

mybankStatement

User Documentation – Banking Module

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Introduction

This document contains information on how to use the mybankStatement® solution as a customer service/manager at a branch on behalf of a banked customer.

In this context, a banked customer is an individual or corporate who requests for their bank statements to be sent and submitted to another organization that is registered on the mybankStatement® software under “Destinations”. Examples are as follows;

1. Visa Issuing Offices e.g. British Embassy, German Embassy
2. Commercial Banks e.g. Sterling Bank
3. Other Financial Institutions e.g. RenMoney MFB, Aella Credit, Page Credit MFB

There are three categories of users namely;

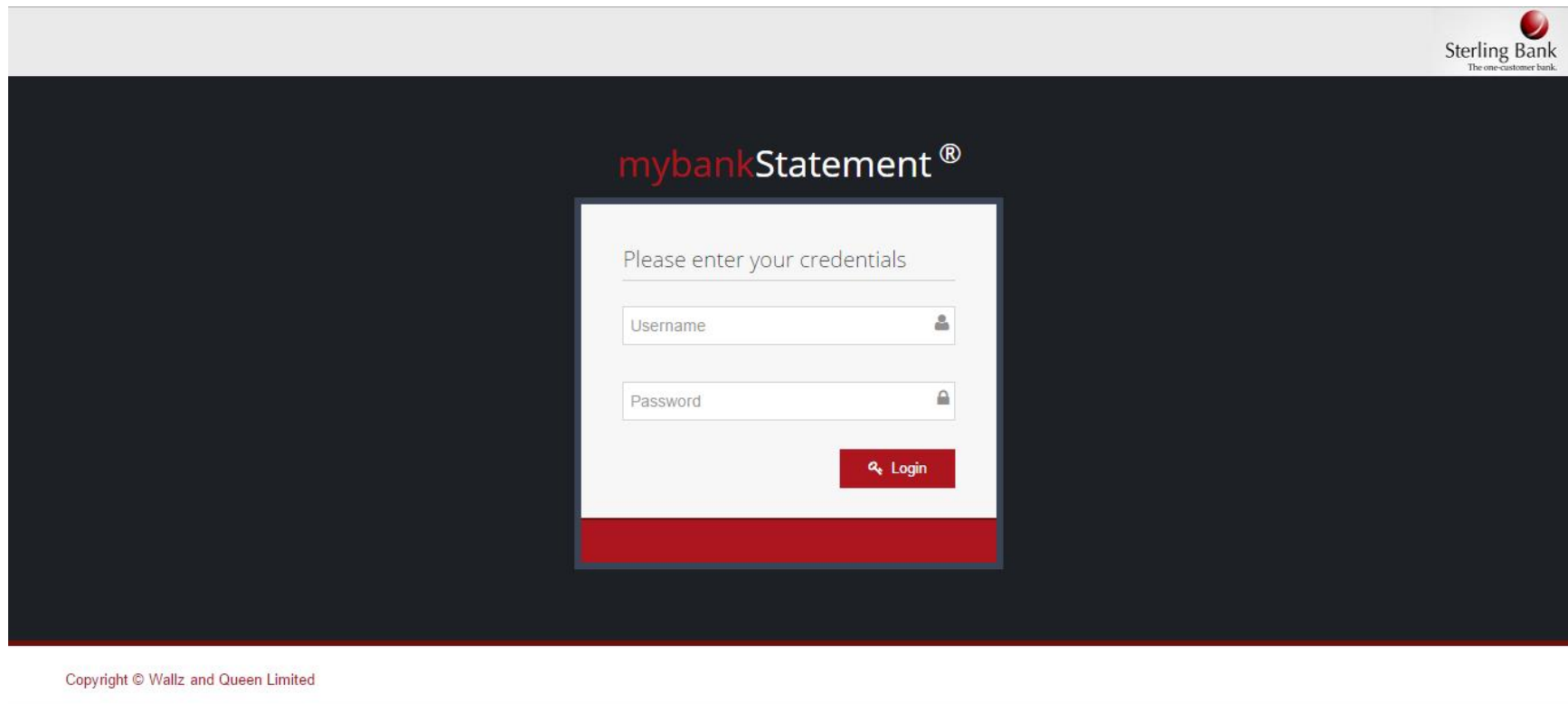
1. Admin
Responsible for profiling users.
2. Initiator (Customer Service Officer)
Responsible for initiating statement generation request on behalf of the customer and printing out the ticket.
3. Approver (Team Lead, Customer Service Officer or Head of Operations)
Responsible for approving statements prepared by the initiator and sending the request on behalf of the customer.
4. Reviewer (Other designated users)
They can view bank statements sent to the bank from other banks. They must possess the customer's ticket number and password to open the bank statement.
5. Auditor (Bank's Auditors)
They can view audit trails of all transaction and tasks performed by users on the application.

