

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.

Table of Contents

Introduction	2
System Requirements	2
Security Timeout	2
1.0 Getting Started	3
1.1 Login to Internet Banking	3
2.0 Working with Homepage	4
3.0 Transfers and Payments	6
3.1 Transfers	6
3.2 Payee & Biller Payments	7
3.3 Multiple & Group Payments	10
3.4 Mobile Top Ups	12
3.5 Foreign Currency	13
4.0 Management & Maintenance	17
4.1 Manage the Scheduled and Future Recurring Payments	17
4.2 Maintain Payees & Billers	18
4.3 Accounts Management	21
5.0 Enquiries	22
5.1 View Transaction History	22
5.2 View Payment History	23
6.0 Services	24
6.1 Cheque Book Order	24
6.2 Stop Cheque	25

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 <https://digital.bsp.com.fj> 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.

The first screenshot shows the BSP login page with a green header. Below the header are two input fields: 'Username' and 'Password'. A green 'Login' button is positioned below the fields. A small question mark icon is followed by the text: 'If you have forgotten your password, please contact our 24hr Customer Care Centre on 132888 locally or +679 3214300 if you're overseas.' A green arrow points from the first screenshot to the second.

The second screenshot shows the 'Password Reset' page. It has a green header with the BSP logo. Below the header are three input fields: 'Current password', 'Enter new password', and 'Re-enter new password'. A green 'Confirm' button is at the bottom. A small information icon 'i' is next to the 'Enter new password' field.

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:

The first screenshot shows a 'Password Policy' list. It includes a green information icon 'i' and a green arrow pointing to the list. The list items are: 'Minimum characters 8', 'Maximum characters 18', 'Lowercase (a-z)', 'Uppercase (A-Z)', 'Numbers (0-9)', and 'Special characters (!@#\$%^&*~)'. Each item has a green checkmark icon to its right.

A green arrow points from the first screenshot to the second.

The second screenshot shows the 'Password Reset' confirmation page. It has a green header with the BSP logo. Below the header is a green checkmark icon followed by the text: 'Password change has been successful. Please login again using new credentials.' A green 'Done' button is at the bottom.

2.0 Working with Homepage

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

The screenshot shows the BSP homepage. At the top, the BSP logo is on the left, and the user's name 'UMGMCHN ECIYUM XK...' and login ID '(polyfest18)' are on the right. Below the logo is a navigation bar with icons for Home, Payments & Transfers, Management & Maintenance, Enquiries, and Services. The main content area is divided into two sections. The left section, titled 'Accounts', contains a search bar and a dropdown menu for 'Account Name'. Below this, a table lists the 'MONEYZONE ACCOUNT' with an available balance of 0.10 FJD. The right section, titled 'Select Account', shows a calendar for April 2018. Below the calendar, it states 'No schedule payment found'. On the right side, there is a 'Quick Links' sidebar with icons for Home, Payments & Transfers, Enquiries, and Services. At the bottom, there is a footer with links for Site Privacy, Terms & Conditions, and Security.

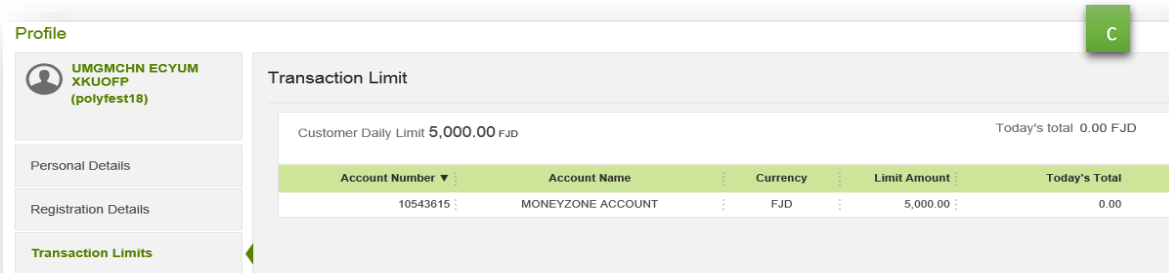
1. **Header** - provides the details of the application as follows:

- i. Name of the Personal User
- ii. Login ID of the Personal User
- iii. Last Login Details

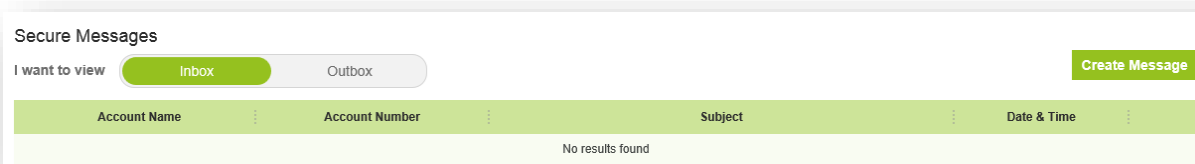
In addition, access to some functionalities are also available as icons:

- 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

The image shows two screenshots of the 'Profile' page. The left screenshot shows the 'Personal Details' tab with the following information: Name: UMGCHN ECIYUM XKUOFP, Email: (empty), Date of Birth: 06/03/2001, Marital Status: Single, Home Telephone: 6722030, Mobile Number: 9046347, Address: QEYERPE, NSDO, Post Code: (empty), Country: Fiji. The right screenshot shows the 'Registration Details' tab with the following information: Login ID: polyfest18, Mobile Number: 9046347, Security Question: car, Security Answer: *****. An 'Edit Password' button is located at the bottom right of the right screenshot. A central pop-up box contains the following text: 'IMPORTANT To update your details on this account profile, please provide the necessary documents to your nearest BSP branch. For more details, please contact BSP Customer Care Center 132888 locally or +679 3214300 from overseas'.

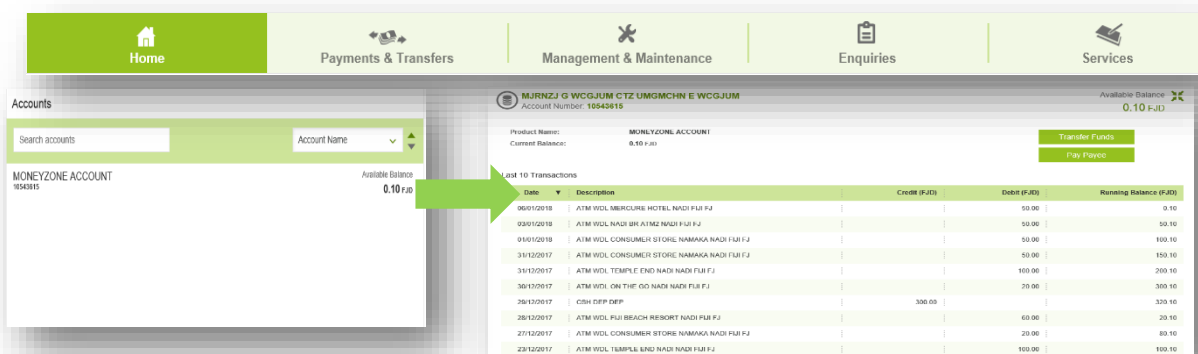


- ii. **Secure Message** – this allows the User to contact our Customer Care should they have any issues with BSP services or products.



