare
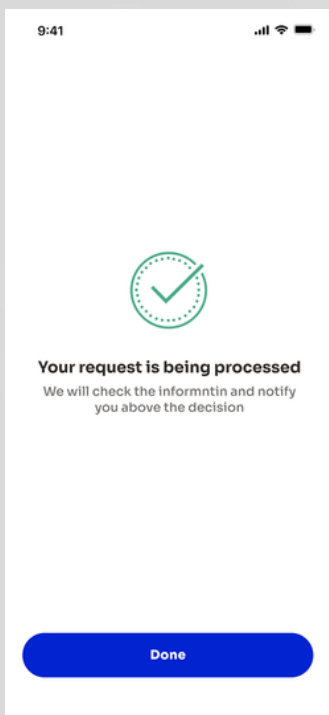Click the "Next" button.

9 Your personal info will be retrieved from the passport. Verify your information and fill in the secondary contact. Click the "Next" button.
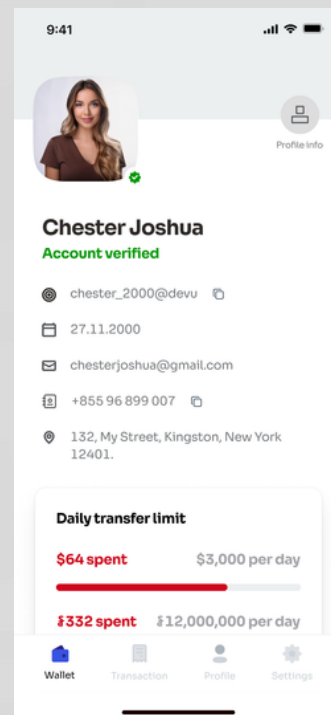
10 It is an alert message before your update your information. Click the button "Submit"

11 Your request is being processed. After you pass the verification, your account status will be updated to full-kyc.

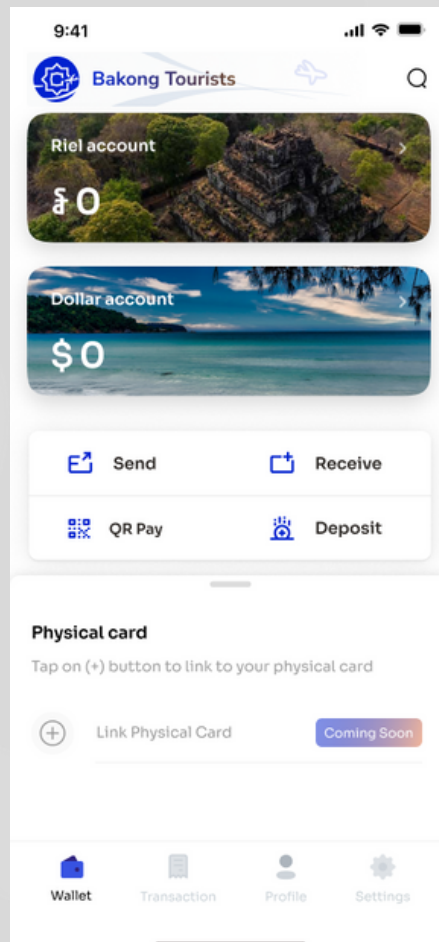**12** Your profile will be verified.

How to operate Bakong Tourists

Bakong Tourists App allows you to send, receive, scan pay, deposit and exchange currency.

3. How to operate in Bakong Tourists

After you are registered in the system, you can perform transactions in the system: transfer, payment, QR payment, deposit and view transaction history.


When you are logged in successfully, the account dashboard and system functions display the following information:
- Send Money : send money to another account by account id or phone number
- Receive: Generate a KHQR to receive the money.
- QR Pay: scan KHQR to make payment in both Khmer Riels and US dollars
- Deposit money into any bank account
- Exchange Currencies between Khmer Riels and US dollars
- View transactions history
- View User Profile
- Setting

3.1 Send Money

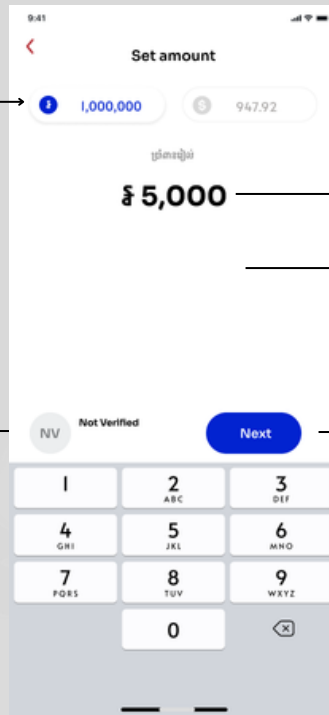**1** Open Bakong Tourists App, Click the "Send" button.
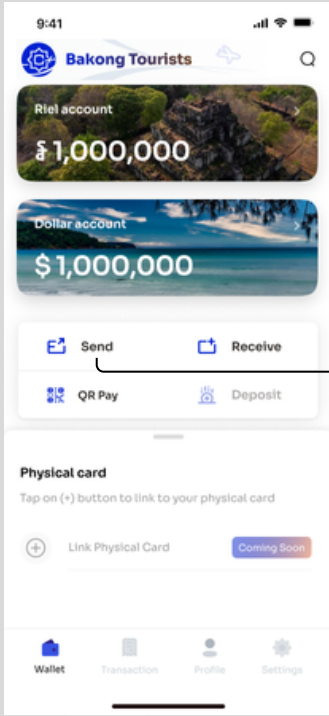
2 Search the account and click on the account
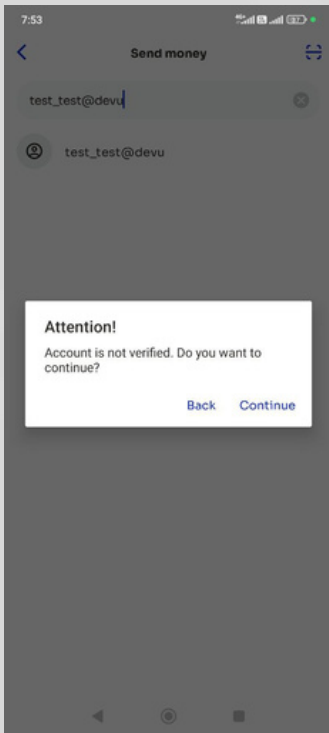
3 Pay attention. The account doesn't have KYC. Click "Continue".