Please contact helpdesk@sterlingbank.com for further clarification while using this document and also for any further inquiries and comments.

Login

Customer Service Officer

To access the software, kindly use the URL <http://10.0.0.229:91/Login.aspx> and use your Sterling Bank username and password to access the software.



The screenshot shows the login interface for Sterling Bank's mybankStatement system. The page has a dark blue background with a white login form in the center. The form contains the following elements:

- Header: Sterling Bank logo (The one-customer bank.) in the top right corner.
- Title: mybankStatement® in red and white text.
- Instruction: Please enter your credentials.
- Username field: A text input box with a user icon on the right.
- Password field: A text input box with a lock icon on the right.
- Login button: A red button with a white magnifying glass icon and the text "Login".

At the bottom left of the page, there is a copyright notice: Copyright © Wallz and Queen Limited.

eStatement

Customer Service Officer

Once you have successfully logged on to the solution, you can now generate and send bank statements on behalf of customers by following the steps below;

1. eStatement Page

On landing to this page, ensure you verify your details on the top right corner of the page. You can view your username, branch name and your role. Should these details be wrong, kindly report to IT support for correction. The image below shows that no statements has been processed from your branch via the mybankStatement® platform.

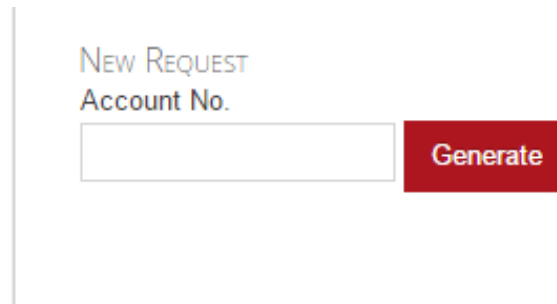
The screenshot displays the mybankStatement® web application interface. At the top, there is a red header with the logo and a user profile section showing 'Sterling Bank > eStatements' and 'Dennis Ajalie (Allen Ikeja) | Initiator'. A left sidebar contains navigation options: 'eStatements', 'Inbox', 'User Guide', and 'Outbox'. The main content area is titled 'Recent Activity from Allen Ikeja' and includes a filter dropdown set to 'Filter by account no / ticket no / Status'. Below this is a table with the following data:

Name	Period	Account	Destination	Ticket	Timestamp	Status
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Australia NG	# 1070414	16-May-17 10:38:42 AM	Awt Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070413	10-May-17 6:42:33 PM	Awt Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070412	10-May-17 6:01:31 PM	Ready

At the bottom of the table, it says 'Displaying top 3 of 36 | View All'. Below the table is a 'New Request' section with a text input for 'Account No.' and a red 'Generate' button.

2. Generate

Enter the account no (NUBAN only) and then click generate to start the process of generating a statement.



NEW REQUEST
Account No.

3. Recent Activity

The recent activity pane will show all the recent statements that have been sent via mybankStatement from your branch

4. New Request

To initiate a new request, input the request details as follows;

- Period
- Tick Send to generate and send statement to an embassy, financial banks and other financial institutions.
- Select the category where you are sending the bank statement
- Select the Destination
- Role of customer (Applicant, guarantor, sponsor)
Type name(s) of applicant(s) and click add

5. Preview & Pay

Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070413	10-May-17 6:42:33 PM	Awt. Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070412	10-May-17 6:01:31 PM	Ready

Displaying top 3 of 36 | [View All](#)

New REQUEST

Account No.

Ticket No	1070414
Account No	4077336701
Account Name	Wallz & Queen Ltd
Address	132, Allen Avenue Ikeja Lagos Nigeria
Signatories	1 2 3 4
Type	Current
Category	Corporate
Cleared balance	₦ 1,539,775.04
Available balance	₦ 1,539,775.04

Period	<input type="text" value="May 06, 2013"/> to <input type="text" value="Jul 24, 2013"/>
Print <input type="checkbox"/> Send <input checked="" type="checkbox"/> E-Mail <input type="checkbox"/>	
Country	<input type="text" value="Nigeria"/>
Category	<input type="text" value="Commercial Bank"/>
Destination	<input type="text" value="Access Bank NG"/>
Role	<input type="text" value="Applicant"/>
Add applicants	<input type="text"/> <input type="button" value="Add +"/>
Applicant(s)	Ayodele Akinoso
<input type="button" value="Delete Request ✕"/> <input type="button" value="Preview ✓"/>	

After inputting criteria, click on the preview and pay button to display the cost estimate, page count, other related information and a preview of the bank statement.

