

# How-To Guide

## Global Payments with FNB Online Banking





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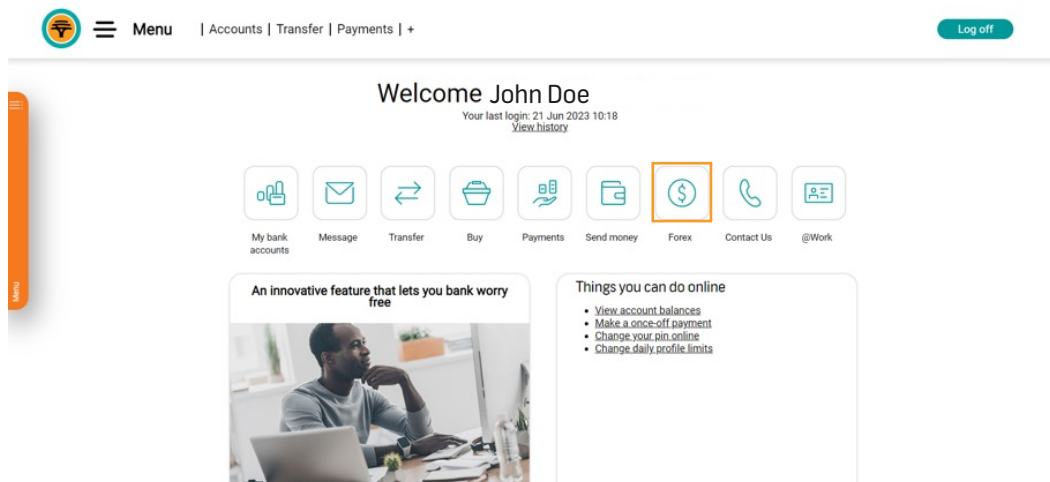
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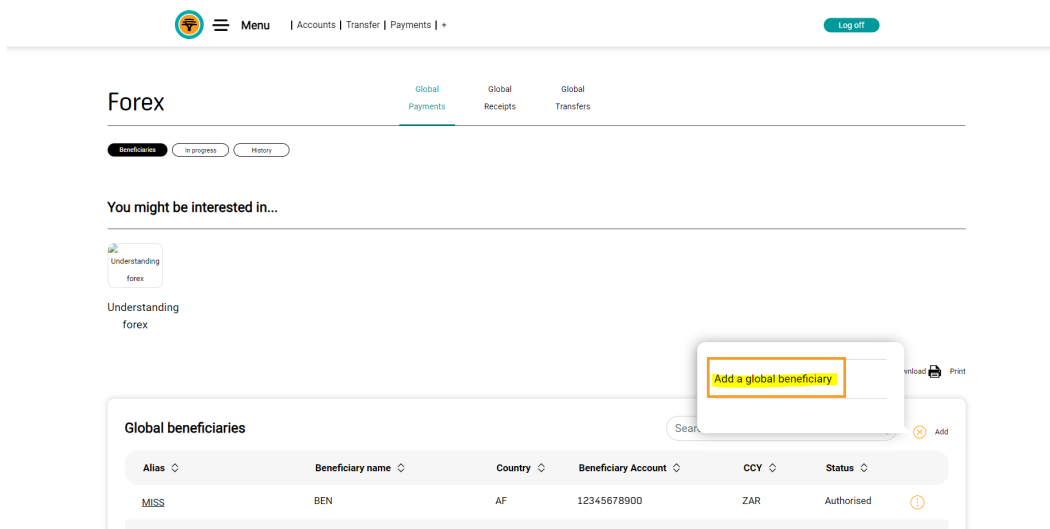
# Creating a Beneficiary with FNB Online Banking



1. Select the **Forex** tab



2. On the Global Payments screen, click on **Add** on the right side of the screen and then **Add beneficiary**



3. Search for the beneficiary bank and add **Beneficiary details:**
- NB: all fields are mandatory
  - Fields should not exceed 35 characters (a space counts as a character)
  - No special characters allowed, e.g. ()/' - "%@&\*#
  - Beneficiary's full legal name needs to be entered where required
  - Physical Address needs to be added where required and not Postal Address

The screenshot shows a web interface with a top navigation bar containing a menu icon, the text "Menu", and links for "Accounts", "Transfer", and "Payments". A "Log off" button is in the top right. The main form area is titled "Beneficiary alias" and contains a text input field with "USA BEN Payment". Below it is a "Beneficiary name" section with another text input field containing "USA BEN Payment". A "Physical address details" section follows, with fields for "Address line 1" (containing "Test Street 7458"), "Address line 2 (Optional)" (empty), "Suburb" (containing "New York"), and "City" (containing "New York"). At the bottom right of the form are three buttons: "Edit", "Cancel", and "Confirm".

