

# BSP FINANCIAL GROUP LIMITED



## BSP ONLINE PLUS USER GUIDE

For Personal Customers



## Table of Contents

|  |    |
|--|----|
| <b>Introduction</b> .....                                | 2  |
| <b>1.0 Getting Started</b> .....                         | 3  |
| 1.1 Login to Internet Banking.....                       | 3  |
| <b>2.0 Homepage</b> .....                                | 4  |
| <b>3.0 Payments &amp; Transfers</b> .....                | 5  |
| 3.1 Inter account Transfers.....                         | 5  |
| 3.2 Payee & Biller .....                                 | 6  |
| 3.2.1 Registered Payee.....                              | 6  |
| 3.2.2 Registered Biller .....                            | 7  |
| 3.2.3 Ad hoc Biller .....                                | 8  |
| 3.3 Multiple & Group:.....                               | 9  |
| 3.3.1 Multiple Payments .....                            | 9  |
| 3.3.2 Group Payments.....                                | 10 |
| 3.4 Mobile Top Ups:.....                                 | 10 |
| 3.5 Foreign Currency:.....                               | 12 |
| 3.5.1 Inter-account Transfer .....                       | 12 |
| 3.5.2 BSP Payment Transfer.....                          | 13 |
| 3.5.3 Other Bank Payment Transfer.....                   | 14 |
| <b>4.0 Management &amp; Maintenance</b> .....            | 17 |
| 4.1 Recurring & Future Payments.....                     | 18 |
| 4.1.1 View/ Edit Inter account Scheduled Transfers ..... | 18 |
| 4.1.2 View/ Edit Scheduled Payee Payments .....          | 19 |
| 4.1.3 View/Edit Scheduled Biller Payments.....           | 20 |
| 4.2 Maintain Payees & Billers .....                      | 21 |
| 4.2.1 Create a Payee .....                               | 21 |
| 4.2.2 Create a Biller.....                               | 22 |
| 4.2.3 Create Mobile Top Up Payees .....                  | 23 |
| 4.2.4 Create Payee Groups.....                           | 24 |
| 4.3 Account Management.....                              | 25 |
| <b>5.0 Enquiries</b> .....                               | 26 |
| 5.1 Transaction History .....                            | 26 |
| 5.2 Payment History.....                                 | 27 |
| <b>6.0 Services</b> .....                                | 28 |
| 6.1 Order Cheque Book.....                               | 28 |
| 6.2 Stop Cheque.....                                     | 29 |

## Introduction

This User Guide has been written to help you understand and use BSP's Digital Banking application. It presents the functional capabilities, 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 Digital 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  | 11.0 and above.  |
| Microsoft Edge     | 116.0 and above. |
| Mozilla Firefox    | 45.0 and above.  |
| Safari for Mac     | 7.0 and above.   |
| Safari for Windows | V 5.1.7          |
| Google Chrome      | 51.0 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 (IB)

Our Internet Banking services is accessible through both desktop using the following <https://digital.bsp.com.fj> or by clicking the BSP Online Plus icon on our BSP website [www.bsp.com.fj](http://www.bsp.com.fj)



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

The login screen features the BSP logo at the top. Below it are two input fields: the first contains the username "BSPBank" and the second contains a masked password ".....". A green "Login" button is positioned below the password field. A link for "Forgot Password?" is located below the button. At the bottom, a help icon and text provide contact information for the 24hr Customer Service Centre.

The password reset screen shows the BSP logo and the title "Password Reset". It contains three masked password input fields. A green "Confirm" button is at the bottom. A green information icon is visible to the right of the second 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 password policy screen is titled "Password Policy" and lists six requirements, each with a green checkmark icon to its right: "Minimum characters 8", "Maximum characters 18", "Lowercase (a-z)", "Uppercase (A-Z)", "Numbers (0-9)", and "Special characters (! @ # \$ ^ & \* ~)". A green information icon is located to the left of the screen.

The success screen displays the BSP logo and the title "Password Reset". A green checkmark icon is centered above the text: "Password change has been successful. Please login again using new credentials." A green "Done" button is at the bottom.

## 2.0 Homepage

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

The screenshot shows the BSP Bank homepage. At the top left is the BSP logo. To its right is a decorative floral graphic. Further right is the user's name 'Welcome BANK SOUTH PACIFIC (BSPBank)' and the last login time 'Your Last Login 10/05/2023 10:06 AM'. Below this is a navigation bar with five tabs: Home, Payments & Transfers, Management & Maintenance, Enquiries, and Services. The main content area is divided into two sections. The left section is titled 'Accounts' and contains a search bar, a 'Sort by' dropdown set to 'Account Name', and a list of two accounts: 'CUSTOMER CHEQUE ACCOUNT 95003170' with an available balance of 50,000.00 FJD, and 'EASYSaver ACCOUNT 95003181' with an available balance of 20,000.00 FJD. The right section is titled 'Select Account' and shows 'CUSTOMER CHEQUE ACC...' selected. Below this is a calendar for 'May 2023' with a grid of days from Sunday to Saturday. The date '10' is highlighted in green. Below the calendar, it says 'No schedule payment found'. At the bottom right, there is a 'Quick Links' sidebar with icons for home, add payee, payment history, and contact us. At the bottom left, there are links for 'Site Privacy', 'Terms & Conditions', and 'Security'. A footer bar at the very bottom contains the text '4 | Page'.

### 1. Header

Your name, login ID and last login details are displayed.

You can edit your password by selecting Profile, message our Customer Service Centre using Secure Message and log out.

### 2. Home Tabs

Displays the various IB functionalities.

### 3. Accounts Display

Displays a list of all your active BSP accounts. Click an account and view the 10 recent transactions.

### 4. Calendar

Displays the current month and lists all scheduled payments.

### 5. Quick Links

Provides short cuts to the following functions:

- Ad Hoc or one – off payments
- Add payee
- Payment History
- Contact us

### 6. Footnotes

Provides detailed information on site privacy, terms & conditions and security.

[Return to Table of Contents](#)

## 3.0 Payments & Transfers

3.1 Inter account Transfers: Allows you to transfer funds between your accounts as well as make loan or credit card repayments.

