



Customer User Guide

Version 2.0

Document updated on 20/07/21

Summary

1.	Internet Banking BOAweb – Key Features	3
2.	First connection to BOAweb	4
3.	Activating multi-factor authentication (MFA)	9
4.	Reset Password	13
5.	Change Personal Information	14
6.	Create a New Beneficiary	15
7.	Standing Orders	16
8.	Bulk Payments	23
9.	Domestic funds transfer.....	30
10.	International funds transfer.....	37
11.	Cheque Book Order	44
12.	BOA Express Money Transfer	48

1. Internet Banking BOAweb – Key Features

The key features of BOAWeb are available in three parts :

Account Inquiry

- View account balances
- View end of day balances
- View detailed transaction movements - List of transactions on accounts
- Search and Download: Search for transactions on accounts and download statements in CSV, XLS (Excel) and PDF formats

Funds Transfer

- Domestic funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility of adding a new beneficiary
- International funds transfer with the possibility to attach supporting documents
- Beneficiary management (secure addition of a new beneficiary)
- Signing of payments (for multi-signatory business customers)

Personal Settings

- My accounts (Information about my account settings)
- My personal data (email address, mobile phone number, address)
- My security details
- Change my password
- Multi-factor authentication

Services

- Cheque book request
- BOA Express Money Transfer

2. First connection to BOAweb

2.1 Subscription to BOAweb

- i. Go to your BOA branch or contact your Relationship Manager to fill in the BOAweb application form.
- ii. You will receive an e-mail notification from BANK OF AFRICA containing your user name and a link to connect to the portal and set up your password. The e-mail is sent to the address that you indicated the BOAweb application form.



Important :

- The link received via e-mail can only be used once and is valid for 24 hours. In case you face any difficulties, kindly contact your Relationship Manager.

2.2 Password set-up

- i. Click on the link received by e-mail and enter the following information in the password set-up screen:
 - **Account number:** The last 7 figures of one of your account numbers. To find it, please refer to your account statement.
 - **User name:** Provided in the e-mail sent by the bank
 - **New password:** 6-digit combination
 - **Password confirmation:** Same 6-digit combination as above

BOAweb

Welcome to the BANK OF AFRICA BOAweb Internet Banking portal.

How to enter your Account number

Enter the last 7 digits of one of your account numbers

Change my password

Account Root

Enter the last 7 digits of the Account Root 

Username

New Password

Click to compose the digits that make up your password
(minimum of 6 digits)

1	0	2	7	8	4	6	5
						9	3

CLEAR

Confirm the new password

Click to compose the digits that make up your password
(minimum of 6 digits)

0	1	3	6	5	8	4	7
						9	2

CLEAR

CONFIRM


[Log in](#)

[You have not received the unlocking email ?](#)

- ii. Click on “Confirm”.
- iii. You will receive an e-mail confirming the successful setup of your password.

2.3 Log in with your username and password

- i. After you have completed the previous step, you will immediately be redirected to the log-in page.

 Your password has been changed successfully.

Welcome to BOAweb!

We are pleased to inform you that B-Web has changed to BOAweb, with a new look.

With BOAweb, you have access to the same features with enhanced security.

In case you activated the Multi-factor Authentication on your account, you should provide:

- Your username
- Your password
- The code provided by Google authenticator or Microsoft Authenticator mobile application to log in.

If it is your first time to visit this page, please click [here](#) to reset your password.

Log In

Username

Password

Click to compose the digits that make up your password

9	6	0	4	7
2	1	8	3	5

[CLEAR](#)

[Enter Google Authenticator or Microsoft Authenticator code](#)

[LOG IN](#)

- ii. Enter your username and newly created password and click on “Log in”.

2.4 Acceptance of the General Terms and Conditions

- i. All first time user are required to read and accept the general terms and conditions. To accept, check the box besides “I accept the BOAweb terms and conditions” and then click on “Continue”.

i You must accept the BOAweb terms and conditions before you begin using the service.

Accept the terms and conditions

ARTICLE 14: PRODUCT DEVELOPMENT – SERVICE PROVISION.

Technological progress may be such that the Bank will develop the “BOAweb” service further and make further changes as it thinks fit. Services that are not yet operational at the time of the signing of the Contract will gradually be made available to the Customer. The Bank will inform the Customer of these by all means. Unless the Customer expressly requests otherwise, the Customer will automatically receive all new “BOAweb” service modules as and when they appear. If the Customer is not satisfied with the adaptations and developments made by the Bank to the “BOAweb” service they may terminate the contract under the conditions laid down in Article 4 of these conditions.

ARTICLE 15: PROTECTION OF PRIVACY

Personal information collected in the context of the “BOAweb” service is intended for the Bank which hereby is authorised to store it in a computer memory, use it and pass it on, for the same purposes, to the companies in its group, its brokers and insurers and even to third parties or subcontractors for management requirements. The Customer may exercise the right vis-à-vis the Bank to access, correct or delete data as well as to object to their processing. For this purpose, the Customer may write to the Bank at the following address: BOAweb@boaholding.com

☒ I accept the BOAweb terms and conditions

CONTINUE

2.5 Telephone number update

- i. The last step consists of updating your telephone number on the portal if you had indicated an updated number in the application form. Select your country, enter your mobile telephone number, confirm it and then click on “Confirm telephone number”.

i Your mobile phone number has been set.

Personal settings

Please select your country of residence

CI - COTE D'IVOIRE

Mobile phone number (without the country code)


77111111

Confirm the mobile phone number (without the country code)


77111111


CONFIRM THE PHONE NUMBER

- ii. You can now view your accounts and freely navigate the portal.



Last log in : 2020-08-12 13:56:13 UTC | [Contact](#) | [User guide](#)
 Test FR EN


Account reporting ▾
 Funds Transfer ▾
 Services ▾

 Your mobile phone number has been set.