- 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:



- 3. **Accounts** – displays a summary of all your available accounts. To access the details of an account, select the required account.
- 4. In **Calendar**, the current month appears indicating scheduled payments for the selected account. A list of the scheduled payments appear below the Calendar
- 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

The screenshots illustrate the following steps in the transfer process:

- Step 1:** The user navigates to the 'Payments & Transfers' section and selects 'Transfers'.
- Step 2:** The user chooses 'Deposit Accounts' as the transfer destination.
- Step 3:** The user selects the source account (SAVINGS ACCOUNT 132888) and the destination account (STAFF INT BEARING CHEQU... 132899). The transfer amount is 50.00 FJD, and the date is 21/09/2017. The narration is 'Johns Bday Gift'.
- Step 4:** The transaction is successful, with a confirmation message: 'Transaction successful Transaction ID is 000017721-21/09/2017 01:35:06 PM'.

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

Transfer Date

I want to make a recurring transfer

Frequency

Last Transfer Date
 Until I Cancel
 End On

Proceed to Transfer

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.

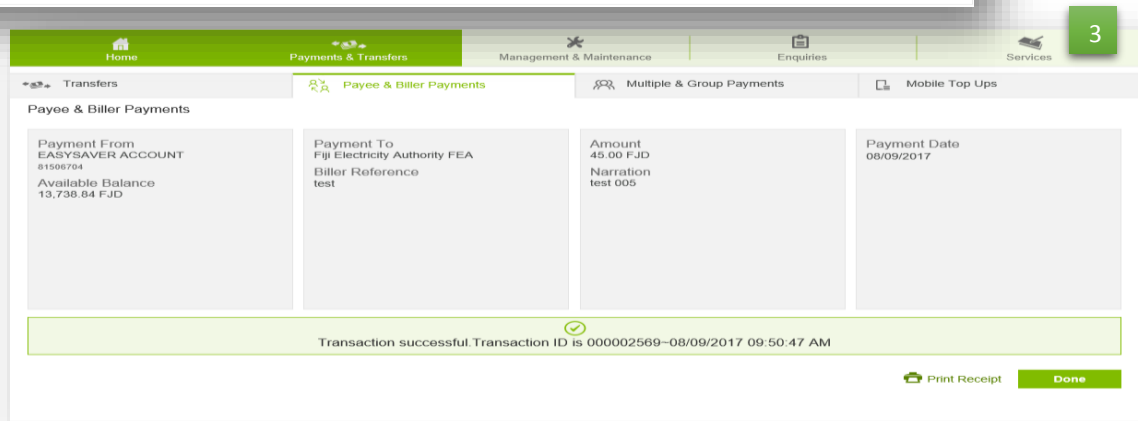
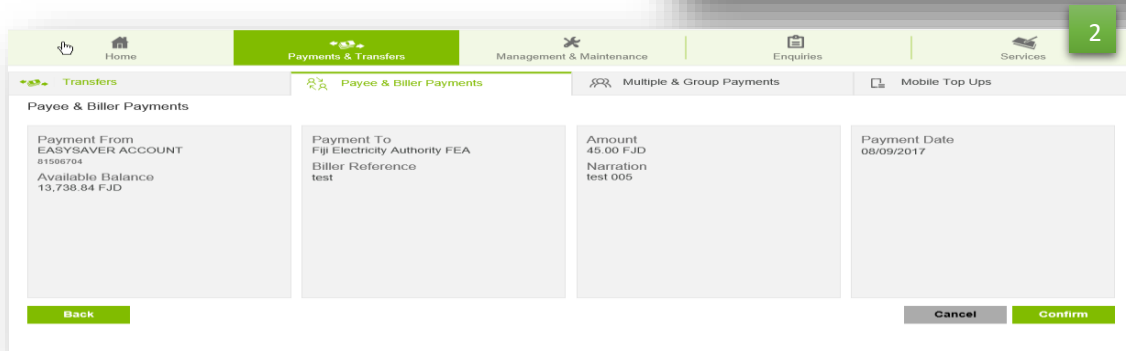
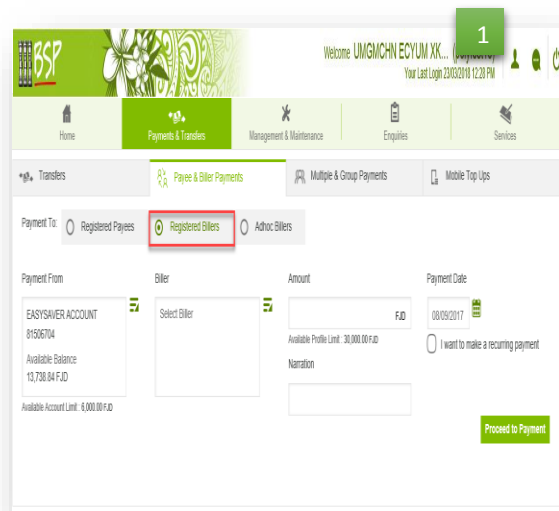
3.2.2 Paying a Registered Biller

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:

STEPS:

1. Select the source account from the Payment From module.
2. Select the saved Biller from Biller Module. BSP has a pre-defined list of billers. You are allowed to select the biller from this list.
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



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.

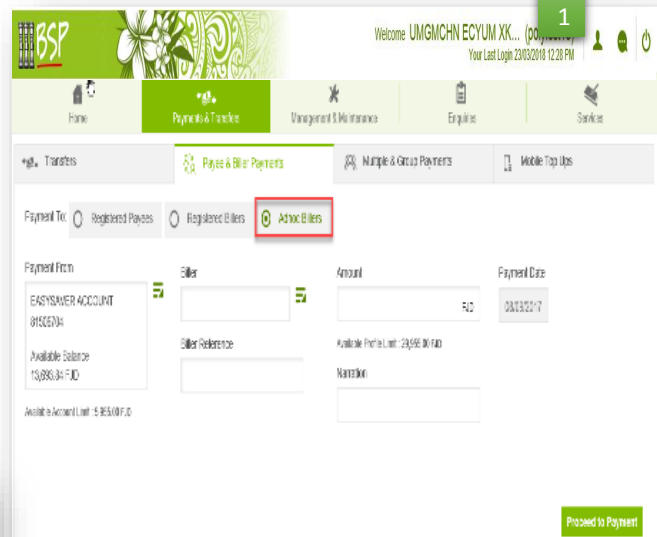
Choose **Payment & Transfers > Payee and Biller Payments > Adhoc Billers**. The Payee Payments page appears.

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**.

