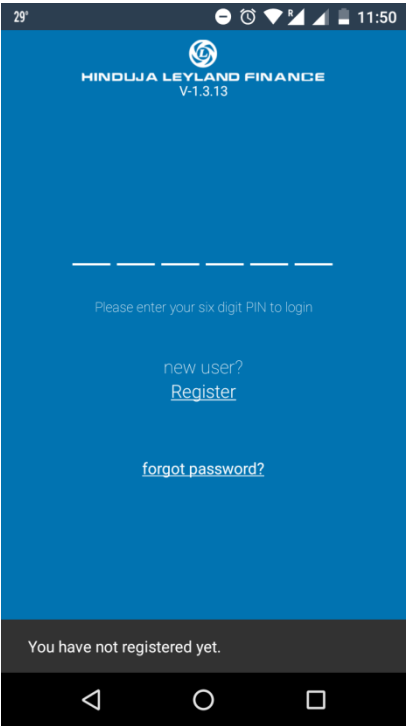
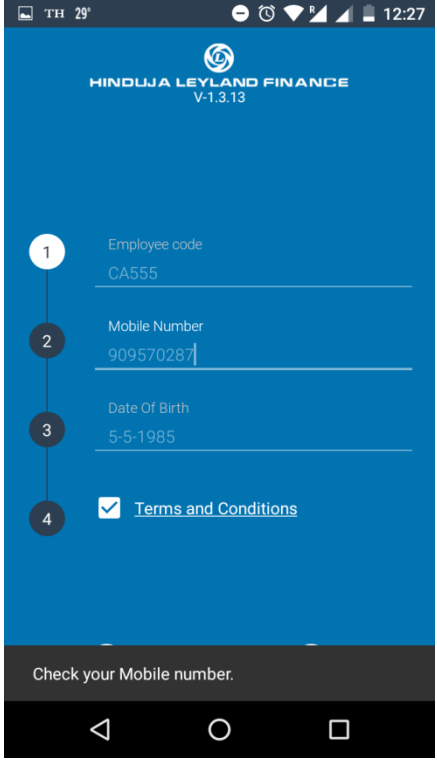
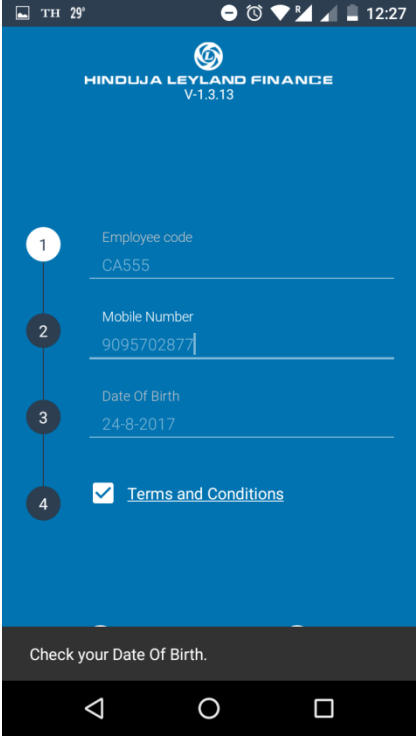