6. Edit or suspend the generation of statement

Account Name:	Wallz & Queen Ltd
Ticket No:	1070414-14
Destination	Australia NG
Applicant(s)	Ayodele Akinoso
Role	Applicant
Period	06 May 2013 to 24 Jul 2013
Type	Corporate
Category	Current
Signatories	Adedayo Obianjulu Mohammed Yusuf Okodomiku Charles Evelyn Doyle
Dr Turnover	NGN 2,400,000.00
Cr Turnover	NGN 0.00
Book balance	NGN 1,539,775.04
Available balance	NGN 1,539,775.04
Pages	3
Cost Per Page	70
VAT (5%)	NGN 60.5
Total Cost	NGN 1,270.50

Cancel ✕ Send Statement ✓

mybankStatement © | 16-May-17 | 1070414 | Page 1

FCM BANK
RC No. 2457

Sterling Bank
The one-customer bank.

Summary Info	
Role	Applicant
Applicant(s)	Ayodele Akinoso
Account name	Wallz & Queen Ltd
Address	132, Allen Avenue Ikeja Lagos
Signatories	Not Available - BVN (Not Available)
Tenor	2 Months
Period	May 06, 2013 to Jul 24, 2013
Type	Current
Category	Corporate
Account No.	4077336701
Currency	NGN
Available Balance	1,539,775.04
Book Balance	1,539,775.04
Total Debit	0.00
Total Credit	2,400,000.00

Transaction Summary			
Year	Month	Total Debit	Total Credit
2013	May	0.00	780,000.00
2013	Jun	0.00	900,000.00

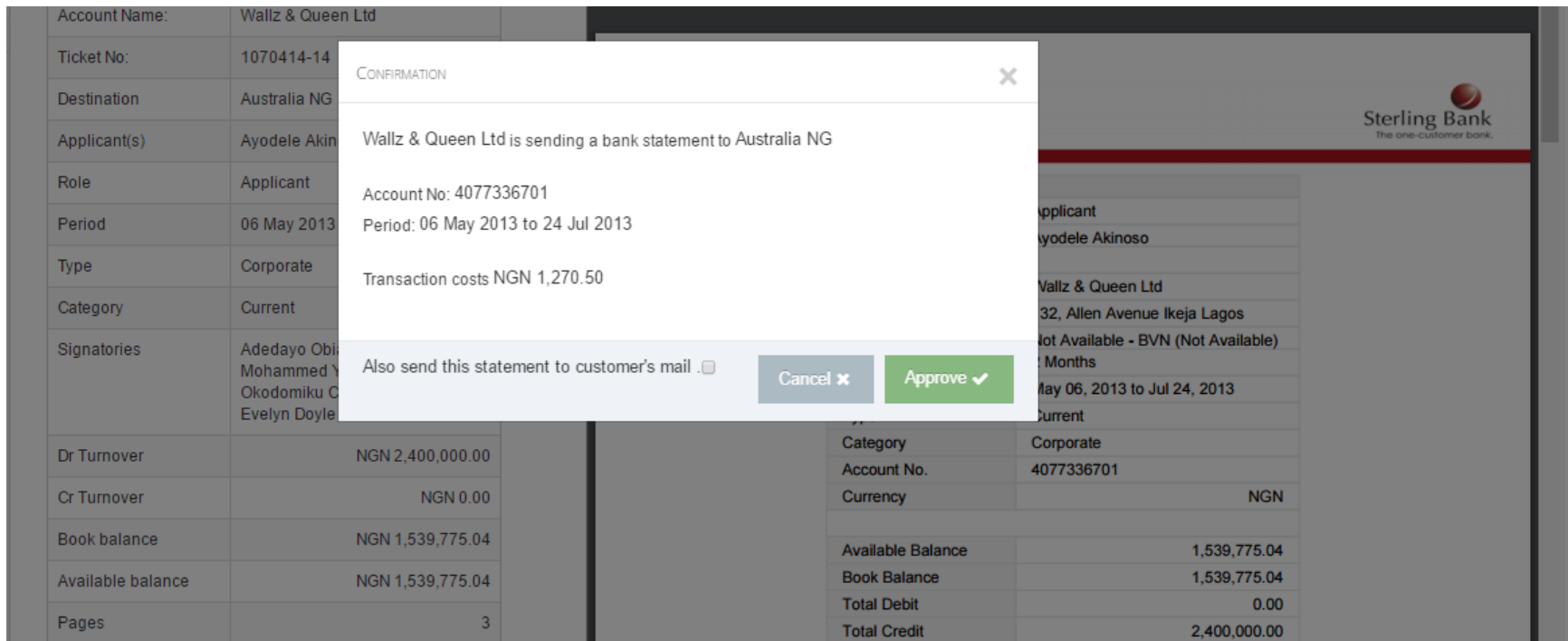
Clicking *Edit* returns you to dashboard and change the status of the statement to *Pending*. To make changes to your queries, simply click *Pending* to continuing editing.
 Click the “Go Back” button to suspend the generation of the statement. The status changes to *Ready*. Simply click *Ready* to get back to where you stopped.

