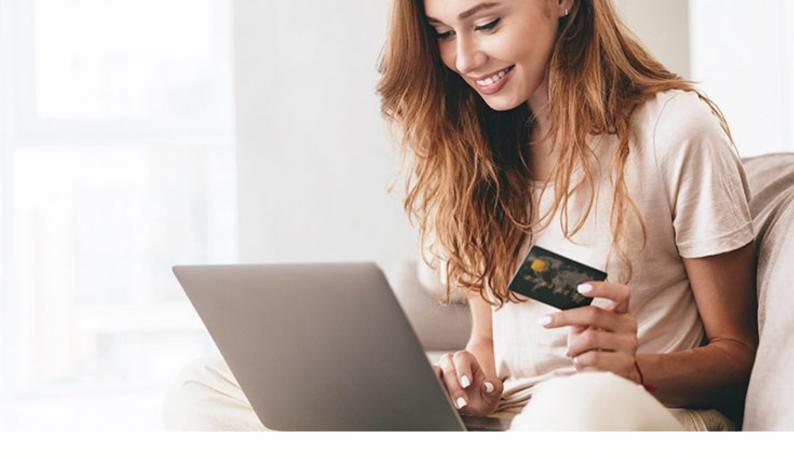
Corporate Internet Banking



BILL PAYMENTS

CIB/CMB User Information Manual





FUNCTION OVERVIEW

Corporate internet banking registration are performed via corporate registration by the corporate banking customers with the administrative functions.

Once the corporate registration is successfully performed, customer may use the valid login details to log into CIB website to perform inquiry or transaction available from the Internet Banking portal.

FAVORITE BILLER

General Description of Functionality

Corporate Internet Banking application allows user to add, edit, delete and even trigger the financial transaction directly from each function in My Beneficiaries. Second factor Authentication - One Time Password (OTP) verification is required prior to update request submission. For OTP, the PIN value is transmitted to Internet Banking user's mobile phone thru SMS or EMAIL address based on user preference during the maintenance session.

General Description of Solution

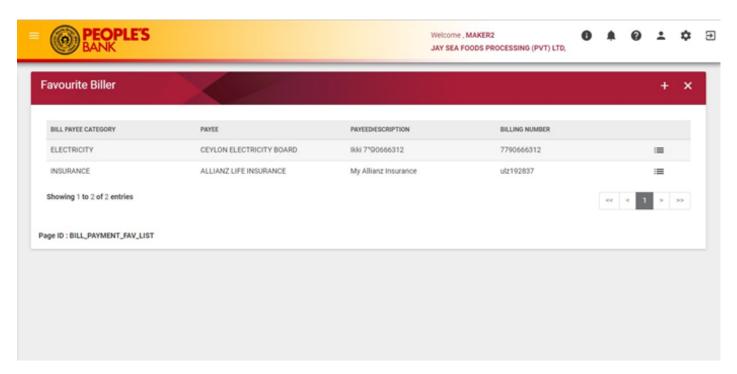
Favorite account maintenance function starts with Favorite Account listing page. User may add, edit or delete the favorite beneficiary account from the favorite list via simple process flow of data input, data confirmation and submission in Corporate Internet Banking application.

To View Favorite Biller Details

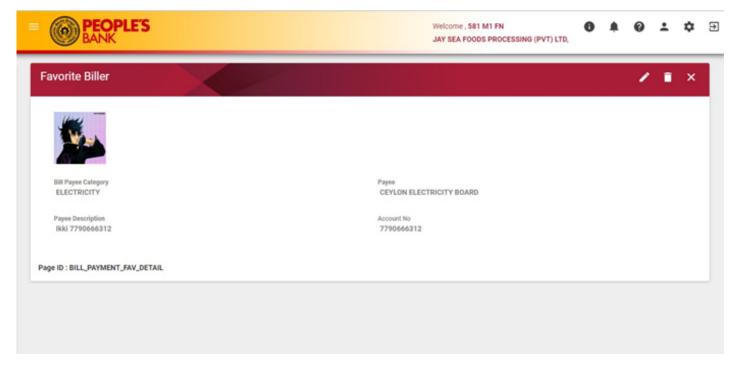
Go to Bill Payment Services >> Favorite Biller to view all favorite biller.