My accounts

Account name and number	Account type	Currency	Current Balance	Available Balance
Compte - 12222222227777777777	Current	EUR	0.00 ~XOF 0.00 *	NA ~ *
TOTAL BALANCES IN XOF			0.00	0.00

Dashboard

[All transactions](#) ➔

[View initiated payments](#) ➔

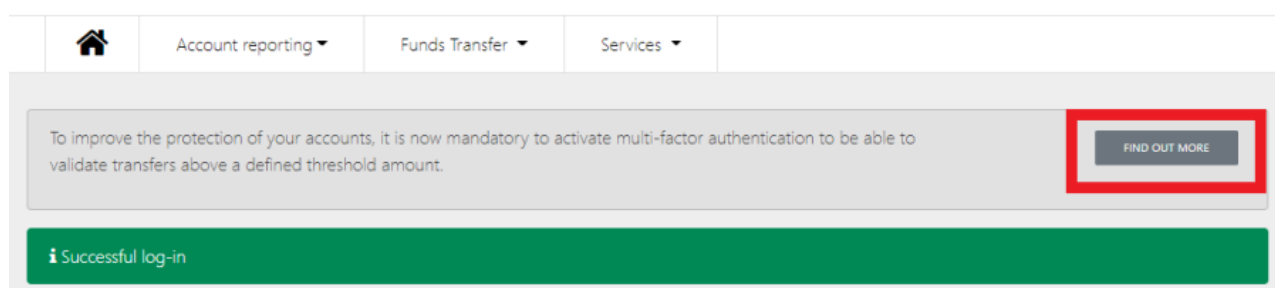
[Transfers history](#) ➔

3. Activating multi-factor authentication (MFA)

To ensure reinforced security while using BOAweb, it is advisable to activate multi-factor authentication. MFA is a security system that enables you to verify your identity by requiring multiple credentials. In the case of BOAweb, in addition to your username and password, it would enable you verify your identity using a one-time code generated by a multi-factor authentication application.

For funds transfers, the bank has set threshold amounts above which MFA is mandatory for Enterprise customers. For more information on the specific threshold amounts defined by your respective bank, click on “Find out more” after logging in to BOAweb.

- i. Download Google Authenticator or Microsoft Authenticator from Google Play (for Android users) or App Store (for iOS users) on your mobile device.
- ii. If you haven't yet activated MFA, once logged in to BOAweb, a notification will appear on your screen prompting you to do so. Click on “Find out more”.



- iii. Read the information on reinforced security and then click on “Activate multi-factor authentication”.

Reinforced security for your accounts

Thresholds per transaction type above which multi-factor authentication is mandatory:

Transaction type	Threshold per transfer	Threshold per day
Account to account transfer - my accounts	XOF 25,000.00	XOF 50,000.00
Domestic funds transfer	XOF 100,000.00	XOF 200,000.00
International funds transfer	XOF 500,000.00	XOF 1,000,000.00
International funds transfer	EUR 500.00	EUR 1,000.00

[ACTIVATE MULTI-FACTOR AUTHENTICATION](#)

- iv. Follow the instructions to complete configuration of Google Authenticator or Microsoft Authenticator on your mobile device and activate MFA :



Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app
or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456

ACTIVATE

- Open the Google Authenticator / Microsoft Authenticator application that you downloaded onto your mobile device.
- In the application, go to the option that enables you to add an account. The application proposes two methods to add the account – Scan QR code or Enter a setup key. Select “Scan QR code”.
- Scan the Quick Response Code (QR code) that is displayed on your BOAweb screen. This QR Code is associated to your user account. You will only need to scan this once to complete the setup.



Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app
or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456

ACTIVATE

- Enter the 6-digit code generated by Google Authenticator / Microsoft Authenticator in the field just below the instructions on BOAweb.



Multi-factor Authentication

Multi-factor authentication is not activated for your account.

1. Download/Open the **Google Authenticator** app or **Microsoft Authenticator** app on your mobile device
2. Scan the **QR CODE**
3. Enter the code generated by the application

Ex: 321456

ACTIVATE

- Click on “Activate”.
- MFA has now been enabled for your BOAweb user account.



For further guidance, watch the video [here](#).

**Important :**

- You must enter the code immediately otherwise it will expire after 30 seconds. You would then have to use the new code shown on the app within 30 seconds.
- In case of difficulty or failure to log in, you will need to contact your Account Manager to provide further assistance.
- With each new log in, you will need to get a new code from Google Authenticator / Microsoft Authenticator.
- You will also be required to generate a 6-digit code to approve funds transfer transactions.
- In case you change your mobile device, re-install the Google Authenticator / Microsoft Authenticator application on your new mobile device and request a fresh QR code via the BOAweb portal.

4. Reset Password

- i. In the event of a forgotten password, navigate to the log in page of the BOAweb portal and click on “Reset password”.

Welcome to BOAweb!

We are pleased to inform you that B-Web has changed to BOAweb, with a new look.

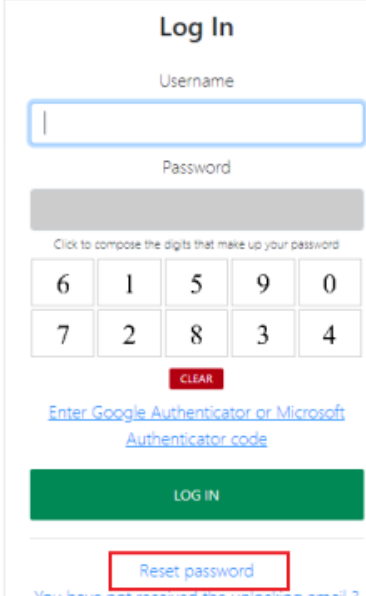
With BOAweb, you have access to the same features with enhanced security.

In case you activated the Multi-factor Authentication on your account, you should provide:

- Your username
- Your password
- The code provided by Google authenticator or Microsoft Authenticator mobile application to log in.

If it is your first time to visit this page, please click [here](#) to reset your password.

For more details, please contact your BANK OF AFRICA branch.



Log In

Username

Password

Click to compose the digits that make up your password

6	1	5	9	0
7	2	8	3	4

[CLEAR](#)

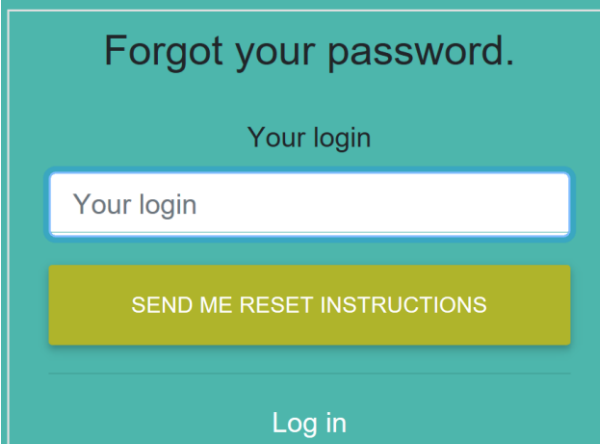
[Enter Google Authenticator or Microsoft Authenticator code](#)

[LOG IN](#)

[Reset password](#)

You have not received the Unlocking email ?

- ii. Enter your username to receive the instructions on how to reset your password.



Forgot your password.

Your login

Your login

[SEND ME RESET INSTRUCTIONS](#)

[Log in](#)

- iii. You will receive an e-mail from the bank with instructions on how to reset your password.

