

ONLINE BANKING

USER GUIDE (MAIN FUNCTIONS)

APRIL 2020

CALL CENTER

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1. NEW USER REGISTRATION

Customers who have not registered for mobile banking and requires registration for online banking can follow the below process.

Users can register themselves by login into <https://www.neosonline.ndbbank.com>

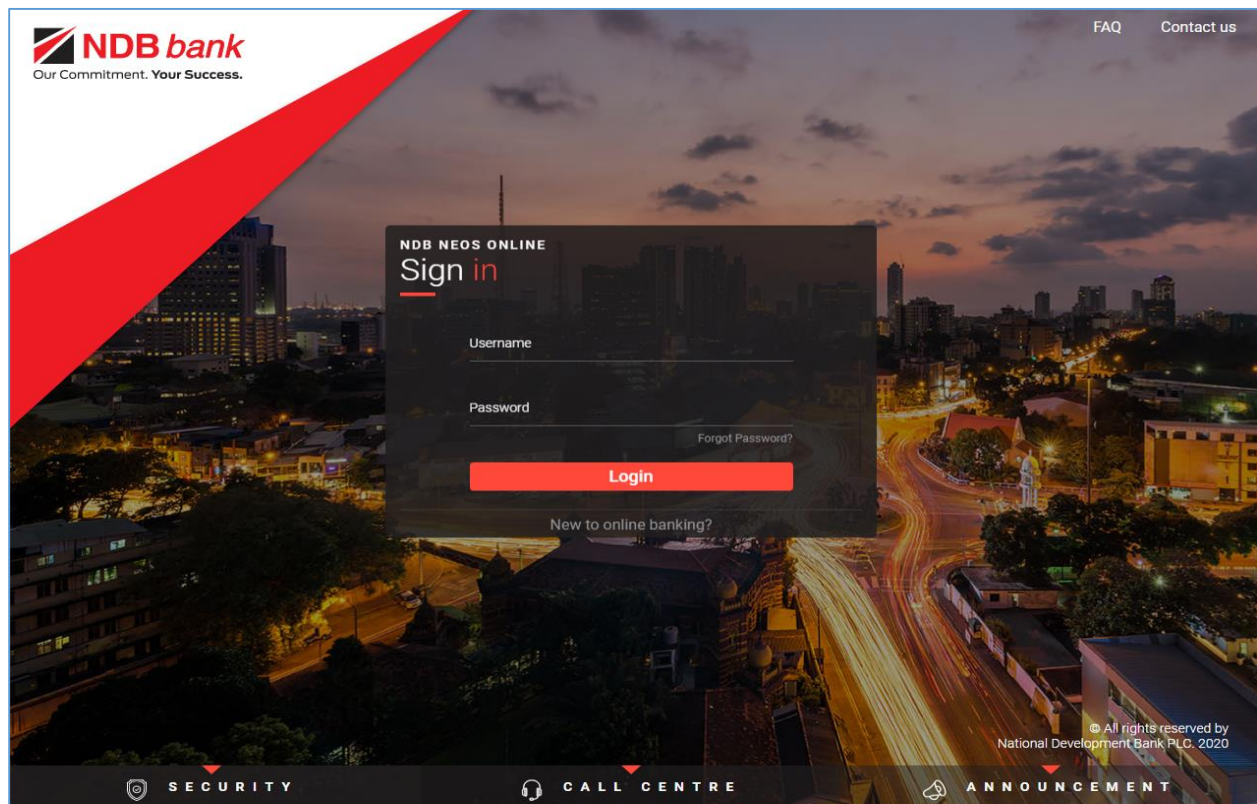


Figure 1 – Login Page

1. Click on “New to Online Banking”

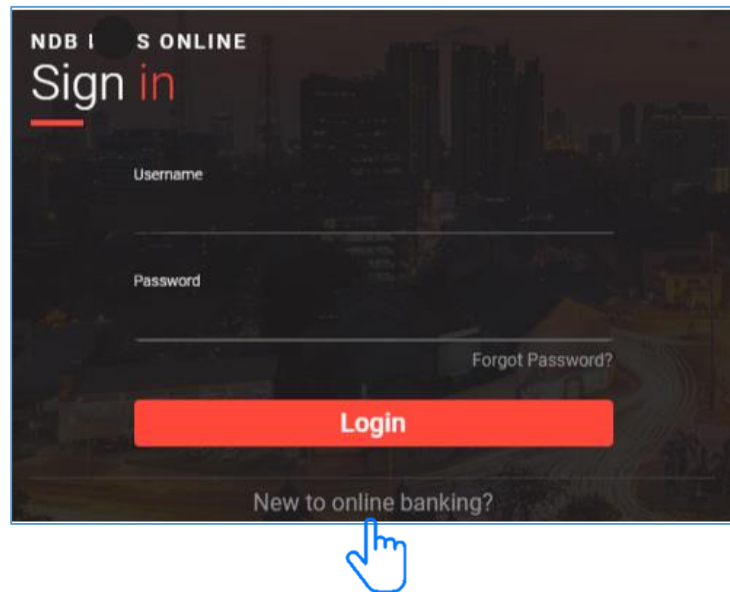


Figure 1.1 – New to Online Banking

2. Enter a “Nickname” and click “Save”

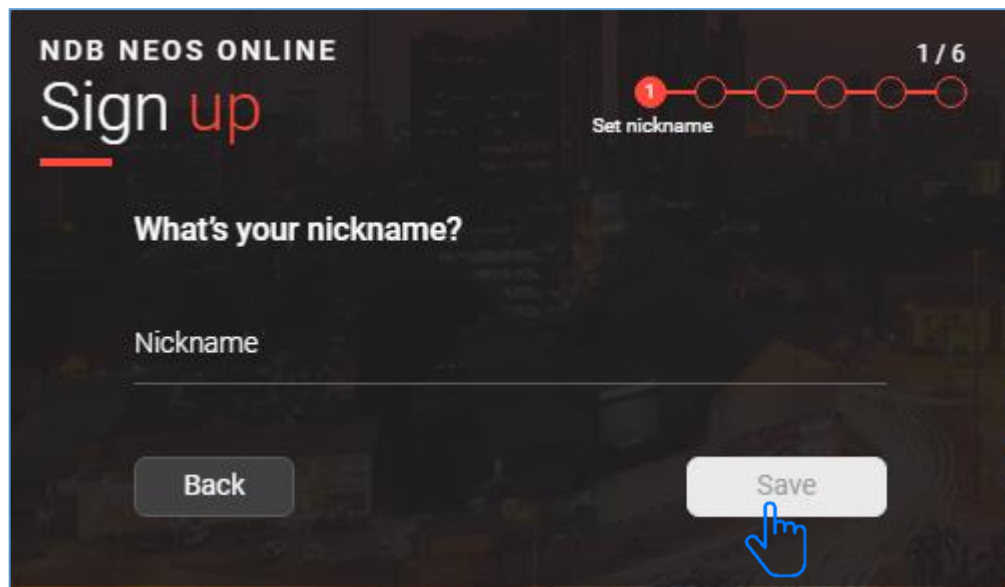


Figure 1.2 – Nickname

3. Select the signup option as “Account or Card”

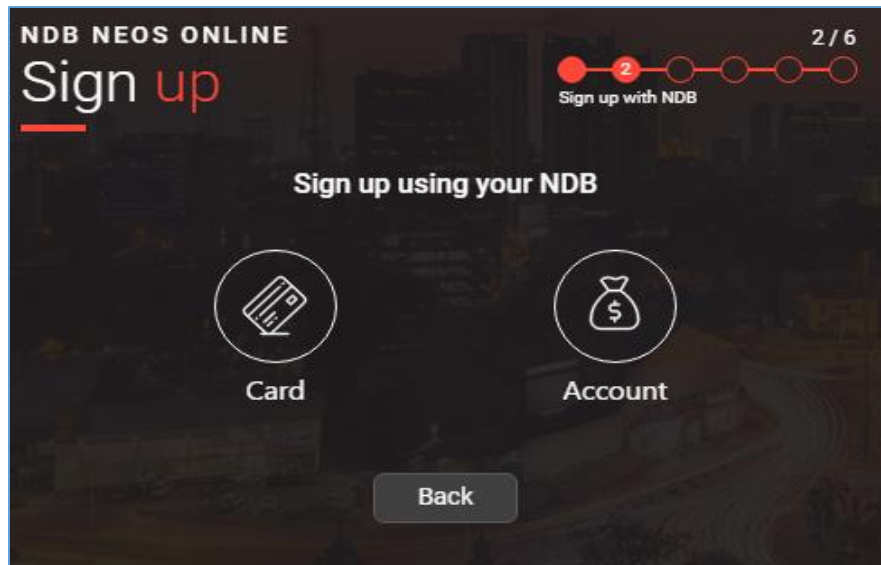


Figure 1.3 – Signup - Account

- 2.1. If “Card” option is selected following card details will have to be entered. Click “Submit” to be directed to OTP screen as shown in [Figure 1.4](#) below.

Note: “Reset” means clearing the entered data in the fields

The image shows the 'Card details' screen for NDB NEOS ONLINE. At the top left, it says 'NDB NEOS ONLINE' and 'Sign up'. At the top right, there is a progress indicator with five circles, the third of which is highlighted and labeled '3', with the text 'Card details' below it. The main heading is 'Enter your card details'. Below this, there are four input fields: 'Card Number', 'Card Expiry (MM/YY)' with a calendar icon, 'CVV Number' with a red question mark icon, and 'ATM PIN'. At the bottom, there are three buttons: 'Back', 'Reset', and 'Submit'. A blue hand icon is pointing at the 'Submit' button.

Figure 1.3.1. – Signup – Card Details

- 2.1. If “Account” option is selected following account details will have to be entered. Click “Next” to be directed to OTP screen as shown in [Figure 1.4](#) below.

Note: “Reset” means clearing the entered data in the fields

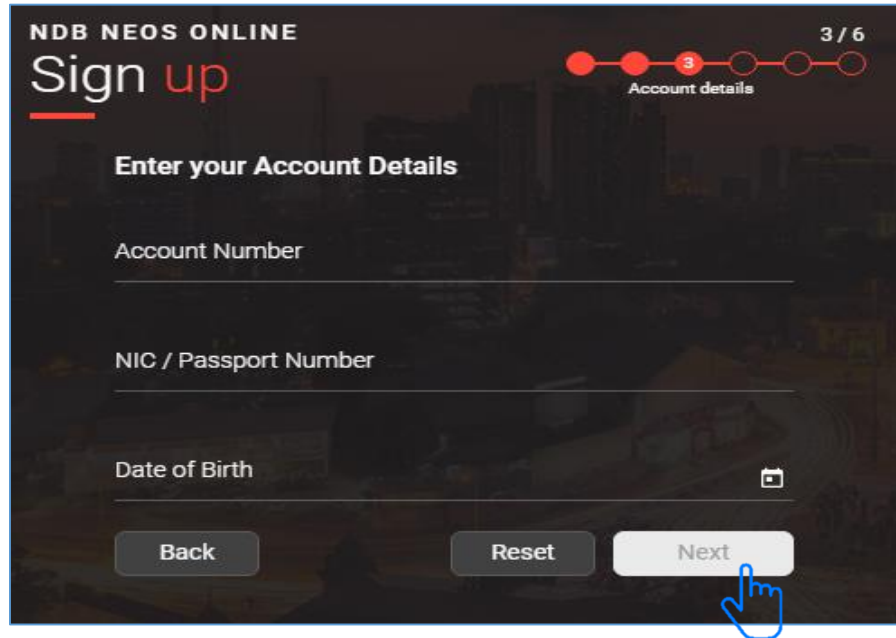
The screenshot shows the 'Sign up' process for NDB NEOS ONLINE. It is the third step of a six-step process, indicated by a progress bar at the top right with the number '3 / 6' and the label 'Account details'. The main heading is 'Enter your Account Details'. There are three input fields: 'Account Number', 'NIC / Passport Number', and 'Date of Birth' (which includes a calendar icon). At the bottom, there are three buttons: 'Back', 'Reset', and 'Next'. A blue hand icon is pointing at the 'Next' button.

Figure 1.3.2. – Signup – Account Details

4. Enter the OTP sent to the T24 registered mobile number and email address and click “Next”

Note: The OTP must be entered within a minute, if the time is exceeded the customer can prompt to resend another OTP. In the event the customer complains that no OTP was received, the agent must cross check if the details are correct in T24. If the details are incorrect the agent must update the details in T24 first and update the same in Online Banking admin module as instructed.

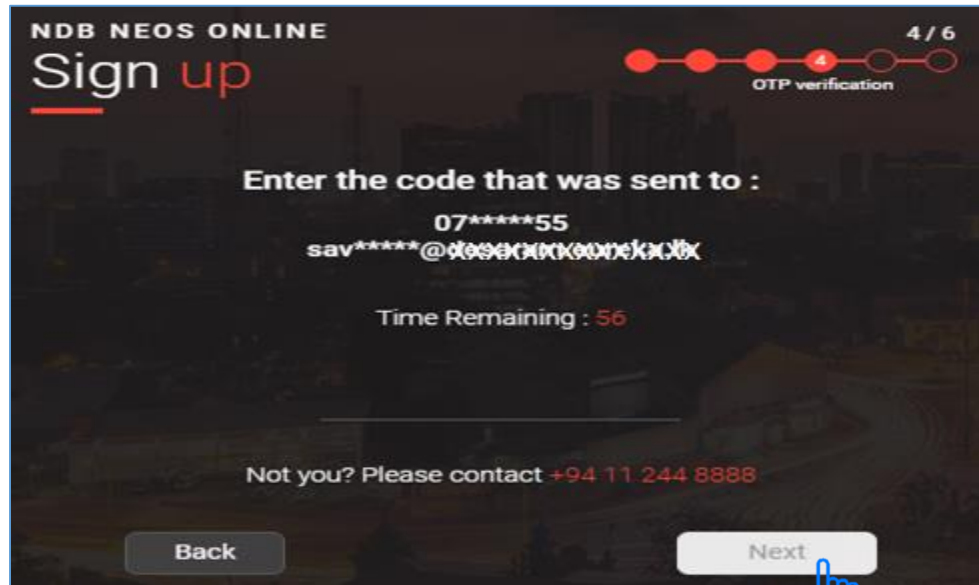


Figure 1.4 – Signup - OTP

5. The customer must agree/ decline the terms and conditions in order to successfully register for online banking. To enable the tick box, the customer must scroll down the T&C screen.
- 5.1. If the customer agrees - Tick the box and click “Agree” to be directed to sign up screen as shown in [Figure 1.6](#) below.

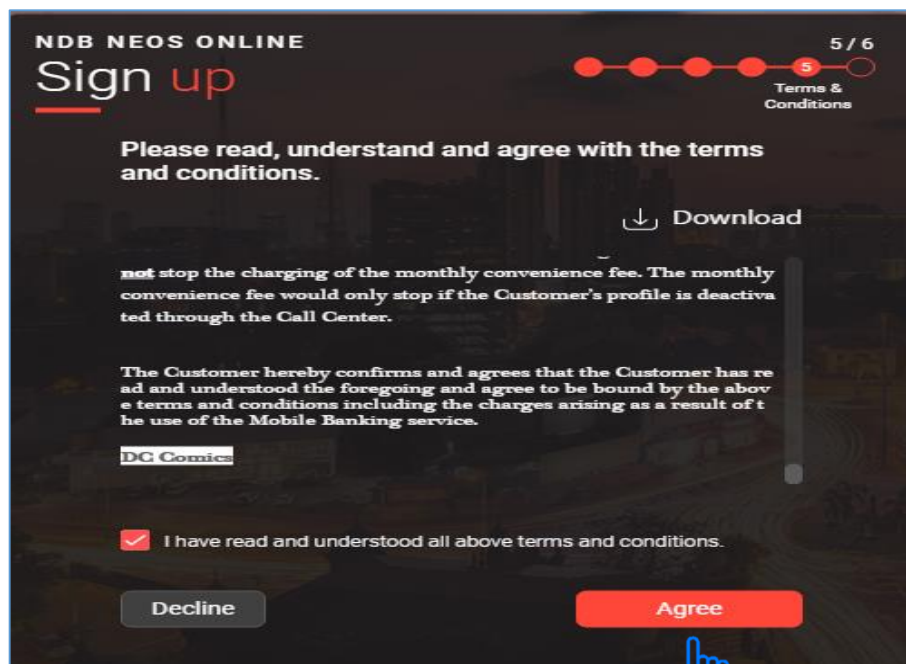


Figure 1.5 – Signup – Terms & Conditions

- 5.2. If the customer disagrees, click on “Decline” and the screen will be redirected to main login page as shown in [Figure 1.1.](#) above.
6. Enter the details and click “Submit” and the customer will be redirected to main login screen.

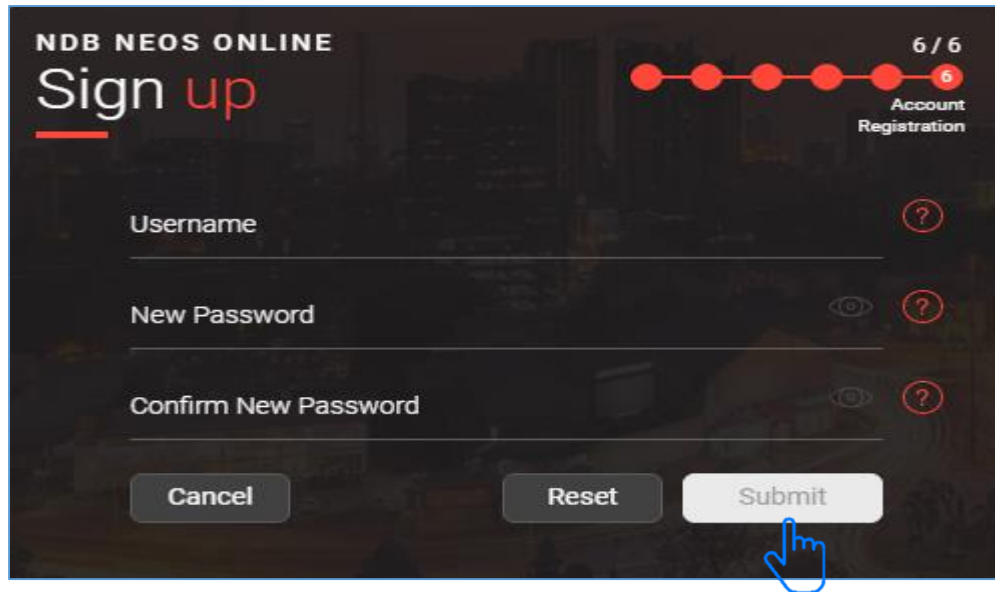
The image shows the 'Sign up' screen for NDB NEOS ONLINE. At the top left, it says 'NDB NEOS ONLINE' and 'Sign up' with 'up' in red. At the top right, there is a progress indicator with six red circles, the last one being filled, with the text '6 / 6' and 'Account Registration' below it. The form has three input fields: 'Username', 'New Password', and 'Confirm New Password'. Each field has a red question mark icon to its right. Below the fields are three buttons: 'Cancel', 'Reset', and 'Submit'. A blue hand icon is pointing at the 'Submit' button.

