



FBC

Internet
Banking

Bill Payment

Userguide

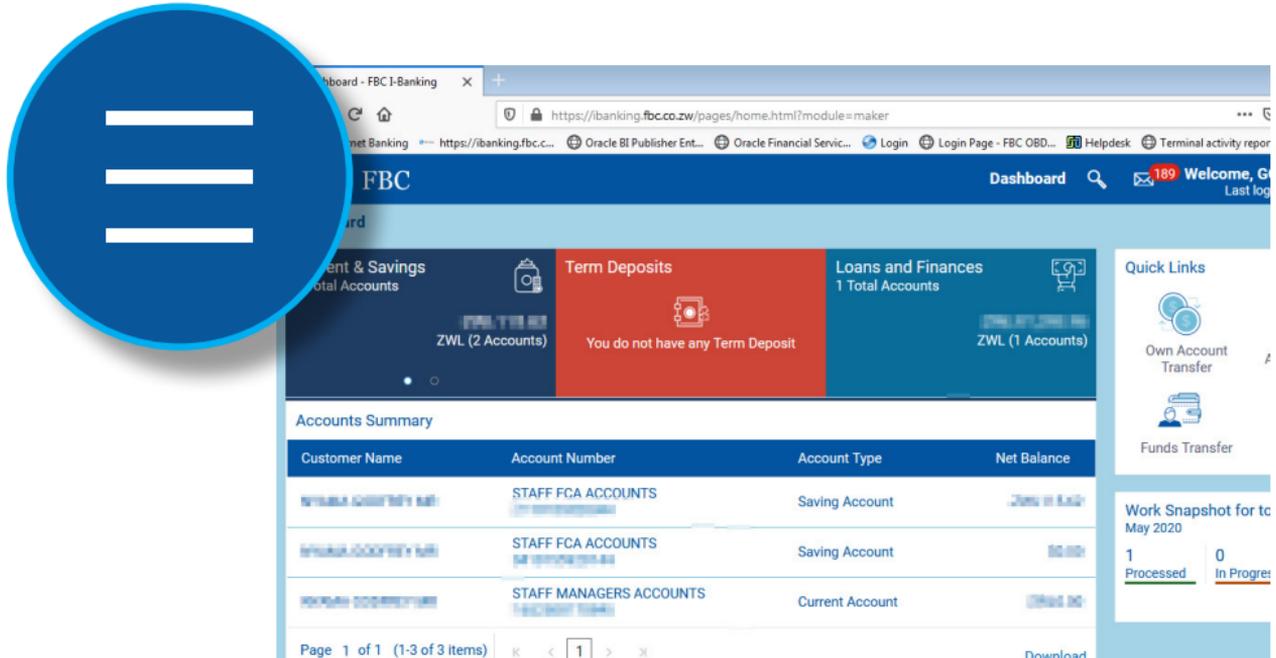
Introducing new **Bill Payment** features.

We are pleased to announce that the following features are now available on the Internet Banking platform;

- **Payment of ZIMRA and NSSA** obligations with all the mandatory payment details made available.
- **Exemption of the Government 2% Tax** on all payments/transfers to the ZIMRA accounts.
- Upgrading of the traditional **Bill Payment Module**, where all Service Providers are now categorised based on their industry.

Below is a guide on how you can process your NSSA and ZIMRA payments.

