The cover features a dark blue background with a faint world map. Various circular icons are scattered around, including a pie chart, a cloud with arrows, a padlock, a target, and a calendar. At the bottom, there are large, overlapping, semi-circular shapes in shades of blue and white, with a blurred image of a person's face and a lightning bolt visible through the layers.

# FBC Internet Banking (OBDEX)

---

Retail User Guide

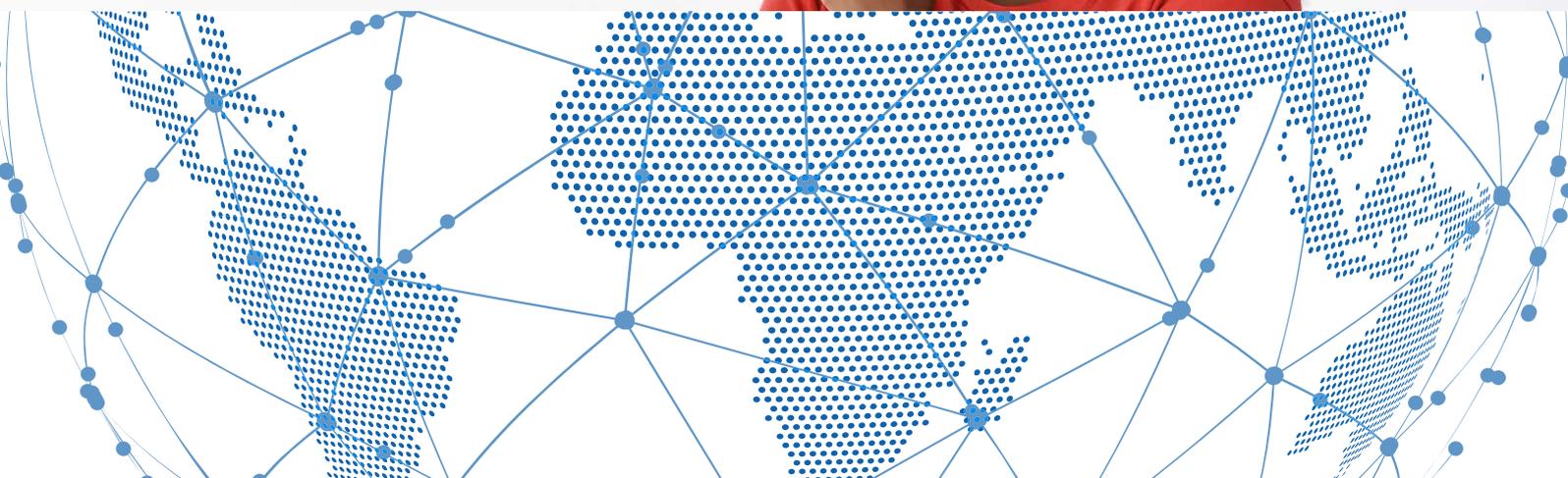
---



# FBC Internet Banking (OBDX)

## Retail User Guide

	<b>Page</b>
1 Login Instructions	3 - 5
2 Dashboard and Account summary	6
3 Beneficiary Management	7 - 9
4 Payments (Own Account ; Adhoc – Internal, RTGS, International)	10 - 18
5 Multiple transfers	19
6 Card Payments – transfer to mastercard/instant card	20 - 21
7 Bill Payments	22 - 25
8 ZIMRA TaRMS (registration; domestic; customs)	26 - 33
9 Account Statements	34 - 37
10 Proof of payment generation	38 - 43

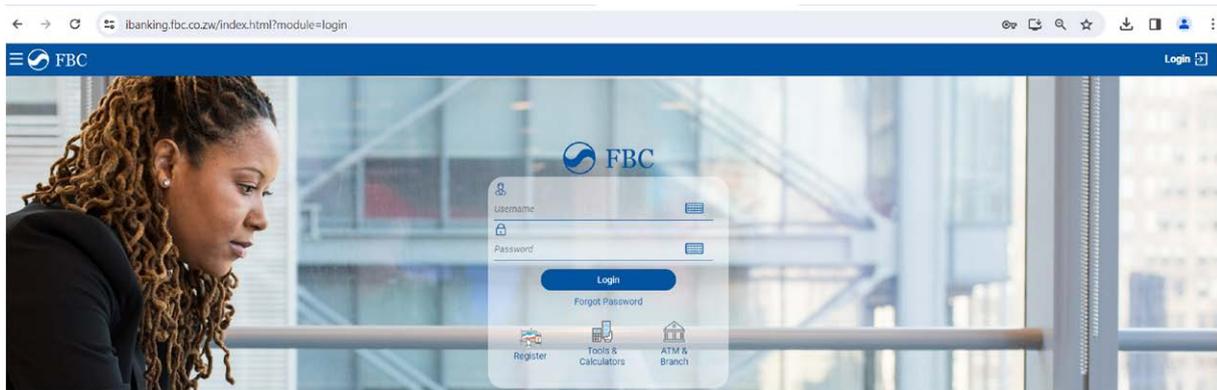




## Login Page

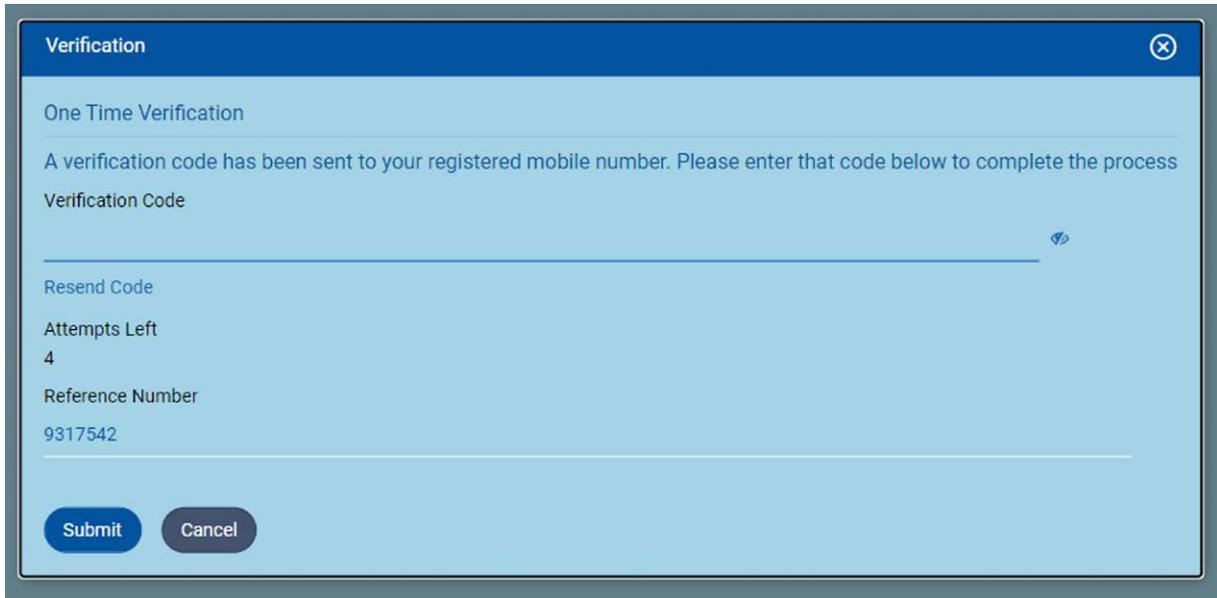


Enter username and password to login



## Two factor authentication

Enter 6-digit OTP received on registered email and mobile number





## Forgot Password



Enter username and date of birth

**Forgot Password**

Okay, no problem. Just enter the details below.

Username

Date of Birth

**Forgot your internet banking password?**

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Date of birth.
2. Authenticate your details by entering OTP received on your mobile.
3. Reset your password by entering a new password of your choice.



Enter 6-digit OTP and submit

**Forgot Password**

Okay, no problem. Just enter the details below.

Username

Date of Birth

**One Time Verification**

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process

Verification Code

Attempts Left  
4

Reference Number  
9317673

**Forgot your internet banking password?**

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Date of birth.
2. Authenticate your details by entering OTP received on your mobile.
3. Reset your password by entering a new password of your choice.

Enter 1 or more characters, up to a maximum of 10.



## Reset Password

**Reset Password**

Please enter your new password

Password

Re-enter Password

[Submit](#) [Cancel](#)