Figure 1.6 – Signup - Username

7. Enter the Username & Password been set and click “Login”

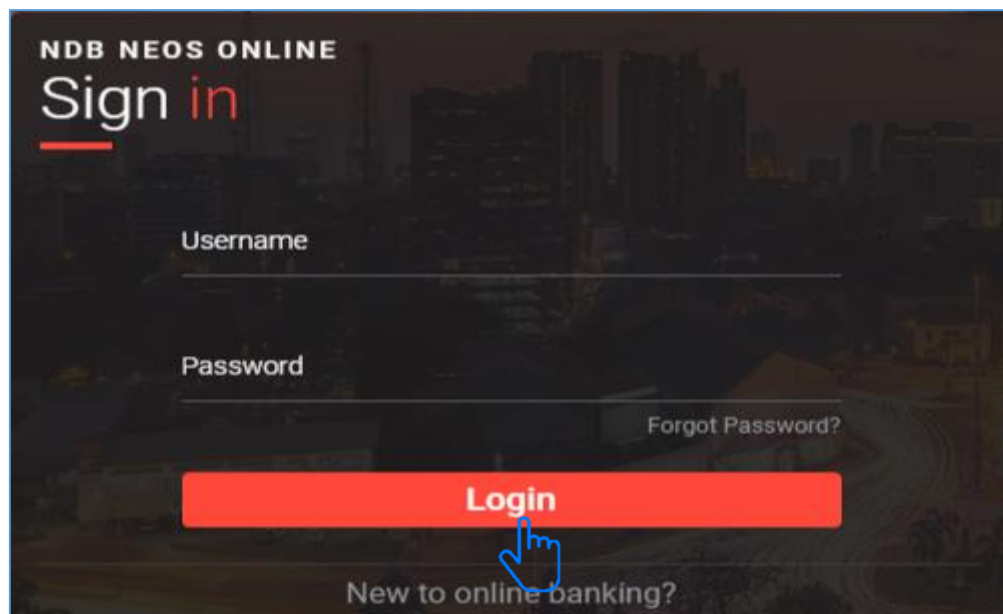
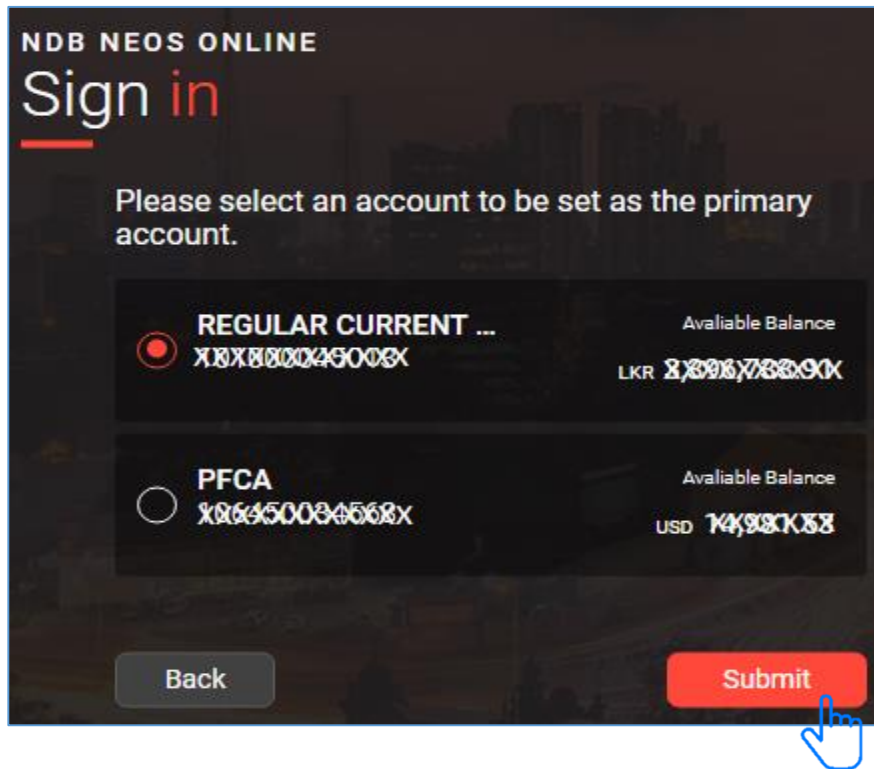
The image shows the 'Sign in' screen for NDB NEOS ONLINE. At the top left, it says 'NDB NEOS ONLINE' and 'Sign in' with 'in' in red. The form has two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password?'. Below the fields is a large red button with the text 'Login'. A blue hand icon is pointing at the 'Login' button. At the bottom of the screen, it says 'New to online banking?'.

Figure 1.7 – Login

8. All CASA accounts of the customer will be displayed, the customer will have to select a primary account from the list and click “Submit”



The image shows a digital interface for NDB NEOS ONLINE. At the top, it says "NDB NEOS ONLINE" in white, followed by "Sign in" in a large, stylized font. Below this, a message reads: "Please select an account to be set as the primary account." There are two account options listed, each with a radio button. The first option is "REGULAR CURRENT ..." with a red radio button selected. To its right, the available balance is shown as "LKR 1,896,788.91". The second option is "PFCA" with an unselected radio button. To its right, the available balance is shown as "USD 14,987.38". At the bottom, there are two buttons: a grey "Back" button and a red "Submit" button. A blue hand icon is pointing at the "Submit" button.

Account Type	Account Number	Available Balance
REGULAR CURRENT ...	XXXXXXXXXXXX9003	LKR 1,896,788.91
PFCA	XXXXXXXXXXXX568X	USD 14,987.38

Figure 1.8 – Login - Primary Account

9. The customer will be successfully logged in and the dashboard will be displayed with the customer’s account/ cards/ loans etc details.

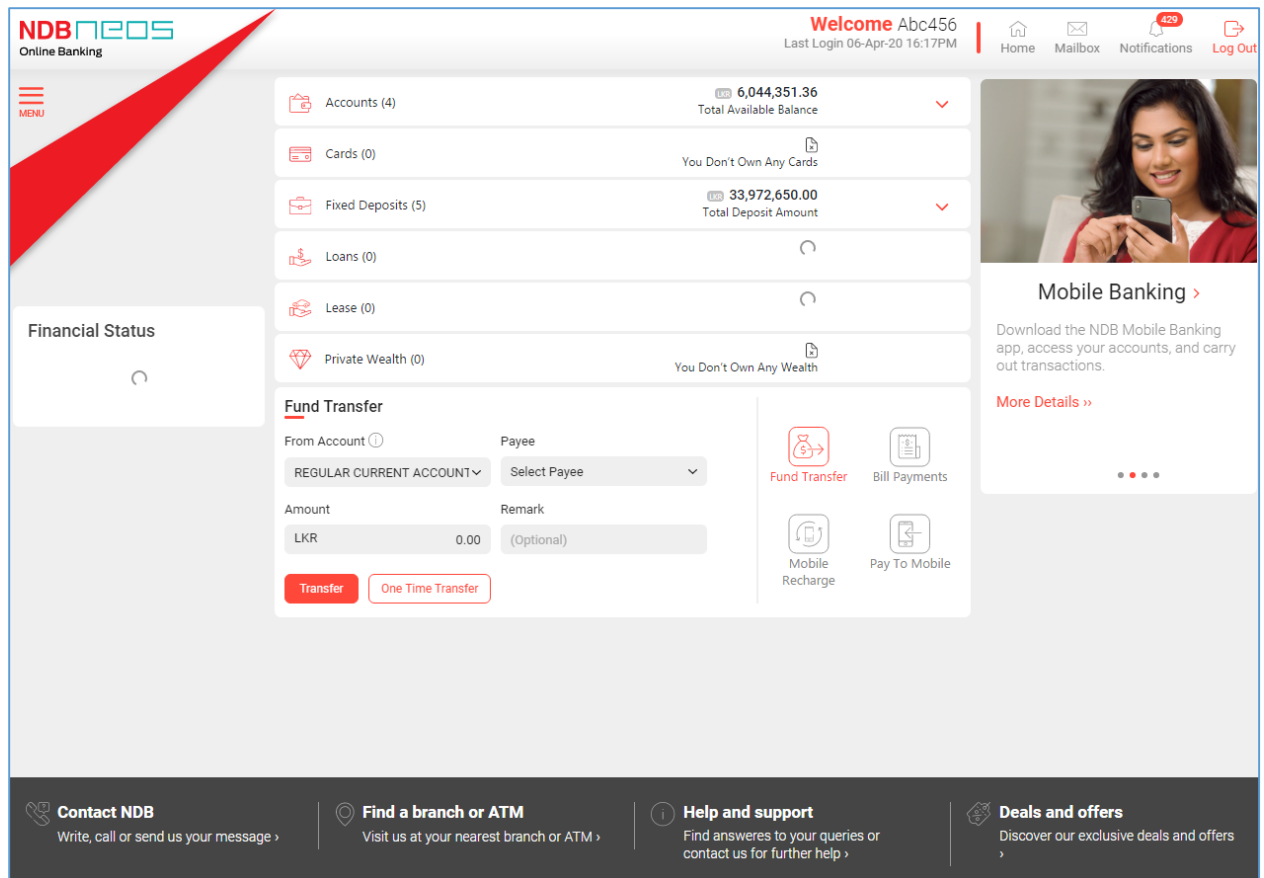


Figure 1.9 – Dashboard

2. EXISTING NEOS MOBILE APP USER LOGIN

Customers who are already registered for Neos Mobile App can simply open the Neos Online banking webpage and enter the credentials used for Neos Mobile App login.

1. Open the Neos Online banking webpage

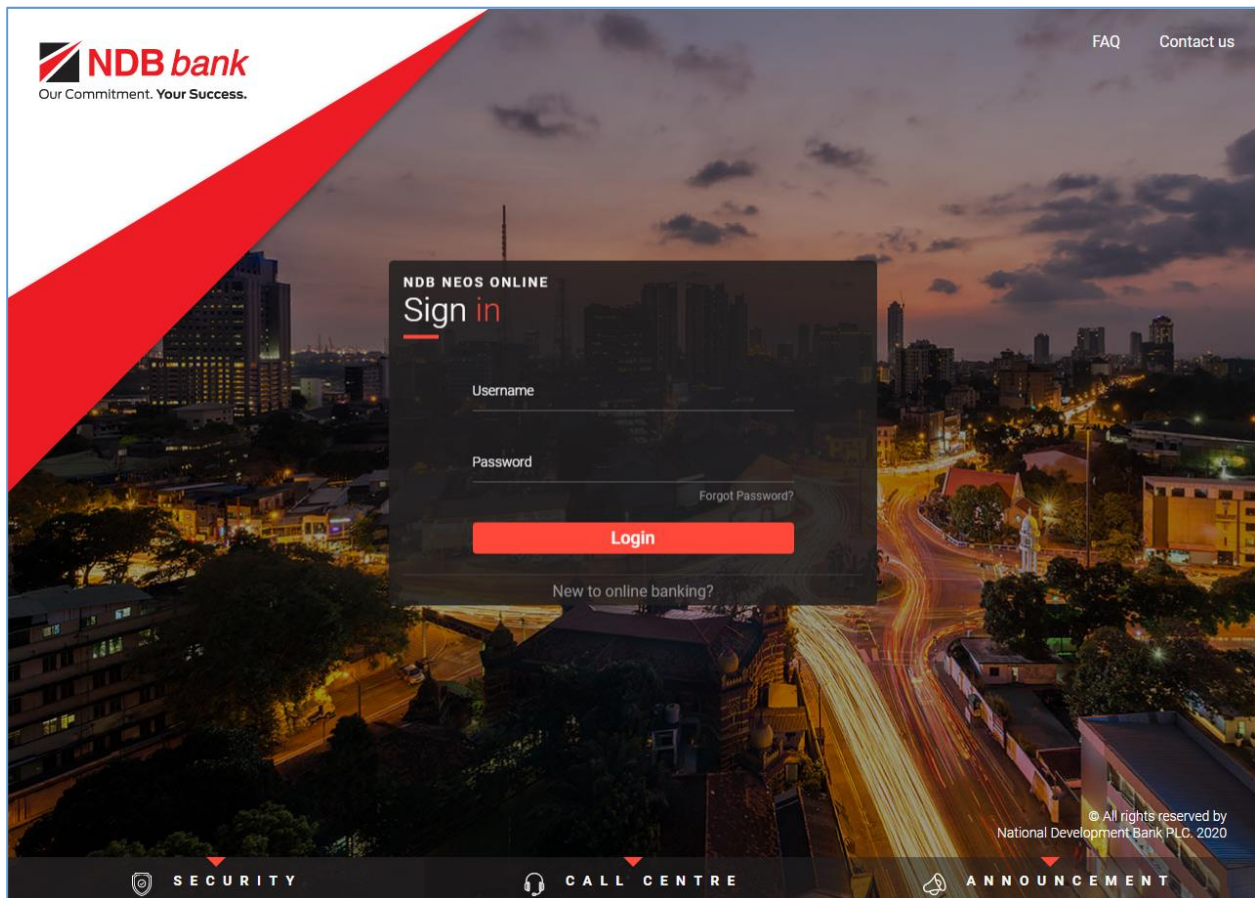


Figure 2.1 – Login

2. Enter the same username and password used for Neos Mobile Banking app and click 'Login'

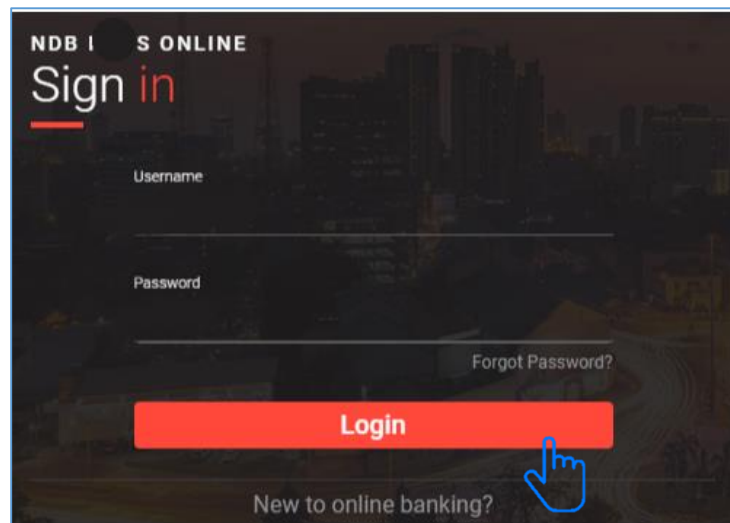


Figure 2.2 – Login

3. Enter the OTP sent to the T24 registered mobile number and email address and click "Next"

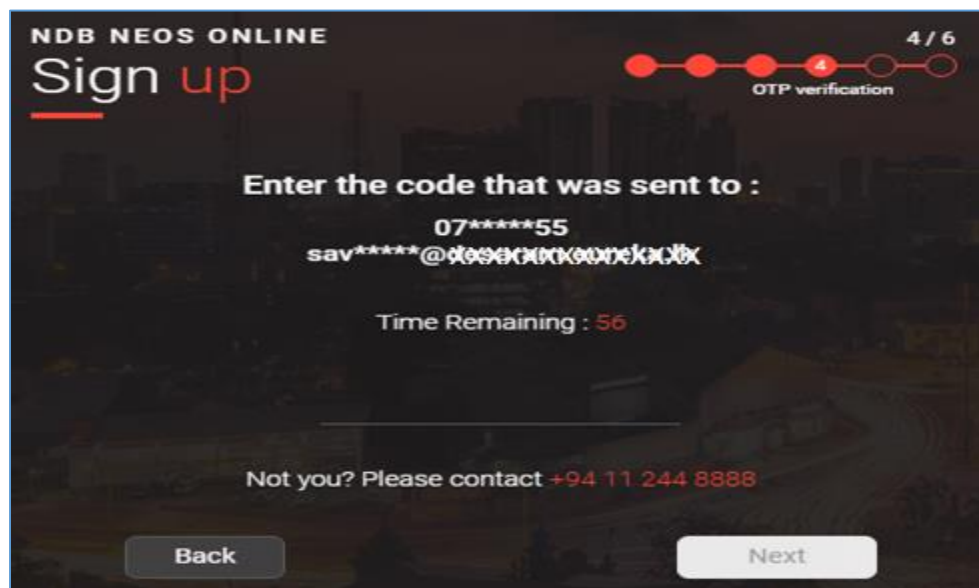


Figure 2.3 – OTP

4. The customer will be successfully logged in and the dashboard will be displayed with the customer's account/ cards/ loans etc details as shown in [Figure 1.9](#) above.

3. LOGIN VIA DIFFERENT BROWSER OR DEVICE

When the customer tries to log into online banking account via another browser or another device, the system captures the difference and hence generates a new OTP. The OTP is sent to the customer's T24 registered mobile number and email address.