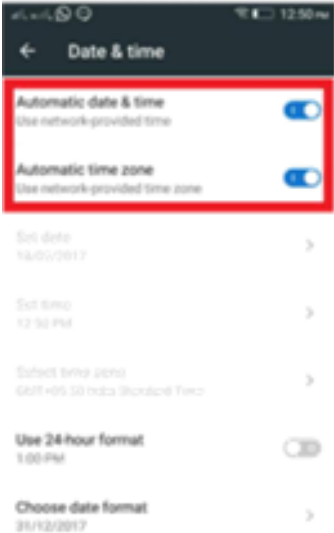

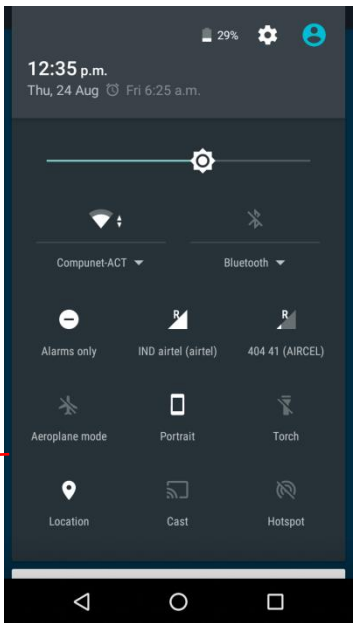
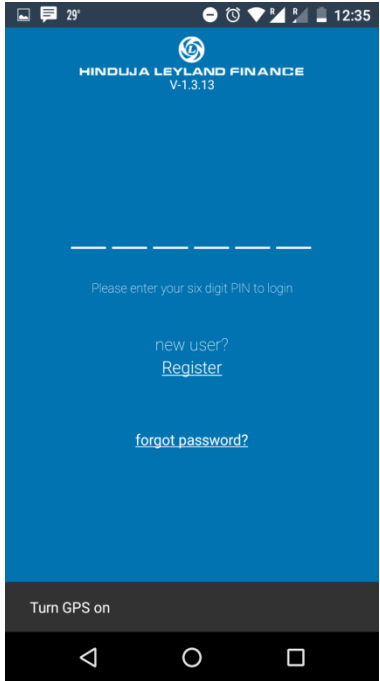
Frequently asked questions while using the HLF Collect mobile application

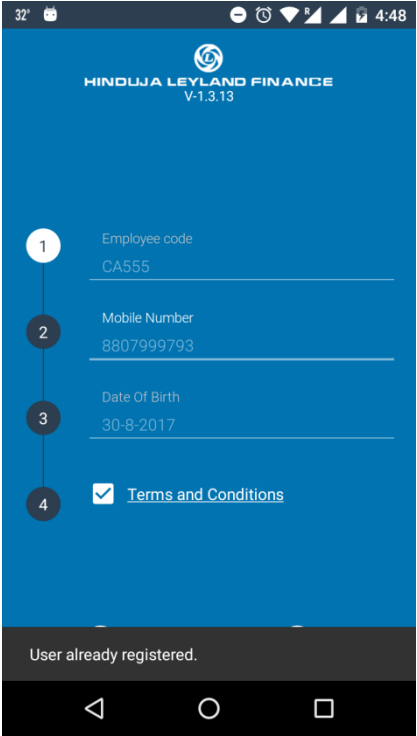

S.NO	Problem	Solution	Screenshot
1.	<p>You have not yet registered yet</p> <p>Reason: When the user tries to login without registration this error displays.</p>	<p>Solution: Please register yourself using register link available in the login screen</p>	