The screenshot shows the BSP online banking interface. At the top, there is a green header with the BSP logo and the text "Welcome BANK SOUTH PACIFIC (BSPBank)" and "Your Last Login 10/05/2023 10:10 AM". Below the header is a navigation menu with "Home", "Payments & Transfers", "Management & Maintenance", "Enquiries", and "Services". The "Payments & Transfers" menu is highlighted. Below the navigation menu is a sub-menu with "Interaccount", "Payee & Biller", "Multiple & Group", "Mobile Top Ups", and "Foreign Currency". The "Interaccount" sub-menu is highlighted. Below the sub-menu is a form for "Interaccount" transfers. The form has a "Transfer To" section with three radio buttons: "Deposit Accounts" (selected), "Loan Accounts", and "Credit Card Accounts". Below this is a "Transfer From" section with a "Select Account" dropdown menu. To the right of the "Transfer From" section is a "Transfer To" section with a "Select Account" dropdown menu. Below the "Transfer To" section is an "Amount" input field with "FJD" as a unit, a "Narration" input field, and a "Transfer Date" input field with a calendar icon. Below the "Transfer Date" input field is a checkbox labeled "I want to make a recurring transfer". At the bottom right of the form is a green button labeled "Proceed to Transfer".

1

Select **Payments & Transfers**.

2

Select **Inter-account**.

3

Transfer To, select either **Deposit, Loan or Credit Card Accounts**.

4

Select **Transfer From** to choose your source account and **Transfer To**, to specify which account to credit.

5

Enter the **Amount** you want to pay & your **Narration**.

6

Click **Proceed to Transfer & Confirm**.

The screenshot shows the BSP online banking interface after a successful transfer. At the top, there is a green header with the BSP logo and the text "Welcome BANK SOUTH PACIFIC (BSPBank)" and "Your Last Login 10/05/2023 10:10 AM". Below the header is a navigation menu with "Home", "Payments & Transfers", "Management & Maintenance", "Enquiries", and "Services". The "Payments & Transfers" menu is highlighted. Below the navigation menu is a sub-menu with "Interaccount", "Payee & Biller", "Multiple & Group", "Mobile Top Ups", and "Foreign Currency". The "Interaccount" sub-menu is highlighted. Below the sub-menu is a section titled "Inter Account Transfers". This section contains a summary of the transfer: "Transfer From CUSTOMER CHEQUE ACCOUNT 95003170 Available Balance 50,000.00 FJD", "Transfer To EASYSaver ACCOUNT 95003181", "Amount 5,000.00 FJD", "Narration savings", and "Transfer Date 10/05/2023". Below this summary is a green bar with a checkmark icon and the text "Transaction successful. Transaction ID is 000022606-10/05/2023 10:53:36 AM". At the bottom right of the bar are two buttons: "Print Receipt" and "Done".

7

Transaction successful. Select **Done**.

8

Select **I want to make recurring transfer** if you'd like to schedule that transfer.

**Note:**

Scheduled & Recurring transfers are only applicable to deposit & loan accounts.

[Return to Table of Contents](#)

### 3.2 Payee & Biller: Allows you to transfer money or pay other individuals and companies.

#### 3.2.1 Registered Payee

Welcome BANK SOUTH PACIFIC (BSPBank)  
Your Last Login 10/05/2023 10:10 AM

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

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

Payment To:  Registered Payees  Registered Billers  Adhoc Billers [Create Payee](#)

Payment Type:  BSP Payments  Other Bank Payments

Payment From: CUSTOMER CHEQUE ACCOU... 95003170  
Available Balance: 50,000.00 FJD  
Available Account Limit: -5,000.00 FJD

Payee: Grace Hill 8765279  
Currency: FJD

Amount: 100.00 FJD  
Available Profile Limit: -20,000.00 FJD

Narration: Allowance

Payment Date: 10/05/2023  
 I want to make a recurring payment

[Proceed to Payment](#)

**Note:**  
A payee needs to be created prior to using this function.  
To create a payee, [click here](#).

Welcome BANK SOUTH PACIFIC (BSPBank)  
Your Last Login 10/05/2023 10:10 AM

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

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

Payee & Biller

Payment From: CUSTOMER CHEQUE ACCOUNT 95003170  
Available Balance: 50,000.00 FJD

Payment To: Grace Hill 8765279  
Bank Name: BANK OF SOUTH PACIFIC LIMITED, SUVA

Amount: 100.00 FJD  
Narration: Allowance

Payment Date: 10/05/2023

Transaction successful. Transaction ID is 000022642~10/05/2023 11:09:48 AM

[Print Receipt](#) [Done](#)

- 1 Select **Payments & Transfers**.
- 2 Select **Payee & Biller**.
- 3 Payment To, select **Registered Payees**.
- 4 Select **Payment Type**.
- 5 Select your **Account & Payee** from the dropdown.
- 6 Enter the **Amount** you want to pay & your **Narration**.
- 7 Select **Proceed to Payment & Confirm**.
- 8 Transaction successful. Select **Done**.
- 9 If you wish to **schedule a transfer**, tick "I want to make recurring payment" & follow instructions.

[Return to Table of Contents](#)

### 3.2.2 Registered Biller

Welcome BANK SOUTH PACIFIC (BSPBank)  
Your Last Login 10/05/2023 11:16 AM

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

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

Payment To:  Registered Payees  Registered Billers  Adhoc Billers [Create Payee](#)

Payment From: CUSTOMER CHEQUE ACCOU... 95003170  
Available Balance 44,850.00 FJD  
Available Account Limit :5,000.00 FJD

Billers: Energy Fiji Limited

Amount: 15.50 FJD  
Available Profile Limit :20,000.00 FJD

Narration: EFL Bill

Payment Date: 12/05/2023  
 I want to make a recurring payment

Bill Reference: 321654

[Proceed to Payment](#)

**Note:**  
A Biller needs to be created prior to using this function.  
To create a Biller, [click here](#).

Welcome BANK SOUTH PACIFIC (BSPBank)  
Your Last Login 10/05/2023 11:16 AM

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

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

Payee & Biller

Payment From: CUSTOMER CHEQUE ACCOUNT 95003170  
Available Balance 44,850.00 FJD

Payment To: Energy Fiji Limited  
Biller Reference 321654

Amount: 15.50 FJD  
Narration: EFL Bill

Payment Date: 12/05/2023

Transaction successful. Transaction ID is 000035250~12/05/2023 03:29:27 PM

[Print Receipt](#) [Done](#)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

- 1 Select **Payments & Transfers**.
- 2 Select **Payee & Biller**.
- 3 Payment To, select **Registered Billers**.
- 4 Select your **Account & Biller** from the dropdown.
- 5 Enter the **Amount** you want to pay & your **Narration**.
- 6 Select **Proceed to Payment & Confirm**.
- 7 Transaction successful. Select **Done**.
- 8 If you wish to **schedule a transfer**, tick "I want to make recurring payment" & follow instructions.