5. Change Personal Information

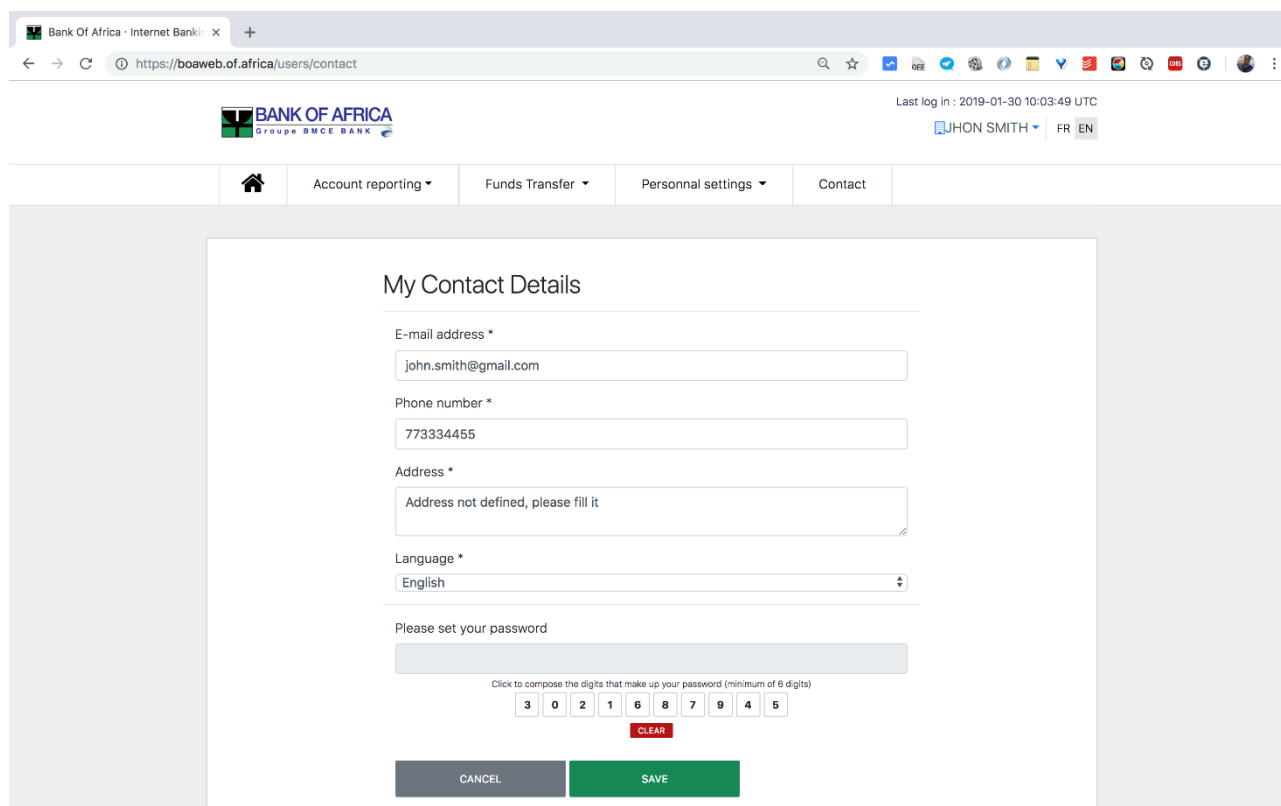
This allows you to modify user-specific personal data e.g.

- E-mail address
- Cell phone number
- Physical and postal Address
- Language



Important:

Enter all required information to complete the update.



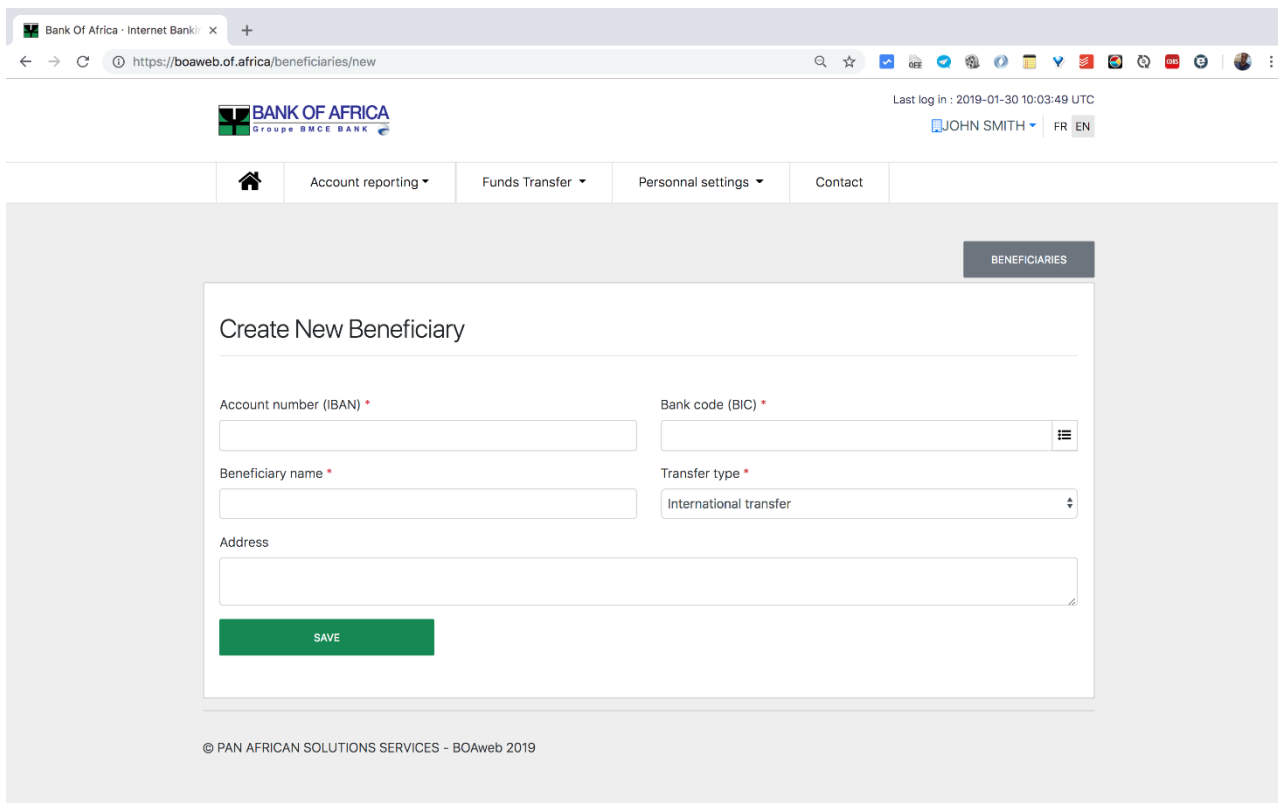
The screenshot shows the 'My Contact Details' page in the Bank of Africa Internet Banking interface. The page is titled 'My Contact Details' and contains several input fields for user information. The browser address bar shows 'https://boaweb.of.africa/users/contact'. The user is logged in as 'JOHN SMITH' and the language is set to 'EN'. The page has a navigation bar with links for 'Account reporting', 'Funds Transfer', 'Personnal settings', and 'Contact'. The main content area contains the following fields:

- E-mail address ***: john.smith@gmail.com
- Phone number ***: 773334455
- Address ***: Address not defined, please fill it
- Language ***: English
- Please set your password**: A password composition area with a note 'Click to compose the digits that make up your password (minimum of 6 digits)' and a row of digits: 3, 0, 2, 1, 6, 8, 7, 9, 4, 5. A 'CLEAR' button is below the digits.

