# MPCB E-Banking RETAIL

# **USER MANUAL**



#### LOGIN TO MPCB E-BANKING

• How do I access to MPCB E-Banking?

Connect to our MPCB Website: <u>www.mpcb.mu</u>  $\rightarrow$ 



🔓 Home 🛛 Contact 🖾 Site Map

### IIII Peace of Mind

Loan Calculator | Branch & ATM Locator



#### **MPCB** e-Banking

MAURITIUS POST AND COOPERATIVE BANK LTD PEACE OF MIND

About e-banking Services Availabile Register to e-banking SMS-Banking service

#### MPCB e-Banking

Welcome to MPCB e-banking, the service that offers you online banking at your convenience. This service is available to both Retail and Corporate customers.



#### Upon click on Retail Sign-in, MPCB e-Banking login page shall be displayed

Welcome to the MPCB secure e-Banking area	Security Tips
	Always close the browser when finished.
UserID 00000001	Use the Virtual Keyboard for enhanced security.
Password	Balance your account on a regular basis.
To use Onscreen Keyboard Click here	Frequently change your password.
Login Clear	Never reveal your access details to anyone.

0	How do I	use Onscreen	Virtual Ke	yboard to Logi	n to MPCB	E-Banking?

Welcome to the MPCB secure e-Banking area							Se	curit	y Tips					
Userl	D 0(	00000	01			*****			•	Alwa Use ti	ys close he Virtu:	e the bro al Keybo	owser v bard for	when finished. r enhanced security.
Passwor	assword Balance your account on a re						egular basis.							
т	Clic	k bel	ow t	o ent	er yo	ur lo	gin p	assv	vord					word.
Lo														ails to anyone.
	A	в	С	D	E	F	G	Н	1	J	К	L	М	
	N	0	Р	Q	R	S	Т	U	V	W	×	Y	Z	more information
System Requir	а	b	С	d	е	f	g	h	i	j	k	I	m	
<ul> <li>Operating System</li> <li>Web Browser : In</li> </ul>	n	0	р	q	r	s	t	u	۷	w	х	у	z	
<ul> <li>Java : up to versi-</li> </ul>	1	2	3	4	5	6	7	8	9	0		+	-	Bockets
<u>Click here</u> to downloa	!	@	#	\$	%	&	*	(	)	?	=	<	>	s, and Secured
	٨	_												
		Era	se		Cle	ar		E	xit		Do	ne		

The Onscreen Keyboard is a special feature that allows you to enter your User Id and Login password more securely.

Upon Click on ; the virtual keyboard will be displayed; allowing you to key in your credentials.

#### You will be required to enter 2 values to successfully login to your Retail MPCB e-Banking namely:

- **User Id**: A unique User Id will be provided to you by the Bank at the time of application.
- Login password: A computer generated PIN that you will receive in a PIN Mailer provided by the Bank.
- Once you have completed all two values, click on Login to access your Retail MPCB e- Banking

Upon successful login, you will be directed to our Terms & Condition page This page illuminates the terms and conditions that MPCB E-Banking users accept to conform to when availing the facility.

"MPCB online" Terms and Condition of agreement
GO TO THE END OF PAGE
DEFINITION
AGREEMENT
USE OF INFORMATION AND MATERIALS
BANK RESPONSIBILITIES
MPCB'S RECORD
GOVERNING LAW
DEFINITION
* "MPCB" refers to Mauritius Post and Cooperative Bank Ltd, also referred to as the Bank.
* "MPCB e-banking" means the Internet Banking service offered by the Mauritius Post & Cooperative Bank Ltd.
* "Business Day" means any day on which the Bank is open for business in the Republic of Mauritius.
GOVERNING LAW
This agreement shall be governed by and construed in accordance with the law of the Republic of Mauritius and all disputes, actions and other matters relating thereto
will be determined in accordance

Agree Disagree

You will be able to proceed further with your online MPCB E-Banking access only if you Agree to the Terms and conditions

#### CHANGE PASSWORD

#### • Do I need to change the password provided by the Bank at my first login?

Yes. Once you AGREE to our Terms & Condition, you will be directed to change your Login & Txn [Transaction] passwords

For Mobitoken registered users, you will requested to change your login password only.