Click on OPTION icon on the required record row in favorite account listing. Click on View Favorite Biller to view biller details.

Selects any accounts in listing by click on the • checkbox, follow by \$ icon to proceed with data entry for bill payment request.



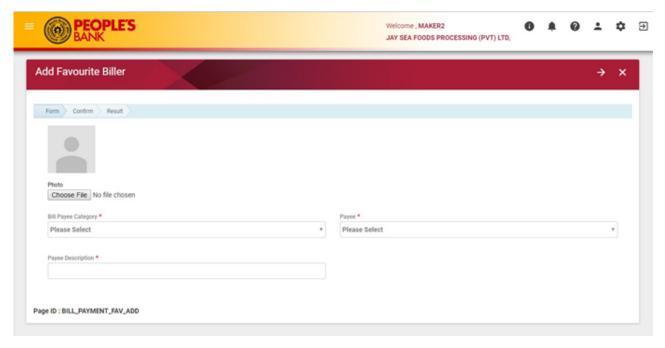
Favorite Biller listing

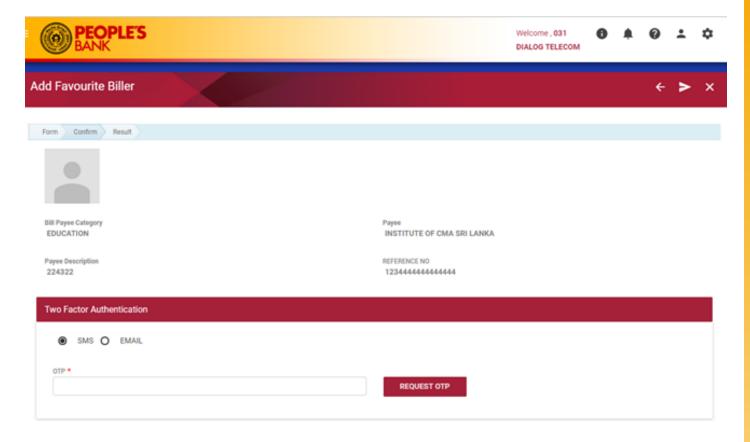


Favorite Biller Details

To Add Favorite Biller Details

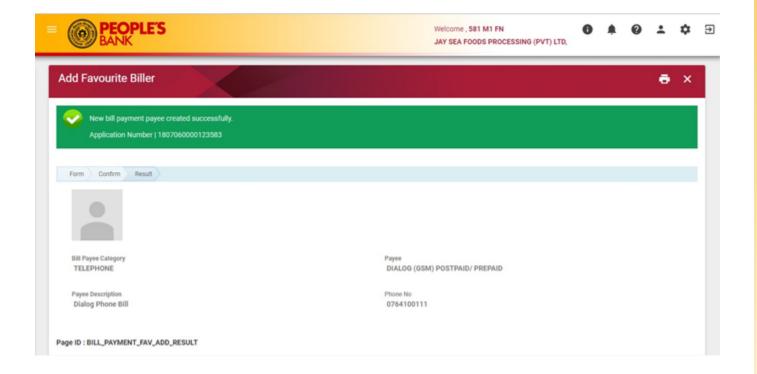
- Step 1 Click on button to add a new favorite biller.
- Step 2 Select biller service provider fro, Bill Payee category, enter biller account number and description, click button to proceed. System proceeds to confirmation page if the correct check digit of biller account number is entered, otherwise an error message is shown for user alert.
- Step 3 Recheck the entered data and click **REQUEST OTP** in confirmation page.
- Step 4 Enter OTP value that you received thru Mobile phone SMS or EMAIL. Click to submit favorite account list update request.