1. Open the NDB Neos online banking page on a different browser or device

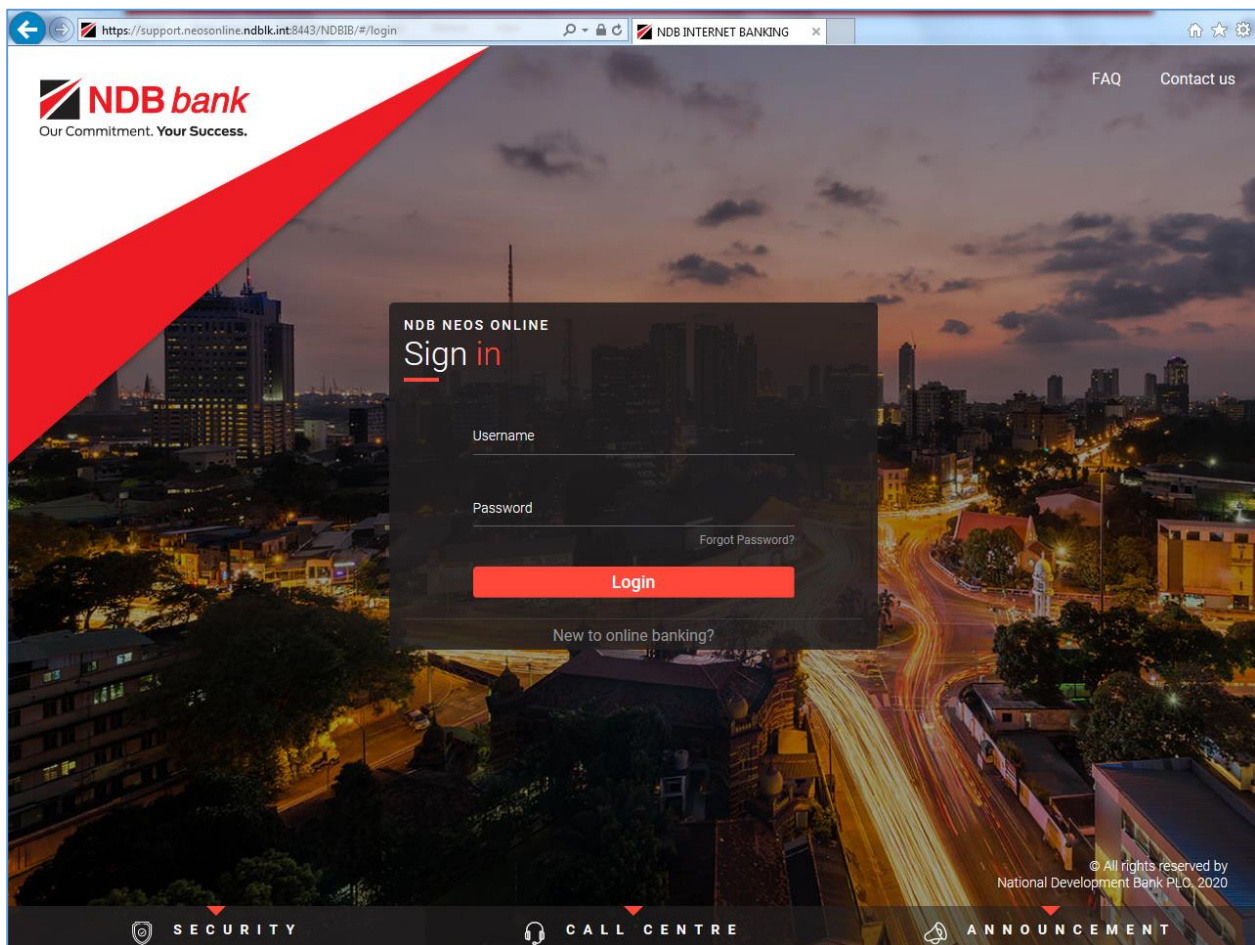


Figure 3.1– Dashboard

2. Enter the OTP sent to the T24 registered mobile number and email address and click "Next"

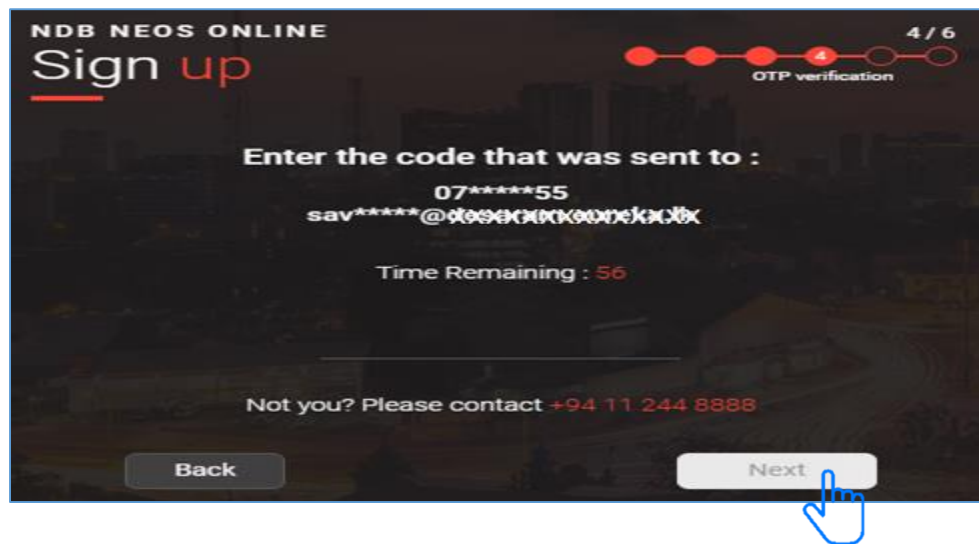


Figure 3.2 – OTP

3. The customer will be successfully logged in and the dashboard will be displayed with the customer's account/ cards/ loans etc details.

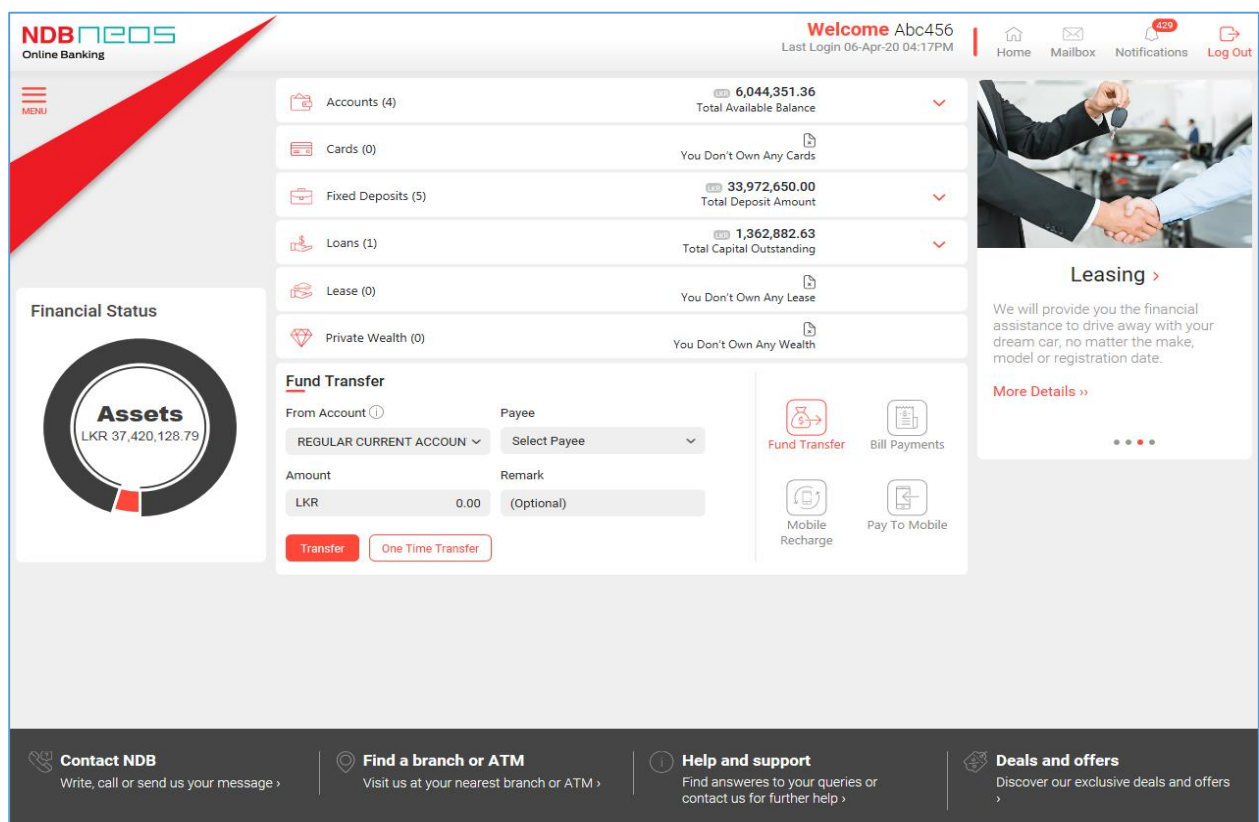
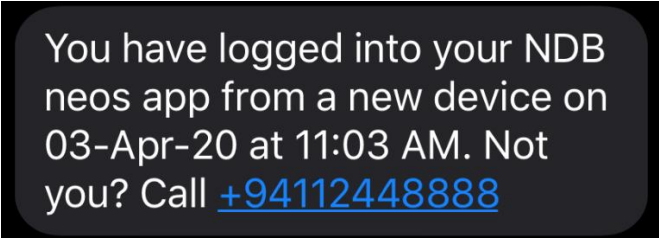


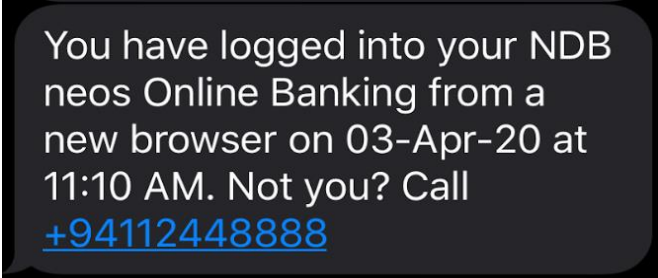
Figure 3.3 – Dashboard

4. Upon successful login, the customer is notified via a SMS stating that the customer has successfully logged in via a different browser/ channel or device. Below are the scenarios and samples of SMSs that are being sent.

- When customer logs in via a different channel (online or mobile)
- When customer logs into online banking via a different browser
- When customer logs in via a different device

A dark grey rounded rectangular box containing white text. The text reads: "You have logged into your NDB neos app from a new device on 03-Apr-20 at 11:03 AM. Not you? Call [+94112448888](tel:+94112448888)".

You have logged into your NDB
neos app from a new device on
03-Apr-20 at 11:03 AM. Not
you? Call [+94112448888](tel:+94112448888)

A dark grey rounded rectangular box containing white text. The text reads: "You have logged into your NDB neos Online Banking from a new browser on 03-Apr-20 at 11:10 AM. Not you? Call [+94112448888](tel:+94112448888)".

You have logged into your NDB
neos Online Banking from a
new browser on 03-Apr-20 at
11:10 AM. Not you? Call
[+94112448888](tel:+94112448888)

4. PASSWORD EXPIRY

Customers will be notified about password expiry 10 days prior to expiration. Following shows the process of resetting a new password.

1. Once the customer enters the existing username and password in the login screen as shown in [Figure 2.2.](#) above. The password expiry notification will be prompted.

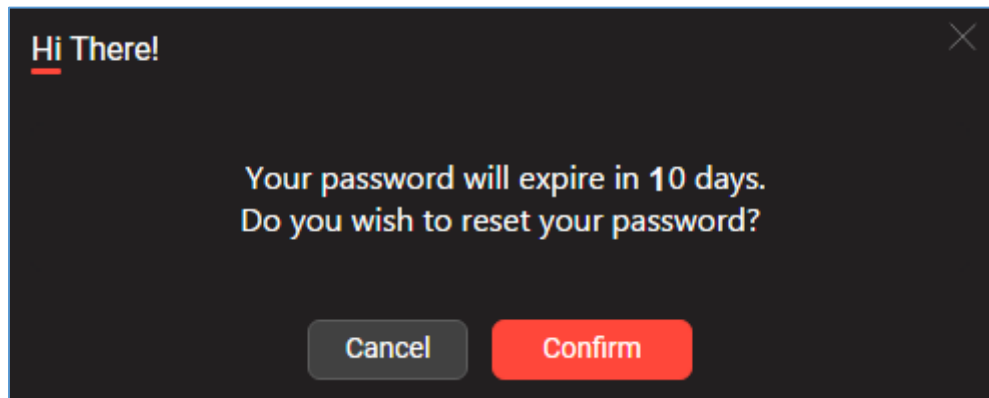


Figure 4.1 – Dashboard

2. Click "Confirm"

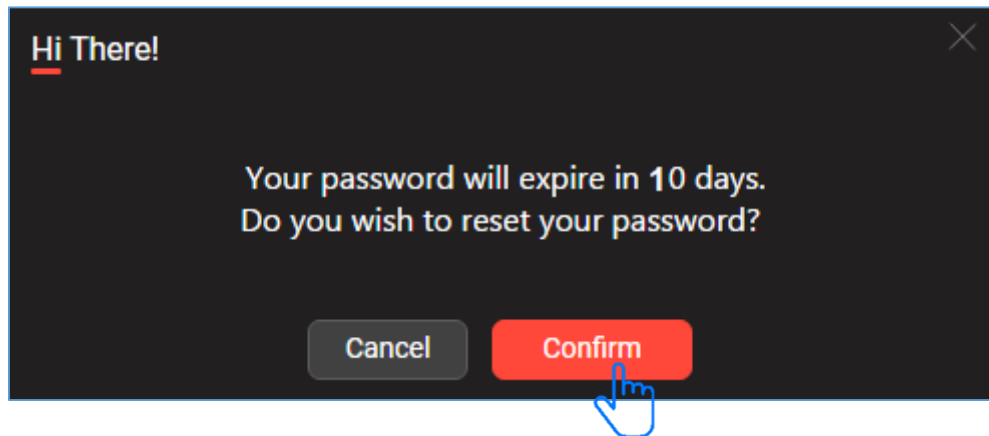


Figure 4.2 – Confirm

Note: If "Cancel" is selected then the customer will be redirected to the login screen and will be allowed to continue with the existing user credentials. In the event the expiration date has been passed then the customer will not be allowed to proceed with the existing user credentials unless a new password has being set.

3. Input and reconfirm the new password and click “Submit”

Note: “Reset” means clearing the entered data in the fields

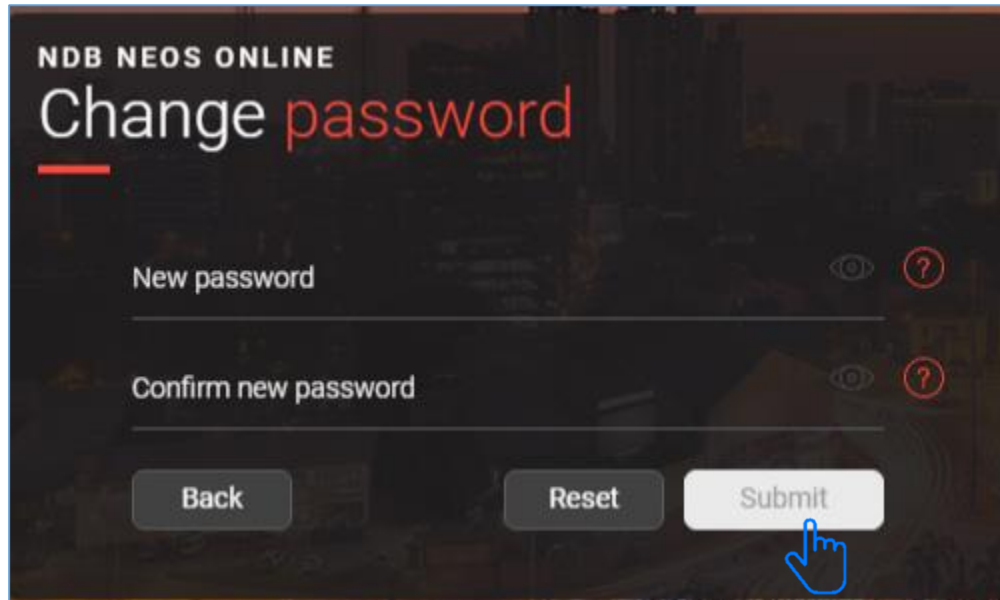
The screenshot shows a dark-themed web interface for 'NDB NEOS ONLINE'. The title 'Change password' is prominently displayed, with 'password' in red. Below the title are two input fields: 'New password' and 'Confirm new password'. Each field has a toggle icon (an eye) and a red question mark icon to its right. At the bottom of the form are three buttons: 'Back', 'Reset', and 'Submit'. A blue hand cursor is pointing at the 'Submit' button.

Figure 4.3 – Change Password

4. The customer will be successfully logged in and the dashboard will be displayed with the customer’s account/ cards/ loans etc details as shown in [Figure 3.3](#). Simultaneously a SMS will be generated and sent to the customer notifying that the password has been successfully changed.

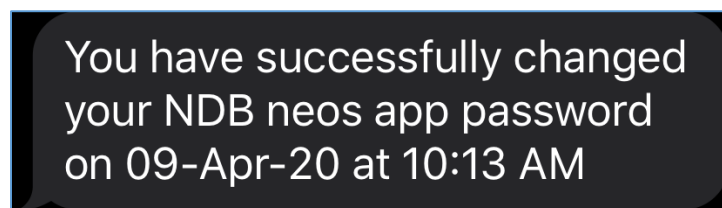
A dark grey speech bubble containing white text that reads: 'You have successfully changed your NDB neos app password on 09-Apr-20 at 10:13 AM'.

