# BOAweb

**Customer User Guide**

**Version 2.0**

**Document updated on 20/07/21**

# Summary

# 1. Internet Banking BOAweb – Key Features

The key features of BOAWeb are available in three parts :

**Account Inquiry**
- View account balances
- View end of day balances
- View detailed transaction movements - List of transactions on accounts
- Search and Download: Search for transactions on accounts and download statements in CSV, XLS (Excel) and PDF formats

**Funds Transfer**
- Domestic funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility to attach supporting documents
- Beneficiary management (secure addition of a new beneficiary)
- Signing of payments (for multi-signatory business customers)

**Personal Settings**
- My accounts (Information about my account settings)
- My personal data (email address, mobile phone number, address)
- My security details
- Change my password
- Multi-factor authentication

**Services**
- Cheque book request
- BOA Express Money Transfer

# 2. First connection to BOAweb

## 2.1 Subscription to BOAweb

i. Go to your BOA branch or contact your Relationship Manager to fill in the BOAweb application form.

ii. You will receive an e-mail notification from BANK OF AFRICA containing your user name and a link to connect to the portal and set up your password. The e-mail is sent to the address that you indicated the BOAweb application form.

**Important :**
- The link received via e-mail can only be used once and is valid for 24 hours. In case you face any difficulties, kindly contact your Relationship Manager.

## 2.2 Password set-up

i. Click on the link received by e-mail and enter the following information in the password set-up screen:

- **Account number**: The last 7 figures of one of your account numbers. To find it, please refer to your account statement.
- **User name:** Provided in the e-mail sent by the bank
- **New password:** 6-digit combination
- **Password confirmation:** Same 6-digit combination as above

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# BOAweb

Welcome to the BANK OF AFRICA BOAweb Internet Banking portal.

**❷ How to enter your Account number**

Enter the last 7 digits of one of your account numbers

## Change my password

Account Root

Enter the last 7 digits of the Accou    ❷

Username

New Password

Click to compose the digits that make up your password
(minimum of 6 digits)

| 1 | 0 | 2 | 7 | 8 | 4 | 6 | 5 |
|---|---|---|---|---|---|---|---|

| 9 | 3 |
|---|---|

CLEAR

Confirm the new password

Click to compose the digits that make up your password
(minimum of 6 digits)

| 0 | 1 | 3 | 6 | 5 | 8 | 4 | 7 |
|---|---|---|---|---|---|---|---|

| 9 | 2 |
|---|---|

CLEAR

CONFIRM

Log in
You have not received the unlocking email ?

ii.    Click on "Confirm".
iii.    You will receive an e-mail confirming the successful setup of your password.

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## 2.3 Log in with your username and password

i. After you have completed the previous step, you will immediately be redirected to the log-in page.



ii. Enter your username and newly created password and click on "Log in".

## 2.4    Acceptance of the General Terms and Conditions

i.    All first time user are required to read and accept the general terms and conditions. To accept, check the box besides "I accept the BOAweb terms and conditions" and then click on "Continue".



## 2.5    Telephone number update

i.    The last step consists of updating your telephone number on the portal if you had indicated an updated number in the application form. Select your country, enter your mobile telephone number, confirm it and then click on "Confirm telephone number".

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ii.     You can now view your accounts and freely navigate the portal.

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# 3. Activating multi-factor authentication (MFA)

To ensure reinforced security while using BOAweb, it is advisable to activate multi-factor authentication. MFA is a security system that enables you to verify your identity by requiring multiple credentials. In the case of BOAweb, in addition to your username and password, it would enable you verify your identity using a one-time code generated by a multi-factor authentication application.

For funds transfers, the bank has set threshold amounts above which MFA is mandatory for Enterprise customers. For more information on the specific threshold amounts defined by your respective bank, click on "Find out more" after logging in to BOAweb.

i. Download Google Authenticator or Microsoft Authenticator from Google Play (for Android users) or App Store (for iOS users) on your mobile device.

ii. If you haven't yet activated MFA, once logged in to BOAweb, a notification will appear on your screen prompting you to do so. Click on "Find out more".
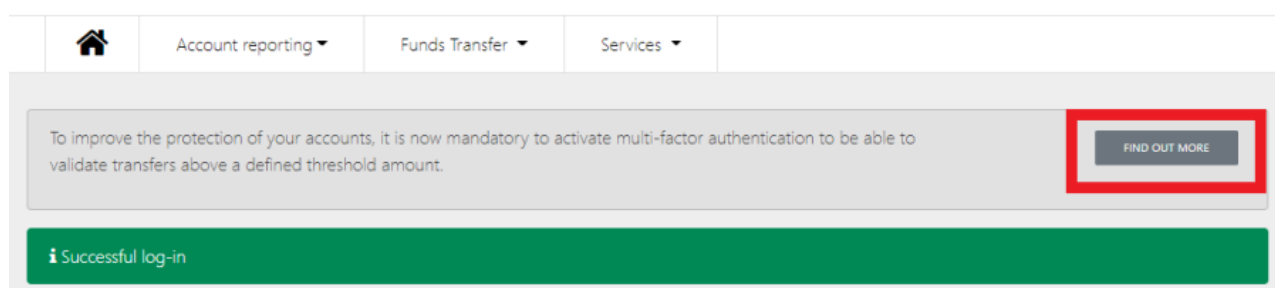


iii. Read the information on reinforced security and then click on "Activate multi-factor authentication".



iv. Follow the instructions to complete configuration of Google Authenticator or Microsoft Authenticator on your mobile device and activate MFA :

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## Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app
   or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456    ACTIVATE

- Open the Google Authenticator / Microsoft Authenticator application that you downloaded onto your mobile device.
- In the application, go to the option that enables you to add an account. The application proposes two methods to add the account – Scan QR code or Enter a setup key. Select "Scan QR code".
- Scan the Quick Response Code (QR code) that is displayed on your BOAweb screen. This QR Code is associated to your user account. You will only need to scan this once to complete the setup.



## Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app
   or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456    ACTIVATE

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- Enter the 6-digit code generated by Google Authenticator / Microsoft Authenticator in the field just below the instructions on BOAweb.



## Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app
   or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456    ACTIVATE

- Click on "Activate".
- MFA has now been enabled for your BOAweb user account.



**i** Two-factor authentication enabled

For further guidance, watch the video here.

**Important :**

- You must enter the code immediately otherwise it will expire after 30 seconds. You would then have to use the new code shown on the app within 30 seconds.
- In case of difficulty or failure to log in, you will need to contact your Account Manager to provide further assistance.
- With each new log in, you will need to get a new code from Google Authenticator / Microsoft Authenticator.
- You will also be required to generate a 6-digit code to approve funds transfer transactions.
- In case you change your mobile device, re-install the Google Authenticator / Microsoft Authenticator application on your new mobile device and request a fresh QR code via the BOAweb portal.