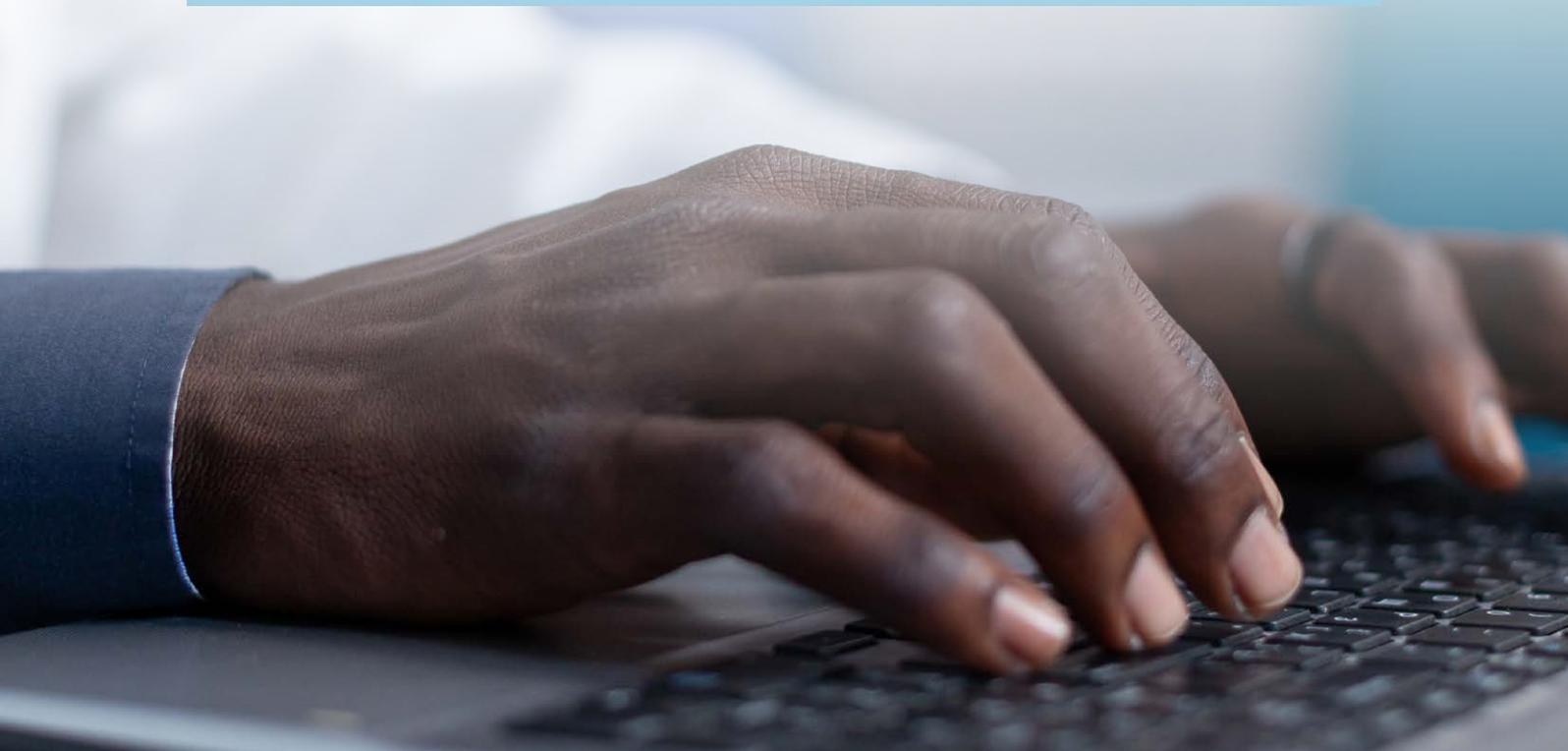
**Your Password can :**

- Have 6 to 15 characters
- Have uppercase (Minimum mandatory)
- Have lowercase (Minimum mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are !,@,\*,S,(,),",=#)
- Not be a common password

**Reset Password**

**Password changed successfully!**  
Please click below to login.

[Login](#)





## Retail User Dashboard



### Retail User Dashboard

**My Net Worth** on 07 Feb 2024

I Have ZWL58,429.86

- Current & Savings ZWL58,429.86
- Term Deposits ZWL0.00
- Recurring Deposit ZWL0.00

**My Accounts**

- Current & Savings ZWL58,429.86
- Term Deposits ZWL0.00
- Recurring Deposits ZWL0.00
- Loans and Finances ZWL21,688,876.03

**My Spends** Last 30 days

ZWL70,121,264.25 Total Spends

Uncategorized

**Payments**

- Transfer Money
- Favorites
- Manage Payees & Billers
- Request Money
- View Repeat Transfers

**Funds Transfer History**

Account	Amount	Date	Status
MS MOSES [REDACTED]	ZWL150,000.00	31 Jan 2024	Success
FM FRANCIS [REDACTED]	ZWL650,000.00	23 Jan 2024	Success
PK RATIDZO [REDACTED]	\$5.00	04 Dec 2023	Success

**Recent Activity**

Savings 2170193300153

Date	Description	Amount
07 Feb 2024	ZIPIT Bill Payment-30050002 ZIP050FBC N...	ZWL5,000.00 Dr
07 Feb 2024	ZIPIT Bill Payment Fee-30050002 ZIP050F...	ZWL600.00 Dr
07 Feb 2024	INTERMEDIATED TAX-30050002 ZIP050FB...	ZWL100.00 Dr



### Account summary

**My Net Worth** on 07 Feb 2024

I Have ZWL58,429.86

- Current & Savings ZWL58,429.86
- Term Deposits ZWL0.00
- Recurring Deposit ZWL0.00

**Current & Savings** 2 Accounts

Active

Account Name	Balance
[REDACTED] (Active)	ZWL49,906.39
STAFF FCA ACCOUNTS   Conventional	
[REDACTED] (Active)	00.78
STAFF FCA ACCOUNTS   Conventional	

**My Spends** Last 30 days

ZWL70,121,264.25 Total Spends

Uncategorized

**Payments**

- Transfer Money
- Favorites
- Manage Payees & Billers
- Request Money
- View Repeat Transfers

**Funds Transfer History**

Account	Amount	Date	Status
MS MOSES [REDACTED]	ZWL150,000.00	31 Jan 2024	Success
FM FRANCIS [REDACTED]	ZWL650,000.00	23 Jan 2024	Success
PK RATIDZO [REDACTED]	\$5.00	04 Dec 2023	Success

**Recent Activity**

Savings 2170193300153

Date	Description	Amount
07 Feb 2024	ZIPIT Bill Payment-30050002 ZIP050FBC N...	ZWL5,000.00 Dr
07 Feb 2024	ZIPIT Bill Payment Fee-30050002 ZIP050F...	ZWL600.00 Dr
07 Feb 2024	INTERMEDIATED TAX-30050002 ZIP050FB...	ZWL100.00 Dr



## Adding a Beneficiary

The screenshot shows the FBC Internet Banking dashboard. At the top left is the FBC logo. Below it, the text reads "My Net Worth on 08 Feb 2024" with two buttons: "I Have" and "I Owe". A large yellow circle highlights the "I Have" amount: ZWL58,571.21. To the right, a list of account types is shown: Current & Savings (ZWL58,571.21), Term Deposit (ZWL0.00), and Recurring Deposit (ZWL0.00). Below this is a "Payments" section with five icons: Transfer Money, Request Money, Favorites, Manage Payees & Billers, and View Repeat Transfers.

 Go to Payments

This screenshot shows the main menu of the FBC Internet Banking interface. The FBC logo is at the top left. Below it is a list of menu items: Accounts, Payments, Bill Payments, Account Settings, Mail Box, Leave Feedback, and ATM/Branch Locator. The "Payments" item is highlighted with a green rectangular box.

 Setups

This screenshot shows the "Payments" sub-menu. The FBC logo is at the top left. Below it is a list of menu items: Favorites, Setups, Payments and Transfers, and Inquiries. The "Setups" item is highlighted with a green rectangular box.

 Manage Beneficiaries

This screenshot shows the "Setups" sub-menu. The FBC logo is at the top left. Below it is a list of menu items: Manage beneficiaries & Billers and Repeat Transfers. The "Manage beneficiaries & Billers" item is highlighted with a green rectangular box.



## Add new payee

**Payee List**

< id Payment History Multiple Transfers Funds Transfer History Payment History Status Upcoming Payments **Manage beneficiaries & Biller** >

Manage Whom  
 Payees  Billers

Search By Payee Name

- G** Gift  
Edit
- N** nolwazi  
Edit
- T** TKAHARI  
Edit

Back to Dashboard

**Note**  
Want to make a payment to someone new?  
**Add New Payee**



## Select bank account

**Add New Payee**

What type of payee would you like to add?

**Bank Account**  Demand Draft

Ok



## Enter Payee Details

### Add Payee

Bank Account

Payee Name

 Upload Photo  
Max image size - 1000 KB.  
File format - .JPG and .PNG

Account Type

Internal  Domestic  International

Branch

035 - FBC BS NOSTRO VIRTUAL B...

Account Number

Account Name

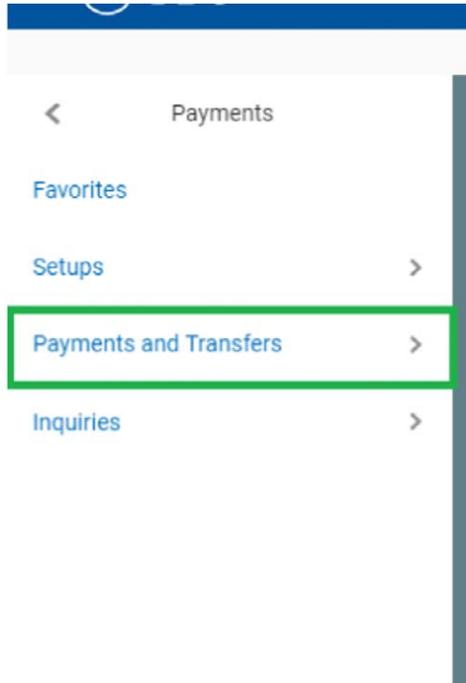
Beneficiary Mobile Number

Beneficiary E-mail

Nickname

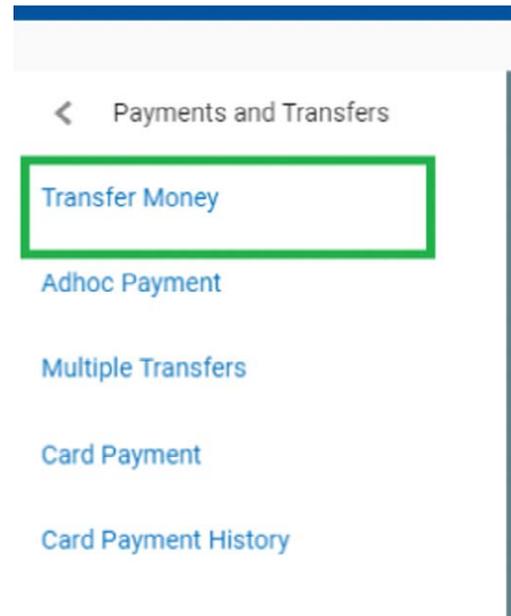


## Payments



### Transfer Money

Allows one to pay using a saved beneficiary and to make own account transfers



Pay using existing beneficiary  
New beneficiary  
My accounts / Own account payments

### Transfer Money

Favorites   Adhoc Demand Draft   **Transfer Money**   Adhoc Transfer   Card Payment   Card Payment History   Multiple Transfers   Fun >

Transfer Type

Existing Beneficiary    New Beneficiary    My Accounts

Transfer From  
2170195300153  

Balance : ZWL49,906.39

Beneficiary  
Please Select  

Amount

[View Limits](#)

Transfer When  
 Now

[Transfer](#)   [Cancel](#)

[Back to Dashboard](#)

**Transferring money has never been easier!**

Transfer money to registered payees across the globe from your FBC Bank savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts.