4

- Set the amount
- Input Description
- Click "Next".
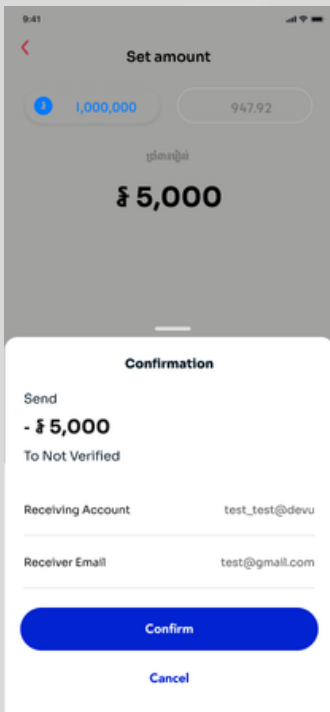
Sender's available amount

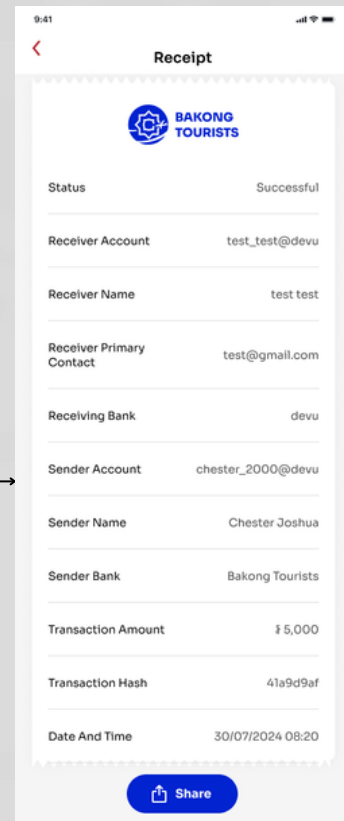Set the Amount: 5,000

Enter Description here

Display the receiver name.
If the receiver is not full kyc, it shows "Not Verified"

Click "Next"

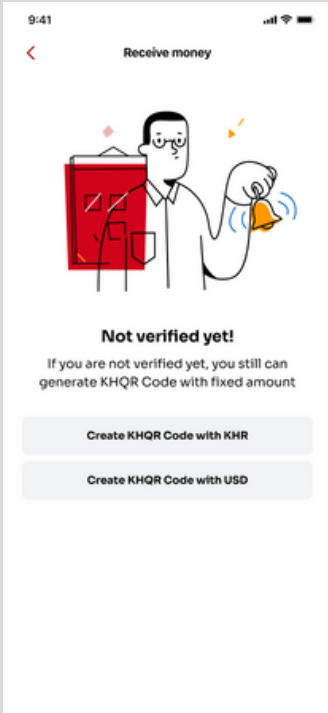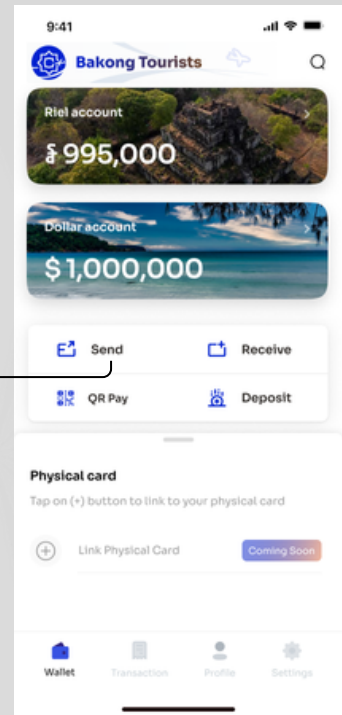**5** Verify the payment information and Click "Confirm".

6 Your payment transaction Receipt. You can share it to the receiver.
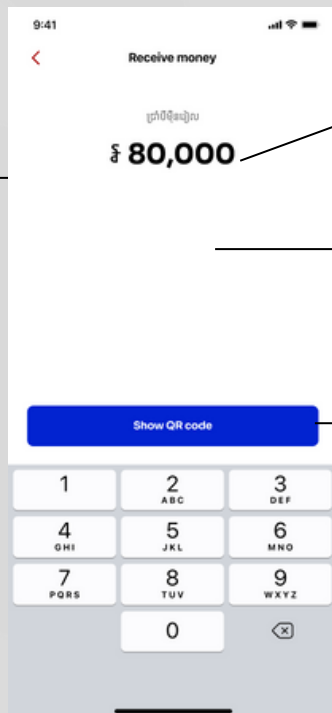
3.2 Receive Money

1. Open Bakong Tourists App, Click the "Receive" button.

You can receive money in both Khmer Riels or US dollars.

2.
- Verify Identity: Your account is unverified. You should verify your identity.
- Create KHQR code with KHR: Generate a QR with amount in currency KHR.
- Create KHQR Code with USD: Generate a QR with amount in USD
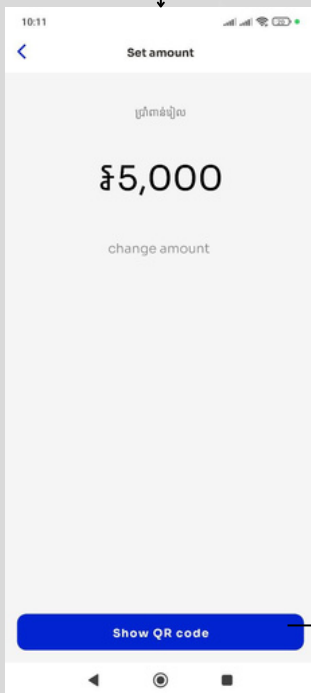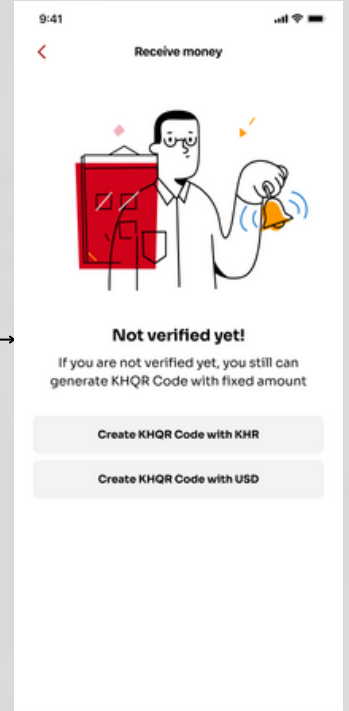
Set the Amount: 80,000

Enter Description here

3.
1. Set amount to receive
2. Enter the description
3. Click " Show QR code" to generate QR

Click here to show the QR

4
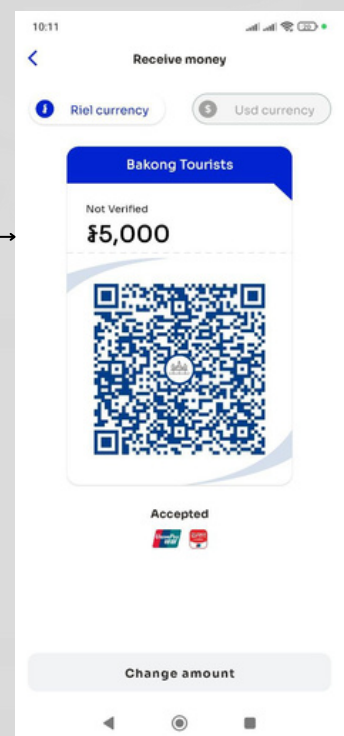- Present this QR to receive money when topping up.
- You can switch to US dollar currency. (Repeat Flow #2)
- OR you can change amount.

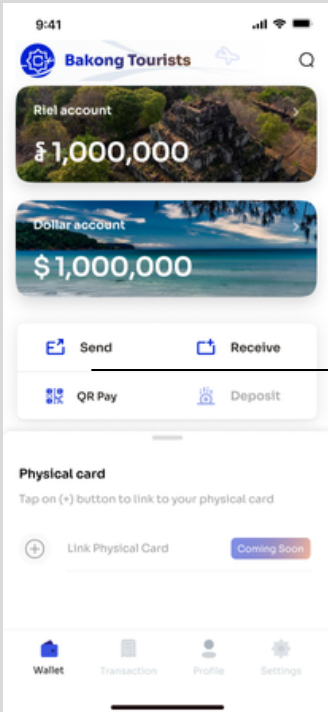It shows your name only when your account is verified.