# 4. Reset Password

    i.    In the event of a forgotten password, navigate to the log in page of the BOAweb portal and click on "Reset password".



    ii.    Enter your username to receive the instructions on how to reset your password.



    iii.    You will receive an e-mail from the bank with instructions on how to reset your password.

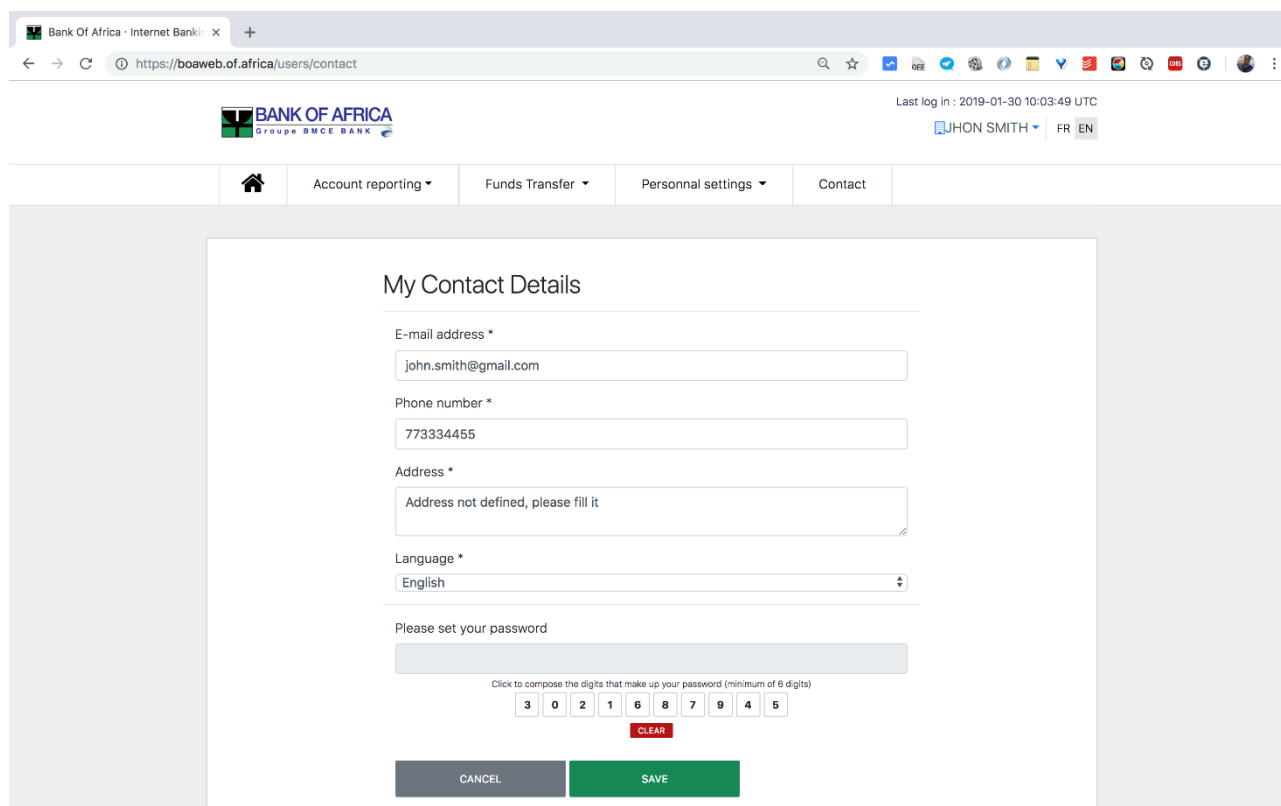**BANK OF AFRICA**
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## 5. Change Personal Information

This allows you to modify user-specific personal data e.g.
- E-mail address
- Cell phone number
- Physical and postal Address
- Language

**Important:**
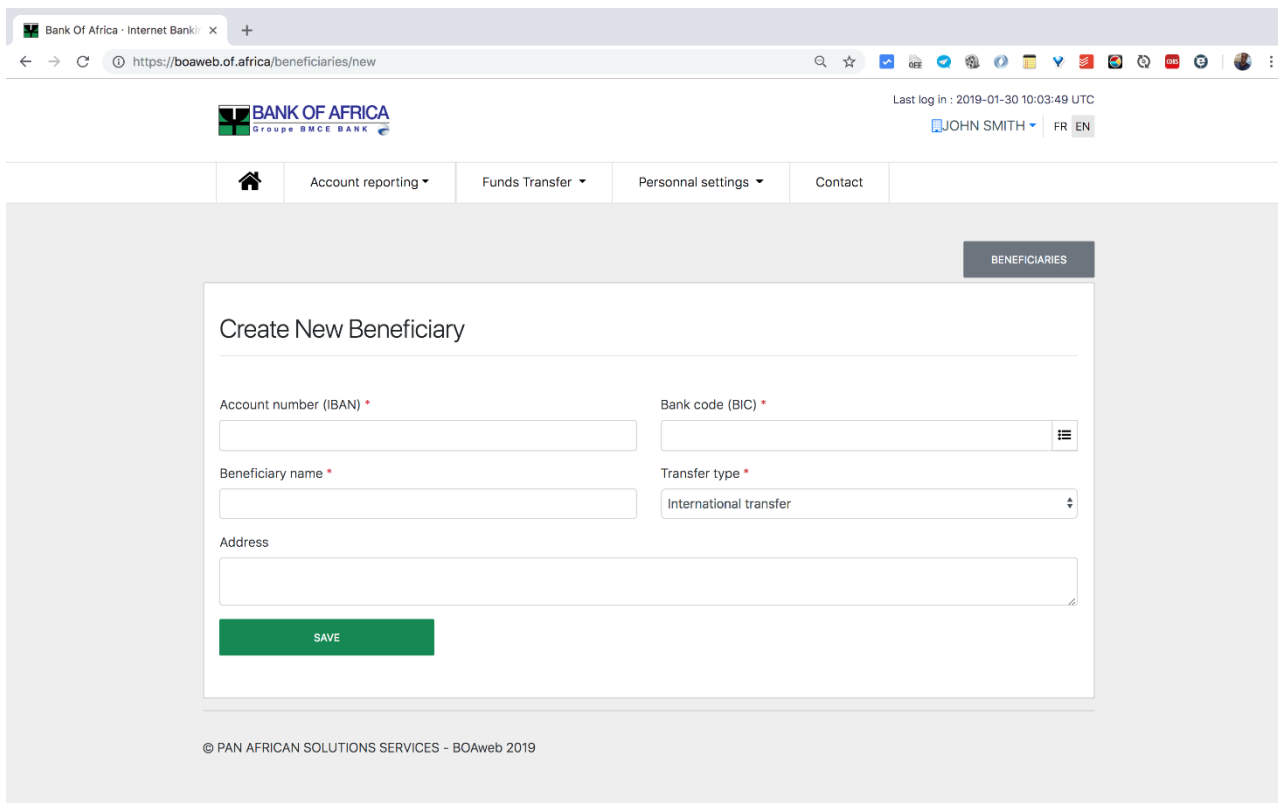Enter all required information to complete the update.

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# 6. Create a New Beneficiary

