

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:

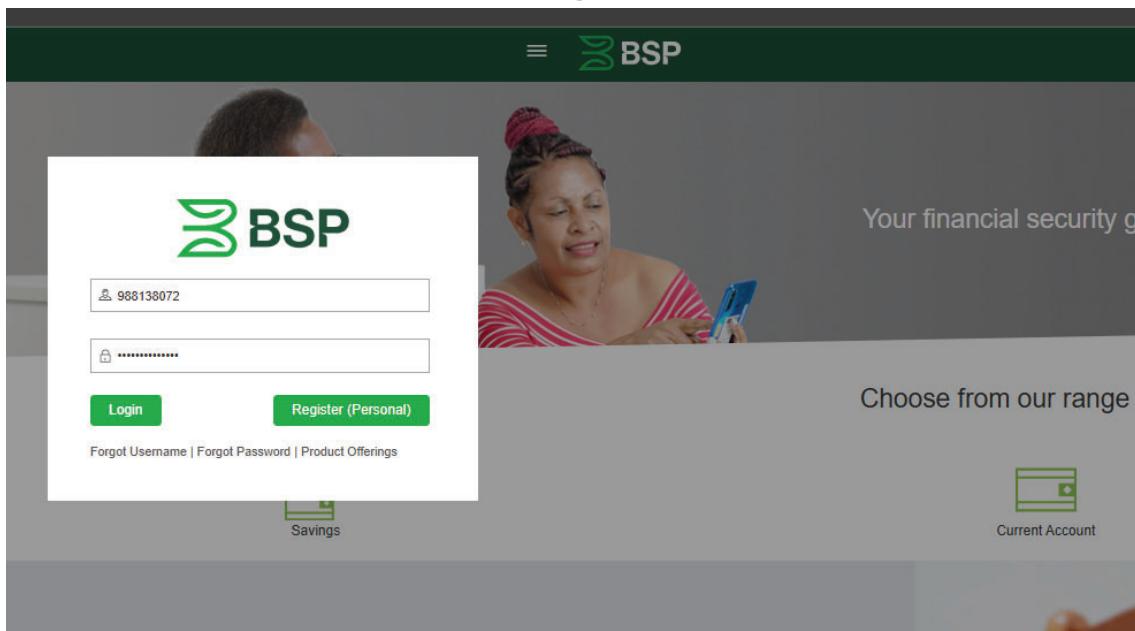
1. Steps to access the Payments Status Inquiry

