



**Center for Service  
Quality Enhancement**  
*... Service Matters*

# **CLIENT PAYMENT MANUAL**

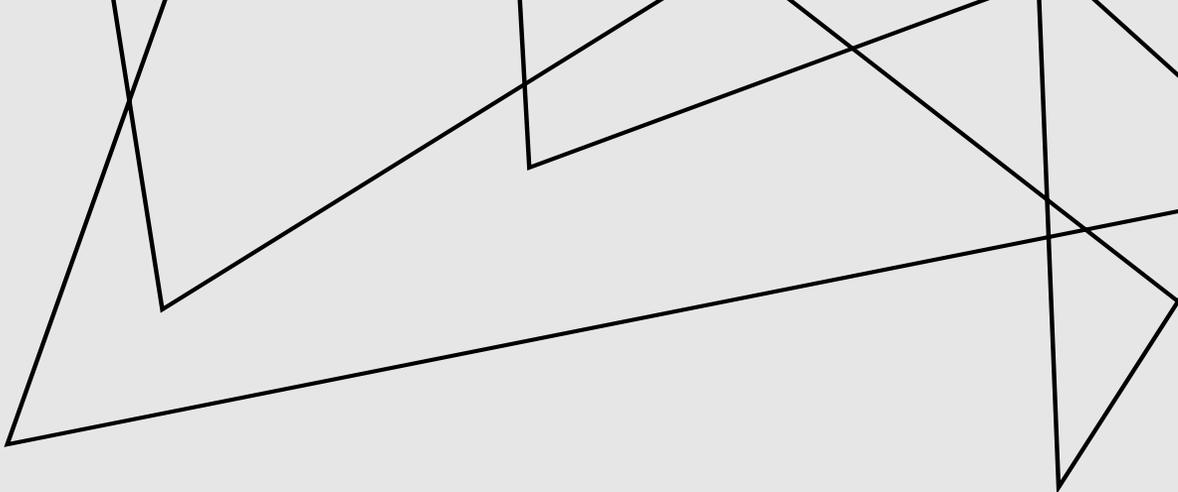
# ABOUT THIS MANUAL

- This manual is designed to guide clients through the payment process step by step.
- The instructions provided will remain consistent as the interface will not change; however, updates to features or processes may occur in the future.
- Please read this manual thoroughly to ensure accurate registration.
- Optional features or variations might not be applicable to all users or systems.
- Images and examples provided are for reference purposes only.
- Content is subject to change without prior notice. For the latest updates, refer to the official website.

# OPERATING SYSTEM & SOFTWARE SUPPORT

Our system is designed for broad compatibility, ensuring seamless usage across different platforms and devices:

- **Internet Browsers:** The system is fully compatible with all major internet browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Ensure that you use the latest version for the best experience.
- **Windows Operating Systems:** Supports all versions of Windows, including Windows 10 and 11. Regular updates to your operating system are recommended for optimal performance.
- **Mobile Devices:** Compatible with both Android and iOS devices, enabling access through mobile browsers or dedicated applications.



## Copyright

Copyright © 2024 CSQE.

This manual is protected under international copyright laws. No part of this manual may be reproduced, distributed, translated, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or storing in any information storage and retrieval system, without the prior written permission of CSQE.

# STEP 01

## CLIENT DASHBOARD LOGIN

**Log In**

Enter your email and password to sign in

New to this account? [Register now!](#)

- Login with client username and password.
- Click on login.

# STEP 02

## Pricing plan

- From the client dashboard click on Pricing plan.

The screenshot displays the CSQE client dashboard. On the left, a sidebar menu contains the following items: 'Dashboard', 'Price Plan' (highlighted with a yellow border and a red arrow), 'Payment', 'Manage Session', and 'Customer Support'. The main content area features a dark blue header with the text 'Welcome to CSQE Panel'. Below the header, there are two summary cards: 'Today's SQI ( Dec 08 2024 )' showing a score of 0 and a 0% change from yesterday, and 'This month's S' showing a score of 0 and a 0% change since last month. At the bottom, a section titled 'Branch List of Inhouse Cafe' contains a table with two columns: 'BRANCH NAME' and 'SQI SCORE'. The table lists one branch, 'Uttara', with a score of 0.

