

e-Chatrel Frequently Asked Questions (FAQs)

Q:1 Who needs to fill this form?

A. Anyone who wants to pay the Chatrel payment online from NorthAmerica.

Q:2 What is the purpose of this form and why is only Gmail collected ?

A. The purpose of this form is to ensure a mapping between your email ID, DOB & Greenbook number. A Gmail address is must for registering the user to pay the Chatrel online both through Mobile Apps or websites. Hence, users who wish to use the Chatrel online payment services have to fill this form.

Since, we're using Google Authentication, only gmail works

Q:3 Is this google form safe and secure? Will this be shared anywhere?

A: Yes, **Google** Forms responses are stored in a worksheet that can only be accessed through an authorized **Google** account holder. The information collected is used only for the online Chatrel payment registration process.

Q:4 Why is the GreenBook ID , DOB and Gmail address being collected now ?

A: To ensure a smooth initial authentication process when you actually make the Chatrel payment over the internet. The authentication process is utmost important considering the security perspective for this project, therefore, we are aiming it to be a smooth process for you.

Q:5 What is the actual Registration process when a user goes to make Chatrel Payment online ?

Users will be asked to enter the GreenBook Number, Date of Birth and Gmail address, upon giving the above information, the process of verification starts at the backend and if all the information entered are matched with the Database, the user will be redirected to the payment page.

- While registering through the mobile app or website for payments, the end user has to login through his/her Gmail ID to enter. We will ask the user to enter their date of birth and their greenbook ID. On doing that, we will perform a validation of the user against the GB database on the combination of email + date of birth + GB ID to authenticate the user.

- The system is designed in such a way that the end user for payments needs to have a valid Gmail account. There may be end users who do not have their email ID updated in the DB. Therefore, collecting from now would ensure that the verification is done faster

Q:6 What if I don't fill up this form and wish to pay my yearly chatrel online later once it launches ?

A: The purpose of this form is to ensure a mapping between your email ID, DOB & Greenbook number. If you already have this updated in the GB database, you will be allowed to login and make the payment. But if the database does not have your email ID mapped with your Greenbook number and DOB, you won't be able to log in to make payment.

However, We will still keep the google form link on the Web portal , so you can fill it up and wait until we can import your data into our Database. We will send you an email once your gmail is added . Another option is to reach out to CTA Head Office for further help or pay Chatrel offline.

Q:7 Does each and every family member have to fill this form ? Or if one of the family members fills it then others can't ?

A: No, Once anyone from the family is registered on Chatrel online portal, he or she can pay the Chatrel of other family members or friends , but it doesn't mean that other members from the family can't fill up the form , **everyone can fill this form to submit their gmail address.**

We are hoping to receive Maximum number of gmail addresses from your entire family so that we will have all of their email addresses in our Database. Moreover, anyone from the family to online payment , if they are ever willing to do so. We could also use the email address to connect with you directly in future.

Q:8 I am a European resident and I also want to pay my yearly chatrel online. Can I fill this form?

A: No, for now we're focusing on North America , the Pilot location. We're collecting the Data for North America only now.

Q:9 Is there any timeline to fill up this form?

A: Sooner the better! Preferably before feb, 2020 . We’re planning to go live by March-April , 2021 . Considering the unprecedented events rolling out due to COVID , there might be delay but our goal for now is to go live in March-April, 2021

Q:10 How will we be getting a receipt ? Will it be just like in the Manual system ?

A: Below is the sample of online chatrel receipt which will be sent to registered email address and can be viewed/download/print from registered user profile in web portal or in Chatrel Apps.

As of now, we suggest that online users should print the chatrel receipt and he/she must visit the Tibetan association at your own convenience for manual update on respective Greenbook. Tibetan Association will verify the Chatrel payment before the manual update on the Green book.

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མིང་།	རང་ལོ།
དུས་དེབ་མངའ་།	<input type="text"/>
༡། དུས་དུལ་།	ལྷོ་རྩ།
༢། མཚན་བཅད་དོན།	ལྷོ་རྩ།
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བཅས་བརྗོམས་	ལྷོ་རྩ།
དུས་དུལ་འགྲུལ་འབབ་རྩིས་འགྲུལ་བྱུང་བའི་འཛིན་པ།	ཕྱི་ལོ་ ལྷོ་རྩ། མཚན་མོས་
This is computer generated Chatrel receipt, no signature required.	
You are advised to keep this receipt as a record and accordingly update your eChatrel contribution on your Greenbook from concerned Tibetan Association/Tibetan Community at your own convenience.	

Chatrel Receipt Sample

For any other queries or clarifications, you are requested to contact us on the below mentioned email id with your name, address and mobile number.

chatrel@tibet.net

Q:11 Do we have to go to the Tibetan association or community every year with the receipt to get it updated on the Green Book ?

A: No, You can keep the receipt as a record and get it updated on the Greenbook at your own convenience. In other words, whenever you would need to go to Tibetan community/ association for any of your own tasks, you can update it then .

Q:12 How will the Tibetan community/association verify the online payment when we go with the receipts to get it manually updated on the greenbook ?

A: There will be a QR code on the receipt. Scanning the QR code using any of the scanner apps (for example "Barcode scanner ") will display the data such as your Greenbook no and last date of payment

Q:13 I understand that we can pay for relatives and friends. If the relative or friend wants to pay on their own later,, will they need to individually provide their gmail account and complete the form again. Also, is the person paying chatrel for others able to see others' history or payments ?

A: Yes, they would need to individually provide their gmail account and complete the form again. We would suggest everyone to complete this form even though someone else from their family would be paying . That way, we will always have the record (gmail address) of the individual, should they ever wish to pay on their own .

Yes, the person paying Chatrel for others can see other history or payments.

If a person pays chatrel for others, then all such payments are shown in the "History" Screen with details of paid for whom.

So whatever I pay, for myself or others - since I paid, I see the receipt

Q:14 Can people still pay in person even though payment switches to epay ?

A: Yes, we will be keeping the offline payment option payment as well.

Q:15 You mentioned that Paypal is required. When you launch in April, will the members be able to pay by debit/credit on go-live date. Or is this being implemented at a later date.

A: You can pay by debit or credit card as well.