4. Select **country** where beneficiary bank is located and add SWIFT Code/BIC/IBAN, then **Submit**

The screenshot shows a modal window titled "Capture beneficiary bank" with a close button (X) in the top right. The form contains the following fields: "Country" (a dropdown menu with "United States" selected and highlighted by an orange border), "Account type" (a text input field with "Account"), "Account number" (a text input field with "1234567890"), "Find bank by" (a dropdown menu with "BIC or Routing code" selected), and "BIC or Routing code" (a text input field with "CHASUS33XXX" and an information icon). A "Submit" button is located at the bottom right of the modal. The background shows the same navigation bar as the previous screenshot, with "Cancel" and "Confirm" buttons at the bottom.

5. Banking details will be displayed - now **Confirm**

Menu | Accounts | Transfer | Payments | + Log off

Edit

Bank name  
JPMorgan Chase Bank, National Association

Address line 1  
383 Madison Ave

City  
New York

Country  
United States

Account number  
1234567890

Swift/BIC code  
CHASUS33XXX

Sort code

Cancel Confirm

6. You will get an overview of the beneficiary loaded - now **Confirm**

Menu | Accounts | Transfer | Payments | + Log off

Please confirm

**Beneficiary banking details**

Bank name  
JPMorgan Chase Bank, National Association

Address line 1  
383 Madison Ave

City  
New York

Country  
United States

Payment currency  
US DOLLARS (USD)

Account number  
1234567890

Edit Cancel Confirm

Menu | Accounts | Transfer | Payments | + Log off

Beneficiary alias  
USA BEN Payment

Beneficiary name  
USA BEN Payment

**Physical address details**

Address line 1  
Test Street 7458

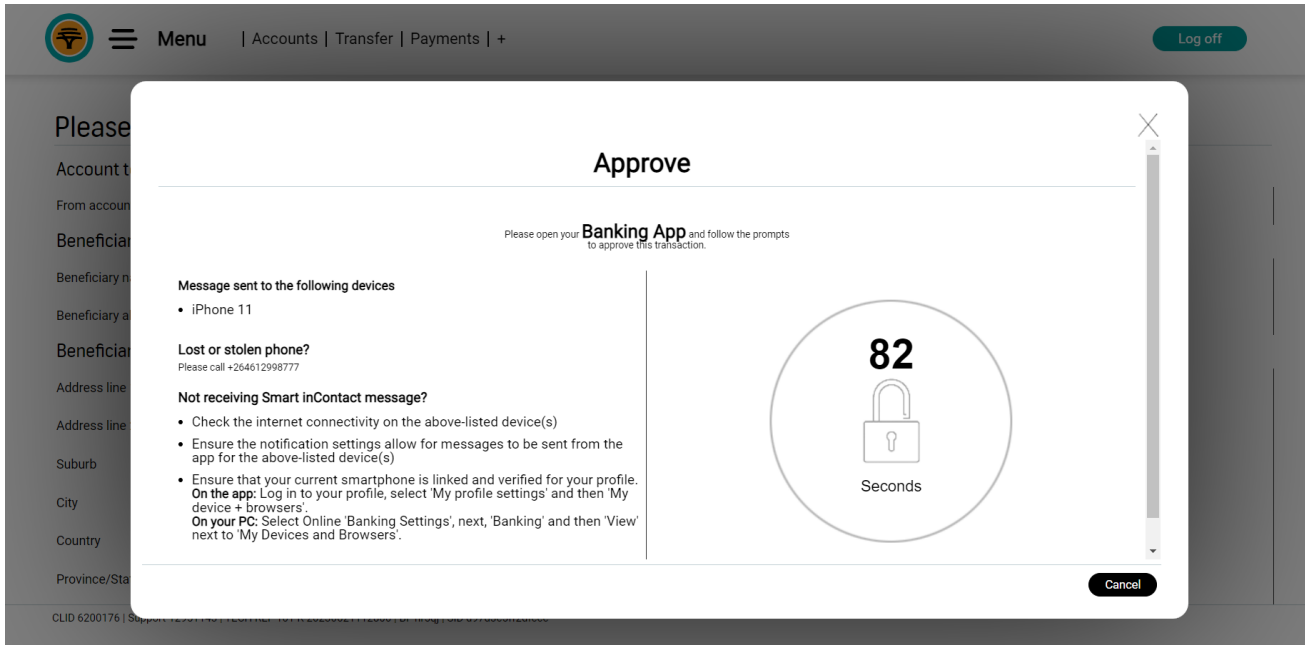
Address line 2 (Optional)