At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'.

6. Create a New Beneficiary

The registration of a new beneficiary requires the use of a verification code that the user can opt to receive via e-mail or SMS.



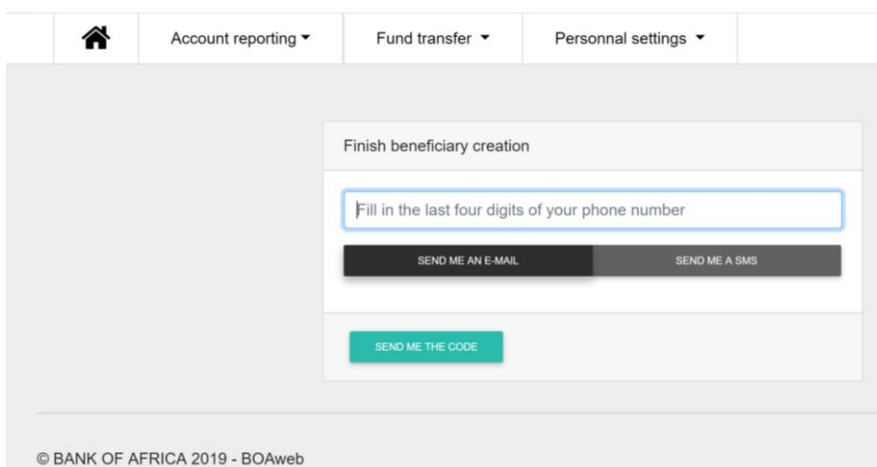
The screenshot shows the BOAweb interface in a browser. The address bar displays <https://boaweb.of.africa/beneficiaries/new>. The page header includes the Bank of Africa logo, the text "Groupe BMCE BANK", and the user's name "JOHN SMITH" with language options "FR" and "EN". The last login time is "2019-01-30 10:03:49 UTC". The main navigation bar contains links for Home, Account reporting, Funds Transfer, Personal settings, and Contact. The "BENEFICIARIES" tab is active.

The "Create New Beneficiary" form contains the following fields:

- Account number (IBAN) *
- Bank code (BIC) *
- Beneficiary name *
- Transfer type * (Dropdown menu showing "International transfer")
- Address

A green "SAVE" button is located at the bottom of the form.

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019



The screenshot shows the "Finish beneficiary creation" step in the BOAweb interface. The navigation bar is the same as in the previous screenshot. The main content area displays a form with the following elements:

- A text input field with the placeholder text "Fill in the last four digits of your phone number".
- Two buttons: "SEND ME AN E-MAIL" and "SEND ME A SMS".
- A green button: "SEND ME THE CODE".

© BANK OF AFRICA 2019 - BOAweb

7. Standing Orders

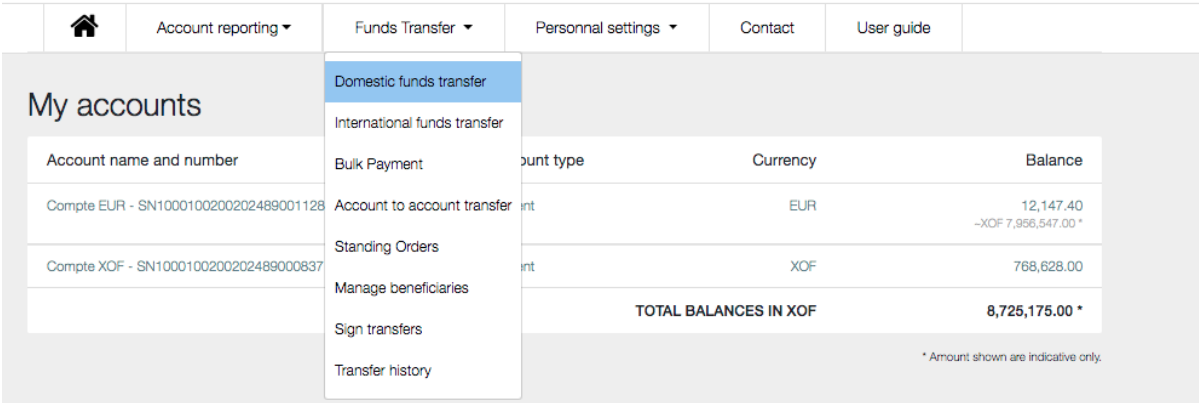
In the BOAweb application, it is possible to create, modify or cancel a domestic or international or an account-to-account standing order.

7.1 Create a standing order

Users can create the following types of standing orders:

- Domestic or
- International or
- Account to account (accounts within the same bank)

- iii. In the “Funds Transfer” menu, select the desired transfer type, for instance “Domestic funds transfer”.



The screenshot displays the BOAweb interface. At the top, there is a navigation bar with links: Home, Account reporting, Funds Transfer (selected), Personal settings, Contact, and User guide. Below this, a dropdown menu for 'Funds Transfer' is open, showing options: Domestic funds transfer (highlighted), International funds transfer, Bulk Payment, Account to account transfer, Standing Orders, Manage beneficiaries, Sign transfers, and Transfer history. In the background, the 'My accounts' section is visible, showing a table of account balances:

Account name and number	Account type	Currency	Balance
Compte EUR - SN1000100200202489001128		EUR	12,147.40
Compte XOF - SN1000100200202489000837		XOF	768,628.00
TOTAL BALANCES IN XOF			8,725,175.00 *

* Amount shown are indicative only.

- iv. Fill in all the fields of the funds transfer form:

- Beneficiary
- Account to debit
- Currency
- Amount
- Transfer fee details
- Reason for transfer

- v. Check the "Set as a Standing Order" checkbox

Set as a Standing Order

☐

- vi. Fill in the additional fields for the Standing Order:

- First due date – indicates the execution date of the standing order. This date is usually equal or superior to the initiation date.

7.2 Sign a standing order

This step allows you to sign the following types of standing orders:

- Domestic or
- International or
- Account to account

NB: The standing order is automatically cancelled by the system if it is not signed within 6 days after the set up date.