**Haven't registered your payee yet?**  
No problem! Use the Adhoc Transfer service to transfer money.

**Did you know?**  
You can transfer money towards multiple payees at once from the Multiple Transfers option



## Adhoc Payments

Allows one to make Internal; Inter-Bank (RTGS) and International (TT) payments

The screenshot shows the FBC Internet Banking (OBDX) dashboard. On the left, a sidebar menu is visible with the following options: Transfer Money, Adhoc Payment (highlighted with a green box), Multiple Transfers, Card Payment, and Card Payment History. The main content area displays 'My Net Worth on 08 Feb 2024' with a circular gauge showing 'I Have ZWL58,571.21'. To the right of the gauge, a breakdown of assets is shown: Current & Savings (ZWL58,571.21), Term Deposit (ZWL0.00), and Recurring Deposit (ZWL0.00). Below this, a 'Payments' section contains several icons: Transfer Money, Request Money, Favorites, Manage Payees & Billers, and View Repeat Transfers.

The screenshot shows the 'Adhoc Internal Transfer' form. At the top, there are tabs for Favorites, Adhoc Demand Draft, Transfer Money, Adhoc Transfer (selected), Card Payment, and Card Payment History. The form includes the following fields and options:

- Account Type: Internal (highlighted with a green box), RTGS (highlighted with a yellow box), International
- Transfer From: 21 [redacted] 53 (dropdown menu)
- Balance: ZWL49,906.39
- Branch: 035 - FBC BS NOSTRO VIRTUAL B... (dropdown menu)
- Account Number: [input field]
- Account Name: [input field]
- Beneficiary Mobile Number: [input field]
- Beneficiary E-mail: [input field]
- Amount: ZWL (dropdown menu) [input field] View Limits
- Transfer When:  Now
- Note: [input field]
- 35 Characters Left

A callout box on the right side of the form contains the text: 'Transfer specifying and bran accounts internatic' and 'The Adhx your pay transfer.'



Select International and complete the provided field and select download and continue

**FBC Internet Banking (OBDX)**  
User Guide – Corporate Customers

Dashboard | Welcome, KHOLISANI MOYO | Last login 02 May 09:14 AM | Logout

### Adhoc International Payment

Favorites | Adhoc Demand Draft | Transfer Money | **Adhoc Transfer** | Card Payment | Card Payment History | Multiple Transfers | Fun >

**Account Type**

Internal | RTGS | **International**

New Application |  Existing Draft/Template

**Transfer From**  
0415114520247  
Balance : \$642.79

**Account Number / IBAN**  
2222222222

**Confirm Account Number / IBAN**  
2222222222

**Account Name**  
Sunnyside Wholesale

**Address Line 1**  
22 Sunnyside Way

**Address Line 2**  
Sunnyside

---

**FBC Internet Banking (OBDX)**  
User Guide – Corporate Customers

Dashboard | Welcome, KHOLISANI MOYO | Last login 02 May 09:14 AM | Logout

**City**  
Pretoria

**Country**  
South Africa

**Beneficiary Bank**  
ABSAZAJJCP  
ABSA BANK LIMITED  
PRETORIA  
South Africa  
**Reset**

**Type of Funding**  
Cash | FCA Balance

**Type of Payment**  
Purchase of Goods and services

**Delivery Period in days**  
14

**Goods Code**  
The Agricultural, Food And Tobacc...

**Invoice Details**  
Invoice Number  
3310



**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

3310

Invoice Amount  
ZAN700

[Get Invoice Balance](#)

Amount  
ZAN ZAN700.00  
[View Limits](#)

**Exchange Rate Detail**

1 USD=18.5949 ZAN

Calculated Exchanged Amount  
700 USD=13016.429999999998 ZAN

Transfer When  
 Now

Correspondence Charges  
PAYER

Transfer via Intermediary Bank  
 Yes  No

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

**Adhoc International Payment**

Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Card Payment Card Payment History Multiple Transfers Fun >

Account Type  
Internal RTGS **International**

Transfer From  
0415114520247  
Beneficiary Account Number  
2222222222  
Beneficiary Name  
Sunnyside Wholesale  
Address Line 1  
22 Sunnyside Way  
Address Line 2  
Sunnyside  
City  
Pretoria  
Country  
ZA  
Beneficiary Bank  
ABSAZJJCP  
ABSA BANK LIMITED  
PRETORIA  
South Africa  
Funding Type  
Cash

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

Yes  No

Processing Type  
 Normal Processing

Communication Email  
beauty.napigoti@fbc.co.zw

Payment Details  
PAYMENT OF 61 INCH TV SET  
Add Payment Details

Note  
Account with institution  
mark fragile on box

[Continue](#) [Save As Draft](#) [Save As Template](#) [Download](#) [Cancel](#)



Adhoc International Payment - F... 1714635321282.pdf

File | C:/Users/napigotlb/Downloads/1714635321282.pdf

Draw | Ask Copilot

1 of 1

**FBC Bank Limited**  
(Member of Commercial Bank)  
Bank Member Since 1992

### APPLICATION FOR A TELEGRAPHIC TRANSFER

I hereby apply for a telegraphic transfer for

Amount: : ZAN 700

Name of Bank: : ABSA BANK LIMITED

Name of Branch: : PRETORIA

Swift Code: : ABSAZAJCPT

Iban No: :

Name of Beneficiary: : Sunnyside Wholesale

Account No. Beneficiary: : 2222222222

Telephone No. Beneficiary: :

Address of Beneficiary: : 22 Sunnyside Way , Sunnyside

Place: : Pretoria

Reason/Details of Payment: : mark fragile on box

Kindly debit my account number: : 0415114520247

Yours faithfully,

Name: : Pinkysam

Signature: :

FBC Bank Limited is a registered Commercial Bank of Zimbabwe and a Member of the Deposit Protection Scheme. Terms and Conditions apply  
02 May 2024 09:35:21 AM





## Upload required documents and select pay

Adhoc International Payment - F x 1714635321282.pdf x +

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=manage-accounts&state=payments

Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

Beneficiary Bank  
ABSAZAJCPT  
ABSA BANK LIMITED  
PRETORIA  
South Africa  
Funding Type  
Cash  
Payment Type  
Purchase of Goods and services  
Amount  
ZAN  
700  
Email  
beauty.napigoti@fbc.co.zw

Document Type	Is Mandatory?	Document Name	Action
Invoice	Yes		
Additional Document 1	No		
Additional Document 2	No		

Supported file types: .JPEG, .PNG, .PDF

[Pay](#) [Back](#)

Back to Dashboard

Adhoc International Payment - F x 1714635321282.pdf x +

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=manage-accounts&state=payments

Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

Beneficiary Bank  
ABSAZAJCPT  
ABSA BANK LIMITED  
PRETORIA  
South Africa  
Funding Type  
Cash  
Payment Type  
Purchase of Goods and services  
Amount  
ZAN  
700  
Email  
beauty.napigoti@fbc.co.zw

Attach Document

Choose file to attach

Choose file...

[Upload](#) [Cancel](#)

Document Type	Is Mandatory?	Document Name	Action
Invoice	Yes		
Additional Document 1	No		
Additional Document 2	No		

Supported file types: .JPEG, .PNG, .PDF

[Pay](#) [Back](#)

Back to Dashboard



Adhoc International Payment - 1714635321282.pdf

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=manage-accounts&state=payments

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

Beneficiary Bank  
ABSAZAJCPT  
ABSA BANK LIMITED  
PRETORIA  
South Africa  
Funding Type  
Cash  
Payment Type  
Purchase of Goods and services  
Amount  
ZAN  
700  
Email  
beauty.napigoti@fbc.co.zw

Document Type	Is Mandatory?	Document Name	Action
Additional Document 1	No		
Additional Document 2	No		
Invoice	Yes	INVOICE.pdf	

Supported file types: JPEG, PNG, PDF

[Pay](#) [Back](#)

[Back to Dashboard](#)

Adhoc International Payment - 1714635321282.pdf

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=manage-accounts&state=payments

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

**Adhoc International Payment**

[Favorites](#)
[Adhoc Demand Draft](#)
[Transfer Money](#)
[Adhoc Transfer](#)
[Card Payment](#)
[Card Payment History](#)
[Multiple Transfers](#)
[Fun >](#)

**REVIEW**  
You initiated a request for Adhoc Payment. Please review details before you confirm!

Account Type  
International  
Account Number  
222222222  
Account Name  
Sunnyside Wholesale  
Address Line 1  
22 Sunnyside Way  
Address Line 2  
Sunnyside  
City  
Pretoria  
Country  
South Africa  
Beneficiary Bank  
SWIFT Code  
SWIFT Code  
ABSAZAJCPT  
ABSA BANK LIMITED  
PRETORIA



Adhoc International Payment - F x 1714635321282.pdf x +

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=manage-accounts&state=payments

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

ABSA BANK LIMITED  
PRETORIA  
South Africa

Transfer From  
0415114520247

Transfer When  
09 Mar 2024

Amount  
ZAN700.00

PAYER

Payment Details  
PAYMENT OF 61 INCH TV SET  
USD

Note  
Account with institution  
mark fragile on box

Doc Type	Document Name
Invoice	INVOICE.pdf

Confirm Cancel Back

Back to Dashboard

Adhoc International Payment - F x 1714635321282.pdf x +

Not secure | 10.170.4.103:8888/pages/home.html?module=customer&page=confirm-screen

**FBC** Dashboard Welcome, KHOLISANI MOYO Last login 02 May 09:14 AM Logout

**Adhoc International Payment**

CONFIRMATION  
Request submitted successfully.