Suburb  
New York

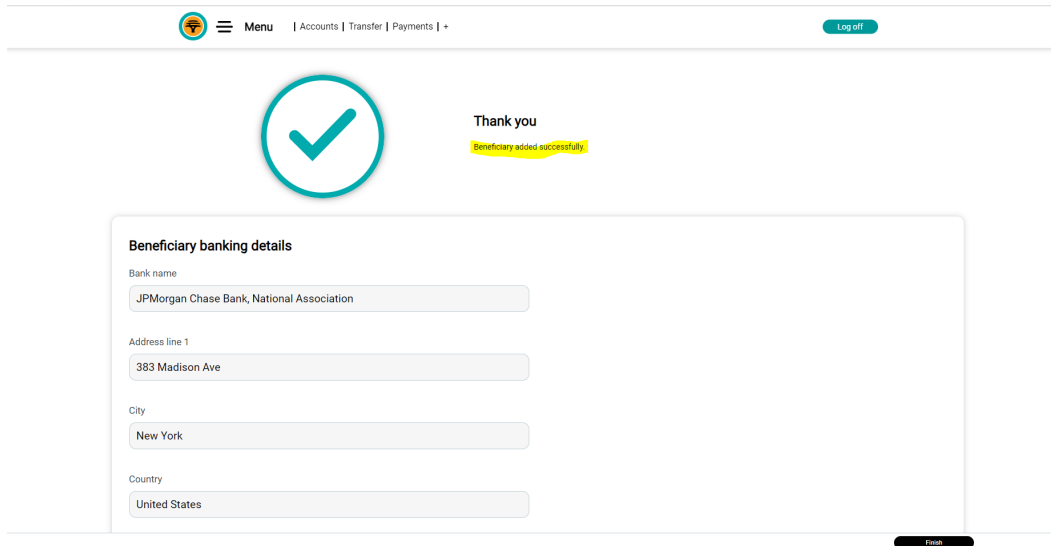
City  
New York

Edit Cancel Confirm

## 7. Authorise the beneficiary through the FNB App



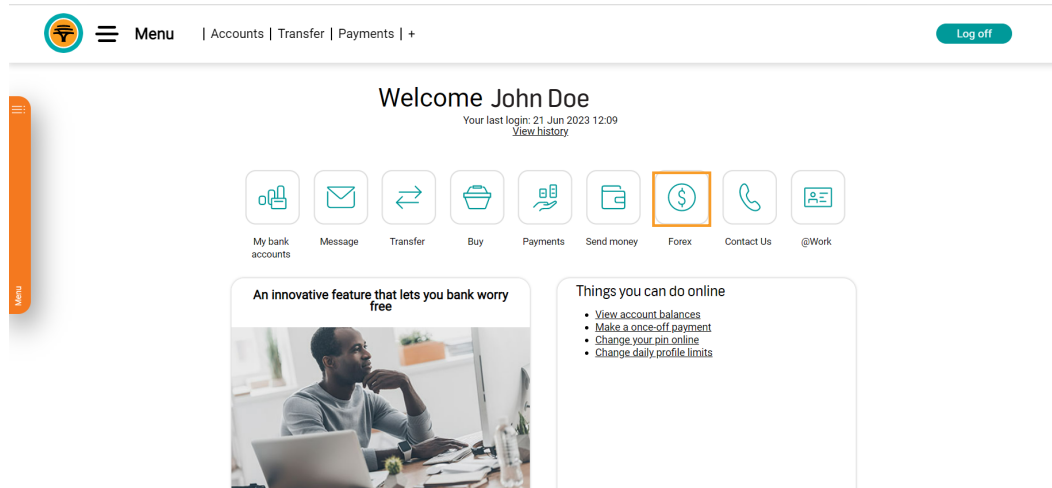
## 8. Once fully authorised, the beneficiary will be listed under the beneficiary list that can be maintained or deleted at a later stage if no longer needed



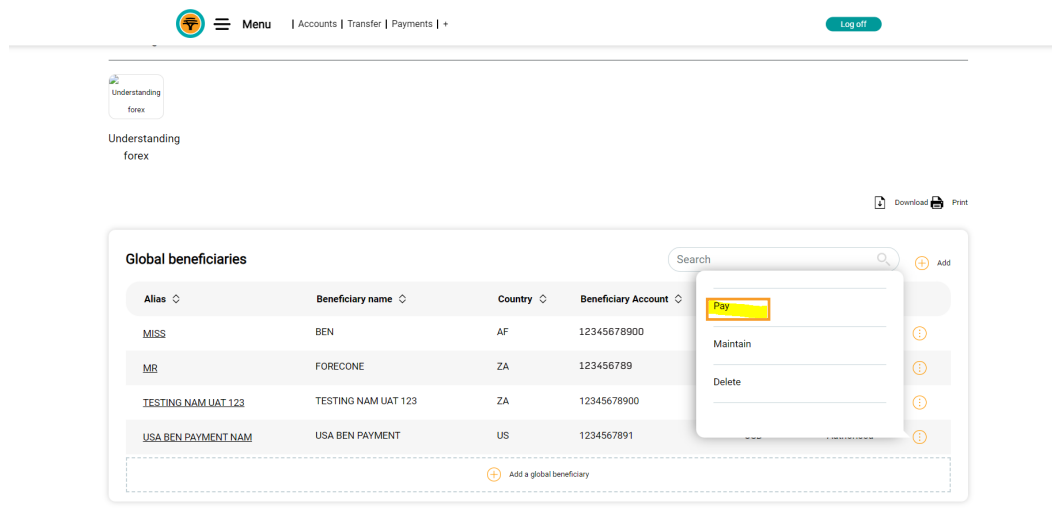
# Making a Global Payment with FNB Online Banking



