# **BSP Fiji Digital User Guide for Personal Banking Customers**

This is an interactive document. You can click on the subject that you need assistance with from the Table of Contents below and go directly to the relevant page or read the whole document page by page.

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### Introduction

This User Guide has been written to help you understand and use BSP's Internet Banking application. It presents the functional capabilities and operational details and contains the procedures that you should know for performing your online transactions.

This User Guide is designed as a quick reference source to guide a Personal Internet Banking Users through everyday transactions.

BSP's Internet Banking is convenient, easy-to-use and secure and can be accessed from your desktop computer, tablet or smartphone.

### System Requirements

Accessing Internet Banking application in an unsupported browser not listed herein will inform the customer that the browser is unsupported and will list the browsers supported.

The web browser details for accessing Internet Banking are listed here.

Web Browser	Version
Internet Explorer	IE 10, 11 and Edge
Mozilla Firefox	Version 37 and above
Safari for Mac	V7 and above
Safari for Windows	V 5.1.7
Google Chrome	Chrome 39 and above

### **Security Timeout**

For security reasons, Internet Banking will automatically log out if you have been inactive for 10 minutes. A warning message will appear 2 minutes before your session is due to timeout.

## **1.0 Getting Started**

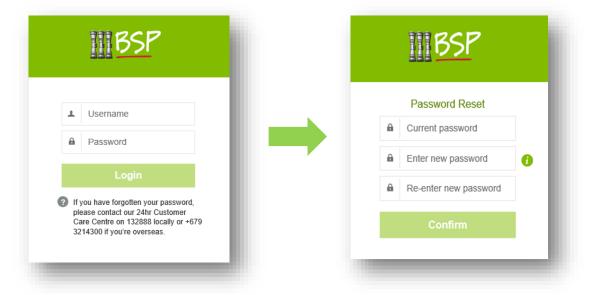
## 1.1 Login to Internet Banking

Internet Banking is accessible over the web. It is accessible through a URL and through our Internet Explorer browser.

Open the Internet Browser software and type the following address <u>https://digital.bsp.com.fj</u> or simply click onto the Digital Banking icon on our BSP website (www.bsp.com.fj).



Enter your Username and Internet Banking password in the spaces provided.



For first time Users you will be prompted to change your password and accept the terms and conditions of use. User password must contain the following:

Password Policy	- 1	MRCP	
Minimum characters 8	$\bigcirc$		
Maximum characters 18	$\overline{\bigcirc}$	Password Reset	
Lowercase (a-z)	$\overline{\bigcirc}$		
Uppercase (A-Z)	Õ	Password change has been successful. Plea	ase
Numbers (0-9)	õ	Done	
Special characters (! @ # \$ ^ & * ~)	õ		

# 2.0 Working with Homepage

On successfully validating your login credentials, the following Home page is displayed.

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2 At Home	Aransfers & Transfers	🔀 Management & Maint	enance		<b>E</b> nquiri	ies			ervices	
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			8	9	10	11	12	13	14	
			15	16	17	18	19	20	21	
			22	23	24	25	26	27	28	
			29	30						
				N	o sched	lule paym	ent foun	d		ks L
									5	Quick Links
Site Privacy Terms & Conditions Securi	ity 6									The

- 1. Header provides the details of the application as follows:
  - i. Name of the Personal User
  - ii. Login ID of the Personal User
  - iii. Last Login Details
  - In addition, access to some functionalities are also available as icons:
  - i. **Profile** It consist of three tabs:
    - a. Personal Details consist of the user's personal details
    - b. Registration Details allows password change
    - c. Transaction Limits Retail limit is \$5K per day. Limit changes will be managed by BSP

UMGMCHN ECYUM XKUOFP (polyfest18)	Personal Details		-		Registration Details	_
(20))	Name	UMGMCHN ECYUM	XKUOFP	(polyfest18)	Login ID	: polyfest18
Personal Details	Email Date of Birth	: 06/03/2001		Personal Details	Mobile Number Security Question	: 9046347 : car
Registration Details	Marital Status Home Telephone	: Single : 6722030		Registration Details	Security Answer	- *****
Transaction Limits	Mobile Number	9046347	IMPORTANT	Transaction Limits		
	Address	: QEYERPE, NSDO	To update your details on this account profile, please provide the necessary documents to your nearest BSP branch			
	Post Code		you not on another			
	Country	: Fiji	For more details, please contact			
_	_	-	BSP Customer Care Center 132888 locally or +679 3214300 from overseas	-	_	Edit Password

Profile					С
UMGMCHN ECYUM XKUOFP (polyfest18)	Transaction Limit				_
	Customer Daily Limit 5,000.00	0 fjd			Today's total 0.00 FJD
Personal Details	Account Number V	Account Name	Currency	Limit Amount	Today's Total
Registration Details	10543615	MONEYZONE ACCOUNT	FJD	5,000.00	0.00
Transaction Limits					