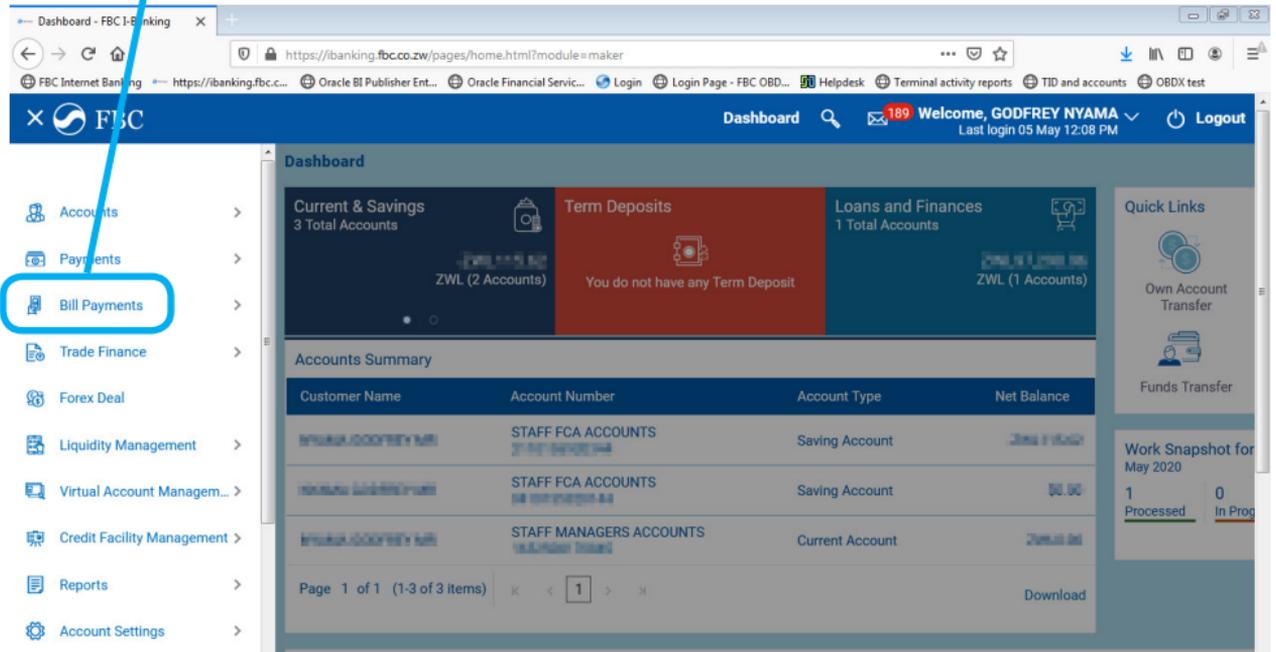
- Click on Toggle Menu bar



The screenshot shows the FBC Internet Banking dashboard. A blue circular overlay with three white horizontal lines is positioned on the left side, highlighting the toggle menu bar. The dashboard includes a navigation bar with 'FBC' and 'Dashboard' links, a search icon, and a notification bell with '189' alerts. Below the navigation bar, there are three main sections: 'Current & Savings' (2 Accounts), 'Term Deposits' (no deposits), and 'Loans and Finances' (1 Account). A table titled 'Accounts Summary' is visible, showing three rows of account information. On the right side, there are 'Quick Links' for 'Own Account Transfer' and 'Funds Transfer', and a 'Work Snapshot for May 2020' showing 1 processed and 0 in progress items.

| Customer Name | Account Number | Account Type | Net Balance |
|-------------------------|-------------------------|-----------------|---------------|
| SPHLEA COOPERATIVE BANK | STAFF FCA ACCOUNTS | Saving Account | ZWL 18,520.00 |
| SPHLEA COOPERATIVE BANK | STAFF FCA ACCOUNTS | Saving Account | ZWL 10,000.00 |
| SPHLEA COOPERATIVE BANK | STAFF MANAGERS ACCOUNTS | Current Account | ZWL 10,000.00 |

- Click on Bill Payments



The screenshot shows the FBC Internet Banking dashboard. A blue arrow points to the 'Bill Payments' option in the left-hand navigation menu, which is highlighted with a blue circle. The dashboard header includes the FBC logo, 'Dashboard', a search icon, a notification bell with '189', a welcome message 'Welcome, GODFREY NYAMA', and a 'Logout' button. The main content area is divided into three sections: 'Current & Savings' (3 Total Accounts, ZWL (2 Accounts)), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (1 Total Accounts, ZWL (1 Accounts)). Below these is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists three accounts: two 'STAFF FCA ACCOUNTS' (Saving Accounts) and one 'STAFF MANAGERS ACCOUNTS' (Current Account). The page footer shows 'Page 1 of 1 (1-3 of 3 Items)' and a 'Download' button.

Dashboard - FBC I-Banking

https://banking.fbc.co.zw/pages/home.html?module=maker

FBC Internet Banking Oracle BI Publisher Ent... Oracle Financial Servic... Login Login Page - FBC OBD... Helpdesk Terminal activity reports TID and accounts OBDX test

FBC Dashboard **Welcome, GODFREY NYAMA** Last login 05 May 12:08 PM **Logout**

Dashboard

Current & Savings
3 Total Accounts
ZWL (2 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
1 Total Accounts
ZWL (1 Accounts)

