

Mobile Phone Shops Provide Self-Service Bill Payment

OVERVIEW

China Mobile Peoples Telephone (PEOPLES) is one of the licensed mobile operators in Hong Kong that offers a wide range of communication services including mobile voice, IDD & roaming, and wireless data riding on advanced technologies including WAP, GPRS & EDGE.

THE CHALLENGE

The Customer desires to enhance the settlement for mobile phone bill through a more convenient way. Octopus is considered to be mostly suitable for mobile phone subscribers to pay in a cashless and self-service manner.

As the typical store environment is relatively small, it is recommended that a compact-sized kiosk is desirable for this project. The Octopus reader is required to be integrated and housed securely inside this kiosk.

THE SOLUTION

Providing a wall-mount kiosk with touchscreen display, receipt printer and integrated Octopus reader into each of the 46 mobile phone outlets, providing a fast and convenient channel for customer to settle their mobile phone bills.

Users simply key in their mobile phone number and password through touchscreen, and the outstanding account balance will be displayed on screen. After confirming the payment amount and waving their Octopus card over the reader, the amount will be automatically deducted from the Octopus card. A receipt will also be printed out for customers' easy reference.

MajorLink products & services include the bill payment kiosk, Octopus reader integration and Octopus certification support.

Launched in 2008.

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