



FBC Internet Banking (OBDEX)

User Guide – Corporate Customers



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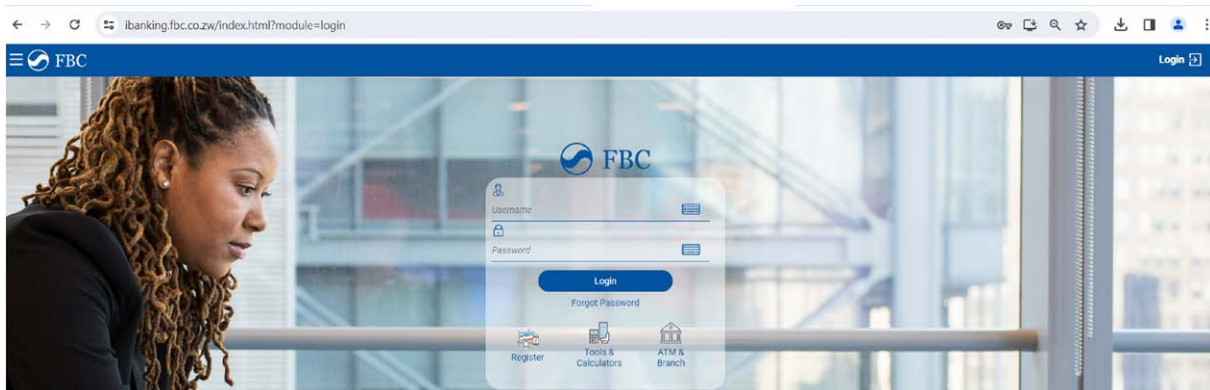
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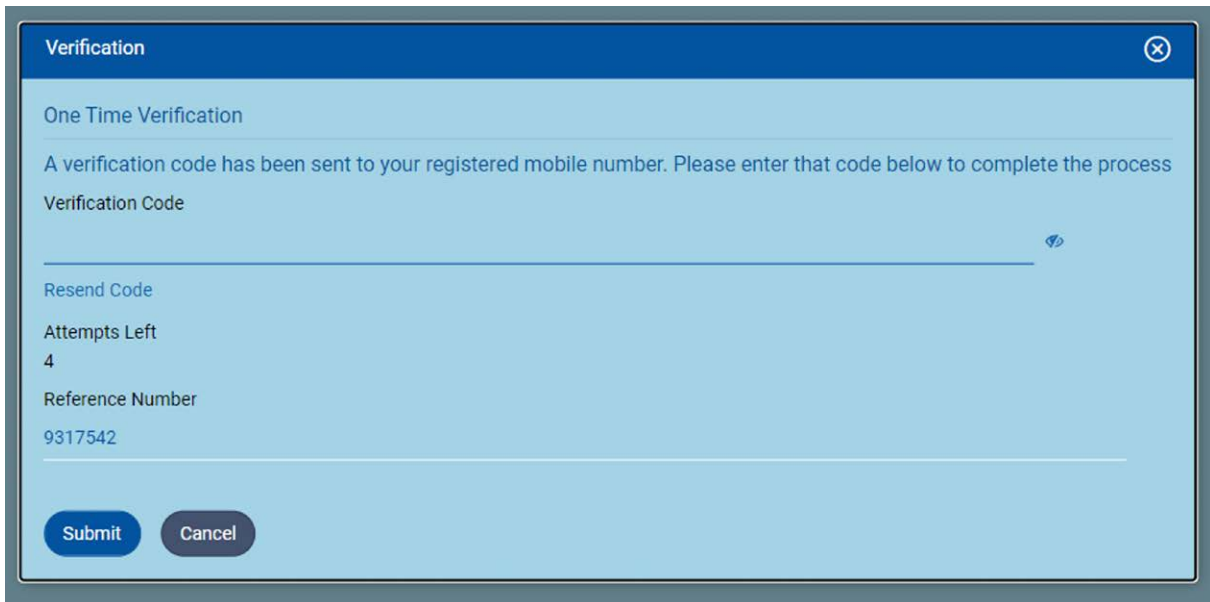
Login Page

Enter username and password to login



Two factor authentication

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





Forgot Password

Enter username and date of birth

Forgot Password

Okay, no problem. Just enter the details below.

Username

Date of Birth

Forgot your internet banking password?

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

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

Enter 6-digit OTP and submit

Forgot Password

Okay, no problem. Just enter the details below.

Username

Date of Birth

One Time Verification

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

Verification Code

Attempts Left
4

Reference Number
9317673

Forgot your internet banking password?

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

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

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



Reset Password

Reset Password

Please enter your new password

Password


Re-enter Password

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

Your Password can :

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

Reset Password



Password changed successfully!
Please click below to login.

[Login](#)



Initiator Dashboard

Retail User Dashboard

Dashboard | Welcome, NOLWAZI NYONI | Last login on Nov 11:10 AM | Logout

Current & Savings
2 Total Accounts
ZWL8,760,016.45
ZWL (2 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
You do not have any Loans

Work Snapshot for today
Transactions Not Initiated
Your daily transaction summary will be updated here

Accounts Summary

Party Name	Account Number	Account Type	Net Balance
MISHECK	RETAIL BUSINESS BANKING ACCOUNTS BUILDING SOCIETY 448 145	Saving Account	ZWL8,731,200.00
MISHECK	RETAIL BUSINESS BANKING ACCOUNTS BUILDING SOCIETY 448 245	Saving Account	ZWL28,816.45

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

Notifications
No New Notifications
Check this section for new notifications
View All

Last 5 Payments
Payments Not Initiated Recently
Check this section once you make a payment

Quick Links
Own Account Transfer | Adhoc Payment | File Upload | Funds Transfer | Issue Draft
Uploaded Files Inquiry

Bulk File Upload
Identifier: Select File Identifier
Upload: Choose file...
Submit

Activity Log

Accounts (0)		Payments (0)		B/B Payments (0)		B/B File (0)		B/B Record (0)	
Processed	0	Processed	0	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0
Rejected	0	Rejected	0	Rejected	0	Rejected	0	Rejected	0

Table Headers: Date | Description | Account Number | Amount | Reference No | Status

No data to display.



Quick links

Own account transfers

Last 5 Payments

Payments Not Initiated Recently
Check this section once you make a payment

Quick Links

- Own Account Transfer
- Adhoc Payment
- File Upload
- Funds Transfer
- Issue Draft
- Uploaded Files Inquiry

Allows one to move funds between accounts linked to user profile

Make Payment

Transfer Type

Existing Beneficiary My Accounts

Transfer From

4482005500145 - [Redacted] ✓
Balance : ZWL8,731,200.00

Transfer To

4482005500245 - [Redacted] ✓
Balance : ZWL28,816.45

Amount

ZWL ✓

[View Limits](#)

Transfer When

Now

Note

35 Characters Left



Adhoc Payments

Allows one to initiate a payment (internal transfer (intra-bank) ; inter – bank transfer (RTGS) (ZiG and USD) and International transfers (TT).

