

BOAweb Customer User Guide

Version 1.0

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1. Internet Banking BOAweb – Key Features

The key features of BOAWeb are available in three parts :

Account Inquiry

- View account balances
- View end of day balances
- View detailed transaction movements - List of transactions on accounts
- Search and Download: Search for transactions on accounts and download statements in CSV, XLS (Excel) and PDF formats

Funds Transfer

- Domestic funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility to attach supporting documents
- Beneficiary management (secure addition of a new beneficiary)
- Signing of payments (for multi-signatory business customers)

Personal Settings

- My accounts (Information about my account settings)
- My personal data (email address, mobile phone number, address)
- My security details
- Change my password
- Multi-factor authentication

Services

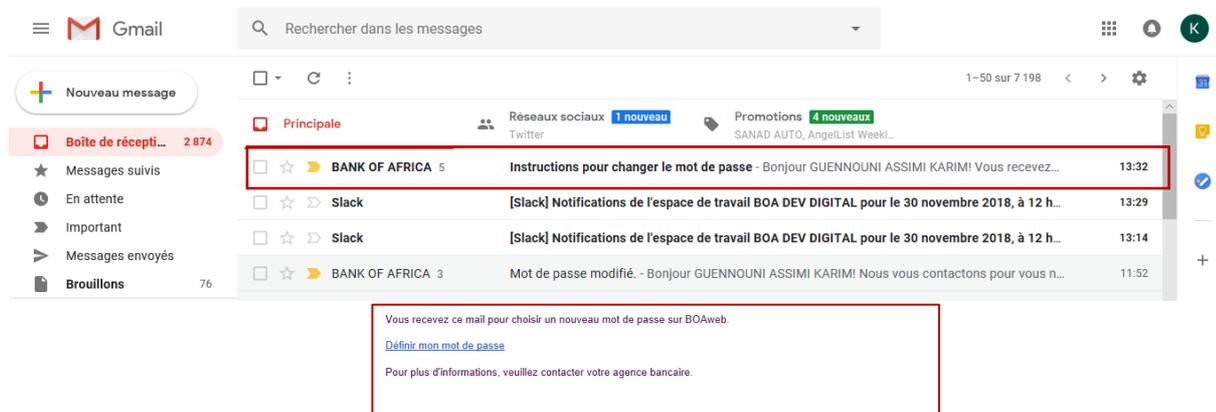
- Cheque book request

2. First connection to BOA web (Existing customer)

I am a customer of the bank and I already have an active user account and authorizations to access the portal internet Existing banking. I usually log in with my username and password Personal.

2.1 E-mail Notification

To access your accounts via the new BOAweb portal, you will receive an e-mail notification from BANK OF AFRICA containing the new link to connect to the portal and set up your password.



Important:

The link sent can only be used once. In case of problems or failure to log in, you will need to contact your Account Manager to provide further assistance.

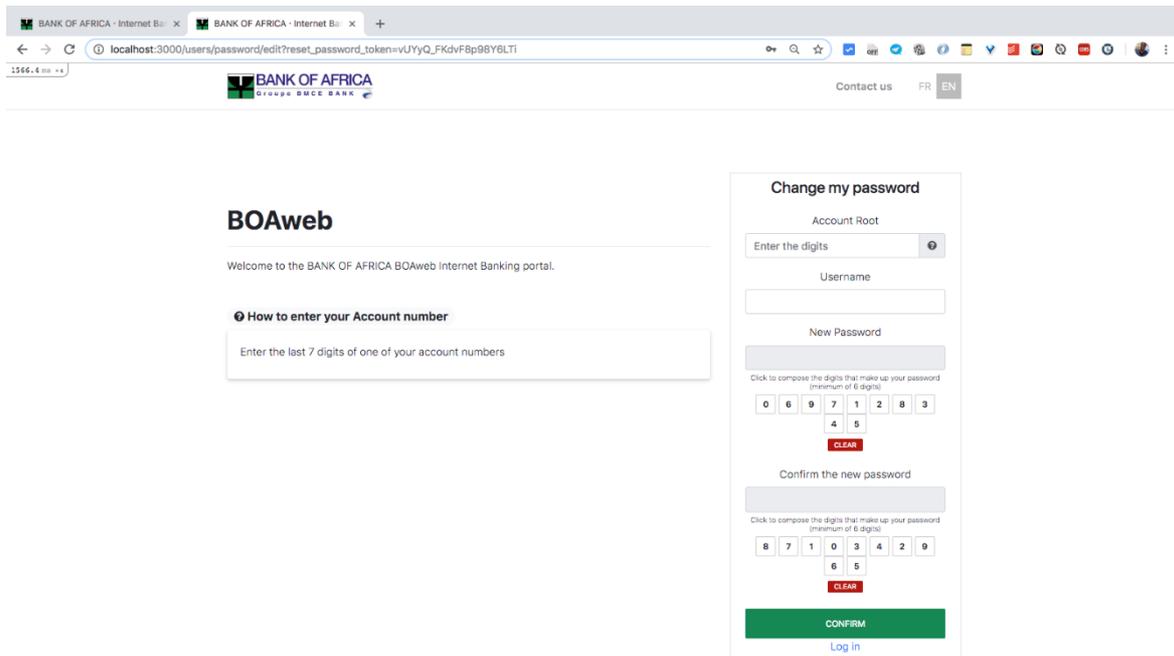
2.2 Step 2 – Change password

- i. Once you navigate to the link provided, enter the following information:
 - **Account number:** The last 7 figures of your account number. To find it, please refer to your account statement
 - **Username:** Matches your already assigned username, which allows you to access your accounts. In case you cannot recall your username, please contact your Account Manager
 - **New password:** 6-digit combination
 - **Password confirmation:** Same 6-digit combination as above
 - **VALIDATE**

Important:

In case of problems or inability to log in, you will need to contact your Account Manager to provide further assistance.

Password Change Screen



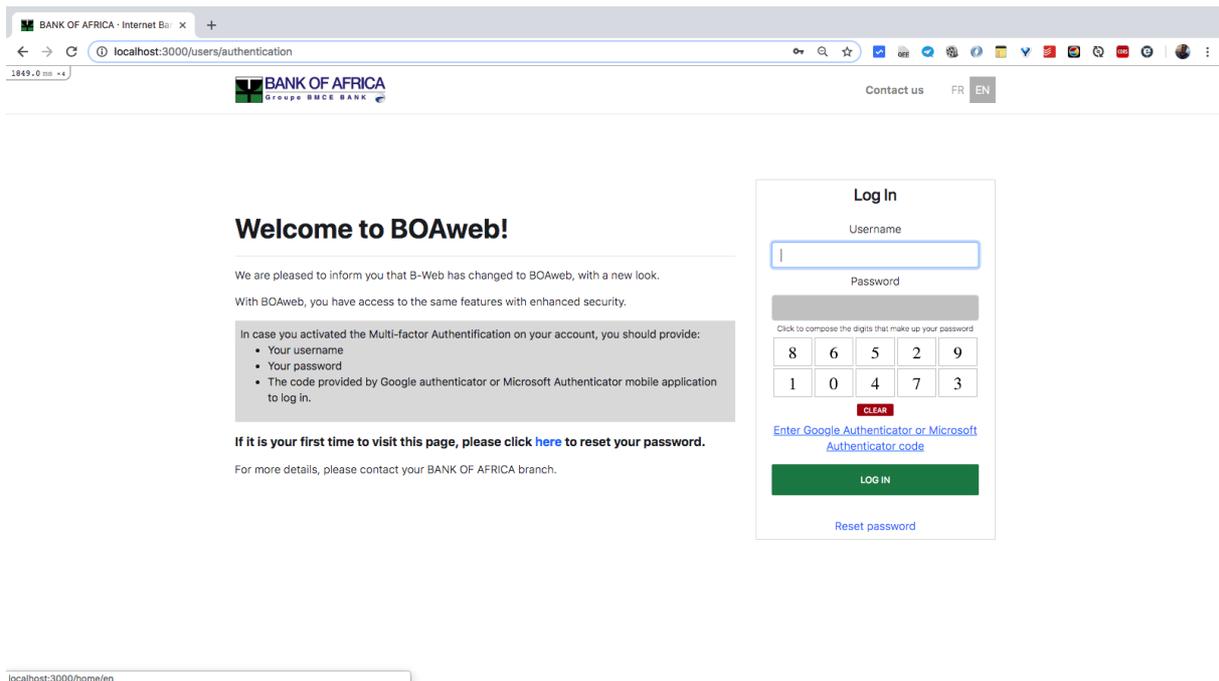
The screenshot shows a web browser window with the URL `localhost:3000/users/password/edit?reset_password_token=vUyyQ_FKdvFBp98YBLTI`. The page header includes the Bank of Africa logo and navigation links for 'Contact us' and language selection 'FR EN'. The main content area is titled 'BOAweb' and includes a welcome message: 'Welcome to the BANK OF AFRICA BOAweb Internet Banking portal.' Below this is a section titled 'How to enter your Account number' with a text input field containing the instruction 'Enter the last 7 digits of one of your account numbers'.

On the right side, there is a 'Change my password' form. It includes the following fields and elements:

- Account Root:** A text input field with the placeholder 'Enter the digits' and a dropdown arrow.
- Username:** A text input field.
- New Password:** A text input field with a note: 'Click to compose the digits that make up your password (minimum of 6 digits)'. Below it is a numeric keypad with digits 0-9 and a 'CLEAR' button.
- Confirm the new password:** A text input field with the same note as above. Below it is another numeric keypad with digits 0-9 and a 'CLEAR' button.
- CONFIRM:** A green button.
- Log in:** A blue link.