Reference Number  
2024069134684930

Host Reference Number  
6633438e7a8ac9720320490b

UETR  
6633438e7a8ac9720320490b

Transfer To Sunnyside Wholesale	Amount ZAN700.00
------------------------------------	---------------------

Account Number 222222222	Account Type International
-----------------------------	-------------------------------

Bank Details ABSAZAJCPT ABSA BANK LIMITED South Africa	Payment Details PAYMENT OF 61 INCH TV SET USD
---	---

Transfer From 0415114520247	Transfer When 09 Mar 2024
--------------------------------	------------------------------

Pay Via  
SWI

Payee Address  
22 Sunnyside Way  
Sunnyside  
Pretoria  
South Africa

What would you like to do next?

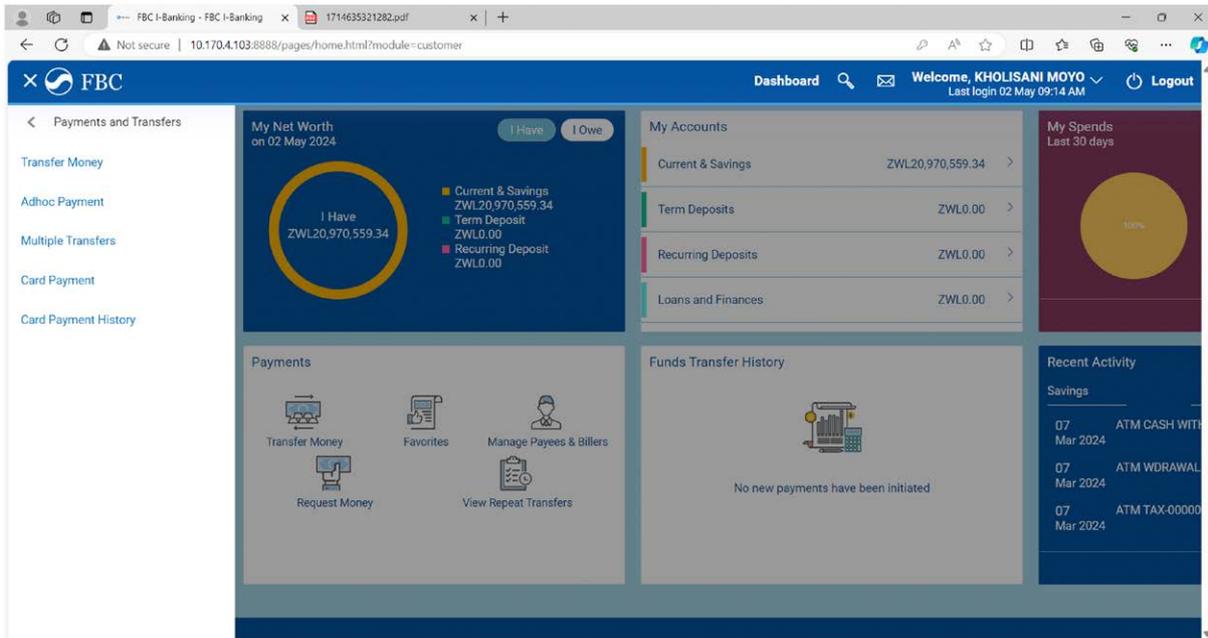
Go To Dashboard More Payment Options Add as Payee?



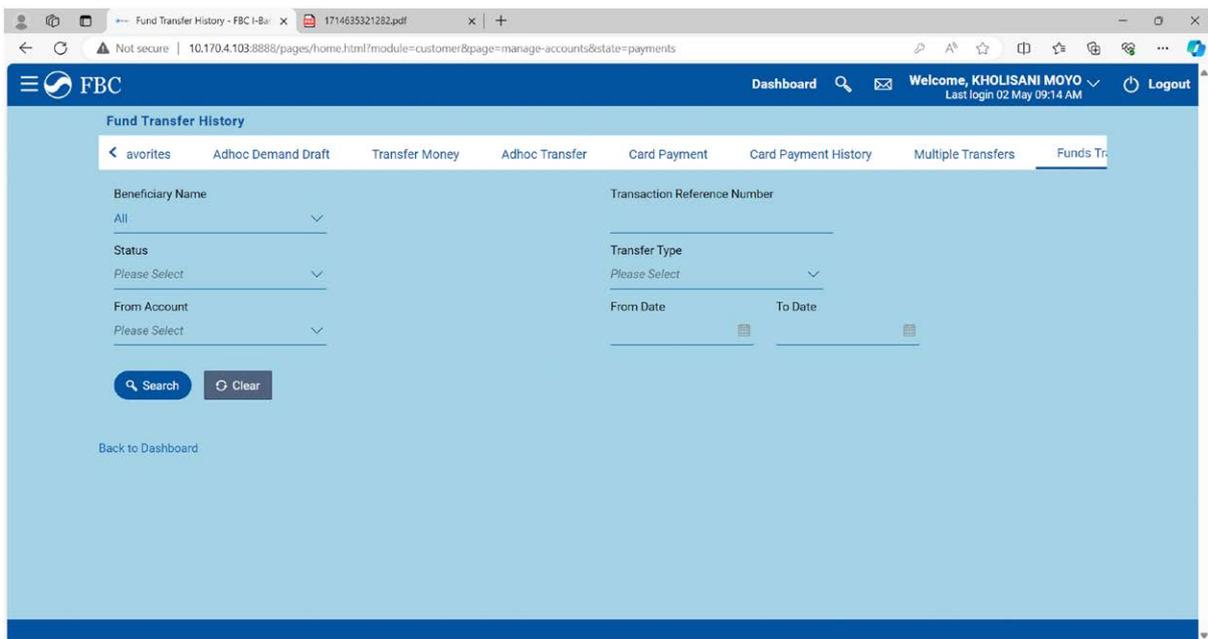
## Proof of Payment (POP)



Proof of Payment (POP) or E-receipt retrieval - Go back to dashboard and select transfer money