- (i) Internal Transfers
Branch name and code is required for validation

Adhoc Internal Transfer

Account Type
 Internal RTGS International

Transfer From
448 [REDACTED] 0145 - [REDACTED]
Balance : ZWL8,731,200.00

Branch
035 - FBC BS NOSTRO VIRTUAL B...

Account Number

Account Name

Beneficiary Mobile Number

Beneficiary E-mail

Amount
ZWL [View Limits](#)

Transfer When
 Now

Note

35 Characters Left

- (ii) RTGS (Inter-bank transfer)

Adhoc RTGS Payment

Account Type
 Internal RTGS International

Transfer From
448 [REDACTED] 0145 - [REDACTED]
Balance : ZWL8,731,200.00

Payment Type
 Urgent

Account Number

Confirm Account Number

Account Name

Beneficiary Mobile Number

Beneficiary E-mail

Bank Code
Please Select

Amount
ZWL [View Limits](#)

Transfer When
 Now

Payment Details

Add Payment Details
Note

35 Characters Left



(iii) International transfers (Telegraphic Transfers)

FBC Dashboard Welcome, MARVELLOUS TARUGARIRA Last login 30 Apr 01:38 PM Logout

Adhoc International Payment

Account Type

Internal RTGS International

New Application Existing Draft/Template

Transfer From
4810057400111
Balance : \$488,401.54

Account Number / IBAN
55555555555555555555555555555555

Confirm Account Number / IBAN
55555555555555555555555555555555

Account Name
Hong Kong Car Sales

Address Line 1
99 Kowloon Road

Address Line 2
Koloown

City
Hong Kong

Country
Japan

Beneficiary Bank
JPPSJRJ1
JAPAN POST BANK
JAPAN
Japan

Type of Funding
Cash FCA Balance

Type of Payment
Purchase of Goods and services

Delivery Period in days
30

Goods Code
The Transport Sector

Invoice Details
Invoice Number
2023 FORTUNER HK.J222


Invoice Amount
USD\$50000

Amount
USD \$50,000.00
[View Limits](#)

Transfer When
 Now

Correspondence Charges
PAYER

Transfer via Intermediary Bank
 Yes No





(iii) International Transfers (Telegraphic Transfers)//continued

FBC Dashboard Welcome, MARVELLOUS TARUGARIRA Logout
Last login 30 Apr 01:38 PM

30

Goods Code
The Transport Sector

Invoice Details
Invoice Number
2023 FORTUNER HKJ222

Invoice Amount
USD\$50000

Get Invoice Balance

Amount
USD \$50,000.00
[View Limits](#)

Transfer When
 Now

Correspondence Charges
PAYER

Transfer via Intermediary Bank
 Yes No

Processing Type
 Normal Processing

Communication Email
beauty.napigoti@fbc.co.zw

Payment Details
2023 FORTUNER 3 LITRES HYBRID EI
2023 FORTUNER 3 LITRES HYBRID EI
2023 FORTUNER 3 LITRES HYBRID EI

Note
Instructing institution
Spare Wheel, Spanners, Gear Box should be included in the

Continue Save As Draft Save As Template Download Cancel



(iii) International Transfers (Telegraphic Transfers)//continued

Adhoc International Payment

Account Type
Internal RTGS **International**

Transfer From
4810057400111

Beneficiary Account Number
55555555555555555555555555555555

Beneficiary Name
Hong Kong Car Sales

Address Line 1
99 Kowloon Road

Address Line 2
Koloowm

City
Hong Kong

Country
JP

Beneficiary Bank
JPPS,JPJ1
JAPAN POST BANK
JAPAN
Japan

Funding Type
Cash

Payment Type
Purchase of Goods and services

Amount
USD
50000

Email
beauty.napigoti@fbc.co.zw

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

① Supported file types: .JPEG, .PNG, .PDF

Pay **Back**



(iii) International Transfers (Telegraphic Transfers)//continued

Dashboard Welcome, MARVELLOUS TARUGARIRA Last login 30 Apr 01:38 PM Logout

JP
Beneficiary Bank
JPPS, JPI
JAPAN POST BANK
JAPAN
Japan
Funding Type
Cash
Payment Type
Purchase of Goods and services
Amount
USD
50000
Email
beauty.napigoti@fbc.co.zw

Attach Document

Choose file to attach

Choose file...

Upload Cancel

Document Type		Action
Invoice		
Additional Document 1	No	
Additional Document 2	No	

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

Pay Back

Dashboard Welcome, MARVELLOUS TARUGARIRA Last login 30 Apr 01:38 PM Logout

JP
Beneficiary Bank
JPPS, JPI
JAPAN POST BANK
JAPAN
Japan
Funding Type
Cash
Payment Type
Purchase of Goods and services
Amount
USD
50000
Email
beauty.napigoti@fbc.co.zw

Document Type	Is Mandatory?	Document Name	Action
Additional Document 2	No		
Invoice	Yes	Invoice1.pdf	
Additional Document 1	No	Angola Black.pdf	

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

Pay Back



Payments Menu

Dashboard

Current & Savings
2 Total Accounts
ZWL 8,760,016.45
ZWL (2 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
You do not have any Loans

Accounts Summary

Select Payments

× FBC

- Accounts >
- Payments >**
- Bill Payments >
- Trade Finance >
- Forex Deal >
- Liquidity Management >
- Credit Facility Management >
- File Upload >
- Reports >
- Account Settings >

Choose payments and transfers

< Payments

- Favorites
- Setups >
- Payments and Transfers >**
- Inquiries >

Choose payments and transfers

< Payments and Transfers

- Transfer Money**
- Adhoc Demand Draft
- Adhoc Payment**
- Multiple Transfers**
- Pay Bills
- Multiple Bill Payments
- Card Payment**
- Card Payment History**

Transfer money – Own Account transfer option (covered on page 7)

Own account transfers allows transfers to linked accounts and paying using a saved beneficiary (currently ONLY ZWL is enabled), *USD beneficiary payments are still under development.



Transfer money – Own Account transfer option (covered on page 7)

Own account transfers allows transfers to linked accounts and paying using a saved beneficiary (currently ONLY ZWL is enabled), *USD beneficiary payments are still under development.