2.3 Log in with the username and password created

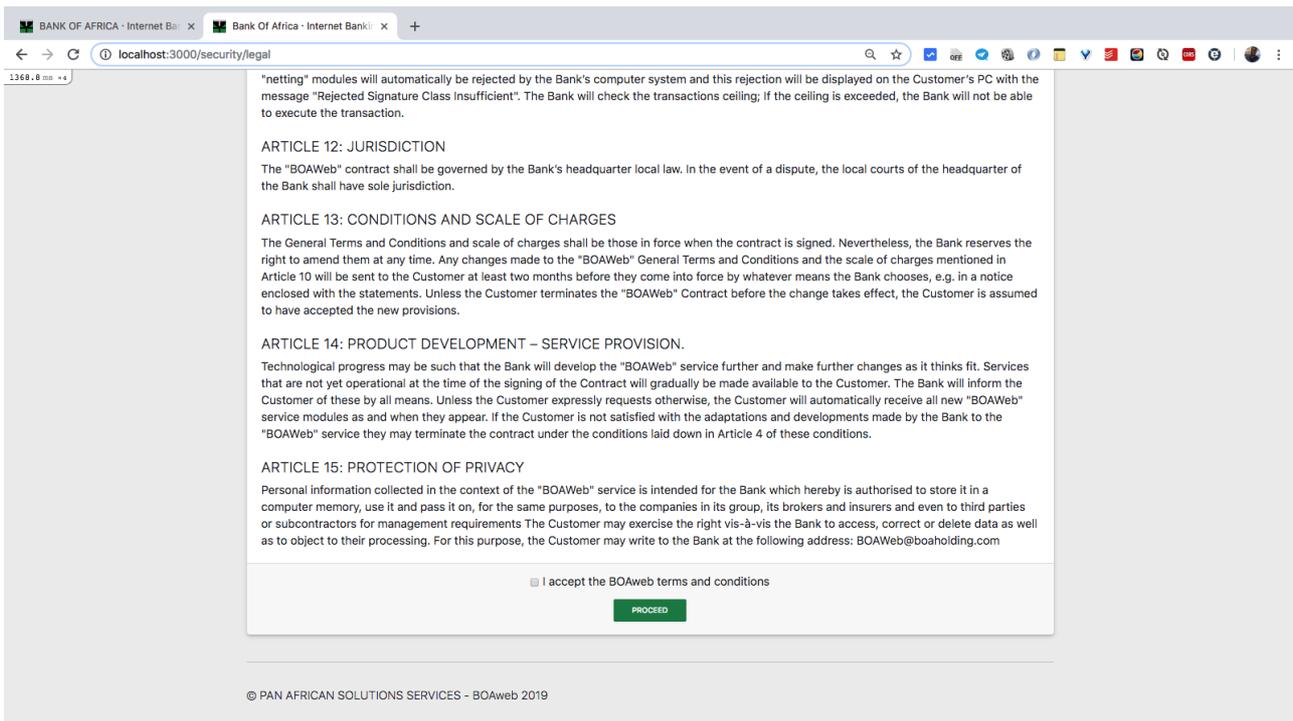
- i. After you have completed the previous step, you will immediately be redirected to the log in page.
- ii. You will also receive an e-mail that confirms that your password has been successfully set.



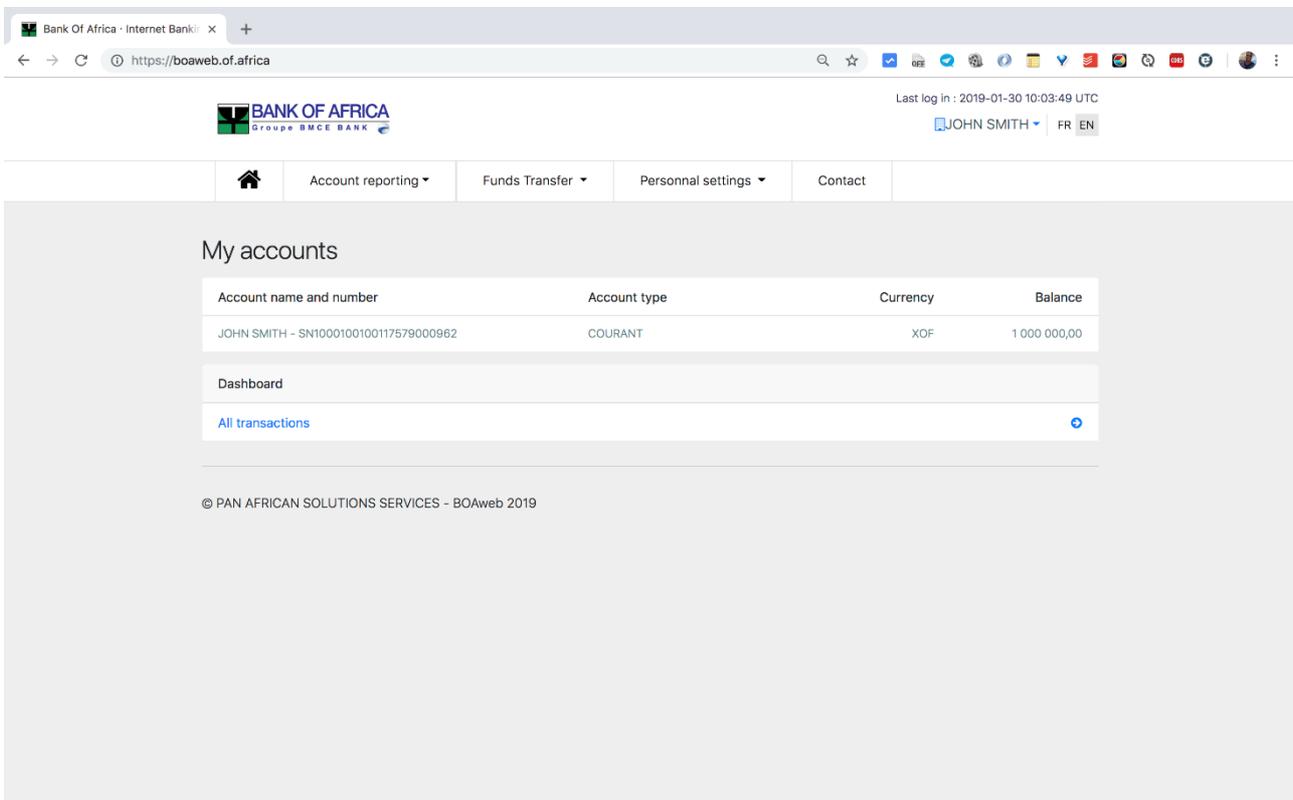
- iii. Provide the username and newly created password in the fields to log in to the system. You will be able to access your account(s) information after you have accepted the terms and conditions of the internet banking portal.

2.4 Acceptance of the General Terms & Conditions

- i. All first time users connecting to the BOAweb platform will be required to read and accept the general terms & conditions before being allowed to access the portal:



- ii. Once you have accepted the terms & conditions, you will be allowed access to the portal functionality.



3. First connection to BOAweb (Existing customer with Digipass)

I am a customer of the bank and I already have an active user account and authorizations to access the portal internet Existing banking. I usually connect with my ID, my password and an OTP (One Time Password) generated by the Digipass.

3.1 Download the Google Authenticator or Microsoft Authenticator Application

- i. To authenticate securely on the BOAweb platform, you must first download and configure Google Authenticator (for Android and iOS users) or Microsoft Authenticator (for Microsoft users) on your mobile device. These applications that have replaced the existing Digipass, are available on Google Play Store, App Store & Microsoft Store respectively.

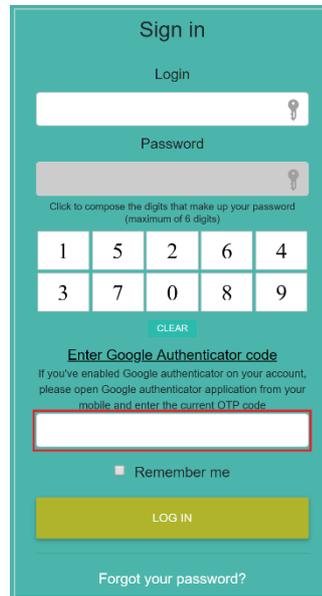


- ii. During your first connection, the Google Authenticator and Microsoft Authenticator applications will:
 - Scan the Quick Response Code (QR code) that is generated and sent as part of the onboarding e-mail. This QR Code is uniquely associated to your user account. You will only need to scan this once to complete the setup.
 - Once the QR code is scanned and the setup completed, Google Authenticator / Microsoft Authenticator will generate a 6-digit code that will be refreshed every 30 seconds. This also means that the code must be used to authenticate within the same 30 seconds window. Otherwise, you will need to obtain a fresh and current 6-digit code.



Important:

- With each new log in, you will need to get a new code from Google Authenticator / Microsoft Authenticator – just like the Digipass.



- ➔ You will also be prompted for a code to approve payments – and just like before, you will generate the code from Google Authenticator / Microsoft Authenticator.
- ➔ In case you change your mobile device, re-install the Google Authenticator / Microsoft Authenticator application on your new mobile device and request a fresh QR code via the BOAweb portal.

3.2 E-mail Notification

For this step, please refer to section 2.1.