- In the “Funds Transfer” menu, select "Standing orders" and search for the transfer to be signed. The transfers awaiting signatures have the status “Awaiting signature”.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-01-02	Not signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	Show Sign Edit

- To sign the transfer, click on the "Select" button and then “Sign”. The predefined signature matrix rules will be applied accordingly.

i The transaction has been signed

TRANSFERS

signed

From	Amount to transfer	Date	Type
SN1000100200202489001128	EUR 1,400.00	02/01/2020	simple domestic Standing Order
To	Beneficiary	Reason	Detail of charges
BJ0610100100189536000050	TEST BULK P BOA RDC		Beneficiary

Signatories

Nom	Password	02/01/2020	
-----	----------	------------	--

- After the signature, the status of the transfer changes to “Signed”. The possible actions on a signed standing order transfer include:
 - Show – to view the details of the transaction

- Cancel – to cancel the standing order
- Suspend – to suspend the standing order
- Skip next occurrence – to skip the next occurrence of the scheduled standing order

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	<div>ACTIONS -</div> <div><div> Show</div><div> Cancel</div><div> Pause</div><div> Skip next occurrence</div></div>
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	
<div>< 1 2 3 ></div>						

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

- iv. In the transfer history, the user can view the next scheduled due dates for all standing orders.

Transfers list						
To be signed 8		Scheduled 7		Signed 9		Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050		EUR 1,400.00		02/02/2020	simple domestic standing order	

NB: If the first due date is equal to the creation date of the standing order:

- The first due date appears in the "Signed" section and the standing order is sent to the bank for execution

Transfers list						
To be signed 8		Scheduled 7		Signed 9		Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050		EUR 1,400.00		02/01/2020	simple domestic standing order	

- The next due date is displayed in the "Scheduled" section.

Transfers list						
To be signed 8		Scheduled 7		Signed 9		Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050		EUR 1,400.00		02/02/2020	<div>simple domestic</div> <div>standing order</div>	

7.3 Edit a standing order

A standing order amendment is only possible on created transfers that have not been signed. While Corporate customers can only amend the amount field of the transfer, Retail customers can amend all the fields of the transfer.

7.4 Suspend/Resume a standing order

A user can suspend a signed standing order at any time by clicking on the “Suspend” action of the targeted transfer.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	<div>ACTIONS -</div> <div><div>Show</div><div>Cancel</div><div>Pause</div><div>Skip next occurrence</div></div>
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	
<div>< 1 2 3 ></div>						

PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

In this case, all due dates are suspended and are therefore not sent to the bank for execution.

i The Standing Order is on hold						
Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Paused	Signed	ACTIONS -

The user can activate the standing order by clicking on the “Resume” action.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Paused	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	Show Cancel Resume

The next due date reappears in the list of scheduled transfers.

Transfers list			
To be signed 8	Scheduled 7	Signed 9	Cancelled 0
TEST BULK P BOA RDC BJ0610100100189536000050	EUR 1,400.00	02/02/2020	simple domestic standing order

7.5 Skip the next occurrence of a standing order

Users can skip the next due date for a standing order.

- Click on the “Funds Transfer” menu and select “Standing orders”
- Click on “Skip the next occurrence” on the targeted standing order

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	2020-02-02	Signed	ACTIONS -
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	Show Cancel Pause Skip next occurrence

The status of this standing order then changes to “Skipped”

The skip will only apply to the next due date and will therefore not be executed. After this due date, the next one will be scheduled.

Users can also unskip the next due date of a skipped standing order transfer by clicking on “Unskip next occurrence”.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Skipped	Signed	ACTIONS ▾
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	Show Cancel Pause Unkip next occurrence

< 1 2 3 >

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

7.6 Cancel a standing order

The cancellation feature of a standing order can be accessed by any user from the "Standing orders" menu.

- Go to "Funds Transfer" and click on "Standing orders"
- Look for the targeted transfer, click on "Select" and then on "Cancel" and confirm the operation
- The status of the transfer changes to "Cancelled" and consequently, all due dates are cancelled.

Beneficiary	Debited account	Amount	Currency	Next occurrence	Status	Actions
TEST BULK P BOA RDC	SN1000100200202489001128	1400.0	EUR	Skipped	Signed	ACTIONS ▾
TEST BULK P BOA RDC	SN1000100200202489001128	1200.0	EUR	2020-02-02	Signed	Show Cancel Pause Unkip next occurrence

< 1 2 3 >

© PAN AFRICAN SOLUTIONS SERVICES - BOAweb 2019

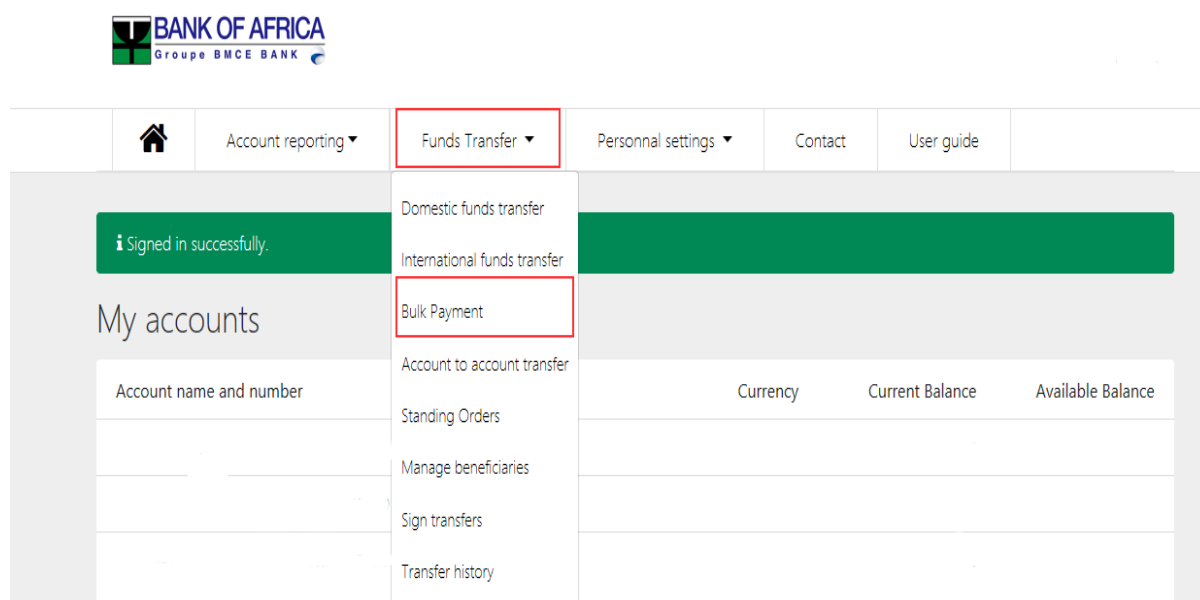
A cancelled standing order cannot be activated; the user would have to create a new one.