Quick Links

- Own Account Transfer
- Funds Transfer

Work Snapshot for May 2020

1 Processed 0 In Prog

Accounts Summary

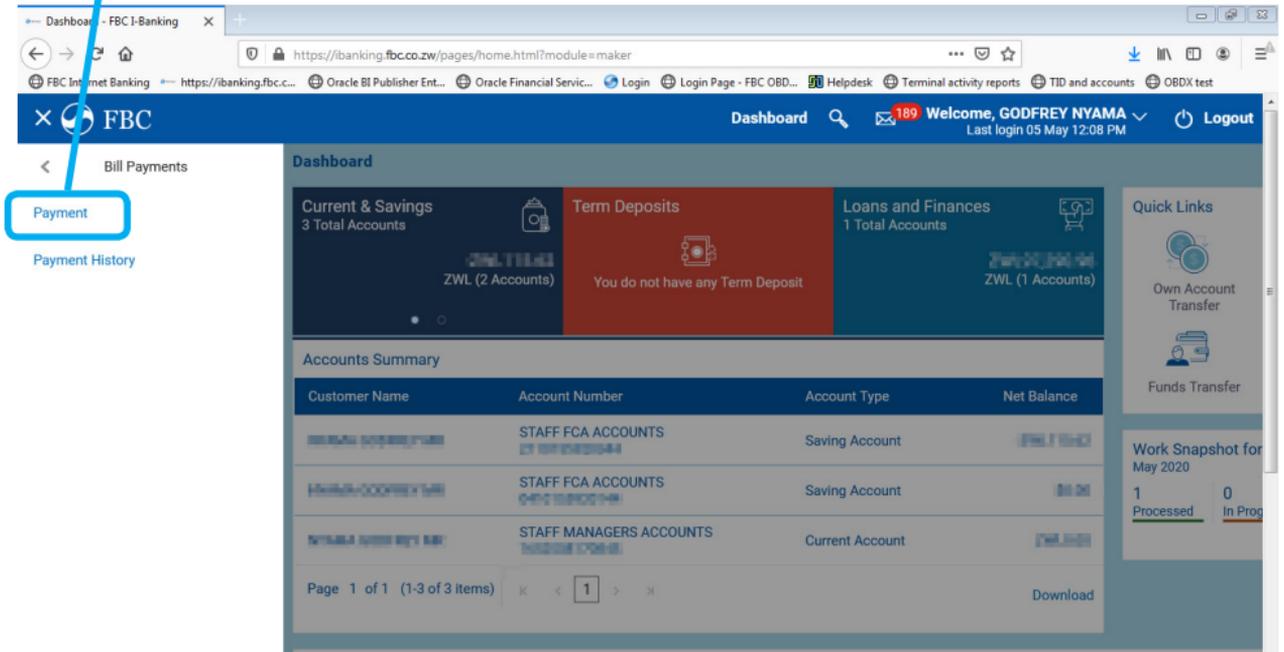
| Customer Name | Account Number | Account Type | Net Balance |
|----------------------|-------------------------------------------|-----------------|-------------|
| NYAMA, GODFREY NYAMA | STAFF FCA ACCOUNTS 21 21 21212121 | Saving Account | ZWL 100.00 |
| NYAMA, GODFREY NYAMA | STAFF FCA ACCOUNTS 21 21 21212121 | Saving Account | 00.00 |
| NYAMA, GODFREY NYAMA | STAFF MANAGERS ACCOUNTS 21 21 21212121 | Current Account | ZWL 100.00 |

Page 1 of 1 (1-3 of 3 Items) **1** Download

Internet Banking

Bill Payment Userguide

- Click on Payment



The screenshot shows the FBC Internet Banking dashboard. A blue box highlights the 'Payment' link in the left sidebar, with a blue arrow pointing to it from the text 'Click on Payment'. The dashboard includes a navigation bar with 'Dashboard', 'Welcome, GODFREY NYAMA', and 'Logout'. The main content area is divided into sections: 'Current & Savings' (3 Total Accounts), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (1 Total Accounts). Below these is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists three accounts: STAFF FCA ACCOUNTS (2 accounts), STAFF FCA ACCOUNTS (1 account), and STAFF MANAGERS ACCOUNTS (1 account). A 'Quick Links' sidebar on the right includes 'Own Account Transfer' and 'Funds Transfer'. A 'Work Snapshot for May 2020' shows 1 Processed and 0 In Prog.

Dashboard - FBC I-Banking

https://ibanking.fbc.co.zw/pages/home.html?module=maker

FBC Internet Banking

Dashboard Welcome, GODFREY NYAMA Last login 05 May 12:08 PM Logout

Bill Payments

Payment

Payment History

Dashboard

Current & Savings
3 Total Accounts
ZWL (2 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
1 Total Accounts
ZWL (1 Accounts)