3.3 Changing the Password

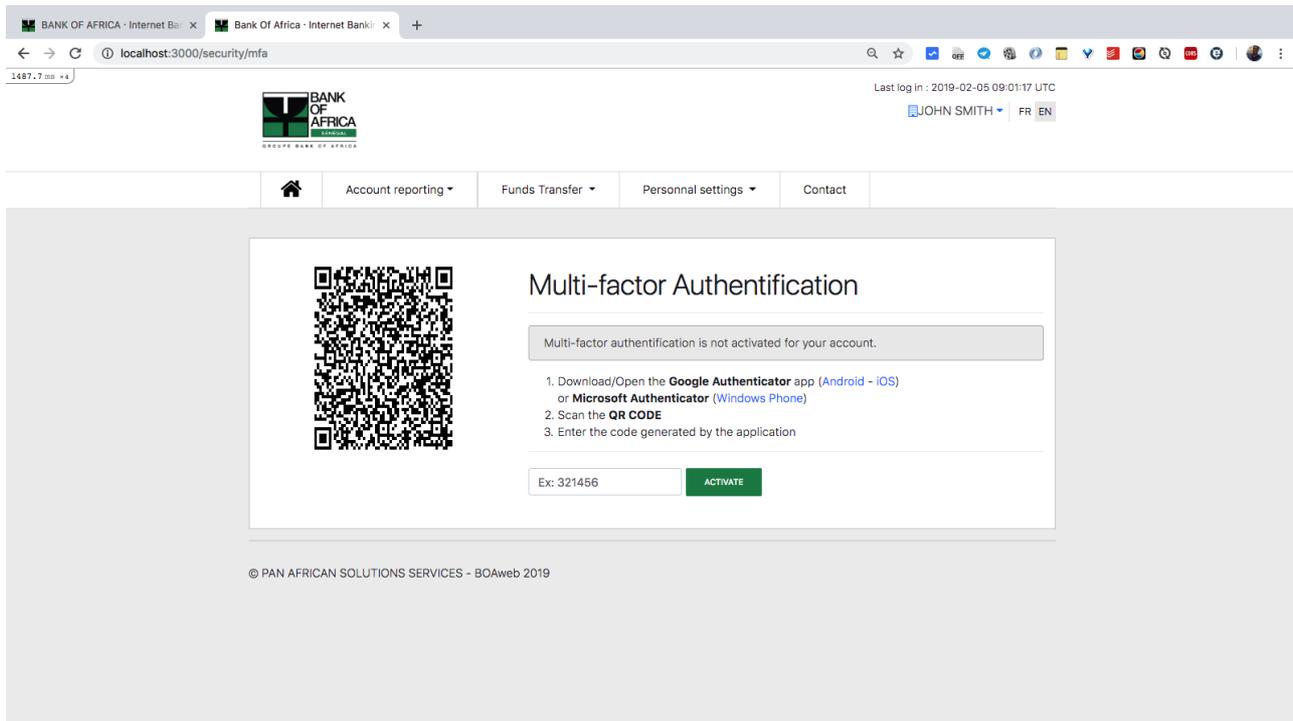
For this step, please refer to section 2.2.

3.4 Log in with the Username and Password Created

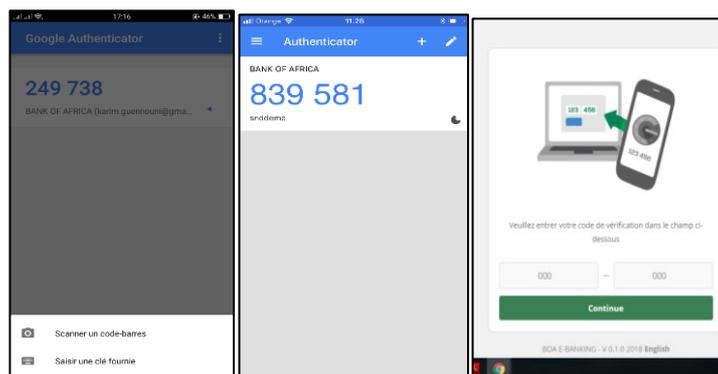
For this step, please refer to section 2.3.

3.5 Enabling Multi-Factor Authentication

- i. In order to have enhanced security, it is mandatory to enable multi-factor authentication during the first log-in. Once you have provided the correct credentials and logged in successfully, BOAweb will display the following screen:



- ii. Follow the steps below to complete Google Authenticator / Microsoft Authenticator setup:
- Launch the Google Authenticator / Microsoft Authenticator application
 - Scan the QR Code
 - Enter the 6-digit code generated by the Google Authenticator / Microsoft Authenticator application



Important:

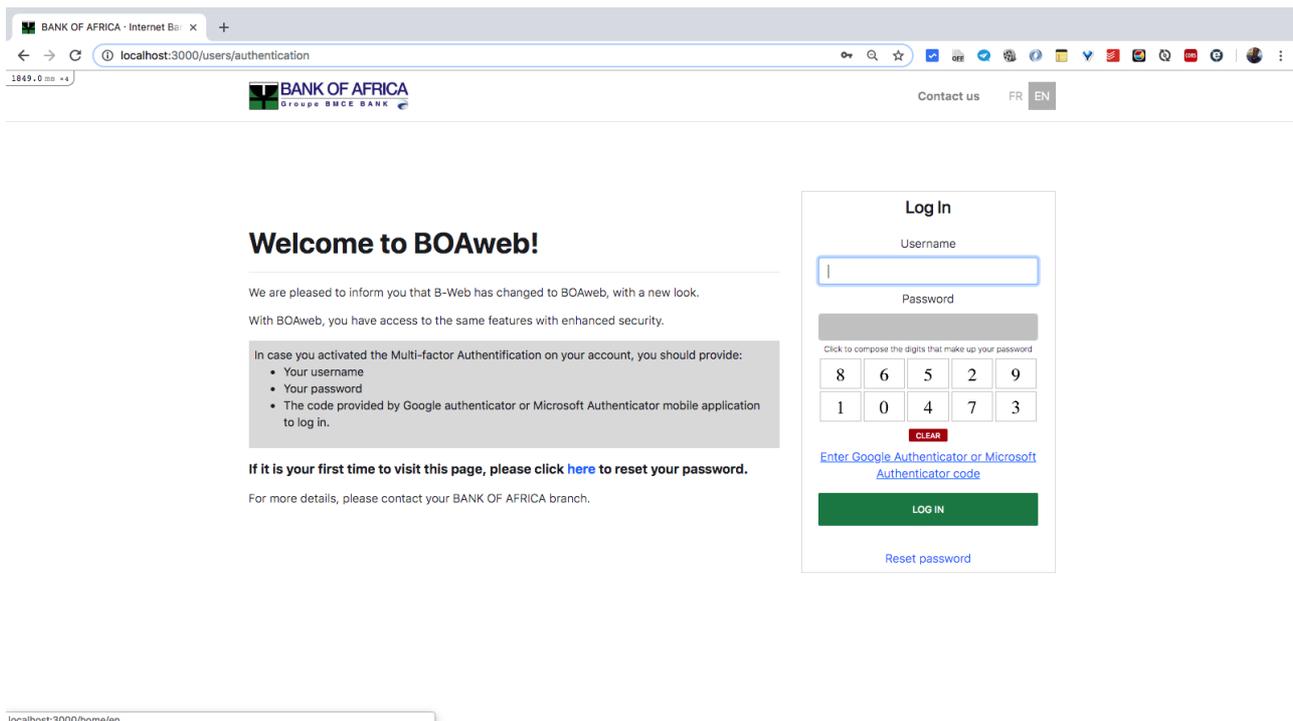
- The code must be entered immediately otherwise it will expire after 30 seconds. The user will then have to use the new code shown on the app within 30 seconds.
- In case of problems or failure to log in, you will need to contact your Account Manager to provide further assistance.

4. First Connection to BOAweb (New Customer)

- i. To access BOAweb, contact your Account Manager to complete the sign-up form. This will be used to create your subscription to the BANK OF AFRICA Internet Banking service.
- ii. Once the setup has been completed, you will receive an e-mail with instructions on how to log in to BOAweb. The email is sent to the address that you provided the bank.

5. Reset Password

- i. In the event of a forgotten password, navigate to the log in page of the BOAweb portal and click on “Reset password”.



The screenshot shows a web browser window with the URL `localhost:3000/users/authentication`. The page header includes the Bank of Africa logo and navigation links for 'Contact us', 'FR', and 'EN'. The main content area is divided into two sections:

Welcome to BOAweb!

We are pleased to inform you that B-Web has changed to BOAweb, with a new look. With BOAweb, you have access to the same features with enhanced security.

In case you activated the Multi-factor Authentication on your account, you should provide:

- Your username
- Your password
- The code provided by Google authenticator or Microsoft Authenticator mobile application to log in.

If it is your first time to visit this page, please click [here](#) to reset your password.

For more details, please contact your BANK OF AFRICA branch.

Log In

Username:

Password:

Click to compose the digits that make up your password

8	6	5	2	9
1	0	4	7	3

[CLEAR](#)

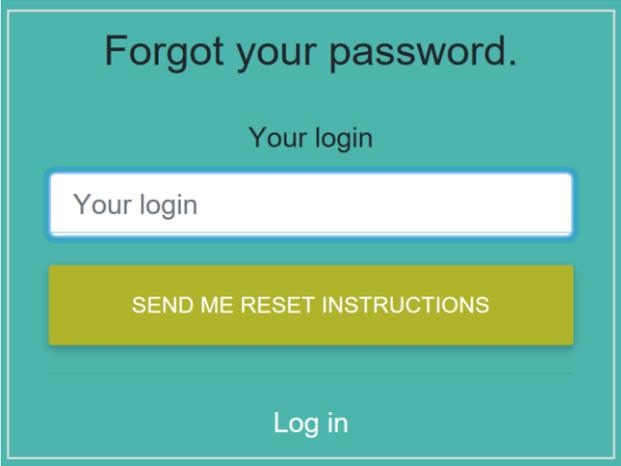
[Enter Google Authenticator or Microsoft Authenticator code](#)

[LOG IN](#)

[Reset password](#)

localhost:3000/home/en

- ii. Enter your username to receive the instructions on how to reset your password.



Forgot your password.

Your login

SEND ME RESET INSTRUCTIONS

Log in

- iii. You will receive an e-mail from the bank with instructions on how to reset your password.

6. Change Personal Information

This allows you to modify user-specific personal data e.g.