5 Set the new amount and Click "Show QR Code" button

3.3 QR Pay

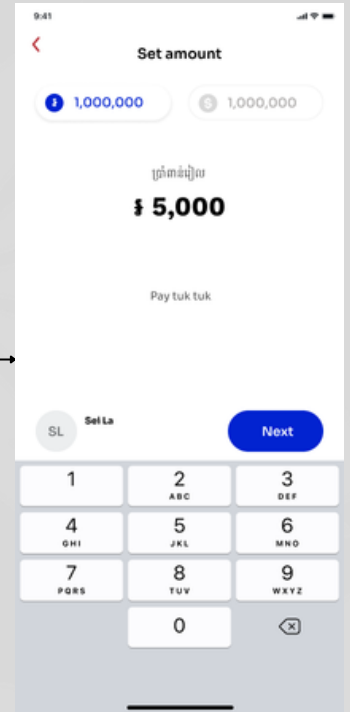**1** Open Bakong Tourists App, Click the "QR Pay" button.

2
- Align your camera lens to the QR code
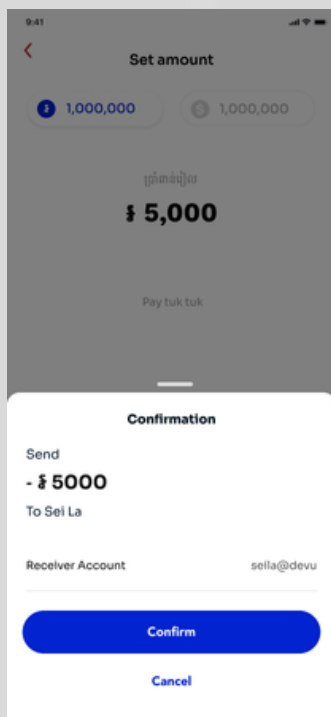- OR browse the QR code image to pay by click "Select QR"

3
1. Set amount to receive
2. Enter the description
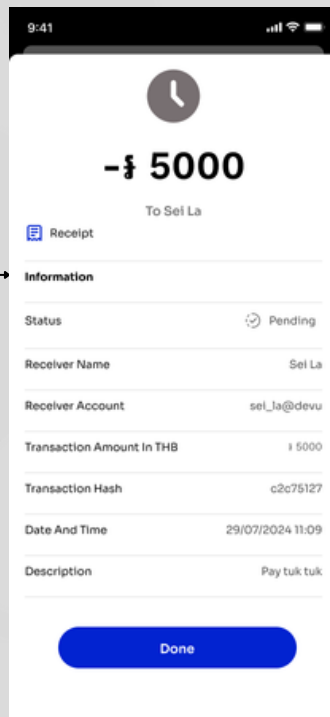3. Click " Next" to pay

4 Verify the amount, Receiver account, Click "Confirm" button. Or Click "Cancel" to discard the payment.
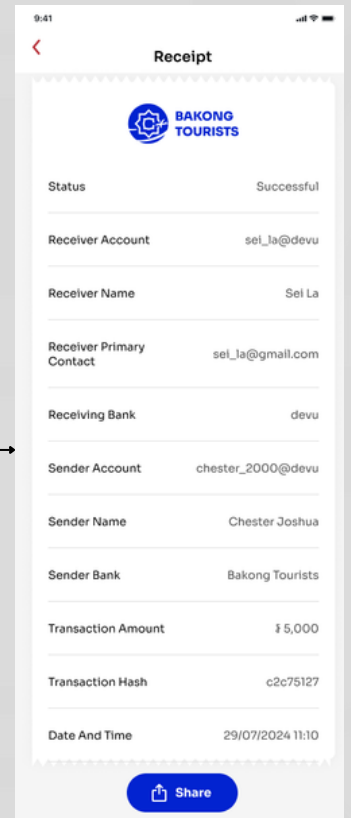
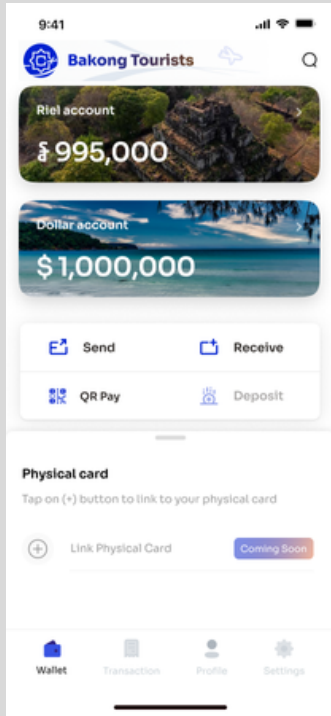**5** Money is being transferred. Check the receipt. Click "Receipt"
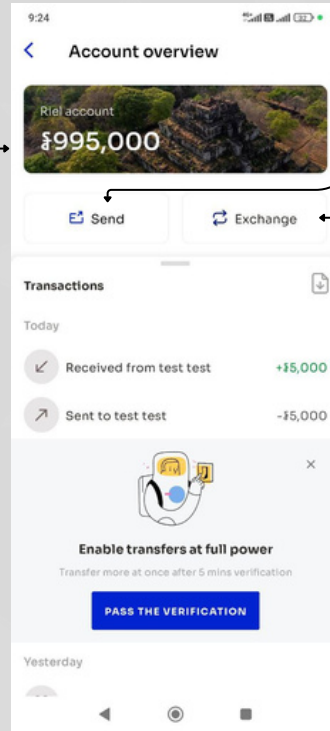
6 Receipt can be shared.

3.4 Exchange Currency

1 Open Bakong Tourists App, Click on the "Riel account"

2 Click the " Exchange" button

Send Money

Exchange currency Khmer Riel and US Dollars

Download the account statement

This section shows transaction history.

Unverified account will show this section. Click "PASS THE VERIFICATION" to do KYC.

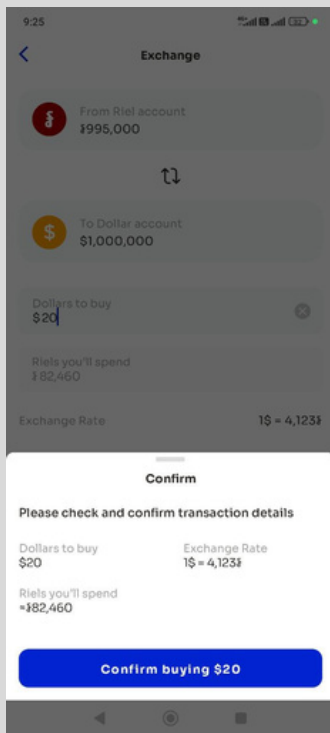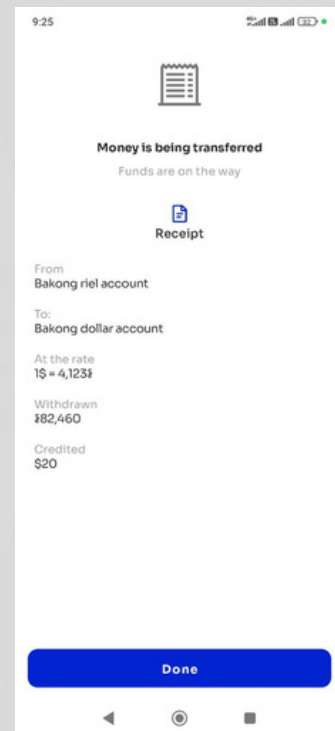**3** Enter amount in US Dollars. Click " Proceed to buy"
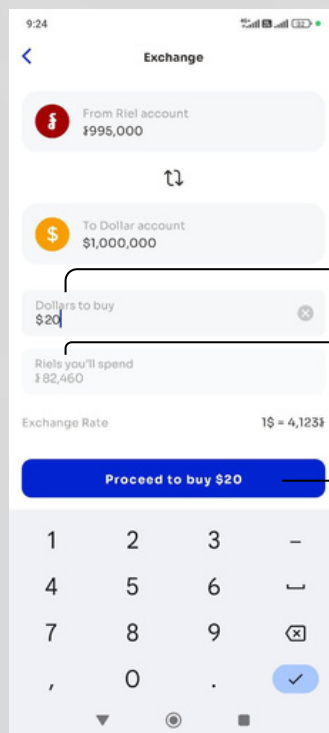
Amount you need in US Dollars

