



BSP Online Banking Payments Inquiry Status
e-Receipt download

User Guide





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About this Guide

Steps to download receipts has now improved. If you initiate a payment and there is no receipt to download, you can now download the e-Receipt through the Payments Status inquiry function in Internet Banking.

This user guide will discuss:

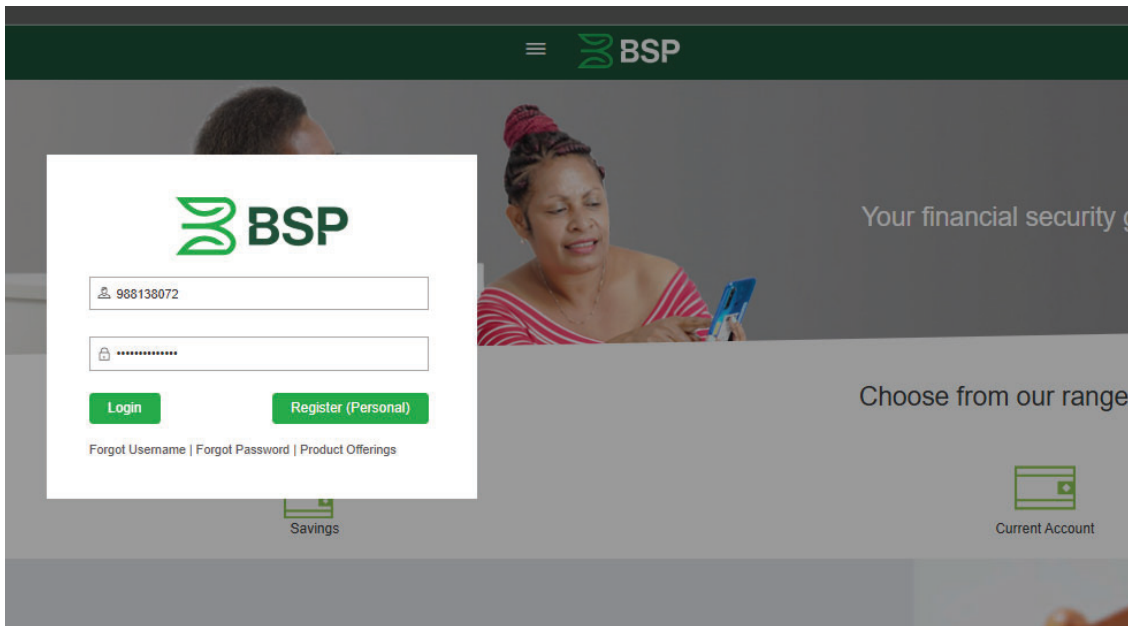
1. Steps to access the Payments Status Inquiry

Change to Download e-Receipts for Payments in Exception

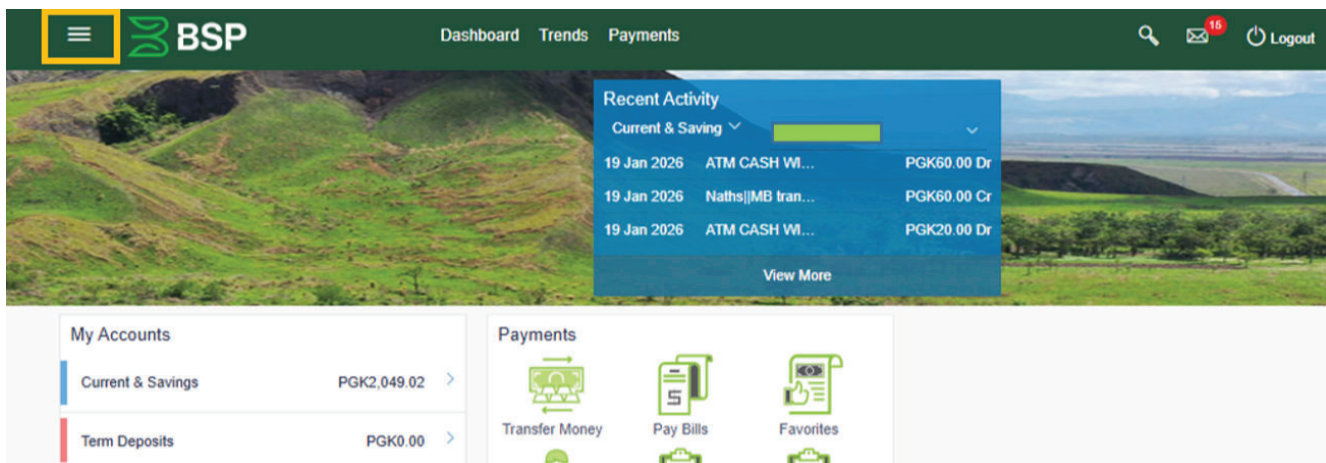


Steps to access the Payments Status Inquiry:

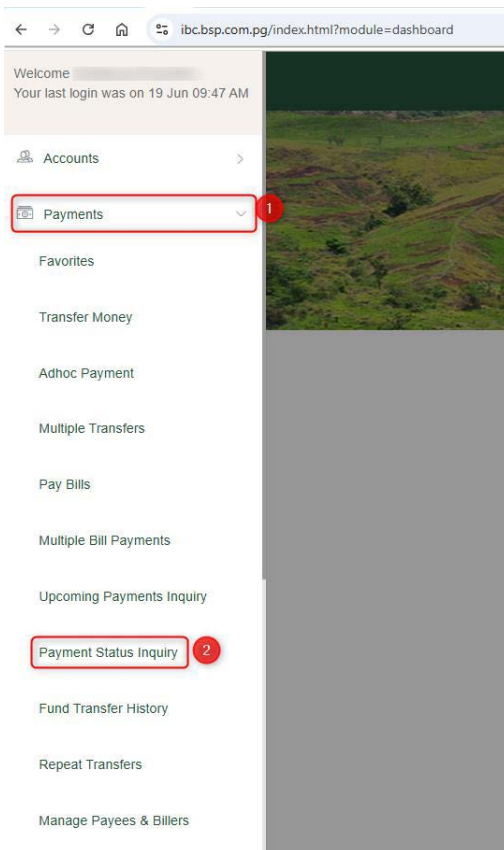
1. Open your internet browser, login to BSP Online Banking website. Enter username and password and click **Login**.



2. Your dashboard screen appears. Click on the **toggle menu** icon at the **top left corner** of the screen.



3. On the toggle menu list, click on **Payments**, then click on **Payments Status Inquiry** from the list of options.



4. Select **Account Number** and **Date Range**, and then click on **Search**. *Customer can also explore more Search options, but it optional.*

A screenshot of the BSP 'Payment Status Inquiry' form. The form is titled 'Payment Status Inquiry' and has a navigation bar with tabs: Favorites, Transfer Money, Adhoc Transfer, Multiple Transfers, Upcoming Payments, Payment Status Inquiry (active), and Fund Transfer History. The form contains several input fields: 'Host Reference Number' (with a sub-label 'Host Reference Number'), 'Account Number' (highlighted with a red box), 'From Date' (with a sub-label 'dd mmm yyyy'), and 'To Date' (with a sub-label 'dd mmm yyyy'). Below these fields is a link labeled 'More Search Option' with a red arrow pointing to it. At the bottom of the form are three buttons: 'Search' (green), 'Cancel' (dark grey), and 'Reset' (dark grey). On the right side of the form, there is a box with a green icon of a hand pointing to a document, followed by the text: 'Payment Status Query allows you to locate and view payments performed within a specified time period for tracking purposes.' Below this is a section titled 'Check your Payments.' with a list of steps: 1. Input Host Reference Number, 2. Select Account, 3. Select From Date, 4. Select To Date, 5. Select From Amount, 6. Select To Amount, 7. Click Search.

BSP Dashboard Trends Payments

Search Reset

Initiation Date	Reference Number	Payment Type	Amount	Status	Download Receipt
	25100	Internal Transfer		Processed	Download Receipt
	25100	International Transfer		Exception	Receipt not generated
	25100	Self Transfer		Processed	Download Receipt
	25100	Domestic Transfer		Exception	Receipt not generated
	25100	Domestic Transfer		Exception	Receipt not generated
	25100	Internal Transfer		Processed	Download Receipt

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***Customer can reach out to BSP Call Centre if payment is in **Exception** status under “Payment Status Inquiry”.*