

ENTERPRISE ONLINE 2.0 - FAQ

OUR COMMITMENT

At Stanbic IBTC Bank, we continue to develop cutting edge digital payment platforms and solutions to meet our clients' strategic goals and take their specific risk tolerance into consideration to customise solutions to meet their needs through consultative solutioning.

ENTERPRISE ONLINE 2.0

Stanbic IBTC Bank's Enterprise Online 2.0 platform puts online Corporate and Business Banking services at your fingertips with its 24-hour availability, anywhere and anytime. Enterprise Online 2.0 is a customised web-based and progressive app (can be installed on desktop) solution which allows for Straight Through Processing (STP) for all electronic fund transfers on a real time basis. It permits electronic funds transfer to be initiated, approved, and effected securely over the internet from any location in the world.

HOW TO LOG IN FOR THE FIRST TIME?

Step One: Enter <https://smebanking.stanbicibtc.com/> in your browser.

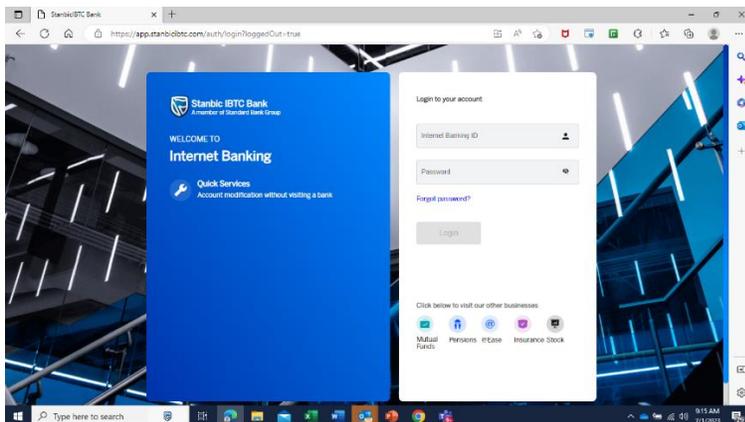
Step Two: Enter your Internet Banking ID and the default password sent to your registered phone number.

Step Three: System displays a "Change Password" screen.

Step Four: Insert the default password, type in a new password, and confirm the new password.

Step Five: Select "Change Password" and enter the One Time Password (OTP) sent to your registered phone number.

Step Six: Proceed to log in into your account.



HOW TO CREATE A "SECRET WORD"?

Step One: Select "Profile Management" menu after you log in.

Step Two: Select "Create Secret Question".

Step Three: Select "Security Question".

Step Four: Enter secret answer and submit.

Step Five: Enter the One Time Password (OTP) sent to your registered phone number.

The system then creates the secret word which can be used for password reset.

HOW DO I CHANGE MY PASSWORD?

Step One: Select "Profile Management" menu after you log in.

Step Two: Select "Change Password".

Step Three: Enter existing password, new password and confirm the new password.

Step Four: Select "Change Password".

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Step Five: Enter the One Time Password (OTP) sent to your registered phone number.

The system changes the password to a new one

HOW DO I RESET MY PASSWORD?

Step One: Select “Forgot Password?” button on the landing page.

Step Two: Select “Corporate”.

Step Three: Enter your Internet Banking ID, corporate account number and secret word and submit.

Step Four: Enter the One Time Password (OTP) sent to your registered phone number.

Step Five: System sends a default password to your registered phone number.

CHANGE PASSWORD WITH DEFAULT PASSWORD?

Step Six: Login with the default password sent to your registered phone number.

Step Seven: System displays a “Change Password” screen.

Step Eight: Enter the default password, a new password and confirm the new password.

Step Nine: Enter the One Time Password (OTP) sent to your registered phone number.

Password reset is completed.

HOW DO I USE PAYROLL SERVICES?

Step One: Select “Payroll Service” from the side menu bar after you login.

Step Two: Select “Go ahead”

Step Three: Accept the terms and conditions.

Step Four: System redirects you to the Bento platform payroll services.

WHAT SECURITY IS ON THE PLATFORM?

- Enterprise Online 2.0 offers advanced security features that keeps your information secure at all times. Its work-flow management and role segregation, give you the ability to allocate varying levels of access to specific individuals within your organisation. You decide who gets to see specific information and perform specific tasks.
- You are also able to set a range of limits to suite your organisation, which means that everyone has clearly defined boundaries. Email alerts are triggered on the platform to notify you on when authorisation is required on particular transaction requests or instructions to streamline your financial operational workflow.

IS IT EASY TO USE?

- Enterprise Online 2.0 dashboard provides quick access to frequently used functions, as well as useful links and support.
- Single view of activities per user.
- Pending actions required.
- Short cut to specified activities.
- General information such as support contact details, Relationship Manager contact, my profile and so on are available on the platform.
- Message alerts to system users.
- Direct contact to support team via help desk.

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- Option to download and share documentation with bank via file bulk upload feature.

WHAT ARE MY PAYMENT CAPABILITIES?

- Customer experience.
 - ✓ Improved user interface.
- Enterprise Online 2.0 supports all payment types.
 - ✓ Stanbic IBTC to Stanbic IBTC funds transfer – instant payment.
 - ✓ NIBSS Instant Payment - NIP (individual and bulk).
 - ✓ NIBSS Automated Payment Services - NAPS (individual and bulk) – payment is processed on the same day.
 - ✓ Bulk name verification.
 - ✓ Payroll processing.
- Bulk payment processing via file upload.
 - ✓ Single debit, multiple credit.
- Simplified data entry page and reusable payment templates.

FINANCIAL REPORTING

- Account balance and history.
- Consolidated balance report.
- Account statements in PDF and CSV formats.

WHAT ARE THE BENEFITS?

- Reconciliation.
 - ✓ Robust transaction status tool- online tracking status tool.
 - ✓ Search engine- tracking of payment details, reconciliation using specific customer reference.
 - ✓ End-to-end reconciliation support.
 - ✓ Email capabilities.
- Security.
 - ✓ Multiple levels of login (One Time Password (OTP), user ID and password).
 - ✓ Use of One Time Password (OTP) and secret word for password reset.
 - ✓ Functional and data access profiles.

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- ✓ Firewall protection.
- ✓ User activity log.
- Remote authorisation
 - ✓ Transactions can be authorised and effected from any location.
 - ✓ Authorisers do not have to be in the same country of transaction processing- email alert to authorisers

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