Quick Links

Own Account Transfer

Funds Transfer

Work Snapshot for May 2020

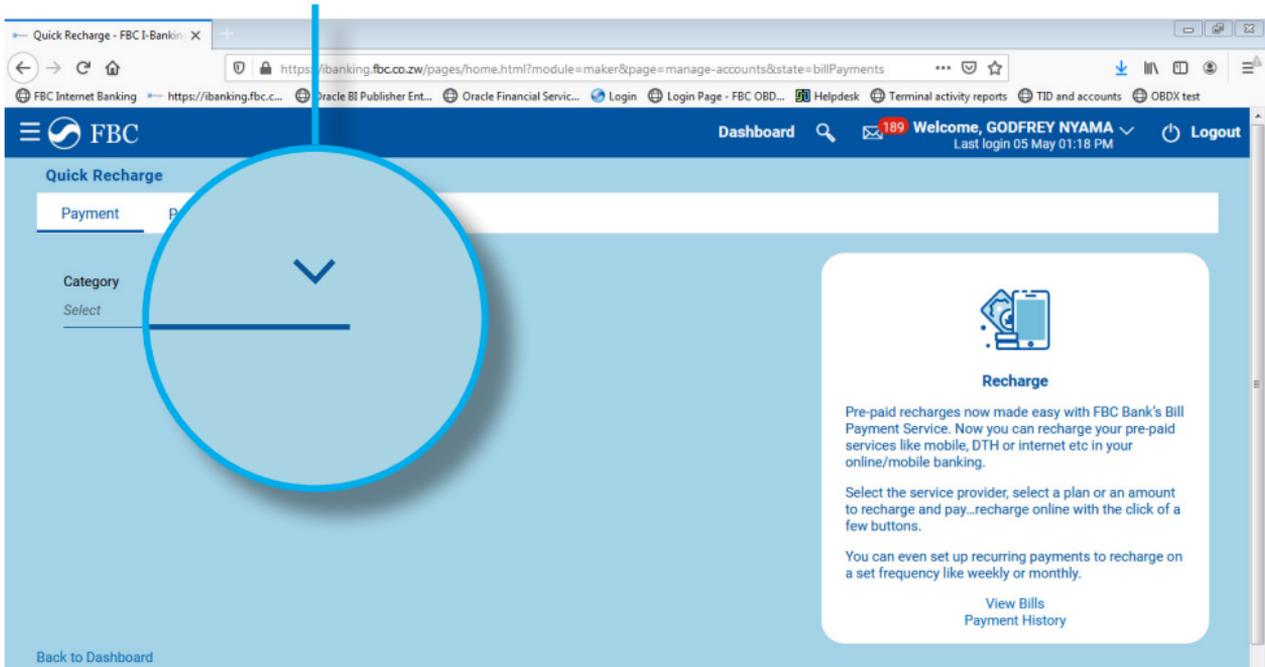
1 Processed 0 In Prog

| Customer Name | Account Number | Account Type | Net Balance |
|-------------------------|-------------------------|-----------------|-------------|
| STAFF FCA ACCOUNTS | STAFF FCA ACCOUNTS | Saving Account | |
| STAFF FCA ACCOUNTS | STAFF FCA ACCOUNTS | Saving Account | |
| STAFF MANAGERS ACCOUNTS | STAFF MANAGERS ACCOUNTS | Current Account | |

Page 1 of 1 (1-3 of 3 items)

Download

- Click on the Drop down arrow



The screenshot shows the FBC Quick Recharge interface. At the top, there is a navigation bar with the FBC logo, a search icon, and a user profile for GODFREY NYAMA. Below this, the 'Quick Recharge' section is visible, featuring a 'Payment' dropdown menu and a 'Category' dropdown menu. A blue circle highlights a drop-down arrow in the 'Category' dropdown menu. To the right, there is a 'Recharge' section with an icon of a smartphone and a card, and text explaining the service. At the bottom left, there is a 'Back to Dashboard' link.

Quick Recharge - FBC I-Banking X

https://banking.fbc.co.zw/pages/home.html?module=maker&page=manage-accounts&state=billPayments

FBC Internet Banking Oracle BI Publisher Ent... Oracle Financial Serv... Login Login Page - FBC OBD... Helpdesk Terminal activity reports TID and accounts OBDX test

FBC Dashboard Welcome, GODFREY NYAMA Last login 05 May 01:18 PM Logout

Quick Recharge

Payment P

Category Select

Back to Dashboard

Recharge

Pre-paid recharges now made easy with FBC Bank's Bill Payment Service. Now you can recharge your pre-paid services like mobile, DTH or internet etc in your online/mobile banking.

Select the service provider, select a plan or an amount to recharge and pay...recharge online with the click of a few buttons.

You can even set up recurring payments to recharge on a set frequency like weekly or monthly.

[View Bills Payment History](#)

- Select the desired bill payment Category
- For example paying ZIMRA

Quick Recharge - FBC I-Banking X

https://ibanking.fbc.co.zw/pages/home.html?module=maker&page=manage-accounts&state=billPayments

FBC Internet Banking Oracle BI Publisher Ent... Oracle Financial Servic... Login Page - FBC OBD... Helpdesk Terminal activity reports TID ar