Page ID: BILL_PAYMENT_FAV_ADD_CONFIRM

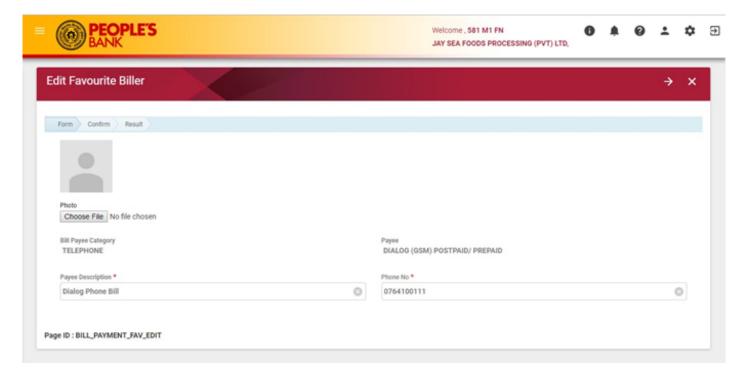
New Favorite Biller Details Confirmation (OTP)



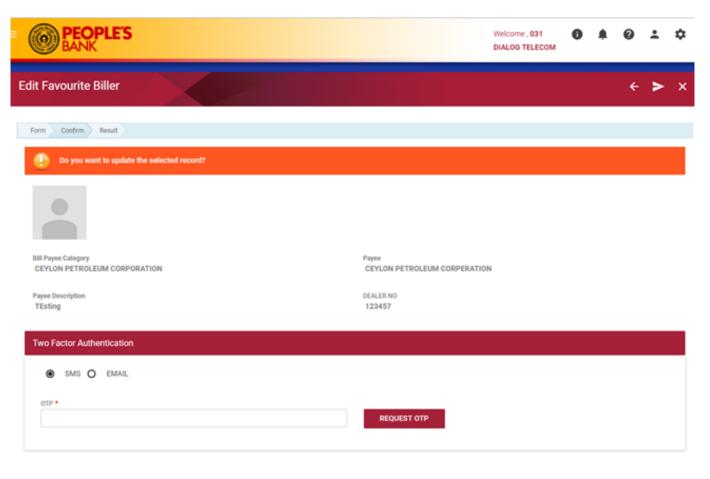
New Favorite Biller Details Result Page

To Edit Favorite Biller Details

- Step 1 Click on **OPTION** icon on the required record row in favorite account listing. Click on Edit Favorite Biller to edit biller details.
- Step 2 Performs data maintenance for biller description and biller account number. Click **NEXT** after completion of data entry.
- Step 3 Recheck the entered data and click **REQUEST OTP** in confirmation page.
- Step 4 Enter OTP value that you received thru Mobile phone SMS or EMAIL. Click **SAVE** to submit favorite account list update request.