BRANCH NAME	SQI SCORE
Uttara	0

# STEP 03

## Select Pricing plan

- Select the appropriate pricing plan for the client.
- Click on pay now.

The screenshot displays the CSQE Panel with three pricing plans. The SILVER plan is selected, indicated by a yellow border around its 'PAY NOW' button. A red arrow points from the text 'Click on pay now.' in the list above to this button.

Plan	Price	Subscription	Device Access Limit	SQL Score of Company	SQL Score of Branches	Individual Standards SQL Scores	Raw Data of Customer Survey	Certification (2 Years Validity)	Consultation
SILVER	5,500 BDT	1 year	✓ up to 5	✓	✓	✗	✗	✗	✗
GOLD	9,500 BDT	1 year	✓	✓	✓	✓	✗	✗	✗

# STEP 04

## PAYMENT METHOD

Please fill up the form after successful payment completion

* Company Name	Inhouse Cafe	* Email	info@csqebd.org
* Plan Name	SILVER	* Paid Amount	5500
* Payment Method	<input type="text"/>	* TRX No./Money Receipt No.	<input type="text"/>

I have read and agreed [Terms and Conditions](#)

© 2024 CSQE

- Click on the payment method and select the payment method used to pay. (e.g. Cash, Bkash and Bank).

# STEP 05

## Pricing plan

Refund Policy

Privacy Policy

Profile

\* Company Name  
Inhouse Cafe

\* Email  
info@csqebd.org

\* Plan Name  
SILVER

\* Paid Amount  
5500

\* Payment Method  
Cash  
**Bkash**  
Bank

\* TRX No./Money Receipt No.

© 2024 CSQE

# STEP 06

## Transaction ID

- Enter the correct **transaction ID**, (for Cash payment enter the Money receipt Number).

Successful payment completion

<input type="text"/>	* Email <input type="text" value="info@csqebd.org"/>	* Contact Number <input type="text" value="01884799810"/>
<input type="text"/>	* Paid Amount <input type="text" value="5500"/>	
<input type="text"/>	* TRX No./Money Receipt No. <input type="text" value="Tsfdsrwfsd4556645"/>	* Payment Date <input type="text" value="Select date"/>

and Conditions

---

# STEP 07

## PAYMENT DATE

01778-678081 Account Number: 4037-766436-000 (Garib Branch)

<< < Dec 2024 > >>

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

- Select the correct payment date from the calendar.

# STEP 08

## PAYMENT METHOD

**Payment Form**

Please fill up the form after successful payment completion

* Company Name	<input type="text" value="Inhouse Cafe"/>	* Email	<input type="text" value="info@csqe"/>
* Plan Name	<input type="text" value="GOLD"/>	* Paid Amount	<input type="text" value="9500"/>
* Payment Method	<input type="text"/>	* TRX No./M	<input type="text"/>

I have read and agreed [Terms and Conditions](#)