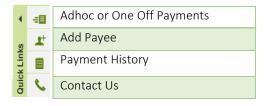
ii. **Secure Message** – this allows the User to contact our Customer Care should they have any issues with BSP services or products.

vant to view Inbox	Outbox			Cr	eate Message
Account Name	Account Number		Subject	Date & Time	i i i
		No	o results found		

- iii. *Log Out Button* Users need to ensure to log out after using Internet Banking by simply clicking onto the button.
- 2. Home Tab part of the primary menu, which includes the following menu:

fit Home	¢ي. Payments & Transfers	Management & Maintenance	Enquiries		Services
Accounts		MJRNZJ G WCGJUM CTZ UMGMCHN E WCGJUM Account Number: 10543815			Available Balance 🔀
Search accounts	Account Name 🗸 🗘	Product Name: MONLYZONE ACCOUNT Current Ralance: 0.10 P.00			ifer Funds y Payce
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10,243813	0.10 FJD	Date V Description	Credit (FJD)	Debit (FJD)	Running Balance (FJD)
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		03/01/2018 ATM WOLL NADEBR ATM2 NADEFUEFU		50.00	50.10
		01/01/2018 ATM WDL CONSUMER STORE NAMAKA NADI FIJI FJ		50.00	100.10
		31/12/2017 ATM WDL CONSUMER STORE NAMAKA NADI FUJ FJ		50.00	150.10 200.10
		31/12/2017 ATM WDL TEMPLE END NADI NADI FUI FJ 30/12/2017 ATM WDL ON THE GO NADI NADI FUI FJ		20.00	200.10
		20/12/2017 C0H DEP DEP	300.02	20.00	300.10
		28/12/2017 ATM WDL FUI BEACH RESORT NADI FUI FJ	300.00	60.00	20.10
		27/12/2017 ATM WDL FUI BEACH NESORT NADI FUI FJ 27/12/2017 ATM WDL CONSUMER STORE NAMAKA NADI FUI FJ		20.00	20.10
		22/12/2017 ATM WDL CONSUMER STORE NAMARA HAD FUTFJ 22/12/2017 ATM WDL TEMPLE END NADI NADI FUTFJ		100.00	100.10
		ARTIKANTY POTE TEMPLE END NAUTRADI FUTEL		100.00	100.10

- 3. Accounts displays a summary of all your available accounts. To access the details of an account, select the required account.
- 4. In **Calender**, the current month appears indicating scheduled payments for the selected account. A list of the scheduled payments appear below the Calender
- 5. Quick Links provides shortcut access to the following functions:



6. Foot Notes -consists of the following:

Element	Description
Site Privacy	The site privacy explains how the bank protects the privacy of customer information for its internet banking services.
Terms & Conditions	The terms and conditions set out, constitute the agreement between the parties relating to the bank's internet banking services facility.
Security	Security elucidates the details on password creation, electronic banking fraud and secure internet connection.

On clicking the above features, the details will appear in an overlay page.

# 3.0 Transfers and Payments

### 3.1 Transfers

Allows user to transfer funds within their own accounts.

Click Payments & Transfers > Click Transfer > Deposit Accounts > Select Account > Click Proceed to Transfer

	Welcome UMGMCHN ECYL Your L	JM XK (polyfest18)	<u>65</u> 8		Welcome UMGM	CHN ECYUM XK (polyfest18) Your Lest Login 2303/2018 1228 PM
fi • • • • • • • • • • • • • • • • • • •	★ Ê ement & Maintenance Enquiries	N Services	fi Home Pa	•∰. yments & Transfers II.a	Xanagement & Maintenance	Erquities Services
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ter Account Transfers Transfer From SAVINGS ACCOUNT 152888 Available Balance 1,312.17 FJD	Transfer To STAFF INT BE 132899		Amount 50.00 FJD Narration Johns Bday Gift		Transfer Date 21/09/2017	Proceed to Transfer
	Transaction	successful.Transaction I	⊘ D is 000017721~21/09/2017 0	1:35:06 PM		

Note: The account selected in Transfer From does not appear for selection in Transfer To module.

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til I Cancel
End On

If you want to set up the transfer for a **future date** select a future date for transferring the fund in **Transfer Date**.

Or if you need to set up a **scheduled** transfer Select I want to make a recurring transfer check box. The Frequency and Last Transfer Date details become available to you for setting the frequency and defining the last date for fund transfer respectively.

## 3.2 Payee & Biller Payments

Allows the user to make payments to other individuals and companies.