8. Bulk Payments

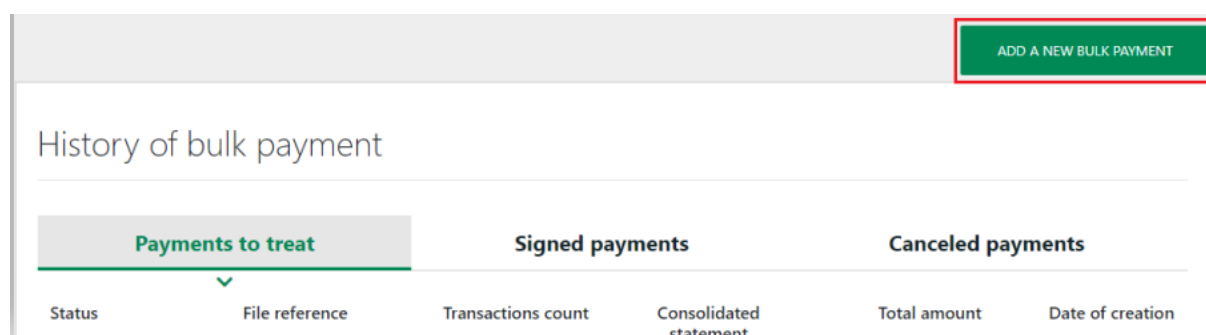
The BOAweb application provides Enterprise customers (SME and Corporate) the possibility to create, delete or cancel a bulk payment. This feature enables the execution of several funds transfers at one go.

8.1 Access the bulk payment menu

- i. Log in to BOAweb, navigate to “Funds Transfer”, and then click on the “Bulk Payment” menu.

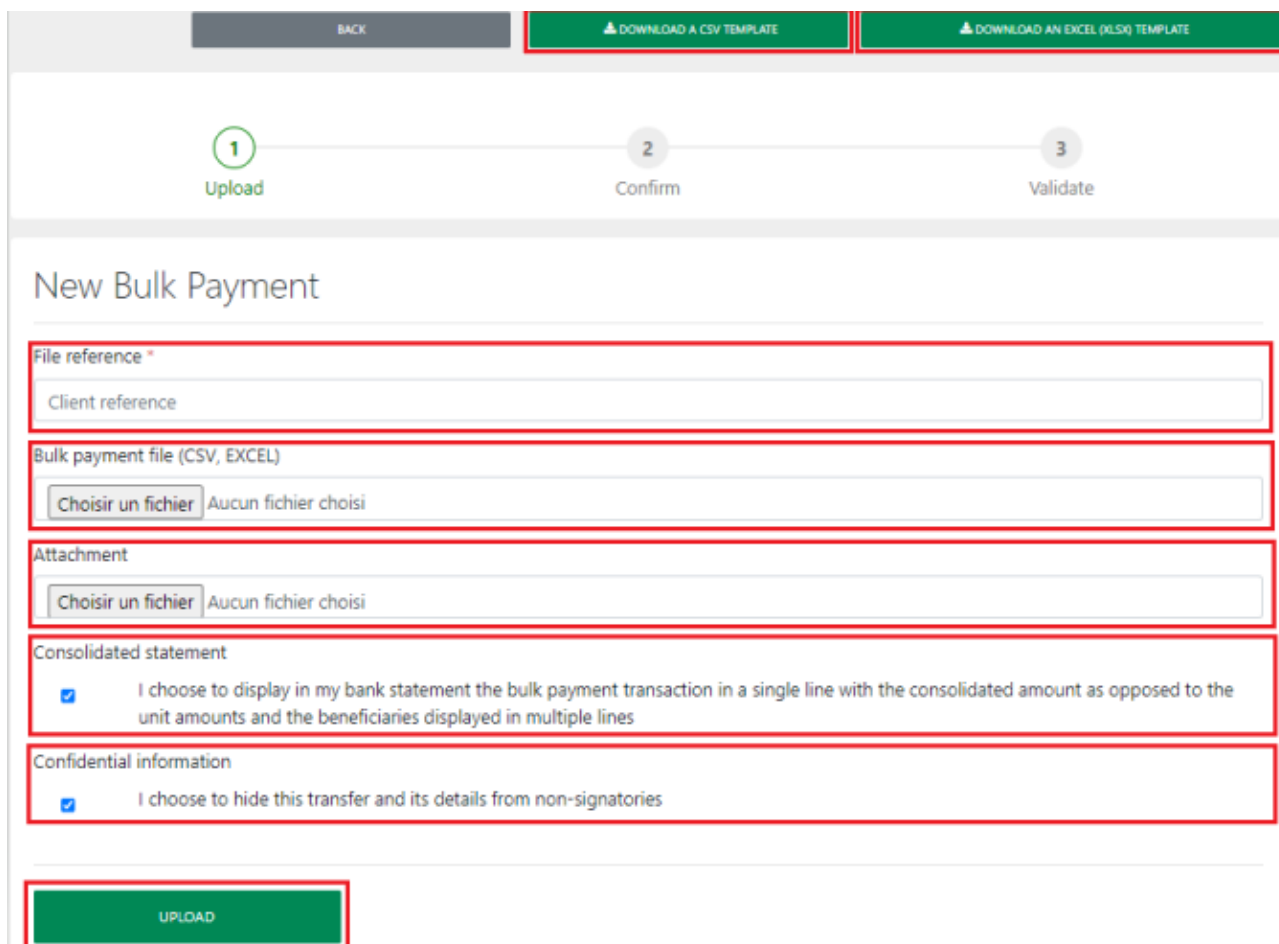


The bulk payment screen will appear with the title “History of bulk payments”.



8.2 Create a bulk payment

- i. To create a new bulk payment, click on the “Add a New Bulk Payment” menu icon (refer to screenshot above). The “New Bulk Payment” screen opens.
- ii. Provide the following information on the “New Bulk Payment” screen:
 - Download a CSV template – Provides a comma separated value (CSV) file template to capture bulk payment details.
 - Download an EXCEL (XLSX) template – Provides an Excel file template to capture bulk payment details.
 - File reference – Fill in your internal reference for the transaction.
 - Bulk payment file (CSV, EXCEL) - Search for and upload the bulk payment file in CSV or EXCEL format onto BOAweb.
 - Attachment – If desired, upload a document in Word format with details of the operations.
 - Consolidated statement – You can view the bulk payment transaction in a single line on your bank statement instead of multiple entries that make up the bulk payment. This is selected by default in the “Consolidated statement” check box.
 - Confidential information – You can also hide or allow viewing of the details of the bulk payment transaction from users that are non-signatories. The option to hide the details is checked by default, meaning that all details of the transaction will be hidden from the non-signatories to the transaction.