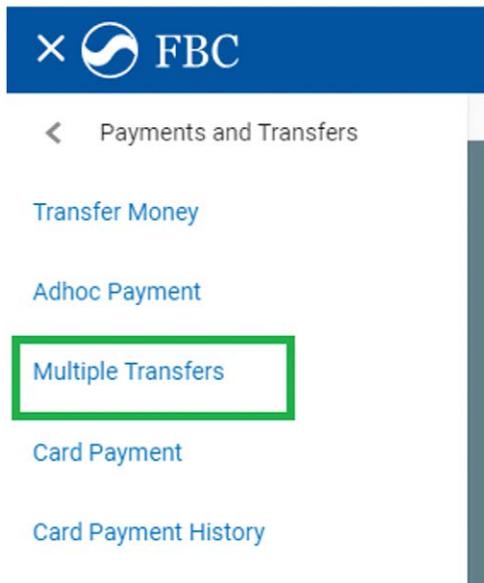


Select transfer history to get an e-receipt

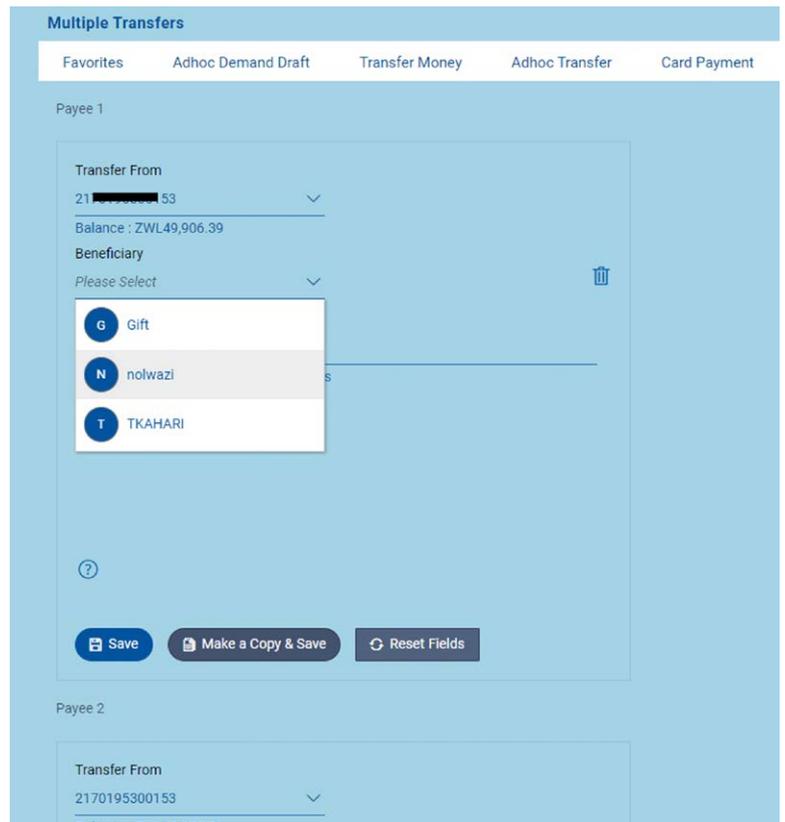




## Multiple transfers



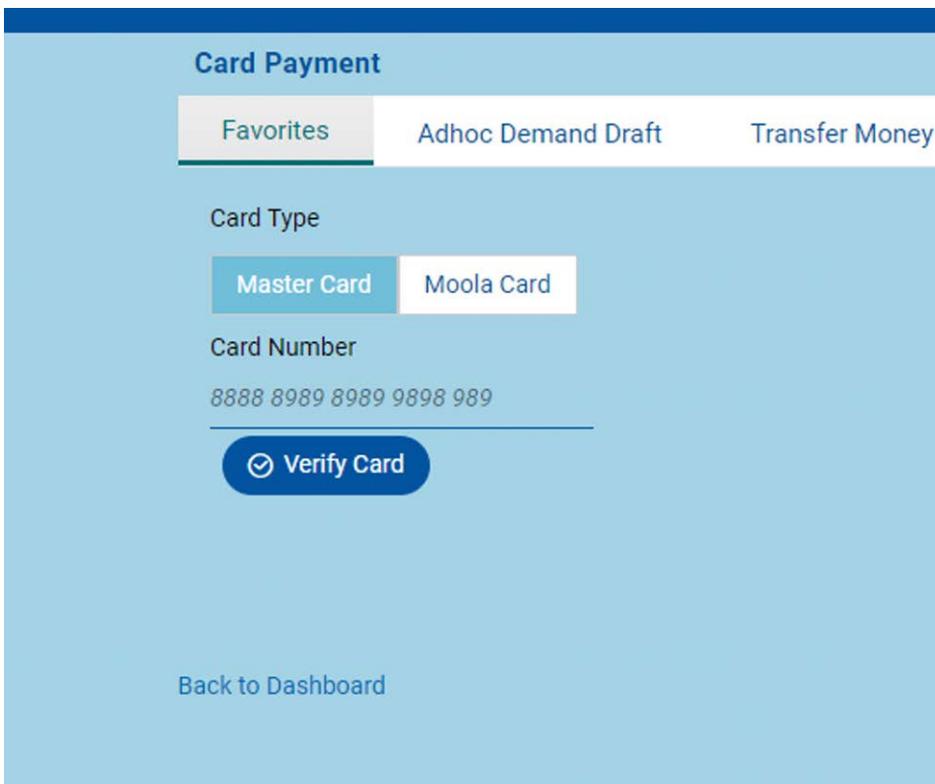
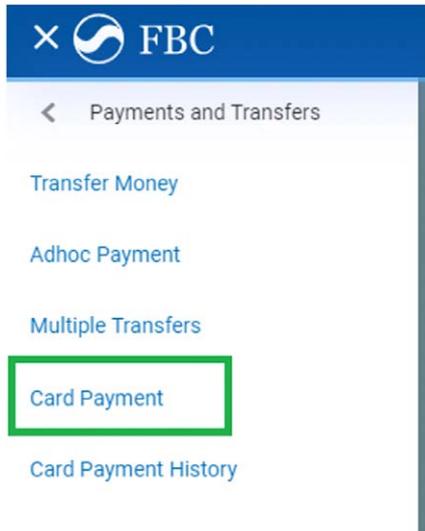
Allows one to pay 5 beneficiaries at once





## Card payments

Allows one to load Mastercard and Instant Cards





## Card Payment History

Allows one to download card payment proof of payments

× FBC

< Payments and Transfers

- Transfer Money
- Adhoc Payment
- Multiple Transfers
- Card Payment**
- Card Payment History

### Payment History

Favorites   Adhoc Demand Draft   Transfer Money   Adhoc Transfer   Card Payment   Car

Select Period  
Previous Quarter

Search By Card Number, Card Type

Date	Card Number	Amount	Card Type	Reference No	Receipt
04 Dec 2023	533[REDACTED]954	\$5.00	MASTERCARD	020MATB233381003	Download

Page 1 of 1 (1 of 1 items)