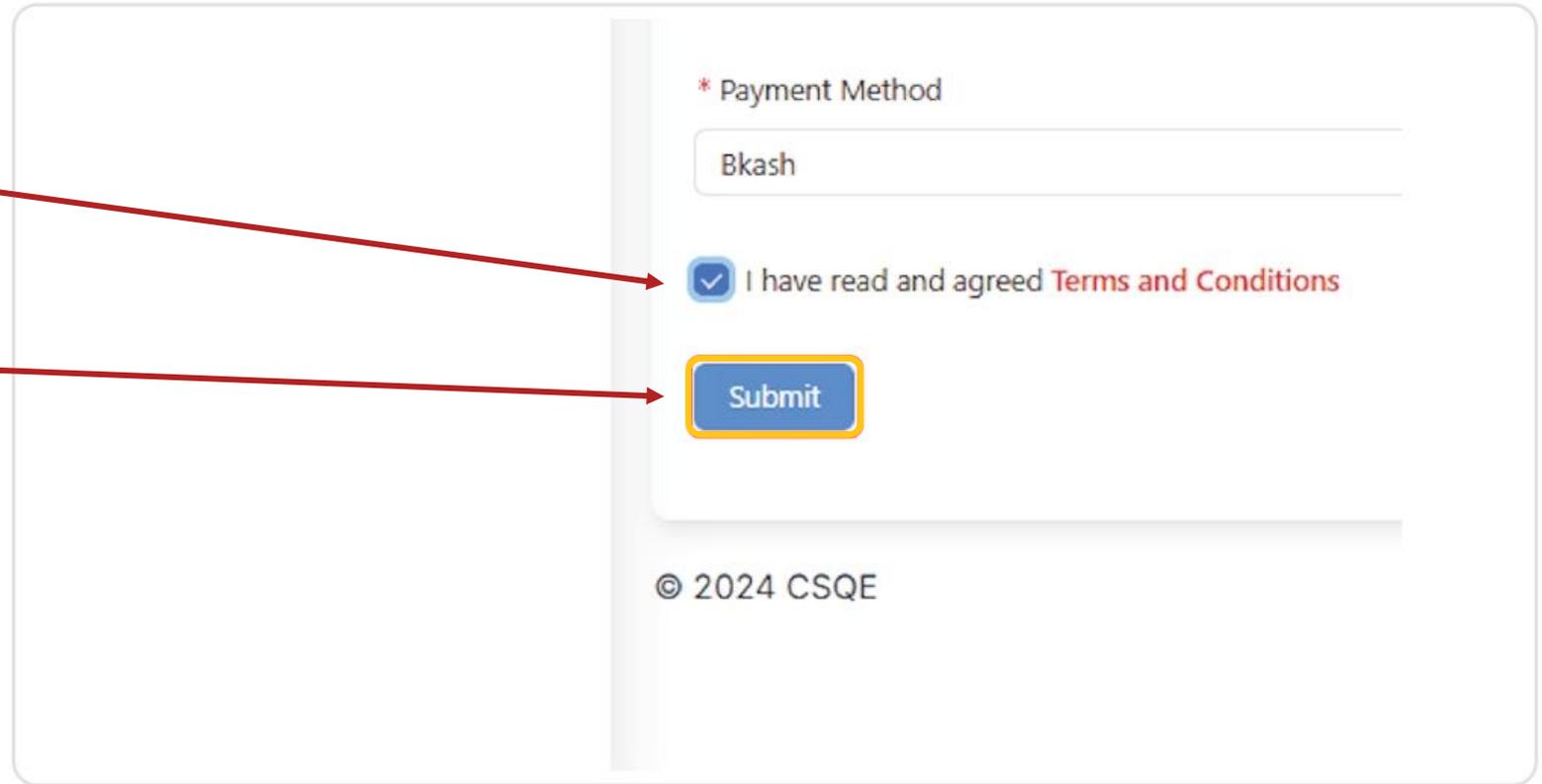
© 2024 CSQE

- Click on Terms and condition to clearly understand our refund policy.

# STEP 09

## Submitting payment request

- After filling up the information's correctly check the box.
- Click on submit to submit the payment request.