FBC Dashboard Welcome, GODFREY M Last login 05 May 0

Quick Recharge

Payment Payment History

Select

- Utilities
- ZIMRA
- NSSA
- Telecoms
- Internet Service

Category

- Utilities
- ZIMRA
- NSSA
- Telecoms
- Internet Service

Recharge

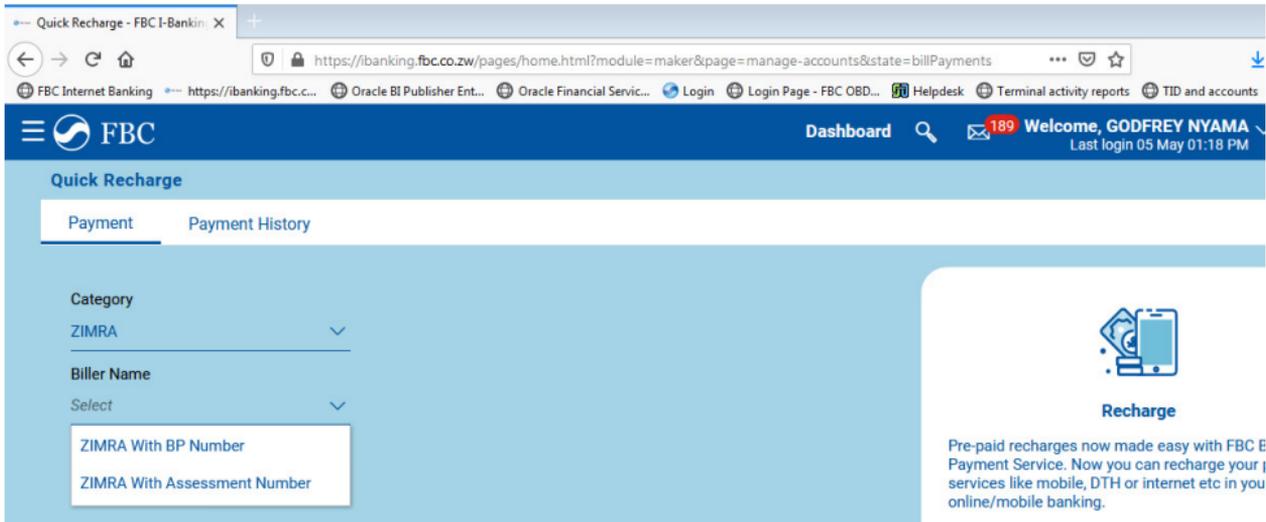
Pre-paid recharges now made easy Payment Service. Now you can recharge services like mobile, DTH or internet online/mobile banking.

Select the service provider, select a to recharge and pay...recharge online few buttons.

You can even set up recurring payment a set frequency like weekly or monthly

View Bills
Payment History

- Select ZIMRA under Category
Select correct biller under biller name e.g.
 - ZIMRA with BP Number when paying into a ZIMRA Account/BP Number
 - ZIMRA with Assessment Number when paying for an assessed item



Quick Recharge - FBC I-Bankin X

https://ibanking.fbc.co.zw/pages/home.html?module=maker&page=manage-accounts&state=billPayments

FBC Internet Banking Oracle BI Publisher Ent... Oracle Financial Servic... Login Login Page - FBC OBD... Helpdesk Terminal activity reports TID and accounts

Dashboard Welcome, GODFREY NYAMA
Last login 05 May 01:18 PM

Quick Recharge

Payment Payment History

Category
ZIMRA

Biller Name
Select

ZIMRA With BP Number
ZIMRA With Assessment Number

Recharge

Pre-paid recharges now made easy with FBC E Payment Service. Now you can recharge your services like mobile, DTH or internet etc in you online/mobile banking.

- Complete ALL the fields provided
- Submit and confirm payment

Please note that the procedure is the same for all other bill payments.

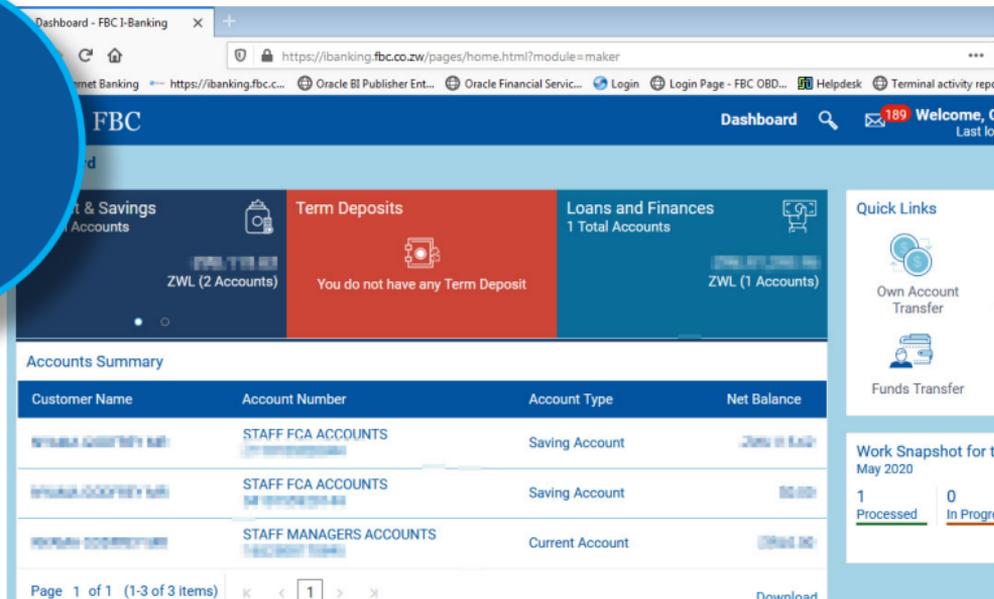
The screenshot shows the 'Quick Recharge' form in the FBC Internet Banking interface. The form is titled 'Quick Recharge' and has two tabs: 'Payment' (selected) and 'Payment History'. The form fields are as follows:

- Category:** ZIMRA (dropdown menu)
- Biller Name:** ZIMRA With HP Number (dropdown menu)
- DEPOSITOR:** (text input field)
- DUE DATE:** Select Date (calendar icon)
- BUSS PARTNER NUMBER:** (text input field)
- OBLIGATIONS BEING SETTLED:** Non - Resident Tax on Int (NRTI) (dropdown menu)
- ZIMRA STATIONS:** SANGO BORDER POST (ZWSN) (dropdown menu)
- Customer Name (As mentioned in biller's record):** (text input field)
- Pay From:** 211015920244 (dropdown menu)
- Balance:** -ZWL 113.62
- Recharge Amount:** (text input field)

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'. Below the buttons is a link: 'Back to Dashboard'.

For Bill Payment Proof of Payment

- Click on Toggle Menu bar



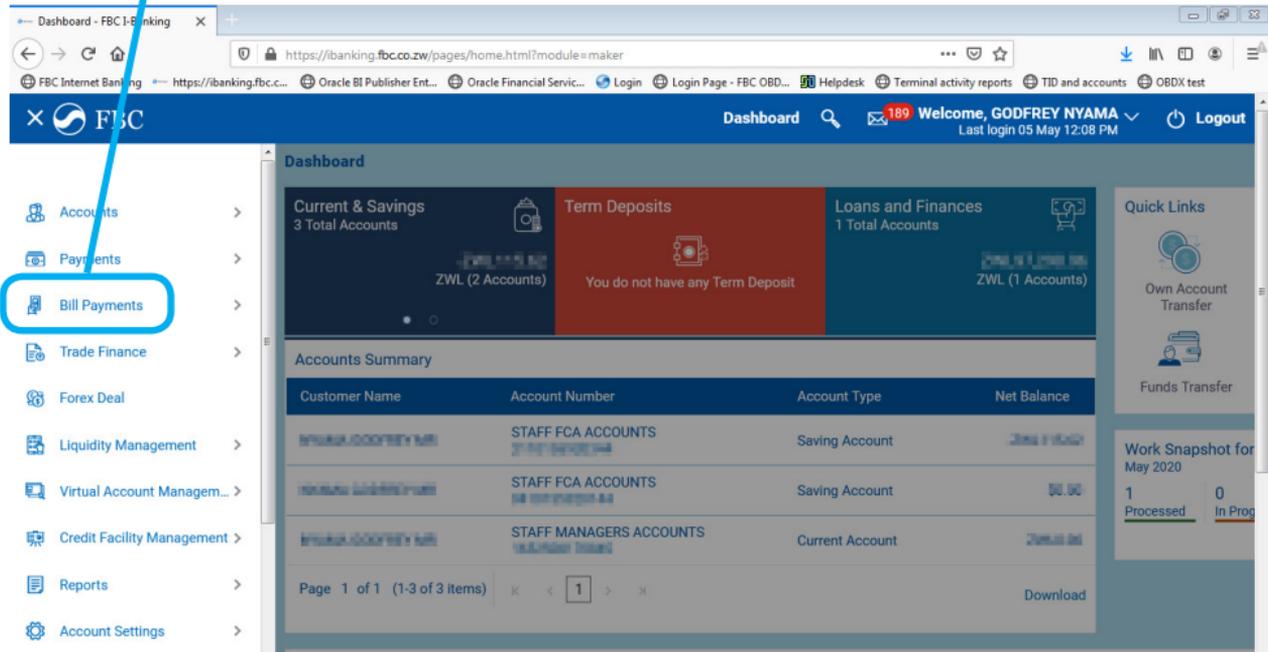
The screenshot shows the FBC I-Banking dashboard. A blue circular callout with a white hamburger menu icon is overlaid on the top left, pointing to the toggle menu bar. The dashboard header includes the FBC logo, a search icon, and a notification bell with '189' alerts. The main content area is divided into three sections: 'Current & Savings Accounts' (ZWL (2 Accounts)), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (1 Total Accounts, ZWL (1 Accounts)). Below this is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists three accounts: two 'STAFF FCA ACCOUNTS' (Saving Accounts) and one 'STAFF MANAGERS ACCOUNTS' (Current Account). The bottom of the page shows 'Page 1 of 1 (1-3 of 3 items)' and a 'Download' button.

| Customer Name | Account Number | Account Type | Net Balance |
|---------------|-----------------------------------------------------------|-----------------|----------------|
| XXXXXXXXXXXX | STAFF FCA ACCOUNTS [View Details] | Saving Account | ZWL (1,000.00) |
| XXXXXXXXXXXX | STAFF FCA ACCOUNTS [View Details] | Saving Account | ZWL (1,000.00) |
| XXXXXXXXXXXX | STAFF MANAGERS ACCOUNTS [View Details] | Current Account | ZWL (1,000.00) |