Change to Download e-Receipts for Payments in Exception

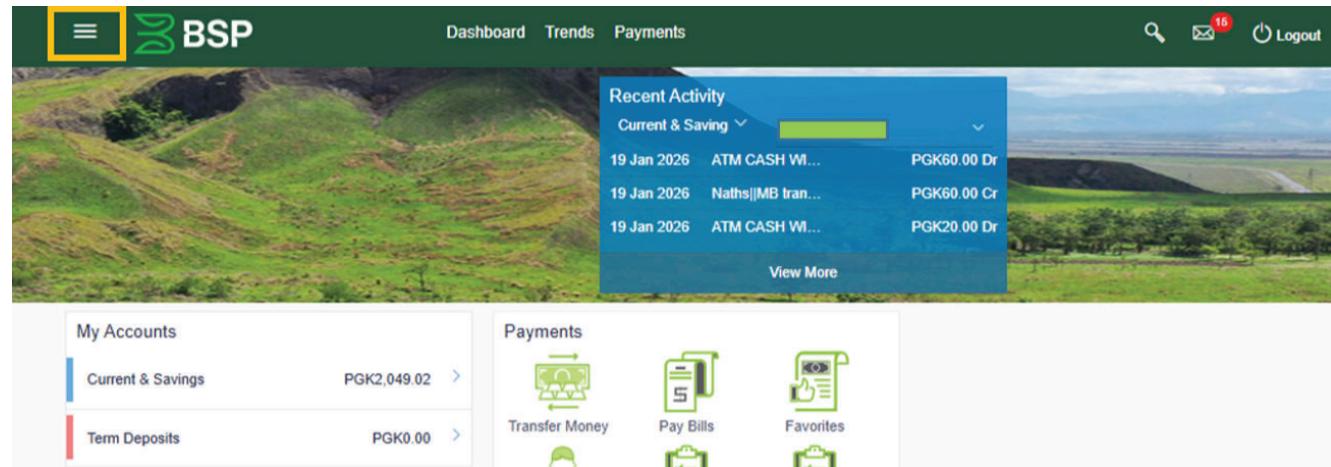


Steps to access the Payments Status Inquiry:

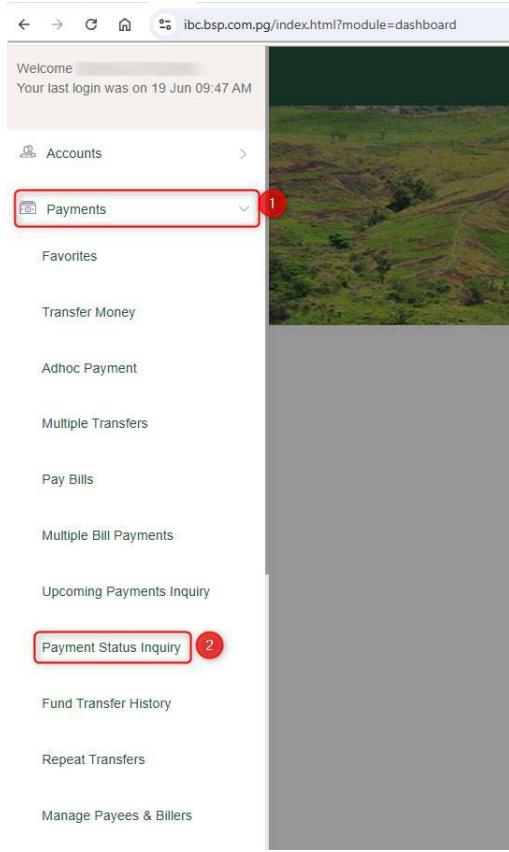
1. Open your internet browser, login to BSP Online Banking website. Enter username and password and click **Login**.



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.

The screenshot shows the 'Payment Status Inquiry' page. At the top, there is a navigation bar with 'Dashboard', 'Trends', 'Payments', a search icon, and 'Logout'. Below the navigation bar, the page title is 'Payment Status Inquiry'. A horizontal menu bar includes 'Favorites', 'Transfer Money', 'Adhoc Transfer', 'Multiple Transfers', 'Upcoming Payments', 'Payment Status Inquiry' (underlined in blue), and 'Fund Transfer History'. The main content area has fields for 'Host Reference Number' (input field), 'Account Number' (input field highlighted with a red box), 'From Date' (input field), 'To Date' (input field), and a link 'More Search Option' (with a red arrow pointing to it). To the right, there is a callout box with an icon of a hand pointing at a screen. The text in the callout box says: 'Payment Status Query allows you to locate and view payments performed within a specified time period for tracking purposes.' Below this, there is a section titled 'Check your Payments.' with a numbered list of 7 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. At the bottom of the page are buttons for 'Search' (highlighted with a red box), 'Cancel', and 'Reset'.

5. E-Receipt should be available to download for successful transaction(s) at the payment status enquiry screen.



Dashboard Trends Payments

Logout

Search Reset

Initiation Date	Reference Number	Payment Type	Amount	Status	Download Receipt
251	00	Internal Transfer		Processed	Download Receipt
251	00	International Transfer		Exception	Receipt not generated
251	00	Self Transfer		Processed	Download Receipt
251	00	Domestic Transfer		Exception	Receipt not generated
251	00	Domestic Transfer		Exception	Receipt not generated
251	00	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”.*