**Note:**  
Biller reference appears in the Biller's statement and Narration appears in your bank statement.

[Return to Table of Contents](#)



### 3.2.3 Ad hoc Biller

This functionality allows you to make an ad-hoc payment to a biller as well as save that biller for future payments.

The screenshot shows the 'Payee & Biller' form in the BSP online banking system. The form is titled 'Payment To:' and has three radio buttons: 'Registered Payees', 'Registered Billers', and 'Adhoc Billers'. The 'Adhoc Billers' option is selected. A 'Create Payee' button is visible. The form fields are as follows:

| Payment From   | Billers   | Amount   | Payment Date |
|--|---|--|--------------|
| CUSTOMER CHEQUE ACCOU...<br>95003170<br>Available Balance<br>44,834.50 FJD | Suva City Council SCC<br>Biller Reference<br>987456 | 2,000.00 FJD<br>Available Profile Limit :19,984.50 FJD | 12/05/2023   |
| Available Account Limit :4,984.50 FJD                                      | Narration<br>City Rates                             |  |              |

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

- 1 Select Payments & Transfers.
- 2 Select Payee & Biller.
- 3 Payment To, select Ad Hoc Billers.
- 4 Select Account & Biller from the dropdown.
- 5 Enter Biller reference, Amount & Narration.
- 6 Select Proceed to Payment & Confirm.

The screenshot shows the successful completion of the ad-hoc payment. The form is titled 'Adhoc Payments' and displays the following details:

| Payment From  | Payment To  | Amount                                  | Payment Date |
|---|---|---|--------------|
| CUSTOMER CHEQUE ACCOUNT<br>95003170<br>Available Balance<br>44,834.50 FJD | Suva City Council SCC<br>Biller Reference<br>987456 | 2,000.00 FJD<br>Narration<br>City Rates | 12/05/2023   |

A green banner at the bottom of the form displays the message: 'Payments: Transaction successful. Transaction ID is 000035263~12/05/2023 03:43:52 PM'. Below the banner is a 'Print Receipt' button and a question: 'Would you like to save this biller for future transactions?' with 'No' and 'Yes' buttons.

- 7 Transaction successful. Select Done.

**Note:**  
Biller reference appears in the Biller's statement and Narration appears in your bank statement.

[Return to Table of Contents](#)

### 3.3 Multiple & Group: Allows you to make payments to multiple payees or a group of payees by selecting either Multiple Payments or Group Payments.

#### 3.3.1 Multiple Payments

1

Select **Payments & Transfers**.

2

Select **Multiple & Group**.

3

Payment To, select **Multiple Payments**.

4

Tick the check box if you're paying from the same account.

5

Select **Payees** from the dropdown.

6

Enter the **Amount** & your **Narration**.

7

Select **"Add Payment"** to create another payment.

8

Select **Proceed to Payment**.

9

Tick the check box if you wish to save these payees for future payments. Create a Group Name.

10

Verify Details & Confirm.

11

Transaction Successful. Select **Done**.

[Return to Table of Contents](#)

### 3.3.2 Group Payments

This function allows you to make multiple payments that have been pre-saved as a Group.

The screenshot shows the BSP online banking interface. At the top, there is a header with the BSP logo and the text 'Welcome BANK SOUTH PACIFIC (BSP\_Bank)'. Below the header is a navigation bar with icons for Home, Payments & Transfers, Management & Maintenance, Enquiries, and Services. The 'Payments & Transfers' menu is expanded, showing options for Interaccount, Payee & Biller, Multiple & Group, Mobile Top Ups, and Foreign Currency. The 'Multiple & Group' option is selected. Below the menu, there are radio buttons for 'Multiple Payments' and 'Group Payments', with 'Group Payments' selected. There is also a checkbox for 'Pay from same account' and a dropdown menu for 'Payee Group' with the text 'Select Group'. The 'Payment Date' is set to 18/10/2023 and the 'Available Profile Limit' is 19,990.00 FJD.

- 1 Select **Payments & Transfers**.
- 2 Select **Multiple & Group**.
- 3 Payment Type, select **Group Payments**.
- 4 Tick the check box if you're paying from the same account.

The screenshot shows the BSP online banking interface for 'Group Payments'. At the top, there is a header with the BSP logo and the text 'Welcome BANK SOUTH PACIFIC (BSP\_Bank)'. Below the header is a navigation bar with icons for Home, Payments & Transfers, Management & Maintenance, Enquiries, and Services. The 'Payments & Transfers' menu is expanded, showing options for Interaccount, Payee & Biller, Multiple & Group, Mobile Top Ups, and Foreign Currency. The 'Multiple & Group' option is selected. Below the menu, there are radio buttons for 'Multiple Payments' and 'Group Payments', with 'Group Payments' selected. There is a checkbox for 'Pay from same account' and a dropdown menu for 'Payee Group' with the text 'Select Group'. The 'Payment Date' is set to 18/10/2023 and the 'Available Profile Limit' is 19,990.00 FJD. Below the menu, there is a section for 'Group Payments' with a dropdown for 'Payee Group' (Bills, 3 Payees) and a 'Payment Date' field (18/10/2023). Below this, there is a table with columns for 'Payment From', 'Payment To', 'Amount', 'Narration', 'Reference', and 'Status/ Transaction ID'. The table contains two rows of payment transactions.

| Payment From   | Payment To           | Amount    | Narration  | Reference | Status/ Transaction ID  |
|--|----------------------|-----------|------------|-----------|---|
| <input type="checkbox"/> CUSTOMER CHEQUE ACCOUNT<br>86000668 | Telecom Fiji Limited | 20.00 FJD | Phone Bill | 654321    | Transaction Confirmed-<br>000034915-18/10/2023<br>03:29:10 PM |
| <input type="checkbox"/> CUSTOMER CHEQUE ACCOUNT<br>86000668 | Energy Fiji Limited  | 15.00 FJD | EFL Bill   | 987654    | Transaction Confirmed-<br>000034914-18/10/2023<br>03:29:10 PM |

- 5 Select **Payee Group** from the dropdown.
- 6 Enter the **Amount & your Narration**.
- 7 Select **Proceed to Payment**.
- 8 Verify Details & Confirm.
- 9 Transaction Successful. Select **Done**.