## 3.2.1 Paying a Registered Internal Payee

Choose Payment & Transfers > Payee & Biller Payments > Registered Payees. The Payee Payments page appears:

#### STEPS:

- 1. Select the source account from the Payment From module
- 2. Select the internal Payee from the Payee module.
- 3. Type in Amount.
- 4. Capture the current date of payment in Payment Date. Payment Date by default is current date.
- 5. Click Proceed to Payment. The details of the payment appear for confirmation
- 6. Click Confirm. The acknowledgement message appears

If you want to capture the payment information, enter in the Narration.

BSP			Welco	me UMGMCHI		K (polyfes gin 23/03/2018 12:			Q
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🕫 🛊 Transfers	R Payee & Biller Payments		۶۹۹ Multiple &	Group Payments	1	1 Mobile Top	Ups		
Payment To:      Registered Payees	O Registered Billers C	) Adhoc Bil	lers						
Payment Type: External Payees	Internal Payees								
Payment From	Payee		Amount		Pa	yment Date			
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Available Account Limit : 5,900.00 FJD							Proceed to	Payment	

ff Home	♦ Payments & Transfers	Management 8		Enquiries			Services	
Transfers	R Payee & Biller Payment	s	، Multiple 8	Group Payments	G	Mobile Top Ups		
Payee & Biller Payments								
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	Transaction successful.T	ransaction ID is		5/09/2017 03:10:48 PM				
						Print Receipt	Done	

#### 3.2.2 Paying a Registered Biller

Bill Pay facility allows the personal customer to remit payments from their personal accounts to various listed Billers.

Choose Payment & Transfers > Payee & Biller Payments > Registered Payees. The Payee Payments page appears:

Welcome UMGMCHN ECYUM XK ...

Your Last Login 230

#### STEPS:

- 1. Select the source account from the Payment From module.
- 2. Select the saved Biller from Biller Module. BSP

			ist of billers. Yo	u are allov	ved	Home	Payments & Transfers	Management & Maintenance	Enquiries	Senices	
2			from this list.			∗gt., Transfers	R Payee & Biller Pay	ments (R) Multiple &	Group Payments	🗋 Mobile Top Ups	
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6.			acknowledgen	nent mess	age	13,738.84 FJD					
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Payee &	Biller Paymei	nts									
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13,730.0	54 FJD										
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										Print Receipt	Done
										🔁 Print Receipt	Done
										Print Receipt	Done

Once the transaction ID is generated and you want to print the receipt of the payment, click **Print Receipt**.

Note: The One off Biller Payment procedure described above is applicable for payments to Internal and External Billers for Future and Current Dates.

#### 3.2.3 Adhoc Billers

The Adhoc functionality allows the User to make an ad-hoc payments to an unregistered biller. The biller could be an external, internal or pre-defined (pre-defined by bank). This functionality also lets you register the biller.

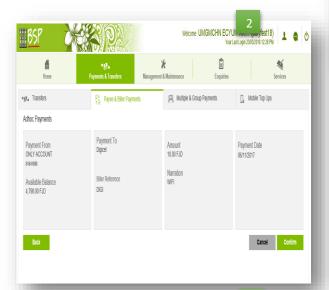
Choose Payment & Transfers > Payee and Biller Payments >Adhoc Billers. The Payee Payments page appears.

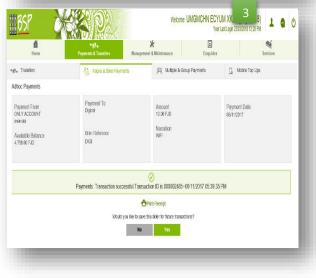
#### STEPS:

- 1. Select the source account from Payment From module.
- 2. Select the Biller from the BSP pre-defined list of billers.
- 3. Key in the Biller Reference.
- 4. Type the Amount for payment.

*If you want to capture any other details of the payment, type in Statement Narrative. By default, Statement Narrative is populated with Beneficiary Name.* 

5. Select current date as Payment *Date*. *By default, Payment Date is populated with current date.* 





EXEMPTION     EXEMPTION     EXEMPTION     EXEMPTION       EXEMPTION     EXEMPTION     EXEMPTION     EXEMPTION       EXEMPTION     EXEMPTION     EXEMPTION       EXEMPTION     EXEMPTION     EXEMPTION       EXEMPTION     EXEMPTION     EXEMPTION	ament Tor. O Registered Reves O Registered Blaces  ament From  Exercisive R Adocular  Amount  Fament Date  Fament Date Fama	ament Tic O Registers Payees O Registers: Ellers O Atom Ellers ament Tic O Registers Payees O Registers: Ellers ament Ficin Exersive R Account Eller Exersive R Account Eller Reference Autom Ficie Lint: 29/68 10 Fico Reference	• •		JM AK (POMALA Last Login 23/03/2018 12:28	ome UMGMCHN ECYU Your L Enquiriss	wecon X operant 1: Vicinanace	Vana	Panensä Taska		<u>65</u> Box
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											aliable Account Limit 15 965.00 F.D

6. Click Proceed to Payment. The details of the payment appears for confirmation

If you need to add the beneficiary to the list of approved beneficiaries, select Yes tab.