Figure 4.4 – Change Password SMS Confirmation

5. MAILBOX

Customers can send and receive messages via Neos Online Banking

1. Login to the dashboard by entering the username and password

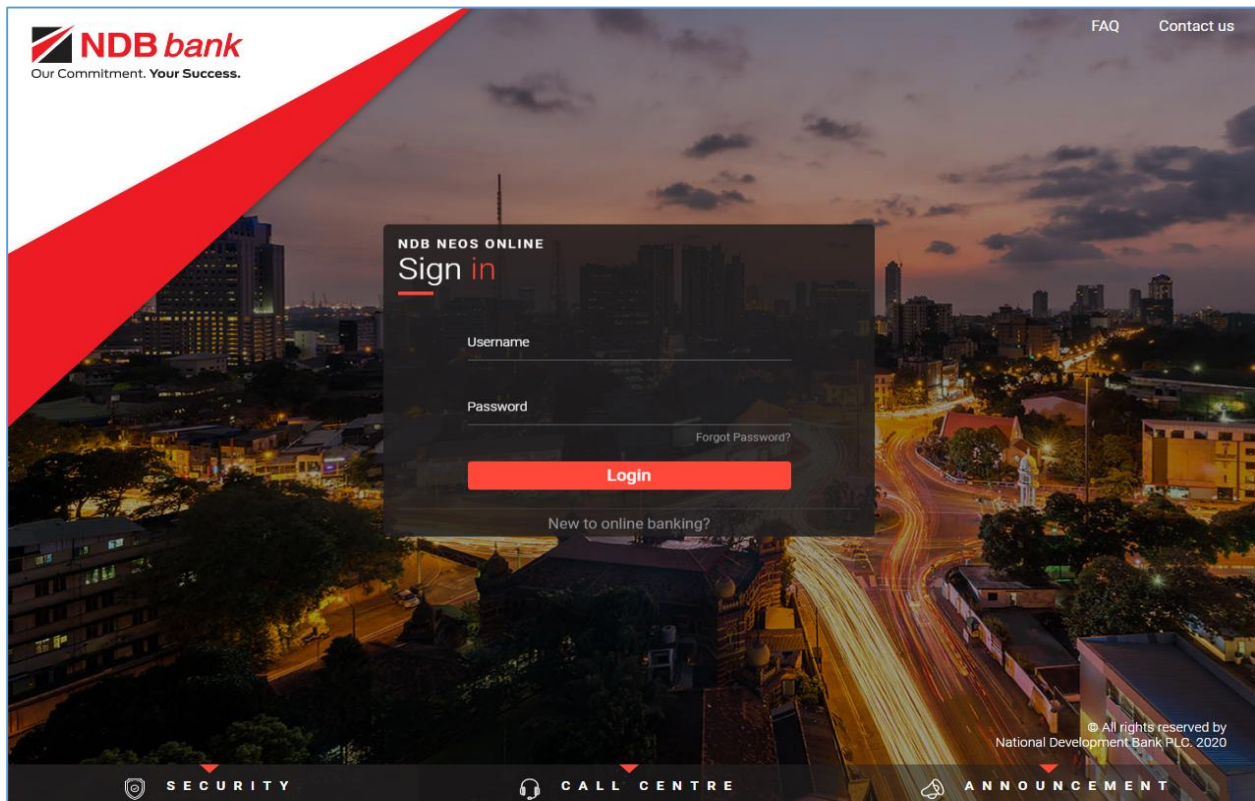


Figure 5.1 – Login Page

- The customer will be successfully logged in and the dashboard will be displayed with the customer's account/ cards/ loans etc details

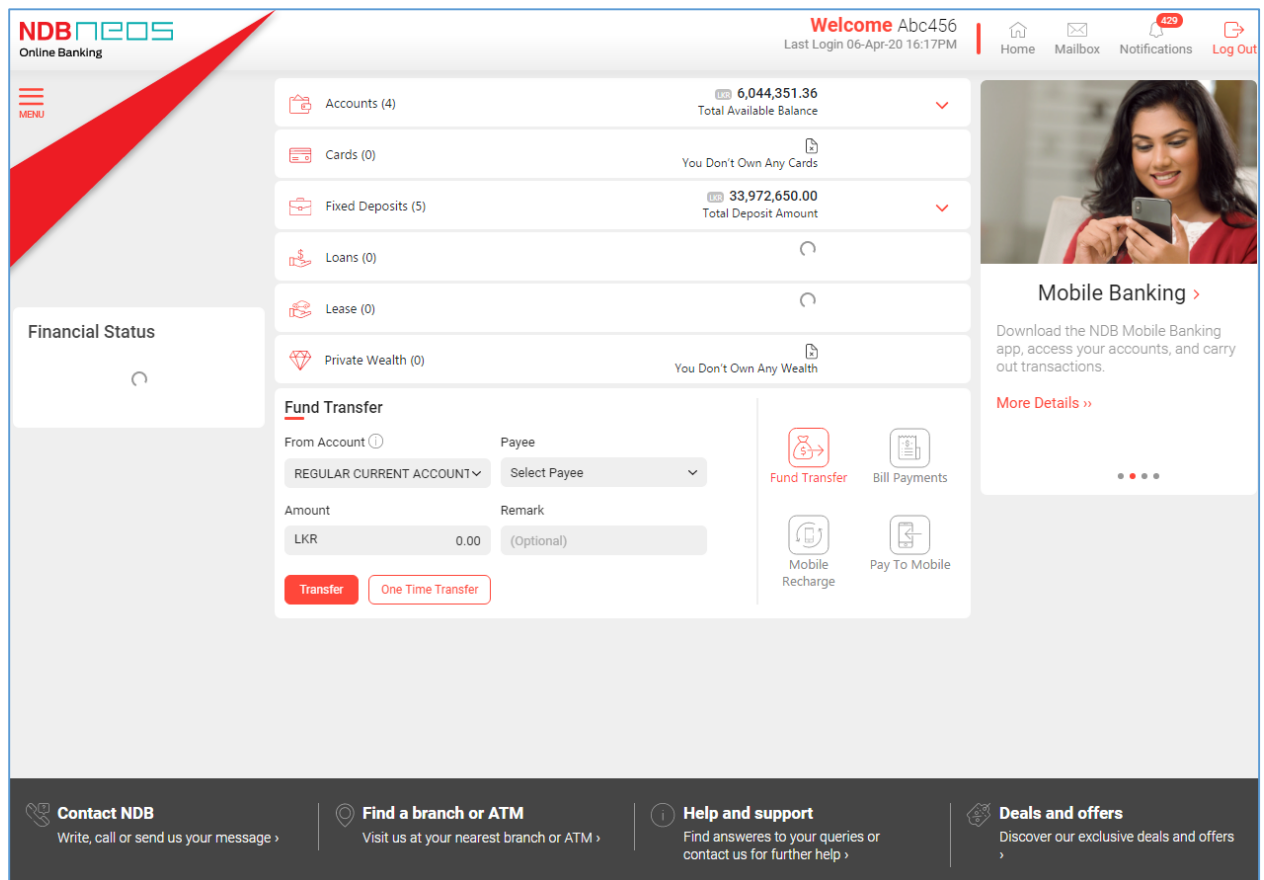


Figure 5.2 – Dashboard

- Click on "Mailbox" option on the right hand upper corner of the screen

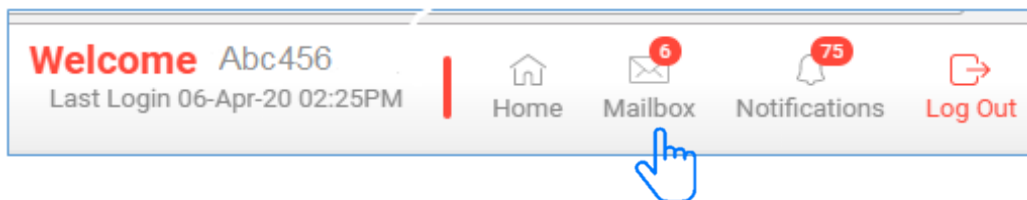


Figure 5.3 – Mailbox

5.1. Inbox

1. All inbox messages will be displayed

Note: Messages that are not been read will be highlighted in a darker shade for easy identification as shown within a green box.

The screenshot displays a web-based mailbox interface. At the top, there's a 'Mailbox' header with a red '+' icon. Below it, 'Received Mails' is selected, and 'Sent Mails' is also visible. A 'Select All' checkbox is present. A 'Show 10 entries' dropdown is set to 10. The email list contains 9 entries. The email with subject 'Account maintenance' from 'NDB 1' (Status: No Reply) on '18 Feb 2020' at '11:19 AM' is highlighted with a green border. Other emails include 'default', 'Account maintenance', 'Travel Plan Update', and 'Credit card inquiry'. At the bottom, pagination shows 'Showing 1 to 9 of 9 entries' and navigation links: 'First', 'Previous', '1' (active), 'Next', and 'Last'.

	From	Subject	Date	Time
☐	NDB 1	default	3 Apr 2020	06:18 PM
☐	NDB 1	Account maintenance	27 Mar 2020	04:53 PM
☐	NDB 1	Travel Plan Update	27 Mar 2020	04:42 PM
☐	NDB 1	Account maintenance	24 Feb 2020	05:58 PM
☐	NDB 1	Account maintenance	18 Feb 2020	11:19 AM
☐	NDB 1	Account maintenance	18 Feb 2020	11:16 AM
☐	NDB 1	Credit card inquiry	18 Feb 2020	10:37 AM
☐	NDB 1	Account maintenance	17 Feb 2020	11:44 AM
☐	NDB 1	Other	17 Feb 2020	01:18 PM

Figure 5.4 – Inbox

2. Click on a particular message to view the details

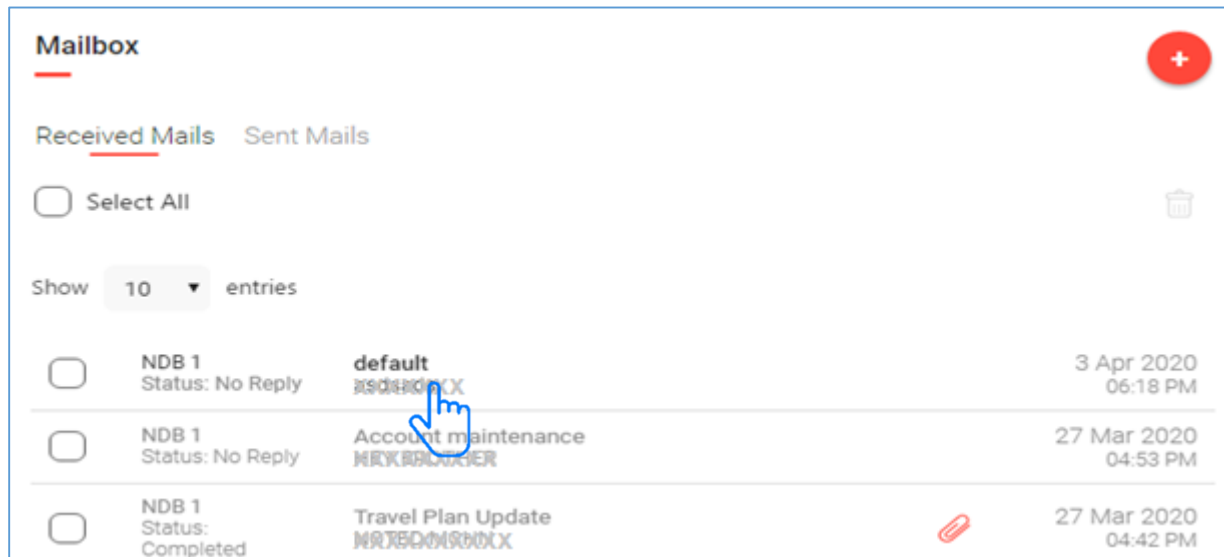


Figure 5.5 – Open a message

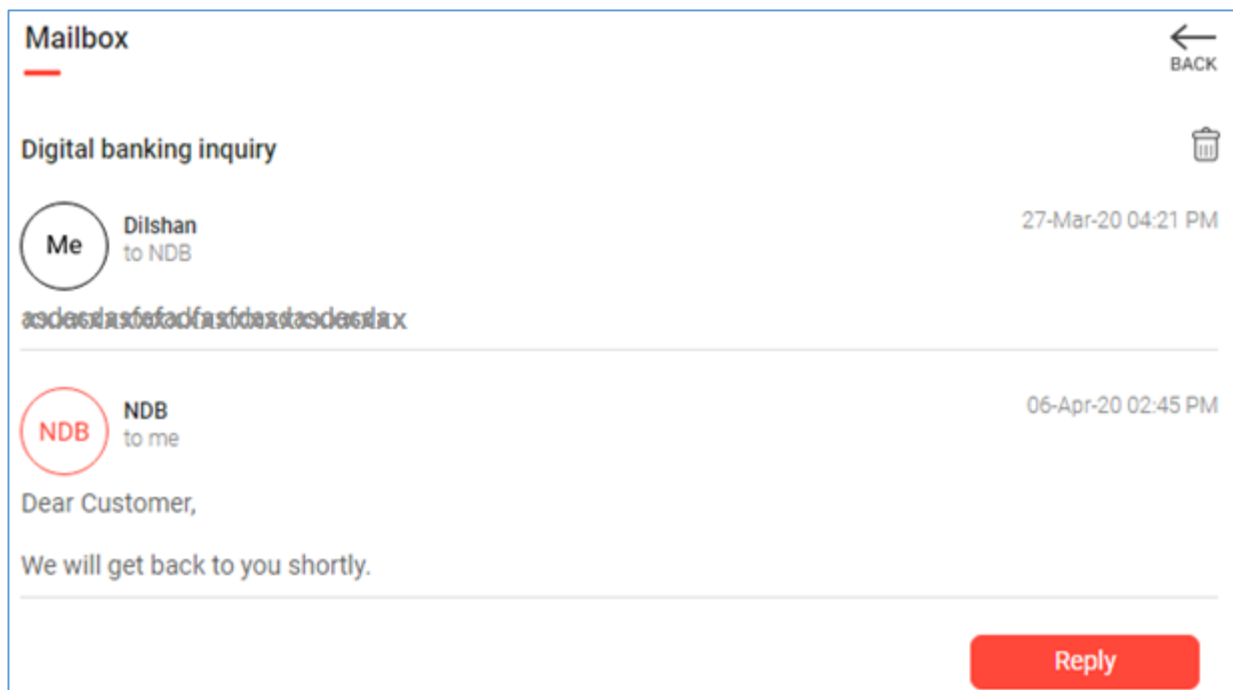


Figure 5.5.1 – Message

3. To reply to a message, click on “Reply”

Note: The reply button will only be shown in the event a message is still in “Unread/ In-progress” status in the Mobile/ Online banking admin module.

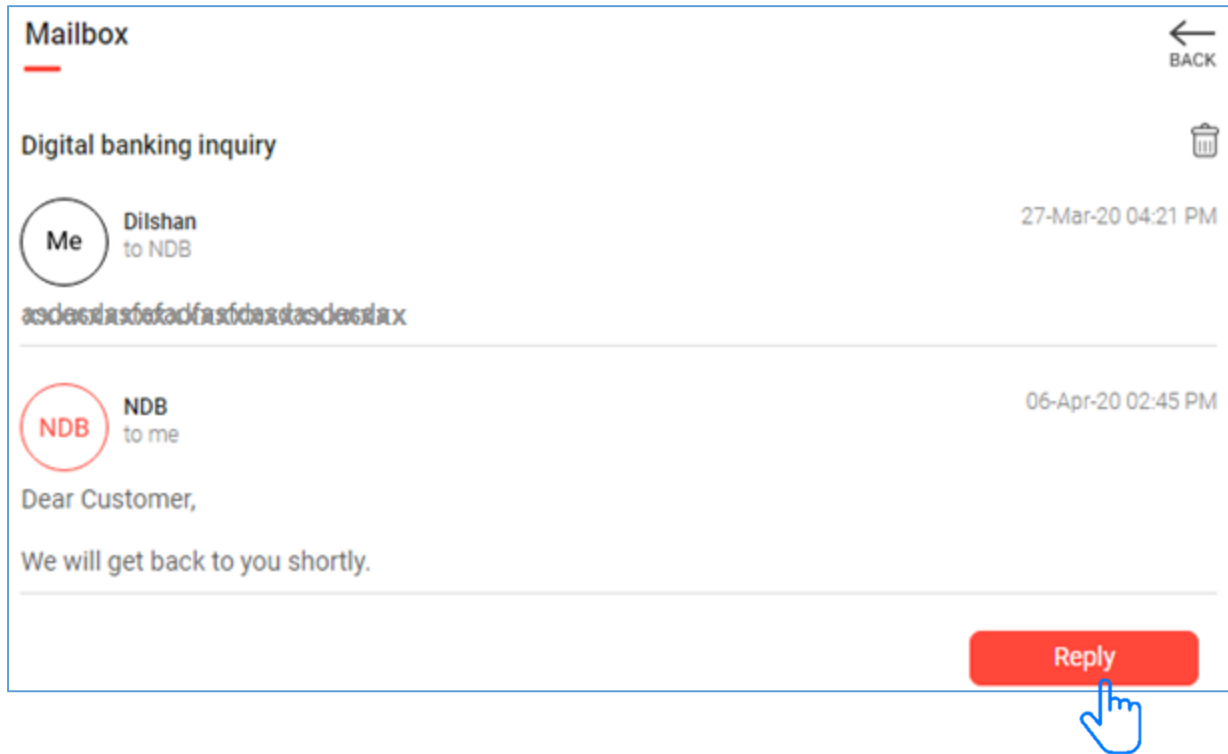


Figure 5.6 – Reply

- Mailbox

←
BACK

Digital banking inquiry

🗑️

Me

Diishan
to NDB

27-Mar-20 04:21 PM

xxxxxxxxxxxxxxasfdaafdasdfdsadfasd

NDB

NDB
to me

06-Apr-20 02:45 PM

Dear Customer,

We will get back to you shortly.

Reply

Reply

✕

Message :

📎+

Add attachment
(Max File Size : 2MB)

Send

DIGITAL FINANCIAL SERVICES

- Once the message is sent a pop up will be displayed on the right hand upper corner to notify the customer that the message has been sent successfully.