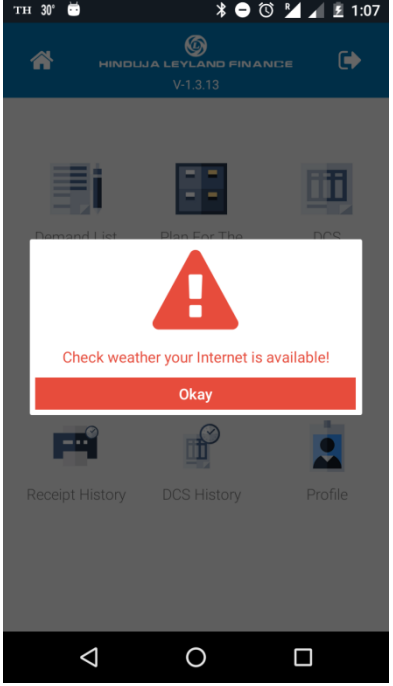
<p>2.</p>	<p>Check your mobile number</p> <p>Reason: When the user enters incorrect mobile number during registration.</p>	<p>Solution: If the mobile number is wrong, Please login to your HRMS and register your correct mobile number in my profile</p>	
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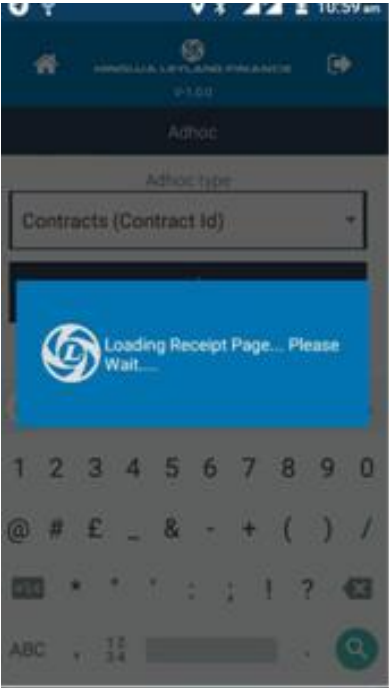
<p>3.</p>	<p>Check your date of birth</p>	<p>Solution: If the Date of birth is wrong, Please send copy of your pan or Aadhar or driving license to HR requesting them to change the DOB.</p>	
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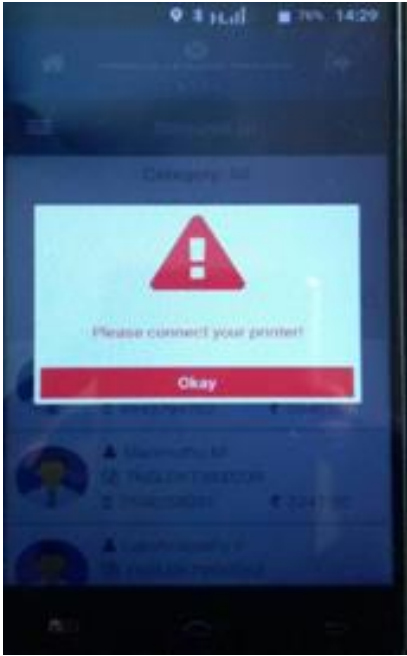
<p>4</p>	<p>Location is null, try again after some time.</p> <p>Reason: This occurs when the GPS is off.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Turn on GPS and then login to the application. 2. Login to your G-mail account for accessing maps. 3. If the error continues, Please do factory reset and then continue. (Please make sure to take back up of your contacts, photos and important documents before doing factory reset.) 	 <p>The screenshot shows a mobile application interface for 'HINDOLLA LEYLAND FINANCE V.1.0.0'. The user is logged in as 'Rajivgandhi P'. A large white error dialog box is centered on the screen with a blue exclamation mark icon and the text 'Location is null, try again after some time'. Below the dialog is an 'OK' button. At the bottom of the screen, there is a smaller red warning icon and the text 'No data has been loaded yet. Please start with SOD to load the data.' The bottom navigation bar includes 'Print today's summary', 'Menu', and 'Individual Summary'.</p>
<p>5</p>	<p>No data has been loaded yet (In your dashboard screen)</p> <p>Reason 1: This occurs when the user has not marked SOD for the day.</p> <p>Reason 2: This occurs when no contracts have been allocated to the user.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Click the refresh button available in the dashboard screen to load demand list 2. Ask your reporting managers to allocate contracts to you 3. In mean time user can use ADHOC receipts to do collection and raise receipts. 	 <p>The screenshot shows the dashboard of the 'HINDOLLA LEYLAND FINANCE V.1.0.0' app. The user is 'Rajivgandhi P', Collection Executive. It shows 'Amount collected: 0.00' and 'EOD Marked SOD @ 2017-05-18 11:58:09'. A red warning icon is present with the text 'No data has been loaded yet. Please start with SOD to load the data.' The bottom navigation bar includes 'Print today's summary', 'Menu', and 'Individual Summary'.</p>

