

# BSP INTERNET BANKING

## Quick Reference Guide

### MAKE A MOBILE MERCHANT PAYMENT



## Quick Reference Guide: Make a Mobile Merchant Payment



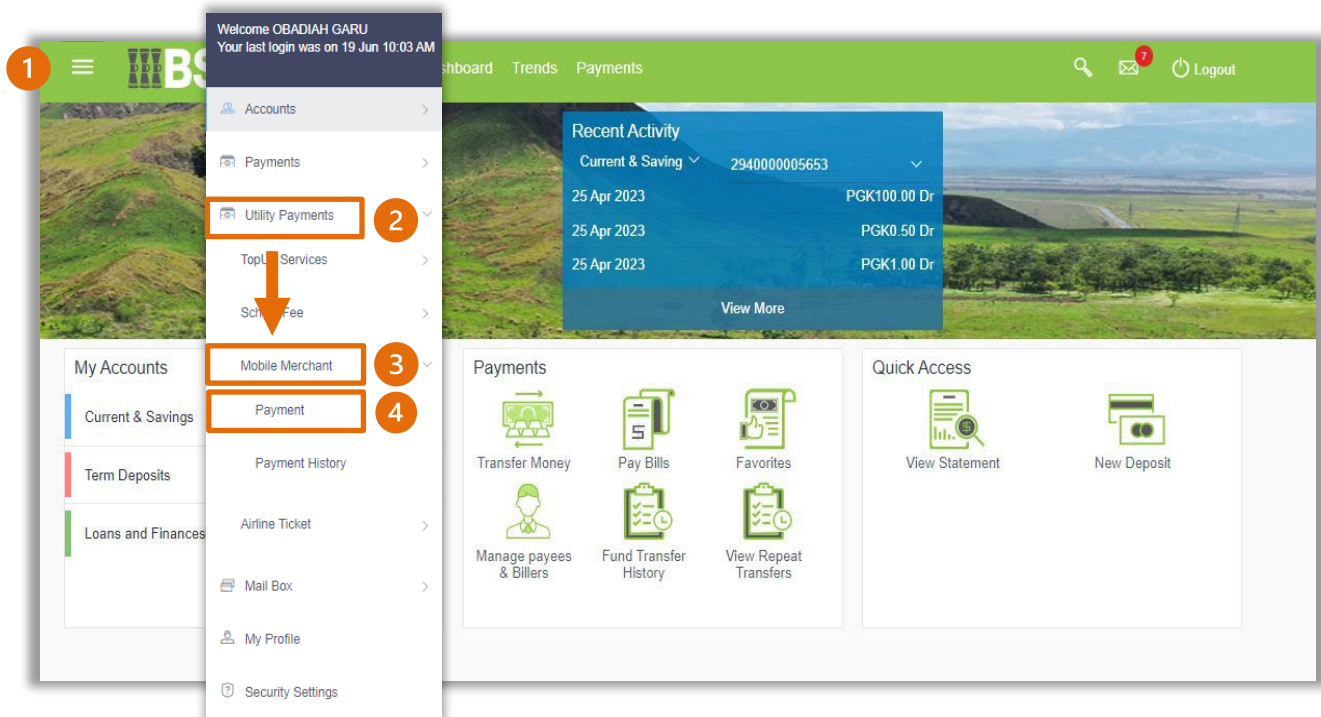
### Use this Quick Reference Guide to:

Make Mobile Merchant payments for online goods and services.

### Make a Mobile Merchant Payment

Use the **Mobile Fee Payment** function to make a Mobile Merchant payment.

1. Select the **three lines** to access the toggle menu
2. Select **Utility Payments**
3. Select **Mobile Merchant**
4. Select **Payment**



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You're now on the **Mobile Merchant Payment** screen. Use the following steps to make a Mobile Merchant payment.