The registration of a new beneficiary requires the use of a verification code that the user can opt to receive via e-mail or SMS.
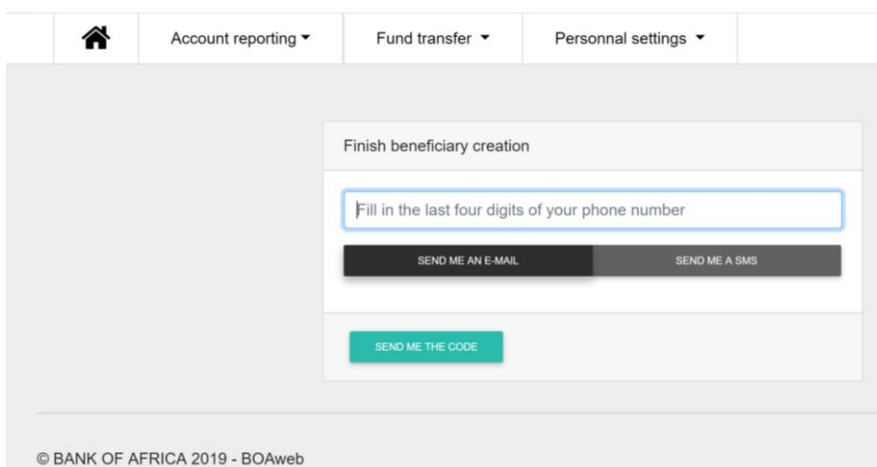
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# 7. Standing Orders

In the BOAweb application, it is possible to create, modify or cancel a domestic or international or an account-to-account standing order.

## 7.1 Create a standing order

Users can create the following types of standing orders:
- Domestic or
- International or
- Account to account (accounts within the same bank)

iii.  In the "Funds Transfer" menu, select the desired transfer type, for instance "Domestic funds transfer".



iv.  Fill in all the fields of the funds transfer form:
- Beneficiary
- Account to debit
- Currency
- Amount
- Transfer fee details
- Reason for transfer

v.  Check the "Set as a Standing Order" checkbox



vi.  Fill in the additional fields for the Standing Order:
- First due date – indicates the execution date of the standing order. This date is usually equal or superior to the initiation date.

- End date – indicates the end date of the standing order. It is strictly superior to the date of the first due date.
- Frequency – indicates the frequency of the transfer: daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, half-yearly, and yearly.



vii. Confirm the creation of the standing order by clicking on "Create a new funds transfer".

viii. The standing order created is available at any time and can be viewed by clicking on "Standing orders" in the dropdown list of the "Funds Transfer" menu".

## 7.2   Sign a standing order

This step allows you to sign the following types of standing orders:
- Domestic or
- International or
- Account to account

<u>NB</u>: The standing order is automatically cancelled by the system if it is not signed within 6 days after the set up date.

i.   In the "Funds Transfer" menu, select "Standing orders" and search for the transfer to be signed. The transfers awaiting signatures have the status "Awaiting signature".

| Beneficiary | Debited account | Amount | Currency | Next occurrence | Status | Actions |
|---|---|---|---|---|---|---|
| TEST BULK P BOA RDC | SN10001002002024890011128 | 1400.0 | EUR | 2020-01-02 | Not signed | ACTIONS ▾ |
| TEST BULK P BOA RDC | SN10001002002024890011128 | 1200.0 | EUR | 2020-02-02 | Signed | 👁 Show |
| | | | | | | ✔ Sign |
| < 1 2 3 > | | | | | | ✏ Edit |

ii.   To sign the transfer, click on the "Select" button and then "Sign". The predefined signature matrix rules will be applied accordingly.

**i** The transaction has been signed

TRANSFERS

signed

| From | Amount to transfer | Date | Type |
|---|---|---|---|
| SN10001002002024890011128 | EUR 1,400.00 | 02/01/2020 | simple  domestic  Standing Order |

| To | Beneficiary | Reason | Detail of charges |
|---|---|---|---|
| BJ06101001100189536000050 | TEST BULK P BOA RDC | | Beneficiary |

Signatories

| Nom | Password | | |
|---|---|---|---|
| | | 02/01/2020 | ● |

iii.   After the signature, the status of the transfer changes to "Signed". The possible actions on a signed standing order transfer include:
- Show – to view the details of the transaction

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- Cancel – to cancel the standing order
- Suspend – to suspend the standing order
- Skip next occurrence – to skip the next occurrence of the scheduled standing order



iv.  In the transfer history, the user can view the next scheduled due dates for all standing orders.



NB: If the first due date is equal to the creation date of the standing order:

- The first due date appears in the "Signed" section and the standing order is sent to the bank for execution



- The next due date is displayed in the "Scheduled" section.

## 7.3 Edit a standing order

A standing order amendment is only possible on created transfers that have not been signed. While Corporate customers can only amend the amount field of the transfer, Retail customers can amend all the fields of the transfer.

## 7.4 Suspend/Resume a standing order

A user can suspend a signed standing order at any time by clicking on the "Suspend" action of the targeted transfer.



In this case, all due dates are suspended and are therefore not sent to the bank for execution.



The user can activate the standing order by clicking on the "Resume" action.

The next due date reappears in the list of scheduled transfers.



## 7.5    Skip the next occurrence of a standing order

Users can skip the next due date for a standing order.

    i.    Click on the "Funds Transfer" menu and select "Standing orders"
    ii.    Click on "Skip the next occurrence" on the targeted standing order



The status of this standing order then changes to "Skipped"

The skip will only apply to the next due date and will therefore not executed. After this due date, the next one will be scheduled.

Users can also unskip the next due date of a skipped standing order transfer by clicking on "Unskip next occurrence".

## 7.6    Cancel a standing order

The cancellation feature of a standing order can be accessed by any user from the "Standing orders" menu.

i.    Go to "Funds Transfer" and click on "Standing orders"
ii.   Look for the targeted transfer, click on "Select" and then on "Cancel" and confirm the operation
iii.  The status of the transfer changes to "Cancelled" and consequently, all due dates are cancelled.



A cancelled standing order cannot be activated; the user would have to create a new one.

# 8. Bulk Payments

The BOAweb application provides Enterprise customers (SME and Corporate) the possibility to create, delete or cancel a bulk payment. This feature enables the execution of several funds transfers at one go.