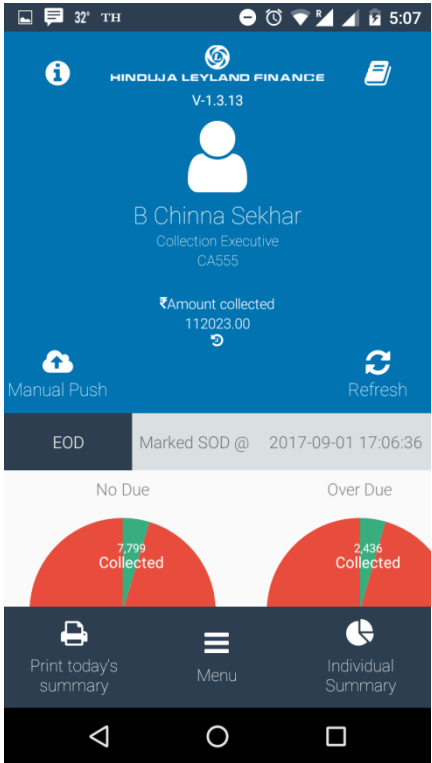
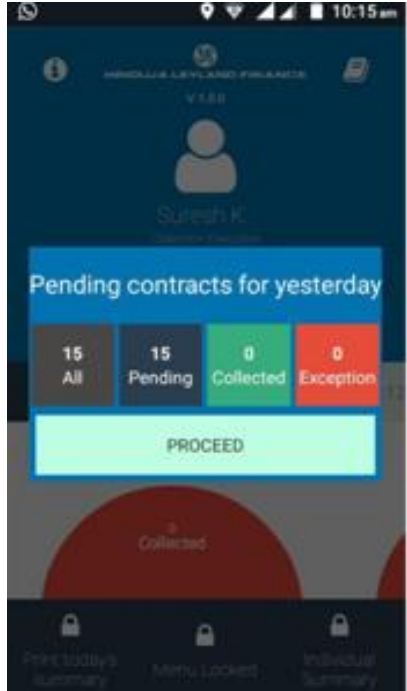
<p>6</p>	<p>Turn automatic time ON.</p> <p>Reason: App wont function if the your date & time is not set to automatic time zone in mobile.</p>	<p>Solution:</p> <p>1. Please go to date/time settings and change the time to Automatic.</p> 	
<p>7</p>	<p>Turn On GPS</p> <p>Reason: This error occurs when your GPS is off.</p> <p>This occurs when ever you access GPS dependent features.</p> <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-top: 20px;"> <p>Turn ON GPS</p> </div>	<p>Solution: Turn on your GPS n your phone settings</p> 	