- E-mail address
- Cell phone number
- Physical and postal Address
- Language



Important:

Enter all required information to complete the update.

Bank Of Africa - Internet Bank

https://boaweb.of.africa/users/contact

Bank of Africa logo

Last log in : 2019-01-30 10:03:49 UTC

JHON SMITH | FR EN

Account reporting | Funds Transfer | Personal settings | Contact

My Contact Details

E-mail address *

Phone number *

Address *

Language *

Please set your password

Click to compose the digits that make up your password (minimum of 6 digits)

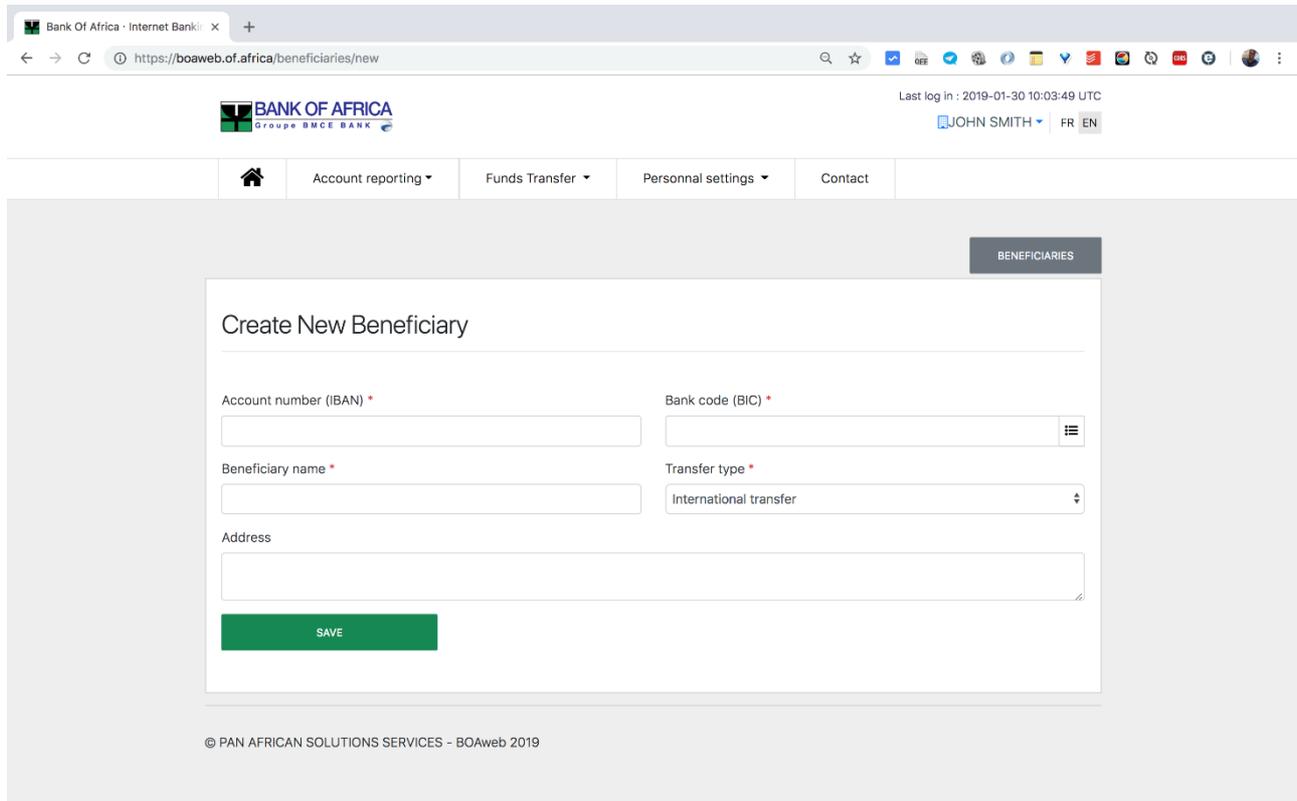
3	0	2	1	6	8	7	9	4	5
---	---	---	---	---	---	---	---	---	---

CLEAR

CANCEL SAVE

7. Create a New Beneficiary

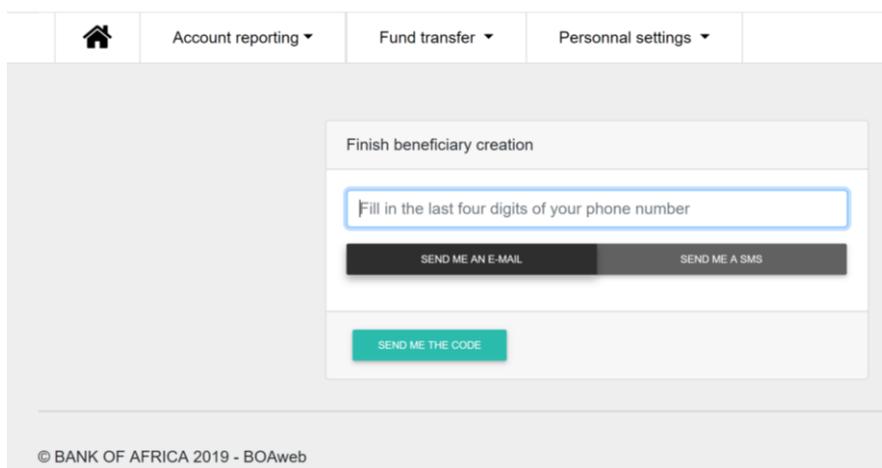
The registration of a new beneficiary requires the use of a verification code that the user can opt to receive via e-mail or SMS.



The screenshot shows the 'Create New Beneficiary' form in the BOAweb interface. The browser address bar shows the URL <https://boaweb.of.africa/beneficiaries/new>. The user is logged in as JOHN SMITH. The form includes the following fields:

- Account number (IBAN) *
- Bank code (BIC) *
- Beneficiary name *
- Transfer type * (set to International transfer)
- Address

A green 'SAVE' button is located at the bottom of the form. The footer of the page reads: © PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019.



The screenshot shows the 'Finish beneficiary creation' step in the BOAweb interface. The user is prompted to 'Fill in the last four digits of your phone number' in a text input field. Below the input field are three buttons:

- SEND ME AN E-MAIL
- SEND ME A SMS
- SEND ME THE CODE

The footer of the page reads: © BANK OF AFRICA 2019 - BOAweb.

8. Standing Orders

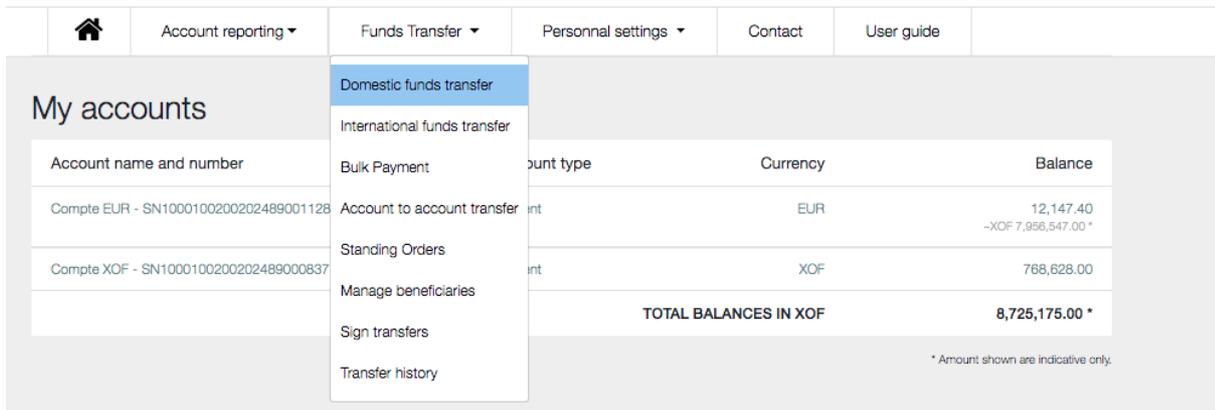
In the BOAweb application, it is possible to create, modify or cancel a domestic or international or account to account standing order.

8.1 Create a standing order

Users can create standing orders of:

- Domestic transfer nature or
- International transfer nature or
- Account to account transfer nature (accounts within the same bank)

- In the “Funds Transfer” menu, select the desired transfer type, for instance “Domestic funds transfer”.



The screenshot shows the BOAweb application interface. At the top, there is a navigation bar with a home icon, 'Account reporting', 'Funds Transfer', 'Personal settings', 'Contact', and 'User guide'. The 'Funds Transfer' menu is open, showing options: 'Domestic funds transfer' (highlighted), 'International funds transfer', 'Bulk Payment', 'Account to account transfer', 'Standing Orders', 'Manage beneficiaries', 'Sign transfers', and 'Transfer history'. Below the menu, there is a table titled 'My accounts' with columns for 'Account name and number', 'Account type', 'Currency', and 'Balance'. The table contains two rows of account data and a total row. A note at the bottom right states: '* Amount shown are indicative only.'

Account name and number	Account type	Currency	Balance
Compte EUR - SN1000100200202489001128	Account to account transfer	EUR	12,147.40 -XOF 7,956,547.00 *
Compte XOF - SN1000100200202489000837	Account to account transfer	XOF	768,628.00
TOTAL BALANCES IN XOF			8,725,175.00 *

- Fill in all the fields of the funds transfer form:

- Beneficiary
- Account to debit
- Currency
- Amount
- Transfer fee details
- Reason for transfer

- Check the "Set as a Standing Order" checkbox

Set as a Standing Order

- Fill in the additional fields for the Standing Order:

- First due date – indicates the execution date of the standing order. This date is usually equal or superior to the initiation date.