- 7. Click Confirm to complete the payment. The second factor authentication (OTP/USSD) appears.
- 8. Click Print receipt if you wish to print receipt of payment. The system print screen appears with the preview of receipt payment.



# 3.3 Multiple & Group Payments

Allows the user to make payments concurrently by selecting either Multiple or Group Payments.

#### 3.3.1 Making Multiple Payments

Choose **Payments & Transfers > Multiple & Group Payments > Multiple Payments**. The multiple Payments page appears:



- 3. To add more payees by click Add Payment. You can also alter the payee by selecting the required Payee from the Payee module.
- 4. If you need to make payment from the same account, select Pay from the same account check box.
- 5. Select the source account from the Account module. The account details are populated in Payment From for each payee.
- 6. Enter Amount for each payee.
- 7. Enter Statement Narrative if you need to enter additional payment information.
- 8. Click Submit.

#### 3.3.2 Making Group Payments

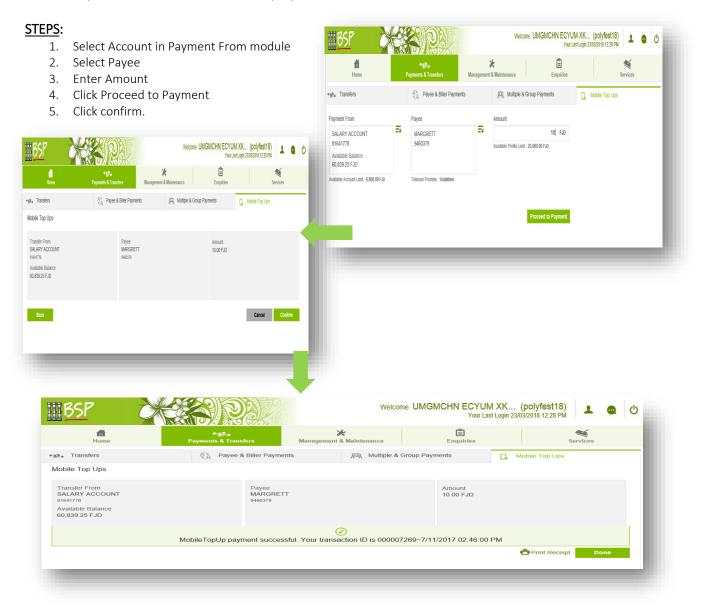
Choose Payments & Transfers > Multiple & Group Payments > Group Payments. The Group Payments page appears:



# 3.4 Mobile Top Ups

This function enables you to save payees, to whose mobiles you would like to top-up or credit with recharge.

Choose Payments & Transfers > Mobile Top Ups. The Multiple Payments page appears.



## 3.5 Foreign Currency

Foreign Payments services available on BSP Internet banking:

- 1. Inter account transfer (within your own accounts).
- 2. BSP Payment transfer (to another account within BSP).
- 3. Other Bank Payments (to an account with a local Bank or overseas Bank).

#### 3.5.1 Inter account transfers

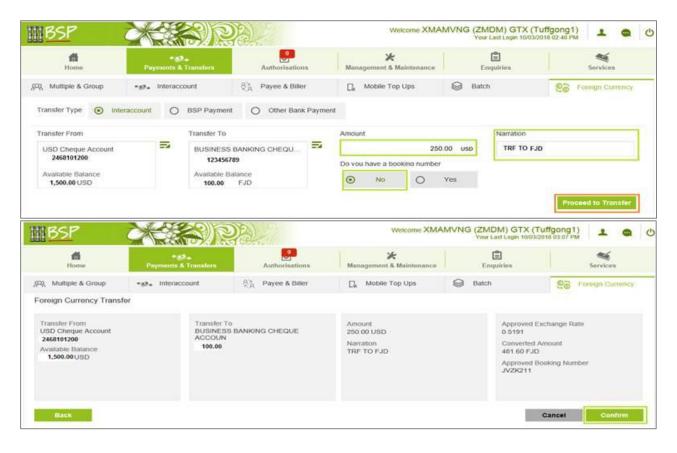
This function enables you to create a foreign currency transfer within your own accounts. Choose Payments & Transfers > Foreign Currency. The Foreign Currency page appears.

Inter account payments types

- Foreign Currency account to own local account.
- Foreign Currency account to a Foreign Currency within your own accounts (same currency).
- Local to Foreign Currency transfer with your own account is not permitted due to Reserve Bank of Fiji Exchange control regulation.