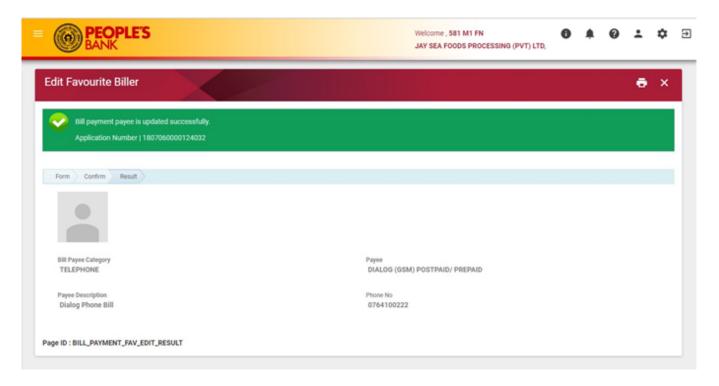


Favorite Biller Details Edit



Page ID : BILL_PAYMENT_FAV_EDIT_CONFIRM

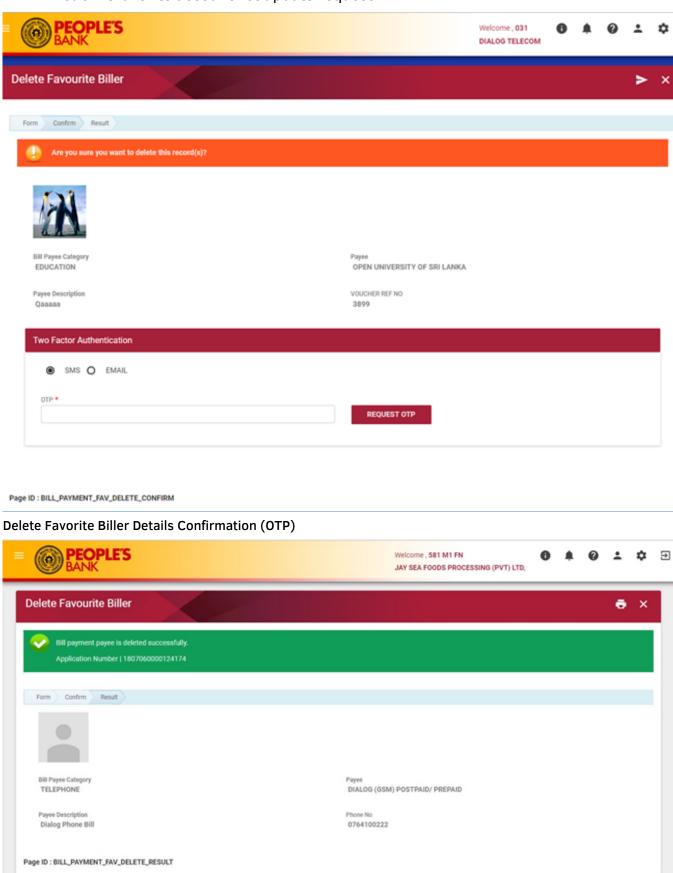
Edit Favorite Biller Details Confirmation (OTP)



Edit Favorite Biller Account Result Page

To Delete Favorite Biller Details

- Step 1 Click on OPTION icon on the required record row in favorite account listing. Click on Delete Favorite Biller to view biller details.
- Step 2 Recheck the selected record and click **REQUEST OTP** in confirmation page.
- Step 3 Enter OTP value that you received thru Mobile phone SMS or EMAIL. Click **PROCEED** to submit favorite account list update request.



BILL PAYMENT

General Description of Functionality

Bill Payment module provides services to customer to pay utility bill anytime via Internet Banking. Each payment type allows customer to perform Bill Payment with payment option as below:

- Immediate
- Future Dated
- Recurring

Only Current and Savings account is allowed to be used as From Account. Internet banking also support cross currency transfer but transfer currency is always LKR currency.

General Description of Solution

CIB provides the solution to pay bill. Customer can choose the below options to perform from the menu,

- Bill Payment Services >> Bill Payment
- Input "Bill Payment" in search menu text box

Upon accessing Bill Payment menu, Customer can choose the below transaction type,