- End date – indicates the end date of the standing order. It is strictly superior to the date of the first due date.
- Frequency – indicates the frequency of the transfer: daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, half yearly, and yearly.

Domestic Funds Transfer

Beneficiary

TEST BULK P BOA RDC - (BJ0610100100189536000050) AFRIBJBJ

Account to debit

Compte EUR - SN1000100200202489001128 - EUR

Currency

EUR - European euro

Amount

1400,0

First due date

2020-01-02

Set as a Standing Order



End date

2020-03-05

Frequency

Monthly

Detail of charges

Charge beneficiary

Description

Description

- Confirm the creation of the standing order by clicking on "Create a new funds transfer".
- The standing order created is available at any time and can be viewed by clicking on "Standing orders" in the dropdown list of the "Funds Transfer" menu".

Beneficiary	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	1201.0	EUR	---	Cancelled	ACTIONS -
TEST BULK P BOA RDC	1200.0	EUR	---	Cancelled	ACTIONS -
PAN AFRICAN SOLUTIONS SERVICES	5.0	EUR	2019-12-26	Not signed	ACTIONS -
TEST BULK P BOA RDC	5.0	EUR	2019-12-26	Not signed	ACTIONS -
TEST BULK P BOA RDC	1000.0	EUR	2020-01-02	Not signed	ACTIONS -

8.2 Sign a standing order

This step allows you to sign a standing order of:

- Domestic nature or
- International nature or
- Account to account nature

NB: The standing order is automatically cancelled by the system if it is not signed within 6 days after the set up date.

- In the “Funds Transfer” menu, select "Standing orders" and search for the transfer to be signed. The transfers awaiting signatures have the status “Awaiting signature”.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-01-02	Not signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	<ul style="list-style-type: none"> Show Sign Edit

< 1 2 3 >

- To sign the transfer, click on the "Select" button and then “Sign”. The predefined signature matrix rules will be applied accordingly.

ⓘ The transaction has been signed

TRANSFERS

signed

From	Amount to transfer	Date	Type
SN1000100200202489001128	EUR 1,400.00	02/01/2020	simple domestic Standing Order
To	Beneficiary	Reason	Detail of charges
BJ0610100100189536000050	TEST BULK P BOA RDC		Beneficiary

Signatories

Nom	Password	02/01/2020	●
-----	----------	------------	---

- After the signature, the status of the transfer changes to “Signed”. The possible actions on a signed standing order transfer include:
 - Show – to view the details of the transaction

- Cancel – to cancel the standing order
- Suspend – to suspend the standing order
- Skip next occurrence – to skip the next occurrence of the scheduled standing order

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	ACTIONS - <input type="checkbox"/> Show <input type="checkbox"/> Cancel <input type="checkbox"/> Pause <input checked="" type="checkbox"/> Skip next occurrence
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	

< 1 2 3 >

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- iv. In the transfer history, the user can view the next scheduled due dates for all standing orders.

Transfers list

To be signed **8** Scheduled **7** Signed **9** Cancelled **0**

TEST BULK P BOA RDC BJ0610100100189536000050	EUR 1,400.00	02/02/2020	simple domestic standing order	
---	--------------	------------	-----------------------------------	--

NB: If the first due date is equal to the creation date of the standing order:

- The first due date appears in the "Signed" section and the standing order is sent to the bank for execution

Transfers list

To be signed **8** Scheduled **7** Signed **9** Cancelled **0**

TEST BULK P BOA RDC BJ0610100100189536000050	EUR 1,400.00	02/01/2020	simple domestic standing order	
---	--------------	------------	-----------------------------------	--

- The next due date is displayed in the "Scheduled" section.

Transfers list						
To be signed 8		Scheduled 7		Signed 9		Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050		EUR 1,400.00		02/02/2020		simple domestic standing order

8.3 Edit a standing order

Standing order amendment is only possible on transfers that have been created but not yet signed. While Corporate customers can only amend the amount field of the transfer, Retail customers can amend all the fields of the transfer.

8.4 Suspend/Resume a standing order

A user can suspend a signed standing order at anytime by clicking on the “Suspend” action of the targeted transfer.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	ACTIONS - <input type="checkbox"/> Show <input type="checkbox"/> Cancel <input checked="" type="checkbox"/> Pause <input type="checkbox"/> Skip next occurrence
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	

< 1 2 3 >

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

In this case, all due dates are suspended and are therefore not sent to the bank for execution.

i The Standing Order is on hold						
Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Paused	Signed	ACTIONS -

The user can activate the standing order by clicking on the “Resume” action.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Paused	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	<input type="checkbox"/> Show <input type="checkbox"/> Cancel <input checked="" type="checkbox"/> Resume

< 1 2 3 >

The next due date reappears in the list of scheduled transfers.

Transfers list						
To be signed 8		Scheduled 7		Signed 9		Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050		EUR 1,400.00		02/02/2020	simple domestic standing order	<input type="checkbox"/>

8.5 Skip the next occurrence of a standing order

Users can skip the next due date for a standing order.

- i. Click on the “Funds Transfer” menu and select “Standing orders”
- ii. Click on “Skip the next occurrence” on the targeted standing order

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	<input type="checkbox"/> Show <input type="checkbox"/> Cancel <input type="checkbox"/> Pause <input checked="" type="checkbox"/> Skip next occurrence

< 1 2 3 >

PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

The status of this standing order then changes to “Skipped”

The skip will only apply to the next due date and will therefore not be executed. After this due date, the next one will be scheduled.

Users can also unskip the next due date of a skipped standing order transfer by clicking on “Unskip next occurrence”.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Skipped	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	<input type="checkbox"/> Show <input type="checkbox"/> Cancel <input type="checkbox"/> Pause <input checked="" type="checkbox"/> Unkip next occurrence

< 1 2 3 >

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

8.6 Cancel a standing order

The cancellation feature of a standing order can be accessed by any user from the "Standing orders" menu.

- Go to "Funds Transfer" and click on "Standing orders"
- Look for the targeted transfer, click on "Select" and then on "Cancel" and confirm the operation
- The status of the transfer changes to "Cancelled" and consequently, all due dates are cancelled.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Skipped	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	<input type="checkbox"/> Show <input checked="" type="checkbox"/> Cancel <input type="checkbox"/> Pause <input type="checkbox"/> Unkip next occurrence

< 1 2 3 >

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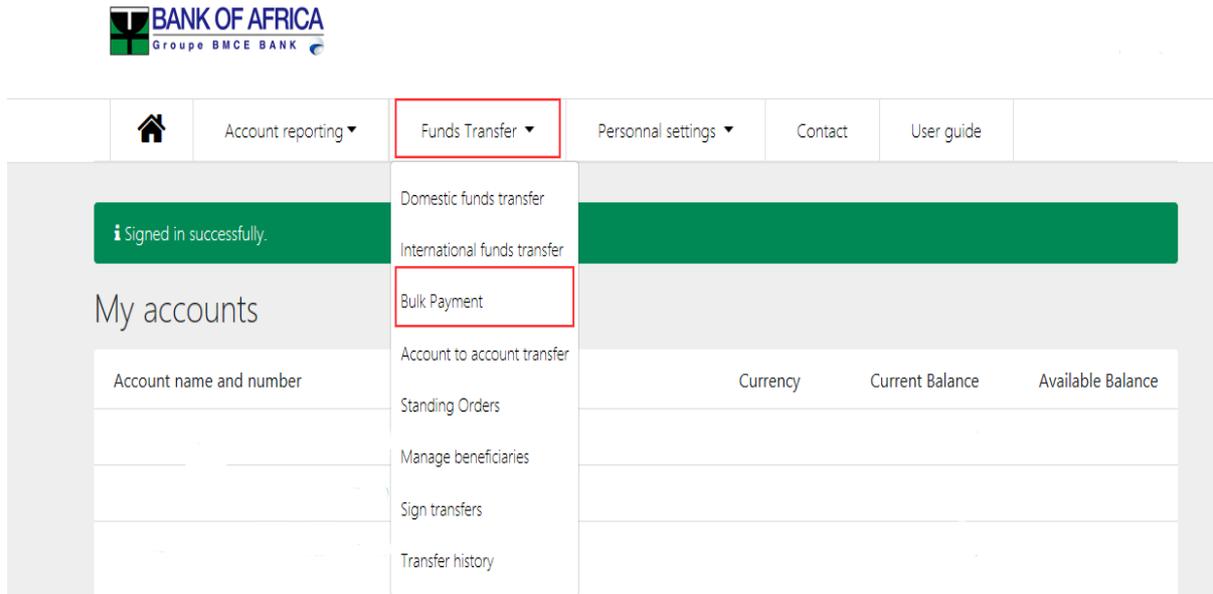
A cancelled standing order cannot be activated; the user would have to create a new one.

9. Bulk Payments

The BOAweb application provides the possibility to create, delete or cancel a bulk payment. This feature, only available for Enterprise customers (SME and Corporate), enables the execution of several funds transfers at one go.