[Return to Table of Contents](#)

### 3.4 Mobile Top Ups:

This function enables you to top-up a saved Vodafone/Digicel/Inkk prepaid mobile number.

Payment From: CUSTOMER CHEQUE ACCOUNT 95003170, Available Balance 42,834.50 FJD, Available Account Limit :3,084.50 FJD

Payee: Darren Koy 8684930, Telecom Provider :Vodafone

Amount: 5.00 FJD, Available Profile Limit :18,084.50 FJD

Proceed to Payment

**Note:**

A payee needs to be created prior to using this function. To create a mobile top up payee, [click here](#).

Mobile Top Ups

Transfer From: CUSTOMER CHEQUE ACCOUNT 95003170, Available Balance 42,834.50 FJD

Payee: Darren Koy 8684930

Amount: 5.00 FJD

MobileTopUp payment successful. Your transaction ID is 000019741~30/5/2023 01:45:00 PM

Print Receipt Done

- 1 Select **Payments & Transfers**.
- 2 Select **Mobile Top Ups**.
- 3 Payment From, select your **Account** you wish to pay from.
- 4 Select **Payee** you want to recharge from the dropdown.
- 5 Enter the **Amount** you want to top up the phone number by.
- 6 Select **Proceed to Payment**.
- 7 Verify Details & Confirm.
- 8 Transaction Successful. Select **Done**.

[Return to Table of Contents](#)

### 3.5 Foreign Currency:

#### 3.5.1 Inter-account Transfer

Allows you to transfer funds from your Foreign Currency (FCY) account to your other BSP deposit accounts.

**1** Select **Payments & Transfers**.

**2** Select **Foreign Currency**.

**3** Transfer Type select **Inter-account**.

**4** Select your FCY account from the drop Down under **Transfer From**.

**5** Select your **Payee** from your list of saved payees.

**6** Enter the **Amount** you want to pay & your **Narration**.

**7** Select **Proceed to Transfer**.

**8** Verify details & Confirm.

**9** Transaction successful. Select **Done**.

**Transfer From:** Select Account

**Transfer To:** Select Account

**Withdrawal Amount:** FJD

**Narration:**

**Proceed to Transfer**

**Foreign Currency Transfer**

|  |   |   |  |
|--|---|---|--|
| <b>Transfer From</b><br>USD Cheque Account<br>85392838<br>Available Balance<br>12,436.07 USD | <b>Transfer To</b><br>CUSTOMER CHEQUE ACCOUNT<br>86000668 | <b>Withdrawal Amount</b><br>90.20 USD<br><b>Narration</b><br>Inter accountTRF | <b>Exchange Rate</b><br>0.4510<br><b>Amount to be sent</b><br>200.00 FJD |
|--|---|---|--|

Transaction successful. Transaction ID is 000034934~18/10/2023 03:35:35 PM

**Print Receipt** **Done**

[Return to Table of Contents](#)

### 3.5.2 BSP Payment Transfer

Allows you to transfer funds from your Foreign Currency (FCY) account to other BSP deposit accounts.

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 03:34 PM

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

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

Transfer Type:  Interaccount  **BSP Payment**  Other Bank Payment

Payment From: Select Account | Payee: Select Payee | Withdrawal Amount: FJD | Narration:

**Proceed to Payment**

**i** All FCY account transfers to a FJD account with normal conditions will be processed and credited to the beneficiary account as and when requests are received. For special condition transfers, requests will be processed during business hours Mon to Fri from FJT9am-FJT4pm; outside business hours, transfers will be processed the next business day. Rates are subject to change without notice.  
**i** The applicant agrees that all charges in the country of payment are for the account of the beneficiary.  
**i** Foreign currency account fees may apply. Refer to International Fees and Charges on BSP Fiji website [www.bsp.com.fj](http://www.bsp.com.fj)

- 1 Select **Payments & Transfers**.
- 2 Select **Foreign Currency**.
- 3 Transfer Type, select **BSP Payment**.
- 4 Select your FCY account from the drop down under **Transfer From**.
- 5 Select your **Payee**.
- 6 Enter the **Amount** & your **Narration**.

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 03:41 PM

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

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

**Foreign Currency Payment**

|  |                                 |  |  |
|--|---------------------------------|--|--|
| Payment From<br>USD Cheque Account<br>85392838<br>Available Balance<br>12,343.87 USD | Payee<br>Frank Adams<br>8765279 | Withdrawal Amount<br>90.20 USD<br>Narration<br>allowance | Exchange Rate<br>0.4510<br>Amount to be sent<br>200.00 FJD |
|--|---------------------------------|--|--|

Transaction successful. Transaction ID is 000034963~18/10/2023 03:51:00 PM

**Print Receipt** **Done**

- 7 Select **Proceed to Payment**.
- 8 Verify Details & Confirm.
- 9 Transaction successful. Select **Done**.

[Return to Table of Contents](#)

### 3.5.3 Other Bank Payment Transfer

Allows you to transfer funds offshore.