## 8.1    Access the bulk payment menu

i.    Log in to BOAweb, navigate to "Funds Transfer", and then click on the "Bulk Payment" menu.
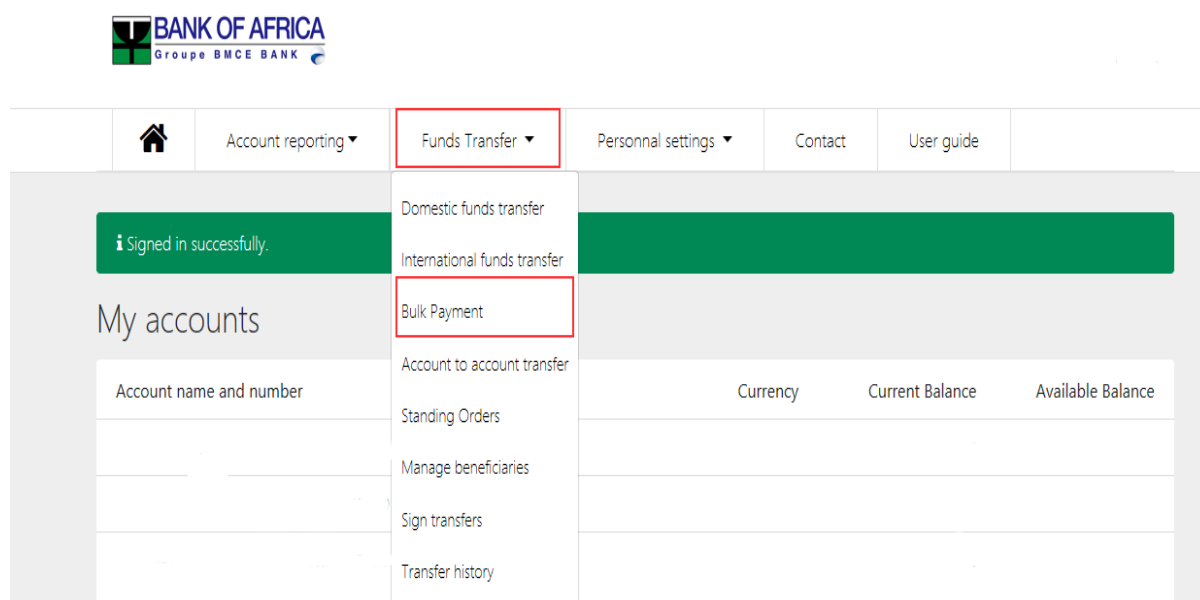


The bulk payment screen will appear with the title "History of bulk payments".

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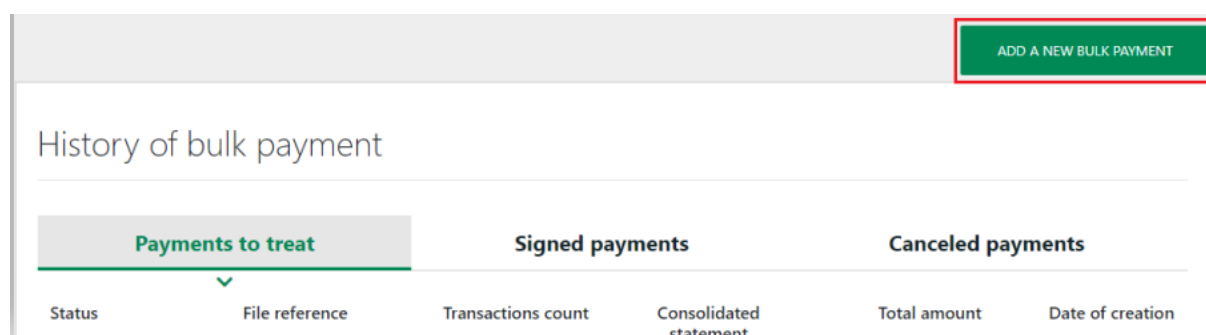
## 8.2 Create a bulk payment

i. To create a new bulk payment, click on the "Add a New Bulk Payment" menu icon *(refer to screenshot above).* The "New Bulk Payment" screen opens.

ii. Provide the following information on the "New Bulk Payment" screen:
- Download a CSV template – Provides a comma separated value (CSV) file template to capture bulk payment details.
- Download an EXCEL (XLSX) template – Provides an Excel file template to capture bulk payment details.
- File reference – Fill in your internal reference for the transaction.
- Bulk payment file (CSV, EXCEL) - Search for and upload the bulk payment file in CSV or EXCEL format onto BOAweb.
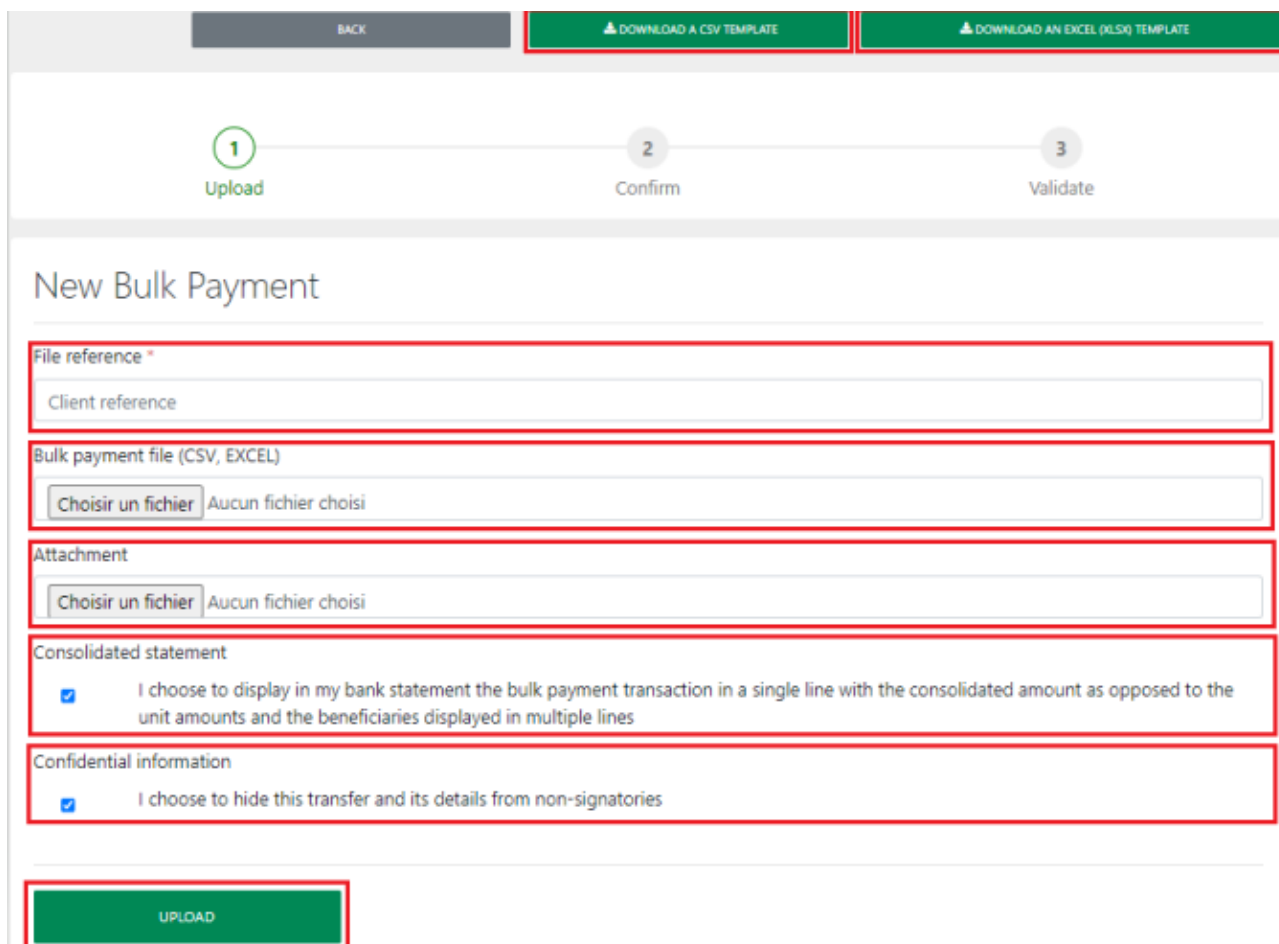- Attachment – If desired, upload a document in Word format with details of the operations.
- Consolidated statement – You can view the bulk payment transaction in a single line on your bank statement instead of multiple entries that make up the bulk payment. This is selected by default in the "Consolidated statement" check box.
- Confidential information – You can also hide or allow viewing of the details of the bulk payment transaction from users that are non-signatories. The option to hide the details is checked by default, meaning that all details of the transaction will be hidden from the non-signatories to the transaction.