Amount you will pay in Khmer riels
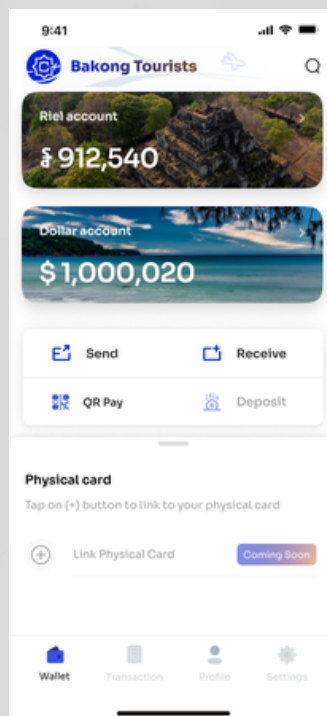
Exchange Rate in 1$.

Click here to proceed buy

4 Verify the information and Click "Confirm Buying"

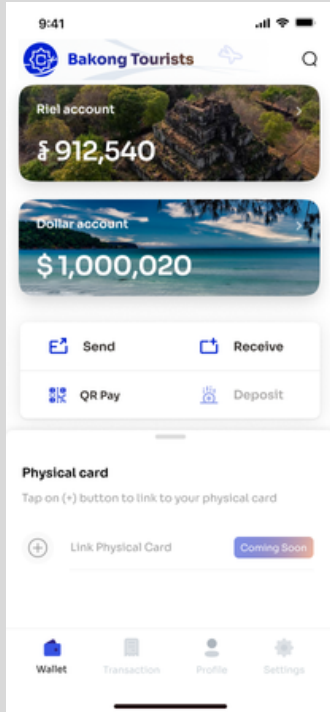**5** Exchange transaction is completed.

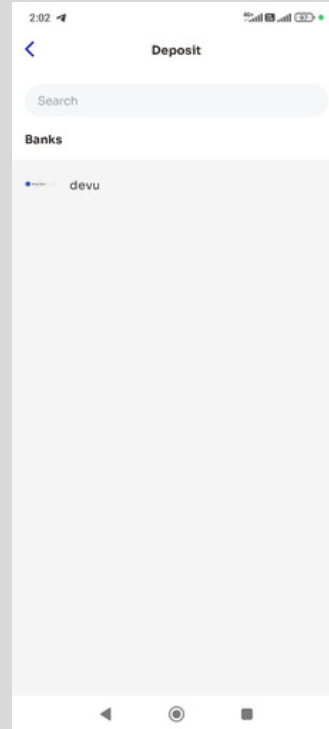**6** You'll receive 20$ and withdrawal 82,460.

Note: You can either exchange from Khmer riels to US dollars or US dollars to Khmer riels.
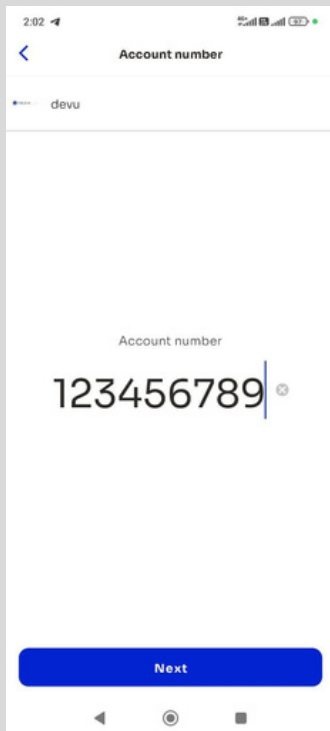
3.5 Deposit

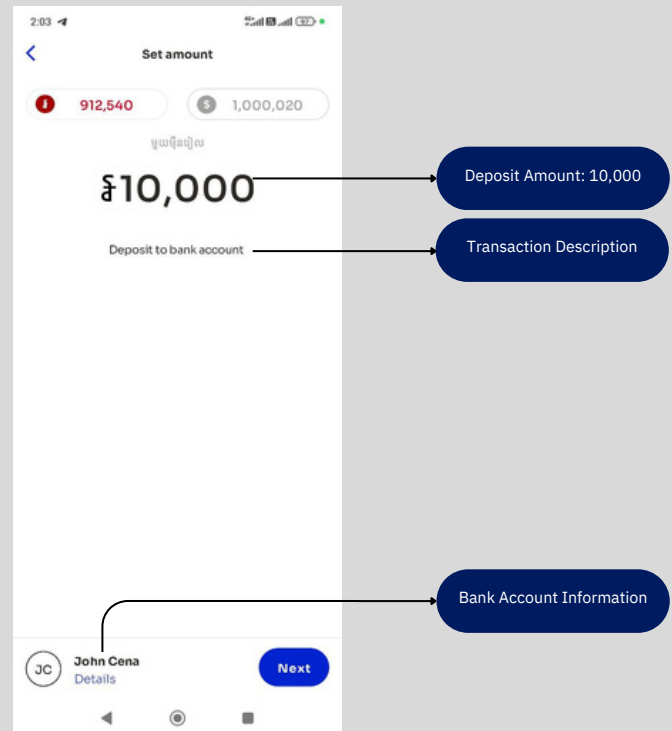**1** Open Bakong Tourists App, Click the "Deposit" button.

2 Select the bank that you'll deposit to.
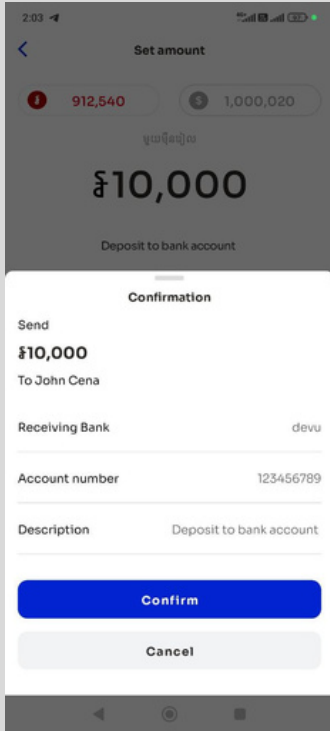
3 Enter the bank account number. Click "Next" button.