BACK

DOWNLOAD A CSV TEMPLATE

DOWNLOAD AN EXCEL (XLSX) TEMPLATE

1 Upload

2 Confirm

3 Validate

New Bulk Payment

File reference *

Client reference

Bulk payment file (CSV, EXCEL)

Choisir un fichier

Aucun fichier choisi

Attachment

Choisir un fichier

Aucun fichier choisi

Consolidated statement

☒ I choose to display in my bank statement the bulk payment transaction in a single line with the consolidated amount as opposed to the unit amounts and the beneficiaries displayed in multiple lines

Confidential information

☒ I choose to hide this transfer and its details from non-signatories

UPLOAD

- iii. Verify the details on the following screen and click on “Confirm”. However, if the details are incorrect, click on “Cancel” to correct the transaction or to simply put an end to the transaction.

1 Upload — 2 **Confirm** — 3 Validate

Bulk payment details

Number of unit transfers of the bulk payment 3	Number of valid unit transfers 3	Number of wrong unit transfers 0	Total amount XOF 450,000.00
---	-------------------------------------	-------------------------------------	--------------------------------

File reference : April 2021 Salaries

Consolidated statement : **Yes**

Confidential information : **Yes**

Count	Account number	Amount	Account number	Transfer label
1	BF0840100100131826000078	XOF 150,000.00	BF0000100300131862000270	Salarié 1 E
2	BF0840100100131826000078	XOF 150,000.00	BF0000100100131879000293	Salarié 2 E
3	BF0840100100131826000078	XOF 150,000.00	B01040100100131880000266	Salarié 3 E

< Prev 1 Next >

BACK
CANCEL
CONFIRM

- iv. The transaction is confirmed successfully and the status changes to “Verified Transfer”. You will receive an e-mail notification prompting you to sign the transfer. On the “History of bulk payment” screen, the uploaded file is displayed with the status “Verified Transfer”. Select the transaction entry to confirm.

Payment confirmed successfully. You will receive an e-mail notification prompting you to sign the transfer.

ADD A NEW BULK PAYMENT

History of bulk payment

Payments to treat		Signed payments		Canceled payments	
Status	File reference	No. of unit transfers	Consolidated statement	Total amount	Date of creation
<div style="display: inline-block; width: 10px; height: 10px; background-color: black; border: 1px solid red; margin-right: 5px;"></div> Verified Transfer	APRIL 2021 SALARIES	3	Yes	XOF 450,000.00	20/07/2021

8.3 Sign a bulk payment

The signatory can sign the bulk payment transfers depending on the mandates defined during application for the service. There are 2 ways to access the bulk payment transaction awaiting a signature:

- a. From the "Funds Transfer" menu, click on "Sign Transfers" and select the transaction that you want to sign
 - b. Or from the "Funds Transfer" menu, click on "Bulk Payment" and on the "Payments to sign" tab, select the transaction that you want to sign
- i. After having selected the transaction that you want to sign, verify once again the transaction details displayed on the summary screen and click on "Sign".

✓ Upload — ✓ Confirm — 3 Validate

Summary

In progress

File reference April 2021 Salaries	Transactions count 3	Amount XOF 450,000.00
Payment type bulk domestic	Transfer date 20/07/2021	Status Verified Transfer
Consolidated statement : Yes		
Confidential information : Yes		

Sign the transfer

REJECT THIS TRANSFER

Signature method	Date
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Password</div> <div style="float: right; border: 2px solid #003366; padding: 5px 10px; background-color: #003366; color: white; font-weight: bold;">SIGN</div>	

Beneficiaries

Source account	Destination account	Transfer label	Amount
BF0840100100131826000078	B01040100100131880000266	Salarié 3 E	XOF 150,000.00
BF0840100100131826000078	BF0000100100131879000293	Salarié 2 E	XOF 150,000.00
BF0840100100131826000078	BF0000100300131862000270	Salarié 1 E	XOF 150,000.00
< Prev Next >			

[BACK](#)
[DELETE](#)

- ii. Enter your password and click on “Sign”.

Transfer signature


Enter your password to sign this transfer

.....

Click to compose the digits that make up your password (minimum of 6 digits)

[3](#)
[8](#)
[9](#)
[4](#)
[5](#)
[2](#)
[1](#)
[6](#)
[7](#)
[0](#)
[CLEAR](#)
[SIGN](#)
[CANCEL](#)

- iii. The transaction is signed successfully. The green point in the “Sign the transfer” section signifies the success of the signature.

 The transaction has been signed



Summary

Processed

File reference April 2021 Salaries	Transactions count 3	Amount XOF 450,000.00
Payment type bulk domestic	Transfer date 20/07/2021	Status Signed
Consolidated statement : Yes		
Confidential information : Yes		

Sign the transfer

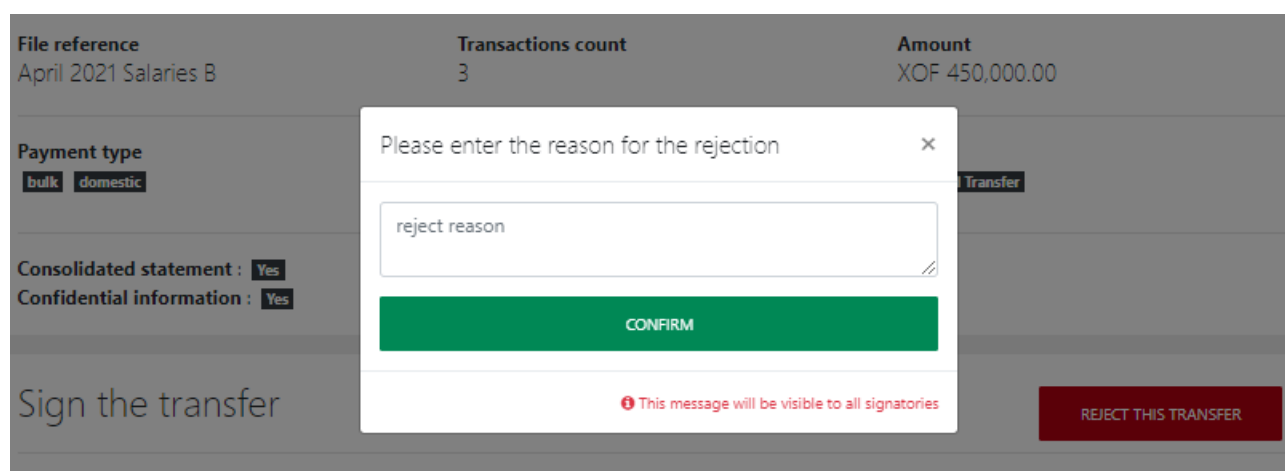
Signature method	Date
Password	20/07/2021 

Beneficiaries

Source account	Destination account	Transfer label	Amount
BF0840100100131826000078	B01040100100131880000266	Salarié 3 E	XOF 150,000.00
BF0840100100131826000078	BF0000100100131879000293	Salarié 2 E	XOF 150,000.00
BF0840100100131826000078	BF0000100300131862000270	Salarié 1 E	XOF 150,000.00
< Prev 1 Next >			

NB :

- If you reject the transfer by clicking on "Reject this transfer", enter the reason for the rejection and click on "Confirm". All signatories of this transfer in your company will see the reason that you have indicated.