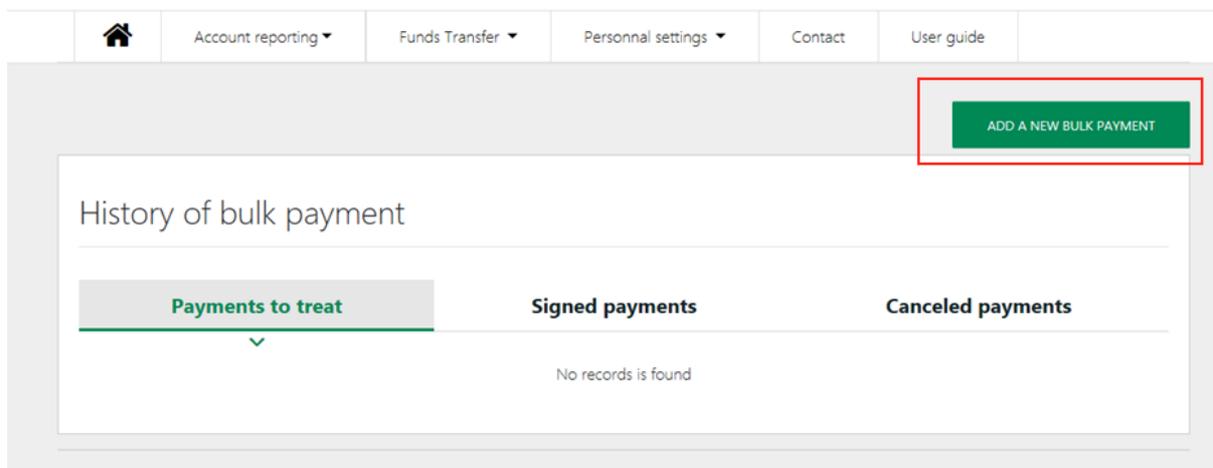
9.1 Access the bulk payment menu

- i. Log in to BOAweb.
- ii. Navigate to “Funds Transfer” and then click on the “Bulk Payment” menu. The bulk payment screen will appear with the title “History of bulk payments”.



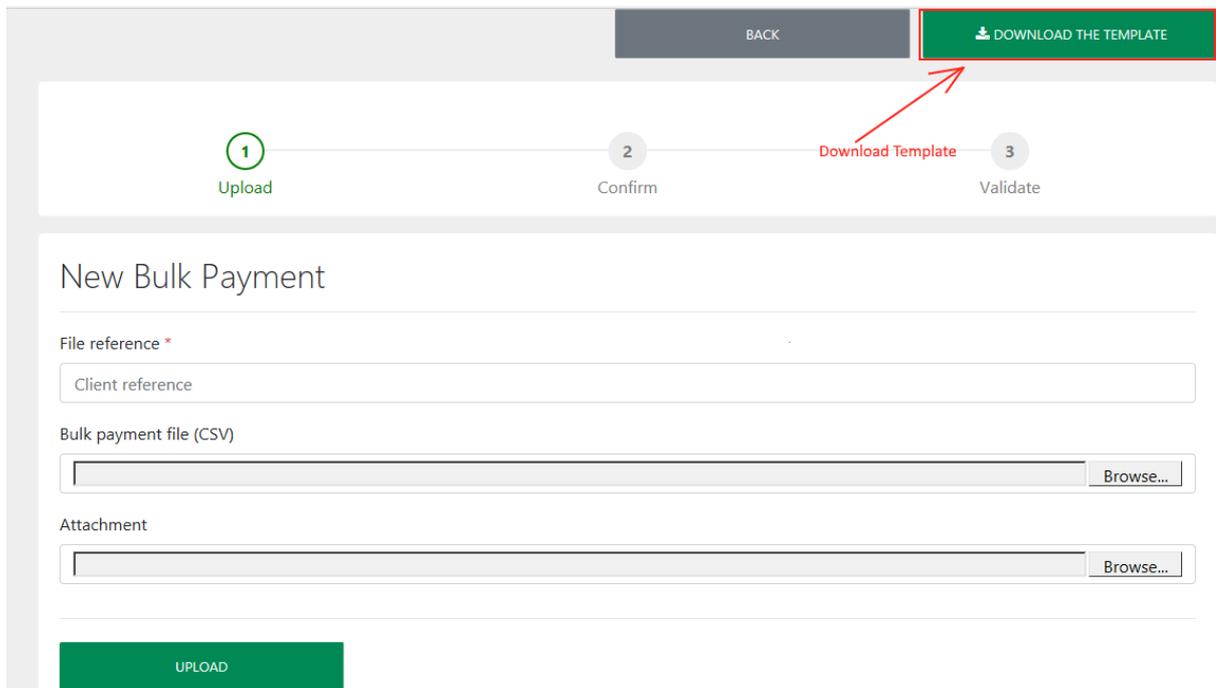
9.2 Create a bulk payment

- i. To create a new bulk payment, click on the “Add a New Bulk Payment” menu icon. The New Bulk Payment screen opens.



- ii. Define the following information on the New Bulk Payment screen:
 - Download the template – Provides a comma separated value (csv) file to capture bulk payment details

- File reference – Provide a brief description of the purpose of the bulk file
- Bulk payment file (CSV) - Browse for the bulk file and upload the file into BOAweb
- Attachment – Upload supporting and approval related documents for the bulk file



BACK DOWNLOAD THE TEMPLATE

1 Upload 2 Confirm 3 Validate

Download Template

New Bulk Payment

File reference *

Client reference

Bulk payment file (CSV)

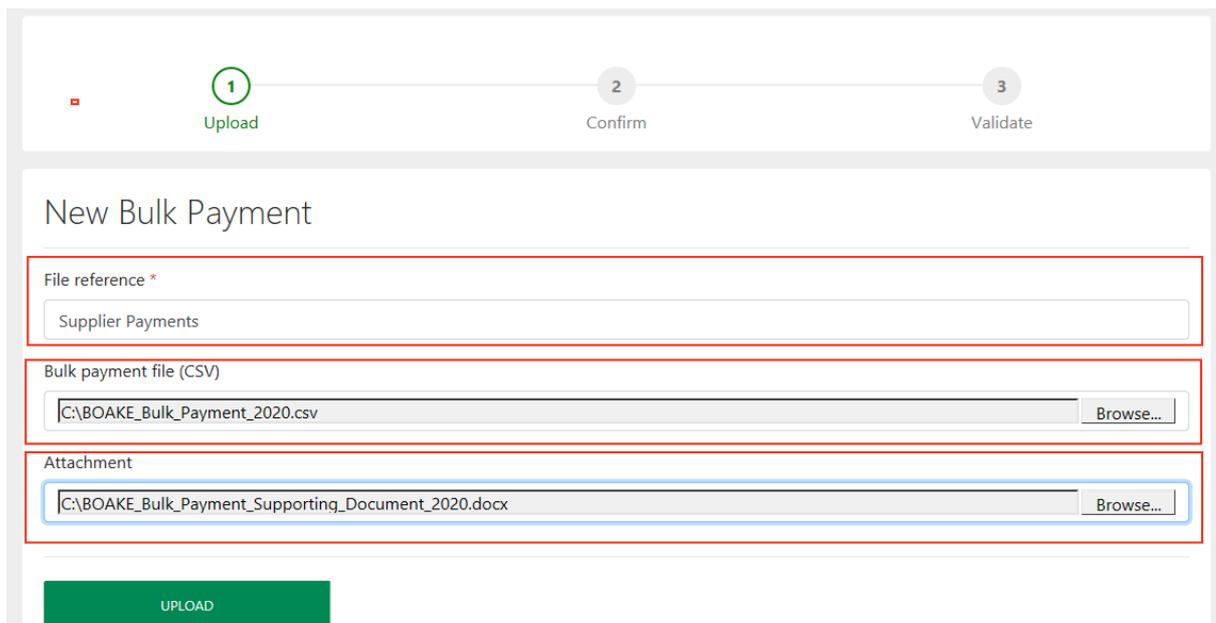
Browse...

Attachment

Browse...

UPLOAD

- iii. Click on the “Upload” button to complete the process.



1 Upload 2 Confirm 3 Validate

New Bulk Payment

File reference *

Supplier Payments

Bulk payment file (CSV)

C:\BOAKE_Bulk_Payment_2020.csv

Browse...

Attachment

C:\BOAKE_Bulk_Payment_Supporting_Document_2020.docx

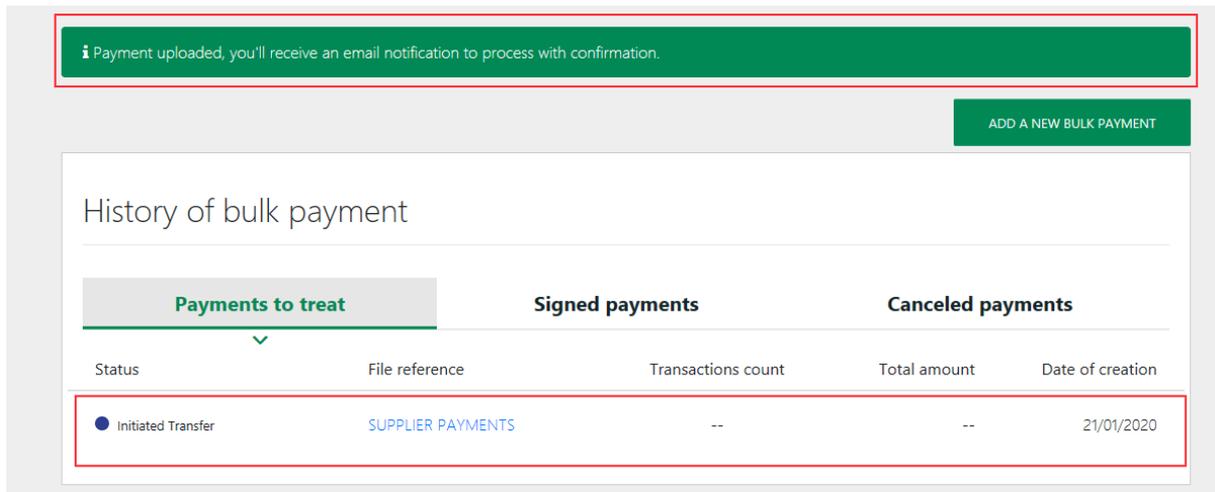
Browse...

UPLOAD

- iv. Once the file has been uploaded, the initiator will get an e-mail notification advising on the status of the payment.

- v. On the History of bulk payment screen, the file is loaded successfully and displayed for the user. The user is able to review the contents of the uploaded file by clicking on the “File Reference”.

The initiator will need to process the bulk payments under the “Payments to treat” tab.