4 Enter the deposit amount, description and Click "Next" button

Deposit Amount: 10,000

Transaction Description
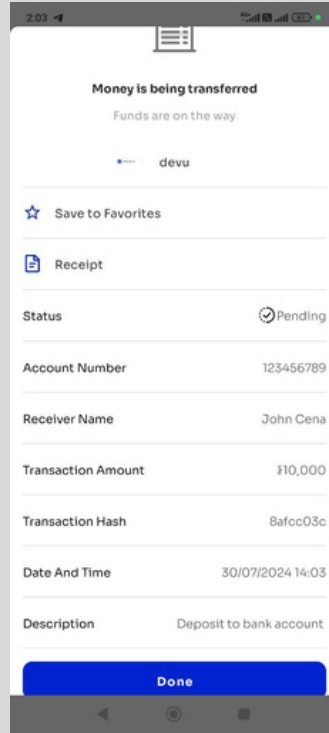
Bank Account Information

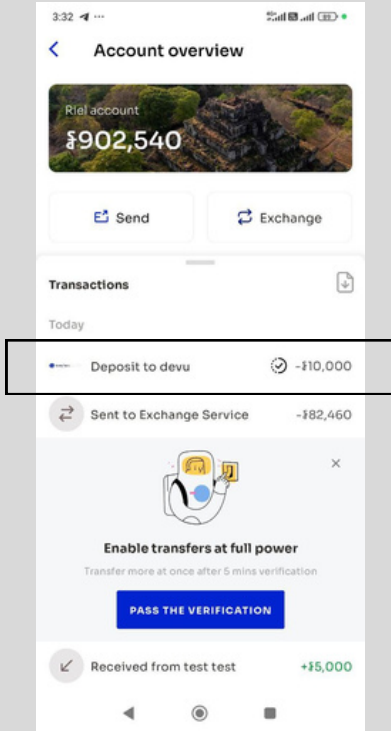**5** Verify the deposit transaction, Click the "Confirm" button.

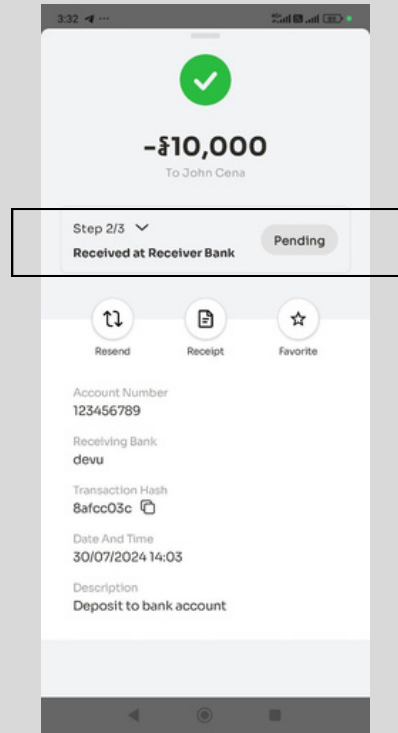**6** Deposit transaction is proceeding.
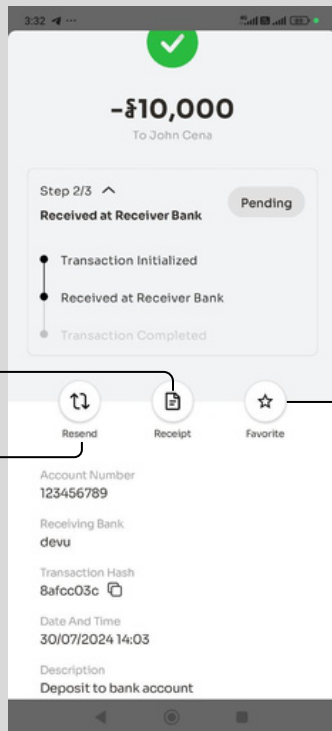
Tracking the deposit transaction

1 In Home Screen-> Account overview-> click the deposit transaction.

2 Click here to trace deposit transaction

3 Enter the bank account number. Click "Next" button.

Receipt:
- View the transaction details
- Share it to your friend

Resend: Repeat transaction to same receiver's bank account

Tracking the deposit transaction:
Transaction Initialized: This transaction is completed at the sender bank.
Received at Receiver Bank: Waiting for receiver's bank to deposit to user's bank account.
Transaction Completed: deposited to receiver's bank account

Favorite: Save this template for future deposit.

How to recover your account
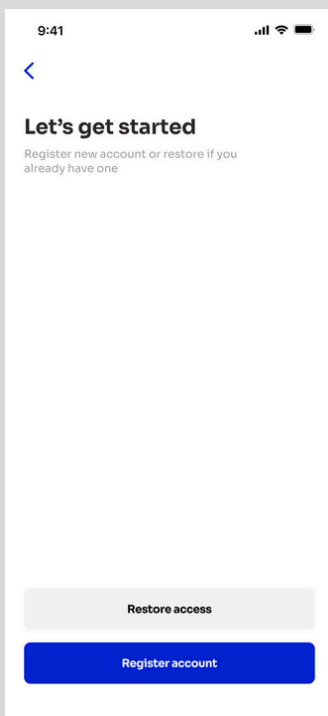
Account Recovery

04. How to recover your account

There are 2 options to recover your Bakong Tourists account :

- Option 1 : Scan your recovery QR
- Option 2 : If you lost your recovery QR, you still can recover account by email.

Option 1

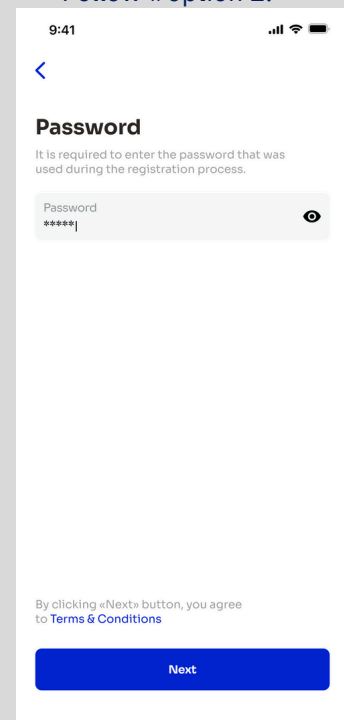**1** Click "Restore access" to recover your existing account.

2
- Scan the recovery QR
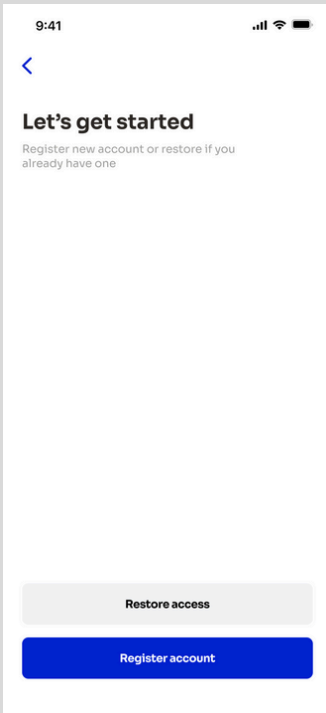- Or browse saved Recovery QR in your device by click "Select QR Recovery"

3
- Enter your password.
- Click "Next" button to login
- If you forget password, Follow #option 2.

Option 2

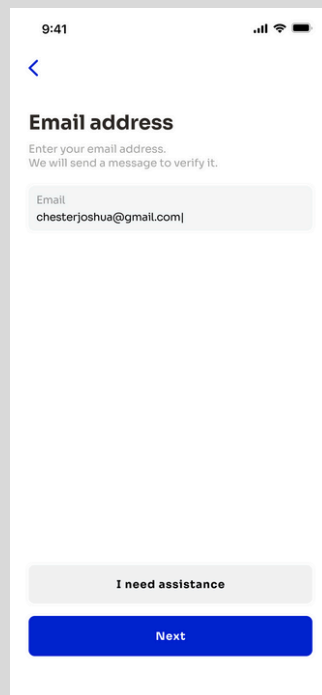**1** Click "Restore access" to recover your existing account.