1. Select the **Forex** tab



2. Next to the beneficiary you wish to pay, click on **Pay**



3. Select the **Account** that payment will be made from and enter the required payment details:
  - Enter amount
  - Enter reference
  - Select value date (market requirement is SPOT) - 2 business days from capturing date
  - Select charge option and continue
  - For CMA ZAR payments, same-day value can be selected and can future-date up to 10 working days

The screenshot shows a web interface for 'Global payments'. The 'Payment details' section includes the following fields:

- Pay from account:** A dropdown menu with 'Fnb Cheque Account - 12345678900 (NAD)' selected.
- Applicant name:** A text input field containing 'QA NAMIBIA'.
- Payment currency:** A dropdown menu with 'US DOLLARS (USD)' selected.
- Specify amount in:** A dropdown menu with 'US DOLLARS (USD)' selected.
- Amount in USD:** A text input field containing '1.11'.
- Own reference:** An empty text input field.

At the bottom of the form, there are four buttons: 'Back', 'Save + Exit', 'Cancel', and 'Continue'.

4. Select **BoP code** (reason for payment). This can be searched directly by code or keyword. Please note that this is a regulatory declaration and thus needs to be correct and should correspond to the supporting documents loaded for the payment.

NB: For CMA ZAR payments, no documents are required

NB: For import payments, additional information is required

## **BoP Category Codes 101 and 102**

Add **Customs client number (TIN)** and **Continue**

### **Note:**

- A slider is now available to activate. Should the Import Control details be required, activate the slider and continue to add Import Control details
- Import Control details are only required for amounts of 5 million and above (inside CMA countries), and are also required for all amounts outside the CMA
- If you are making payments within the CMA and amounts are less than 5 million, the indicator slider can be left off and no Import Control details will be required

The screenshot shows the 'Tax details' section of the 'Global payments' form. It includes the following fields:

- Applicant:** A dropdown menu.
- Amount in ZAR:** A text input field containing '101.02'.
- Customs client number (TIN):** A text input field containing '123456789'.
- TAX number (Optional):** A text input field containing '987654321'.
- Capture import control number for this transaction?:** A toggle switch that is currently turned on (indicated by a blue circle).

Below the 'Tax details' section, there is a section titled 'Top BoP categories' with a list item: 'Compensation of employees'.



#### 4. (continued)

### Select **Add Import Control Number**

BoP category specific details - Import Control Number

Amount to be allocated: ZAR 30.00

Download Print

Import Control details

Search

Import Control Number

Amount

No items to display

Add Import Control Number

Back Cancel Continue

Add the **Proforma Invoice Number**, preceded by the PRO (Import Control Number)

Add the amount of the invoice and click on Add. If there are multiple invoices, each needs to be added individually

BoP category specific details - Import Control Number

Import Control Number

PRO2324116788M

Amount

30.00

Cancel Add

Back Cancel Continue

Once all required invoices are added, select **Continue** to finalise the transaction

BoP category specific details - Import Control Number

Amount to be allocated: ZAR 0.00

Download Print

Import Control details

Search

Import Control Number

Amount

PRO2324116788M ZAR 30.00

Add Import Control Number

Back Cancel Continue

4. (continued)

## **BoP Category Codes 103 and 104 – Normal Import Payments** (Where goods have already arrived in Namibia and cleared customs)

On the BoP code selection screen, search for the BoP code and select the valid category for your payment.

BoP category specific details

**Details**

Please indicate the nature of this payment for regulatory reporting purposes. For ease of reference, you may search for the applicable category/description via keywords (Imports, Exports, services, Gift, etc.) or by category code, if known (103, 289, 401, etc.).