IMPORTANT NOTICE: It is mandatory that you change the computer generated PIN provided by the Bank in the PIN Mailer immediately after you access your Retail MPCB E-Banking for the first time.

is time to change your Signon and Transaction passwords, you need to change it r	ight now. After you have cha	iged your passwords, you can continue.	
Change Signon Password			
Password		3	
New password			
Retype new password	•••••		
Change Transaction Password			
Password		22	
New password		23	
Retype new password		24	

#### O MPCB E-BANKING PASSWORD CRITERIA:

- Should be between 8 and 16 characters long
- Should be alphanumeric [comprise of numbers, letters and symbols]
- Should be easy to remember but hard to guess
- > Will be disabled if entered incorrectly for three consecutive times

If your password has been disabled, please contact us on +230 405 9400 or call at your nearest MPCB branch for further assistance

- Upon click on k, you will be notified that your password has been changed successfully.
- Click on Click here to go to your online banking homepage

Signon and Transaction password set successfully

Personal Preference>Change Password

Password(s) changed successfully Click here to go to banking service home page. You can change your other passwords also.

#### • How do I change my password?

You can change your password any time using the 'Change password' option from the personal preferences module

How to get there? Select personal preferences module  $\rightarrow$  change password

MPCB E-Banking provides you with the option to change

- Login Password
- Txn [Transaction] Password
- Sms Banking Password

### Dashboard

Upon successful login, you will be directed to the dashboard screen. The dashboard allows you to have an overview of each specific account balance.

Alerts					
Password Alerts!			Bills & Payments Alerts!		
Sign On Password ex	piring in	60 days	Pending Payments	0	
Transaction Password expiring in		60 days Mail Alerts		0	
User Last Logged on		MM DD, YY / HR:MM PM			
Accounts Balance	e Summary				
Location(s)	Currency	Operative Account(s)	Deposit Account(s)	Loan Account(s)	<u>^</u>
All Lasabiana	EUR	0.00 CR	0.00 CR	0.00 CR	
All LOCACIONS	MUR	0.00 CR	0.00 CR	0.00 DR	
10HN SMITH	EUR	0.00 CR	0.00 CR	0.00 CR	
	MUR	0.00 CR	0.00 CR	0.00 DR	

#### Account Information

Account information helps you to access all your operative/deposit as well as loan accounts

Selecting Operative account will let you gain access to all your saving & current account with respective real time account balance

Click on Account Information  $\rightarrow$  Operative Account

Þ	Accounts > Operative Accounts > Accounts Summary											
	Accou	nt Nickname	JOHN SMITH-XXX	***	<b>v</b>				Options	Account Summa	ary 🔽	Go
		Select a	John Smith-XXX) John Smith-XXX) John Smith-XXX)	(XXXXXXXXXX2 (XXXXXXXXXXX3 (XXXXXXXXXXX4	<sup>i</sup> rom the drop down	lists.				Account Summa Quick View Account Details Statement Dowr	ry nload	unts
	Upera	ative Accoun	ts Summary							Cheque Status I Clearing Instrum	(nquiry	
	SI. No	Location	Туре	Account Nickname	Number	Branch	Currency	Cr/Dr	Account Balance	Lien Inquiry	Date	
	1	MAURITIUS	SAVING A/C	JOHN SMITH	****	004TRADE	EUR	CR	00.00	Active	MM DD, YY	
	2	MAURITIUS	OVERDRAFT A/C	JOHN SMITH	xxxxxxxxxxxxxxxxx	008CPIPE	MUR	CR	00.00	Active	MM DD, YY	
	3	MAURITIUS	SAVING A/C	JOHN SMITH	*****	009MBURG	MUR	CR	00.00	Active	MM DD, YY	
	4	MAURITIUS	SAVING A/C	JOHN SMITH	******	009MBURG	MUR	CR	00.00	Active	MM DD, YY	

Account Summary provides an overview of all operative accounts held at the Bank. How to get there? : From Account nickname drop down > select specific account number  $\rightarrow$  From Options drop down > select account summary  $\rightarrow$  click on Go

Quick View displays last ten transactions effected on each specific account

Account Details displays general details of each specific account held

**Statement Download** screen allows you to download your statement for each specific account according to preference as per Query criterion selection.