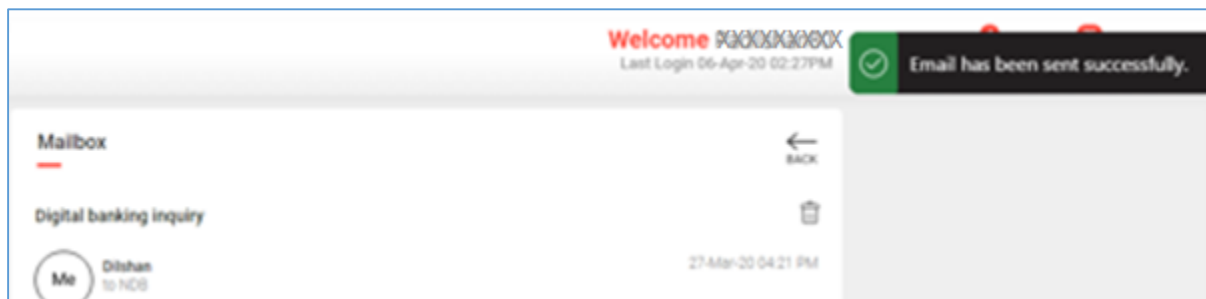


Figure 5.8 – Pop Up

5.2. Outbox

- Click on “Sent Mails”

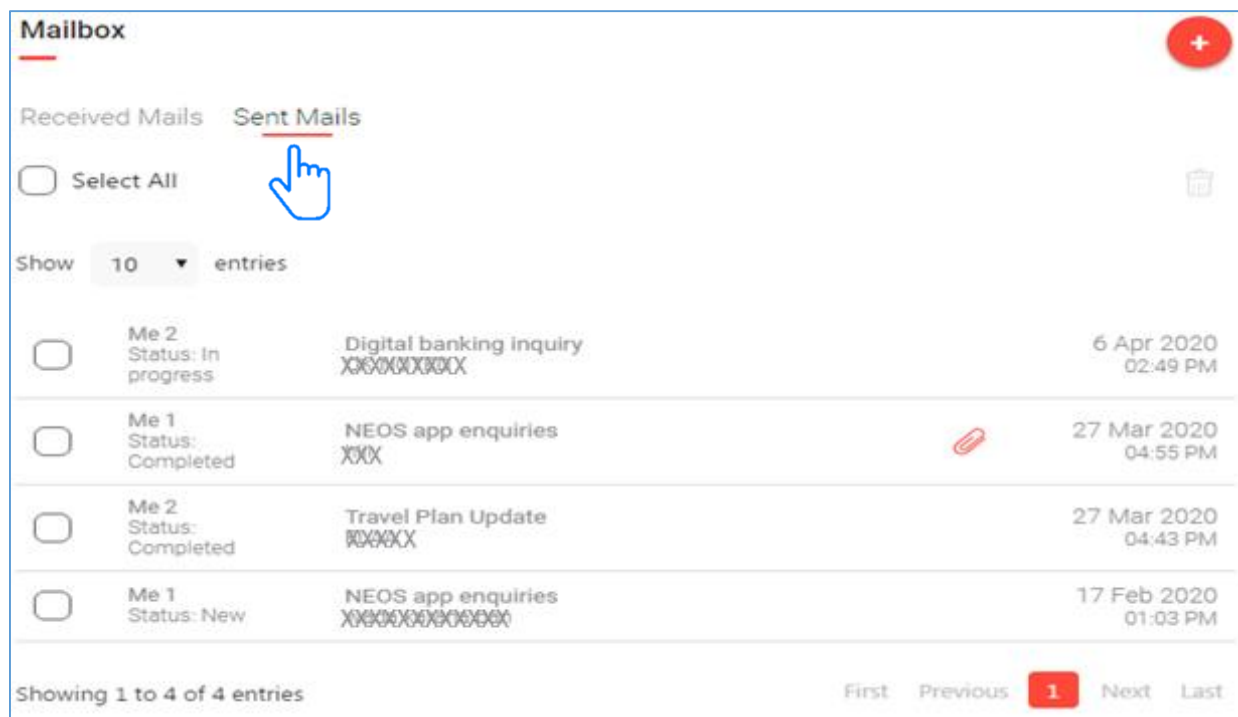


Figure 5.9 – Sent Mails

2. Click on a particular message to view the details

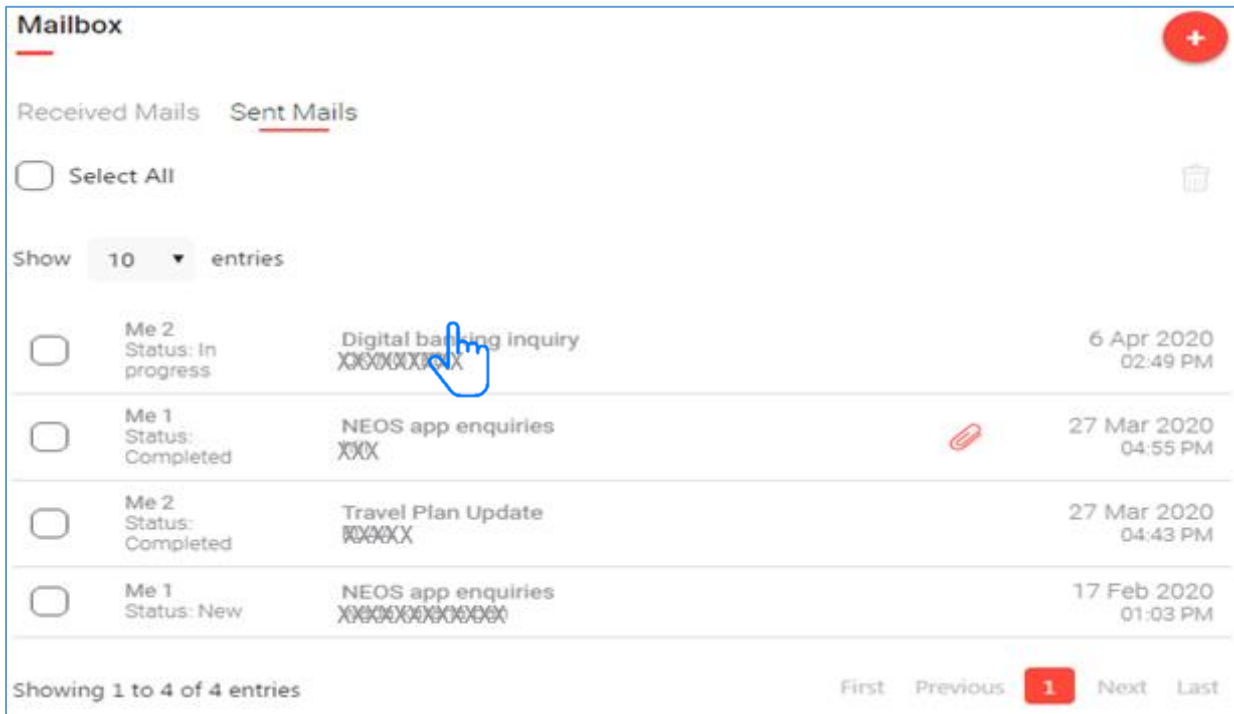


Figure 5.10 – Open a message

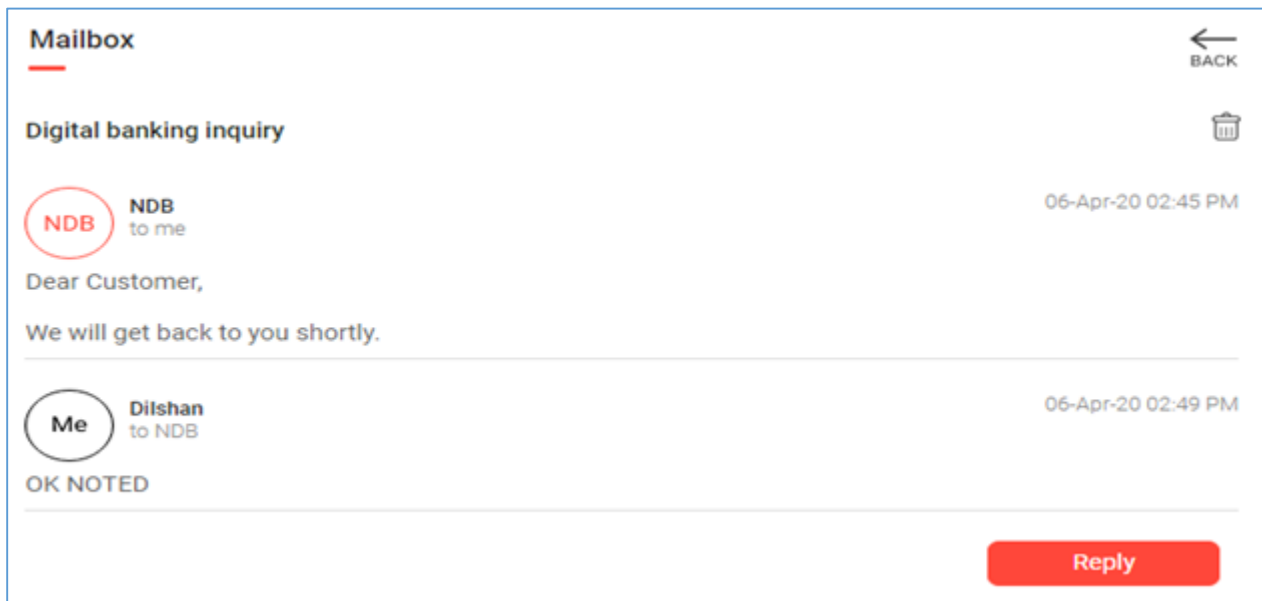


Figure 5.10.1 – Message

5.3. Compose

1. To compose a new message to the bank, the customer must click on the “+” icon

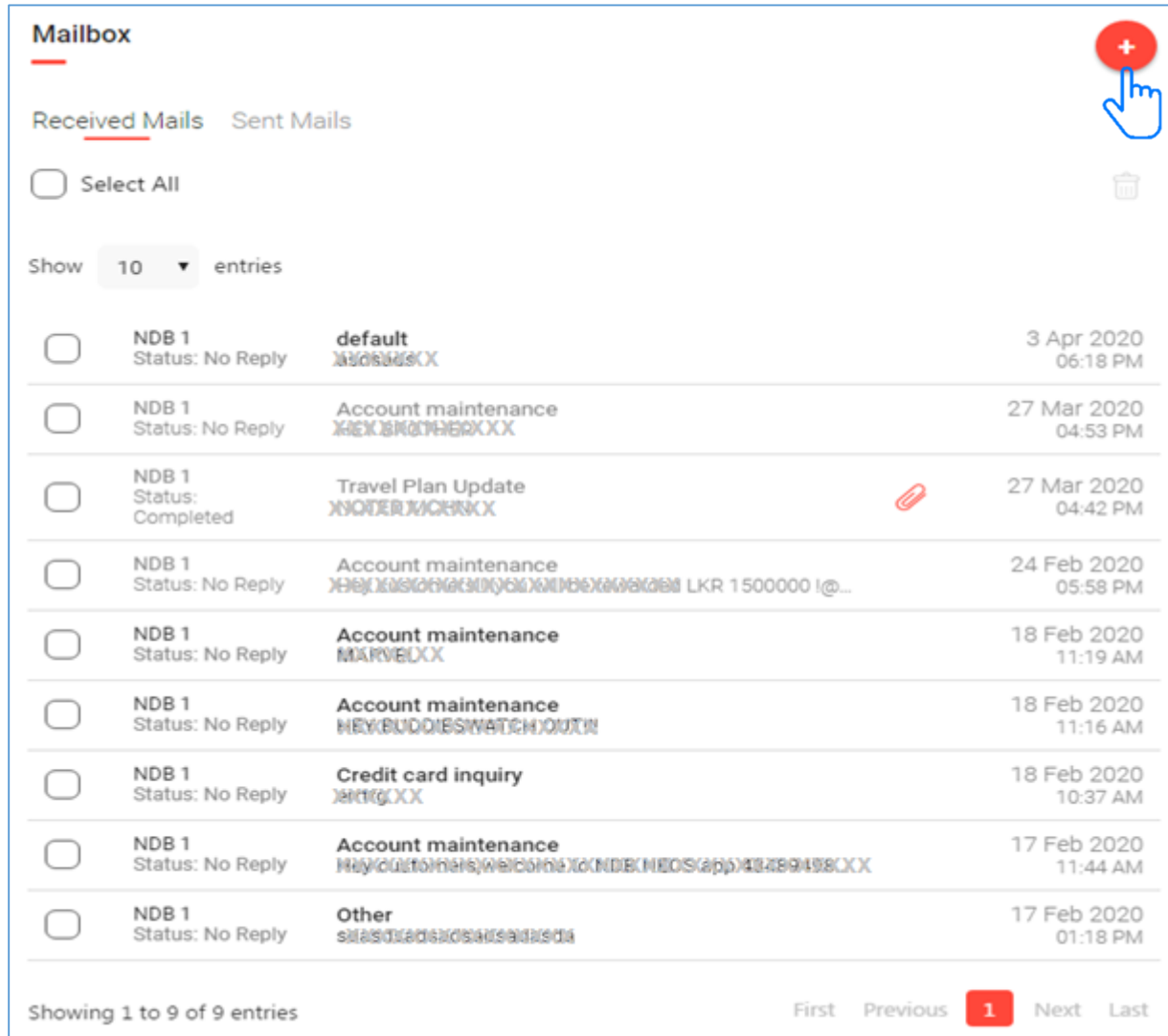
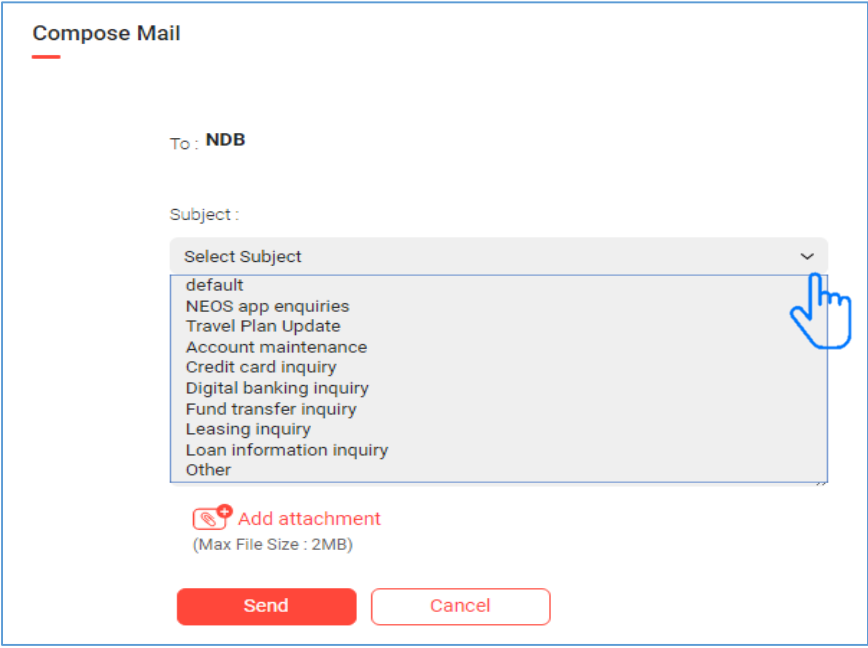


Figure 5.11 – Compose Message

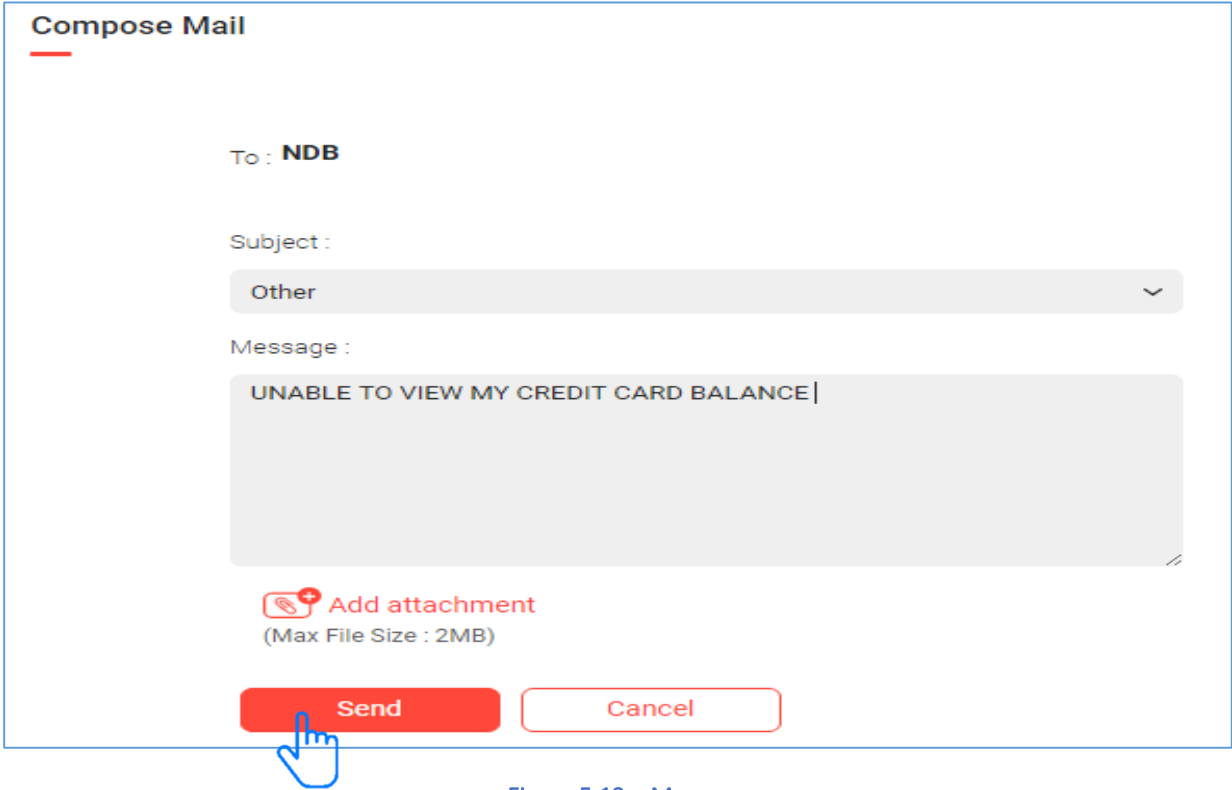
2. The customer has to select a subject line from the drop down list



The screenshot shows a 'Compose Mail' form. The 'To' field is labeled 'NDB'. The 'Subject' field has a dropdown menu open, displaying a list of subject options: 'default', 'NEOS app enquiries', 'Travel Plan Update', 'Account maintenance', 'Credit card inquiry', 'Digital banking inquiry', 'Fund transfer inquiry', 'Leasing inquiry', 'Loan information inquiry', and 'Other'. A blue hand icon is pointing at the 'Other' option. Below the dropdown is an 'Add attachment' button with a red plus icon and the text '(Max File Size : 2MB)'. At the bottom are 'Send' and 'Cancel' buttons.

Figure 5.12 – Subject

3. Type the message and the customer can also add any attachments if needed, click “Send”



The screenshot shows the 'Compose Mail' form with the 'Subject' dropdown set to 'Other'. The 'Message' field contains the text 'UNABLE TO VIEW MY CREDIT CARD BALANCE |'. Below the message field is an 'Add attachment' button with a red plus icon and the text '(Max File Size : 2MB)'. At the bottom are 'Send' and 'Cancel' buttons. A blue hand icon is pointing at the 'Send' button.

Figure 5.13 – Message

- Once the message is sent a pop up will be displayed on the right hand upper corner to notify the customer that the message has been sent successfully.