Internet Banking

Bill Payment Userguide

- Click on Bill Payments

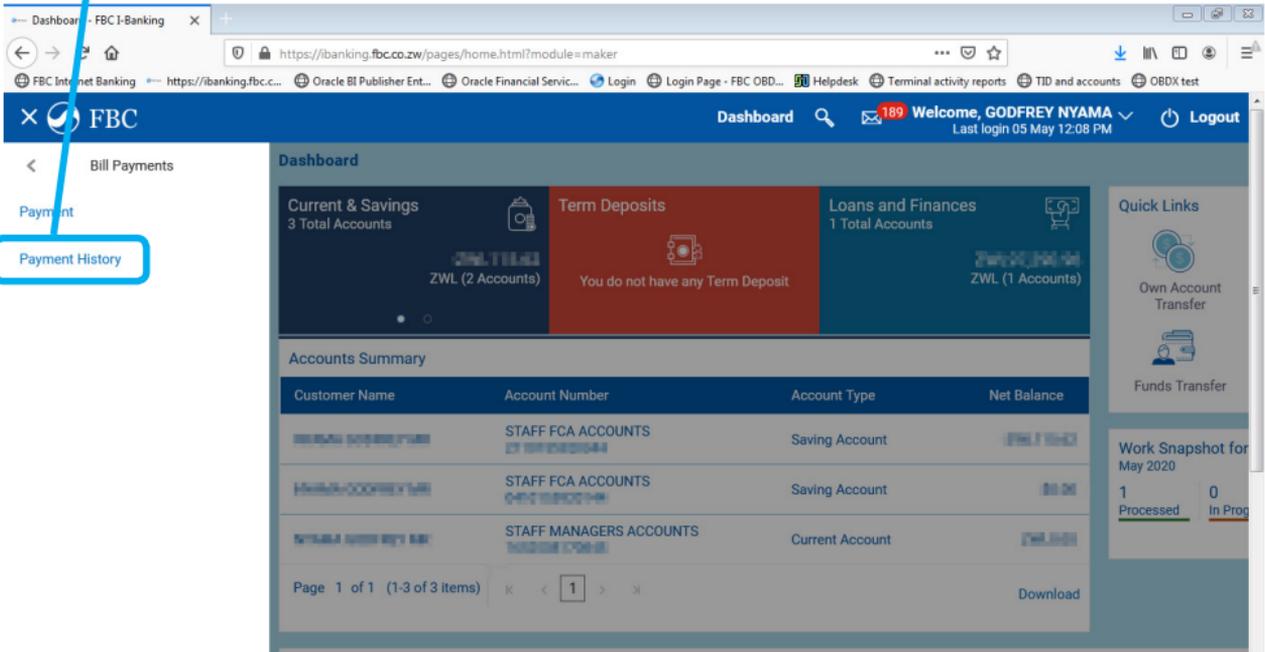


The screenshot shows the FBC Internet Banking dashboard. The left sidebar contains a menu with the following items: Accounts, Payments, Bill Payments (highlighted with a red circle), Trade Finance, Forex Deal, Liquidity Management, Virtual Account Management, Credit Facility Management, Reports, and Account Settings. The main content area displays a dashboard with three cards: Current & Savings (3 Total Accounts, ZWL (2 Accounts)), Term Deposits (You do not have any Term Deposit), and Loans and Finances (1 Total Accounts, ZWL (1 Accounts)). Below these cards is an Accounts Summary table with the following data:

| Customer Name | Account Number | Account Type | Net Balance |
|------------------------|---------------------------------------------|-----------------|-------------|
| IBANKING.GODFREY NYAMA | STAFF FCA ACCOUNTS 21 21 2121212121 | Saving Account | ZWL 100.00 |
| IBANKING.GODFREY NYAMA | STAFF FCA ACCOUNTS 21 21 2121212121 | Saving Account | ZWL 0.00 |
| IBANKING.GODFREY NYAMA | STAFF MANAGERS ACCOUNTS 21 21 2121212121 | Current Account | ZWL 100.00 |

At the bottom of the table, it shows 'Page 1 of 1 (1-3 of 3 items)' and a 'Download' button. The right sidebar contains 'Quick Links' (Own Account Transfer, Funds Transfer) and a 'Work Snapshot for May 2020' showing 1 Processed and 0 In Progress.

- Click on Payment History



The screenshot shows the FBC Internet Banking dashboard. A blue arrow points from the 'Payment History' label in a callout box to the 'Payment History' link in the left-hand navigation menu. The dashboard header includes the FBC logo, a search bar, and user information: 'Welcome, GODFREY NYAMA' with a dropdown arrow and 'Last login 05 May 12:08 PM'. A notification bell icon shows '189' unread items. The main content area is titled 'Dashboard' and features three primary sections: 'Current & Savings' (3 Total Accounts, ZWL (2 Accounts)), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (1 Total Accounts, ZWL (1 Accounts)). Below these is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists three accounts: two 'STAFF FCA ACCOUNTS' (Saving Accounts) and one 'STAFF MANAGERS ACCOUNTS' (Current Account). A pagination bar at the bottom shows 'Page 1 of 1 (1-3 of 3 items)' and a 'Download' button. On the right side, there are 'Quick Links' for 'Own Account Transfer' and 'Funds Transfer', and a 'Work Snapshot for May 2020' showing 1 'Processed' and 0 'In Prog' items.