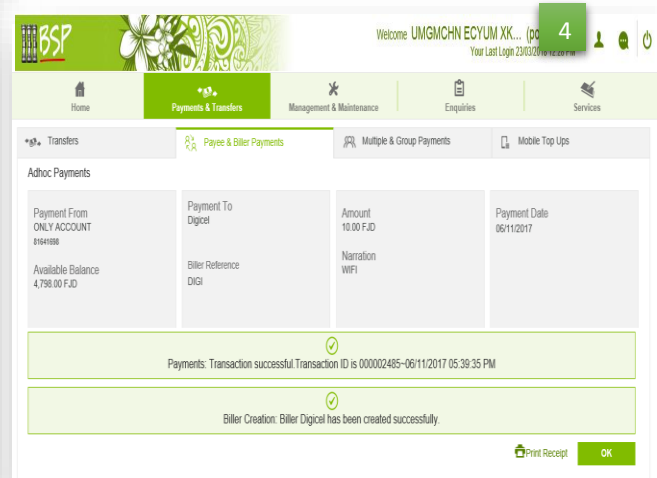
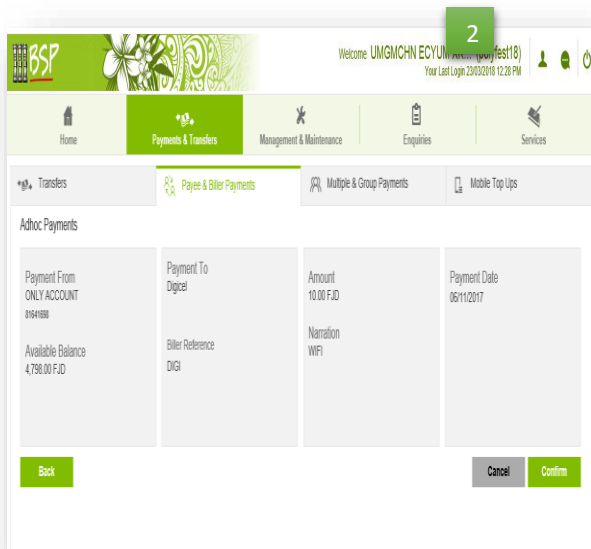


6. Click **Proceed to Payment**. The details of the payment appears for confirmation

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

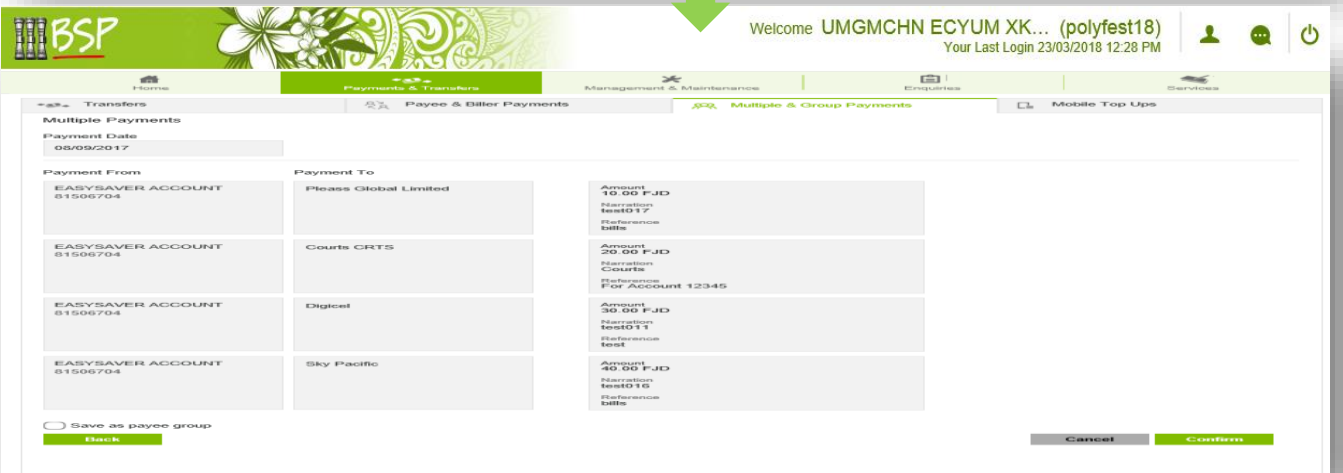
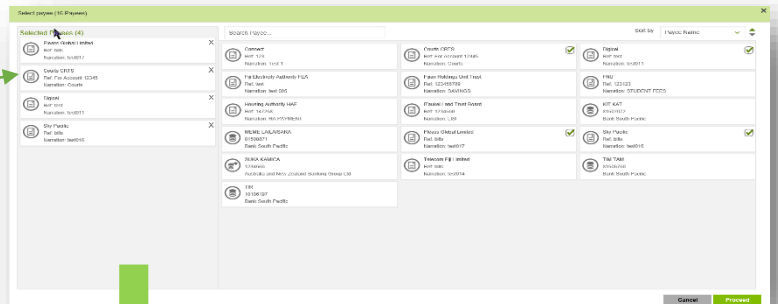
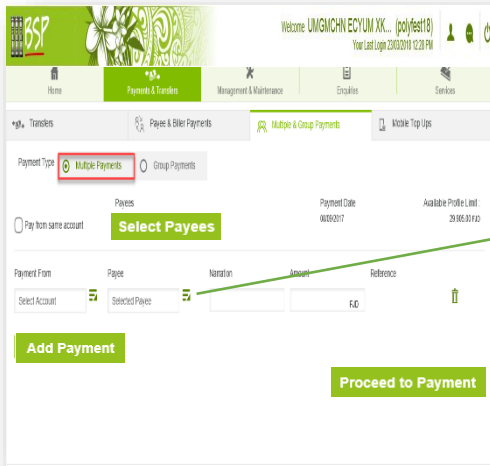
Allows the user to make payments concurrently by selecting either Multiple or Group Payments.

3.3.1 Making Multiple Payments

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

STEPS:

1. Click Select Payees
2. Select the Payees form the overlay page



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.

