

# BSP INTERNET BANKING

## Quick Reference Guide

### MAKE A MOBILE TOP-UP



## Quick Reference Guide: Make a Mobile TopUp



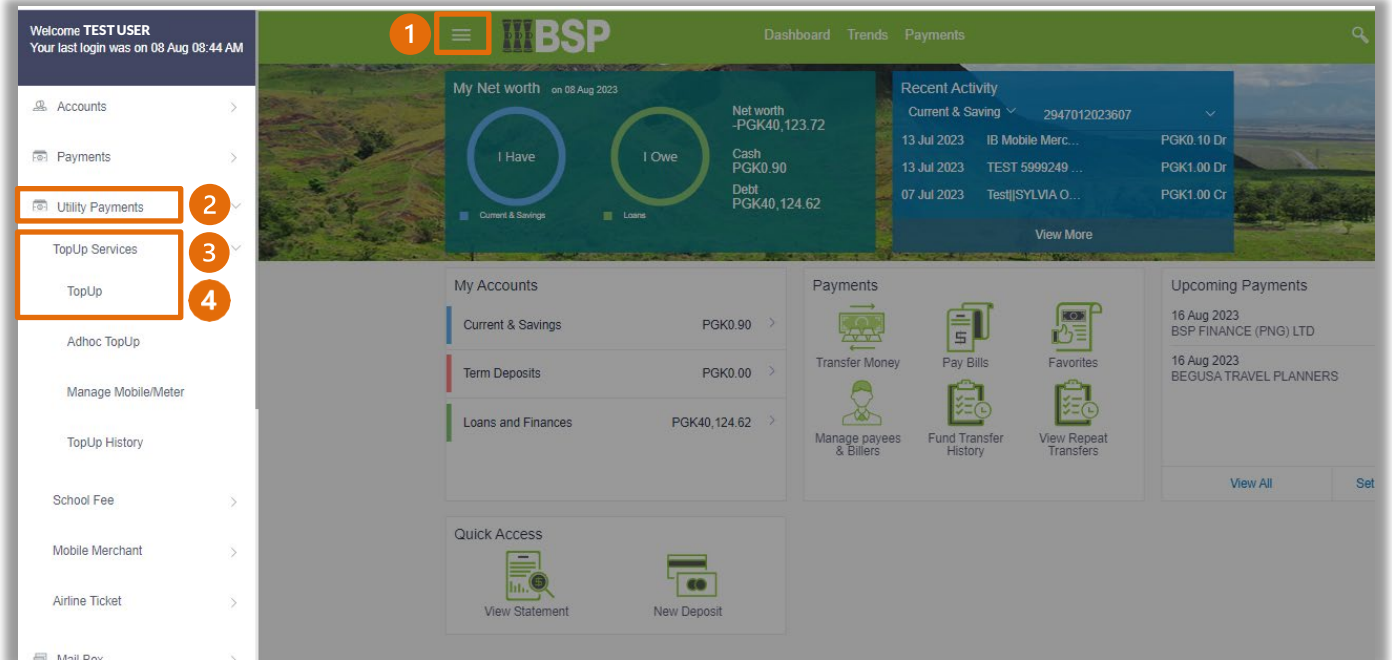
### Use this Quick Reference Guide to:

Learn how to make a Mobile Top-Up.

### Make a Mobile TopUp

Use the **TopUp** function to make a Mobile Meter payment.

1. Select the **three lines** to access the toggle menu on the BSP Personal Internet Banking dashboard
2. Select **Utility Payments**
3. Select **TopUp Services**
4. Select **TopUp**



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You're now on the **Mobile TopUp** screen.

Use the following steps to make a Mobile TopUp.