The screenshot shows the BSP online banking interface. At the top, there is a header with the BSP logo and the text 'Welcome BANK SOUTH PACIFIC (BSPBank)'. Below the header is a navigation bar with tabs for 'Home', 'Payments & Transfers', 'Management & Maintenance', 'Enquiries', and 'Services'. The 'Payments & Transfers' tab is selected. Below the navigation bar is a sub-navigation bar with tabs for 'Interaccount', 'Payee & Biller', 'Multiple & Group', 'Mobile Top Ups', and 'Foreign Currency'. The 'Foreign Currency' tab is selected. The main content area shows a form for 'Other Bank Payment Transfer'. The 'Transfer Type' section has three radio buttons: 'Interaccount', 'BSP Payment', and 'Other Bank Payment', with 'Other Bank Payment' selected. The 'Payment From' section has a dropdown menu labeled 'Select Account'. The 'Payee' section has a dropdown menu labeled 'Select Payee'. The 'Withdrawal Amount' section has a text input field with 'FJD' next to it. The 'Narration' section has a text input field. Below the 'Narration' field are two expandable sections: 'Sender To Receiver Information' with a '+ Add Sender To Receiver Information' link, and 'Remittance Information' with a '+ Add Remittance Information' link. At the bottom right of the form is a green button labeled 'Proceed to Payment'. At the bottom left of the form are three informational icons with text: 'All other bank payments both local and overseas will be processed during business hours Mon to Fri from FJT9am-FJT3:30pm; outside business hours, transfers will be processed the next business day. Offshore payments are subject to the Reserve Bank of Fiji Exchange Control and FRCS tax clearance regulations. Rates are subject to change without notice.', 'The applicant agrees that all charges in the country of payment are for the account of the beneficiary.', and 'Foreign currency account fees and Telegraphic Transfer fees may apply. Refer to International Fees and Charges on BSP Fiji website [www.bsp.com.fj](http://www.bsp.com.fj)'.

**Note:**

An FCY payee needs to be created prior to using this function. To create an FCY payee, [click here](#).

- 1 Select **Payments & Transfers**.
- 2 Select **Foreign Currency**.
- 3 Transfer Type select **Other Bank Payment**.
- 4 Select your account from the drop down under **Payment From**.
- 5 Select FCY **Payee**.

[Return to Table of Contents](#)

**BSP** Welcome BANK SOUTH PACIFIC (BSPBank)  
Your Last Login 05/06/2024 11:56 AM

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

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

Transfer Type:  Interaccount  BSP Payment  Other Bank Payment

|  |   |  |   |
|--|---|--|---|
| <b>Payment From</b><br>CUSTOMER CHEQUE ACCOU...<br>86173315<br>Available Balance<br>99,999.50 FJD<br>Available Account Limit :50,000.00 FJD<br><a href="#">Add Invoices/Tax Certificates</a> | <b>Payee</b><br>HAWAIIAN AIRLINES LTD<br>4451256323<br>Currency<br>USD<br><b>Payee Details</b><br><a href="#">+ Add Payee Details</a> | <b>Amount to be sent</b><br><input type="text" value=""/><br>USD<br>Do you have a booking number<br><input checked="" type="radio"/> No <input type="radio"/> Yes<br><b>Withdrawal Amount</b><br><input type="text" value="2304.64"/><br>FJD | <b>Narration</b><br><input type="text" value="INV 23"/><br>Sender To Receiver Information<br><a href="#">+ Add Sender To Receiver Information</a><br>Remittance Information<br><a href="#">+ Add Remittance Information</a> |
|--|---|--|---|

[Proceed to Payment](#)

ⓘ All other bank payments both local and overseas will be processed during business hours Mon to Fri from FJT9am-FJT3:30pm; outside business hours, transfers will be processed the next business day. Offshore payments are subject to the Reserve Bank of Fiji Exchange Control and FRCS tax clearance regulations. Rates are subject to change without notice.  
 ⓘ The applicant agrees that all charges in the country of payment are for the account of the beneficiary.  
 ⓘ Foreign currency account fees and Telegraphic Transfer fees may apply. Refer to International Fees and Charges on BSP Fiji website [www.bsp.com.fj](http://www.bsp.com.fj)

6

Enter **FCY Amount** or **FJD Amount**.

7

Do you have a booking number?  
**No** - the day's carded rate is used.  
**Yes** – Enter your special rate & Approved Booking Number provided by the BSP Treasury Team.

8

Enter **Narration**.

9

Select **Add Invoices/Tax Certificates** to upload your documents/invoices.

**Instructions for uploading file:**

- Maximum of 15 files can be uploaded.
- Maximum file size per file should be 1MB.
- Individual file name length should be less than 20 characters.
- Duplicate files cannot be uploaded.
- Individual files uploaded should have a valid file extension.

10

Select **Add Payee Details**.



**Other Bank Payee Details**
✕

|  |  |
|--|--|
| <p>Payee Name</p> <input style="width: 90%; padding: 5px;" type="text" value="HAWAIIAN AIRLINES LTD"/>   | <p>Account Number</p> <input style="width: 90%; padding: 5px;" type="text" value="4451256323"/>  |
| <p>Payee BIC Code</p> <input style="width: 90%; padding: 5px;" type="text" value="PNBPUS3N"/>  | <p>Party Identifier <span style="color: green; font-weight: bold; font-size: 1.2em;">i</span></p> <input style="width: 90%; padding: 5px;" type="text"/>   |
| <p>Payee Address</p> <input style="width: 90%; padding: 5px;" type="text" value="21 BEVERLEY HILL STREET"/><br><input style="width: 90%; padding: 5px;" type="text" value="NEW YORK"/><br><input style="width: 90%; padding: 5px;" type="text" value="USA"/> | <p>Payee Bank Address</p> <input style="width: 90%; padding: 5px;" type="text" value="375 PARK AVENUE NY 4080"/><br><input style="width: 90%; padding: 5px;" type="text" value="NEW YORK"/><br><input style="width: 90%; padding: 5px;" type="text" value="NY 10152"/><br><input style="width: 90%; padding: 5px;" type="text" value="U.S.A"/> |

**This is an optional field**

Party identifier is a code uniquely identifying an account and/or party e.g. routing number for (US Banks); IBAN number for (European Banks); BSB number for (Oceania region Banks); IFSC code for (Indian Banks).

11

Amend Payee & Payee Bank Address if required.  
 Enter party identifier if available.  
 Select **Add**.