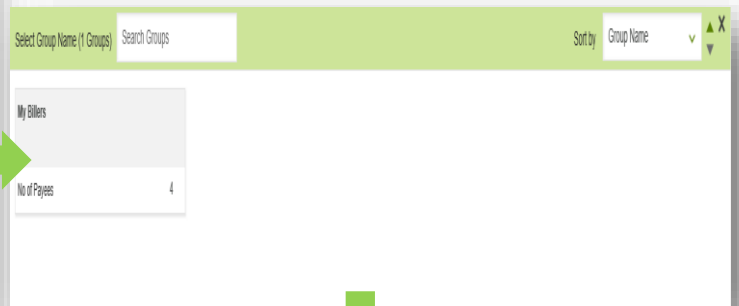
3.3.2 Making Group Payments

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

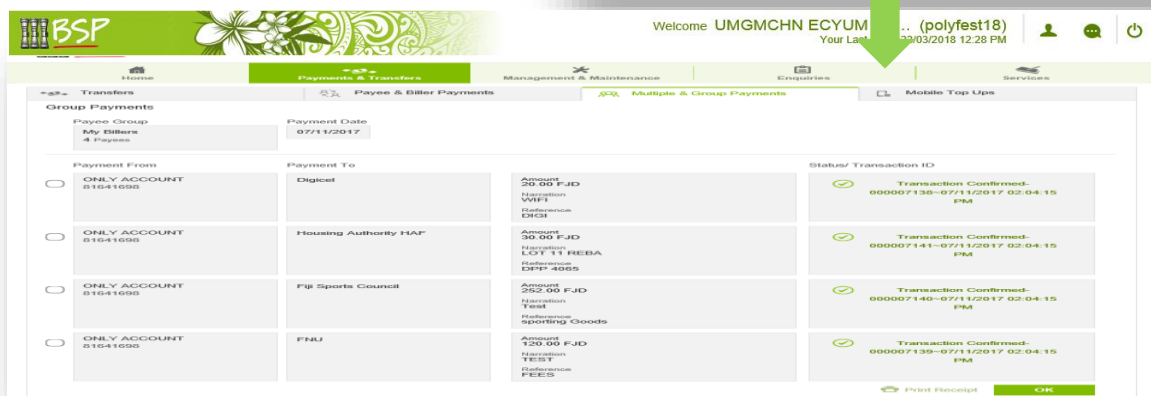


STEPS:

1. Select the group from Payee Group module.



2. User has the option to whether to pay payments from the same account by selecting Pay from the same account or to pay from different accounts, select Payment From.
3. Click Proceed to Payment. The details of the payment appears for confirmation
4. Click Confirm. The confirmation message appears against each payee.
5. Click Print Receipt for successful payments.
6. Click OK.



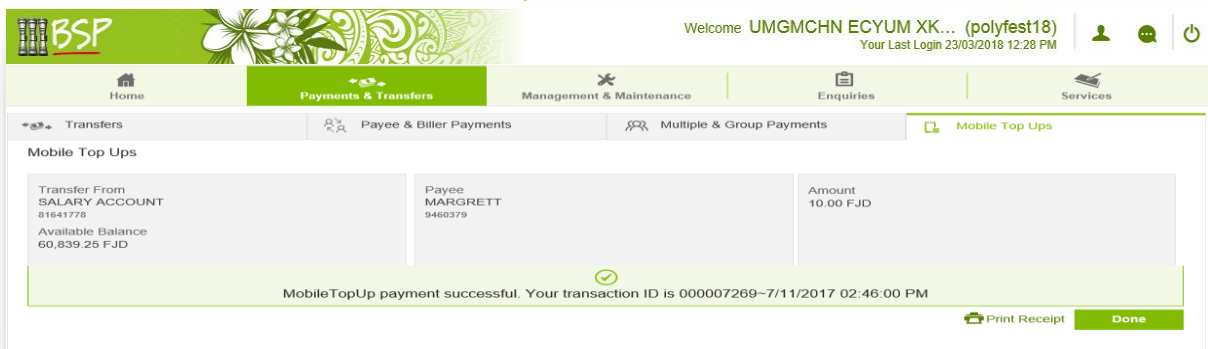
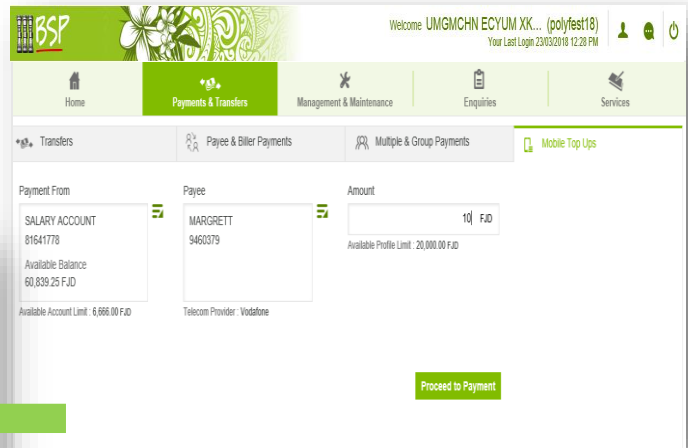
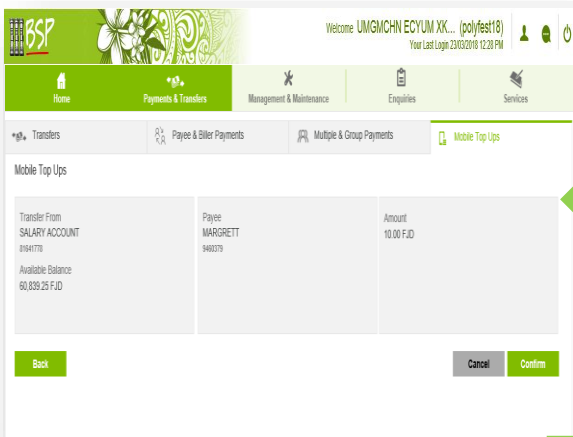
3.4 Mobile Top Ups

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.

STEPS:

1. Select Account in Payment From module
2. Select Payee
3. Enter Amount
4. Click Proceed to Payment
5. Click confirm.



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.

The screenshot shows the 'Foreign Currency' transfer form in the BSP Internet Banking interface. The user is logged in as XMAMVNG (ZMDM) GTX (Tuffgong1). The 'Payments & Transfers' menu is active, and the 'Foreign Currency' option is selected. The form is set to 'Interaccount' transfer type. The 'Transfer From' account is 'USD Cheque Account 2468101200' with an available balance of 1,500.00 USD. The 'Transfer To' account is 'BUSINESS BANKING CHEQU... 123456789' with an available balance of 100.00 FJD. The amount is 250.00 USD, and the narration is 'TRF TO FJD'. There is a 'Do you have a booking number' question with 'No' selected. A 'Proceed to Transfer' button is visible at the bottom right.

The screenshot shows the 'Foreign Currency Transfer' confirmation screen. It displays the transfer details: 'Transfer From' (USD Cheque Account 2468101200, 1,500.00 USD), 'Transfer To' (BUSINESS BANKING CHEQUE ACCOUN, 100.00), 'Amount' (250.00 USD), and 'Narration' (TRF TO FJD). It also shows the 'Approved Exchange Rate' (0.5191), 'Converted Amount' (481.60 FJD), and 'Approved Booking Number' (JVZK211). There are 'Back', 'Cancel', and 'Confirm' buttons at the bottom.

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.

The screenshot shows the 'BSP Payment' form in the system. The 'Transfer Type' is set to 'BSP Payment'. The 'Payment From' field is populated with 'USD Cheque Account 2468101200' and 'Available Balance 1,250.00USD'. The 'Payee' field is populated with 'JVZK CO LTD 369101215' and 'Currency FJD'. The 'Amount' field is set to '100.00 USD'. The 'Narration' field is set to 'TRF RNG CO LTD'. There is a 'Do you have a booking number' section with 'No' selected. A 'Proceed to Payment' button is located at the bottom right.