**How to get there?** : From Account nickname drop down > select specific account number  $\rightarrow$  From Options drop down > select Statement download  $\rightarrow$  click on Go

Fill in Query Criterion screen as per your preference  $\rightarrow$  Use  $\boxed{\mathbb{Z}}$  - calendar to select appropriate date range  $\rightarrow$  click on statement

You may also select the 'Save as CSV' radio button, which will open the statement on an excel sheet format

Query Criterion									
Criterion 1									^
Sort By Transaction Date		Ascending Or	rder			O Descending Order			
Transaction Date Range	From	MM DD, YY			То	MM DD, YY	12		
Amount Range	From	100		]	То	500 000			
Instrument/Cheque Range	From				То				
Value Date Range	From				То				
Original	Amount				Currency				
Remarks								]	
Transaction Type		Both - Debit/Cre	edit 💌						
Criterion 2									
Last Transactio	n								~
Select Format for your St	atement								
⊙ Display on Same Screen			O Save as (	SV					
O Save as Plain text			◯ Save as T	ab Separ	ated Forma	t			
			Stateme	ent	Last Mo	onth Transactions	Las	t 2 Months Transactions	

Cheque Status Inquiry allows retail users to retrieve Cheque paid for a selected date range  $\rightarrow$  click on retrieve

Account Nickname	JOHN SMITH-XXXXXXXXXXX	xxx2 🔽			Options Cheque	e Status Inquiry 🔽 🧕
Select an Account Nickname and Options from the drop down lists.						
Cheque Inquiry	<u>,</u>					

**Clearing Instruments** provides details of outward clearing cheques status for specific date range

Lien Inquiry provides information on any lien held on account.

#### SELF TRANSFER

Self-transfer allows retail users to transfer funds between own accounts. How to get there: Select Transfer module  $\rightarrow$  Self Account Transfers sub module

From Account	To Account
• My Account	• My Account
Account Number JOHN SMITH(MUR)-XXXXXXXXXXXXXXXXX	Account Number           JOHN SMITH(MUR)-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Transfer Amount *	MAURITIAN RUPEE 50 Check Exchange Rate
Transaction Memo (Credit Account)	
Transaction Memo (Debit Account)	
Schedule Transfer on Date	MM DD, YY

\* For futur dated cross currency, the exchange rate applicable will be on the date the transaction is processed.

#### Mandatory Fields to be completed:

From Account	Select debiting account number from drop down list
To Account	Select crediting account number from drop down list
Transfer Amount	Enter Transfer amount
Transfer Date	Select appropriate date
	[For schedule self-transfer select future date]

## Click on Transfer button to proceed with self-transfer

You will be directed to a confirmation screen where self-transfer needs to be validated with your Txn [transaction] password or Mobitoken.

Upon successful validation, you will be notified that your self-transfer has been effected successfully.

#### **BENEFICIARY CREATION**

Beneficiary creation is a one time job that allows E-Banking Retail users to initiate Fund transfer to either a third party within MPCB or to any other local Bank. How to get there: Select beneficiary module  $\rightarrow$  Beneficiary maintenance  $\rightarrow$  add beneficiary

#### Mandatory Fields to be completed:

Beneficiary Name	Input Full name of Beneficiary
Beneficiary Nickname	Beneficiary nickname enables users to initiate third party transfer
-	/ Local Payment
Entity Type	Retail/Beneficiary
Beneficiary address	Input address of Beneficiary
Beneficiary country	Select appropriate country
	Beneficiary within MPCB
Bank Branch	Select appropriate Bank branch from drop down list
Account Id	Input third party account number
	Other Local Bank
Beneficiary Bank Name	Click on Find Bank to select appropriate Bank Name
Beneficiary Bank country	Select appropriate bank country
Beneficiary Account	Input beneficiary account number
Number	
Beneficiary Account	Select appropriate account currency from drop down list
Currency	
Beneficiary Account Type	Select appropriate account type from drop down list

Beneficiary > Beneficiary	Maintenance > Add Ber	neficiary		
Add New Beneficiary				^
Beneficiary Name*	JANE SMITH			
Beneficiary Nick Name*	JANE	(Nick Name sho	uld not have spaces and should not be more than 8 characters in length)	
Entity Type*	◯ Corporate ⊙ Retail		Beneficiary	=
Beneficiary Address (line 1)*	ROYAL ROAD			
Beneficiary Address (line 2)				
Beneficiary Address (line 3)				
Beneficiary City	PORT LOUIS			
Beneficiary Country	MAURITIUS	~		
Beneficiary Telephone				
Beneficiary Mobile				
Beneficiary Fax				
Beneficiary Commission Indicator	Shared	•		
Bank Details				
O Home Bank				
Bank Branch*	HEA	D OFFICE 🛛 😽	]	
Account Id *	XXX	<xxxxxxxxx5 < td=""><td></td><td></td></xxxxxxxxx5 <>		
Other Bank				
Beneficiary Bank Name*	BAN	K ONE LIMITED	Find Bank	
Beneficiary Bank Country*	MAI	JRITIUS 🔽		
Beneficiary Account Numbe	er * XXX	xxxxxxx9		
Beneficiary IBAN			(Use Only alphanumeric characters, 0-9, A-Z (only uppercase), no separators)	
Beneficiary Account Curren	ncy* MAI	JRITIAN RUPEE 🛛 🗠		
Beneficiary Account Type*	Sav	ings Bank Accour 💌		~
			Confirm Ba	ck

### Click on <u>Confirm</u> button to proceed with beneficiary creation

You will be directed to a confirmation screen whereby you will be asked to enter your Txn password to validate the beneficiary creation.