Back to Dashboard



## Bill Payments



 Accounts >

 Payments >

 Bill Payments >

 Account Settings >

 Mail Box >

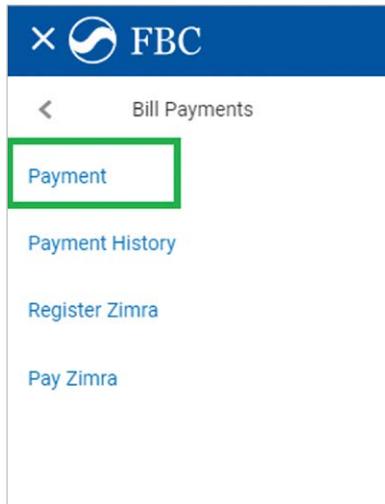
 Leave Feedback

 ATM/Branch Locator

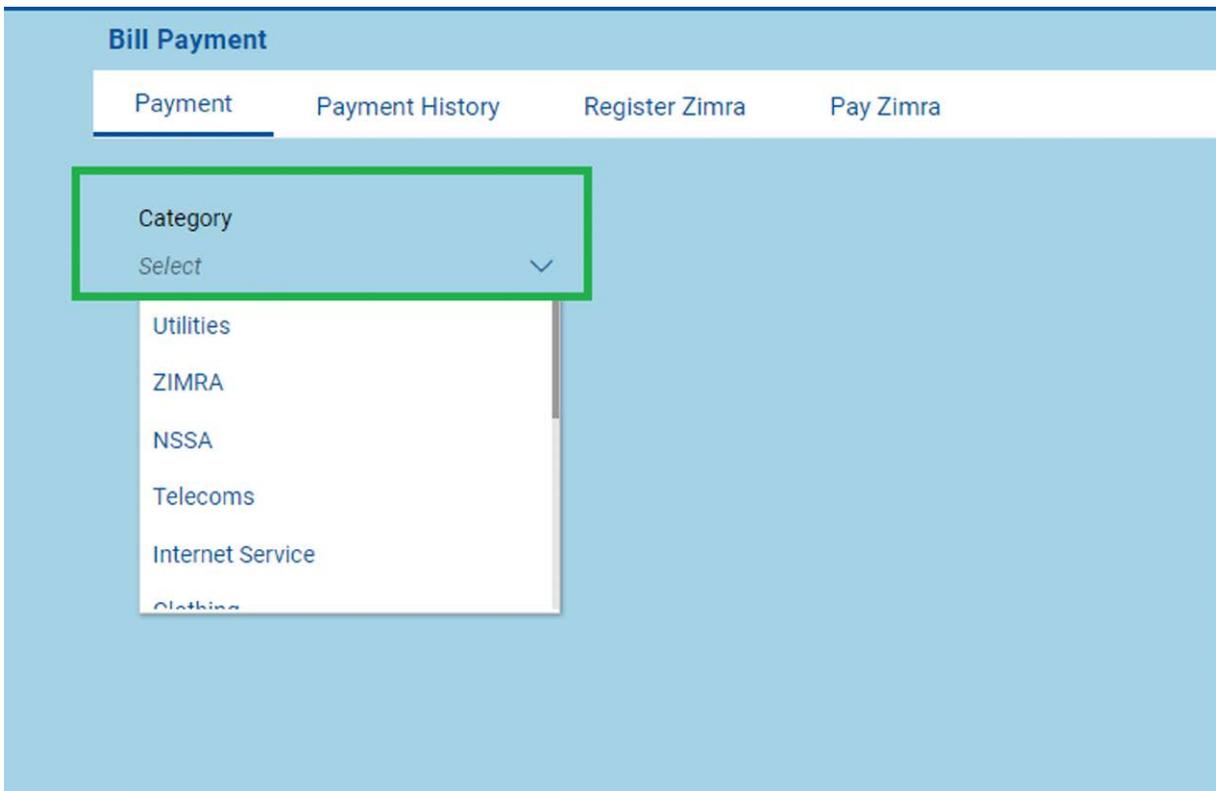




## Go to Payment



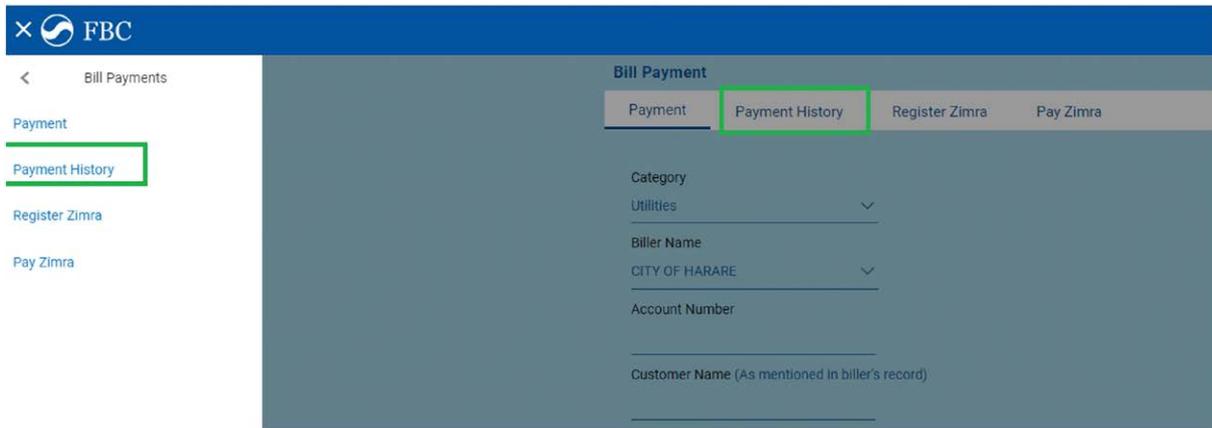
## Select Biller Category



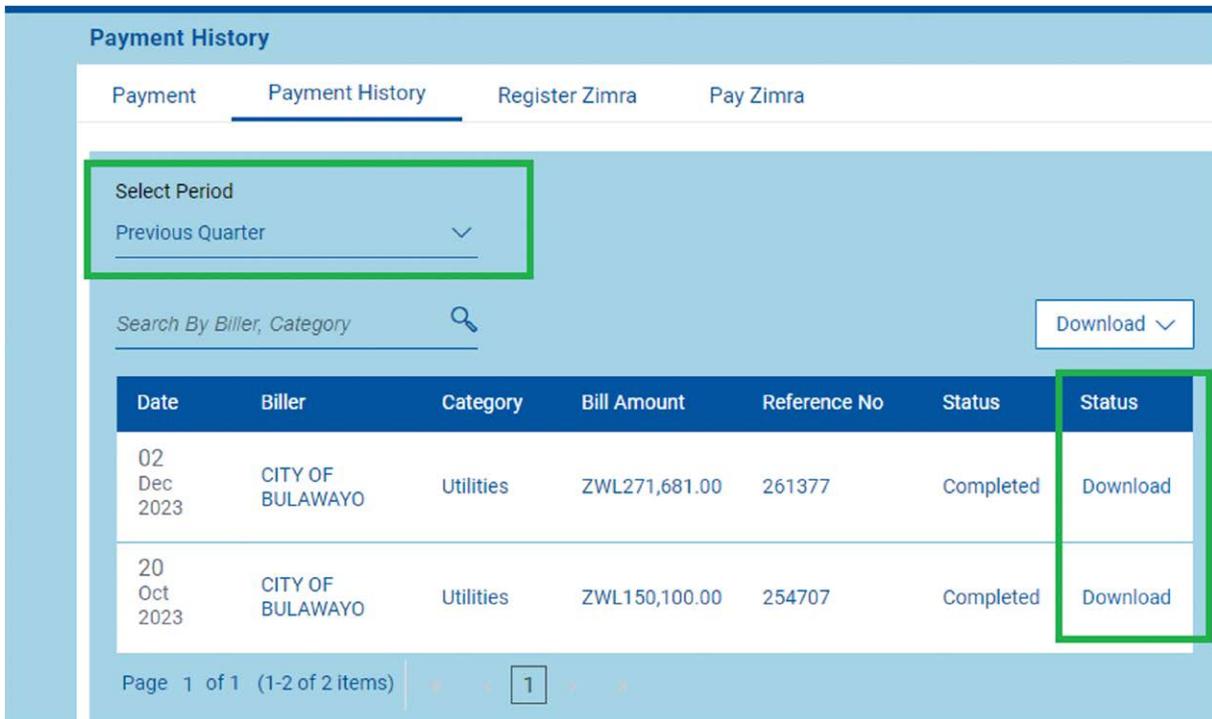


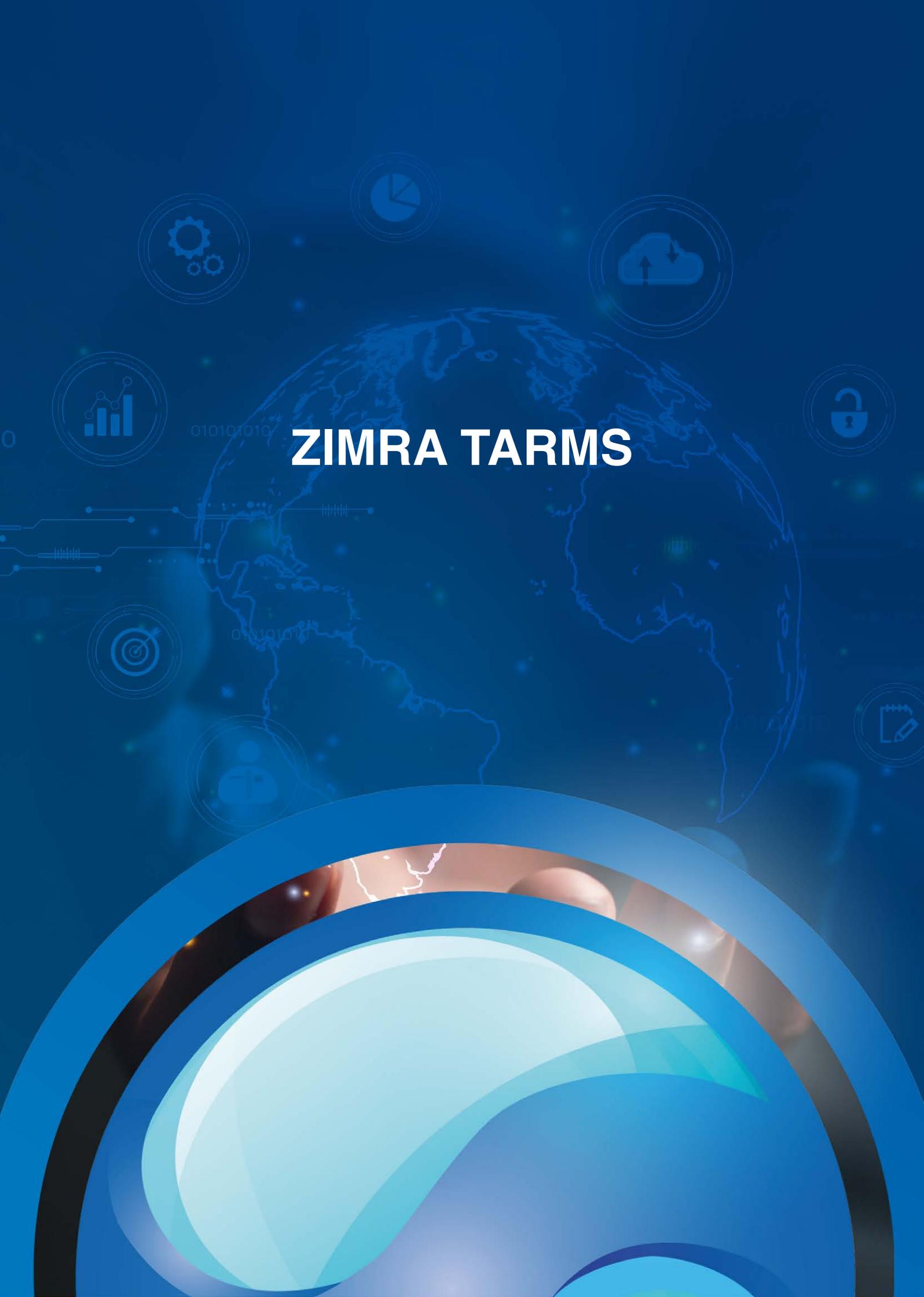


Go to payment History to Download proof of Payment



Select period and download





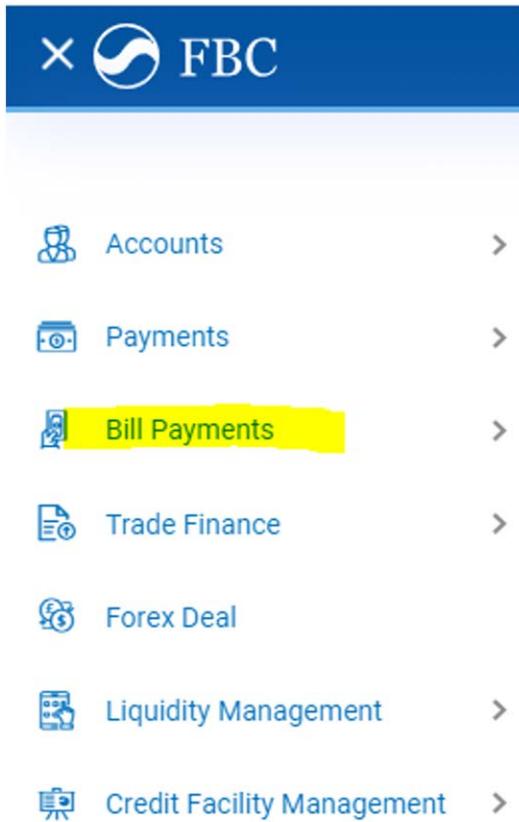
# ZIMRA TARMS



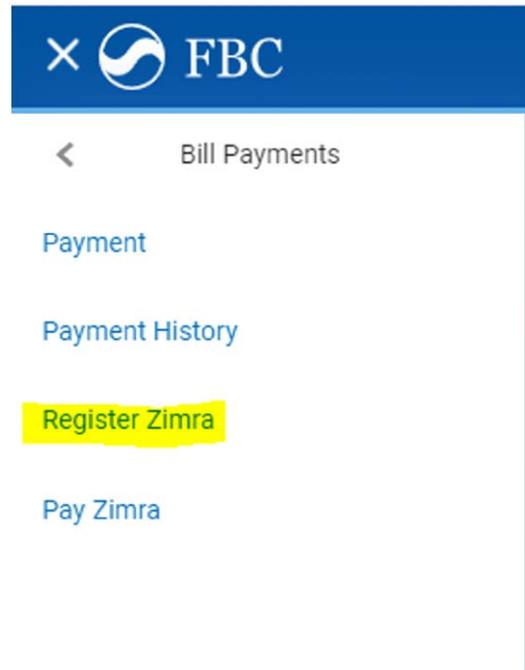
## REGISTRATION



1. Login on OBDX
2. Go to the menu and select bill payments



3. Under bill payments select register ZIMRA





4. Select account number to register, enter Tin number provided by Zimra and register

**Register Zimra Account**

Payment    Payment History    Register Zimra    Pay Zimra

Account Number  
3010  ▼

Balance : ZWL227,431,285.92

Tin Number

5. Review details and confirm

**Review Register Zimra**

 Review Register Zimra

Source Account  
3010

Tin Number  
2000005131

Currency  
ZWL



- 6. Registration entry will be submitted for approval

**Transaction**

**CONFIRMATION**

Transaction submitted successfully.

Status  
Pending for Approval

Tin Number:  
2000005131

Currency  
USD

Registered Account  
4810

- 7. For entries that require authorization registration entry will be available under non-financial, Payee Biller

Pending for Approvals Non Financial

Account	0	0	2	0	0	0	0
Non Financial	Biller Maintenance	Payee Biller	Non Financial Bulk File	Non Financial Bulk Record	Trade Finance	Forex Deal	
Date	Description	Payee Type	Category	Initiated By	Reference No	Status	
<input type="checkbox"/> 30 Oct 9:57 AM	Zimra Registration	BANKACCOUNT	Zimra	ZIVA	301024553E9F	In Progress	
<input type="checkbox"/> 30 Oct 10:00 AM	Zimra Registration	BANKACCOUNT	Zimra	ZIVA	301001812874	In Progress	

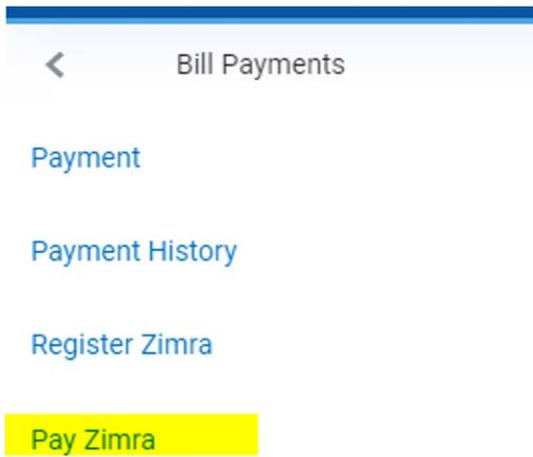
Page 1 of 1 (1-2 of 2 items) 1

***Proceed and make domestic payment using registered tin.***



## DOMESTIC PAYMENT

1. Go to bill payments and select Pay Zimra



2. Enter Tin number, choose currency and verify Tin

**Bill Payment**

Payment    Payment History    Register Zimra    **Pay Zimra**

Transfer Type

Domestic     Custom

Tin Number:

\_\_\_\_\_

Currency

USD     ZWL



3. The Tin will be verified against the registered name at ZIMRA, confirm details and enter amount

### Bill Payment

Tin Number:  
8000000089

Name  
Desks

Source Account  
3010

Currency  
ZWL

Amount  
100

Confirm
Cancel
← Back

4. The payment will be submitted for approval

### Transaction

✓
CONFIRMATION

Transaction submitted successfully.