Adhoc payments (covered in page 5 – 11)

Internal (intra-bank) ; RTGS (interbank payments) and international payments (Telegraphic Transfer TT payments).

Multiple transfers

Allows one to pay 5 saved beneficiaries at once RTGS and Internal payments

Make Payment

Transfer Type
 Existing Beneficiary My Accounts

Transfer From
61 [redacted] 114
Balance : ZWL400,867,199.08

Beneficiary
Please Select
N NOLIE

View Limits

Transfer When
 Now

Pay **Cancel**

Multiple Transfers

Payee 1

Transfer From
61 [redacted] 114
Balance : ZWL400,867,199.08

Beneficiary
Please Select
N NOLIE

View Limits

Transfer When
 Now

Save **Make a Copy & Save** **Reset Fields**

Payee 2

Transfer From
4855089790314
Balance : \$40,995.16

Beneficiary
Please Select

Amount

View Limits

Transfer When
 Now

Save **Make a Copy & Save** **Reset Fields**

Add Another Payment



Card Payments

Allows one to load Mastercard from Nostro Account and Instant card / moola card from ZWL account

Card Payment

Card Type

Master Card Moola Card

Card Number

8888 8989 8989 9898 989

Card payment history

Allows one to download Proof of Payments for Card Payments

Select Period

Previous Quarter

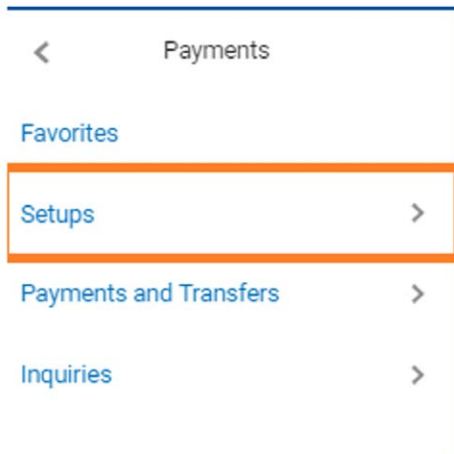
Search By Card Number, Card Type

Date	Card Number	Amount	Card Type	Reference No	Receipt
04 Dec 2023	5333038020009954	\$5.00	MASTERCARD	020MATB233381003	Download

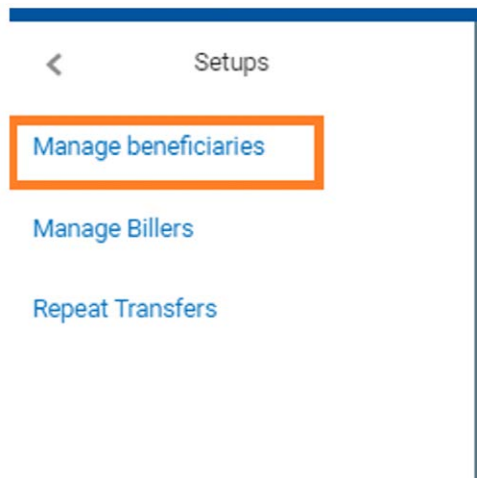


Setting up of beneficiaries

Go to the menu
Select payments, then setups



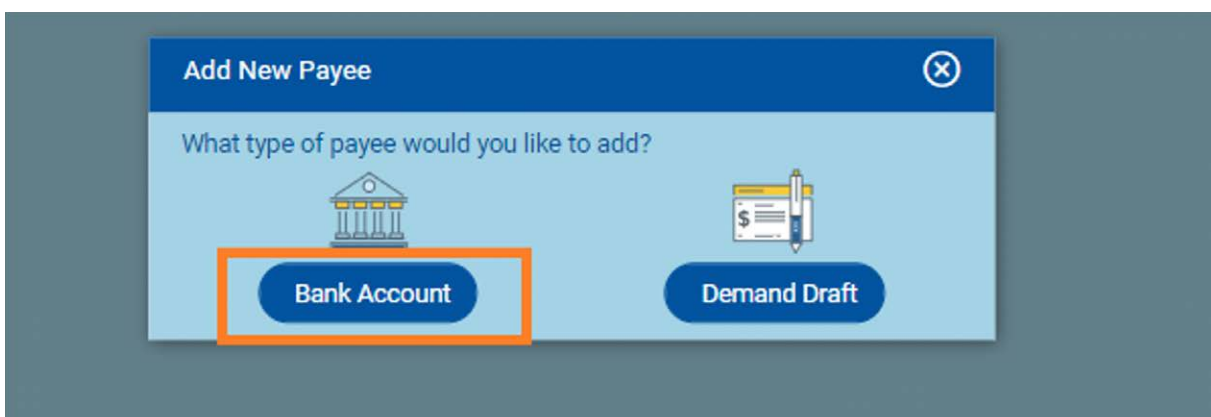
Go to manage beneficiaries



Create



Select bank account






Add Payee for Internal, Rtg and International transfers

Make Payee Public if they have to be accessed by all users

Add Payee

Bank Account

Payee Name

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

Account Type

Internal Domestic International

Branch

035 - FBC BS NOSTRO VIRTUAL B... ▾

Account Number

Account Name

Beneficiary Mobile Number

Beneficiary E-mail

Nickname

Access Type


Private Public

Add Payee

Bank Account

Payee Name

NOLWAZI

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

Account Type

Internal Domestic International

Branch

020 - FBC CENTRE BRANCH ▾

Account Number

2170195300153

Account Name

LWAZI

Beneficiary Mobile Number

Beneficiary E-mail

Nickname

NOLIE

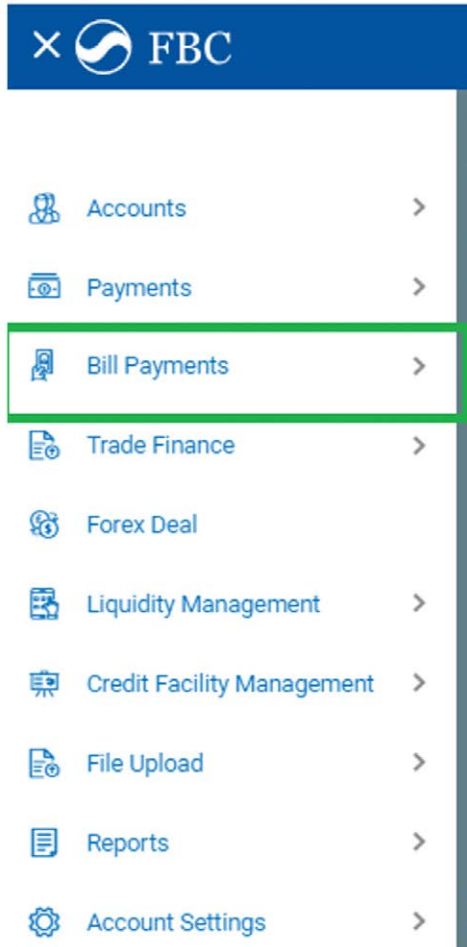
Access Type

Private Public

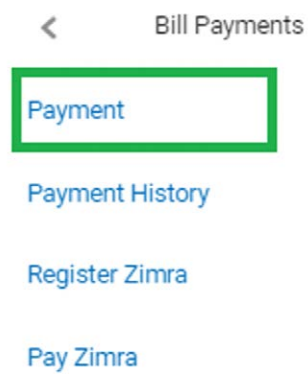


Bill Payments

Go to the menu and select bill payments



Under Bill Payments select Payment





Select bill category from the drop down list and make payment

Bill Payment

[Payment](#) [Payment History](#) [Register Zimra](#) [Pay Zimra](#)