Inter account STEPS

- 1. Select Inter account Payment button.
- 2. Select foreign currency account in Payment from module.
- 3. Select Payee name from Payee list created.
- 4. Enter foreign currency amount.
- 5. Enter narration to appear on statement.
- 6. Click Proceed to Transfer.
- 7. Click Confirm.



#### 3.5.2 BSP Payment transfer (to another account within BSP)

This function enables you to create a Payment to a BSP customer.

Choose Payments & Transfers > Foreign Currency. The Foreign Currency page appears.

#### BSP Payment types

- Foreign Currency account to a BSP local account.
- Foreign Currency account to a BSP Foreign Currency account (same currency).
- Local to Foreign Currency transfer to a BSP account is not permitted due to Reserve Bank of Fiji Exchange control regulation.

**BSP** Payment transfer STEPS

- 1. Select BSP Payment button.
- 2. Select foreign currency account in Payment from module.
- 3. Select Payee name from Payee list created.
- 4. Enter foreign currency amount.
- 5. Enter narration to appear on statement.
- 6. Click Proceed to Payment.
- 7. Click Confirm.

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Home	+ 33 Payments &		Authorisations	★ Management & Maintenance		(E) quiries	Services
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ayment From	-	Payee		Amount	_	Narration	
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2468101200		Gurrency		Do you have a booking number			
Available Balance 1,250.00USD		FJD		O NO O	Yes		
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**3.5.3** Other Bank Payment (to an account with a local Bank or overseas Bank). This function enables you to create Telegraphic transfers to other Banks.

Choose Payments & Transfers > Foreign Currency. The Foreign Currency page appears

Other Bank Payment types that are subject to Reserve Bank of Fiji Exchange control regulation and Fiji Revenue and Customs Service regulations.

- Local to Foreign currency account with a local bank in Fiji.
- Local to Foreign currency account with an overseas bank.
- Foreign to a local currency account with a local bank.
- Foreign to local currency account with an overseas bank.
- Foreign to Foreign currency account with a local bank.
- Foreign to Foreign currency account with an overseas bank.

Other Bank Payment STEPS

- 1. Select Other Bank Payments button.
- 2. Select Account in Payment From module.
- 3. Select Payee either as local bank or overseas bank payee.
- 4. Enter other bank payee Address details.
- 5. Enter other bank party Identifier (optional)
- 6. Enter Amount.
- 7. Enter narration to appear on statement.
- 8. Enter Sender to receiver Information for beneficiary (optional)
- 9. Enter remittance information related to payment (optional).
- 10. Click Proceed to Payment.
- 11. Click confirm.

BSP	X		S)?			Welcome XMA	MVNG (ZI	MDM) GTX ( # Last Login 11/03	Tuffgong1) 1 🔹 😋 🖒
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Payment From			Payee			Amount		Narration	
Select Account	1	-	Select Payee		=2		FJD		
									Receiver Information Inder To Receiver Information
								Remittance + Add Re	Information mittance information
									Proceed to Payment



	Sender To Receiver Information	×	Remittance Information
Account Number	IMPORT PAYMENT GOODS		
			JVZK 03679
951456321			
Payee Bank Address			
FINANCIAL INSTITUTIONS, LEVEL 21			
ASB BANK CENTRE, CNR			
ALBERT & WESLEY STREETS, AUCK			
NEW ZEALAND			
	741852963 Party Identifier 951456321 Payee Bank Address FINANCIAL INSTITUTIONS, LEVEL 21 ASB BANK CENTRE, CNR ALBERT & WESLEY STREETS, AUCH	741852963         Party Identifier         951456321         Payee Bank Address         FINANCIAL INSTITUTIONS, LEVEL 21         ASB BANK CENTRE, CNR         ALBERT & WESLEY STREETS, AUCK	741852963         Party identifier         951456321         Payee Bank Address         FINANCIAL INSTITUTIONS; LEVEL 21         ASB BANK CENTRE, CNR         ALBERT & WESLEY STREETS, AUCH

Home		Ø.» & Transfers	Authorisations	X Management & Maintenance	1.	2 utries	Services
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oreign Currency Paym	ant						
Payment From BUSINESS BANKING CH 2468101200 Available Balance 1.600.00 FJD	EQUE	DEF COM 741852963 Bank Nam	PANY LIMITED 0 D SAVINGS BANK	Amount 1,426.97 FJD Converted Amount 938.09 NZD Narrabon INVOICE 101231		Exchange Rate 0.6574	
Payee Address 123 STREET AUCKLAND NEW ZEALAND Party Identifier 951456321	,	21 ASB BANK	L INSTITUTIONS, LEVEL CENTRE, CNR WESLEY STREETS, D	Sender To Receiver Informatic IMPORT PAYMENT GOODS	'n	Remittance Infr JVZK 03679	rmation