1. Select **Mobile TopUp**
2. Select the **Payee Name** from the **Select Payee** drop-down menu
3. Select the **Payment Account** from the **Transfer Payee** drop-down menu
4. Enter the **Payment Amount**
5. Enter any additional payment information in the **Remarks** field
6. Select **Pay**

The screenshot shows the BSP Mobile TopUp interface. At the top, there is a green header with the BSP logo and navigation links for Dashboard, Trends, and Payments. Below the header, there are tabs for TopUp, Adhoc TopUp, Manage mobile/meter, TopUp History, Fee Payment, School Fee Payment History, and Mobile Merchant Paymen. The main form area contains the following fields and options:

- 1**: TopUp Type dropdown menu with options Mobile TopUp, Easipay, and Solar Power.
- 2**: Select Payee dropdown menu with Test User selected.
- 3**: Transfer From dropdown menu with 0000000000001 selected.
- 4**: Amount input field with PGK5.00 entered.
- 5**: Remarks input field with TEST entered.
- 6**: Pay button.

Other visible information includes Meter Network: BMOBILE, Mobile Number: 70700001, Balance: PGK114.32, and a View Limits link. At the bottom, there is a Cancel button and a Back to Dashboard link.

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

The screenshot displays the BSP mobile top-up confirmation interface. At the top, there is a green header with the BSP logo and navigation links for Dashboard, Trends, and Payments. Below the header, a navigation menu includes options like TopUp, Adhoc TopUp, Manage mobile/meter, TopUp History, Fee Payment, School Fee Payment History, and Mobile Merchant Paymen. A dark blue notification bar states: "You initiated a request for TopUp Payment. Please review details before you confirm!". The main content area shows the following details:

- TopUp Type: Mobile TopUp
- Payee Name: Test User
- Meter Network: BMOBILE
- Mobile Number: 70700001
- Amount: PKG5.00
- Transfer From: 0000000000001
- Remarks: TEST

At the bottom, there are three buttons: Confirm (highlighted with an orange box), Back, and Cancel. A circled orange '7' is placed next to the Confirm button, indicating the step number. A "Back to Dashboard" link is located at the bottom left.

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### Payment 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 mobile banking interface titled "Transfer" with a sub-section "One Time Verification". A message states: "A verification code has been sent to your registered mobile number. Please enter that code below to complete the process". Below this is a text input field labeled "Verification Code" with a "Resend Code" link and "Attempts Left" indicator showing "3". A "Reference Number" field displays "625135". At the bottom, there are "Submit" and "Cancel" buttons. An orange box highlights the "Verification Code" field with a "1" in a circle, and another orange box highlights the "Submit" button with a "2" in a circle.

#### 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 mobile banking interface titled "Transfer" with a sub-section "Soft Token Verification". Instructions state: "Please follow the steps to generate an OTP (One Time Password)" and list: "• Open Soft Token App on your handheld device and login with your PIN" and "• Enter the OTP displayed on the screen in the textbox below". Below this is a text input field labeled "One Time Password" with a "Resend Code" link and "Attempts Left" indicator showing "4". A "Reference Number" field displays "853153". At the bottom, there are "Submit" and "Cancel" buttons. Three orange boxes highlight the instructions, the "One Time Password" field (with a "2" in a circle), and the "Submit" button (with a "3" in a circle). A "1" in a circle highlights the instructions area.

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### 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.

The screenshot shows a 'Transfer' screen with a 'Security Question' section. A text input field contains the question 'What is your favorite mobile App?'. Below the input field are two buttons: 'Submit' and 'Cancel'. Two orange callout boxes with numbers '1' and '2' point to the input field and the 'Submit' button, respectively.

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

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

The screenshot shows the 'Adhoc TopUp Payment' confirmation screen. At the top, a dark blue banner with a checkmark icon contains the text: 'Your transaction is successful. Reference Number 2023228313525085 Host Reference Number 2020BTP23228YG8C'. A 'Download E Receipt' button is located in the top right corner. Below the banner, the screen displays transaction details: Mobile Network (BMOBILE), Mobile Name (Test User), Mobile Number (70700001), Amount (PGK3.00), and Pay From (00000000000001). At the bottom, there are three icons with corresponding text: 'Go To Dashboard', 'More Payment Options', and 'Add as TopUp?'. A '1' in a circle highlights the 'Download E Receipt' button.

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### Additional Support

Please contact the BSP Customer Call Centre:

**Phone:** (+675) 320 1212 or 7030 1212

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

### Disclaimer

The accounts used in this guide are fictitious and contain non-customer data.

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