[Return to Table of Contents](#)

**BSP** Welcome BANK SOUTH PACIFIC (BSPBank) Your Last Login 05/06/2024 11:56 AM

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

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

Transfer Type:  Interaccount  BSP Payment  Other Bank Payment

Payment From: CUSTOMER CHEQUE ACCOU... 86173315  
Available Balance: 99,999.50 FJD  
Available Account Limit: 50,000.00 FJD  
[Add Invoices/Tax Certificates](#)

Payee: HAWAIIAN AIRLINES LTD 4451256323  
Currency: USD  
Payee Details:  
Payee BIC Code: PNBPU33N  
Payee Address: 21 BEVERLEY HILL STREET NEW YORK USA  
Payee Bank Address: [Redacted]

Amount to be sent: 1000.00 USD  
Do you have a booking number:  No  Yes  
Withdrawal Amount: 2,304.68 FJD

Narration: INV 23  
Sender To Receiver Information: FROM HILO FAM  
Remittance Information: + Add Remittance Information

**Proceed to Payment**

ⓘ All other bank payments both local and overseas will be processed during business hours Mon to Fri from FJT9am-FJT3:30pm; outside business hours, transfers will be processed the next business day. Offshore payments are subject to the Reserve Bank of Fiji Exchange Control and FRCS tax clearance regulations. Rates are subject to change without notice.  
 ⓘ The applicant agrees that all charges in the country of payment are for the account of the beneficiary.  
 ⓘ Foreign currency account fees and Telegraphic Transfer fees may apply. Refer to International Fees and Charges on BSP Fiji website [www.bsp.com.fj](http://www.bsp.com.fj)

12

Enter **Sender to Receiver Information/Remittance Information** if needed.

13

Select **Proceed to Payment**.

14

Verify Details & Confirm.

15

Transaction Successful. Select **Done**.

Please take note of the important information when making offshore payments.

Transaction submitted. Transaction ID is 000040732 SWIFT REF 240605-000040731~05/06/2024 02:25:07 PM

[Print Receipt](#) **Done**

ⓘ All Telegraphic Transfer requests to offshore beneficiary accounts are subject to the Reserve Bank of Fiji Exchange Control and FRCS Tax Clearance Regulations. Required original documents will need to be scanned and e-mailed to [ttdocsrp@bsp.com.fj](mailto:ttdocsrp@bsp.com.fj) for Business customers and [ttdocsrtl@bsp.com.fj](mailto:ttdocsrtl@bsp.com.fj) for Retail Customers for further processing. The original documents will be sighted and stamped by our BSP Trade Centre team upon client visitation schedules.

[Return to Table of Contents](#)

## 4.0 Management & Maintenance

4.1 Recurring & Future Payments: Allows you to view or edit any of the recurring & future payments.

### 4.1.1 View or Edit Inter account Scheduled Transfers

1 Select **Management & Maintenance**.

2 Select **Recurring & Future Payments**.

3 From the dropdown Select **Interaccount Transfers**.

4 Payment From, select **Account** from dropdown.

5 Select **Show Schedules**.

6 List of scheduled transactions is displayed. Select the drop-down arrow.

7 Select **Delete** or **Edit** the scheduled transaction.

| Transfer Date | Other Account | Amount (FJD) | Frequency | Created Date |
|---------------|---------------|--------------|-----------|--------------|
| 27/10/2023    | 8929524       | 5.00         | Weekly    | 26/10/2023   |

From Account : SALARY ACCOUNT 8765279  
Narration : trf  
To Account : SAVINGS ACCOUNT 8929524

Delete Edit

**Note:**  
You cannot delete/edit a scheduled transaction a day before or on the scheduled date.  
You can only edit the Amount, Payment Frequency & Start Date fields.

[Return to Table of Contents](#)

### 4.1.2 View/Edit Scheduled Payee Payments

1 Select **Management & Maintenance**.

2 Select **Recurring & Future Payments**.

3 From the dropdown Select **Payee Payments**.

4 Payment From, select **Account** from dropdown.

5 Select **Show Schedules**.

6 List of scheduled Payee transactions is displayed. Select the drop-down arrow.

7 Select **Delete** or **Edit** the scheduled transaction.

| Payment Date | Payee Name                            | Amount (FJD) | Frequency    | Created Date |
|--------------|---------------------------------------|--------------|--------------|--------------|
| 27/10/2023   | Frank Adams                           | 100.00       | Monthly      | 26/10/2023   |
| From Account | : CUSTOMER CHEQUE ACCOUNT<br>86000668 | End Date     | : 28/10/2023 |              |
| To Account   | : Frank Adams<br>8765279              | Narration    | : allowance  |              |

**Note:**  
You cannot delete/edit a scheduled transaction a day before or on the scheduled date.  
You can only edit the Amount, Payment Frequency & Start Date fields.

[Return to Table of Contents](#)

### 4.1.3 View/Edit Scheduled Biller Payments

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

Recurring & Future Payments | Maintain Payees & Billers | Account Management

Biller Payments

Select Account: CUSTOMER CHEQUE ACCOUNT

- 1 Select **Management & Maintenance**.
- 2 Select **Recurring & Future Payments**.
- 3 From the dropdown Select **Biller Payments**.
- 4 Payment From, select **Account** from dropdown.
- 5 Select **Show Schedules**.

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

Recurring & Future Payments | Maintain Payees & Billers | Account Management

Biller Payments

Select Account: CUSTOMER CHEQUE ACCOUNT

| Payment Date | Biller Name         | Amount (FJD) | Frequency | Created Date |
|--------------|---------------------|--------------|-----------|--------------|
| 27/10/2023   | Energy Fiji Limited | 50.00        | Monthly   | 26/10/2023   |

From Account : CUSTOMER CHEQUE ACCOUNT 86000668 End Date : 28/10/2023  
 Biller Name : Energy Fiji Limited Narration : EFL Bill  
 Biller Reference : 987654

- 6 List of scheduled Biller transactions is displayed. Select the drop-down arrow.
- 7 Select **Delete** or **Edit** the scheduled transaction.

**Note:**  
 You cannot delete/edit a scheduled transaction a day before or on the scheduled date.  
 You can only edit the Amount, Payment Frequency & Start Date fields.

[Return to Table of Contents](#)

## 4.2 Maintain Payees & Billers

### 4.2.1 Create a Payee

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 11:59 AM

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

Recurring & Future Payments | **Maintain Payees & Billers** | Account Management

Payees

Import Payee List | Create Payee

Search | Sort by Payee Name

| Payee Name  | Bank Name                           | Account Number | Account Currency | Payee Narration |
|-------------|-------------------------------------|----------------|------------------|-----------------|
| Frank Adams | BANK OF SOUTH PACIFIC LIMITED, SUVA | 8765279        | FJD              | allowance       |

1

Select **Management & Maintenance**.