1. Select the **Merchant Name** from the **Merchant Name drop-down** menu
2. Enter the **Payment Amount**
3. Select the payment account from the **Pay From drop-down** menu
4. Enter the purpose of the payment in the **Payment Purpose** field
5. Select **Pay**

The screenshot shows the 'Mobile Merchant Payment' screen in the BSP app. The top navigation bar is green with the BSP logo and 'Dashboard Trends Payments' links. Below the navigation bar, there are tabs for 'TopUp', 'Adhoc TopUp', 'Manage mobile/meter', 'TopUp History', 'Fee Payment', 'School Fee Payment History', and 'Mobile Merchant Payment'. The main form has the following fields:

- Merchant Name: Please Select (with a red circle 1 and a dropdown arrow)
- Amount: (with a red circle 2)
- View Limits: (link)
- Pay From: 2947008736667 (with a red circle 3 and a dropdown arrow)
- Balance: PGK240.14
- Payment Purpose: (with a red circle 4)

At the bottom, there are three buttons: 'Pay' (highlighted with a red box and a red circle 5), 'Cancel', and 'Cancel'.

6. If the payment details are correct, select **Confirm**. If not, select **Back** to revise the information or **Cancel** to exit the screen

The screenshot shows the confirmation screen in the BSP app. At the top, there is a dark blue banner with a white information icon and the text: 'You initiated a request for Mobile Merchant Payment. Please review details before you confirm!'. Below the banner, there is a white box containing the following details:

- Merchant Name: DORIS KIPMA
- Amount: PGK1.00
- Pay From: 2947005132167

At the bottom, there are three buttons: 'Confirm' (highlighted with a red box and a red circle 6), 'Back', and 'Cancel'.

## Quick Reference Guide: Make a Mobile Merchant Payment

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### Repayment Verification

Verify your payment using your preferred verification method when registering for BSP Internet Banking:

#### Option 1 - Mobile and Email Verification

A verification code will be sent to your registered mobile number and email address.

1. Enter the verification code in the designated space
2. Select **Submit** to complete the payment

The screenshot shows a 'Transfer' screen with the following elements:

- Transfer** (Section Header)
- One Time Verification** (Section Header)
- Text: "A verification code has been sent to your registered mobile number. Please enter that code below to complete the process"
- Input field: "Verification Code" (highlighted with a red box and a '1' in a red circle)
- Link: "Resend Code" (underlined)
- Text: "Attempts Left" with the value "3"
- Text: "Reference Number" with the value "625135"
- Buttons: "Submit" (highlighted with a red box and a '2' in a red circle) and "Cancel"

#### Option 2 – Soft Token Verification

Using the **BSP PNG PaySecure App** on your mobile device to generate a One Time Password (OTP).

1. Enter the One Time Password (OTP) into the **One Time Password** field
2. Select **Submit** to complete the payment

The screenshot shows a 'Transfer' screen with the following elements:

- Transfer** (Section Header)
- Soft Token Verification** (Section Header)
- Text: "Please follow the steps to generate an OTP (One Time Password)"
- List of instructions:
  - Open Soft Token App on your handheld device and login with your PIN
  - Enter the OTP displayed on the screen in the textbox below
- Input field: "One Time Password" (highlighted with a red box and a '2' in a red circle)
- Text: "Reference Number" with the value "853153"
- Text: "Attempts Left" with the value "4"
- Buttons: "Submit" (highlighted with a red box and a '3' in a red circle) and "Cancel"

## Quick Reference Guide: Make a Mobile Merchant Payment

### Option 3 – Security Question

Answering one of five (5) security questions.

1. Answer the question
2. Select **Submit** to complete the payment

Note: If you answer incorrectly, another question will be displayed. Repeat the above steps.

**Transfer**

**Security Question**

1 What is your favorite mobile App?

2 **Submit** Cancel

Once the verification process is complete, the confirmation screen indicates a successful payment.

1. Select **Download E-Receipt** to download your Mobile Merchant Payment receipt

**BSP** Dashboard Trends Payments Logout

**Mobile Merchant Payment** 1 Download E Receipt

Your transaction is successful.  
Reference Number 2023170186521111  
Host Reference Number 294IBMF231700001

Merchant Name  
DORIS KIPMA

Amount  
PGK1.00

Pay From  
2947005132167

Payment Purpose  
Test Transaction

What would you like to do next?

Go To Dashboard More Payment Options

### Additional Support

Please contact the BSP Customer Call Centre:

**Phone:** (+675) 3201212 or 7030 1212

**Email:** [servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)

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