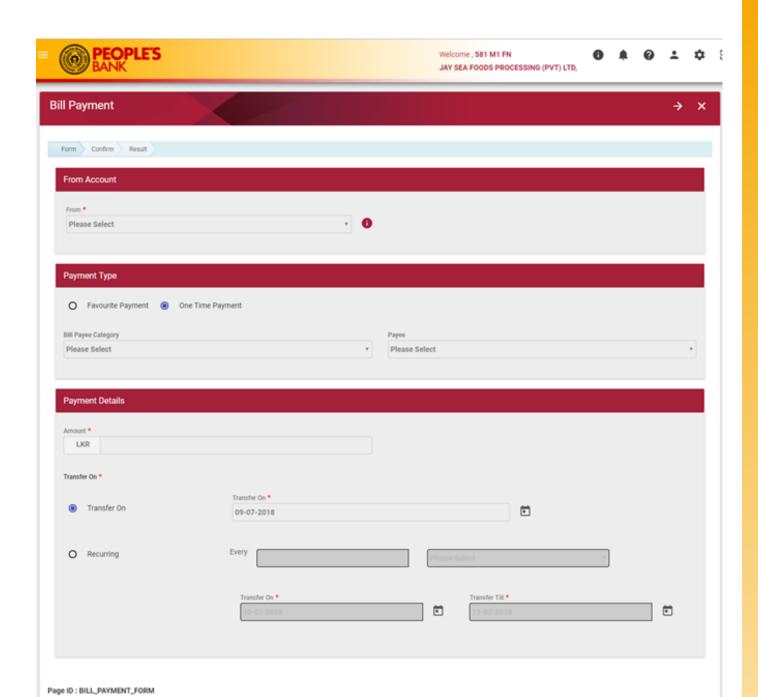
- Favourite Bill Payment
- One Time Bill Payment

Step 1 – Select a From account to make payment. Click **OPTION** icon to view available balance. Choose a payment type to perform bill payment.

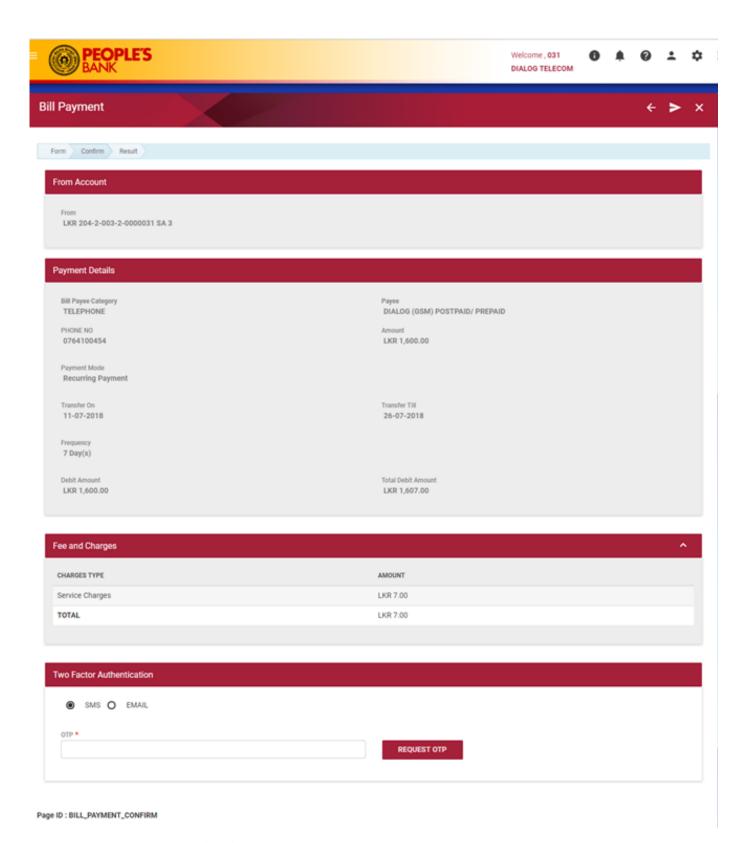
If perform favourite payment, choose Favourite Payment radio button and select a favourite bill payee from My Favourites List.

If perform One Time Payment, choose One Time Payment radio button. Input payment details and click **NEXT** button to proceed

- Step 2 Verify all payment details and click **PROCEED** button to submit the task. 2FA (OTP) validation is required to proceed the transaction.
- Step 3 The application result page will display status of transaction whether successful or failed. Reasons for failedtransactions are displayed. The successful application will send to approval group based on setting in Authorization Matrix for further action.



