



***131#**
mobile banking

PAYMENT CONVENIENCE 24/7



School Fee Payment Service

*BSP Mobile Banking *131# & Wantok Wallet*

Customer FAQs



BSP Mobile Banking *131# School Fee Payment Service

Frequently Asked Questions



A. BSP MOBILE BANKING & WANTOK WALLET CUSTOMER

Q What is School Fee Payment Service?

- A** It is a service that enables parents and guardians to pay for School Fees through BSP Mobile Banking *131# to schools registered as Mobile Banking Merchants. You can pay with your BSP Account or Wantok Wallet.

Q How do I pay for school fees?

- A**
- | | |
|---------|---|
| Step 1 | Dial *131# and Enter your PIN |
| Step 2 | Select Payments |
| Step 3 | Select School Fee Payments from the Payments Menu |
| Step 4 | Select New School |
| Step 5 | Enter School Code and confirm. |
| Step 6 | Enter payment details (Student name, Class/Grade/Course) |
| Step 7 | Enter Amount |
| Step 8 | Select your BSP Account or Wantok Wallet to pay from |
| Step 9 | Select preferences for e-receipt. You can generate a receipt to yourself or yourself and an alternative recipient. |
| Step 10 | SMS Notification will be sent to your mobile with your e-receipt. If you generate a receipt to yourself and an alternative recipient, they will receive a copy of your e-receipt. |

Important to Note

- | | |
|---------|---|
| Step 5 | Contact the School or Institute to receive the School Code |
| Step 10 | Select a payment e-receipt to be sent to yourself or both yourself and an alternative recipient |

Q How does the parent/student confirm payment?

- A** An SMS Notification will be sent to your mobile number with your e-receipt. Optionally, the parent/student can check their mini statement to confirm if payment has transacted successfully.

Q Benefits of paying school fees through BSP Mobile Banking *131# & Wantok Wallet

- A**
- Enhanced digital customer experience
 - Fast, safe and secure
 - Accessible 24/7 via any mobile device
 - Saves you time and money
 - Receipt is presented to parents and students instantly as proof of payment

Q Will I be charged for using this service?

- A** Yes, a service fee applies per payment and is charged to your account.
- If you pay with your BSP Account, you pay a fee of K0.50t
 - If you pay with your Wantok Wallet, you pay a fee of K0.25t

Q How do I access this service?

- A** This service is available to customers registered for BSP Mobile Banking *131# and Wantok Wallet. Customers interested in this service must first register for BSP Mobile Banking *131# or Wantok Wallet.



Q Can I make more than one school fee payment in a day?

- A** Yes. You can make more than one payment in a day only if your total payment has not exceeded the maximum daily limit.

Q What is the limit for MB USSD school fee payments?

- A**
- Minimum amount allowed is K 1.00
 - Maximum amount allowed is K5,000.00

Q What is the limit for Wantok Wallet school fee payments?

A

Wallet	Balance Limit	Daily Limit	Transaction Limit
Tier 1	K5,000.00	K3,000.00	K1,000.00
Tier 2	K 2,000.00	K 1,500.00	K 750.00
Tier 3	K500.00 (Inflow limit)*	NA	20 transactions only

* Tier 3 can only receive K500.00 for the lifetime of the wallet.

Q Can the e-receipts be retrieved in the event that they are mistakenly deleted?

- A** No. Customers will be required to call into nearest branch to obtain statements or go to the school for reconciliation. Alternatively, customers can view their mini statement on mobile banking (last 3 transactions) or using Internet Banking.



B. BSP MOBILE MERCHANTS

Q How does this service work for schools / institutions?

A This service offers schools/institutions the ability to accept instant school fee payment from parents and guardians through BSP Mobile Banking *131# or Wantok Wallet directly into their nominated BSP account.

Q What are the benefits of using this service?

- A**
- a. Ease of reconciliation – all payment reports are sent to the schools nominated email address for ease of reconciliation.
 - b. Safe and Secure – payment method limits the use and storage of cash.
 - c. Cheaper – the merchant does not pay any monthly service fee.
 - d. Quality customer experience – parents and students have a better registration experience when paying for fees.
 - e. Receipts are received by parents and students instantly as proof of payment.

Q How does a school/institution register for this service?

- A** Schools/institutions interested in registering for this service must first have a BSP Account, and an official email address, a mobile number is optional. The school will then have to;
- a. Complete and submit an application form at the nearest branch
 - b. This form is then processed by our officers.
 - c. Once successfully processed, the school is then registered and assigned a unique School Code within a day.
 - d. The School Code is passed the school to advertise to parents, guardians and students to reference when making school fee payments via BSP Mobile Banking *131#.

Q What is a School Code?

A This is a unique number allocated to each school/institute to allows parents and students to reference when making school fee payments via BSP Mobile Banking *131#.

Q Is this service applicable for all schools and institutions?

A Yes. All schools and institutions of different levels can apply for this service as long as they meet BSP's requirements.

Q How will the Schools confirm fee payments?

A A merchant report is generated daily and will be sent to the school's nominated email address. The report contains the student details and the amount paid. Optionally, the school's nominated mobile number can also be used to receive payment notification via SMS.

Q Can the information and data in the report be easily accessed for reconciliation?

A Yes, the report is published in a csv file format and can be easily accessed for reconciliation.

Q Are there any fees charged for this service to the school?

A There are no fees for the schools/institutes.

Q Who do I contact for support and assistance?

A Please contact BSP Customer Service Centre on the following contact numbers 320 1212 / 7030 1212 or email servicebsp@bsp.com.pg for your support and disputes.