Upon successful validation of beneficiary creation, you will be notified that RM approval is pending.

IMPORTANT: You will be able to effect Third Party Transfer or Local Payment only after beneficiary has been approved by RM

Beneficiary created within MPCB will appear under THIRD PARTY TRANSFER MODULE Beneficiary created for other local Banks will appear under LOCAL PAYMENT MODULE

MPCB Internet Banking has three cut-off time for beneficiary approval:

- 1. 10.00
- 2. 12.30
- 3. 14:30

Beneficiary created after 14:30 shall be approved by the Bank the following working day.

#### How do I Edit/ Delete a beneficiary?

How to get there: Select Beneficiary Module  $\rightarrow$  Beneficiary sub module  $\rightarrow$  Beneficiary search

Select appropriate entity type [Retail / Corporate] from beneficiary search criterion  $\rightarrow$  Click on

Search Approved Records to find appropriate beneficiary to be edited or deleted

Select appropriate record  $\rightarrow$  click on Edit or Remove Payee

EDIT BENEFICIARY	DELETE BENEFICIARY
Change appropriate details	Input Delete Remarks
Click on Update	Validate using your Txn password or Mobitoken
Validate using your Txn password or	You will be notified that your beneficiary deletion has
Mobitoken	sent for RM approval
You will be notified that your beneficiary	
has been send for RM approval	

#### THIRD PARTY TRANSFER

#### • How do I initiate a Third party transfer?

With third party transfer MPCB E-Banking allows you to transfer fund to any third party account within MPCB.

#### **IMPORTANT:**

Pre-requisite for Third Party Transfer: You need to create a beneficiary within MPCB – [Refer to Beneficiary Creation]

How to get there: Select Transfer within the Bank module → Third Party Transfers

From Account		To Account			
JOHN SMITH(MUR)-XXXXXXXXXXXXXXXX	]	1092 - JANE		Bena	ficiary Details
Transfer Amount *	MAURITIAN RUPEE	~	50	Check Exchange Rate	
Transaction Memo					
Schedule Transfer on Date	MM DD, YY				

#### Mandatory Fields to be completed:

From Account	Select debiting account number from drop
	down list
To Account	Select appropriate beneficiary from drop down
	list
Transfer Amount	Enter Transfer amount
Transfer Date	Select appropriate date
	[For schedule Third Party Transfer select future
	date]

Click on to process with Third Party Transfer

You will be directed to a confirmation screen whereby MPCB E-Banking will prompt you to validate Third Party Transfer using your Txn password or Mobitoken

Upon successful validation, you will be notified that your third party transfer has been effected successfully.

#### LOCAL PAYMENT

#### • How do I transfer fund from MPCB to other local banks via MPCB E-Banking?

Local payment enables users to effect transfer to own or any third party account to any local bank

#### IMPORTANT:

Pre-requisite for Local Payment: You need to create a beneficiary to any local bank – [Refer to Beneficiary Creation]

How to get there: Select Local Payments module [Transfer to any local bank]  $\rightarrow$  Initiate Local Payment sub module

Common Payment Details	
Debit Account	JOHN SMITH(MUR)-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Value Date	MM DD, YY
Transaction Currency	MUR
Debit Transaction Remarks	
Variable Payment Details	
Variable Payment Details Beneficiary	JACK - 1094 Beneficiary Details
Variable Payment Details Beneficiary Transaction Amount	JACK - 1094  Beneficiary Details MUR 50
Variable Payment Details Beneficiary Transaction Amount Own Reference	JACK - 1094  Beneficiary Details MUR 50

#### Mandatory Fields to be completed:

Debit Account Number	Select debiting account number from drop down list
Value Date	Select appropriate date
	[For schedule Local Payment select future date]
Beneficiary	Select appropriate beneficiary from drop down list
Transaction Amount	Enter Transfer amount

Click on Submit button to process with Local Payment

You will be directed to a confirmation screen whereby you will need to enter your Txn password or Mobitoken to validate your local payment.

Upon successful validation, you will be notified that your local payment has been successfully logged.