iii. Verify the details on the following screen and click on "Confirm". However, if the details are incorrect, click on "Cancel" to correct the transaction or to simply put an end to the transaction.



iv. The transaction is confirmed successfully and the status changes to "Verified Transfer". You will receive an e-mail notification prompting you to sign the transfer. On the "History of bulk payment" screen, the uploaded file is displayed with the status "Verified Transfer". Select the transaction entry to confirm.

## 8.3    Sign a bulk payment

The signatory can sign the bulk payment transfers depending on the mandates defined during application for the service. There are 2 ways to access the bulk payment transaction awaiting a signature:

a. From the "Funds Transfer" menu, click on "Sign Transfers" and select the transaction that you want to sign
b. Or from the "Funds Transfer" menu, click on "Bulk Payment" and on the "Payments to sign" tab, select the transaction that you want to sign

i.    After having selected the transaction that you want to sign, verify once again the transaction details displayed on the summary screen and click on "Sign".

## Beneficiaries

| Source account | Destination account | Transfer label | Amount |
|---|---|---|---|
| BF0840100100131826000078 | B010401001001131880000266 | Salarié 3 E | XOF 150,000.00 |
| BF0840100100131826000078 | BF0000100100131879000293 | Salarié 2 E | XOF 150,000.00 |
| BF0840100100131826000078 | BF0000100300131862000270 | Salarié 1 E | XOF 150,000.00 |

‹ Prev 1 Next ›

BACK    DELETE

ii.    Enter your password and click on "Sign".

## Transfer signature

Enter your password to sign this transfer

••••••

Click to compose the digits that make up your password (minimum of 6 digits)

3   8   9   4   5   2   1   6   7   0

CLEAR

SIGN    CANCEL

iii.    The transaction is signed successfully. The green point in the "Sign the transfer" section signifies the success of the signature.

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ℹ The transaction has been signed

✓ Upload ——— ✓ Confirm ——— ✓ Validate

## Summary

Processed

| **File reference** | **Transactions count** | **Amount** |
|---|---|---|
| April 2021 Salaries | 3 | XOF 450,000.00 |

| **Payment type** | **Transfer date** | **Status** |
|---|---|---|
| bulk domestic | 20/07/2021 | Signed |

Consolidated statement : Yes
Confidential information : Yes

## Sign the transfer
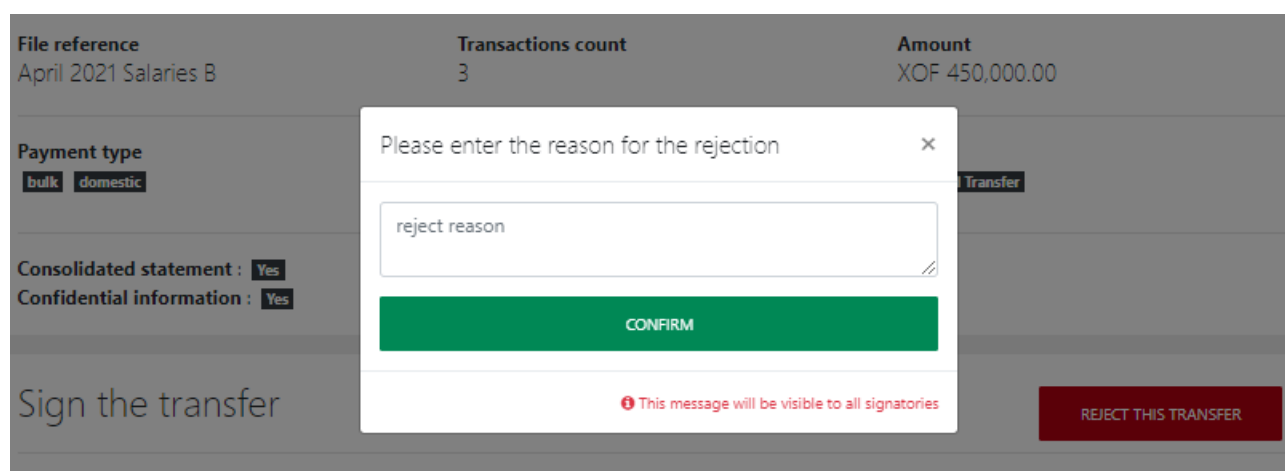
| **Signature method** | **Date** | |
|---|---|---|
| Password | 20/07/2021 | ● |

## Beneficiaries

| Source account | Destination account | Transfer label | Amount |
|---|---|---|---|
| BF0840100100131826000078 | B010401001001318800000266 | Salarié 3 E | XOF 150,000.00 |
| BF0840100100131826000078 | BF0000100100131879000293 | Salarié 2 E | XOF 150,000.00 |
| BF0840100100131826000078 | BF0000100300131862000270 | Salarié 1 E | XOF 150,000.00 |

‹ Prev 1 Next ›

**NB :**
    a.  If you reject the transfer by clicking on "Reject this transfer", enter the reason for the rejection and click on "Confirm". All signatories of this transfer in your company will see the reason that you have indicated.

| File reference | Transactions count | Amount | 29 |
| --- | --- | --- | --- |
| April 2021 Salaries B | 3 | XOF 450,000.00 | |