Category
Select ▼

- Utilities
- ZIMRA
- NSSA
- Telecoms
- Internet Service
- Electricity

For example under utilities we have municipalities and seas post-paid

Bill Payment

[Payment](#) [Payment History](#) [Register Zimra](#) [Pay Zimra](#)

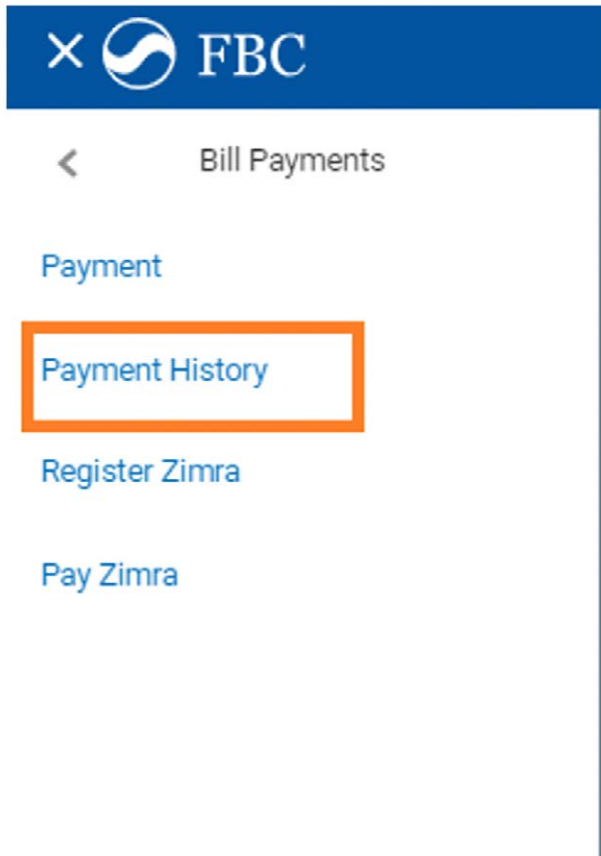
Category
Utilities ▼

Biller Name
Select ▼

- RUWA LOCAL BOARD
- CITY OF GWERU
- CITY OF HARARE
- CITY OF KWEKWE
- CHITUNGWIZA MUNICIPALITY
- CITY OF BULAWAYO



Select payment history to download bill payment proof of payment



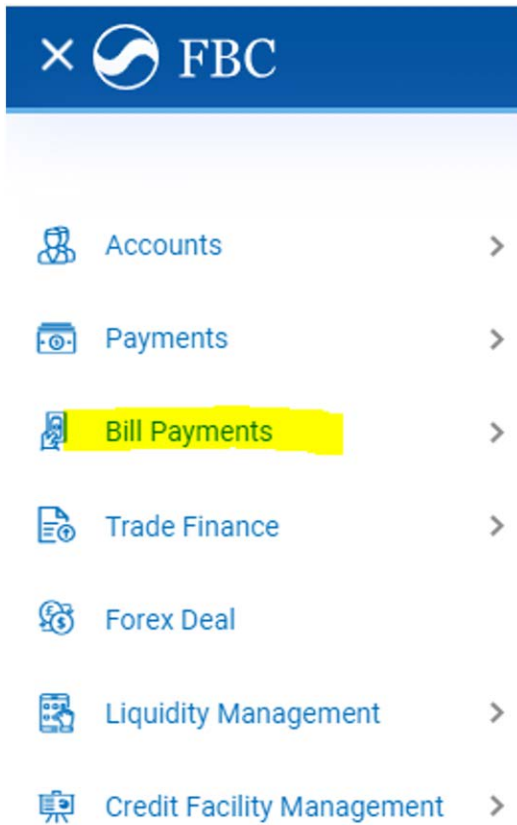


Tax and Revenue Management System (TARMS)

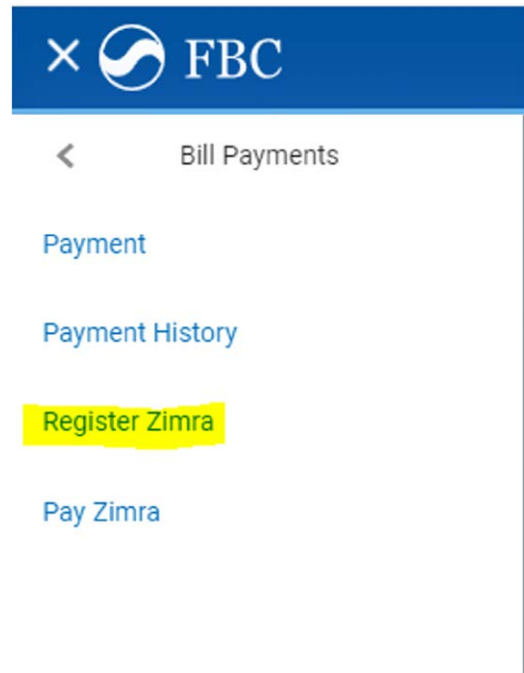


REGISTRATION

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



3. Under bill payments select register ZIMRA





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

Register Zimra Account

Payment Payment History **Register Zimra** Pay Zimra


Account Number
3010 ▼

Balance : ZWL227,431,285.92

Tin Number

5. Review details and confirm

Review Register Zimra

 Review Register Zimra

Source Account
3010


Tin Number
2000005131

Currency
ZWL



6. Registration entry will be submitted for approval

Transaction

 **CONFIRMATION**

Transaction submitted successfully.