IMPORTANT: MPCB Internet Banking has three cut-off times for Local payment processing: 1. 9:45

2. 14:45

Local payment submitted after 14:45 shall be processed by the Bank the following working

#### **BILL PAYMENT & PRESENTMENT**

Bill payment allows MPCB E-Banking customer to pay their bills [currently income tax] via MPCB E – Banking.

#### IMPORTANT:

Pre-requisite for MRA Payment: you will need to register MRA as Payment Payee on your MPCB E-Banking

#### • How do I register for MRA Payment?

How to get there: Select Bill Payment & Presentments module → Bill Payment sub module → Register Payment Payee → click on Register

•	Bill Payme	ents> Register Payee> <b>Payment</b>	Payee				
	List of 9	Standard Payees retrieved					
	SI. No.	Payee Name	Payee Type	Category	Address-1	Address-2	Address-3
	01	Credit Card Payment	Payment Type		1, SIR WILLIAM NEWTON		
	<ul><li>● 2</li></ul>	Mauritius Revenue Authority	Payment Type		8 EHRAM COURT	SIR V.NAZ STREET	
		Please	select radio button	to register	a Standard/Presentment Pa	yee.	
							Register Bac

#### Mandatory Fields to be completed:

Nickname	Input appropriate nickname f
Consumer Code	Input TAN [Tax Account Number] for MRA
Txn Password	Validate with your Txn password or mobitoken

Payee Details			
Name	Mauritius Revenue A	uthority	1
Nickname	MRA (	ihould not have spaces. Should not be more than 8 characters in length)	
Biller Category			
Address	8 EHRAM COURT SIR V.NAZ STREET		
Area			
City	port louis		
State	PLOUI		
Country	MU		
Consumer Code			
Consumer Code	******2	(e.g TAN for MRA)	
Confirmation Details			
Enter Your Transaction Password			

Click on successful validation, you will be notified that registration is successful

#### • How do I pay my Bills?

#### IMPORTANT:

Pre-requisite for Bill payment Payment: you will need to register biller as Payment Payee on your MPCB E-Banking

How to get there: Select Bill Payment & Presentments module→ Bill Payment sub module→ Initiate payments

#### Mandatory Fields to be completed:

Debit Account	Select debiting account number from drop down list
Value Date	Select appropriate date
	[For schedule Bill payment select future date]
Beneficiary	Select appropriate biller
Transaction Amount	Input appropriate amount

Common Payment Details			
Debit Account		JOHN SMITH(MUR)-XXXXXXXXXXXXXXX 🗹	^
Value Date		MM DD, YY	
Transaction Currency		MUR	
Debit Transaction Remarks			*
Variable Payment Details			
Variable Payment Details Beneficiary	mra - 193	Beneficiary Details	
Variable Payment Details Beneficiary Transaction Amount	mra - 193 MUR	Beneficiary Details	
Variable Payment Details Beneficiary Transaction Amount Own Reference	mra - 193 MUR	Beneficiary Details	
Variable Payment Details Beneficiary Transaction Amount Own Reference Credit Transaction Remarks	mra - 193 MUR	SO	

### Click on Submit button to process with Bill payment

You will be directed to a confirmation screen whereby you will need to enter your Txn password or Mobitoken to validate your Bill payment

Upon successful validation, you will be notified that your bill payment has been successfully logged.

#### **CREDIT CARD**

MPCB Credit Card holders can effect settlement of his/her credit card via MPCB E- Banking

IMPORTANT:

Pre-requisite for Credit card payment: You will need to register Credit Card as Payment Payee on your MPCB E-Banking

#### • How do I register my credit card as a payment payee via MPCB E-Banking?

How to get there: Select Bill Payment & Presentments module  $\rightarrow$  Bill Payment sub module  $\rightarrow$  Register Payment Payee  $\rightarrow$  click on Register

List of	Standard Payees retrieved					
SI. No.	Payee Name	Payee Type	Category	Address-1	Address-2	Address-3
1	Credit Card Payment	Payment Type		1, SIR WILLIAM NEWTON		
<b>O</b> 2	Mauritius Revenue Authority	Payment Type		8 EHRAM COURT	SIR V.NAZ STREET	
	Please	select radio buttor	n to register	a Standard/Presentment F	Payee.	