2

Select **Maintain Payees & Billers**.

3

From the dropdown, select **Payees**.  
Select **Create Payee**.

4

Enter **Payee Details**.

5

Select **Proceed**.

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 11:59 AM

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

Recurring & Future Payments | **Maintain Payees & Billers** | Account Management

Payees

Create Payee

Payee Name | Account Number | Bank Name | Select Bank

Account Currency | Payee Narration | FJD

Payee Address | Address Line 1 | Address Line 2 | Address Line 3

Cancel | Proceed

6

Verify Details & select **Confirm**.

7

Enter **OTP code** & select **Submit**.

8

Payee creation successful. Select **Done**.

To **Delete** or **Edit** a Payee, select the dropdown arrow.

When creating an FCY payee, ensure that you amend the Account Currency accordingly.

[Return to Table of Contents](#)

## 4.2.2 Create a Biller

1 Select **Management & Maintenance**.

2 Select **Maintain Payees & Billers**.

3 From dropdown, select **Billers**.

4 Select **Create Biller**.

5 Select **Biller** from dropdown.

| Biller Reference | Narration  |
|------------------|------------|
| 987654           | EFL Bill   |
| 654321           | Phone Bill |

To **Delete** or **Edit** a Biller, select the dropdown arrow.

6 Enter **Biller Reference**.

7 Enter **Narration**.

8 Select **Proceed**.

9 Verify Details & select **Confirm**.

10 Biller creation successful. Select **Done**.

**Note:**

Biller Reference is your account number with the Biller.

[Return to Table of Contents](#)

### 4.2.3 Create Mobile Top Up Payees

The screenshot shows the BSP mobile app interface. At the top, there is a header with the BSP logo and a welcome message: "Welcome BANK SOUTH PACIFIC (BSP\_Bank) Your Last Login 18/10/2023 11:59 AM". Below the header is a navigation bar with five tabs: Home, Payments & Transfers, Management & Maintenance (selected), Enquiries, and Services. Under the "Management & Maintenance" tab, there are three sub-sections: "Recurring & Future Payments", "Maintain Payees & Billers" (selected), and "Account Management". In the "Maintain Payees & Billers" section, a dropdown menu is open, showing "Mobile Top Up Payees" selected. A "Create Payee" button is visible in the bottom right corner of the section. Below the dropdown, there is a table with columns for "Payee Name", "Mobile Number", and "Telecom Provider". The table currently shows "No search result found".

- 1 Select **Management & Maintenance**.
- 2 Select **Maintain Payees & Billers**.
- 3 From dropdown, select **Mobile Top Up Payees**.
- 4 Select **Create Payee**.

The screenshot shows the BSP mobile app interface. At the top, there is a header with the BSP logo and a welcome message: "Welcome BANK SOUTH PACIFIC (BSP\_Bank) Your Last Login 18/10/2023 11:59 AM". Below the header is a navigation bar with five tabs: Home, Payments & Transfers, Management & Maintenance (selected), Enquiries, and Services. Under the "Management & Maintenance" tab, there are three sub-sections: "Recurring & Future Payments", "Maintain Payees & Billers" (selected), and "Account Management". In the "Maintain Payees & Billers" section, a dropdown menu is open, showing "Mobile Top Up Payees" selected. Below the dropdown, there is a form with three input fields: "Payee Name", "Mobile Number", and "Telecom Provider". The "Telecom Provider" field has "Digicel" selected. Below the form, there are two buttons: "Cancel" and "Proceed".

- 5 Enter Payee details.
- 6 Select **Proceed**.
- 7 Verify Details & select **Confirm**.
- 8 Enter OTP code & select **Submit**.
- 9 Creation Successful. Select **Done**.

[Return to Table of Contents](#)



## 4.2.4 Create Payee Groups

The screenshot shows the BSP web application interface. At the top, there is a header with the BSP logo and a welcome message: "Welcome BANK SOUTH PACIFIC (BSP\_Bank) Your Last Login 18/10/2023 11:59 AM". Below the header is a navigation bar with five tabs: "Home", "Payments & Transfers", "Management & Maintenance" (which is selected and highlighted in green), "Enquiries", and "Services". Underneath the navigation bar, there are three sub-tabs: "Recurring & Future Payments", "Maintain Payees & Billers" (which is selected and highlighted in green), and "Account Management". In the "Maintain Payees & Billers" section, there is a "Payee Groups" link with a dropdown menu icon. To the right of this link is a green button labeled "Create Payee Group". Below this is a search bar with the placeholder text "Search" and a "Sort by" dropdown menu currently set to "Group Name". At the bottom of the page, it says "No Payee Groups Found".

- 1 Select **Management & Maintenance**.
- 2 Select **Maintain Payees & Billers**.
- 3 From dropdown, select **Payee Groups**.
- 4 Select **Create Payee Group**.

The screenshot shows the "Payee Group Creation" form in the BSP web application. The header and navigation bar are the same as in the previous screenshot. In the "Maintain Payees & Billers" section, the "Payee Groups" dropdown menu is open, showing "Payee Group Creation" as the selected option. Below this, there is a text input field for "Payee Group Name". To the right of this field is a green button labeled "Select Payees". Below the "Select Payees" button are two buttons: "Cancel" (grey) and "Proceed" (green).

- 5 Create a Payee Group Name & select **Proceed**.
- 6 Select **Payees** from the dropdown.
- 7 Select Proceed & **Confirm**.
- 8 Creation successful. Select **Done**.

[Return to Table of Contents](#)

### 4.3 Account Management: Allows you to create a nickname to the account.

1 Select **Management & Maintenance**.

2 Select **Account Management**.

3 Select **Account**.

4 Select **Edit**.

5 Amend Account Nickname.

6 Select **Proceed & Confirm**.

7 Amendment Successful. Select **Done**.

[Return to Table of Contents](#)

## 5.0 Enquiries

Allows you to enquire and download your interim account statements, to view your account Payment and Transaction History.

### 5.1 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 date range. Please note that if you choose to customise your search, that you can only search within 6-month intervals.