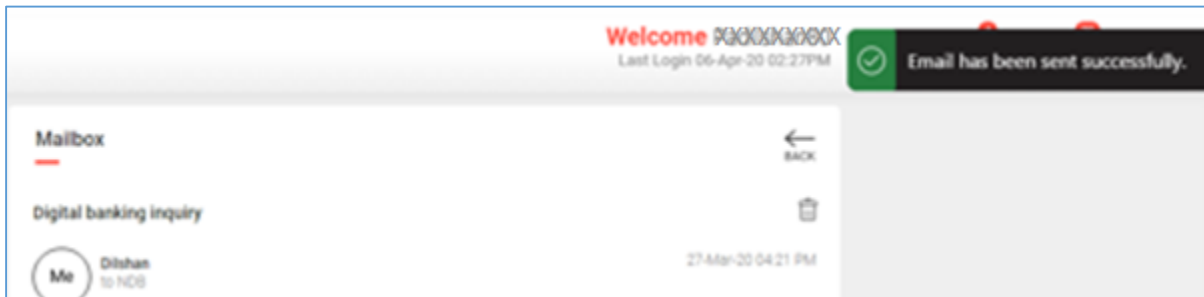


Figure 5.14 – Success Pop Up

5.4. Delete

- Customer can delete inbox/ outbox messages by ticking the box on the left of the message and click “delete” icon. Customers can also delete all the messages at once by clicking on “Select All”

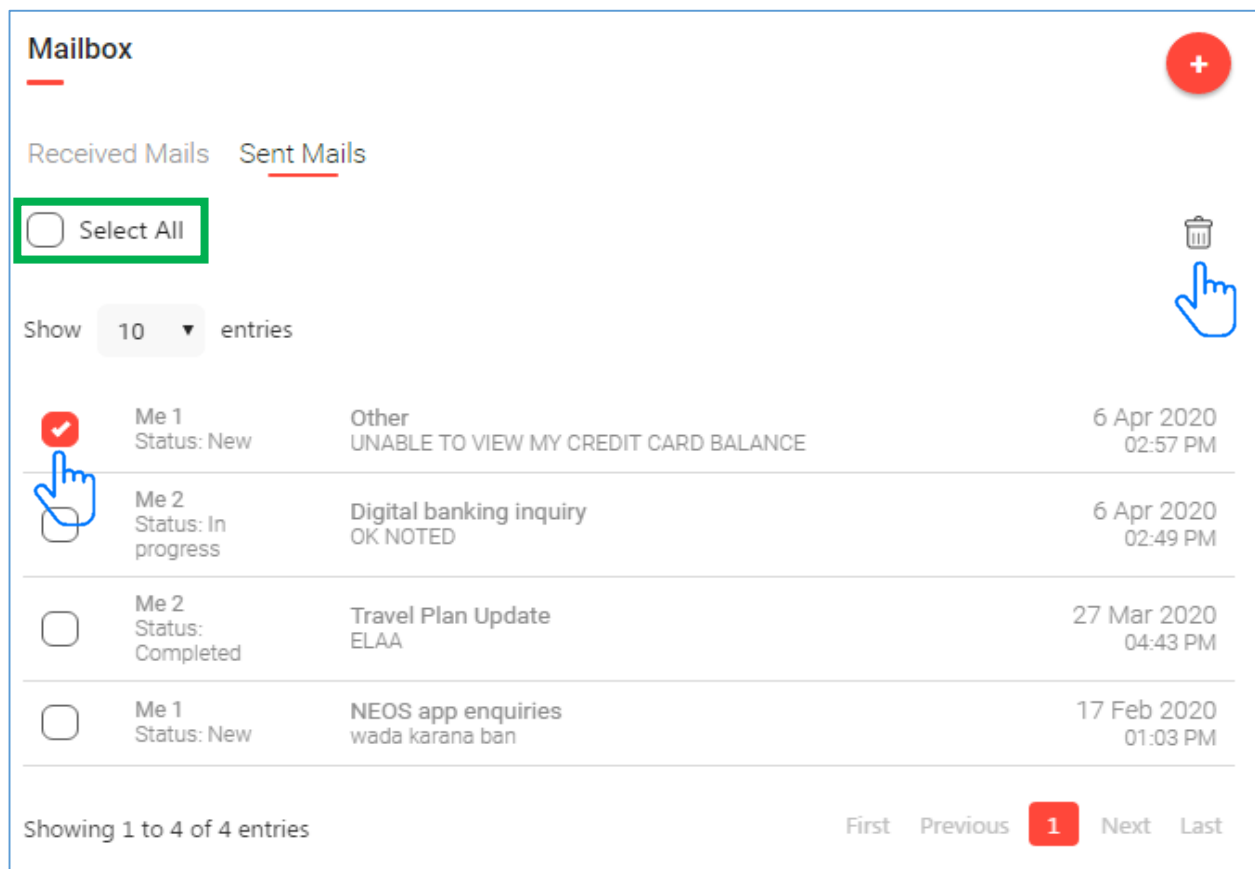


Figure 5.15 – Delete

2. Delete confirmation screen will pop up
- 2.1. If the message needs to be deleted, click on “Delete”

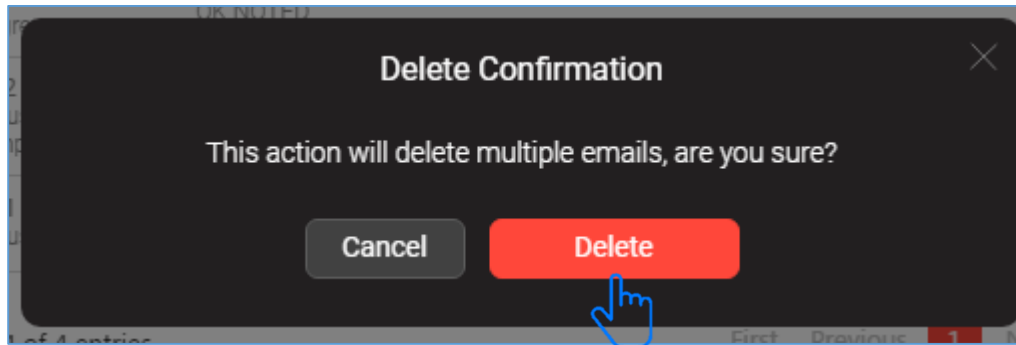


Figure 5.15.1 – Delete

- 2.2. Once the message(s) has been deleted a pop up will be displayed on the right hand upper corner to notify the customer that the message(s) has been deleted successfully.

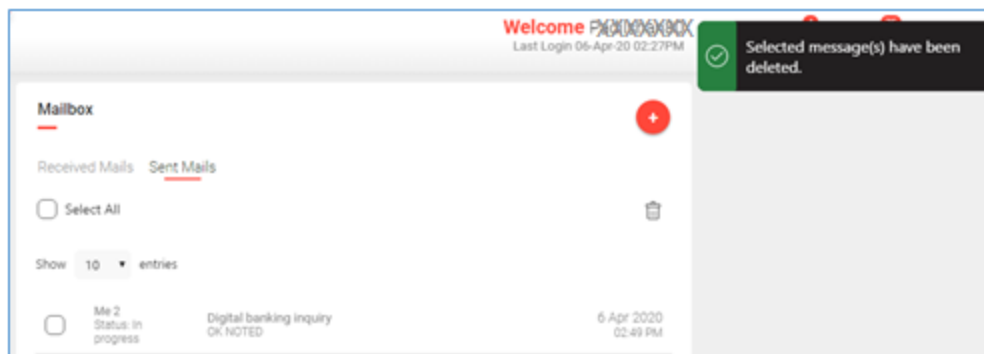


Figure 5.15.2 – Success Pop Up

Note: If “Cancel” is selected it will redirect to Mailbox screen

6. SCHEDULE PAYMENTS

Customers can schedule payments via Neos Online Banking. Payments can only be scheduled for Registered Payees.

**SCHEDULING PAYMENTS CAN ONLY BE DONE FOR
BILL PAYMENTS/ FUND TRANSFERS AND PAY TO MOBILE OPTIONS**

6.1. Setting up Schedules

1. Login to the dashboard by entering the username and password

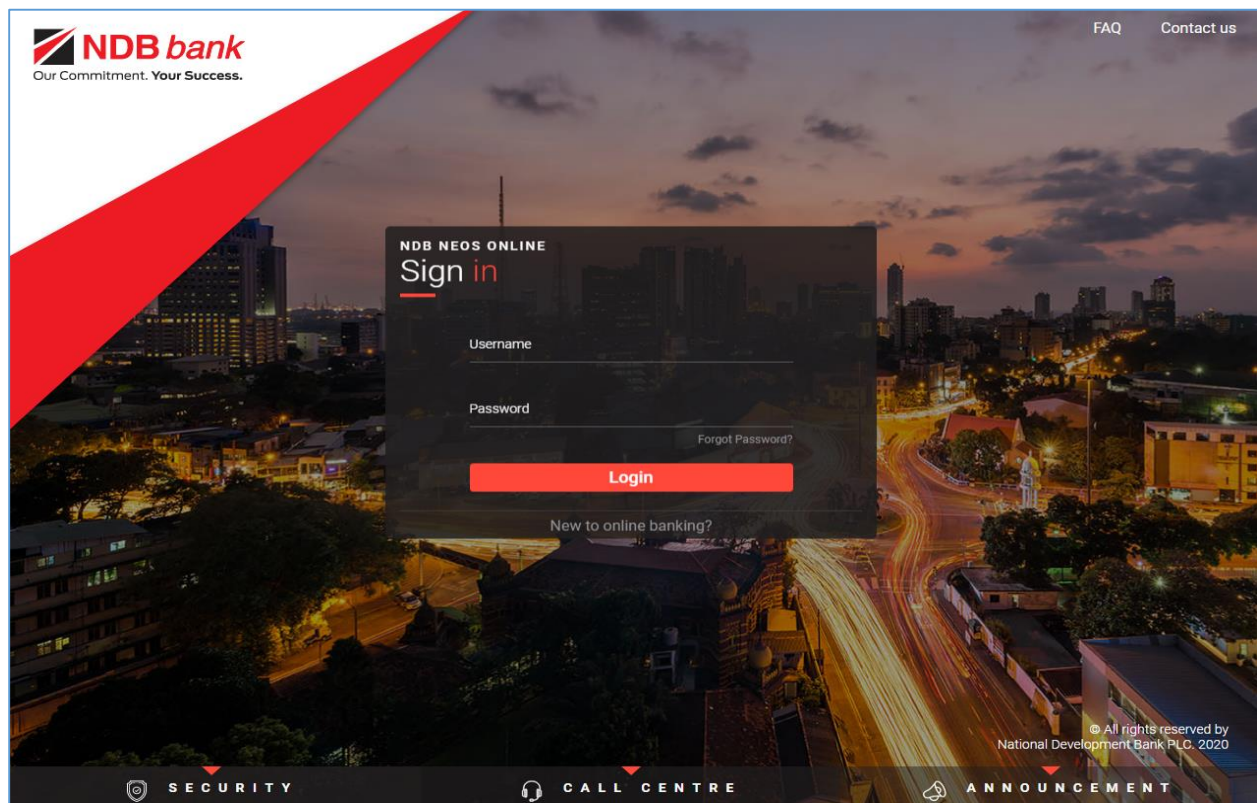


Figure 6.1 – Login Page

- The customer will be successfully logged in and the dashboard will be displayed with the customer's account/ cards/ loans etc details. Click on the hamburger menu on the left side of the screen to view the options.

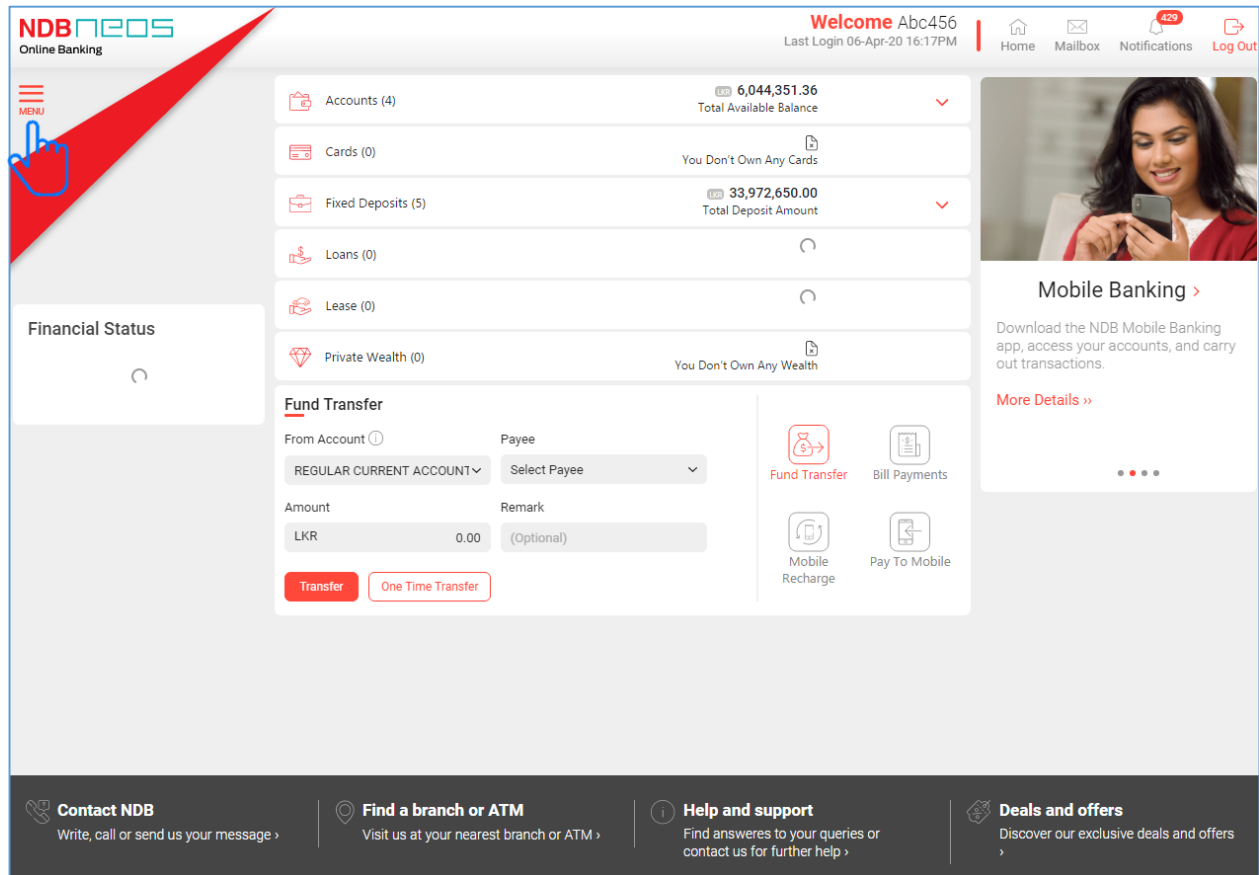


Figure 6.2 – Dashboard

3. Select the transaction type from the menu (Bill Payments/ Fund transfer or Pay to Mobile)

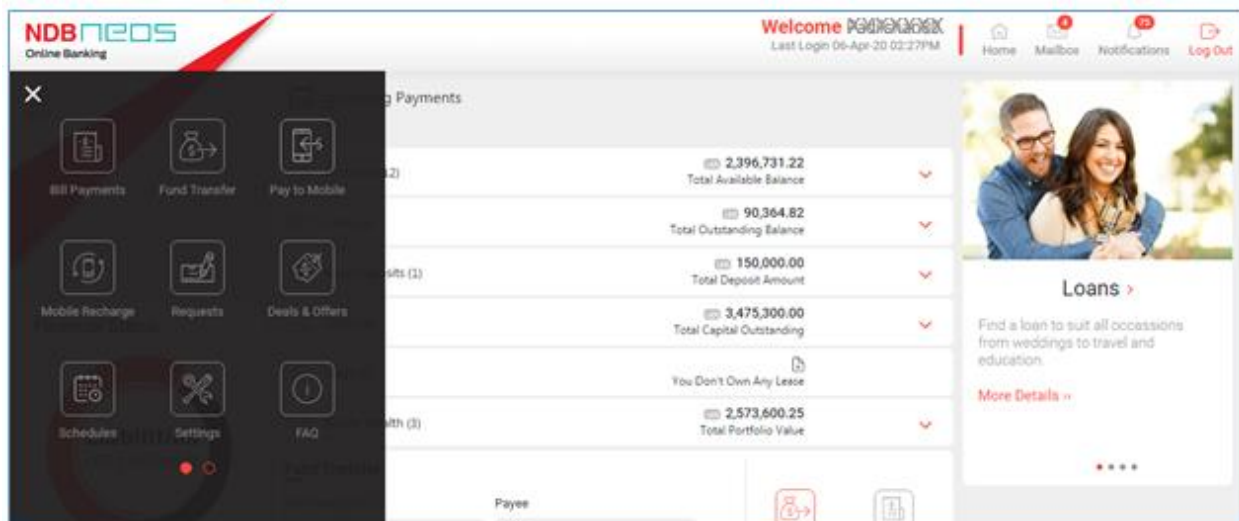


Figure 6.3 – Menu

If Bill Payment option is selected,

4. Bill payment screen will be displayed, click on “Saved Biller”

The image shows the 'Bill Payment' screen. At the top, there's a 'Type' dropdown menu with 'New Biller' and 'Saved Biller' options. Below it, the 'Pay From' dropdown is set to 'REGULAR CURRENT ACCOUNT' with a balance of LKR 192,874.70. The 'Pay To' field is empty. The 'Date' is set to 'Now'. The 'Amount' is set to LKR 0.00. The 'Remarks' field is optional. At the bottom, there are 'Pay' and 'Cancel' buttons. A blue hand icon is pointing to the 'Saved Biller' button.

Figure 6.4 – Bill Payments – Saved Billers

- Click on “From My Billers” to view the list of saved Biller. Click on the relevant biller.

The screenshot shows the 'Bill Payment' interface. At the top, there are tabs for 'New Biller' and 'Saved Biller'. Below this, the 'Pay From' field is set to 'REGULAR CURRENT ACCOUNT' with a balance of LKR 192,874.70. The 'Pay To' field is empty. A red button labeled 'From My Billers' is visible. A blue hand icon points to this button. Below the button, a list of billers is shown under the heading 'My Billers'. The list includes: 'My Cards Card' (3), 'CEB Electricity' (2), 'DIALOG MOBILE Telephone' (XXXXXX), 'Mobitel Telephone' (XXXXXX), and 'NDBS Stock Brokers' (XXXXXXXXXXXX).

Figure 6.5 – Bill Payments – Billers

- Once the biller is selected, the reference number will be auto populated. Click “Later”

The screenshot shows the 'Bill Payment' interface. The 'Pay From' field is set to 'REGULAR CURRENT ACCOUNT' with a balance of LKR 192,874.70. The 'Pay To' field is set to 'Annual Fee First Year Waive Visa Gold'. A red button labeled 'From My Billers' is visible. The 'Reference Number' field is auto-populated with '4385 XXXX XXXX XXXX'. Below this, there are two buttons: 'Now' and 'Later'. A blue hand icon points to the 'Later' button. Below the buttons, the 'Schedule Type' is set to 'Onetime' (radio button selected). The 'Transaction Date' field is empty. The 'Amount' field is set to 'LKR 0.00'. The 'Sender Remarks' field is empty. At the bottom, there are two buttons: 'Schedule' and 'Cancel'.