Search BoP category code or description

103

Provide at least 3 characters

- 103 - 01 Import payments - excl capital goods and mining resources
- 103 - 02 Import payment - Capital Goods
- 103 - 03 Import payment - Gold
- 103 - 04 Import payment - Platinum
- 103 - 05 Import payment - Crude Oil
- 103 - 06 Import payment - Refined petroleum products
- 103 - 07 Import payment - Diamonds
- 103 - 08 Import payment - Steel
- 103 - 09 Import payment - Coal
- 103 - 10 Import payment - Iron Ore
- 103 - 11 Imports via the Namibian Post Office

Top BoP categories

Back Cancel Continue

Enter **TIN/CCN number** – this is a mandatory field. If no TIN/CCN is available, the value **NO TIN** needs to be entered in the field. Activate the slider if amounts are above 5 million (inside the CMA) or any amount outside of CMA, to enter the Import Control details. If amounts are less than 5 million, you can leave the indicator off and proceed with the transaction.

Applicant

Amount in ZAR

103.02

**Tax details**

Customs client number (TIN)

NO TIN

TAX number (Optional)

00001234567

Capture import control number for this transaction?

Top BoP categories

- Compensation of employees
- Gifts
- Imports

Back Cancel Continue

Select **Add** and then select **Add Import Control Number (MRN)**

BoP category specific details - Import Control Number (MRN)

Amount to be allocated: ZAR 41.00

Download Print

**Import Control (MRN) details**

Search

Import Control Number (MRN) Transport document number Amount

Add Import Control Number (MRN)

No items to display

Add Import Control Number (MRN)

Import bulk Import Control Number (MRN)

Back Cancel Continue

4. (continued)

Add **Import Control Number**. NOTE: it needs to be in the format as per the orange highlight below

Add **Transport document number** and **Amount** then select **Add**

Please enter a valid assessment number i.e. format CCYY + Customs Code + A + AssessmentNumber

Details of the invoice will be shown. Click on **Add** again should there be additional invoices. Note, all invoices relating to the payment should be added individually.

Once all invoice numbers and amounts have been added, select **Continue** to finalise the transaction as per the usual process.

5. After the BoP code has been selected, the outstanding amount needs to change to 0.00 and the amount should be displayed next to the BoP code selection. Then **Continue**

The screenshot shows a web application interface. At the top, there is a navigation bar with a menu icon, the text 'Menu | Accounts | Transfer | Payments | +', and a 'Log off' button. Below the navigation bar, there are two main sections. The first section is titled 'Country supplying goods/services' and contains a 'Country' dropdown menu set to 'United States' and an 'Outstanding amount to be allocated' input field set to 'USD 0.00'. To the right of this section are 'Download' and 'Print' icons. The second section is titled 'Regulatory reporting summary' and features a search bar and an 'Add' button. Below this is a table with the following data:

BoP code and description	Number of allocations	Allocation amount
101 - 01 Advance payment - excl capital goods and mining resources	1	USD 1.11

Below the table is a dashed box with an 'Add a BoP category code' button. At the bottom of the interface, there are four buttons: 'Back', 'Save + Exit', 'Cancel', and 'Continue'.

6. For non-CMA payments, documents are required. Pictured below are the documents required for BoP 101 and 103. NB: For CMA ZAR payments, no documents are required so this step can be skipped

## 101


The screenshot shows a web application interface. At the top, there is a navigation bar with a menu icon, the text 'Menu | Accounts | Transfer | Payments | Authorise | Profiles | +', and a 'Log off' button. Below the navigation bar, the section is titled 'Documents required'. It displays the following information: 'Application reference: 1421755', 'Date and time: 17 Mar 2024 22:26:59', and 'Please upload the following documents:'. Below this, there is a list of required documents: 'Pro-Forma Invoice' and 'Import Permit'. Below the list is a table with the following data:

Document type	File name	Status
No items to display		

Below the table is a dashed box with an 'Add document' button. At the bottom of the interface, there are three buttons: 'Cancel', 'Skip', and 'Upload'.

## 6. (continued)

103

 **Menu** | Accounts | Transfer | Payments | Authorise | Profiles | + Log off

**Documents required**

Application reference: 1421755


Date and time: 17 Mar 2024 22:29:52

Please upload the following documents:

- Invoice
- Import Clearing Documents Received From Clearing Agent
- Transportation Documents
- Sad500
- Bill Of Lading - For Shipping
- Airway Bill - For Air
- Customs Release Notification

Cancel Skip Upload

7. Select **Add** on the right side of screen and then select **Add document** to add all the supporting documents required for Exchange Control approval relating to the payment

 **Menu** | Accounts | Transfer | Payments | + Log off

**Documents required**

Application reference: 1265854

Date and time: 25 Jul 2023 10:34:40

Please upload the following documents:

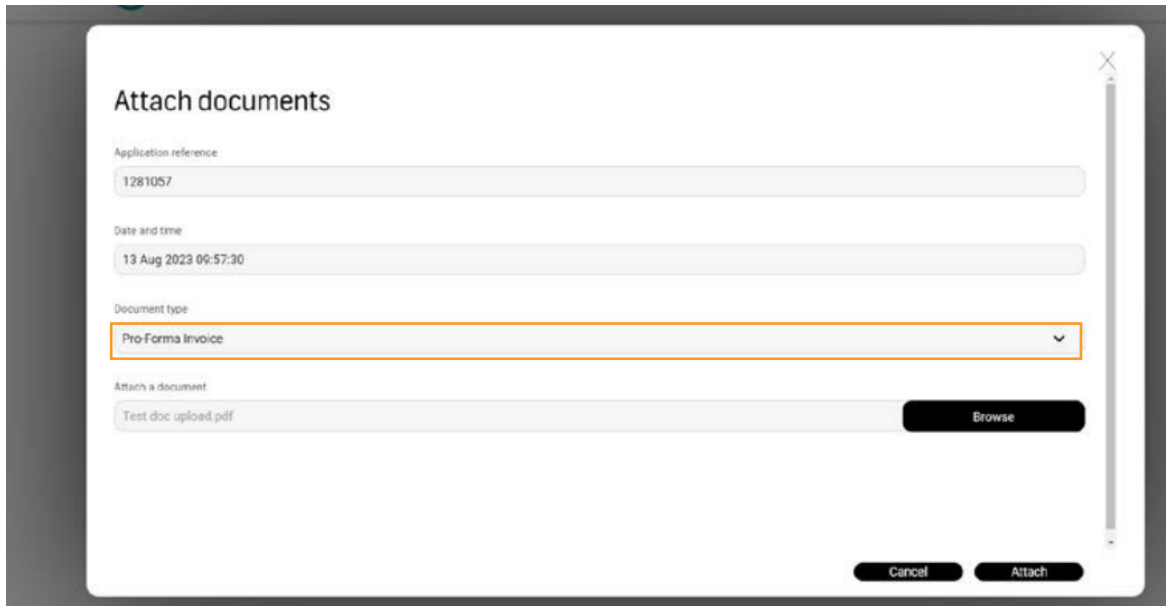
- Pro-Forma Invoice
- Import Permit

Document type	File name	Status
No items to display		
<span>Add document</span>		

Please ensure that all text and images within documents supplied are clear and legible.

Cancel Skip Upload

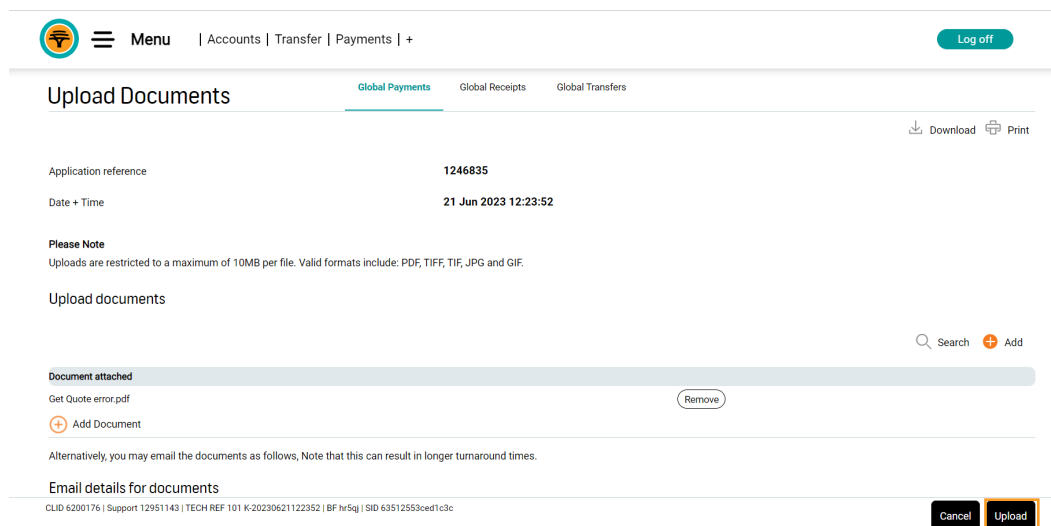
8. Select **Document Type**, locate the file and click on **Upload**
- More than one attachment can be done
  - Document size should not exceed 10MB
  - Valid file formats are .PDF .TIFF .TIF .JPG .GIF
  - Once first document is uploaded, select **Add more** to add the next



The screenshot shows a modal window titled "Attach documents" with a close button (X) in the top right corner. The form contains the following fields and elements:

- Application reference:** A text input field containing "1281057".
- Date and time:** A text input field containing "13 Aug 2023 09:57:30".
- Document type:** A dropdown menu with "Pro-Forma Invoice" selected and highlighted by an orange border.
- Attach a document:** A text input field containing "Test doc: upload.pdf" and a "Browse" button to its right.
- Buttons:** "Cancel" and "Attach" buttons are located at the bottom of the modal.