Bill Payment - Input Payment Details



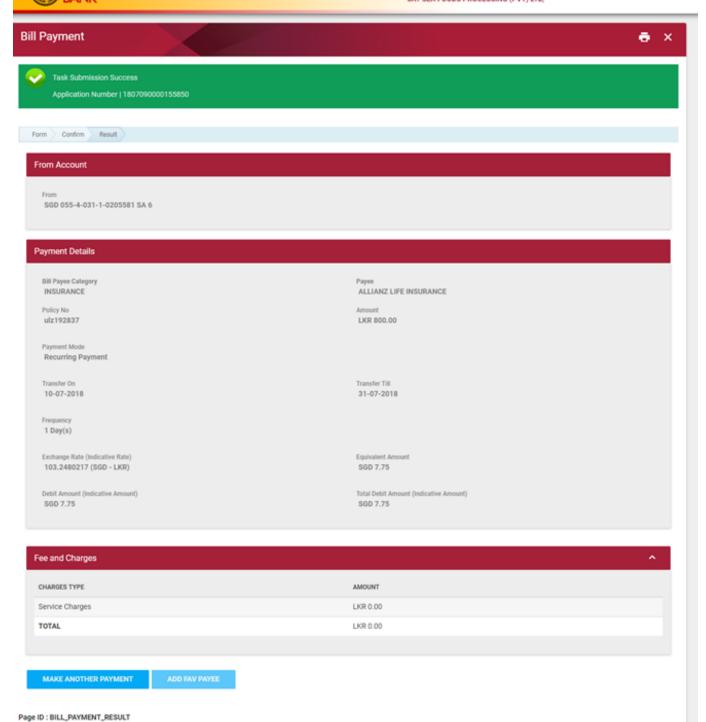
Bill Payment - Confirmation (OTP)











Bill Payment - Result

AUTO PAYMENT MAINTENANCE

General Description of functionality

Once corporate approver approved a future dated or recurring bill payment transaction, customer can view the record of the transaction in Auto Bill Payment listing.

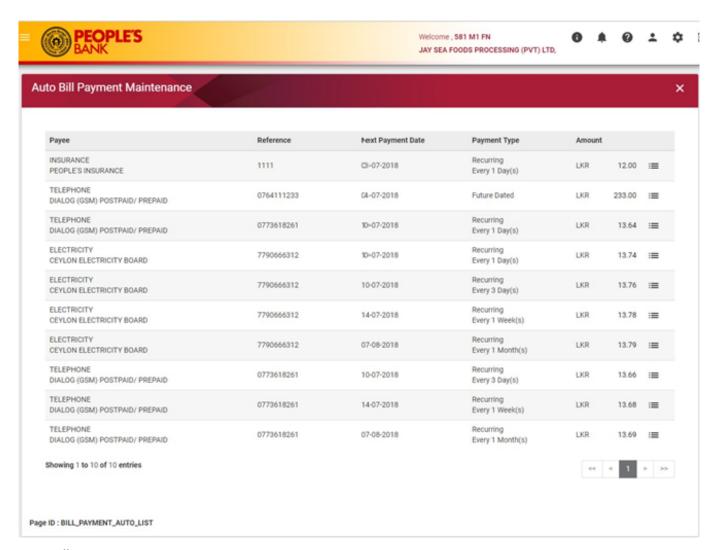
Customer can click to view transaction details and transaction history of the future dated or recurring payment.

For transaction that are no longer needed, customer can perform deletion.

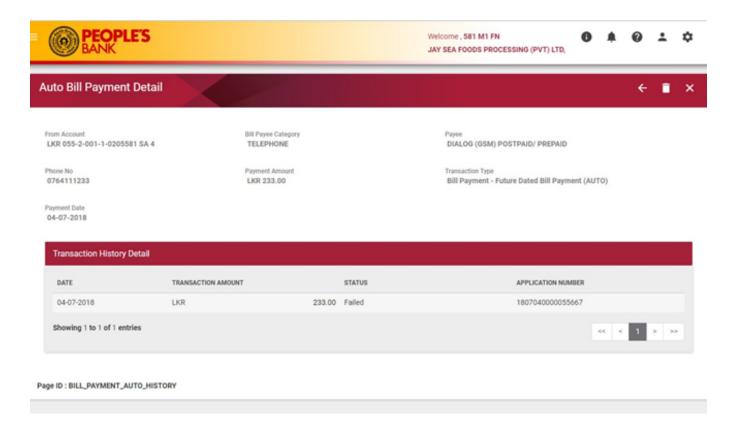
General Description of Solution

To View Future Dated And Recurring Payment.