**Payment type**
bulk  domestic

Transfer

**Consolidated statement :** Yes
**Confidential information :** Yes

Sign the transfer

REJECT THIS TRANSFER

Please enter the reason for the rejection ✕

reject reason

CONFIRM

ⓘ This message will be visible to all signatories
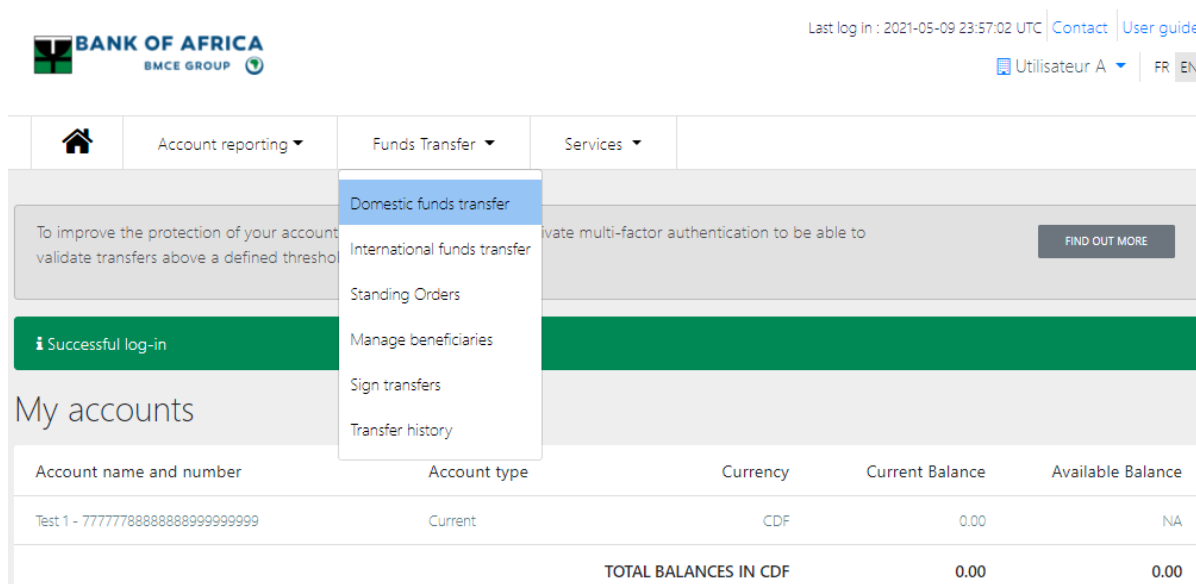
b.  By clicking on "Delete", the transfer is deleted and is no longer displayed on the transfer list. You cannot delete the transaction once it has been signed.

# 9. Domestic funds transfer

This feature enables users to initiate domestic funds transfers, attach supporting documents and sign the transfers.

## 9.1 Initiate a domestic funds transfer

i.  Log in to BOAweb, navigate to "Funds Transfer" and select "Domestic funds transfer".



ii.  Fill in the fields in the "Domestic funds transfer" form :
- Beneficiary – Select the beneficiary from the drop-down list
- Debit account – Select the account to debit from the drop-down list
- Currency - Select the currency
- Amount – Enter the amount you would like to send to the beneficiary
- Transfer date – This field is filled in by default, usually the date of initiation of the transfer
- Detail of charges – Indicate the party to whose account the transfer fees will be charged
- Description - Enter the description of the transfer, usually the reason of the transfer

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## Domestic Funds Transfer

Beneficiary

Bénéficiaire Diane - (7777777779999999999999999) BANQUE CENTRALE DU CONGO ▼

Debit account

Test 1 - 77777788888888999999999 - CDF ▼

| Currency | Amount | Transfer date |
|---|---|---|
| CDF - Congolese franc ▼ | 1000 | 2021-07-20 |

Set as a Standing Order

☐

Detail of charges

Charge beneficiary ▼

Description

Family assistance

**CREATE A NEW FUNDS TRANSFER**

iii.    The transfer is created successful.
- If you don't have a supporting document to attach, click on « Continue » to sign and validate the transaction.
- If you want to attach a supporting document, refer to step 9.2 of this user guide.

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**i** Transfer created successfully                                    32

TRANSFERS

In progress

| **From** | **Amount to transfer** | **Date** | **Type** |
|---|---|---|---|
| 7777777888888888999999999 | CDF 1,000.00 | 20/07/2021 | simple domestic |

| **To** | **Beneficiary** | **Reason** | **Detail of charges** |
|---|---|---|---|
| 7777777779999999999999999 | Bénéficiaire Diane | Family assistance | Beneficiary |

Documents [0]                                        Manage documents

No document found

Select the reason

Payment of invoices for the effective provision of servi ▼

Supporting document

Choisir un fichier | Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

## 9.2 Add a supporting document

   i. To add a supporting document:
- Select the reason of the transfer from the drop-down list
- Upload the supporting document in the "Supporting document" field
- Click on "Add document"



   ii. The document is added successfully.

To add more documents, repeat step i and click on "Add document".

iii.    Click on "Continue" to sign the transfer.

## 9.3 Sign a domestic funds transfer

i. Verify the information on the summary screen that follows. From this screen, you can either delete or update the transfer, or click on "Sign" to complete the transaction.



ii. Enter your password and click on "Sign".

Transfer signature

Enter your password to sign this transfer

••••••

Click to compose the digits that make up your password (minimum of 6 digits)

| 9 | 6 | 5 | 7 | 0 | 1 | 8 | 3 | 2 | 4 |

CLEAR

SIGN    CANCEL

iii. If the password is correct, the transaction is sent to the bank for processing.

ℹ The transaction has been signed

TRANSFERS

Processed

| From | Amount to transfer | Date | Type |
|------|--------------------|------|------|
| 7777777888888888999999999 | CDF 1,000.00 | 20/07/2021 | simple  domestic |

| To | Beneficiary | Reason | Detail of charges |
|----|-------------|--------|-------------------|
| 7777777777799999999999999 | Bénéficiaire Diane | Family assistance | Beneficiary |

Signatories

| Utilisateur A | Password | 20/07/2021 | ● |

Status of other signatories

| Full name | Date | Status |
|-----------|------|--------|
| Utilisateur B | | ● |

Documents [1]

| Reason | Document title |
|--------|----------------|
| Family help or family assistance | Attachment - domestic funds transfer 090521.pdf |

# 10. International funds transfer

This feature enables users to initiate international funds transfers, attach supporting documents and sign the transfers.

## 10.1 Initiate an international funds transfer

i.   Log in to BOAweb, navigate to "Funds Transfer" and select "International funds transfer".



ii.  Fill in the fields in the "International funds transfer" form :
*   Beneficiary – Select the beneficiary from the drop-down list
*   Debit account – Select the account to debit from the drop-down list
*   Currency - Select the currency
*   Amount – Enter the amount you would like to send to the beneficiary
*   Transfer date – This field is filled in by default, usually the date of initiation of the transfer
*   Detail of charges – Indicate the party to whose account the transfer fees will be charged
*   Description - Enter the description of the transfer, usually the reason of the transfer

## International Funds Transfer

Beneficiary

Bénéficiaire A - (11111111118888888888) BANK OF AFRICA-RDC

Debit account

Test 1 - 777777788888888999999999 - CDF

| Currency | Amount | Transfer date |
|---|---|---|
| CDF - Congolese franc | 1000 | 2021-07-20 |

Set as a Standing Order

☐

Detail of charges

Charge beneficiary

Description

Family assistance

**CREATE A NEW FUNDS TRANSFER**

iii.     The transfer is created successful.
- If you don't have a supporting document to attach, click on « Continue » to sign and validate the transaction.
- If you want to attach a supporting document, refer to step 10.2 of this user guide.