The screenshot shows the 'Foreign Currency Payment' confirmation screen. The 'Payment From' field is populated with 'USD Cheque Account 2468101200' and 'Available Balance 1,250.00USD'. The 'Payee' field is populated with 'JVZK CO LTD 369101215'. The 'Amount' field is set to '100.00 USD'. The 'Exchange Rate' is '0.5191' and the 'Converted Amount' is '192.64 FJD'. The 'Narration' is 'TRF RNG CO LTD'. There are 'Back', 'Cancel', and 'Confirm' buttons at the bottom.

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.

Welcome XMAMVNG (ZMDM) GTX (Tuffgong1)
Your Last Login 11/03/2018 10:45 AM

Home Payments & Transfers Authorisations Management & Maintenance Enquiries Services

Multiple & Group Interaccount Payee & Biller Mobile Top Ups Batch Foreign Currency

Transfer Type Interaccount BSP Payment Other Bank Payment

Payment From: Select Account

Payee: Select Payee

Amount: FJD

Narration:

Sender To Receiver Information
+ Add Sender To Receiver Information

Remittance Information
+ Add Remittance Information

Proceed to Payment

Welcome XMAMVNG (ZMDM) GTX (Tuffgong1)
Your Last Login 14/03/2018 11:08 AM

Home Payments & Transfers Authorisations Management & Maintenance Enquiries Services

Multiple & Group Interaccount Payee & Biller Mobile Top Ups Batch Foreign Currency

Transfer Type Interaccount BSP Payment Other Bank Payment

Payment From: BUSINESS BANKING CHEQU...
2468101200
Available Balance: 1,500.00 FJD
Available Account Limit: 1,000,000.00 FJD

Payee: DEF COMPANY LIMITED
741852963
Currency: NZD

Payee Details:
Payee BIC Code: ASBNZ2A
Payee Address: 123 STREET AUCKLAND NEW ZEALAND
Payee Bank Address:

Amount: 1,426.97 FJD

Narration: INVOICE 101231

Do you have a booking number:
 No Yes

Sender To Receiver Information: IMPORT PAYMENT GOODS

Remittance Information: JVZK 03679

Proceed to Payment

<p>Other Bank Payee Details X</p> <p>Payee Name DEF COMPANY LIMITED</p> <p>Payee BIC Code ASBBNZ2A</p> <p>Payee Address 123 STREET AUCKLAND NEW ZEALAND</p> <p>Account Number 741852963</p> <p>Party Identifier 951456321</p> <p>Payee Bank Address FINANCIAL INSTITUTIONS, LEVEL 21 ASB BANK CENTRE, CNR ALBERT & WESLEY STREETS, AUCK NEW ZEALAND</p> <p>Reset Add</p>	<p>Sender To Receiver Information X</p> <p>IMPORT PAYMENT GOODS</p> <p>Cancel Add</p>	<p>Remittance Information X</p> <p>JVZK 03679</p> <p>Cancel Add</p>
---	--	--

BSP Welcome XAMVNG (ZMD) GTX (Tuffgong1) Your Last Login 14/03/2018 04:18 PM

Home | **Payments & Transfers** | Authorisations | Management & Maintenance | Enquiries | Services

Multiple & Group | Interaccount | Payee & Biller | Mobile Top Ups | Batch | Foreign Currency

Foreign Currency Payment

<p>Payment From BUSINESS BANKING CHEQUE 2468101200</p> <p>Available Balance 1,500.00 FJD</p>	<p>Payee DEF COMPANY LIMITED 741852963</p> <p>Bank Name AUCKLAND SAVINGS BANK</p>	<p>Amount 1,426.97 FJD</p> <p>Converted Amount 938.09 NZD</p> <p>Narration INVOICE 101231</p>	<p>Exchange Rate 0.6574</p>
<p>Payee Address 123 STREET AUCKLAND NEW ZEALAND</p> <p>Party Identifier 951456321</p>	<p>Payee Bank Address FINANCIAL INSTITUTIONS, LEVEL 21 ASB BANK CENTRE, CNR ALBERT & WESLEY STREETS, AUCKLAND NEW ZEALAND</p>	<p>Sender To Receiver Information IMPORT PAYMENT GOODS</p>	<p>Remittance Information JVZK 03679</p>

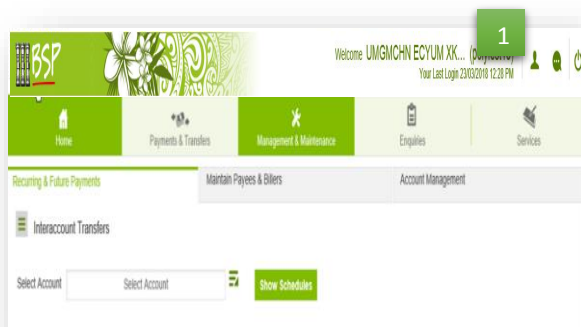
Back **Cancel** **Confirm**

4.0 Management & Maintenance

Management and Maintenance module provides you the ability to:

4.1 Manage the Scheduled and Future Recurring Payments

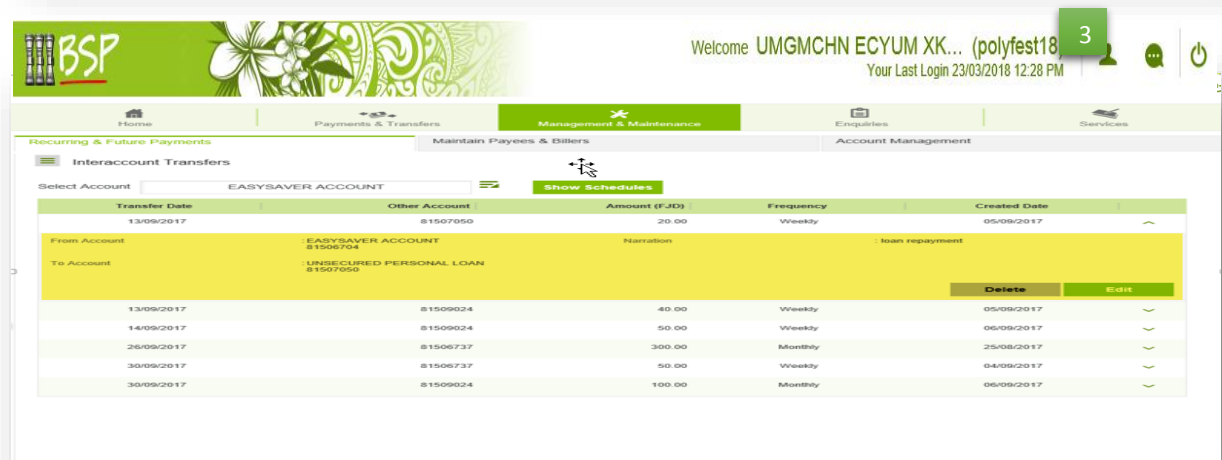
Choose **Management & Maintenance > Recurring & Future Payments > Inter Account Transfers**. The Inter Account Transfers page is displayed:

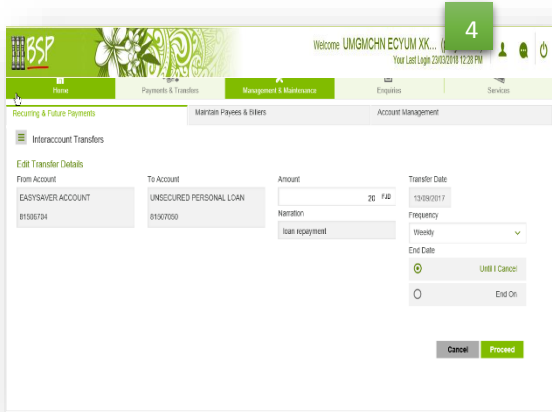


STEPS:

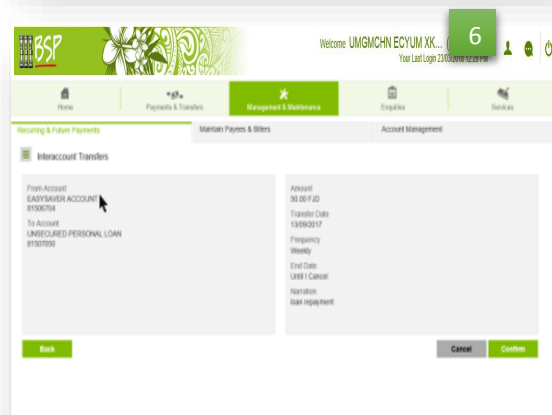
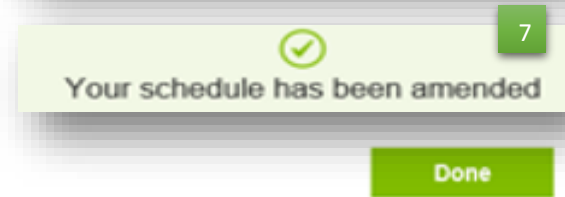
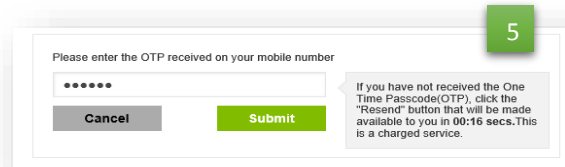
1. Select the account and click Show Schedules.
2. Select the required transfer row.
3. Click Edit.

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

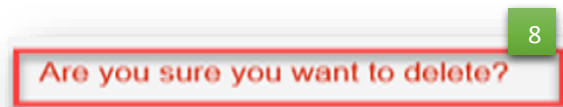




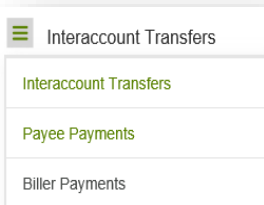
4. Edit the amount and click Confirm.
5. Factor 2 authentication is prompted. Enter OTP code. Click Submit.
6. Click Confirm.
7. An acknowledgement message appears. Click Done.



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



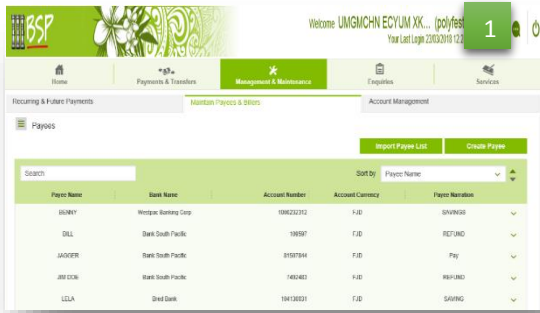
The same applies when the user selects for Payee payments and Biller payments.



4.2 Maintain Payees & Billers

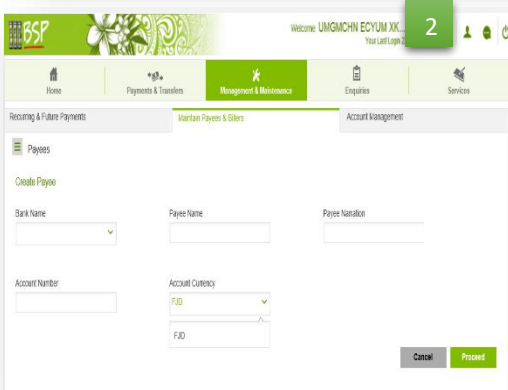
4.2.1 To Create New Payee or Biller:

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

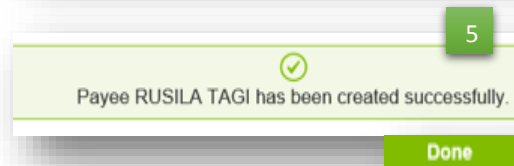
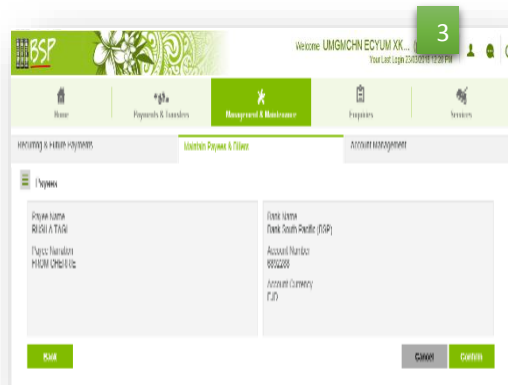
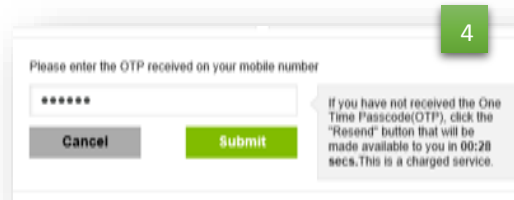


STEPS:

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



3. Click Confirm
4. Factor 2 authentication will be prompted. Enter OTP code and click Submit.
6. Click Done once confirmation message is displayed.

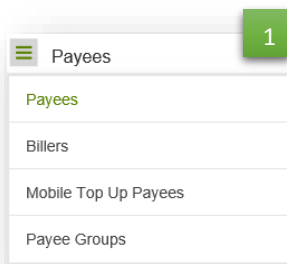


This will also apply when creating:

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

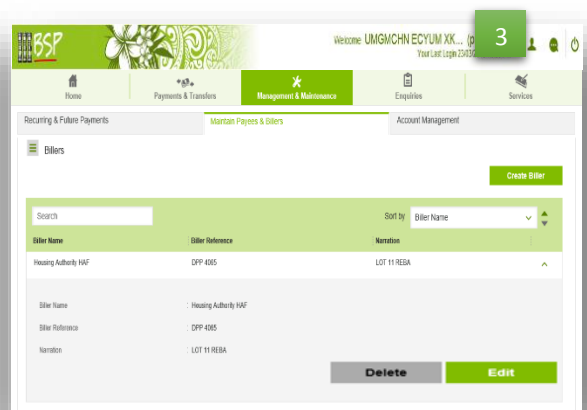
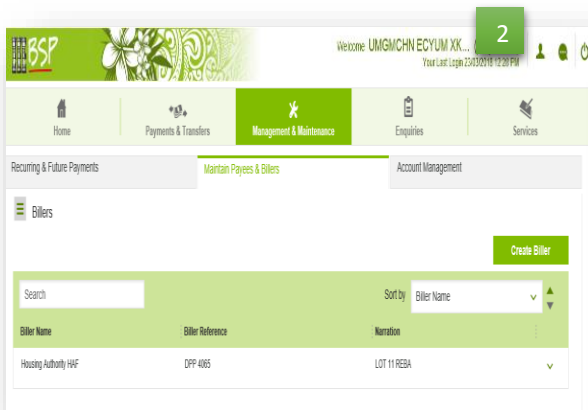
4.2.2 To Edit/Delete an Existing Payee or Biller:

Choose **Management & Maintenance > Maintain Payees & Billers**

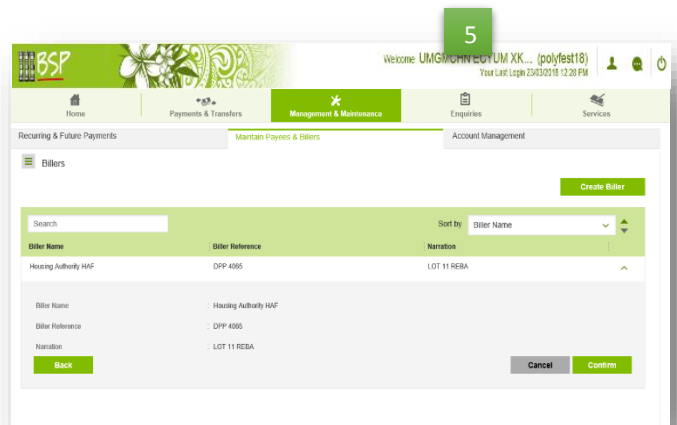


STEPS:

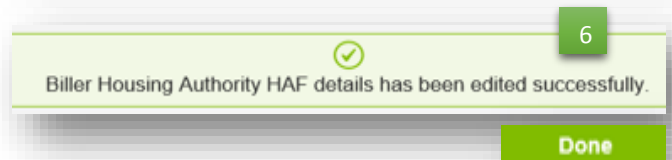
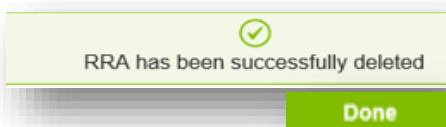
1. Select the required Biller/ Payee to Edit or Delete
 2. Details of the registered Biller/Payee is displayed
 3. User select whether to Delete or Edit.
- Note:** Amendments only apply to the Narration. (No OTP required).



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.



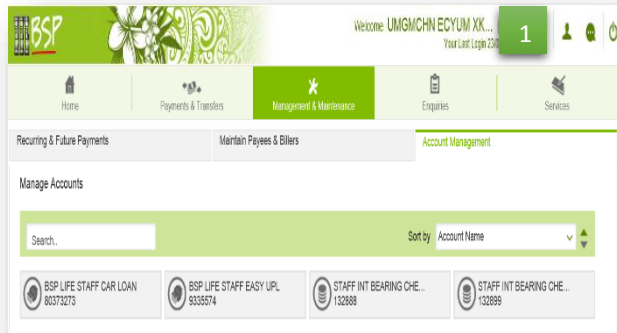
8. Click Yes. Confirmation message is displayed



4.3 Accounts Management

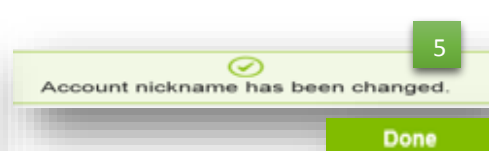
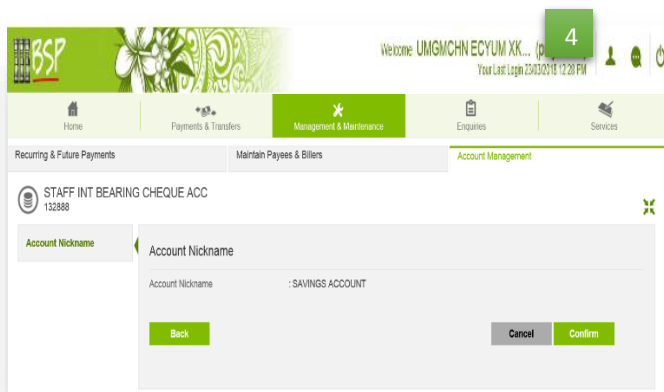
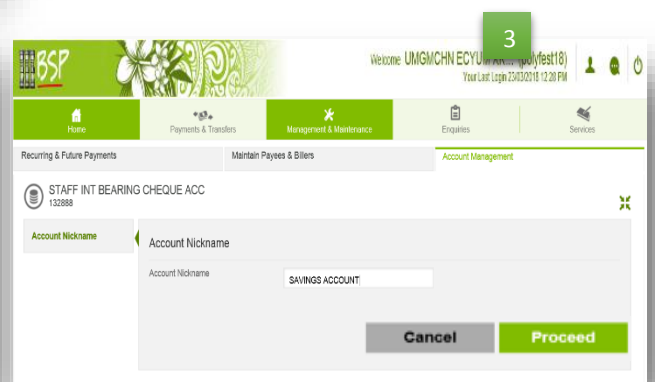
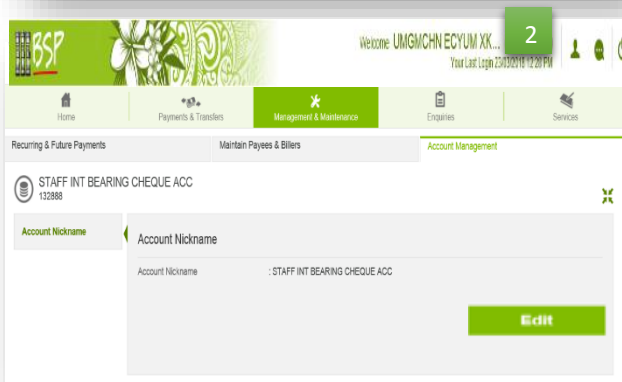
4.3.1 Editing Account Nickname

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



STEPS:

1. Select the account for which the account nickname has to be updated.
2. Click Edit
3. Enter account nickname and click Proceed
4. Click Confirm. Confirmation message appears
5. Click Done.



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.

Welcome UMGMCHN ECYUM XK... (polyfest18)
Your Last Login 23/03/2018 12:28 PM

Home | Payments & Transfers | Management & Maintenance | **Enquiries** | Services

Transaction History | Payment History

Account
Select Account

Select Period
 Last 6 Months Last 3 Months Custom

From: 26/03/2018 To: 26/03/2018

Show History
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 Transaction History
CSV

Welcome UMGMCHN ECYUM XK... (polyfest18)
Your Last Login 23/03/2018 12:28 PM

Home | Payments & Transfers | Management & Maintenance | **Enquiries** | Services

Transaction History | Payment History

Last 6 months transactions

BSP BANK STAFF CAR LOAN
Account Number: 81541836

Download Transaction History
CSV

Date	Description	Credit (FJ)	Debit (FJ)	Balance (FJ)
31/10/2017	IB LOAN RE LOAN PAYMENT 81541778	100.00		28,876.00
31/10/2017	IB LOAN RE LOAN PAYMENT 81541778	30.00		28,876.00
31/10/2017	TRF ADV Inv dep 81541787		30,000.00	30,000.00

Cancel | Print Transaction History

5.2 View Payment History

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

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.