## 4.0 Management & Maintenance

Management and Maintenance module provides you the ability to:

## 4.1 Manage the Scheduled and Future Recurring Payments

Choose Management & Maintenance > Recurring & Future Payments > Inter Account Transfers. The Inter Account Transfers page is displayed:



#### STEPS:

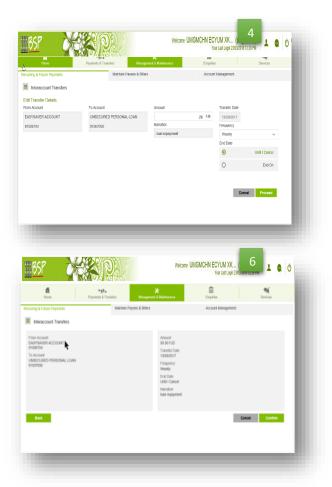
1. Select the account and click Show Schedules.

2. Select the required transfer row.

3. Click Edit.

**Note**: *Amendments only apply to the* Transaction Amounts (OTP required).

Home	Payments & Transfers	Management & Maintenance	Enquiries	s	Services
urring & Future Payments	Maintain Payees		Account Ma		
Interaccount Transfers					
lect Account EA	SYSAVER ACCOUNT	Show Schedules			
Transfer Date	Other Account	Amount (FJD)	Frequency	Created Date	
13/09/2017	81507050	20.00	Weekly	05/09/2017	~
13/09/2017	81509024	40.00	Weekly	05/09/2017	~
14/09/2017	81509024	50.00	Weekly	06/09/2017	~
26/09/2017	81506737	300.00	Monthly	25/08/2017	~
30/09/2017	81506737	50.00	Weekly	04/09/2017	~
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4. Edit the amount and click Confirm.

5. Factor 2 authentication is prompted. Enter OTP code. Click Submit.

6. Click Confirm.

7. An acknowledgement message appears. Click Done.

	Cancel Submit	If you have not received the One Time Passcode(OTP), click the "Resend" button that will be made available to you in 00:16 secs. This is a charged service.
	Q	2
Your schedule has been amended	Your schedule has	s been amended

8. To delete a scheduled transfer, select Delete button. A confirmation message appears:



The same applies when the user selects for Payee payments and Biller payments.

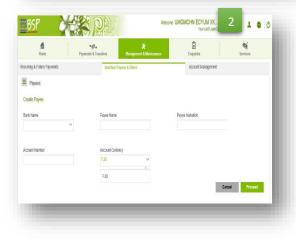


### 4.2 Maintain Payees & Billers

#### 4.2.1 To Create New Payee or Biller:

Choose Management & Maintenance > Maintain Payees & Billers. The Payees page appears with the table of the registered internal and external beneficiaries:

	Kall DA AS		Your L	ast Login 23/03/2018 12:2	_
ff Home	* <b>57.</b> Payments & Transfers	🗶 Management & Maintenance	Enquiries	4 Sen	ices .
ocurring & Future Payments	Maintain Pay	ees & Billers	Account Mar	agement	
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Search			Sort by Payee	Name	v 👌
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					•
BENNY	Westpac Banking Corp	1096232312	FJD	SWINGS	
BENKY	Westpac Banking Corp Dank South Pacific	108(232312 198597	FJD FJD	SAVINGS REFUND	*





#### STEPS:

- 1. Click create Payee
- 2. Enter Payee details & Click Proceed

Payees	
Billers	- 8
Mobile Top Up Payees	_
Payee Groups	- 8

3. Click Confirm

4. Factor 2 authentication will be prompted. Enter OTP code and click Submit.

6. Click Done once confirmation message is displayed.

		If you have not received the One Time Passcode(OTP), click the "Resend" button that will be
Cancel	Submit	made available to you in 00:28 secs.This is a charged service.
	Q	5

This will also apply when creating:

- i. New Biller by selecting the predefined Billers.
- ii. Payee for Mobile Top Ups
- iii. Creating Payee Groups

#### 4.2.2 To Edit/Delete an Existing Payee or Biller: Choose Management & Maintenance > Maintain Payees & Billers

Payees	1
Payees	- 81
Billers	- 81
Mobile Top Up Payees	- 81
Payee Groups	- 81

#### STEPS:

- 1. Select the required Biller/ Payee to Edit or Delete
- 2. Details of the registered Biller/Payee is displayed
- 3. User select whether to Delete or Edit.

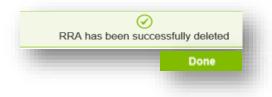
**Note**: Amendments only apply to the Narration. (No OTP required).