Status
Pending for Approval

Tin Number:
2000005131

Currency
USD

Registered Account
4810

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

Pending for Approvals Non Financial

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

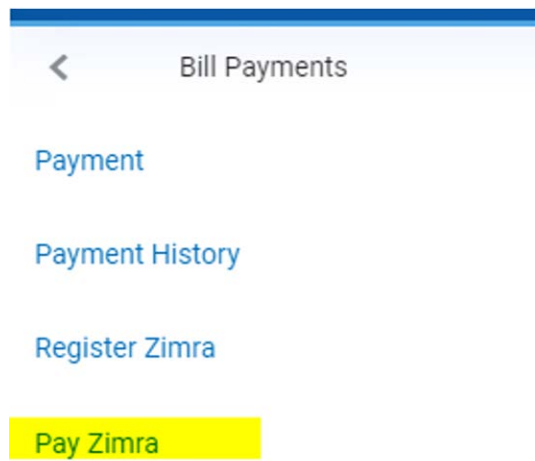
Page 1 of 1 (1-2 of 2 items) < 1 >

Proceed and make domestic payment using registered tin.



DOMESTIC PAYMENT

1. Go to bill payments and select Pay Zimra



2. Enter Tin number, choose currency and verify Tin

Bill Payment

Payment Payment History Register Zimra **Pay Zimra**

Transfer Type

Domestic Custom

Tin Number:

Currency

USD ZWL



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

Bill Payment

Tin Number:
8000000089

Name
Desks

Source Account
3010

Currency
ZWL

Amount
100

Confirm
Cancel
← Back

- The payment will be submitted for approval

Transaction

✓
CONFIRMATION

Transaction submitted successfully.

Reference Number
2511544D17BA

Status
Pending for Approval

Tin Number: 8000000089	Billers Name Desks
Source Account 3010 	Name 100

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

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



ZIMRA CUSTOM PAYMENT

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

Bill Payment

Payment Payment History Register Zimra Pay Zimra

Transfer Type

Domestic Custom

Custom Transfer Type

Pre Payment Assessment

Assessment Number

Verify

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

Transfer Type

Domestic Custom

Custom Transfer Type

Pre Payment Assessment

Assessment Number

Y3-ZV _____2022

Registered Account

487C _____

Amount

7000.0

Currency

USD

Registered Account

_____ ▾

Balance : ZWL184,722,835.06

Submit Cancel



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

Pending for Approvals Financial v

0		0		14		0		0	
Account Financial		Payments		Electronic Bill Payments		Bulk File		Bulk Record	
Date	Description	Biller Name	Biller Location	Details	From Account	Amount	Initiated By	Reference No	Status
<input type="checkbox"/> 25 Nov 9:26 AM	Create Bill Payment			-	301012	ZWL12.00		25115440178A	🔄 In Progress
<input type="checkbox"/> 25 Nov 9:28 AM	Create Bill Payment			-	48101	\$12.00		251160686780	🔄 In Progress

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

Bill Payment

Payment Payment History Register Zimra Pay Zimra

Transfer Type

Domestic Custom

Payment History

Payment Payment History Register Zimra Pay Zimra

Select Period

Current Period v

Search By Biller, Category 🔍 Download v

Date	Biller	Category	Bill Amount	Reference No	Status	Status
20 Oct 2023	ZIMRAPrepayment	ZIMRA	ZWL100.00	260593	Completed	Download
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL77.00	260889	Completed	Download
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL88.00	260879	Completed	Download
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL77.00	260826	Completed	Download
20 Oct 2023	ZIMRADomestic	ZIMRA	ZWL33.00	260818	Completed	Download

Notes

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

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

View Bills
Quick Recharge



Statements

Step 1 - Click on the account number you wish to extract your statement from

The dashboard displays the following information:

- Current & Savings:** 3 Total Accounts, ZWL3,667.64 ZWL (2 Accounts)
- Term Deposits:** You do not have any Term Deposit
- Loans and Finances:** You do not have any Loans
- Quick Links:** Own Account Transfer, Adhoc Payment, File Upload, Funds Transfer, Issue Draft, Uploaded Files Inquiry
- Work Snapshot for today As on 25 Nov 2020:** 1 Processed, 0 In Progress, 0 Rejected, 100%
- Accounts Summary Table:**

Customer Name	Account Number	Account Type	Net Balance
HUBBARD TREES	STAFF FCA ACCOUNTS 6543 2109 8765 4321	Saving Account	ZWL3,166.41
HUBBARD TREES	STAFF FCA ACCOUNTS 9876 5432 1098 7654	Saving Account	\$11.72
HUBBARD TREES	STAFF FCA ACCOUNTS 1234 5678 9012 3456	Saving Account	ZWL501.23
- Activity Log:**

Accounts (0)		Payments (0)		Bill Payments (0)		Bulk File (0)		Bulk Record (0)	
Processed	0	Processed	0	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0

Step 2 - The screen below will appear after you select your account

The Account Details page displays the following information:

- Select Account:** 1234 5678 9012 3456, Balance: ZWL501.23
- Product Name:** STAFF FCA ACCOUNTS
- Add Nickname:** Add Nickname
- Account Info:**
 - Account Type: Saving Account
 - Account Currency: ZWL
 - Account Branch: BORROWDALE BRANCH SHOP NUMBER 122-125, SAM LEVY'S VILLAGE, ZIMBABWE
 - Account Status: Active
- Balances:**
 - Available Balance: ZWL501.23
 - Net Balance: ZWL501.23
 - Amount On Hold: ZWL0.00
 - Uncleared Balance: ZWL0.00
- Limits:**
 - Overdraft Limit: ZWL0.00
 - Advance Against Uncleared Funds Limit: ZWL0.00
 - Daily ATM Withdrawal: ZWL0.00
 - Minimum Balance Required: ZWL0.00



Step 3 - Scroll down and click the search icon (highlighted in green below)

The screenshot shows the FBC Internet Banking dashboard. At the top, there is a navigation bar with the FBC logo, 'Dashboard', a search icon, 'Welcome, Last login 25 Nov 04:12 PM', and a 'Logout' button. Below the navigation bar, there are account details: 'Account Status: Active', 'Uncleared Balance: ZWL0.00', and 'Minimum Balance Required: ZWL0.00'. A 'Quick Links' section is present. The main area is titled 'Transactions' and contains a table with columns: Date, Description, Value Date, Reference No, Debit, Credit, and Balance. The table shows three transactions from November 2020. A search icon is highlighted in green in the top right corner of the transactions section. Below the table, there are buttons for 'Pre-Generated Statement', 'E-Statement', and 'Back'.