Figure 6.6 – Bill Payments – Later

7. If the schedule payment is one time, click on “One Time”

The screenshot shows the 'Bill Payment' form with the following details:

- Type:** New Biller (selected), Saved Biller
- Pay From:** REGULAR CURRENT ACCOUNT (dropdown), LKR 192,874.70 Available Balance
- Pay To:** Annual Fee First Year Waive Visa Gold (dropdown), From My Billers
- Reference Number:** 4385 XXXX XXXX XXXX
- Date:** Now (selected), Later
- Schedule Type:** Onetime (selected), Repeat
- Transaction Date:** (calendar icon)
- Amount:** LKR 0.00
- Sender Remarks:** (Optional)
- Buttons:** Schedule, Cancel

Figure 6.7 – Bill Payments – One time

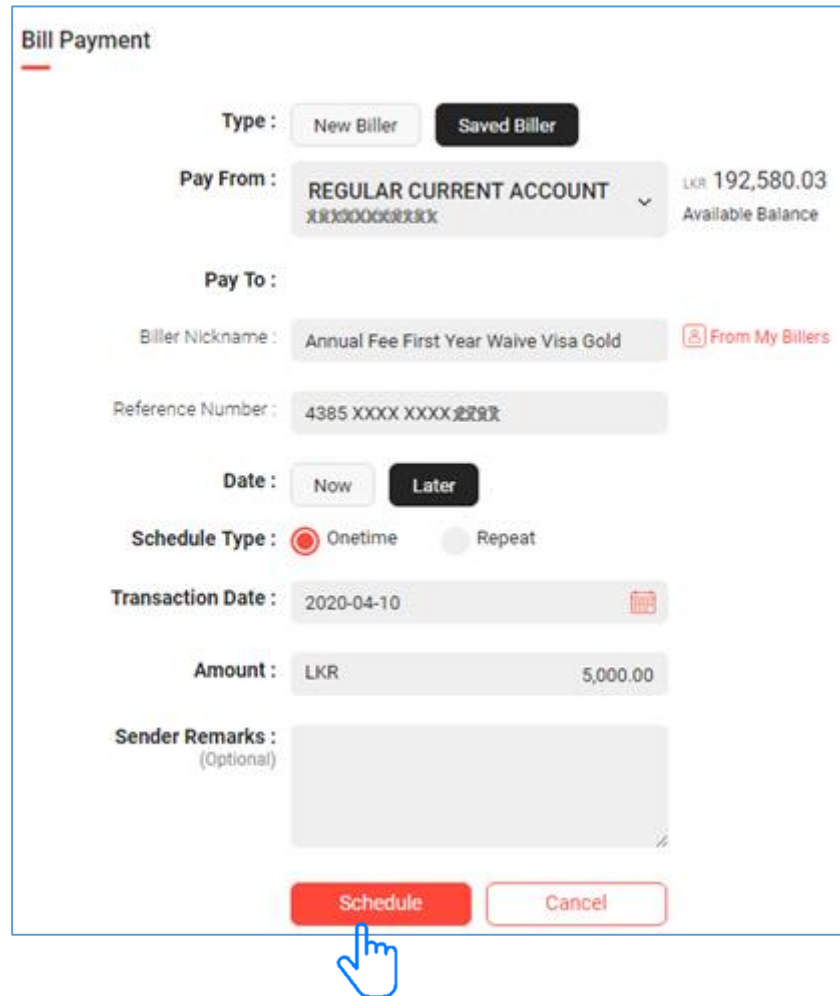
- 7.1. Select the payment date from the calendar.

The screenshot shows the 'Bill Payment' form with a calendar open to select the transaction date. The calendar is for April 2020, and the date 10 is selected. The form details are the same as in Figure 6.7.

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

Figure 6.7.1 – Bill Payments – Transaction Date

7.2. Enter the amount/ remarks (if any) and click “Schedule”



The screenshot shows a 'Bill Payment' form with the following fields and options:

- Type :** Two buttons: 'New Biller' and 'Saved Biller'.
- Pay From :** A dropdown menu showing 'REGULAR CURRENT ACCOUNT' with a card icon. To the right, it displays 'LKR 192,580.03 Available Balance'.
- Pay To :** A field for 'Biller Nickname' containing 'Annual Fee First Year Waive Visa Gold' and a red icon with the text 'From My Billers'.
- Reference Number :** A field containing '4385 XXXX XXXX' followed by a card icon.
- Date :** Two buttons: 'Now' and 'Later'.
- Schedule Type :** Two radio buttons: 'Onetime' (selected) and 'Repeat'.
- Transaction Date :** A field containing '2020-04-10' and a calendar icon.
- Amount :** A field showing 'LKR' and '5,000.00'.
- Sender Remarks :** A text area with '(Optional)' below it.
- Buttons:** At the bottom, there are two buttons: 'Schedule' (highlighted in red) and 'Cancel'.

A blue hand icon is pointing at the 'Schedule' button.

Figure 6.7.2 – Bill Payments – Schedule

7.3. Confirmation screen will be displayed, click “Confirm”

Note: If “Cancel” is clicked, the customer will be redirected to “Bill Payments” screen as shown in [Figure 6.4.](#) above.

Schedule Payment Confirmation

Amount ⓘ

LKR 5,000.00

Pay From

REGULAR CURRENT ACCOUNT XXXXXXXXXX

✓

Pay To

Annual Fee First Year Waive Visa Gold 4385 XXXX XXXX XXXX

Balance before : LKR 192,580.03

Balance After : LKR 187,580.03

Date & Time : 06-Apr-2020 03:34 PM

Transaction Date : 10-Apr-2020

Cancel

Confirm

Figure 6.7.3 – Bill Payments – Confirmation

7.4. Confirmation on successfully scheduling the payment will be displayed.

Schedule Payment Status

Download

✓ Successful

Schedule payment completed successfully.

Paid To : Annual Fee First Year Waive Visa Gold
4385 XXXX XXXX XXXX

Paid From : REGULAR CURRENT ACCOUNT
XXXXXXXXXX

Amount : LKR 5,000.00

Service Charge : LKR 0.00

Date : 06-Apr-2020 03:34 PM

Transaction Date : 10-Apr-2020

Another Payment

Figure 6.7.4 – Bill Payments – Confirmation screen

- 7.5. The customer can also download a PDF of the scheduled payment for reference purpose, by clicking on “Download”

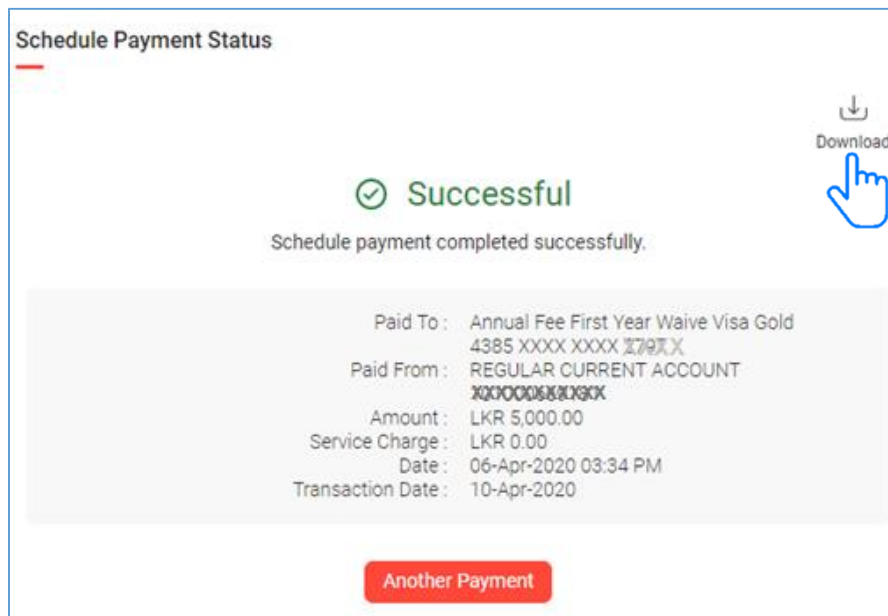


Figure 6.7.5 – Bill Payments – Download

Note: If the customer wants to make another payment, click on “Another Payment” and it will be redirected to [Figure 6.4](#), thereafter the customer can either pay bills or schedule payments.

- a. The downloaded PDF will have the details of the scheduled payment as shown below

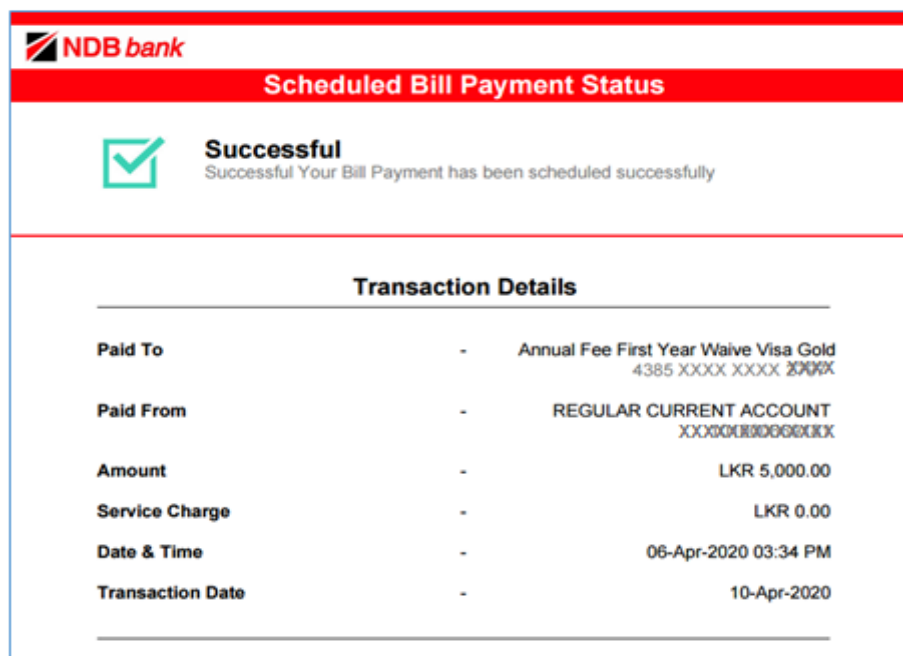


Figure 6.7.6 – Bill Payments – Download

4. If the schedule payment has to be repeated, click on “Repeat”

Bill Payment

Type :

New Biller

Saved Biller

Pay From :

REGULAR CURRENT ACCOUNT

XXXXXXXXXXXX

LKR 192,580.03

Available Balance

Pay To :

Billers Nickname :

From My Billers

Reference Number :

Date :

Now

Later

Schedule Type :

Onetime

☒ Repeat

Schedule Instructions :

Start Date :

Frequency :

End Date :

Occurrence :

Amount :

LKR

0.00

Sender Remarks :

(Optional)

Schedule

Cancel

Figure 6.8 – Bill Payments – Repeat

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4.1. Select the start date from the calendar.

Bill Payment

Type :

New Biller

Saved Biller

Pay From :

REGULAR CURRENT ACCOUNT

XXXXXXXXXXXX

LKR 192,580.03

Available Balance

Pay To :

Billers

Annual Fee First Year Waive Visa Gold

From My Billers

Reference Number :

4385 XXXX XXXX 2818

Date :

Now

Later

Schedule Type :

☐ Onetime

☒ Repeat

Schedule Instructions :

Start Date :

2020-04-10

Frequency :

< Apr 2020 >

End Date :

Occurrence :

Amount :

Sender Remarks :

(Optional)

Schedule

Cancel

Figure 6.8.1 – Bill Payments – Start Date

4.2. Select the frequency from the dropdown list

Bill Payment

Type :

New Biller

Saved Biller

Pay From :

REGULAR CURRENT ACCOUNT

XXXXXXXXXXXX

LKR 192,580.03
Available Balance

Pay To :

Billers

Billers

Billers Nickname :

Annual Fee First Year Waive Visa Gold

From My Billers

Reference Number :

4385 XXXX XXXX 2013

Date :

Now

Later

Schedule Type :

Onetime

Repeat

Schedule Instructions :

Start Date :

2020-04-10

Frequency :

Daily

Daily

Weekly

Monthly

Quarterly

Annually

End Date :

Occurrence :

1

Amount :

LKR

0.00

Sender Remarks :

(Optional)

Schedule

Cancel

Figure 6.8.2 – Bill Payments – Frequency

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- 4.3. Select the end date from the calendar and the occurrence will be auto populated. Enter the amount and click “Schedule”

Bill Payment

Type :

New Biller

Saved Biller

Pay From :

REGULAR CURRENT ACCOUNT

XXXXXXXXXXXX

LKR 192,580.03

Available Balance

Pay To :

Billers Nickname :

Annual Fee First Year Waive Visa Gold

From My Billers

Reference Number :

4385 XXXX XXXX XXXX

Date :

Now

Later

Schedule Type :

Onetime

☒ Repeat

Schedule Instructions :

Start Date :

2020-04-10

Frequency :

Daily

End Date :

2020-04-11

Occurrence :

2

Amount :

LKR

10,000.00

Sender Remarks :

(Optional)

Schedule

Cancel

Figure 6.8.3 – Bill Payments – Frequency

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4.4. Confirmation screen will be displayed, click “Confirm”

Note: If “Cancel” is clicked, the customer will be redirected to “Bill Payments” screen as shown in [Figure 6.4](#) above.

Schedule Payment Confirmation

Amount ⓘ
LKR 10,000.00

Pay From
REGULAR CURRENT ACCOUNT 101000669484

Pay To
Annual Fee First Year Waive Visa Gold 4385 XXXX XXXX 8809

Balance before : LKR 192,580.03

Balance After : LKR 182,580.03

Date & Time : 06-Apr-2020 03:47 PM

Start Date : 10-Apr-2020

Frequency : Daily

End Date : 11-Apr-2020

No Of Installments : 2

Cancel

Confirm

Figure 6.8.4 – Bill Payments – Confirmation

4.5. Confirmation on successfully scheduling the payment will be displayed.

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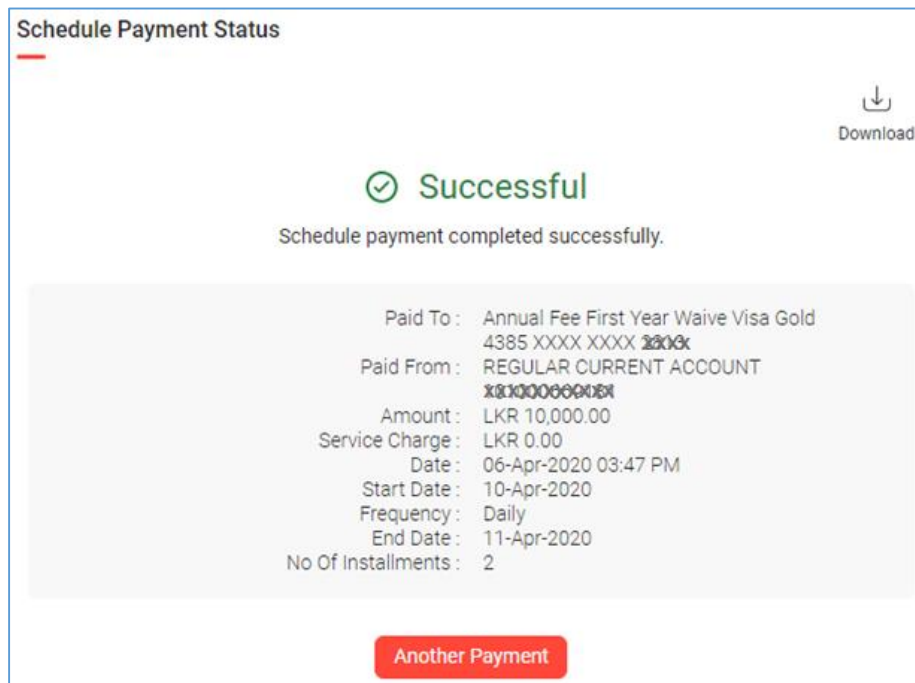


Figure 6.8.5 – Bill Payments – Confirmation screen

- 4.6. The customer can also download a PDF of the scheduled payment for reference purpose, by clicking on “Download”

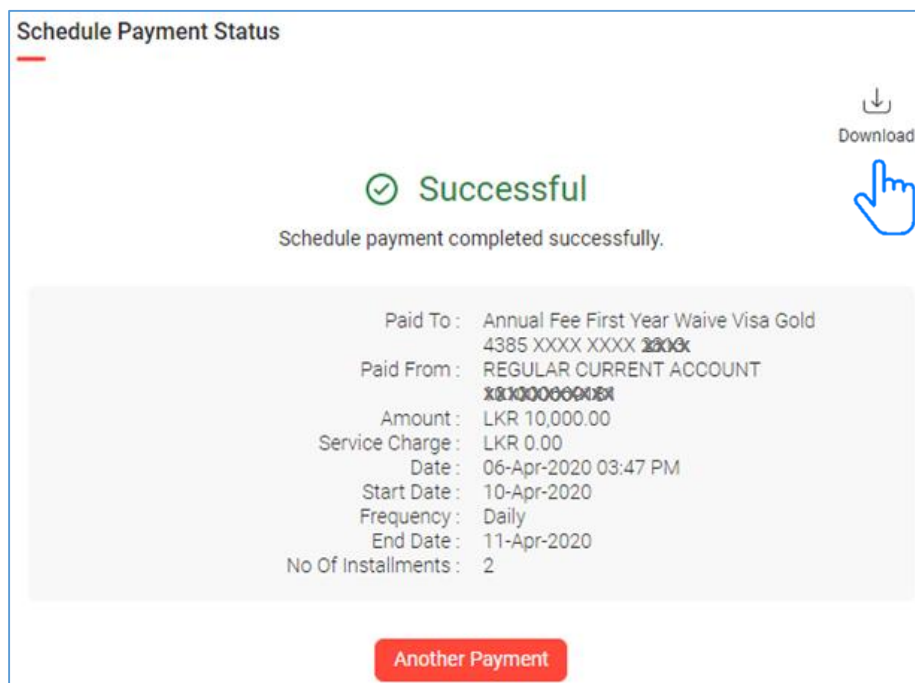


Figure 6.8.6 – Bill Payments – Download

Note: If the customer wants to make another payment, click on “Another Payment” and it will be redirected to [Figure 6.4](#), thereafter the customer can either pay bills or schedule payments.

4.7. The downloaded PDF will have the details of the scheduled payment as shown below



Scheduled Bill Payment Status

**Successful**
Successful Your Bill Payment has been scheduled successfully

Transaction Details

Paid To	-	Annual Fee First Year Waive Visa Gold 4385 XXXX XXXX 2818
Paid From	-	REGULAR CURRENT ACCOUNT x18100000018x
Amount	-	LKR 10,000.00
Service Charge	-	LKR 0.00
Date & Time	-	06-Apr-2020 03:47 PM
Start Date	-	10-Apr-2020
Frequency	-	Daily
End Date	-	11-Apr-2020

Figure 6.8.6 – Bill Payments – PDF

6.2. Editing Scheduled Payments

Customers can also edit already scheduled payments by following the below process.