2 You has lost your recovery QR. Click "I don't have QR Code" button.
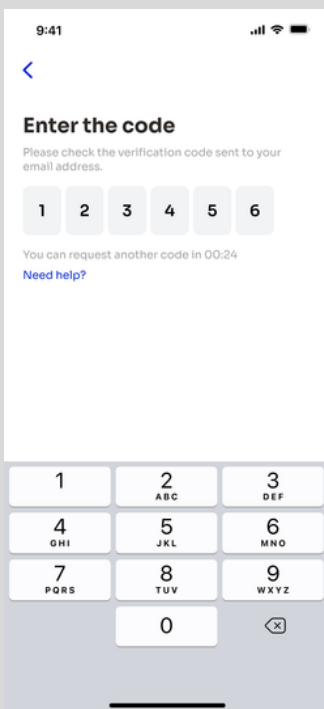
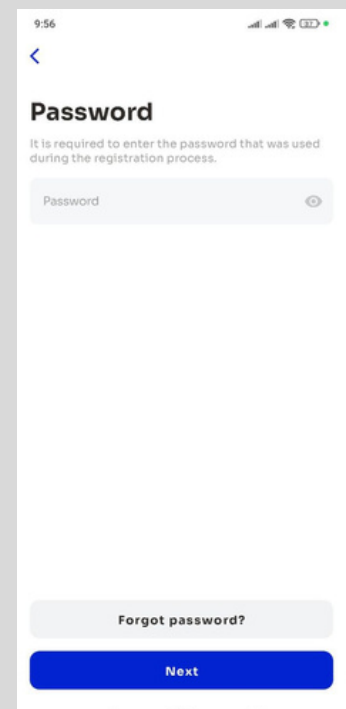**3** Enter your registered email and click "Next" button. You will receive an OTP code in your mail box.

4 Fill in the verification code.
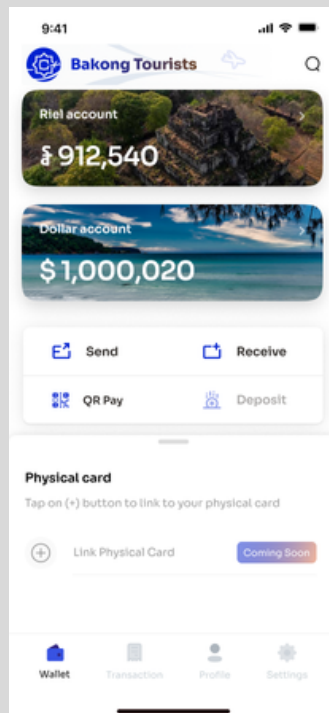
5 Enter the password and Click "Next"

6 Click "Save" button to save your recovery QR. This QR will be used to recover your account.
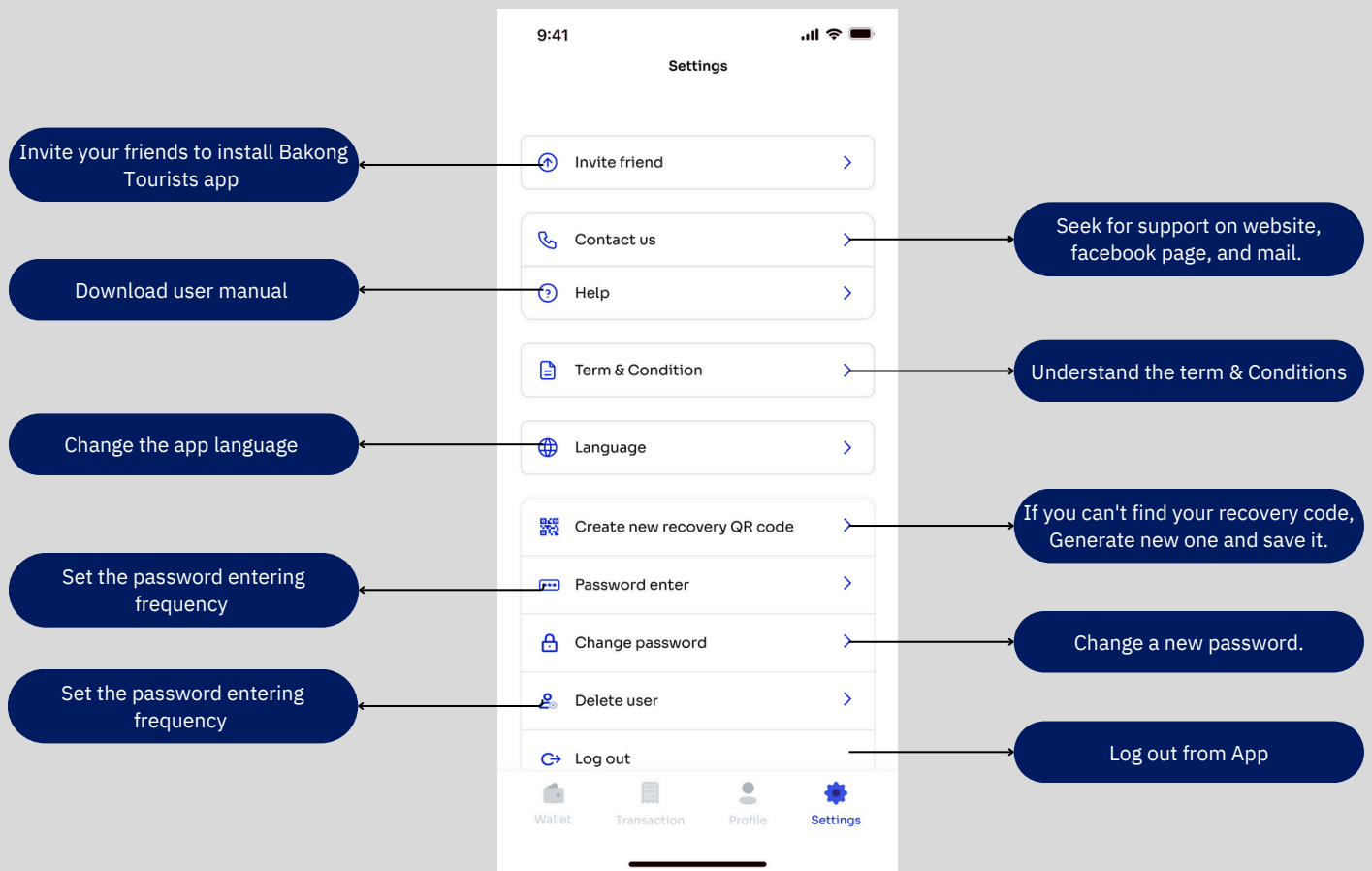
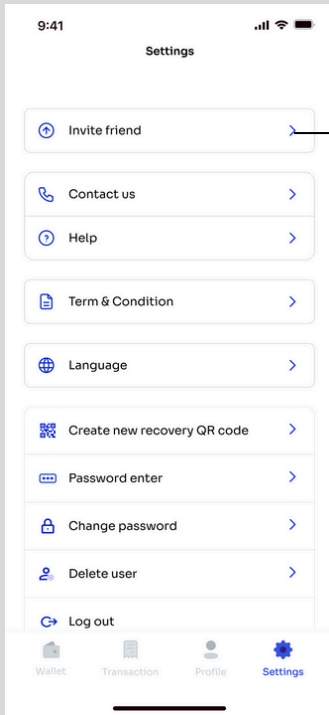**7** Click "Done". Your recovery account is completed.