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**i** Transfer created successfully

TRANSFERS

In progress

**From**
77777788888888999999999

**Amount to transfer**
CDF 1,000.00

**Date**
20/07/2021

**Type**
simple  international

**To**
11111111118888888888

**Beneficiary**
Bénéficiaire A

**Reason**
Family assistance

**Detail of charges**
Beneficiary

Documents [0]

Manage documents

No document found

Select the reason

Payment of invoices for the effective provision of servi ⌄

Supporting document

Choisir un fichier | Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

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## 10.2  Add a supporting document

i.  To add a supporting document:
- Select the reason of the transfer from the drop-down list
- Upload the supporting document in the "Supporting document" field
- Click on "Add document"

| | | | |
|---|---|---|---|
| | | | **In progress** |
| **From**<br>7777777888888888999999999 | **Amount to transfer**<br>CDF 1,000.00 | **Date**<br>20/07/2021 | **Type**<br>simple  international |
| **To**<br>11111111118888888888 | **Beneficiary**<br>Bénéficiaire A | **Reason**<br>Family assistance | **Detail of charges**<br>Beneficiary |

Documents [0]                                                                 Manage documents

No document found

Select the reason

Family help or family assistance        ⌄

Supporting document

Choisir un fichier  Attachment - inte...ansfer 090521.pdf
Allowed document types are images, word and pdf

**ADD DOCUMENT**

CONTINUE

ii.     The document is added successfully.



To add more documents, repeat step i and click on "Add document".

iii.    Click on "Continue" to sign the transfer.

## 10.3  Sign a domestic funds transfer

i.    Verify the information on the summary screen that follows. From this screen, you can either delete or update the transfer, or click on "Sign" to complete the transaction.



ii.   Enter your password and click on "Sign".

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Transfer signature

Enter your password to sign this transfer

••••••

Click to compose the digits that make up your password (minimum of 6 digits)

| 9 | 6 | 5 | 7 | 0 | 1 | 8 | 3 | 2 | 4 |

CLEAR

SIGN     CANCEL

iii.     If the password is correct, the transaction is sent to the bank for processing.

ℹ The transaction has been signed

TRANSFERS

Processed

| From | Amount to transfer | Date | Type |
|------|-------------------|------|------|
| 777777888888888999999999 | CDF 1,000.00 | 20/07/2021 | simple international |

| To | Beneficiary | Reason | Detail of charges |
|------|-------------|--------|-------------------|
| 111111111118888888888 | Bénéficiaire A | Family assistance | Beneficiary |

Signatories

| Utilisateur A | Password | 20/07/2021 | ● |

Status of other signatories

| Full name | Date | Status |
|-----------|------|--------|
| Utilisateur B | | ● |

Documents [1]

| Reason | Document title |
|--------|----------------|
| Family help or family assistance | Attachment - international funds transfer 090521.pdf |

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# 11. Cheque Book Order

This feature enables users to request for cheque books using BOAweb.

All Retail and Business (of single user profiles) customers have automatic access to this feature on the user interface. Business customers with multiple-user profiles would have to contact their Relationship Managers at the bank to request for activation of this feature.

## 11.1 Request for a cheque book

i.   Log in to BOAweb, navigate to "Services" and then click on the "Cheque book request".



ii.  Fill in the fields in the cheque book request form:
  • Account - Select the account to which the cheque book(s) will be attached
  • Number of cheque books – Indicate the number of cheque books desired (maximum of 2 cheque books per order)
  • Number of leaves – Indicate the number of leaves per cheque book *(options : 25 and 50 leaves)*
  • Cheque book type – Select the type of cheque book desired *(options : Crossed and Open)*

iii.   Click on "Save".
iv.   Verify the information captured in the summary screen that follows before validating the request.



v.   If the information is correct, click on "Validate". If there is an error in the information captured, click on "Edit" to correct it.
vi.   Click on "Save" followed by "Validate" on the summary screen. If necessary, you can delete the request by clicking on "Delete"

NB: A validated request cannot be edited or deleted

vii.   Once you have validated the request, you will receive a confirmation by e-mail from the bank.

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## 11.2 View cheque book requests

i.    After validation of the request, you are led to the "Track requests" screen where you can view all requests.



ii.    You can also access this screen by clicking directly on "Track requests" from the "Services" menu.



iii.    Indicate the search criteria in the fields provided:
- Request type – Select  "Cheque book request"
- Requested on – Choose the date of the creation of the request
- Processed on – Choose the date in which the request was processed by the bank
- Status – Indicate the status of the request ; the options are : Validated, In progress, Rejected and Processed

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## Requests tracking

| Request type | Requested on | Processed on | Status |
|---|---|---|---|
| Cheque book request ▼ | Date of validation | Processed on | Validated ▼ |

iv.     The list of requests is displayed based on the search criteria.

| Request type | Request date | Status | Processed on | Actions |
|---|---|---|---|---|
| Cheque book request - Open Quantity : 2 - Pages : 50 | Signed at : 2020-02-13 15:29:37 UTC | Validated | | ACTIONS ▼ |
| | | | | 👁 Show |
| Cheque book request - Crossed Quantity : 1 - Pages : 25 | Signed at : 2020-02-13 15:28:28 UTC | Validated | | ACTIONS ▼ |
| Cheque book request - Crossed Quantity : 1 - Pages : 25 | Signed at : 2020-02-13 15:22:17 UTC | Validated | | ACTIONS ▼ |
| Cheque book request - Open Quantity : 1 - Pages : 25 | Signed at : 2020-02-13 15:17:36 UTC | Validated | | ACTIONS ▼ |

v.      Click on "Show" in the "Actions" drop-down list to view the details of the request.
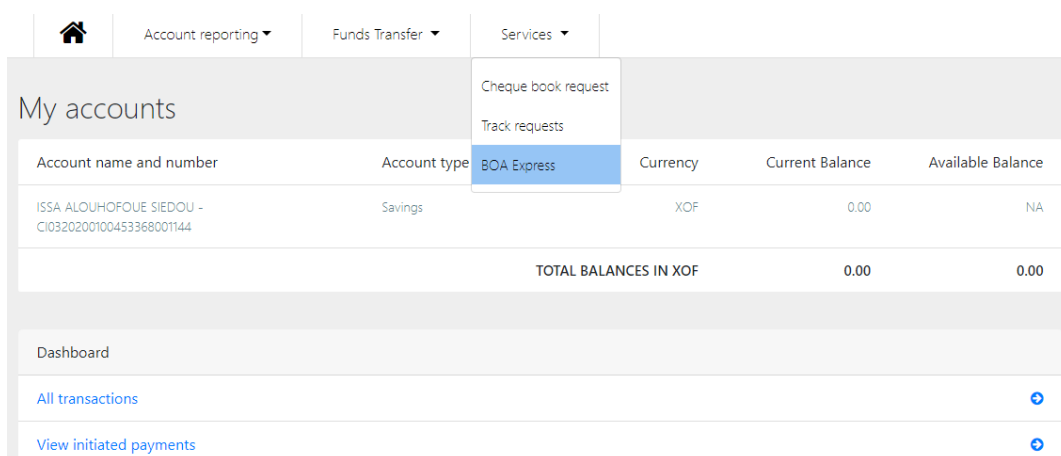
## Cheque book request