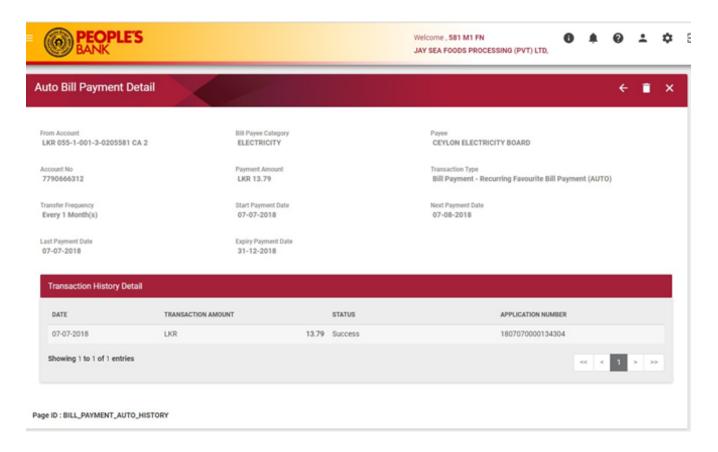
- Step 1 Click on Bill Payment Services >> Auto Bill Payment Maintenance to view future dated and recurring payment.
- Step 2 Click on **OPTION** icon on the required record row in auto bill payment listing. Click on Transaction Detail to view future dated/recurring transaction detail.



Auto Bill Payment - Listing



Auto Bill Payment - Future Dated Transaction Details

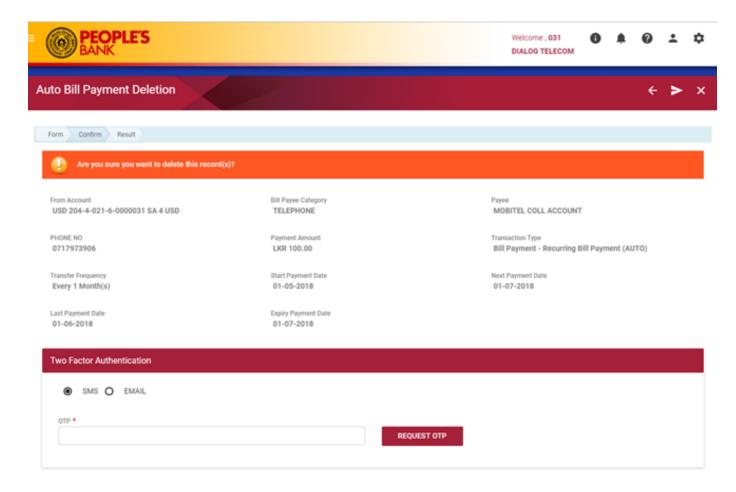


Auto Bill Payment – Recurring Transaction Details

To Delete A Future Dated/ Recurring Transaction Record

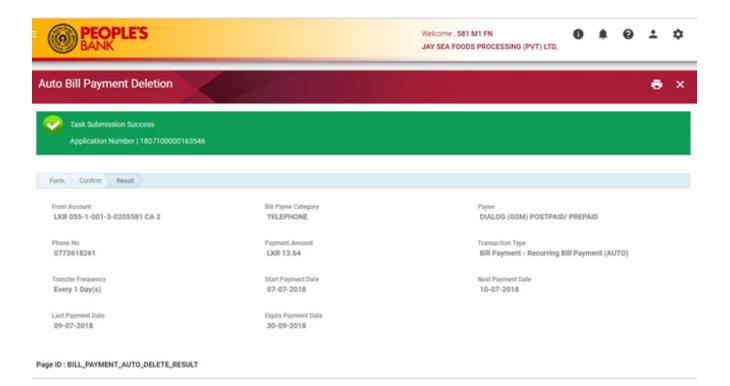
- Step 1 Click on **DELETE** button to delete at auto bill payment detail screen.
- Step 2 At confirmation page, input the 2FA (OTP). For OTP, click REQUEST OTP and enter OTP value that you received thru Mobile phone SMS or EMAIL. Click SAVE to submit auto bill payment delete request.
- Step 3 The application result page will display status of transaction whether successful or failed. Reasons for failed transactions are displayed.