Date	From Account	To Account	Action Taken	Amount	Currency	Status
05/11/2017	STAFF EASYSAVER ACCOUNT	BILL	BSP Payments	65.00	FJD	SUCCESSFUL
05/11/2017	STAFF EASYSAVER ACCOUNT	JAGGER	BSP Payments	50.00	FJD	SUCCESSFUL
03/11/2017	STAFF EASYSAVER ACCOUNT	Life Insurance Corporation of Sols	Bill Payment	30.00	FJD	SUCCESSFUL
03/11/2017	STAFF EASYSAVER ACCOUNT	Housing Authority HAF	Bill Payment	50.00	FJD	SUCCESSFUL
03/11/2017	STAFF EASYSAVER ACCOUNT	BENNY	Other Bank Payments	30.00	FJD	SUCCESSFUL
03/11/2017	STAFF EASYSAVER ACCOUNT	Voltaire F&I Limited	Bill Payment	30.00	FJD	SUCCESSFUL
03/11/2017	STAFF EASYSAVER ACCOUNT	Life Insurance Corporation of Sols	Bill Payment	30.00	FJD	SUCCESSFUL
31/03/2017	STAFF EASYSAVER ACCOUNT	MARORETT	Mobile Top Up	3.00	FJD	SUCCESSFUL
31/03/2017	STAFF EASYSAVER ACCOUNT	JM DOE	BSP Payments	50.00	FJD	SUCCESSFUL

Receipt

Transaction Details

Date	05/11/2017	Transaction ID
Payment From	STAFF EASYSAVER ACCOUNT	Amount
	81641767	
Payee Account Number	109597	Payee Name
Payee Bank Name	BANK SOUTH PACIFIC	Narration

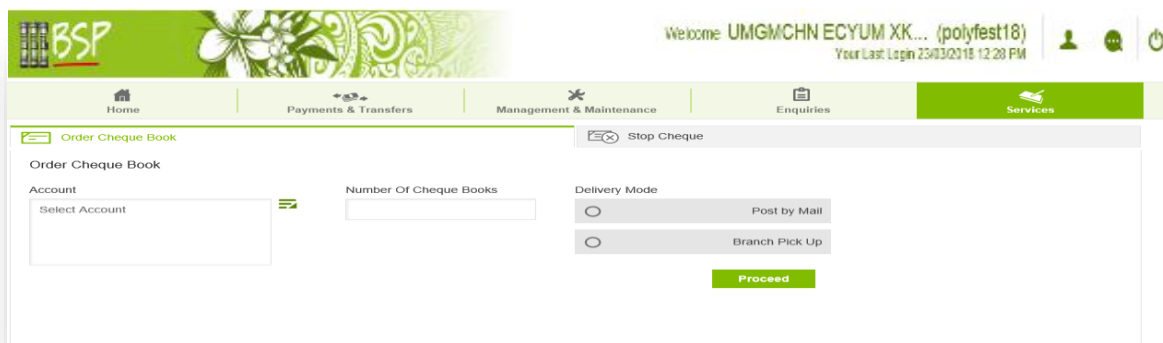
6.0 Services

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

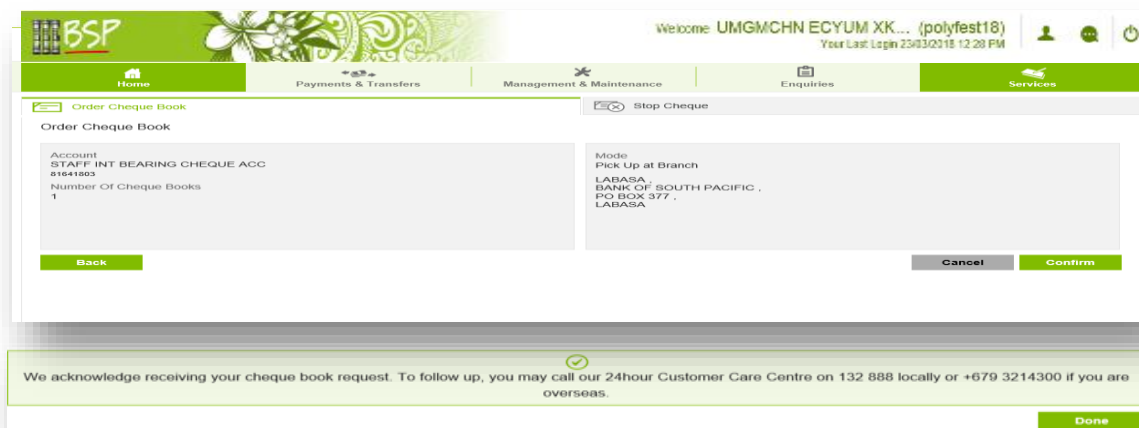
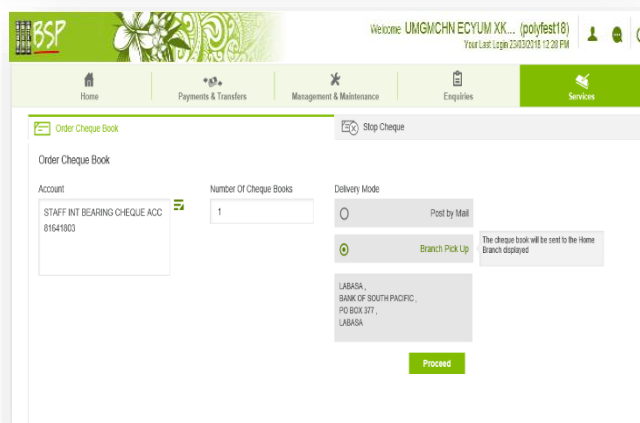
To order a cheque book:

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



6.2 Stop Cheque

To stop a cheque payment:

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

The screenshot shows the 'Stop Cheque' form in the BSP system. The form is titled 'Stop Cheque' and is located under the 'Order Cheque Book' menu. The form contains the following fields:

- Account:** A dropdown menu with 'Select Account' as the current selection.
- Cheque Number:** A text input field.
- Reason for Stop:** A dropdown menu with 'Issued in Error' as the current selection.
- Commentary:** A text input field.

A green 'Proceed' button is located at the bottom right of the form.

STEPS:

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

The screenshot shows the 'Stop Cheque' confirmation page in the BSP system. The page is titled 'Stop Cheque' and is located under the 'Order Cheque Book' menu. The page contains the following information:

- Account:** STAFF INT BEARING CHEQUE ACC
81641803
- Cheque Number:** 1
- Reason for Stop:** Stolen

Buttons for 'Back', 'Cancel', and 'Confirm' are located at the bottom of the page.

The End