Edit  Go Back 



7. Send Statement

When you click the Send Statement button, a popup comes up. Click Approve to bill the customer and send the eStatement to its destination.

Note: If the customer requests that the statement being sent to the requesting organization is also sent to his mail, simply check the box as shown below.



The screenshot shows a confirmation dialog box over a banking interface. The dialog box contains the following information:

- CONFIRMATION** (with a close 'X' button)
- Wallz & Queen Ltd is sending a bank statement to Australia NG
- Account No: 4077336701
- Period: 06 May 2013 to 24 Jul 2013
- Transaction costs NGN 1,270.50
- Also send this statement to customer's mail
- Buttons: Cancel  Approve 

The background interface shows account details for Wallz & Queen Ltd, including account number 4077336701, currency NGN, and a balance summary table:

Available Balance	1,539,775.04
Book Balance	1,539,775.04
Total Debit	0.00
Total Credit	2,400,000.00

Note: If the maker checker is enabled on the application, you cannot send statement or print the ticket directly. When you click the Approve button, the status changes to 'Awt. Sent' and the statement is sent to your line manager who then approves. You have to wait for the approval. After the approval is done, the status changes to "Sent". You can then proceed to printing the ticket.

8. Receipt

The customer will receive the eReceipt via email, alternatively you can print it out by going to the Recent Activity pane and then clicking the *Sent* link.

The screenshot shows the 'mybankStatement' application interface. The header includes the logo and a user profile for Dennis Ajalie (Allen Ikeja). The main content area displays a table titled 'Recent Activity from Allen Ikeja' with columns for Name, Period, Account, Destination, Ticket, Timestamp, and Status. Below the table is a 'New Request' form with an input field for 'Account No.' and a 'Generate' button.

Name	Period	Account	Destination	Ticket	Timestamp	Status
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Australia NG	# 1070414	16-May-17 10:38:42 AM	Awt. Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070413	10-May-17 6:42:33 PM	Awt. Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070412	10-May-17 6:01:31 PM	Ready

Displaying top 3 of 36 | [View All](#)

New Request
Account No. [Generate](#)

Note: The format of the receipt is dependent on the choice of the destined organization.

mybankStatement®

Ticket No. 1000163-20

Password: g2UO

Account Name: Gbenga Timothy Ogunyomi

Destination: Embassy of United Kingdom NG



Please for further enquires and verification services call our support team on +234-803-830-3398 or contact us via email at support@wallzandqueenltd.com

A green rectangular stamp with a distressed, ink-like texture. The word "DELIVERED" is written in bold, white, uppercase letters across the center of the stamp. The stamp is positioned between two horizontal black lines that extend to the left and right edges of the content area.

DELIVERED

Approval

1. Approve Statement

To approve statements generated by an initiator, you need to have been profiled as an approver on the mybankStatement Application. Kindly confirm your role is an approver on the top right corner of the page after login.

mybankStatement®

FCM Bank > Approval Olamide Akinoso (Allen Ikeja) | Approver

INBOX

STATEMENTS » PREVIEW AND SEND BANK STATEMENTS

Recent Activity from Allen Ikeja Filter by account no. or ticket no.

Name	Period	Account	Destination	Ticket	Timestamp	Status
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Australia NG	# 1070414	16-May-17 10:38:42 AM	Awt. Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070413	10-May-17 6:42:33 PM	Awt. Sent
Wallz & Queen Ltd	06 May 2013 to 24 Jul 2013	4077336701	Access Bank NG	# 1070411	10-May-17 4:33:30 PM	Awt. Sent

Displaying top 3 of 3 | [View all](#)

Click the *status* link on the activity pane to preview the statement. To Send the statement, click *Send statement* and then *approve*. You can decline if you wish to.