#### Mandatory Fields to be completed:

Nickname	Input nickname as Creditcd	
Credit Card Number	In case more than one credit card, select appropriate credit card	
	from drop down list	
Txn Password	Validate your payment payee with your Txn password or	
	Mobitoken	

Payee Details		
Name	Credit Card Payment	
Nickname	creditcd (Should not have spaces. Should not be more than 8 characters in length)	
Biller Category		
Address	1, SIR WILLIAM NEWTON	
Area		
City	PORT LOUIS	
State	PLOUI	
Country	MU	
Consumer Code		
Credit Card Number	5439XXXXXX0459 💌	
Confirmation Details		
Enter Your Transaction Password		

Click on Submit button to proceed with registering credit card payment payee Upon successful validation, you will be notified that registering is succesful

#### • How do I settle my credit card via MPCB E- Banking?

IMPORTANT:

Pre-requisite for Credit Card Payment: You will need to register Credit Card as Payment Payee on your MPCB E-Banking

How to get there: Select Bill Payment & Presentments module → Bill Payment sub module → Initiate Payment

Common Payment Details		
Debit Account	JOHN SMITH(MUR)- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	<u>^</u>
Value Date	MM DD, YY	
Transaction Currency	MUR	
Debit Transaction Remarks		×
Debit Transaction Remarks Variable Payment Details		~
Debit Transaction Remarks Variable Payment Details Beneficiary	creditcd-558	×
Debit Transaction Remarks Variable Payment Details Beneficiary Transaction Amount	creditcd-558 Beneficiary Details MUR 500	×
Debit Transaction Remarks Variable Payment Details Beneficiary Transaction Amount Own Reference	creditcd-558 Beneficiary Details MUR 500	

#### Mandatory Fields to be completed:

Debit Account	Select appropriate debiting account number from drop down list	
Value Date	Select appropriate value date from calendar	
	[For schedule payment, select future date]	
Beneficiary	Select appropriate beneficiary from drop down list	
Transaction Amount	Input appropriate amount for credit card settlement	

### Click on <u>Submit</u> button to proceed with Credit Card settlement.

You will be directed to a confirmation screen whereby you will need to enter your Txn password or Mobitoken to validate your credit card payment

Upon successful validation, you will be notified that your credit card payment has been successfully logged.

IMPORTANT: Credit Card settlement submitted after 15.30 shall be processed the on following working day

#### FUN D FONE

MPCB Fun d Fone service allows MPCB E-Banking Users to fund their / any third party mobile phone.

#### • How do I fund my mobile phone via MPCB E-Banking?

How to get there: Select fund fone module  $\rightarrow$  select appropriate service provider [Orange / Emtel]

▶ Fun-d-fone		
Debit Account	JOHN SMITH(MUR)-XXXXXXXXXXXX 🔽	
Prepaid Mobile Number	1111111	
Retype Mobile Number	1111111	
Recharge Amount(MUR)	Select 💌	
	Select Recharge B 300	ack

#### Mandatory Fields to be completed:

Debit Account	Select appropriate debiting account number from drop down list
Prepaid Mobile Number	Input your / third party mobile phone number
Retype Mobile Number	Re-confirm your/ third party mobile phone number
Recharge Amount	Select appropriate recharge amount from drop down list

Click on Recharge button to proceed with Fun D Fone request

You will be directed to a confirmation screen whereby you will need to enter your Txn password or Mobitoken to validate your fun d fone request Upon successful validation, you will be notified that your fun d fone request is successful

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#### SERVICE REQUEST

#### MPCB E-Banking allows users to initiate offline service request namely:

- 1. Account Opening Request
- 2. Cheque Book Request
- 3. DD Request
- 4. FD Account Opening
- 5. FD Renewal
- 6. Request for Bank Guarantee
- 7. Request for Bank Statement
- 8. Request for Standing Order
- 9. Request for Telegraphic Transfer

#### O How do I make a Cheque Book Request?

How to get there: Select Service request module  $\rightarrow$  Cheque Book Request

Select Account	XXXXXXXXXXXXX (MUR)-JOHN 5 V Fetch Addresses
A/C payee cheque book Required*	YES
Branch Id	-
Number of Leaves*	25
Addressee Name*	SMITH
Branch*(where you would like to collect the cheque book)	FLACQ

#### Mandatory Fields to be completed:

Select Account	Select appropriate account number from drop down list	
Fetch Addresses	Click on Fetch Addresses to confirm communication address	
A/c payee Cheque Book required	Select from drop down list	
Number of leaves	Select appropriate number of leaves from drop down list	
Addressee Name	Input appropriate addressee name	
Branch	Select appropriate branch where you would like to collect	
	your Cheque Book	

## Click on Submit button to proceed with Cheque book request

You will be directed to a confirmation screen whereby you will be required to enter your Txn password or Mobitoken to validate your Cheque Book Request Upon successful validation, you will be notified that your Cheque book request has been successfully submitted.