Date	Description	Value Date	Reference No	Debit	Credit	Balance
17 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-1YZGONCFWS MURINGANI ETHEL 2113 MURINGANI RUFARO TT	17 Nov 2020	027INTF203220001	ZWL30.00		ZWL1.23
20 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-VSP36SYM3Y MURINGANI RUFARO 8993 MURINGANI ETHEL Tt	20 Nov 2020	001INTF203250004		ZWL2,500.00	ZWL2,501.23
24 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-XSMEUVTJA1 MURINGANI ETHEL 2113 MURINGANI RUFARO TT	24 Nov 2020	027INTF203290501	ZWL2,000.00		ZWL501.23

Step 4 - The screen below will appear. Select the account number from which you would like to extract the statement

The screenshot shows the FBC Internet Banking search interface. At the top, there is a navigation bar with the FBC logo, 'Dashboard', a search icon, 'Welcome, Last login 25 Nov 04:12 PM', and a 'Logout' button. Below the navigation bar, there is a 'Transactions' section. A dropdown menu is open under 'Select Account', showing the account number '1234 5678 9012 3456' with a red arrow pointing to it. Below the dropdown, there is a 'Balance' field showing 'ZWL501.23'. There are also fields for 'Search By' (set to 'Current Month'), 'Reference Number', 'Amount From', 'Transaction Type' (set to 'All'), and 'Amount To'. At the bottom, there are buttons for 'Search', 'Reset', and 'Back'. Below the search interface, there is a table with columns: Date, Description, Value Date, Reference No, Debit, Credit, and Balance. The table shows one transaction from November 2020.

Date	Description	Value Date	Reference No	Debit	Credit	Balance
17 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-1YZGONCFWS MURINGANI ETHEL 2113 MURINGANI RUFARO TT	17 Nov 2020	027INTF203220001	ZWL30.00		ZWL1.23



Step 5 – Click on “Select Date Range.”

The screenshot shows the FBC Internet Banking interface. At the top, there is a navigation bar with 'Dashboard', a search icon, 'Welcome, Last login 25 Nov 04:12 PM', and a 'Logout' button. Below this, the 'Transactions' section is visible. It includes a 'Select Account' dropdown menu with the account number '1234 5678 9012 3456' and a balance of 'ZWL501.23'. The 'Search By' dropdown menu is open, showing options: 'Current Month', 'Previous Month', 'Previous Quarter', and 'Select Date Range'. The 'Select Date Range' option is highlighted with a green box and a red arrow. To the right, there are fields for 'Transaction Type' (set to 'All') and 'Amount To'. At the bottom of the search section, there are 'Search', 'Reset', and 'Back' buttons. Below the search section, there is a summary bar showing 'Opening Balance ZWL31.23' and 'Closing Balance ZWL501.23', along with a 'Download' button. A table of transactions is displayed below, with columns for Date, Description, Value Date, Reference No, Debit, Credit, and Balance. The first transaction is dated '17 Nov 2020' and has a description: 'INTERNET OWN ACC TRANSFER UserRef: TYZGONCFWS MURINGANI ETHEL 2113 MURINGANI RUFARO TT'.

Step 6 – After clicking “Select Date Range”, input your “Date From” and “Date To” as highlighted in the example below in green

The screenshot shows the FBC Internet Banking interface after clicking 'Select Date Range'. The 'Search By' dropdown menu is now set to 'Select Date Range'. Below this, there are two date input fields: 'Date From' and 'Date To'. The 'Date From' field contains '01 Nov 2020' and the 'Date To' field contains '25 Nov 2020'. Both fields are highlighted with green boxes and red arrows. The 'Reference Number' field is empty. The 'Amount From' and 'Amount To' fields are also empty. The 'Transaction Type' dropdown menu is set to 'All'. At the bottom of the search section, there are 'Search', 'Reset', and 'Back' buttons. Below the search section, there is a summary bar showing 'Opening Balance ZWL31.23' and 'Closing Balance ZWL501.23', along with a 'Download' button. A table of transactions is displayed below, with columns for Date, Description, Value Date, Reference No, Debit, Credit, and Balance. The first transaction is dated '17 Nov 2020' and has a description: 'INTERNET OWN ACC TRANSFER UserRef: TYZGONCFWS MURINGANI ETHEL 2113 MURINGANI RUFARO TT'.



Step 7 – Click “Search” (highlighted in green below)

The screenshot shows the FBC Internet Banking interface. The top navigation bar includes the FBC logo, a search icon, a welcome message, and a logout button. The main content area is titled "Transactions" and contains several search filters: "Select Account" (1234 5678 9012 3456, Balance: ZWL501.23), "Search By" (Select Date Range), "Date From" (01 Nov 2020), "Date To" (25 Nov 2020), "Reference Number", "Transaction Type" (All), and "Amount From" and "Amount To". At the bottom of the filter section, there are three buttons: "Search" (highlighted in green with a red arrow), "Reset", and "Back". Below the filters, there are fields for "Opening Balance ZWL31.23" and "Closing Balance ZWL501.23", and a "Download" button. A table with columns "Date", "Description", "Value Date", "Reference No", "Debit", "Credit", and "Balance" is partially visible at the bottom.

Step 8 – Click the “Download” button on the far right (boxed in green below) and select the “pdf” format

The screenshot shows the FBC Internet Banking interface with search results. The top navigation bar is the same as in Step 7. The main content area shows the search filters from Step 7. Below the filters, there are fields for "Opening Balance ZWL31.23" and "Closing Balance ZWL501.23", and a "Download" button (boxed in green). A table with columns "Date", "Description", "Value Date", "Reference No", "Debit", "Credit", and "Balance" is displayed. The first row of the table is highlighted. The "Download" button has a dropdown menu open, showing options "csv" and "pdf" (highlighted with a red arrow). Below the table, there is a pagination control showing "Page 1 of 1 (1-3 of 3 items)" and a "Pre-Generated Statement" button.

Date	Description	Value Date	Reference No	Debit	Credit	Balance
17 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-1YZGONCFWS MURINGANI ETHEL 2113 MURINGANI RUFARO TT	17 Nov 2020	027INTF203220001	ZWL30.00		ZWL1.23
20 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-VSP36SYM3Y MURINGANI RUFARO 8993 MURINGANI ETHEL Tt	20 Nov 2020	001INTF203250004		ZWL2,500.00	ZWL2,501.23
24 Nov 2020	INTERNET OWN ACC TRANSFER UserRef-X3MEUVTJA1 MURINGANI ETHEL 2113 MURINGANI RUFARO TT	24 Nov 2020	027INTF203290501	ZWL2,000.00		ZWL501.23



Proof of payment download

Click on activity log

The screenshot shows the FBC Internet Banking dashboard. At the top, there is a navigation bar with the FBC logo, a search icon, a 'Welcome' message, and a 'Logout' button. Below the navigation bar, the dashboard is divided into several sections. On the left, there are three main categories: 'Current & Savings' (3 Total Accounts, ZWL3,667.64 ZWL (2 Accounts)), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (You do not have any Loans). In the center, there is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. On the right, there is a 'Quick Links' section with icons for 'Own Account Transfer', 'Adhoc Payment', 'File Upload', 'Funds Transfer', 'Issue Draft', and 'Uploaded Files Inquiry'. Below the quick links, there is a 'Work Snapshot for today As on 25 Nov 2020' section with a progress indicator showing 100% completion. At the bottom of the dashboard, there is an 'Activity Log' section with a search icon highlighted in green and a red arrow pointing to it.