Settings

- Invite your friends
- Seeking for support
- Terms & Conditions
- Language
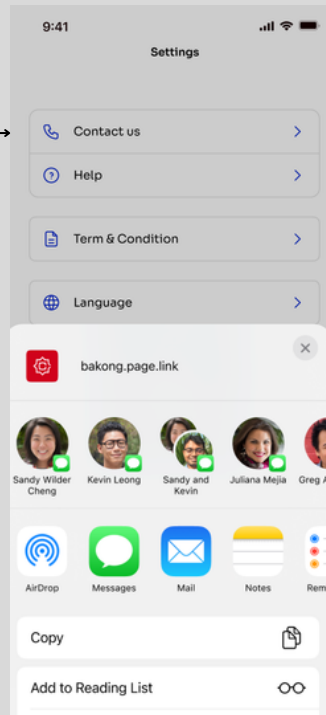- Create new recovery QR Code
- User Credential

05. Settings

Invite your friends to install Bakong Tourists app

Download user manual

Change the app language

Set the password entering frequency

Set the password entering frequency

9:41

Settings

⬆ Invite friend 〉

📞 Contact us 〉

❓ Help 〉

📄 Term & Condition 〉

🌐 Language 〉

▦ Create new recovery QR code 〉

💳 Password enter 〉

🔒 Change password 〉

👤 Delete user 〉

↪ Log out

Wallet   Transaction   Profile   **Settings**

Seek for support on website, facebook page, and mail.

Understand the term & Conditions

If you can't find your recovery code, Generate new one and save it.

Change a new password.

Log out from App
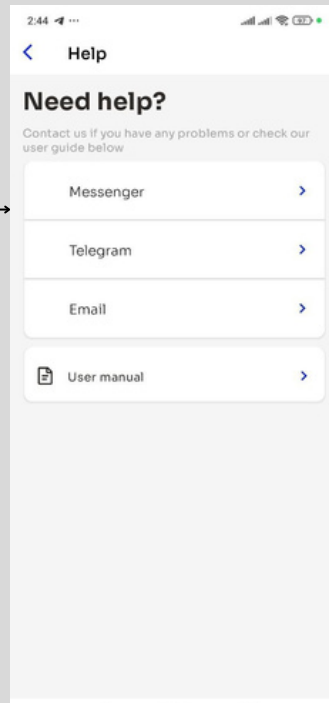
Invite friend

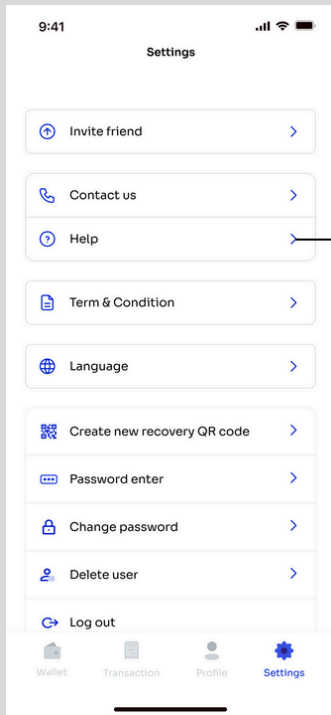**1**   In setting-> Invite friend

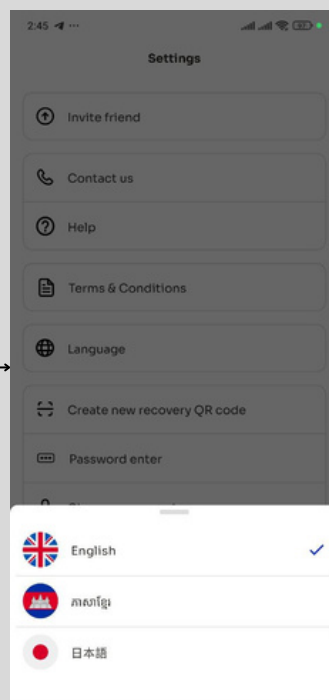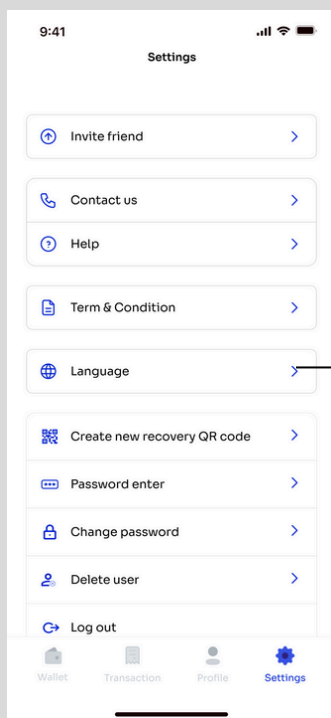**2**   Send link to download to your friend through social media channel

Contact us
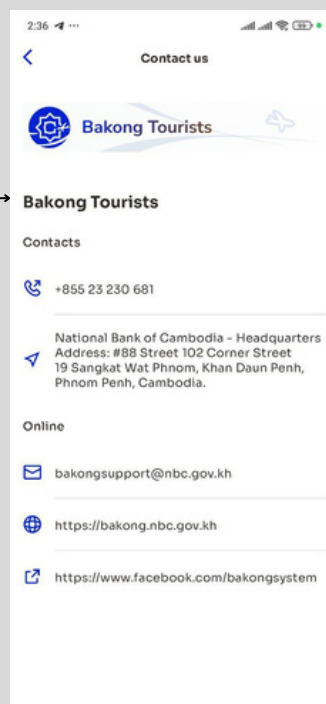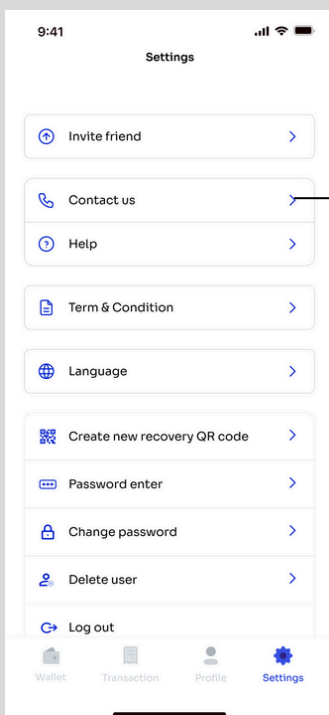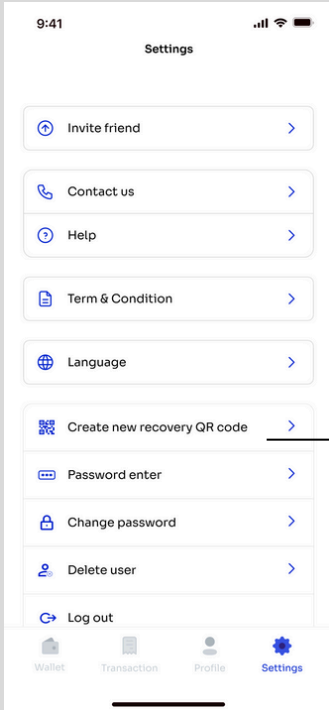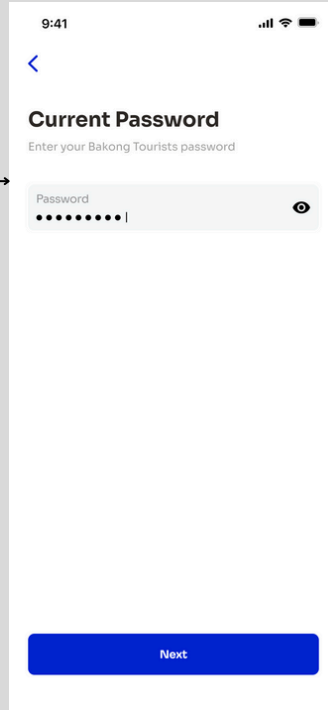
Help