Reference Number  
2511544D17BA

Status  
Pending for Approval

Tin Number: 8000000089	Billers Name Desks
Source Account 3010 <span style="border: 1px solid black; display: inline-block; width: 50px; height: 15px;"></span>	Name 100

5. Payment will be available under pending for approval financial electronic bill Payments.

Pending for Approvals									
Account Financial		Payments		Electronic Bill Payments		Bulk File		Bulk Record	
Date	Description	Biller Name	Biller Location	Details	From Account	Amount	Initiated By	Reference No	Status
25 Nov 9:26 AM	Create Bill Payment	-	-	-	3010	11 ZWL,12.00	-	2511544D17BA	In Progress
25 Nov 9:28 AM	Create Bill Payment	-	-	-	481	3 \$12.00	-	25116D586780	In Progress



## ZIMRA CUSTOM PAYMENT



1. Select Custom tab and choose assessment.
2. Enter assessment using the format **Y14-ZWHR-2023**  
(assessment number – ZIMRA station code -Year)

**Bill Payment**

Payment    Payment History    Register Zimra    Pay Zimra

Transfer Type

Domestic     Custom

Custom Transfer Type

Pre Payment     Assessment

Assessment Number

\_\_\_\_\_



3. Verified assessment details will be populated on screen, then proceed to pay

Transfer Type

Domestic     Custom

Custom Transfer Type

Pre Payment     Assessment

Assessment Number

Y3-ZV 2022

Registered Account

487C

Amount

7000.0

Currency

USD

Registered Account

\_\_\_\_\_

Balance : ZWL184,722,835.06



4. Payment will be available under pending for approval financial electronic bill Payments.

Pending for Approvals Financial ▾

0 Account Financial    0 Payments    14 Electronic Bill Payments    0 Bulk File    0 Bulk Record

Date	Description	Biller Name	Biller Location	Details	From Account	Amount	Initiated By	Reference No	Status
25 Nov 9:26 AM	Create Bill Payment			-	301012	ZWL12.00		2511544D17BA	In Progress
25 Nov 9:28 AM	Create Bill Payment			-	48101	\$12.00		25116D6B6780	In Progress



5. Proof of payments can be retrieved under **bill payment History**

### Bill Payment

Payment    **Payment History**    Register Zimra    Pay Zimra

Transfer Type

Domestic     Custom

### Payment History

Payment    **Payment History**    Register Zimra    Pay Zimra

Select Period

Current Period ▾

Search By Biller, Category 🔍 Download ▾

Date	Biller	Category	Bill Amount	Reference No	Status	Status
20 Oct 2023	ZIMRAPrepayment	ZIMRA	ZWL100.00	260593	Completed	<a href="#">Download</a>
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL77.00	260889	Completed	<a href="#">Download</a>
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL88.00	260879	Completed	<a href="#">Download</a>
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL77.00	260826	Completed	<a href="#">Download</a>
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL33.00	260818	Completed	<a href="#">Download</a>



**Notes**

With Payment History get all the past bill payment recharges records with a few clicks. Check whether the paid bill or not, check if the payment was on time.

You can even download or e-mail a copy of the e-receipt of your bill payment.

[View Bills](#)  
[Quick Recharge](#)



## Statements



Click on the search icon, a drop down menu is displayed and “Current and Savings - View Statement”.

The screenshot shows the FBC Internet Banking dashboard. At the top, there is a search bar with the text "Search for transactions example Pay Bills" and a search icon. A dropdown menu is open, showing several options: "Current and Savings - Saving & Current Account Details", "Current and Savings - View Statement" (highlighted in green), "Current and Savings - Cheque Status Inquiry", "Current and Savings - Cheque Book Request", and "Current and Savings - Stop/Unblock Cheque". The dashboard also displays various financial summaries and transaction history.



Click the drop down arrow to select the account you would like to view the statement from. Click “Proceed”.

The screenshot shows a "Choose Account" dialog box. It has a title bar with a close button. Below the title bar, there is a "Select Account" label and a dropdown menu. The dropdown menu is open, showing the account number "1234 5678 9012 3456" and a downward arrow. Below the dropdown menu, there are two buttons: "→ Proceed" and "Cancel".



Click “View Options” and select “Date Range”

Account Number: 1234 5678 9012 3456

Opening Balance: ZWL438.18

Closing Balance: ZWL181.54

Date	Description	Reference No	Amount	Balance
01 Dec 2020	POS PURCHASE-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL53.90	ZWL384.28
01 Dec 2020	POS Zimswitch Fees-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.81	ZWL383.47
01 Dec 2020	INTERMEDIATED TAX-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.54	ZWL382.93
01 Dec 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare	020POSP203360329	ZWL150.00	ZWL232.93
01 Dec 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare	020POSP203360329	ZWL2.00	ZWL230.93
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL226.21



After selecting “Date Range”, enter the dates you would like to search from and click on “Apply Filter”.

Account Number: 1234 5678 9012 3456

Opening Balance: ZWL438.18

Closing Balance: ZWL181.54

Date	Description	Reference No	Amount	Balance
01 Dec 2020	POS PURCHASE-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL53.90	ZWL384.28
01 Dec 2020	POS Zimswitch Fees-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.81	ZWL383.47
01 Dec 2020	INTERMEDIATED TAX-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.54	ZWL382.93
01 Dec 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare	020POSP203360329	ZWL150.00	ZWL232.93
01 Dec 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare	020POSP203360329	ZWL2.00	ZWL230.93
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL226.21
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL221.49
03 Dec 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile	019UTLP2033803RC	ZWL10.00	ZWL211.49



A preview of the Statement will be displayed. Click “Download”

Account Details View Statement Cheque Book Request Cheque Status Inquiry Stop/Unblock Cheque Request Statement

Account Number 1234 5678 9012 3456 Opening Balance ZWL1,212.53 Closing Balance ZWL438.18

View Options

Select Date Range

Date From 01 Nov 2020

Date To 30 Nov 2020

All

Apply Filter Reset

E-Statement Request Statement

Date	Description	Reference No	Amount	Balance
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIPO50FBC Econet Mobile MoolaHarare -	019UTLP2030704ZF	ZWL26.00	ZWL1,186.53
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIPO50FBC Econet Mobile MoolaHarare -	019UTLP203070Q3P	ZWL10.00	ZWL1,176.53
02 Nov 2020	Ref. 23 JULY FEES	23 JULY FEES	ZWL4.72	ZWL1,171.81
02 Nov 2020	POS PURCHASE-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL159.98	ZWL1,011.83
02 Nov 2020	POS Zimswitch Fees-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL20.93	ZWL990.90
02 Nov 2020	INTERMEDIATED TAX-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL3.20	ZWL987.70



Select the “pdf” format

Account Details View Statement Cheque Book Request Cheque Status Inquiry Stop/Unblock Cheque Request Statement

Account Number 1234 5678 9012 3456 Opening Balance ZWL1,212.53 Closing Balance ZWL438.18

View Options

Select Date Range

Date From 01 Nov 2020

Date To 30 Nov 2020

All

Apply Filter Reset

E-Statement Request Statement

Date	Description	Reference No	Amount	Balance
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIPO50FBC Econet Mobile MoolaHarare -	019UTLP2030704ZF	ZWL26.00	ZWL1,186.53
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIPO50FBC Econet Mobile MoolaHarare -	019UTLP203070Q3P	ZWL10.00	ZWL1,176.53
02 Nov 2020	Ref. 23 JULY FEES	23 JULY FEES	ZWL4.72	ZWL1,171.81
02 Nov 2020	POS PURCHASE-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL159.98	ZWL1,011.83
02 Nov 2020	POS Zimswitch Fees-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL20.93	ZWL990.90
02 Nov 2020	INTERMEDIATED TAX-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL3.20	ZWL987.70



Your bank statement will be displayed as shown below

1606373142886.pdf 2 / 9

Opening Balance : ZWL1,212.53 | Closing Balance : ZWL460.07

Date	Description	Value	Date	Reference Number	Debit	Credit	Balance
04 Nov 2020	POS PURCHASE-63191907 POS000NED OK FIRST STREET HARARE -	-	04 Nov 2020	020POSP20309003X	ZWL73.69		ZWL581.30
04 Nov 2020	POS Zimswitch Fees-63191907 POS000NED OK FIRST STREET HARARE		04 Nov 2020	020POSP20309003X	ZWL1.35		ZWL579.95
04 Nov 2020	ZIPIT Funds Transfer-30050001 ZIP042FBC Econet Mobile Moolaharare -	-	04 Nov 2020	019FTRP2030900GC		ZWL180.00	ZWL759.95
04 Nov 2020	ZIPIT Funds Transfer-30050001 ZIP042FBC Econet Mobile Moolaharare -	-	04 Nov 2020	019FTRP2030900GH		ZWL180.00	ZWL939.95
04 Nov 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare -	-	04 Nov 2020	020POSP20309037F	ZWL300.00		ZWL639.95
04 Nov 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare -	-	04 Nov 2020	020POSP20309037F	ZWL2.00		ZWL637.95
04 Nov 2020	INTERMEDIATED TAX-29007623 POS000Priceless InternationalHarare -	-	04 Nov 2020	020POSP20309037F	ZWL6.00		ZWL631.95
05 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile Moolaharare -	-	05 Nov 2020	019UTLP2031002JQ	ZWL10.00		ZWL621.95
05 Nov 2020	POS PURCHASE-MBCA4083 POS000OK FIRST STREET 9 1 HARARE -	-	05 Nov 2020	020POSP20310004H	ZWL58.18		ZWL563.77
05 Nov 2020	POS Zimswitch Fees-MBCA4083 POS000OK FIRST STREET 9 1 HARARE		05 Nov 2020	020POSP20310004H	ZWL0.90		ZWL562.87
05 Nov 2020	2170195300153 Ref. 5 JUNE FEES		04 Nov 2020	5 JUNE FEES	ZWL4.72		ZWL558.15
05 Nov 2020	2170195300153 Ref. 02 JUNE FEES		05 Nov 2020	02 JUNE FEES	ZWL4.72		ZWL553.43
05 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile Moolaharare -	-	05 Nov 2020	019UTLP203100LPC	ZWL10.00		ZWL543.43
06 Nov 2020	2170195300153 Ref. 6 JUNE FEES		04 Nov 2020	6 JUNE FEES	ZWL4.72		ZWL538.71
06 Nov 2020	POS PURCHASE-07580606 POS000OK FIRST STREET HARARE -	-	06 Nov 2020	020POSP2031103XV	ZWL512.50		ZWL26.21



## Proof of Payments



Click the toggle menu (highlighted below in green).