 The successful application will send to approval group based on setting in Authorization Matrix for further action.



Page ID : BILL_PAYMENT_AUTO_DELETE_CONFIRM

Auto Bill Payment - Delete Confirmation (OTP)



Auto Bill Payment - Delete Result

PAYMENT HISTORY

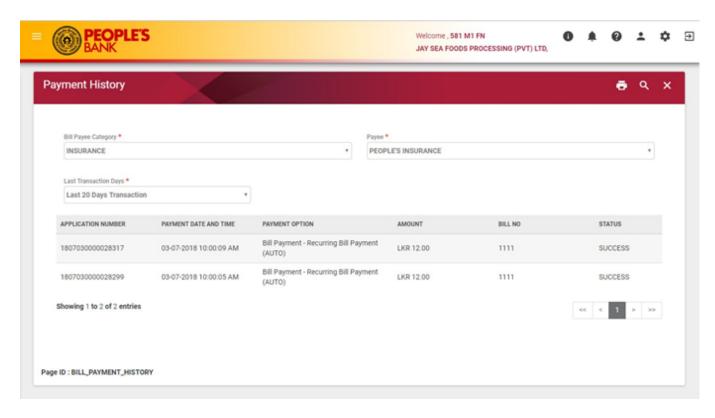
General Description of Functionality

All payment make in Internet Banking can be inquiry in Payment History module. Customer can search for payment performed by service provider and last transaction date. Customer can view payment information from the listing.

General Description of Solution

To View Bill Payment History,

- Step 1 Go to Bill Payment Services >> Payment History.
- Step 2 Choose bill payee category and service provider from the drop down list, choose last transaction days and click **SEARCH** button to view payment history listing.



Payment History

BILL PAYMENT SERVICES APPROVAL PROCESS

General Description of Functionality

All successful submitted Bill Payment application must route to approval group based on the *Authorization Matrix* Setting. Approval go to the **Group Task List** to find the application, claim and review the application before decide to approve, rework or reject the application.

Only New Fund Transfer and Favorite Fund Transfer application are allowed to rework to maker for changes.

General Description of Solution

- Step 1 Click on My Task BIB >> Group Task List to view task from Fund Transfer Services task.

 Can also search by Category or Subcategory or Application Number. Click SEARCH button to search for the task according to search criteria.
- Step 2 Click on the task to view task details and click on **CLAIM** button to claim the task.

 Approval also can tick one or multiple check box and click **CLAIM** button in group task listing to claim multiple task
- Step 3 Claim task will route to My Task. Click on the Task to view task detail. To release the task back to group task pool, click on **RELEASE** Button. To process the Task, click on **PROCEED** button.
 - Approval also can tick one or multiple check box and click PROCESS button to process multiple task.
- Step 4 In Process Task screen, choose the action for the task. Click **NEXT** button to proceed. After confirm, input the 2FA (OTP). For OTP, click **REQUEST OTP** and enter OTP value that you received thru Mobile phone SMS or EMAIL. Click **PROCEED** to submit the task action.
- Step 5 Display result screen with transaction status and application number. Reasons for failed transactions are displayed. Click on Click for more details hyperlink to view the Application Status.

Upon approval, transaction will update accordingly if the task is success. Customer will receive a notification by email and SMS when transaction is executed successfully. For rejected task, no further action will be taken.