Customer Name	Account Number	Account Type	Net Balance
MURINGANI RUFARO	STAFF FCA ACCOUNTS	Saving Account	ZWL3,166.41
MURINGANI RUFARO	STAFF FCA ACCOUNTS	Saving Account	\$11.72
MURINGANI ETHEL	STAFF FCA ACCOUNTS	Saving Account	ZWL501.23

Click on the search icon highlighted in green

The screenshot shows the FBC Internet Banking Activity Log page. At the top, there is a navigation bar with the FBC logo, a search icon, a 'Welcome' message, and a 'Logout' button. Below the navigation bar, there is an 'Accounts Summary' table with columns for Customer Name, Account Number, Account Type, and Net Balance. On the right, there is a 'Work Snapshot for today As on 25 Nov 2020' section with a progress indicator showing 100% completion. Below the work snapshot, there is an 'Activity Log' section with a search icon highlighted in green and a red arrow pointing to it. The search icon is located in the top right corner of the Activity Log section. Below the search icon, there is a 'From Date' and 'To Date' field with a 'Search' button. Below the search fields, there is a table with columns for Date, Description, Account Number, Amount, Reference No, and Status. The table is currently empty, showing 'No data to display.' At the bottom of the table, there is a pagination bar showing 'Page 1 (0 of 0 items)'.

Date	Description	Account Number	Amount	Reference No	Status
No data to display.					



Input the “From Date” and “To Date” (highlighted in green). Click the “Search” button

The screenshot shows the FBC Internet Banking dashboard. At the top, there's a navigation bar with 'FBC', 'Dashboard', and 'Welcome, [User Name]'. Below this is a table of accounts with columns for Customer Name, Description, Account Type, and Net Balance. A 'Work Snapshot' for 25 Nov 2020 shows 1 Processed, 0 In Progress, and 0 Rejected items. The 'Activity Log' section is active, with 'Financial' selected. The search filters for 'From Date' and 'To Date' are empty and highlighted in green. A red arrow points to the 'Search' button. Below the filters are summary tables for Accounts, Payments, Bill Payments, Bulk File, and Bulk Record, all showing 0 items. A table with columns Date, Description, Account Number, Amount, Reference No, and Status is shown with 'No data to display'.

The number of payments done per requested search will be displayed

This screenshot shows the same FBC Internet Banking interface after a search. The 'From Date' is now '01 Nov 2020' and the 'To Date' is '25 Nov 2020'. The 'Search' button is highlighted with a red arrow. The 'Payments (5)' summary is highlighted with a green box, indicating that 5 payments were found. The summary tables for Accounts, Bill Payments, Bulk File, and Bulk Record still show 0 items. The table below still shows 'No data to display'.



Click on “Processed”

Dashboard | Welcome, Last login 25 Nov 04:12 PM | Logout

Account Name	Account Number	Account Type	Balance
MURINGANI RUFARO	STAFF FCA ACCOUNTS 2110238740238	Saving Account	ZWL3,166.41
MURINGANI RUFARO	STAFF FCA ACCOUNTS 2110238740239	Saving Account	\$11.72
MURINGANI ETHEL	STAFF FCA ACCOUNTS 2196008090159	Saving Account	ZWL501.23

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

Work Snapshot for today As on 25 Nov 2020

100%

1 Processed | 0 In Progress | 0 Rejected

Activity Log | Financial | Search

From Date: 01 Nov 2020 | To Date: 25 Nov 2020 | Search

Category	Processed	In Progress	Rejected
Accounts (0)	0	0	0
Payments (5)	5	0	0
Bill Payments (0)	0	0	0
Bulk File (0)	0	0	0
Bulk Record (0)	0	0	0

No data to display.

Page 1 (0 of 0 items)

You will see a list of transactions as shown below

Dashboard | Welcome, Last login 25 Nov 04:12 PM | Logout

Activity Log | Financial | Search

From Date: 01 Nov 2020 | To Date: 25 Nov 2020 | Search

Date	Description	From Account	Amount	Beneficiary Account Details	Reference No	Status
24 Nov 8:43 AM	Own Account Transfer	219	ZWL2,000.00	SELF 001	241104ED2AA3	Processed
20 Nov 11:17 AM	Own Account Transfer	211	ZWL2,500.00	SELF 027	2011208FAD69	Processed
17 Nov 11:42 AM	Own Account Transfer	219	ZWL30.00	SELF 001	1711FA00A29C	Processed
09 Nov 7:10 PM	Adhoc Domestic Payment	211	ZWL1,630.00	GREENGROVE PRIMARY SCHOOL 413	0911F74AF7DB	Processed
09 Nov 7:06 PM	Adhoc Domestic Payment	211	ZWL2,710.00	GREENGROVE PRIMARY SCHOOL 413	091142DD9F52	Processed

Page 1 of 1 (1-5 of 5 items)



Click on a Reference number you wish to download the Proof of Payment for, as shown in the example below

Activity Log

From Date: 01 Nov 2020 To Date: 25 Nov 2020 Search

Accounts (0)	Payments (5)	Bill Payments (0)	Bulk File (0)	Bulk Record (0)
Processed: 0	Processed: 5	Processed: 0	Processed: 0	Processed: 0
In Progress: 0	In Progress: 0	In Progress: 0	In Progress: 0	In Progress: 0
Rejected: 0	Rejected: 0	Rejected: 0	Rejected: 0	Rejected: 0

Date	Description	From Account	Amount	Beneficiary Account Details	Reference No	Status
24 Nov 8:43 AM	Own Account Transfer	219	ZWL2,000.00	SELF 001	241104ED2AA3	Processed
20 Nov 11:17 AM	Own Account Transfer	211	ZWL2,500.00	SELF 027	2011208FAD69	Processed
17 Nov 11:42 AM	Own Account Transfer	219	ZWL30.00	SELF 001	1711FA00A29C	Processed
09 Nov 7:10 PM	Adhoc Domestic Payment	211	ZWL1,630.00	GREENGROVE PRIMARY SCHOOL 413	0911F74AF7DB	Processed
09 Nov 7:06 PM	Adhoc Domestic Payment	211	ZWL2,710.00	GREENGROVE PRIMARY SCHOOL 413	091142DD9F52	Processed