**FBC** on U4 Dec ZUZU

**Dashboard** Welcome, Last login 03 Dec 08:45 AM Logout

**I Have ZWL394.42**

- Current & Savings ZWL394.42
- Term Deposit ZWL0.00
- Recurring Deposit ZWL0.00

Account Type	Balance
Current & Savings	ZWL394.42
Term Deposits	ZWL0.00
Recurring Deposits	ZWL0.00
Loans and Finances	ZWL0.00

**Payments**

- Transfer Money
- Pay Bills
- Favorites
- Manage beneficiaries & Billers
- Request Money
- View Repeat Transfers

**Funds Transfer History**

Reference	Name	Amount	Status	Date
S1	SAMANTHA	ZWL1,206.02	Success	24 Sep 2020
LP	LAWRENCE	ZWL1,900.00	Success	20 Aug 2020
SM	SIBUSISO	ZWL40.00	Success	17 Aug 2020

**Recent Activity**

Date	Description	Amount	Type
16 Nov 2020	CASH WITHDRAWAL-	\$30.00	Dr
30 Nov 2020	CASH DEPOSIT-	\$20.00	Cr
02 Dec 2020	DSTV SUBSCRIPTION	\$19.00	Dr



Click on “Payments”.

**FBC** Dashboard Welcome, Last login 03 Dec 08:45 AM Logout

Your password is about to expire in 8 days, please change your password at the earliest. Change Password.

**My Net Worth on 04 Dec 2020**

**I Have ZWL394.42**

- Current & Savings ZWL394.42
- Term Deposit ZWL0.00
- Recurring Deposit ZWL0.00

**Payments**

- Transfer Money
- Pay Bills
- Favorites
- Manage beneficiaries & Billers
- Request Money
- View Repeat Transfers

**My Accounts**

Account Type	Balance
Current & Savings	ZWL394.42
Term Deposits	ZWL0.00
Recurring Deposits	ZWL0.00
Loans and Finances	ZWL0.00

**Funds Transfer History**

Reference	Name	Amount	Status	Date
S1	SAMANTHA	ZWL1,206.02	Success	24 Sep 2020
LP	LAWRENCE PINDURA	ZWL1,900.00	Success	20 Aug 2020
SM	SIBUSISO MOYO	ZWL40.00	Success	

**Recent Activity**

Date	Description	Amount	Type
16 Nov 2020	CASH WITHDRAWAL-	\$30.00	Dr
30 Nov 2020	CASH DEPOSIT-	\$20.00	Cr
02 Dec 2020	DSTV SUBSCRIPTION	\$19.00	Dr



Select “Inquiries”.

The screenshot shows the FBC Internet Banking dashboard. The left-hand navigation menu is open, and the 'Inquiries' option is highlighted with a green rectangular box. A red arrow points upwards from below the box to the 'Inquiries' text. The main dashboard area displays various financial metrics and account information.

Category	Item	Value
My Net Worth (on 04 Dec 2020)	I Have	ZWL394.42
	I Owe	ZWL0.00
	Current & Savings	ZWL394.42
	Term Deposit	ZWL0.00
My Accounts	Current & Savings	ZWL394.42
	Term Deposits	ZWL0.00
	Recurring Deposits	ZWL0.00
	Loans and Finances	ZWL0.00

Under “Inquiries” select “Funds Transfer History”.

The screenshot shows the FBC Internet Banking dashboard with the 'Inquiries' menu open. The 'Funds Transfer History' option is highlighted with a green rectangular box. A red arrow points from the box to the 'Funds Transfer History' text. The main dashboard area displays various financial metrics and account information.

Category	Item	Value
My Net Worth (on 04 Dec 2020)	I Have	ZWL394.42
	I Owe	ZWL0.00
	Current & Savings	ZWL394.42
	Term Deposit	ZWL0.00
My Accounts	Current & Savings	ZWL394.42
	Term Deposits	ZWL0.00
	Recurring Deposits	ZWL0.00
	Loans and Finances	ZWL0.00

Account	Amount	Status	Date
S1 SAMANTHA	ZWL1,206.02	Success	24 Sep 2020
LP LAWRENCE PINDURA	ZWL1,900.00	Success	20 Aug 2020
SM SIBUSISO MOYO	ZWL40.00	Success	



Click any of the following that apply under Transfer Type:  
Choose “Domestic” for RTGS / “Self” for own account / “Internal” for internal transfer.

The screenshot shows the 'Fund Transfer History' page in the FBC Internet Banking interface. The page has a blue header with the FBC logo, 'Dashboard', a search icon, a notification bell with '36', 'Welcome, [User Name]', 'Last login 04 Dec 08:19 AM', and a 'Logout' button. Below the header is a navigation bar with tabs: 'Favorites', 'Adhoc Demand Draft', 'Transfer Money', 'Adhoc Transfer', 'Multiple Transfers', 'Funds Transfer History' (selected), and 'Payment History Status'. The main content area has several filters: 'Beneficiary Name' (All), 'Status' (Please Select), 'From Account' (Please Select), 'Transaction Reference Number', and 'Transfer Type' (Please Select). The 'Transfer Type' dropdown is open, showing a list with 'Please Select', 'Self', 'Internal', and 'Domestic'. A green box highlights the 'Search' button at the bottom left.



Select your preferred dates by inputting “From Date” and “To date”. Click “Search”.  
N.B. For same day transactions, the date range should be from the day of transaction to the next day.

The screenshot shows the 'Fund Transfer History' page with the 'Transfer Type' dropdown set to 'Internal' and the 'From Date' and 'To Date' fields set to '24 Sep 2020' and '25 Sep 2020'. Red arrows point to the 'Internal' option and the date fields. A green box highlights the 'Search' button at the bottom left.



The transaction will pop up below (as highlighted in green below)

**FBC** Dashboard Welcome, Last login 04 Dec 08:19 AM Logout

**Fund Transfer History**

Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Multiple Transfers **Funds Transfer History** Payment History Status

Beneficiary Name: All  
Status: Please Select  
From Account: Please Select

Transaction Reference Number: \_\_\_\_\_  
Transfer Type: Internal  
From Date: 24 Sep 2020 To Date: 25 Sep 2020

Search Clear

Download

Date	From Account	Beneficiary Details	Amount	Transfer Type	Reference Number	Status
24 Sep 2020	1234 5678 9012 3456	S1 SAMANTHA 119 1234 5678 9012 3456	ZWL1,206.02	Internal	020INF202688001	Successful

Page 1 of 1 (1 of 1 Items)



Click on the 3 dots and select “View Details”

**FBC** Dashboard Welcome, Last login 04 Dec 08:19 AM Logout

**Fund Transfer History**

Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Multiple Transfers **Funds Transfer History** Payment History Status

Beneficiary Name: All  
Status: Please Select  
From Account: Please Select

Transaction Reference Number: \_\_\_\_\_  
Transfer Type: Internal  
From Date: 24 Sep 2020 To Date: 25 Sep 2020

Search Clear

Download

Date	From Account	Beneficiary Details	Amount	Transfer Type	Reference Number	Status
24 Sep 2020	1234 5678 9012 3456	S1 SAMANTHA 119 1234 5678 9012 3456	ZWL1,206.02	Internal	020INF202688001	Successful

Page 1 of 1 (1 of 1 Items)

View Details  
Re-Initiate



Transaction details will be displayed. Click “Download”

**FBC** Dashboard 36 Welcome, Last login 04 Dec 08:19 AM Logout

### Fund Transfer History

Status  
Successful

#### Adhoc Internal Fund Transfer Details

Account Type  
Internal

Account Name  
SAMANTHA

Transfer From  
1234 5678 9012 3456

Amount  
ZWL1,206.02

Transfer When  
24 Sep 2020

Note  
chicken cuts

**Download** ←

↻ Re-Initiate ⊘ Cancel ← Back



Your proof of payment will be downloaded and displayed as shown below

**FBC** Dashboard 36 Welcome, Last login 04 Dec 08:19 AM Logout

Status  
Successful

#### Adhoc Internal Fund Transfer Details

Account Type  
Internal

Account Name  
SAMANTHA

Transfer From  
1234 5678 9012 3456

Amount  
ZWL1,206.02

Transfer When  
24 Sep 2020

Note  
chicken cuts

Download

↻ Re-Initiate ⊘ Cancel ← Back

📄 1607064608272.pdf ^ Show all ×



Once you open the file, your Proof of payment will be displayed as shown below

 **FBC Holdings Limited**  
strength • diversity • service

### INTERNAL TRANSFER RECEIPT

---

Reference Number	: 020INFT202688001
Beneficiary Account No	: 1234 5678 9012 3456
Beneficiary Name	: SAMANTHA
Amount	: ZWL1,206.02
Value Date	: 24 Sep 2020
Transaction Date	: 24 Sep 2020
Purpose	: chicken cuts
Sender Name	: JANE

---

FBC Bank Limited is a registered Commercial Bank of Zimbabwe and a Member of the Deposit Protection Scheme. Terms and Conditions apply.  
26 Nov 2020 08:28:11 AM