#### PERSONAL PREFERENCES

Personal preference allows you to view personal profile.

Account Maintenance under the personal preferences module allows you to personalize any specific account description.

How to get there: Select personal preferences  $\rightarrow$  Account maintenance

Retail Level Account Maintenance				
		Account		
51. 190.	Location	Туре	Number	Account Nickname
<b>V</b> 1	JOHN SMITH	SAVING A/C	xxxxxxxxxxxxx	JOHN SMITH

#### Mandatory Fields to be completed:

SI.No	Select appropriate check box
Account Nickname	Input appropriate account nickname

### Click on Update button to change selected account nickname

You will be directed to a confirmation screen whereby you will need to enter your Txn password or Mobitoken to validate any change.

Upon successful validation, you will be notified that your account nickname has been successfully changed.

#### MOBITOKEN

MobiToken is a dynamic password which allows MPCB E Banking users to validate transactions effected on MPCB E Banking.

It is an optional level of authentication that can be used instead of transactional password. Each MobiToken Passcode can be used only once

IMPORTANT:

- 1. Mobitoken users will not have Txn password
- 2. MPCB E Banking users opting for Mobitoken will be required to set their MPIN on the first login [one time job]

#### • How do I set my MPIN?

How to get there: Select Mobitoken module  $\rightarrow$  Click on Update MPIN

Service Requests > Update MPIN			
	MPIN must contain only n	numberic characters	
	Enter MPIN	••••	
		Update MPIN Back	

#### Mandatory Fields to be completed:

MPIN	Input a four digit code
	[One time job]

Click on Update MPIN button to set your MPIN

You will be notified that you have successfully set your MPIN

#### IMPORTANT:

In case you have forgotten your MPIN, please contact us on +230 405 9400 or call at your nearest MPCB branch for further assistance

#### • How do I validate a transaction using my Mobitoken

How to get there: Select MobiToken module  $\rightarrow$  Generate MobiToken

Mobitoken	
	Use the link below to generate your Passcode

Upon click on Generate MobiToken you will instantly receive your MobiToken passcode on your mobile phone

MobiToken passcode Rules:

- 1. You will received 8 MobiToken [passcode] valid for 10 days, after which all unused MobiToken will expire
- 2. Each MobiToken passcode can be used only once and in any order
- 3. MobiToken passcode consist of UPPER CASE letters only

While validating any transaction on MPCB E-Banking using Mobitoken, you will have to enter 2 values namely:

- 1. MPIN
- 2. MobiToken [Passcode received on your mobile phone]

Transfers > Third Party Tra	nsfers		
Multiple Third Party Trans	ifer Batch		
Fund Transfer Details			
From Account: JANE SMITH 50.0 Value Date : The Value	- XXXXXXXXXXXXXX To Account: J. Jate is subject to change MM DD, YY Transaction	ANE SMITH - XXXXXXXXXXXXXXXX Date : MM DD, YY	Transfer Amount:MUR
Authorize Transaction			
Enter your mPin		PassCode	•••••
			Ok Back

Upon successful validation, you will be notified that your transaction has been successful

#### ADD TO LIST

#### • Can I validate several transfers at a single go?

Yes, MPCB E-Banking users may use the add to list function to validate several Self transfers / Third Party transfers at a single go

	scount	To Account
💿 Му	Account	• My Account
Account	Number	Account Number
JOHN	I SMITH(MUR) - XXXXXXXXXXXXXI 🔽	JOHN SMITH(MUR) - XXXXXXXXXXXXXX 💙
Fransfe	r Amount *	MAURITIAN RUPEE 75
fransac	tion Memo (Credit Account)	
Transac	tion Memo (Debit Account)	
Schedul	e Transfer on Date*	MM DD, YY
Multip	ole Self` Account Transfer List	
Multip	ble Self` Account Transfer List io. Fund Transfer Details From Account: Account Number:xxxxxxxxxxxxxxxxx ; -	To Account: Account Number: XXXXXXXXXXXXXX2; Amount:
Multip SI.N	be Self` Account Transfer List b. Fund Transfer Details From Account: Account Number::xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	To Account: Account Number: XXXXXXXXXXXXXX2 ; Amount: Edit
Multip	ble Self` Account Transfer List bl. Fund Transfer Details From Account: Account Number:XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: XXXXXXXXXXXXXX2 ; Amount: Edit To Account: Account Number: XXXXXXXXXXXXXXXXX2 ; Amount: Edit
Multip ✓ 51.№ ✓ 1	be Self`Account Transfer List         to.       Fund Transfer Details         From Account: Account Number::XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: XXXXXXXXXXXXXXX2 ; Amount: Edit To Account: Account Number: XXXXXXXXXXXXX2 ; Amount: Edit
Multip	be Self' Account Transfer List         to, Fund Transfer Details         From Account: Account Number::XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: xxxxxxxxxxxxxxx2; Amount: Edit To Account: Account Number: xxxxxxxxxxxxxxx2; Amount: Edit
Multip	ble Self' Account Transfer List         io.       Fund Transfer Details         From Account: Account Number:XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: XXXXXXXXXXXXX2; Amount: Edit To Account: Account Number: XXXXXXXXXXXXXX2; Amount: Edit
Multip	ble Self` Account Transfer List to, Fund Transfer Details From Account: Account Number::XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: xxxxxxxxxxxxxxxx2; Amount: Edit To Account: Account Number: xxxxxxxxxxxxxxxx2; Amount: Edit
Multip	ble Self` Account Transfer List ble, Fund Transfer Details From Account: Account Number::XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	To Account: Account Number: XXXXXXXXXXXX2; Amount: Edit     To Account: Account Number: XXXXXXXXXXXXX2; Amount: Edit