| | |
|---|---|
| **Account number** | SN9999999999999999999999999 |
| **Number of cheque books** | 1 |
| **Number of leaves** | 25 |
| **Cheque book type** | Crossed |
| **Request date** | 2020-03-30 11:46:42 UTC |
| **Status** | In progress |
| **Processed on** | |
| **Reason** | |

## 12.  BOA Express Money Transfer

The BOAweb portal allows for the domestic and international transfer of funds via BOA Express. For now, this feature is only possible for customers in the WAEMU (West African Economic and Monetary Union) zone and in the DRC BOA Group network.

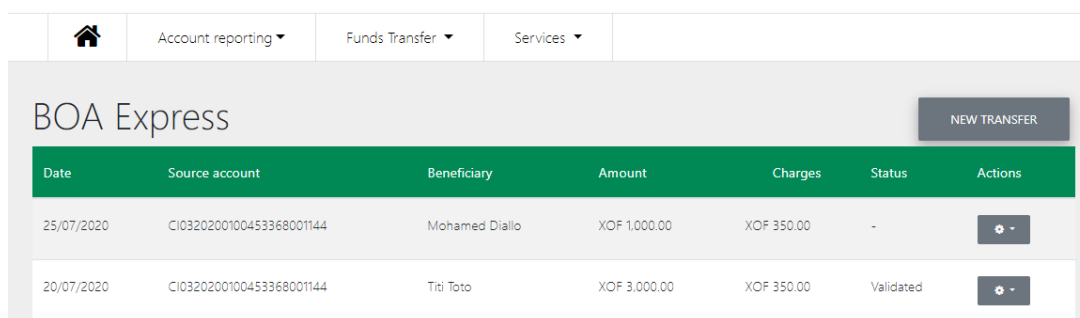### 12.1  Initiate a BOA Express Money Transfer

i.      Select "BOA Express" from the "Services" menu.



ii.     Click on "New transfer".



iii.    Fill in all the fields in the BOA Express form:
- Account to debit
- Reason for transfer
- First name and surname of beneficiary
- Money transfer destination country (Beneficiary country)
- Beneficiary telephone number
- Amount to transfer

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Account to debit

ISSA ALOUHOFOUE SIEDOU - CI032020100453368001144 - 0.0 XOF

Reason for transfer

Family Assistance

Beneficiary first name

Mohamed

Beneficiary surname

Diallo

Beneficiary country

SN - SENEGAL

Beneficiary phone number

+221788978689

Amount to transfer

1000

Currency

XOF

Maximum of 3,000,000 XOF per day and per sending customer

CANCEL    CONTINUE

iv.    Click on sur "Continue"

v.    Verify the information on the summary screen. If the information is correct, click on "Validate".

BACK    DELETE    EDIT    VALIDATE

## BOA Express transfer request details

| Source | Amount | Charge | Value added tax |
|---|---|---|---|
| CI032020100453368001144 | XOF 1,000.00 | XOF 350.00 | XOF 63.00 |

| Beneficiary | Beneficiary phone number | Country | Reason for transfer |
|---|---|---|---|
| Mohamed Diallo | +221788978689 | SN - SENEGAL | Family Assistance |

Date of initiation

10/08/2020

*NB: If necessary, you can also delete or edit the transfer details on this screen.*

vi.    Enter your password and click on "Sign".

## Sign transfer

Password

Click to compose the digits that make up your password (minimum of 6 digits)

| 2 | 9 | 6 | 3 | 5 | 4 | 1 | 7 | 8 | 0 |

CLEAR

CANCEL    SIGN

vii.    Your transfer has been saved and is undergoing the validation process at the bank. You will receive an e-mail notification informing you of the status of the transfer.
- If the transfer is validated by the bank:
    - the beneficiary will receive an SMS informing him/her about the transfer and with the following details: your first & last name, the transfer amount and reference number
    - view the transfer transaction reference number by clicking on "Return to list of transfers" and then look for the specific transaction from the list of BOA Express transfers
    - if your session has expired, log in to BOAweb again and go to "BOA Express Money Transfer" from the "Services" menu to select the specific transaction from the list of BOA Express transfers
- If the transfer is not validated by the bank, you will receive an e-mail notification with information on the reason for rejection of the transfer. You would have to contact your branch for more details.

viii.     In the page with the list of BOA Express transfers, look for the specific transfer and click on "Show".



ix.      The reference number is displayed as follows:

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## 12.2 Check on the status of a BOA Express money transfer

i. To view the status of your money transfer transactions, click on "BOA Express Money Transfer" from the "Services" menu.
ii. Look for the targeted transfer transaction and click on "Show".

### BOA Express

NEW TRANSFER

| Date | Source account | Beneficiary | Amount | Charges | Status | Actions |
|------|----------------|-------------|--------|---------|--------|---------|
| 10/08/2020 | CI0320200100453368001144 | Mohamed Diallo | XOF 1,000.00 | XOF 350.00 | Validated | ⚙ ▾ |
| | | | | | | 👁 Show |
| 10/08/2020 | CI0320200100453368001144 | Mohamed Diallo | XOF 1,000.00 | XOF 350.00 | Validated | Show |
| 25/07/2020 | CI0320200100453368001144 | Titi Toto | XOF 3,000.00 | XOF 350.00 | - | ⚙ ▾ |

iii. The status is displayed as follows:

BACK

### BOA Express transfer request details

| Source | Amount | Charge | Montant à percevoir | Value added tax |
|--------|--------|--------|---------------------|-----------------|
| CI0320200100453368001144 | XOF 1,000.00 | XOF 350.00 | XOF 1,000.00 | XOF 63.00 |

| Beneficiary | Beneficiary phone number | Country | Reason for transfer |
|-------------|--------------------------|---------|---------------------|
| Mohamed Diallo | +221788978689 | SN - SENEGAL | Family Assistance |

| Date of initiation | Validation date | Status | Reference number |
|--------------------|-----------------|--------|------------------|
| 10/08/2020 | 10/08/2020 -- 10:46 | Validated | BOA0770585653 |

Below are the three possible types of statuses:

- Awaiting validation  - the transfer is undergoing validation in the bank
- Validated – the transfer has been validated by the bank
- Paid – the transferred funds have been paid to the beneficiary at the branch