1.1. Click on “Schedules”

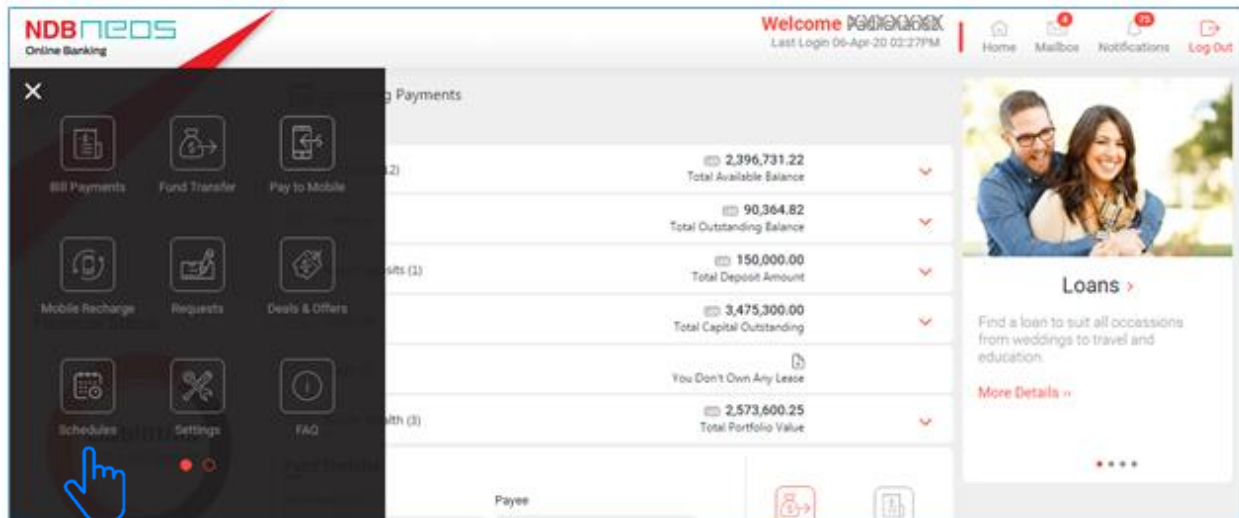


Figure 6.9 - Schedules

1.2. All the schedules will be displayed in this screen

Schedules



Pay From: ~~106060046730~~

Pay To: ~~0778959072~~

Billers Name: Telephone

Amount: LKR 100.00

Recurring Date: Apr 10, 2020

Frequency: Daily

End Date: Apr 10, 2020







Pay From: ~~106060046730~~

Pay To: 0776597924

Billers Name: Momsi

Amount: LKR 200.00

Recurring Date: Apr 10, 2020

Frequency: Monthly

End Date: Jun 10, 2020





Completed schedules of April

No completed schedules for April

Upcoming schedules of April

Pay From: ~~106060046730~~

Pay To: ~~0776597924~~

Payee Name: Momsi

Amount: LKR 200.00

Recurring Date: Apr 10, 2020

Frequency: Monthly

Pay From: ~~106060046730~~

Pay To: 0778959072

Payee Name: Telephone

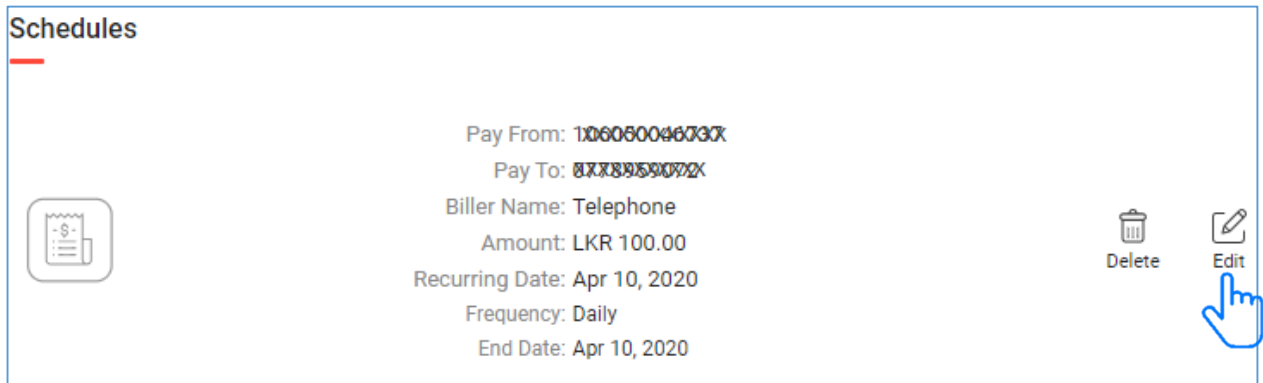
Amount: LKR 100.00

Recurring Date: Apr 10, 2020

Frequency: Daily

Figure 6.10 - List of Schedules

1.3. To edit a schedule click on “Edit” icon



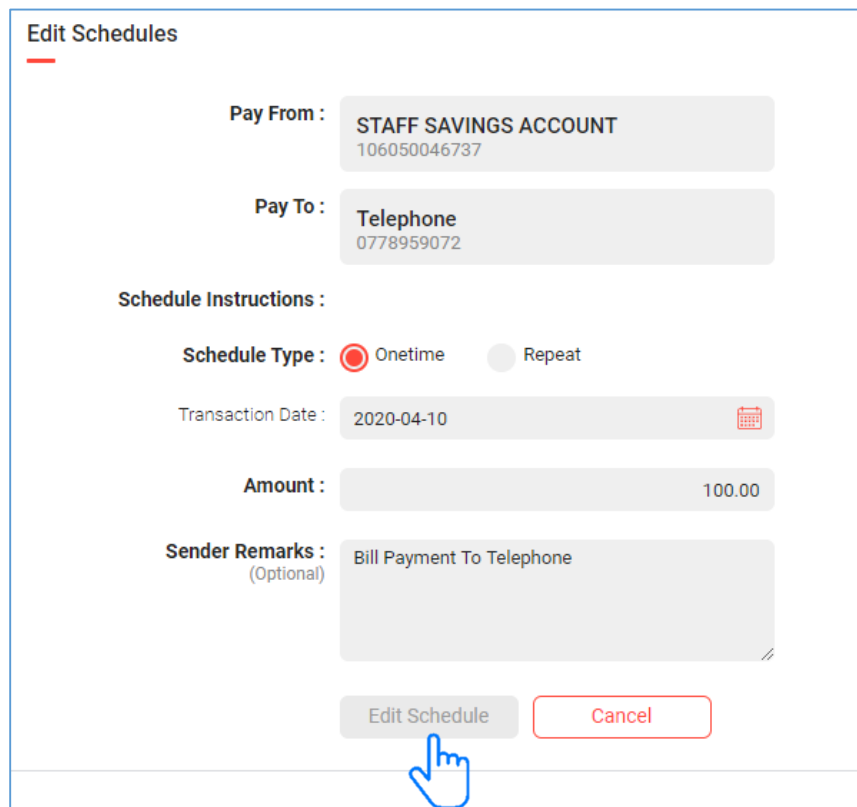
Schedules

Pay From: ~~106050046737~~
Pay To: ~~0778959072~~
Billers Name: Telephone
Amount: LKR 100.00
Recurring Date: Apr 10, 2020
Frequency: Daily
End Date: Apr 10, 2020

Delete Edit

Figure 6.11 - Edit Schedules

1.3.1. The customer can only edit the Schedule type/ Transaction date/ Amount and Remarks fields for “One Time” payment schedules. Once changes are done, click “Edit Schedule”



Edit Schedules

Pay From : STAFF SAVINGS ACCOUNT
106050046737

Pay To : Telephone
0778959072

Schedule Instructions :

Schedule Type : ☒ Onetime ☐ Repeat

Transaction Date : 2020-04-10

Amount : 100.00

Sender Remarks : Bill Payment To Telephone
(Optional)

Edit Schedule Cancel

Figure 6.11.1 - One Time Schedule – Edit

- 1.3.2. The customer can only edit the Frequency/ End date/ Occurance/ Amount and Remarks fields for “Repeat” payment schedules. Once changes are done, click “Edit Schedule”

Edit Schedules

Pay From :

STAFF SAVINGS ACCOUNT
XXXXXXXXXXXX

Pay To :

Momsi
XXXXXXXXXX

Schedule Instructions :

Schedule Type :

☐ Onetime ☒ Repeat

Start Date :

2020-04-10 

Frequency :

Monthly 

End Date :

2020-06-10 

Occurence :

3

Amount :

200.00

Sender Remarks :
(Optional)

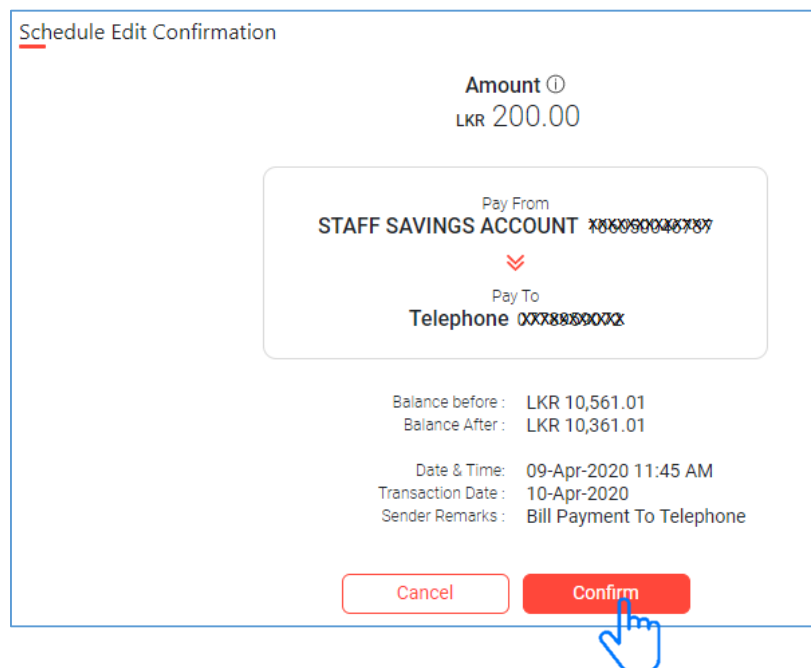
Bill Payment To Momsi

Edit Schedule

Cancel

Figure 6.11.2 - Repeat Schedule – Edit

1.4. The confirmation screen will be displayed, click “Confirm”



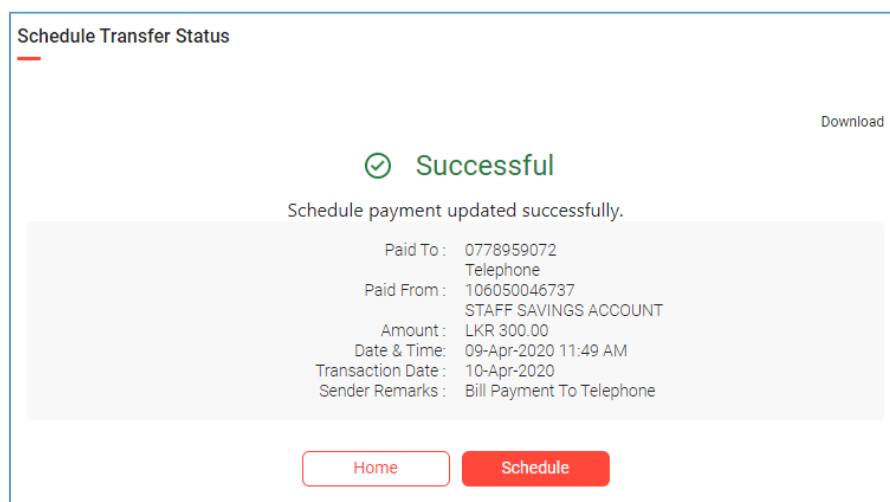
The screenshot shows a 'Schedule Edit Confirmation' dialog box. At the top, it displays 'Amount' with a circled '1' icon and 'LKR 200.00'. Below this is a central box containing 'Pay From' as 'STAFF SAVINGS ACCOUNT' (with a masked number) and 'Pay To' as 'Telephone' (with a masked number). A red double-checkmark icon is between the pay from and pay to fields. Below the central box, it shows 'Balance before : LKR 10,561.01' and 'Balance After : LKR 10,361.01'. Further down, it lists 'Date & Time : 09-Apr-2020 11:45 AM', 'Transaction Date : 10-Apr-2020', and 'Sender Remarks : Bill Payment To Telephone'. At the bottom are two buttons: 'Cancel' and 'Confirm'. A blue hand icon is pointing at the 'Confirm' button.

Figure 6.12 - Edit confirmation

Note: If “Cancel” is clicked, the customer will be prompted to select whether “Stay on page” or “Leave”

If “Leave” is selected the customer will be directed to edit schedule screen as shown in [Figure 6.11.1](#) above

1.4.1. The edited schedule confirmation screen will be displayed.



The screenshot shows a 'Schedule Transfer Status' screen. At the top right is a 'Download' link. In the center, there is a green checkmark icon followed by the word 'Successful'. Below this, it says 'Schedule payment updated successfully.'. A grey box contains the following details: 'Paid To : 0778959072 Telephone', 'Paid From : 106050046737 STAFF SAVINGS ACCOUNT', 'Amount : LKR 300.00', 'Date & Time : 09-Apr-2020 11:49 AM', 'Transaction Date : 10-Apr-2020', and 'Sender Remarks : Bill Payment To Telephone'. At the bottom are two buttons: 'Home' and 'Schedule'.

Figure 6.13 - Edit confirmation

6.3. Deleting Scheduled Payments

Customers can also delete their scheduled payments by following the process shown below.

1.1. Click on “Delete”

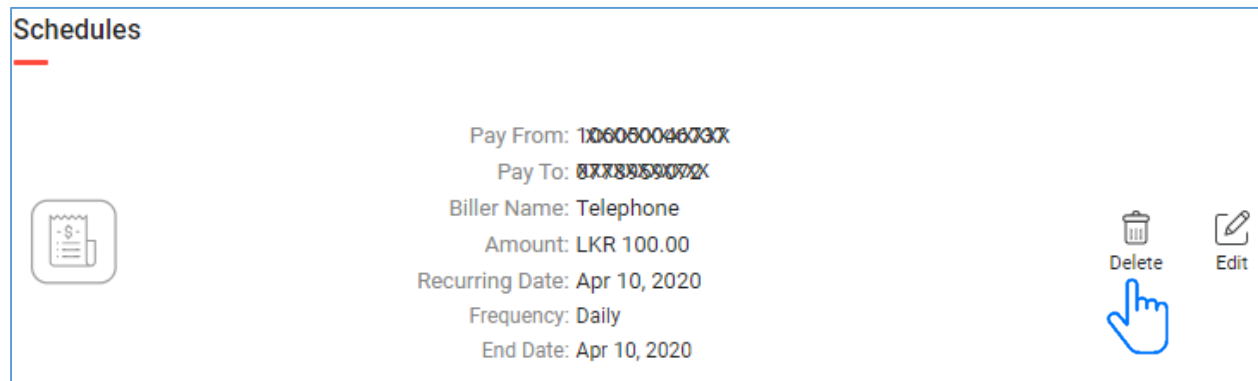


Figure 6.14 - Delete

1.2. A pop up will be displayed asking for confirmation and click “Delete”

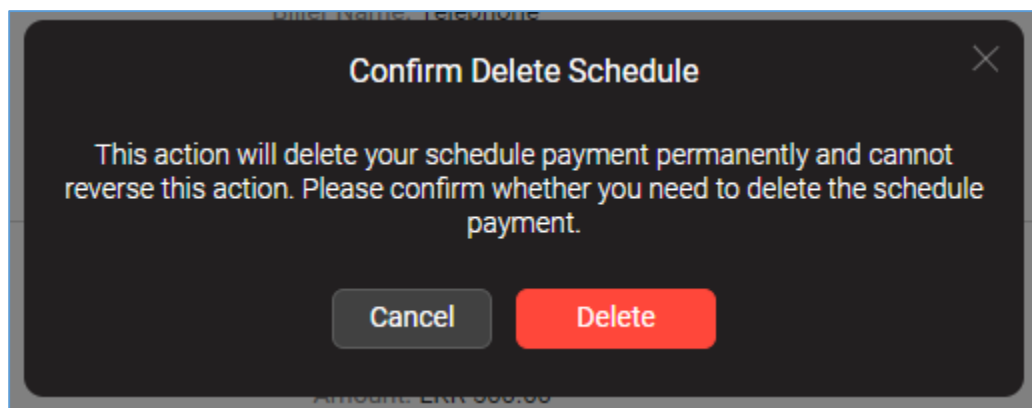


Figure 6.15 - Delete confirmation

Note: If “Cancel” is selected then the customer will remain in the same screen as shown in [Figure 6.14](#)

1.3. Delete confirmation will be shown on the right hand top corner of the screen

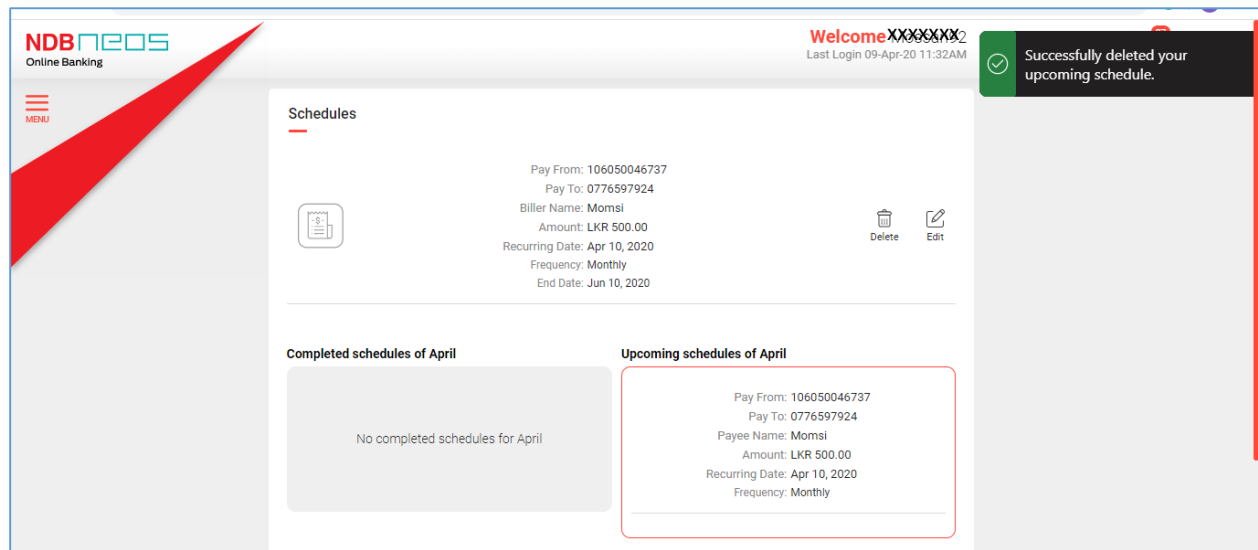


Figure 6.16 - Delete confirmation

NOTE: FOR FUNCTIONS OF OTHER OPTIONS IN NEOS ONLINE BANKING, PLEASE REFER MOBILE BANKING MANUAL SINCE THE PROCESS IS THE SAME