Page 1 of 1 (1-5 of 5 items)

The below screen will appear

Own Account Transfer

Self Transfer Details

Transfer To: 1234 5678 9012 3456

Transfer From: 9876 5432 1098 7654

Amount: ZWL2,000.00

Transfer When: 24 Nov 2020

Note: TT

Transaction Journey

- Initiation: RUFARO MURINGANI, 24 Nov 08:43 AM
- Approval
- Completion: Processed, Reference No : 027INTF203290501, 24 Nov 08:43 AM



Click on 'e-Receipt' (highlighted in green below)

Own Account Transfer

Self Transfer Details

Transfer To
1234 5678 9012 3456

Transfer From
9076 5432 1098 7654

Amount
ZWL 2,000.00

Transfer When
24 Nov 2020

Note
TT

Transaction Journey

Initiation
24 Nov 08:43 AM

Approval

Completion
Processed
Reference No : 027INTF203290501
24 Nov 08:43 AM

e-Receipt

The PDF version of the Proof of Payment will be downloaded. You may proceed to open the file on your gadget

FBC Holdings Limited
strength • diversity • innovation

SELF TRANSFER RECEIPT

Reference Number : 027INTF203290501
Beneficiary Account No : 1234 5678 9012 3456
Amount : ZWL 2,000.00
Value Date : 24 Nov 2020
Transaction Date : 24 Nov 2020
Purpose : TT
Sender Name : JANE
eReceipt generation time : 25 Nov 2020 04:58:07 PM

FBC Bank Limited is a registered Commercial Bank of Zimbabwe and a Member of the Deposit Protection Scheme. Terms and Conditions apply.
25 Nov 2020 04:58:07 PM



Authoriser dashboard

Financial Pending for approval

The screenshot shows the FBC Authoriser dashboard. At the top, there's a navigation bar with the FBC logo, a search icon, and user information: 'Welcome, NOLWAZI NYONI' and 'Last login: 23-Jan 10:07 AM'. Below this, the dashboard is divided into several sections:

- Notifications:** A card with an envelope icon and the text 'No New Notifications. Check this section for new notifications. View All'.
- Pending For Action:** A card with a dropdown menu set to 'Financial' and the text 'No data to display'. A legend on the right lists: Accounts (blue), Payments (green), Bulk File (orange), and Bulk Record (red).
- Quick Links:** A row of icons for 'Own Account Transfer', 'Adhoc Payment', 'File Upload', 'Funds Transfer', and 'Issue Draft'. Below them is an 'Uploaded Files Inquiry' icon.
- Pending for Approvals:** A table with a dropdown menu set to 'Financial'. The table has columns: Date, Description, From Account, Amount, Payee Account Details, Initiated By, Reference No, and Status. Below the table, it says 'No data to display.' and 'Page 1 (0 of 0 items)'.
- My Limits:** A card with a chart icon and the text 'Currently no limits are assigned to this transaction. Please contact administrator for further details. View All'. It has a dropdown menu set to 'International Payment - File Level...'.
- Corporate Limits:** A card with a chart icon and the text 'Currently no limits are assigned to this transaction. Please contact administrator for further details. View All'. It has a dropdown menu set to 'International Payment - File Level...'.
- Accounts Summary:** A row of three cards: 'Current & Savings' (2 Total Accounts, ZWL8,912,916.45, ZWL (2 Accounts)), 'Term Deposits' (You do not have any Term Deposit), and 'Loans and Finances' (You do not have any Loans).

All financial payments (internal, rtgs, international, card payments) which are pending for approval will be under payments.

All bill payments pending for approval will reflect under electronic bill payments.

Non - financial Pending for approval

Saved beneficiaries will be approved under account maintenances?

This screenshot shows a detailed view of the 'Pending for Approvals' section, filtered for 'Non Financial' transactions. At the top, there's a dropdown menu set to 'Non Financial'. Below it, there's a row of tabs for different transaction types: 'Account Non Financial', 'Biller Maintenance', 'Payee Biller', 'Non Financial Bulk File', 'Non Financial Bulk Record', 'Trade Finance', 'Forex Deal', 'Other Transaction', and 'LIC'. The 'Account Non Financial' tab is selected. Below the tabs is a table with columns: Date, Description, Account Details, Initiated By, Reference No, and Status. Below the table, it says 'No data to display.' and 'Page 1 (0 of 0 items)'.



My approved list

Approver is able to view approved payments and generate proof of payments under my approved list.

Pending for Approvals Non Financial

[Account Non Financial](#)
[Billor Maintenance](#)
[Payee Biller](#)
[Non Financial Bulk File](#)
[Non Financial Bulk Record](#)
[Trade Finance](#)
[Forex Deal](#)
[Other Transaction](#)
[Lic](#)

Date	Description	Account Details	Initiated By	Reference No	Status
No data to display.					

Page 1 (0 of 0 items)

My Approved List Financial

[Accounts \(0\)](#)
[Payments \(0\)](#)
[Electronic Bill Payments \(0\)](#)
[Bulk File \(0\)](#)
[Bulk Record \(0\)](#)

Date	Initiated By	Description	Account Number	Amount	Reference No	Status
No data to display.						

Page 1 (0 of 0 items)

Current & Savings 2 Total Accounts ZWL8,912,916.45 ZWL (2 Accounts)	Term Deposits You do not have any Term Deposit	Loans and Finances You do not have any Loans
---	--	--

Accounts Summary

Account summary

Approver is able to view account summary

My Approved List Financial

[Accounts \(0\)](#)
[Payments \(0\)](#)
[Electronic Bill Payments \(0\)](#)
[Bulk File \(0\)](#)
[Bulk Record \(0\)](#)

Date	Initiated By	Description	Account Number	Amount	Reference No	Status
No data to display.						

Page 1 (0 of 0 items)

Current & Savings 2 Total Accounts ZWL8,912,916.45 ZWL (2 Accounts)	Term Deposits You do not have any Term Deposit	Loans and Finances You do not have any Loans
---	--	--

Accounts Summary

Party Name	Account Number	Account Type	Net Balance
MISHECK [REDACTED] PBC	RETAIL BUSINESS BANKING ACCOUNTS BUILDING SOCIETY 4482 [REDACTED]	Saving Account	ZWL8,874,000.00
MISHECK [REDACTED] BC	RETAIL BUSINESS BANKING ACCOUNTS BUILDING SOCIETY 4482 [REDACTED]	Saving Account	ZWL38,916.45

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