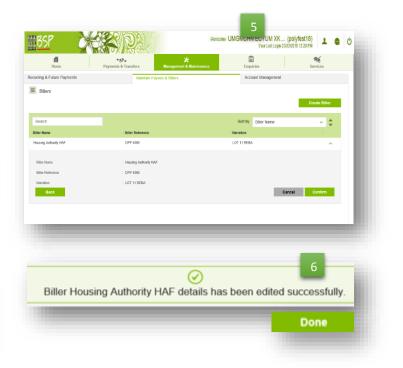
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Biller Name	Biller Reference	Narration		Biller Reference	DFP 4065		
Housing Authority HAF	DPP 4065	LOT 11 REBA	v	Namation	: LOT 11 REBA	Delete	Edit
			_			_	-

- 4. Click Edit & update details
- 5. Click Confirm
- 6. Click Done. Confirmation message is displayed
- 7. If User opted to Delete Biller or Payee. The following would be displayed.



8. Click Yes. Confirmation message is displayed





# 4.3 Accounts Management

### 4.3.1 Editing Account Nickname

Choose **Management & Maintenance>Account Management**>. The Manage Account page appears with all your accounts displayed as tiles:

	Welcome UMGMCHNECYUM XK 1 1 Yurtartice 202 1 1 Manienance Engains Services Account Management		
Manage Accounts Search.	Sot by Account Name 🗸	<ul> <li>Proceed</li> <li>4. Click Confirm. Confirmation message</li> <li>appears</li> </ul>	
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<u>857</u>	Your Last Login 23/13/2017/12/2017FW		0
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	_		

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	Account Nickname	Account Nickname			
Back Cancel Confirm		Account Nickname : SAVINGS ACC	COUNT	_	
		Back	Cancel Confi	im	

# **5.0 Enquiries**

Enquiries module lets you enquire on and download account interim statements, view account Payment and Transaction History.

### 5.1 View Transaction History

The transaction history details the transactions associated with the financial activities of your selected account. The transaction history includes both withdrawal and deposit details. You can view, print or download the interim statement for the current month, previous six months or for a specific time range.

Choose **Enquiries > Transaction History**. The Transaction History Period page appears.

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fin Home		♥∰. Payments & Transfers	X Management & Maintenance	Enquiries	Services
Transaction History			Paymer	nt History	
ccount		Select Period			
Select Account	=	Last 6 Months	Last 3 Months OCustom		
		From	То	Show History	
		26/03/2018	26/03/2018	Reset	

#### STEPS:

- 1. Select account in the Account module.
- 2. Define the search criteria
- 3. Click Show History.
- 4. User have the option to Download or Print statement

Download Transactio	on History		
CSV	~	ē	

Hor		* 57 + Payments & Transfers	₩ Management & Main	itenance	Enquiries	Services	- 8
Transaction	History			Payment History			
t 6 months	transactions						
	NK STAFF CAR LC				Download Transaction		
9 Accou		96			CSV	_	
Date	Description			Credit (FJD)	Debit (FJD)	Balance (FJD)	
31/10/2017		N PAYMNT 81641778		100.00		29,870.00	
31/10/2017		N PAYMNT 81641778		30.00		29;970.00	
31/10/2017	TRF ADV loan de	p 81641767			30,000.00	30,000.00	
						Print Transaction History	. 1
					Cancel		

# 5.2 View Payment History

Choose Enquiries > Payment History. The Payment Enquiries page appears.

	IN INSERT	14 20 U U Day				ogin 23/03/2011		
ffi Home	Paym	<b>*™</b> ≁ ents & Transfers	🗶 Management & Maint	enance	Enquiries		Service	95
Transaction History				Payment History				
ayment Enquiries								
rom Account		Amount		View Payment H	listory By			
Select Account	=2		FJD	۲				All
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ayee					,	rom		то
Select Payee	=3			0	08/11/2017	EIII	08/11/2017	
							Show Payn	ants

#### STEPS:

- 1. Select the search criteria
- 2. Click Show Payments
- 3. User has the option to View Receipt, Print Receipt or Repeat Payment
- 4. Click View Receipt. Details of payments is displayed.