Dashboard - FBC I-Banking

https://ibanking.fbc.co.zw/pages/home.html?module=maker

FBC Internet Banking

Dashboard

Welcome, GODFREY NYAMA
Last login 05 May 12:08 PM

Logout

Bill Payments

Payment

Payment History

Dashboard

Current & Savings
3 Total Accounts
ZWL (2 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
1 Total Accounts
ZWL (1 Accounts)

Quick Links

Own Account Transfer

Funds Transfer

Work Snapshot for May 2020

1 Processed 0 In Prog

| Customer Name | Account Number | Account Type | Net Balance |
|-------------------------|-------------------------|-----------------|-------------|
| STAFF FCA ACCOUNTS | STAFF FCA ACCOUNTS | Saving Account | |
| STAFF FCA ACCOUNTS | STAFF FCA ACCOUNTS | Saving Account | |
| STAFF MANAGERS ACCOUNTS | STAFF MANAGERS ACCOUNTS | Current Account | |

Page 1 of 1 (1-3 of 3 items)

Download

- Payments for the Current period/month are shown on the landing page
- Click Download to view/save the proof of bill payment in PDF format

Payment History

Payment Payment History

Select Period
Current Period

Search By Biller, Category  Download

| Date | Biller | Category | Bill Amount | Reference No | Status | Status |
|-------------------|------------------------------------|----------|-------------|--------------|-----------|--------------------------|
| 27 Apr 2020 | TRUWORTHSACC | Clothing | ZWL136.00 | 534 | Completed | Download |
| 27 Apr 2020 | ZIMRA With Assessment Number | Tax | ZWL1,000.00 | 533 | Completed | Download |

With Payment History get a recharges records with a fe paid bill or not, check if the
You can even download or e-receipt of your bill payme
View Quick F

- Proof of bill payment downloaded in PDF showing all the payment details



1588000201428.pdf - Adobe Acrobat Reader DC
File Edit View Window Help
Home Tools 1588000201428.pdf x

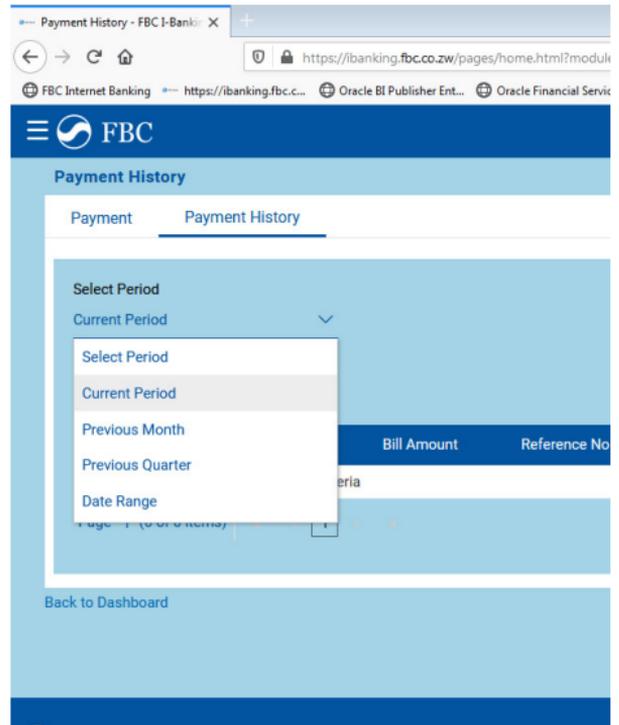
 FBC Holdings Limited
strength • diversity • service

BILL PAYMENT RECEIPT

| | |
|--------------------------|--------------------------------------------------------------------------------------|
| Reference Number | : 534 |
| Payment Reference | : 012OBIL200320020 |
| Bill Reference | : 19452807 |
| Bill Name | : TRUWORTHSACC |
| Customer Name | :  |
| Amount | : ZWL 136.00 |
| Enter Bill Account | : 80975412 |
| Transaction Date | : 27 Apr 2020 |
| eReceipt generation time | : 27 Apr 2020 05:10:01 PM |

Note :Credit into the beneficiary account is also dependent on the recipient's bank's system.
FBC Bank Limited is a registered Commercial Bank of Zimbabwe and a Member of the Deposit Protection Scheme. Terms and Conditions apply.
27 Apr 2020 05:10:01 PM

- Select the appropriate period option for proof of bill payments processed before the current period.





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