Language

Create New Recovery QR Code

1 Click "Create new recovery QR code"
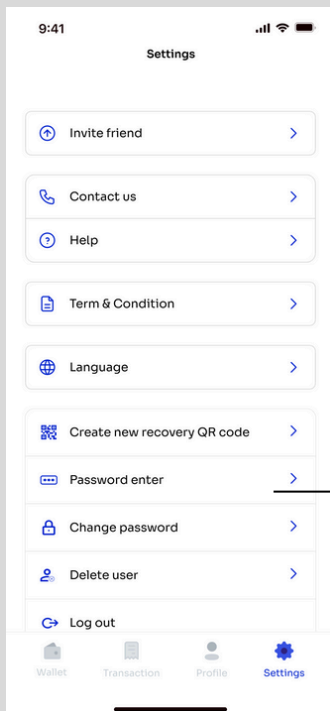
2 Enter password

3 Click on Save button and click on Done button
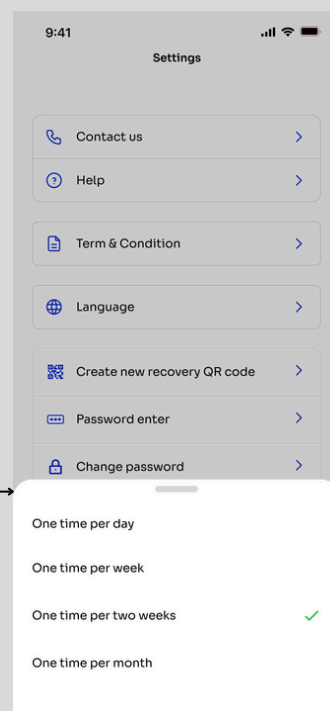

Password Enter

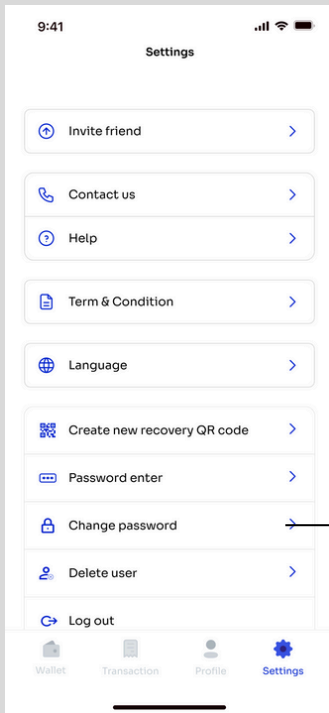**1** Click on "Password Enter"

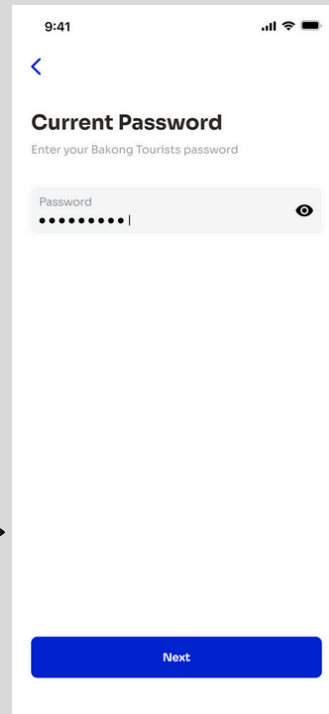**2** User select the frequency for entering password when login Bakong Tourists app
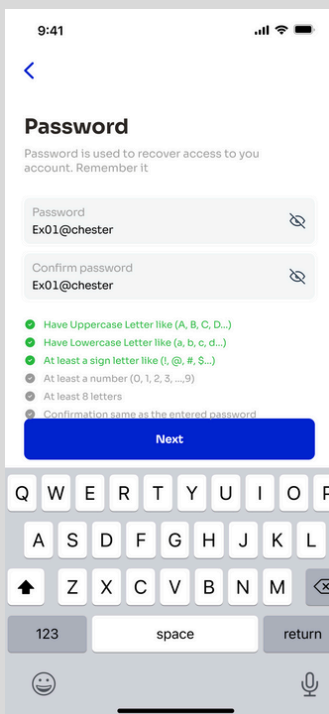
Change Password

1 Click on "Change Password"

2 Click on "Enter Current Password"

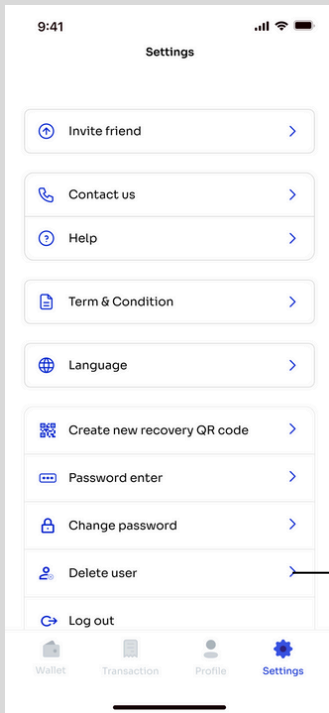**3** Enter new password and confirm

4 Click on Save button and then Done

Delete User

1 Click on "Delete User"

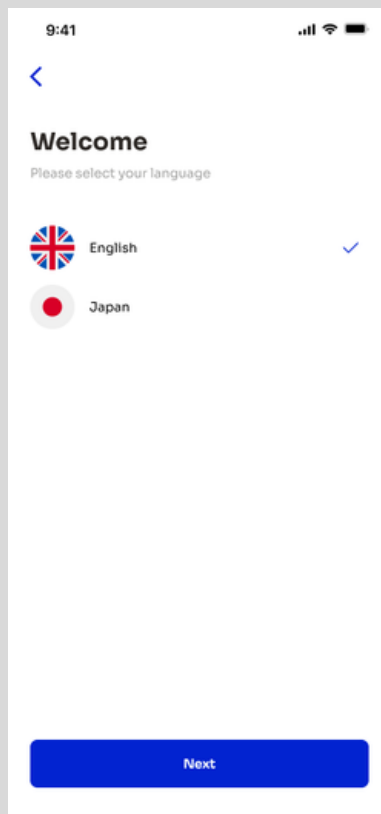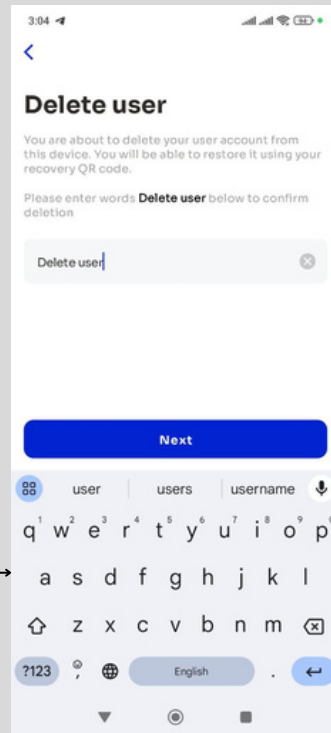**2** Enter the word "Delete user"
Click "Next"

3 Your Bakong Tourists account will be deleted from this device.