	35P	A A D		Welcome UM			(polyfest18) x132018 12:28 PM	1 0
	Home	♦∰↓ Payments & Transfe		& Maintenance	Ê Enquiries		Servic	CR8
1 T	ransaction History			Payment History				
ll Pag	ymonts						Cancel 📅	Print Selectic
	Date 🔺	From Account	To Account	Action Taken	Amount	Currency	Status	
$\bigcirc$	05/11/2017	STAFF EASYSAVER ADCOUNT	BILL	BSP Payments	65.00	FJD	SUCCESSFUL	~
$\bigcirc$	05/11/2017	STAFF EASYSAVER ADCOUNT	JAGGER	BSP Payments	50.00	FJD	SUCCESSFUL	~
$\bigcirc$	63/11/2017	STAFF EASYSAVER ADCOUNT	Life Insurance Corporation of India	Bill Paymont	30.00	FUD	SUCCESSFUL	~
0	63/11/2017	STAFF EASYSAVER ADCOUNT	Housing Authority HAP	Bill Payment	50.00	FJD	SUCCESSFUL	~
0	63/11/2017	STAFF EASYSAVER ADCOUNT	BENNY	Other Bank Payments	30.00	FUD	SUCCESSFUL	~
0	63/11/2017	STAFF EASYSAVER ADCOUNT	Vodafore Fiji Limited	Bill Payment	30.00	ruo.	SUCCESSFUL	~
0	63/11/2017	STAFF EASYSAVER ACCOUNT	Life Insurance Corporation of India	Bill Payment	30.00	ruo	SUCCESSFUL	~
0	31/10/2017	STAFF EASYSAVER ADCOUNT	MARGRETT	Mobile Top Up	3.00	FJD	SUCCESSFUL	~
0	31/10/2017	STAFF EASYSAVER ADCOUNT	JIM DDE	BSP Payments	50.00	FJD	SUCCESSFUL	~

eipt		
nsaction Details		
ate	05/11/2017	Transaction ID
ayment From	STAFF EASYSAVER ACCOUNT	Amount
	81641767	
ayee Account Number	109597	Payee Name
ayee Bank Name	BANK SOUTH PACIFIC	Narration

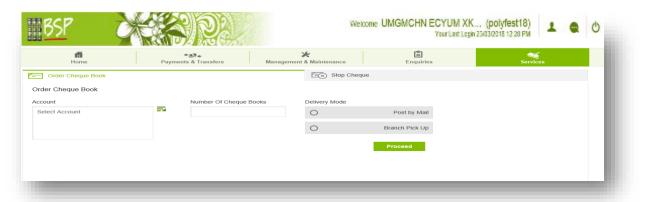
### 6.0 Services

You can initiate a service request for a new cheque book for a specific account. The account types supported with the cheque book feature are Savings Account or Current Accounts. You can specify the requirements for your new cheque book and also specify the mode of receiving the new chequebook.

## 6.1 Cheque Book Order

#### To order a cheque book:

Choose Services > Order Cheque Book. The following Order Cheque Book page is displayed:



#### STEPS:

- 1. Select the specific Account for which the cheque book is required
- 2. Select the Number of Leaves required in the cheque book.
- 3. Select the delivery mode for receiving the new cheque book. The following options are available

**Branch Pick Up** – the delivery mode would be to send your new cheque book to your base branch

**Post By Mail** – the delivery mode would be to send your new cheque book to your registered address

5. Click on **Proceed** to view the Confirmation details of the request

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Home	Paymer	rts & Transfers	Maragem	ent & Maintenance	Enquiries	Services	
Order Cheque Book				Stop Chequ	e		
Order Cheque Book							
ccount		Number Of Che	que Books	Delivery Mode			
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81641803				•	Branch Pick Up	The cheque book will be sent to the Home Branch displayed	
				LABASA , BANK OF SOUTH PAG PO BOX 377 , LABASA	DFIC,		
					Proceed		

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Home	Payments & Transfers	Management &		Enquiries		Services	
Order Cheque Book			Stop Chequ	e			
Order Cheque Book							_
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Back					Cancel	Confirm	
We acknowledge receiving your chequ	e book request. To follow up, y	you may call ou overse		mer Care Centre on 132 8	388 locally or +679 3	3214300 if yo	u are
						Do	ne

## 6.2 Stop Cheque

To stop a cheque payment:

Choose Services > Order Cheque Book. The following Stop Cheque Payment page is displayed:

IBSP		Welcome UMGMCHN ECYU	M XK (polyfest18) 💶 💩 🕚
Home	<b>*⊗</b> ≁ Payments & Transfers Manager	nent & Maintenance Enquiries	Services
Order Cheque Book		Stop Cheque	
Stop Cheque			
Account	Cheque Number	Reason for Stop Ca	ommentary
Select Account	=2	Issued in Error 🗸	
			Proceed

STEPS:

- 1. Enter the Cheque Number
- Select reason for Stop Cheque
   Click on Proceed to view the Confirmation details of the request
- 4. Click Confirm to confirm the details of the service request

<u>BSP</u>	XXDD	Welcome U	Welcome UMGMCHN ECYUM XK (polyfest18) YourLast Lapin 25/03/0318 12 28 PM			
ffi Home	<b>*</b> ∰ <b>≁</b> Payments & Transfers	🔀 Management & Maintenance	Enquiries	Services		
Crder Cheque Book		Stop Cheque				
Stop Cheque					- 1	
Account STAFF INT BEARING CHEO storios Cheque Number 1	QUE ACC	Reason for Stop Stolen				
Back				Cancel Confirm	- 8	

\*\*\*The End\*\*\*