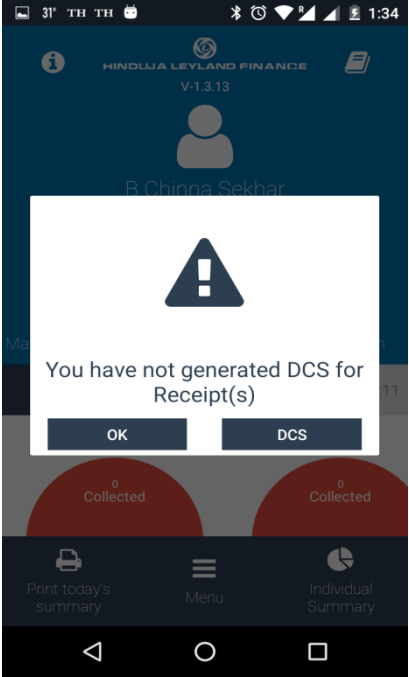
8	<p>User already registered.</p> <p>Reason: This occurs when the user has already registered and tries registering again.</p>	<p>Solution:</p> <p>Please try to login directly since you have already registered.</p> <ol style="list-style-type: none"> 1. Login with the Six digit PIN in the first screen. 2. If PIN is forgotten, use forgot PIN option available in the login screen. 	 <p>The screenshot shows the login screen of the Hinduja Leyland Finance app. The screen has a blue background with the company logo and name at the top. Below the logo, there are four numbered steps: 1. Employee code (CA555), 2. Mobile Number (8807999793), 3. Date Of Birth (30-8-2017), and 4. Terms and Conditions (checked). At the bottom of the screen, a black bar contains the text 'User already registered.' and the Android navigation bar.</p>
9	<p>Failed Try again later.</p> <p>Reason: This error occurs during registration process due to poor internet.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Make sure your Mobile data is ON. 2. Make sure you have a good network or try registration from a good network area. 	 <p>The screenshot shows the registration screen of the Hinduja Leyland Finance app. The screen has a blue background with the company logo and name at the top. Below the logo, there are four numbered steps: 1. Employee code (F0L11102), 2. Mobile Number (999994543), 3. Date Of Birth (18-3-1992), and 4. Terms and Conditions (checked). At the bottom of the screen, a black bar contains the text 'Failed, try again later.' and the Android navigation bar.</p>

<p>10</p>	<p>User has to update the app.</p> <p>Reason: This occurs when a newer version of the application is available in Google play store.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Just click the OKAY button and it will automatically redirect to Google play store. 2. Update the app in Google play store and then access the app. 	
<p>11</p>	<p>Failed Try again later.</p> <p>Reason: This error occurs during registration process due to poor internet.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Make sure your Mobile data is ON. 2. Make sure you have a good network or try registration from a good network area. 	

<p>12</p>	<p>If the buttons at the bottom of the dashboard are locked.</p> <p>Reason: This occurs when the user has not marked SOD.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Please mark SOD to unlock all the buttons. 2. SOD will appear only if you have marked EOD for the previous day. 	
<p>13</p>	<p>ADHOC, Loading Receipts page, Please wait.</p> <p>Reason 1: This error occurs when there is no proper internet.</p>	<p>Solution:</p> <ol style="list-style-type: none"> 1. Make sure your Mobile data is ON. 2. Make sure you have a good network or try ADHOC from a good network area. 	

<p>14</p>	<p>Duplicate receipts encountered, Trigger the exception capturing.</p> <p>Reason: This occurs when the system is trying to generate a duplicate number.</p>	<p>Solution:</p> <p>1. Please contact support immediately and don not proceed further.</p>	
<p>15</p>	<p>Please connect your Printer.</p> <p>OR</p> <p>Please check the printer and try again .Pair the printer in Utilities section</p> <p>Reason: Receipts cannot be generated without pairing the printer to the app.</p>	<p>Solution:</p> <p>1. Pair your printer through Go to Utilities -> Pair printer. (Utilities is available in menu screen)</p>	

<p>16</p>	<p>Receipts not pushed to Server</p> <p>Reason: This occurs when the user tries to do EOD without pushing receipts to the server.</p>	<p>Solution:</p> <p>1. Use the manual push option available in the dashboard to push all the receipts to the server.</p>	
<p>17</p>	<p>Pending contracts for the day</p> <p>Reason: Informational message.</p>	<p>Solution:</p> <p>1. This is just a informational message displaying your previous day's statistics.</p> <p>2. Just click Proceed to pursue further.</p>	

<p>16</p>	<p>You have no generated DCS for the receipts.</p> <p>Reason: This occurs when you try to mark EOD without generating DCS for the receipts.</p>	<p>Solution:</p> <p>1. Please generate DCS for receipts and then mark EOD.</p>	
<p>17</p>	<p>Please mark EOD for (Date)</p> <p>Reason: This occurs when the user does not mark EOD for the day.</p>	<p>Solution:</p> <p>1. Mark EOD option available in the dashboard to proceed further.</p>	