9. Once all documents are loaded, click on **Upload** in the bottom right corner



The screenshot shows a web application interface for "Upload Documents". The page includes a navigation menu with "Menu", "Accounts", "Transfer", and "Payments" options, along with a "Log off" button. The main content area is titled "Upload Documents" and has tabs for "Global Payments", "Global Receipts", and "Global Transfers".

Key details on the page include:

- Application reference:** 1246835
- Date + Time:** 21 Jun 2023 12:23:52
- Please Note:** Uploads are restricted to a maximum of 10MB per file. Valid formats include: PDF, TIFF, TIF, JPG and GIF.
- Upload documents:** A section with a search icon and an "Add" button.
- Document attached:** A list showing "Get Quote error.pdf" with a "Remove" button next to it.
- Buttons:** "Cancel" and "Upload" buttons are located at the bottom right of the page.

10. Submitted screen will be displayed if documents were uploaded successfully. Now **Continue**

**Document upload results**

Application reference: 1281057

Date and time: 13 Aug 2023 09:57:30

**Uploaded documents**

Document type	Status
Import Permit	Uploaded
Pro-Forma Invoice	Uploaded

Alternatively, you may email the documents as follows. Note that this can result in longer turnaround times.

International Business Center (IBC) - Namibia

Email address: SWIFTNamibia@rmb.com.na

11. Summary screen will be displayed

Menu | Accounts | Transfer | Payments | + Log off

**Please confirm**

Please confirm that all your global payment details are correct

**Transaction details**

Transaction type	Global payments		
Beneficiary name	USA BEN PAYMENT	Applicant name	QA NAMIBIA
To account	1234567891	From account	12345678900
Payment currency	USD	Amount in USD	1.11
Own reference	test	Beneficiary reference	test

Cancel Edit Save Confirm

12. Scroll down and **accept** the **Terms and Conditions** and **Regulatory Declaration** by placing a tick in the appropriate boxes. Click **Confirm**

Menu | Accounts | Transfer | Payments | + Log off

**Regulatory declaration**

I/We, the undersigned, hereby declare that:

- I have read this document and know and understand the contents thereof
- The information furnished above is in all respects both true and correct
- The currency applied for will only be used for the specific purpose stated herein
- The documentation presented in support of this application is in all respects authentic
- I have been informed of the limit applicable to the above transaction and confirm that this limit will not be exceeded as a result of the conclusion of this transaction
- I consent to this information being provided to the Inland Revenue and/or FIC.
- Kindly email the relevant supporting documents to SWIFTNamibia@rmb.com.na.
- Should you have any queries please contact us on 061 299 8668.