#### IMPORTANT:

You can edit individual transfer by clicking on Edit button

Upon successful validation of Multiple Self account transfer, you will be notified that your transactions have been successful

#### SAVE TRANSFER / PAYMENT

MPCB E-Banking users may save transfer/payment for later use

#### • How do I retrieve saved transfers?

How to get there: Select Transfer within bank module  $\rightarrow$  Click on saved transfer  $\rightarrow$  click on retrieve

Select appropriate saved transfer  $\rightarrow$  click on submit

Upon validation, you will be notified that your transfer has been successful.

#### **SCHEDULE TRANSFER / PAYMENT**

#### • How do I modify / stop a schedule payment?

How to get there: Select Local Payment (Transfer to other bank)  $\rightarrow$  Pending Local Payment

Reference Id	From Account	Beneficiary Name	Consumer Code	Currency	Amount	Value Date	Transaction Date	Requested Date	Requested By	
<u>1484</u>	XXXXXXXXXXXXXXXX	JACK SMITH		MUR	265.00	MM DD, YY	MM DD, YY	MM DD, YY	000000001	Modi
	Reference Id <u>1484</u>	Reference     From Account       1484     XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Reference Id     From Account     Beneficiary Name       1484     XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Reference Id     From Account     Beneficiary Name     Consumer Code       1484     XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Reference Id         From Account         Beneficiary Name         Consumer Code         Currency           1484         XXXXXXXXXXXXX         JACK SMITH         MUR	Reference Id     From Account     Beneficiary Name     Consumer Code     Currency     Amount       1484     XXXXXXXXXXXXX     JACK SMITH     MUR     265.00	Reference Id     From Account     Beneficiary Name     Consumer Code     Currency     Amount     Value Date       1484     XXXXXXXXXXXXXX     JACK SMITH     MUR     265.00     MM DD,	Reference Id     From Account     Beneficiary Name     Consumer Code     Currency     Amount     Value Date     Transaction Date       1484     XXXXXXXXXXXXX     JACK SMITH     MUR     265.00     MM DD, YY YY     MM DD, YY	Reference Id     From Account     Beneficiary Name     Consumer Code     Currency     Amount     Value Date     Transaction Date     Requested Date       1484     XXXXXXXXXXXXXX     JACK SMITH     MUR     265.00     MM DD, YY     MM DD, YY	Reference Id     From Account     Beneficiary Name     Consumer Code     Currency     Amount     Value Date     Transaction Date     Requested By       1484     XXXXXXXXXXXX     JACK SMITH     MUR     265.00     MM DD, YY     MM DD, YY     00000001

#### Modify Local Payment:

Select check box to select appropriate record  $\rightarrow$  click on modify to update appropriate fields  $\rightarrow$  Validate using your Txn password or Mobitoken  $\rightarrow$  You will be notified that your transaction has been successfully submitted

#### Stop Local Payment:

Select check box to select appropriate record  $\rightarrow$  click on Stop Payment to stop payment  $\rightarrow$  Validate using your Txn password or Mobitoken  $\rightarrow$  You will be notified that your transaction request has been successfully cancelled

#### MAIL

#### • Can I contact the bank via MPCB E-Banking?

Yes, MPCB E-Banking offers a secured mail service.

How to get there: Select Mail Module  $\rightarrow$  Compose sub module  $\rightarrow$  compose your mail  $\rightarrow$  click on send