\* Payment Method

Bkash

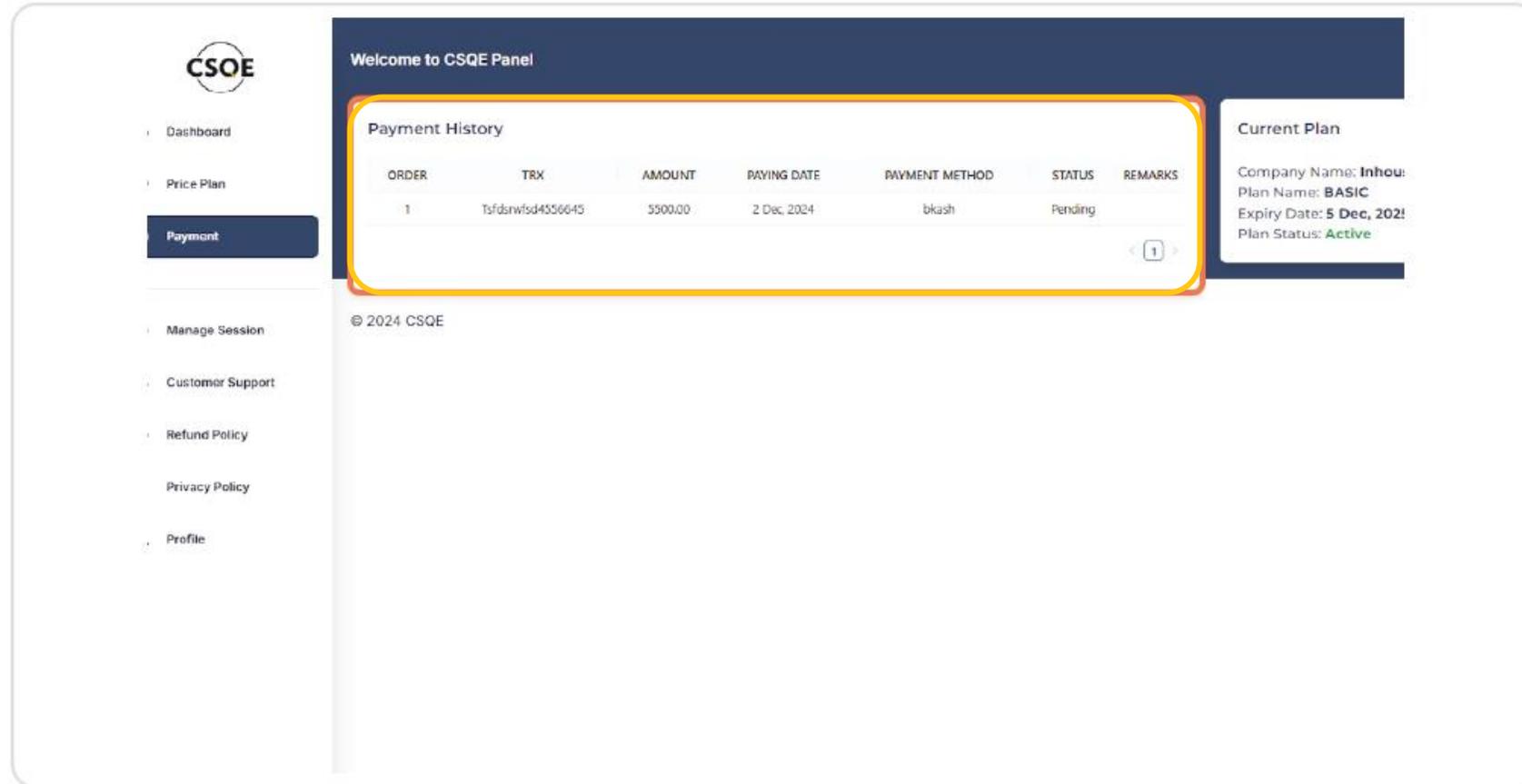
I have read and agreed [Terms and Conditions](#)

**Submit**

© 2024 CSQE

# STEP 10

## Payment history



Welcome to CSQE Panel

CSQE

Dashboard

Price Plan

Payment

Manage Session

Customer Support

Refund Policy

Privacy Policy

Profile

© 2024 CSQE

Payment History

ORDER	TRX	AMOUNT	PAYING DATE	PAYMENT METHOD	STATUS	REMARKS
1	Tsfdsrwsd4556645	5500.00	2 Dec, 2024	bkash	Pending	

Current Plan

Company Name: **Inhou**

Plan Name: **BASIC**

Expiry Date: **5 Dec, 2024**

Plan Status: **Active**

- After successfully submitting the payment request client can see the payment history.
- Also the payment status on the payment history section.



# THANK YOU!

## Contact Us

**E:** [info@csqebd.org](mailto:info@csqebd.org)

**W:** [www.csqebd.org](http://www.csqebd.org)

**W:** [www.sqi.csqebd.org](http://www.sqi.csqebd.org)

**P:** +88-01778678081

House# 23 (B1, 1st Floor), Road#10, Sector# 09, Uttara,  
Dhaka-1230, Bangladesh.