**Terms and conditions**

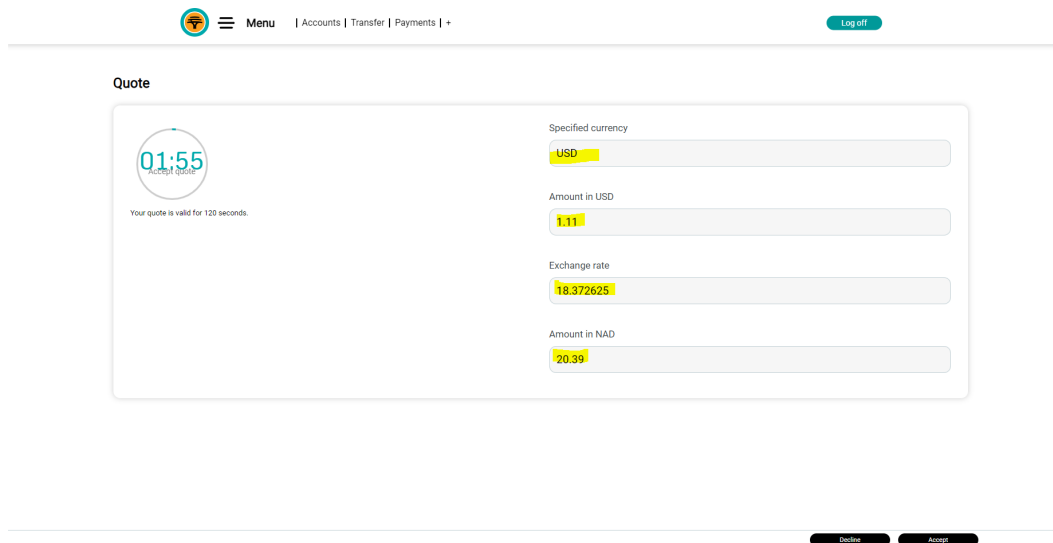
I agree to the terms and conditions

Terms and conditions

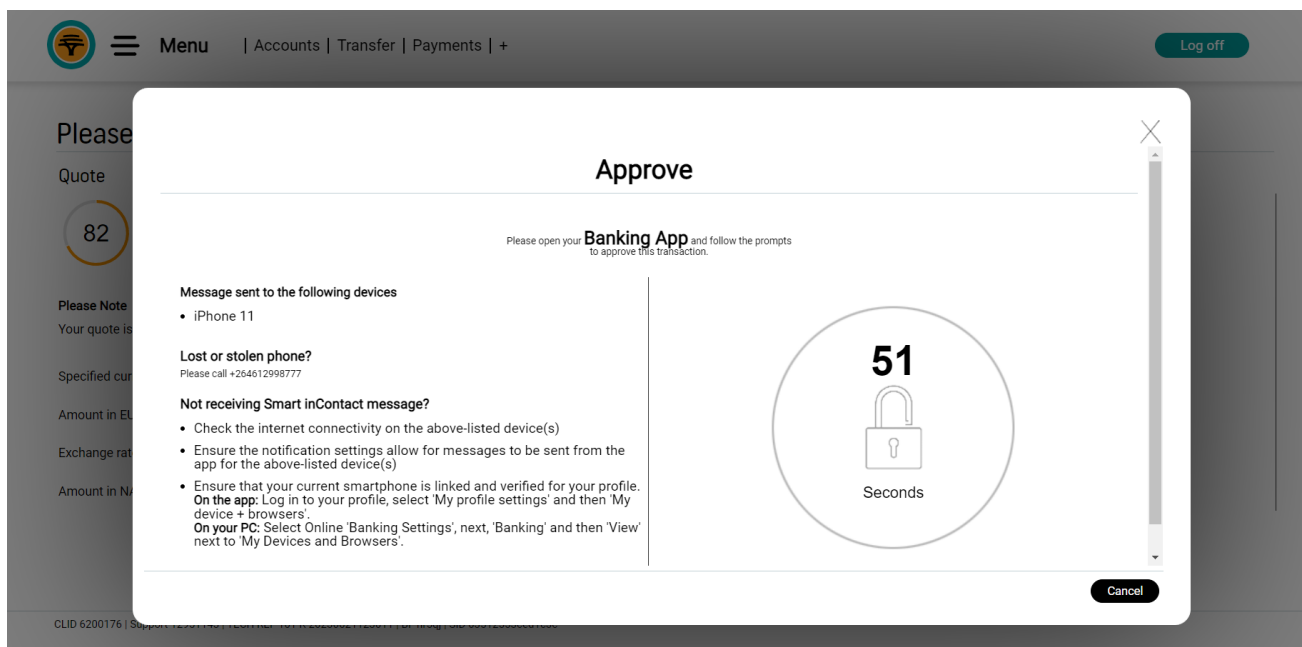
Cancel Edit Save Confirm

13. You will have 120 seconds to Accept or Decline the quote. If declined, it will revert to Get Quote and, if accepted, it will move to the final step

If a quote is not accepted – and the payment will not be processed until such time as a quote is accepted – this transaction will remain pending in the **In progress** tab under Global Payments



14. Once you click on Accept, authorisation moves to the FNB App to finalise





## 15. Select **Finish**

**Thank you**  
Your global payment was successfully submitted to the bank for processing  
Transaction ref: 1265854

**Transaction details**

Transaction type  
Global payments

Beneficiary name  
USA BEN PAYMENT

Applicant name  
QA NAMIBIA

To account  
1234567891

From account  
12345678900

Payment currency  
USD

Amount in USD  
1.11

**Finish**

16. Payment will reflect in the **History** tab in an **In-Progress** state. This means that payment is with Exchange Control for vetting. For CMA ZAR payments, transactions will settle within 5 to 15 minutes.

If a quote is not accepted – and the payment will not be processed until such time as the quote is accepted – this transaction will remain pending in the Get Quote tab under Global Payments.

**Forex**

Global Payments | Global Receipts | Global Transfers

Beneficiaries | In Progress | **History**

**Search by**  
Value date range  
0 - 1 Month

Download | Print

**History**

Reference - Beneficiary	Payment type	Capture date	Value date	Account	Amount	Status
1265854 - USA BEN PAYMENT	Beneficiary	25 Jul 2023	27 Jul 2023	12345678900	USD 1.11	In Progress
1265814 - US Global Once Off pre booked	Once Off	25 Jul 2023	26 Jul 2023	12345678900	USD 10.00	In Progress
1265806 - TESTING NAM UAT 123	Beneficiary	25 Jul 2023	26 Jul 2023	12345678900	ZAR 10.00	In Progress

Download CSV