The screenshot shows the BSP online banking interface. At the top, there is a navigation menu with options: Home, Payments & Transfers, Management & Maintenance, Enquiries (highlighted), and Services. Below the navigation menu, there are two tabs: Transaction History (selected) and Payment History. The Transaction History section displays account information for 'CUSTOMER CHEQUE ACCOUNT 86000668' with an available balance of 100,134.00 FJD. It also shows search filters for 'Select Period' (Last 6 Months, Last 3 Months (selected), Custom) and 'Date Range' (From 18/10/2023 to 18/10/2023). There are buttons for 'Show History' and 'Reset', and a 'Download Transaction History' option set to 'CSV'. A table titled 'Last 3 months transactions' lists several transactions with their dates, descriptions, and amounts. A 'Quick Links' sidebar is visible on the right side of the page.

| Date       | Description  | Credit (FJD) | Debit (FJD) | Balance (FJD) |
|------------|--|--------------|-------------|---------------|
| 18/10/2023 | IB Outward TT Gift USD 100.00@ 0.4340 Lian Zoro SWIFT REF 231018-000034979 |              | 230.41      | 99,903.34     |
| 18/10/2023 | SMS OTP FEE R#34972  |              | 0.25        | 100,133.75    |
| 18/10/2023 | FCY Funds Transfer Inter accountTRF R#34934                                | 200.00       |             | 100,134.00    |
| 18/10/2023 | IB BILL PAYMENT WAF C#9862502 Water Bill R#34916                           |              | 20.00       | 99,934.00     |
| 18/10/2023 | IB BILL PAYMENT TFL C#654321 Phone Bill R#34915                            |              | 20.00       | 99,954.00     |
| 18/10/2023 | IB BILL PAYMENT EFL C#987654 EFL Bill R#34914                              |              | 15.00       | 99,974.00     |
| 18/10/2023 | IB FUNDS TRANSFER TO 8765279 allowance R#34911                             |              | 2.00        | 99,989.00     |

- 1 Select Enquiries.
- 2 Select Transaction History.
- 3 Select Account from the dropdown.
- 4 Select Date Range.
- 5 Select Show History.
- 6 Select option whether to download or print Transaction History.



[Return to Table of Contents](#)

5.2 Payment History: Allows you to view and print receipts for past payments.

- 1 Select **Enquiries**.
- 2 Select **Payment History**.
- 3 Select your Source **Account & Payee**.
- 4 Enter **Amount** & select **Date Range**.
- 5 Select **Show Payments**.
- 6 List of payments will be displayed. Option to View Receipt, Print Receipt or Repeat Payment.

| <input type="checkbox"/> | Date       | From Account                                      | To Account                      | Action Taken | Amount | Currency | Status   |
|--------------------------|------------|---|---------------------------------|--------------|--------|----------|--|
| <input type="checkbox"/> | 18/10/2023 | CUSTOMER CHEQUE ACCOUNT                           | Energy Fiji Limited             | Bill Payment | 1.00   | FJD      | SUCCESSFUL   |
|                          |            | From Account :CUSTOMER CHEQUE ACCOUNT<br>86000668 | To Account :Energy Fiji Limited |              |        |          |  |
|                          |            | Transaction ID :000034906                         | Biller Reference :987654        |              |        |          |  |
|                          |            |   |                                 |              |        |          | <input type="button" value="View Receipt"/> <input type="button" value="Print Receipt"/> <input type="button" value="Repeat Payment"/> |
| <input type="checkbox"/> | 18/10/2023 | CUSTOMER CHEQUE ACCOUNT                           | Energy Fiji Limited             | Bill Payment | 15.00  | FJD      | SUCCESSFUL   |

[Return to Table of Contents](#)

## 6.0 Services

### 6.1 Order Cheque Book

Allows you to place an order for a new cheque book for your nominated cheque account.

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 03:41 PM

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

Order Cheque Book | Stop Cheque

Order Cheque Book

Account: Select Account

Number Of Cheque Books: [ ]

Delivery Mode:  
 Post by Mail  
 Branch Pick Up

**Proceed**

1

Select **Services**.

2

Select **Order Cheque Book**.

3

Select Cheque **Account** & Enter **Number of Cheque Books**.

4

Select **Delivery Mode**.

Welcome BANK SOUTH PACIFIC (BSP\_Bank)  
Your Last Login 18/10/2023 03:41 PM

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

Order Cheque Book | Stop Cheque

Order Cheque Book

Account: CUSTOMER CHEQUE ACCOUNT  
86000668

Number Of Cheque Books: 1

Mode: Delivery to Postal Address

We acknowledge receiving your cheque book request. To follow up, you may call our 24 hour Customer Care Centre on 132 888 locally or +679 3214300 if you are overseas.

**Done**

5

Select **Proceed** & Confirm.

6

Transaction Completed. Select **Done**.

[Return to Table of Contents](#)

## 6.2 Stop Cheque

Allows you to request the Bank to place a “stop notice” on an unrepresented cheque.

The screenshot shows the 'Stop Cheque' form in the BSP web portal. The header includes the BSP logo, navigation tabs (Home, Payments & Transfers, Management & Maintenance, Enquiries, Services), and user information (Welcome BANK SOUTH PACIFIC (BSP\_Bank), Your Last Login 18/10/2023 03:41 PM). The form contains the following fields:

- Account: A dropdown menu with 'Select Account' and a list icon.
- Cheque Number: A text input field.
- Reason for Stop: A dropdown menu with 'Issued in Error' and a green checkmark.
- Commentary: A text input field.
- Proceed: A green button.

- 1 Select **Services**.
- 2 Select **Stop Cheque**.
- 3 Select **Account** & Enter **Cheque Number**.
- 4 Select **Reason for Stop** from the dropdown.
- 5 Enter **Commentary** & select **Proceed**.

The screenshot shows the confirmation screen for the 'Stop Cheque' transaction. The header is identical to the previous screenshot. The form displays the following details:

- Account: CUSTOMER CHEQUE ACCOUNT 86000668
- Cheque Number: 1
- Reason for Stop: Stolen
- Commentary: FRCS payment
- Buttons: Back, Cancel, Confirm.

- 6 Verify Details & **Confirm**
- 7 Transaction completed. Select **Done**.

\*\*\* End of Document\*\*\*

[Return to Table of Contents](#)