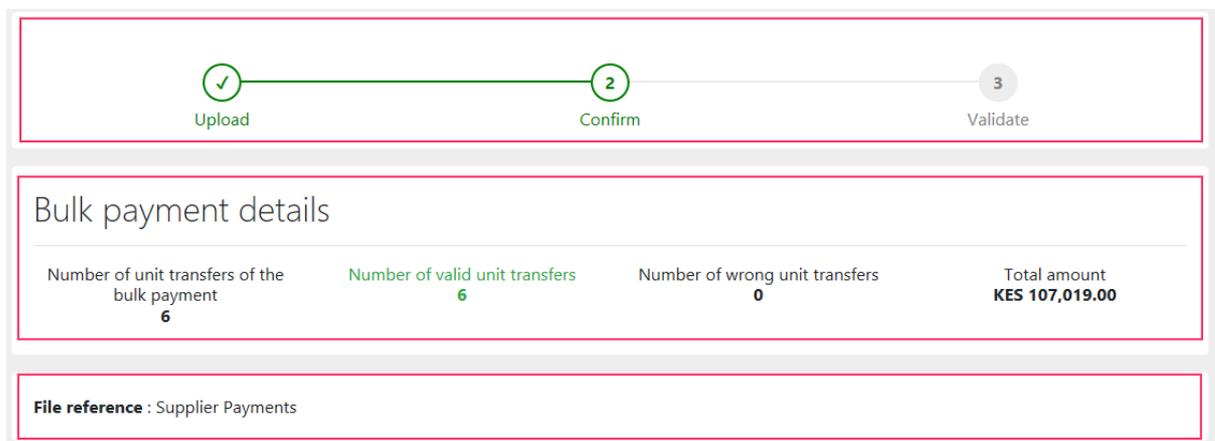
Payment uploaded, you'll receive an email notification to process with confirmation.

ADD A NEW BULK PAYMENT

History of bulk payment

Payments to treat		Signed payments	Canceled payments		
Status	File reference	Transactions count	Total amount	Date of creation	
Initiated Transfer	SUPPLIER PAYMENTS	--	--	21/01/2020	

- vi. The Bulk payment details screen displays the total number of transfers uploaded successfully and the total amount. Invalid or wrong transfers are also flagged.



Upload Confirm Validate

Bulk payment details

Number of unit transfers of the bulk payment	Number of valid unit transfers	Number of wrong unit transfers	Total amount
6	6	0	KES 107,019.00

File reference : Supplier Payments

Count	Account number	Amount	Account number	Beneficiary name
1	1900005600420006	KES 10,000.00	68020000000123456788	Rose Nguku
2	1900005600420006	KES 25,000.00	68020000000088886788	Peter Doe
3	1900005600420006	KES 7,000.00	68030000000123456788	Mary Doe
4	1900005600420006	KES 1,999.00	68015000000123456788	Anne Doe
5	1900005600420006	KES 55,020.00	68001000000123456788	Mariam Doe
6	1900005600420006	KES 8,000.00	68008000000123456788	William Doe

- vii. The “Back” button takes the user to the previous screen, History of bulk payment. The “Cancel” button ends the current transfer. The “Confirm” button allows the user to validate the transfer.
- viii. After confirming the transfer, the status will change to “Verified Transfer”. The total number of transactions and amount will be displayed for the initiator.

History of bulk payment

Payments to treat		Signed payments	Canceled payments	
Status	File reference	Transactions count	Total amount	Date of creation
<input checked="" type="radio"/> Verified Transfer	SUPPLIER PAYMENTS	6	KES 107,019.00	21/01/2020

Figure 7 : Verified Transfer - History of Bulk Payment Screen

The bulk payment transfer is ready for the signatories to sign.

Summary			To sign
File reference Supplier Payments	Transactions count 6	Amount KES 107,019.00	
Payment type bulk domestic	Transfer date 21/01/2020	Status Verified Transfer	



Sign the transfer

Beneficiaries

Source account	Destination account	Beneficiary name	Amount

BACK

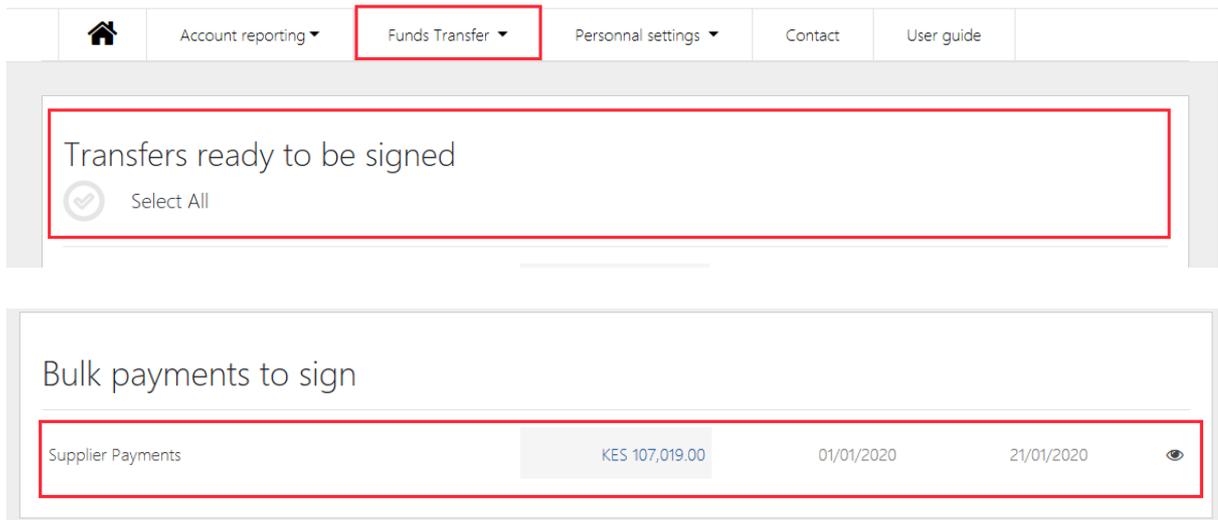
DELETE

- ix. The initiator can click on the “Delete” button to dispose the current bulk payment transfer.

9.3 Sign a bulk payment

The signatory can sign the bulk payment transfers depending on the mandates defined.

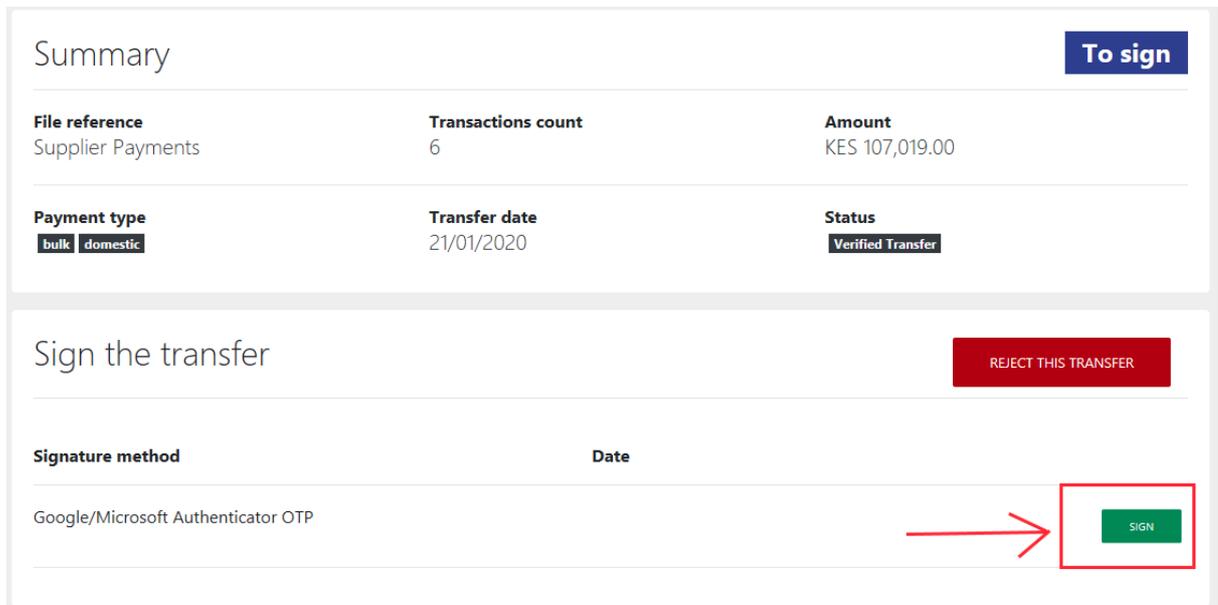
- i. Go to “Funds Transfer” and click on “Sign Transfers”. The list of transfers waiting to be signed will be displayed.



The screenshot shows the BOAweb navigation menu with 'Funds Transfer' highlighted. Below the menu, a box indicates 'Transfers ready to be signed' with a 'Select All' button. A table below lists bulk payments to sign:

Supplier Payments	KES 107,019.00	01/01/2020	21/01/2020	Eye icon
Supplier Payments	KES 107,019.00	01/01/2020	21/01/2020	Eye icon

- ii. Select the bulk payment transfer to sign and click on the “Sign” button.



The screenshot shows the 'Summary' section with a 'To sign' button. The summary includes:

File reference	Transactions count	Amount
Supplier Payments	6	KES 107,019.00

Additional details:

Payment type	Transfer date	Status
bulk domestic	21/01/2020	Verified Transfer

The 'Sign the transfer' section includes a 'REJECT THIS TRANSFER' button and a table for signature details:

Signature method	Date
Google/Microsoft Authenticator OTP	

A red arrow points to the 'SIGN' button in the signature method row.