Note: If by any reason the customer was not charged after a statement is sent to a requesting organization, the status will change to “Make Payment”. You have to click this link to charge the customer. If the transaction is successful, the link is change to “Sent” else you will get an error message detailing the reason for the failure. Contact support and provide the details of the failure for rectification. If it has been rectified, simply click the “Make payment” link again and the link will change to “Sent” if successful

Account Name:	Wallz & Queen Ltd
Ticket No:	1070414-14
Destination	Australia NG
Applicant(s)	Ayodele Akin
Role	Applicant
Period	06 May 2013
Type	Corporate
Category	Current
Signatories	Adedayo Obi Mohammed Y Okodomiku C Evelyn Doyle
Dr Turnover	NGN 2,400,000.00
Cr Turnover	NGN 0.00
Book balance	NGN 1,539,775.04
Available balance	NGN 1,539,775.04
Pages	3

CONFIRMATION ✕

Wallz & Queen Ltd is sending a bank statement to Australia NG

Account No: 4077336701
Period: 06 May 2013 to 24 Jul 2013

Transaction costs NGN 1,270.50

Also send this statement to customer's mail

Cancel ✕
Approve ✓

Applicant	Ayodele Akinoso
Address	Wallz & Queen Ltd 32, Allen Avenue Ikeja Lagos
Account No.	Not Available - BVN (Not Available)
Period	Months May 06, 2013 to Jul 24, 2013
Category	Corporate
Account No.	4077336701
Currency	NGN
Available Balance	1,539,775.04
Book Balance	1,539,775.04
Total Debit	0.00
Total Credit	2,400,000.00

Inbox

2. Review Statement.

Here you can review bank statements sent to your bank by other banks. On the Review bank statements tab of the Inbox page, you can see Account Name, Ticket No., Source Bank, Country, the user who sent the statement, the date it was sent, Status, and CSV if your bank reviews statements in CSV format.

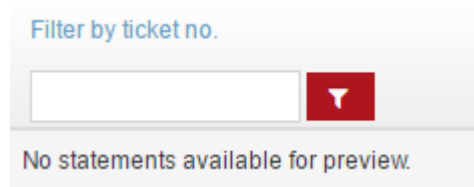


By default only the latest 3 received statements is displayed, you can click the view all to access the rest of the statements.

Displaying top 3 of 7 | [View all](#)

3. Search

A vital and useful tool is the search box, input the ticket number on the ticket brought in by the customer and hit the Enter button or click the funnel icon next to the search box.



Clicking the Review link in the status column opens up the statement in pdf format, password is required to view the pdf, the password can be found on the ticket brought by the customer.

This document is password-protected. Please enter a password.

_____ SUBMIT



Report

To generate transaction report based on statements generated by the mybankStatement software for a period within a month, you need to be an admin or a head of operations for a branch. As an admin, you can generate transaction reports for all branches while the head of operations can only generate for the branch he/she heads.

1. Generate Report.



To generate a report, click the Report menu item. Enter the start date and end date and click the filter button.

The screenshot shows the mybankStatement® interface. On the left is a navigation menu with items: Manage Users, Manage Roles, Audit Logs, User Guide, Outbox, Pricing, and Report (highlighted). The main content area shows the breadcrumb 'FCM Bank > Report' and the user 'Jumoke Akintoye (Allen Ikeja) | Admin'. Below this is a 'REPORT >> VIEW TRANSACTION REPORT' section. A filter bar includes a dropdown for 'Recent Transaction Report from' (set to '--Select Branch--'), a date range filter 'Filter by date from Feb 01, 2017 to Feb 28, 2017', and a filter button. A table displays transaction details:

Name	Ticket No.	Destination	Pages	Bank Charge	Additional Charge	VAT	Total	Date
Oyewole Oluwayemisi	1040389	SwiftCash	1	NGN 0.00	NGN 0.00	NGN 0.00	NGN 0.00	09 Feb, 2017
Oyewole Oluwayemisi	1040388	Credit Direct Limited	1	NGN 0.00	NGN 0.00	NGN 0.00	NGN 0.00	08 Feb, 2017
Duru Benjamin Chukwuwinke	1040386	Credit Direct Limited	2	NGN 140.00	NGN 0.00	NGN 7.00	NGN 147.00	08 Feb, 2017

At the bottom right of the table area, it says 'Displaying All record(s) | Export'.

2. Export to Excel

To export the transaction details into excel, simply click the export link.

Displaying 10 record(s) | [Export](#)

Audit Logs

To view a history of all activities, you can search the audit logs by entering the name of the user and a list of the most recent activities of that user will be displayed. You can as well filter by date.