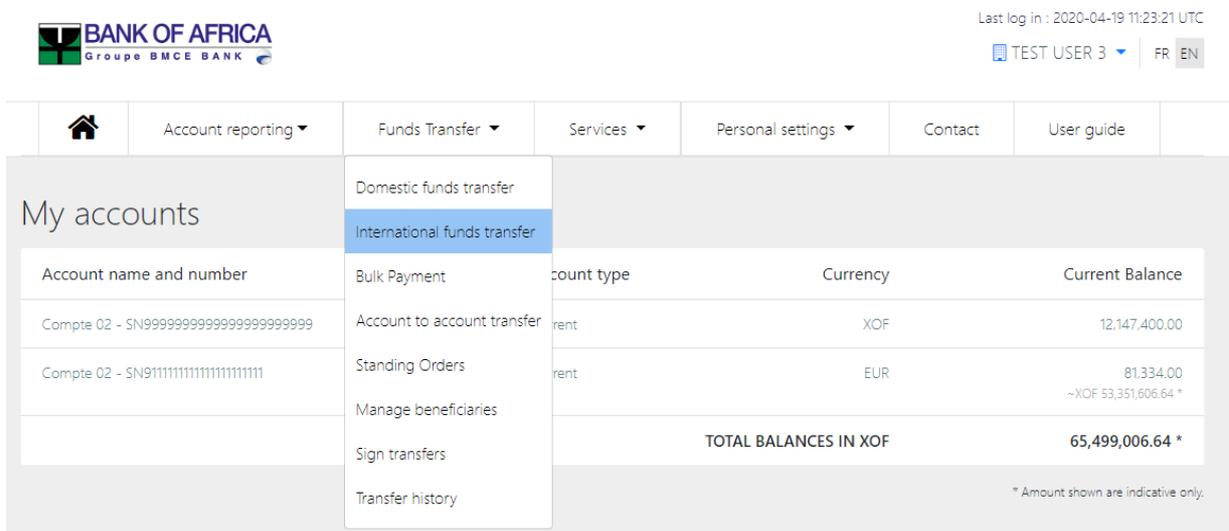
The signatory also has the option to reject the transfer by clicking on the “Reject this transfer” button.

10. Attachment of supporting documents for an international funds transfer

This feature enables users with international funds transfer user rights to initiate international funds transfers and attach supporting documents.

10.1 Initiate an international funds transfer

- i. Log in to BOAweb, navigate to “Funds Transfer” and select “International funds transfer”.



The screenshot shows the BOAweb interface. At the top right, it displays 'Last log in : 2020-04-19 11:23:21 UTC' and 'TEST USER 3' with language options 'FR' and 'EN'. The main navigation bar includes 'Home', 'Account reporting', 'Funds Transfer', 'Services', 'Personal settings', 'Contact', and 'User guide'. The 'Funds Transfer' dropdown menu is open, showing options: 'Domestic funds transfer', 'International funds transfer' (highlighted), 'Bulk Payment', 'Account to account transfer', 'Standing Orders', 'Manage beneficiaries', 'Sign transfers', and 'Transfer history'. Below the menu, the 'My accounts' section is visible, showing a table with columns for 'Account name and number', 'Account type', 'Currency', and 'Current Balance'. The table lists two accounts: 'Compte 02 - SN99999999999999999999999999999999' (XOF, 12,147,400.00) and 'Compte 02 - SN91111111111111111111111111111111' (EUR, 81,334.00). A total balance for XOF is shown as 65,499,006.64. A note at the bottom right states '* Amount shown are indicative only.'.

- ii. Fill in the fields in the international funds transfer form :
 - Beneficiary
 - Debit account
 - Currency
 - Amount
 - Transfer date
 - Detail of charges
 - Description
- iii. Click on “Create a new funds transfer”.

International Funds Transfer

Beneficiary

MADANI - (007780000351800042184942) Attjariwafa bank

Debit account

Compte 02 - SN99999999999999999999 - XOF

Currency

EUR - European euro

Amount

1000

Transfer date

2020-04-19

Set as a Standing Order

Amount estimated in the currency of the account to debit - XOF

655957,00

(estimated amount based on mid-rate)

Detail of charges

Charge me

Description

International funds transfer test

[CREATE A NEW FUNDS TRANSFER](#)

- iv. The transfer is created, but there is no supporting document attached to the transaction.

 The transfer was created successfully

TRANSFERS

In progress

From	Amount to transfer	Date	Type
SN99999999999999999999999999999999	EUR 1,000.00 ~XOF 655,957.00	19/04/2020	simple international
To	Beneficiary	Reason	Detail of charges
007780000351800042184942	MADANI	International funds transfer test	Our

Documents [0]

No document found

10.2 Add a supporting document

- i. To add a supporting document, go to the bottom of the summary screen and select the reason for the transfer from the drop-down list.

To	Beneficiary	Reason	Detail of charges
007780000351800042184942	MADANI	International funds transfer test	Our

Documents [0]

No document found

Select the reason

Document

Payment of invoices for the effective provision of services

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

Payment of invoices for the effective provision of services

Down payment / Payment of invoices for the provision of services not effective

Tuition fees

Travel allowance

Family help or family assistance

Salary savings for expatriates or non-residents

Provisioning of expatriate accounts

Provisioning of foreign accounts by residents who have acquired non-resident status

Payment of expenses from a non-resident account

BACK TO THE TRANSFER

- ii. Add the document on the browse field and click on “Add document”.

Select the reason

Document

Payment of invoices for the effective provision of services

Choisir un fichier

Attachment for int...funds transfer.pdf

Allowed document types are images, word and pdf

ADD DOCUMENT

BACK TO THE TRANSFER

- iii. The document is added successfully. To add more documents, repeat steps i and ii, click on “Add document” and then “Back to the transfer”.


Last log in : 2020-03-30 11:14:35 UTC

Nom | FR | EN

Home | Account reporting | Funds Transfer | Services | Personal settings | Contact | User guide

Cheque book request
Track requests

My accounts

Account name and number	Account type	Currency	Current Balance
Long name to teste card view in this component - SN91111111111111111111	Current	EUR	81,334.00 ~XOF 53,351,606.64 *
Compte 02 - SN99999999999999999999	Current	XOF	12,147,400.00
TOTAL BALANCES IN XOF			65,499,006.64 *

* Amount shown are indicative only.

- ii. Fill in the fields in the cheque book request form:
- Account - Select the account to which the cheque book(s) will be attached
 - Number of cheque books – Indicate the number of cheque books desired (maximum of 2 cheque books per order)
 - Number of leaves – Indicate the number of leaves per cheque book (*options : 25 and 50 leaves*)
 - Cheque book type – Select the type of cheque book desired (*options : Crossed and Open*)

Cheque book request

Account

Compte 02 - SN99999999999999999999 - XOF

Number of cheque books

1

Number of leaves

25

Cheque book type

Crossed

Crossed

Open

after receiving the notification for collection will be destroyed, and the customer will be charged.

SAVE

- iii. Click on “Save”.
- iv. Verify the information captured in the summary screen that follows before validating the request.

i The request has been created

✓ VALIDATE
✎ EDIT
🗑 DELETE

Cheque book request

Account number	SN99999999999999999999999999999999
Number of cheque books	1
Number of leaves	25
Cheque book type	Crossed
Request date	
Status	
Processed on	
Reason	

- v. If the information is correct, click on “Validate”. If there is an error in the information captured, click on “Edit” to correct it.
- vi. Click on “Save” followed by “Validate” on the summary screen. If necessary, you can delete the request by clicking on “Delete”

NB: A validated request cannot be edited or deleted

- vii. Once you have validated the request, you will receive a confirmation by e-mail from the bank.

11.2 View cheque book requests

- i. After validation of the request, you are led to the “Track requests” screen where you can view all requests.

The request has been signed

Requests tracking

Request type: Requested on: Processed on: Status:

Request type	Request date	Status	Processed on	Actions
Cheque book request - Open Quantity : 2 - Pages : 50	Signed at : 2020-02-13 15:29:37 UTC	Validated		<input type="button" value="ACTIONS"/>
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:28:28 UTC	Validated		<input type="button" value="ACTIONS"/>

- ii. You can also access this screen by clicking directly on “Track requests” from the “Services” menu.

Account reporting ▾ Funds Transfer ▾ **Services ▾** Personal settings ▾ Contact User guide

My accounts

- Cheque book request
- Track requests**

Account name and number	Account type	Currency	Current Balance
Long name to teste card view in this component - SN91111111111111111111	Current	EUR	81,334.00 ~XOF 53,351,606.64 *
Compte 02 - SN99999999999999999999999999999999	Current	XOF	12,147,400.00
TOTAL BALANCES IN XOF			65,499,006.64 *

* Amount shown are indicative only.

- iii. Indicate the search criteria in the fields provided:
- Request type – Select “Cheque book request”
 - Requested on – Choose the date of the creation of the request
 - Processed on – Choose the date in which the request was processed by the bank
 - Status – Indicate the status of the request ; the options are : Validated, In progress, Rejected and Processed

Requests tracking

Request type: Requested on: Processed on: Status:

- iv. The list of requests is displayed based on the search criteria.

Request type	Request date	Status	Processed on	Actions
Cheque book request - Open Quantity : 2 - Pages : 50	Signed at : 2020-02-13 15:29:37 UTC	Validated		ACTIONS ▾ Show
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:28:28 UTC	Validated		ACTIONS ▾
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:22:17 UTC	Validated		ACTIONS ▾
Cheque book request - Open Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:17:36 UTC	Validated		ACTIONS ▾

- v. Click on “Show” in the “Actions” drop-down list to view the details of the request.

Cheque book request

Account number	SN99999999999999999999999999999999
Number of cheque books	1
Number of leaves	25
Cheque book type	Crossed
Request date	2020-03-30 11:46:42 UTC
Status	In progress
Processed on	
Reason	