The screenshot displays the BOAweb interface for managing a transfer. A modal dialog is open, prompting the user to enter a reason for rejection. The background interface shows the following details:

- File reference:** April 2021 Salaries B
- Transactions count:** 3
- Amount:** XOF 450,000.00
- Payment type:** bulk domestic
- Consolidated statement:** Yes
- Confidential information:** Yes
- Sign the transfer:** (Text label)
- Buttons:** CONFIRM (green), REJECT THIS TRANSFER (red)

The modal dialog contains the following elements:

- Title:** Please enter the reason for the rejection
- Input field:** reject reason
- Buttons:** CONFIRM (green), REJECT THIS TRANSFER (red)
- Warning:** This message will be visible to all signatories

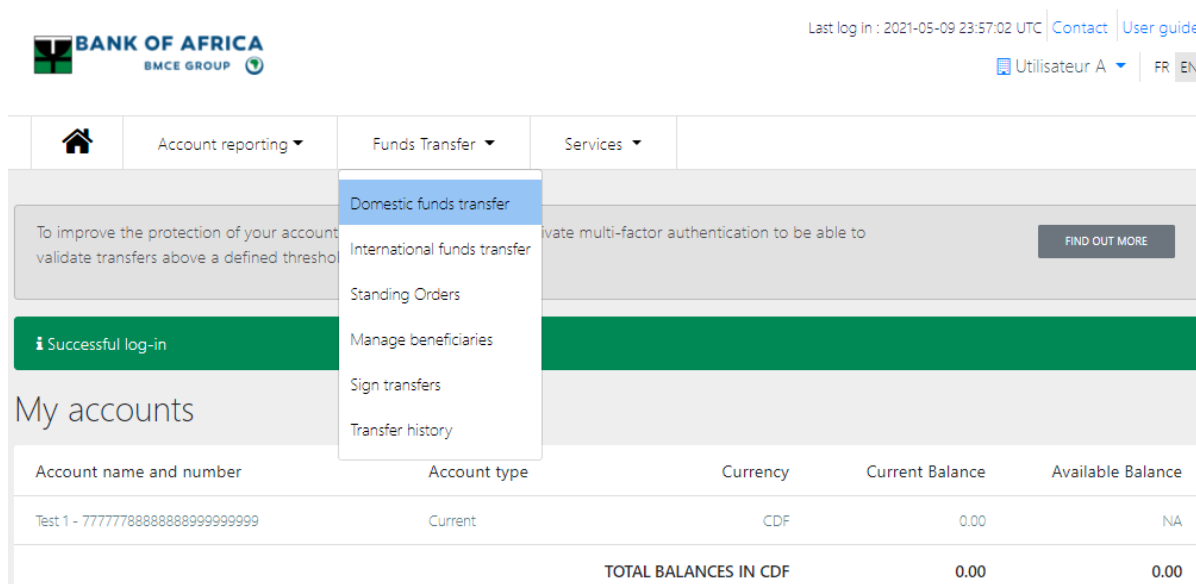
- b. By clicking on "Delete", the transfer is deleted and is no longer displayed on the transfer list. You cannot delete the transaction once it has been signed.

9. Domestic funds transfer

This feature enables users to initiate domestic funds transfers, attach supporting documents and sign the transfers.

9.1 Initiate a domestic funds transfer

- i. Log in to BOAweb, navigate to “Funds Transfer” and select “Domestic funds transfer”.



The screenshot shows the BOAweb interface. At the top, there is a header with the Bank of Africa logo, the text 'BMCE GROUP', and a 'Last log in' timestamp. Below the header, there is a navigation bar with a home icon and several menu items: 'Account reporting', 'Funds Transfer', and 'Services'. The 'Funds Transfer' menu is expanded, showing a list of options: 'Domestic funds transfer' (highlighted), 'International funds transfer', 'Standing Orders', 'Manage beneficiaries', 'Sign transfers', and 'Transfer history'. Below the navigation bar, there is a section titled 'My accounts' which contains a table of accounts. The table has columns for 'Account name and number', 'Account type', 'Currency', 'Current Balance', and 'Available Balance'. The table shows one account with a 'Test 1' number, 'Current' type, 'CDF' currency, and a balance of '0.00'. A 'TOTAL BALANCES IN CDF' row is also present at the bottom of the table.

- ii. Fill in the fields in the “Domestic funds transfer” form :
 - Beneficiary – Select the beneficiary from the drop-down list
 - Debit account – Select the account to debit from the drop-down list
 - Currency - Select the currency
 - Amount – Enter the amount you would like to send to the beneficiary
 - Transfer date – This field is filled in by default, usually the date of initiation of the transfer
 - Detail of charges – Indicate the party to whose account the transfer fees will be charged
 - Description - Enter the description of the transfer, usually the reason of the transfer

Domestic Funds Transfer

Beneficiary

Bénéficiaire Diane - (777777779999999999999999) BANQUE CENTRALE DU CONGO

Debit account

Test 1 - 777777888888889999999999 - CDF

Currency

CDF - Congolese franc

Amount

1000

Transfer date

2021-07-20

Set as a Standing Order

☐

Detail of charges


Charge beneficiary

Description

Family assistance

CREATE A NEW FUNDS TRANSFER

- iii. The transfer is created successful.
- If you don't have a supporting document to attach, click on « Continue » to sign and validate the transaction.
 - If you want to attach a supporting document, refer to step 9.2 of this user guide.

 Transfer created successfully

TRANSFERS

In progress

From 7777778888888899999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple domestic
To 7777777799999999999999	Beneficiary Bénéficiaire Diane	Reason Family assistance	Detail of charges Beneficiary

Documents [0] [Manage documents](#)

No document found

Select the reason
Payment of invoices for the effective provision of servi ▼

Supporting document

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

9.2 Add a supporting document

- i. To add a supporting document:
 - Select the reason of the transfer from the drop-down list
 - Upload the supporting document in the “Supporting document” field
 - Click on “Add document”

In progress

From 777777888888889999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple domestic
To 7777777779999999999999999999	Beneficiary Bénéficiaire Diane	Reason Family assistance	Detail of charges Beneficiary

Documents [0] [Manage documents](#)

No document found

Select the reason

Family help or family assistance ▼

Supporting document

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

- ii. The document is added successfully.

In progress

From 7777778888888999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple domestic
To 777777779999999999999999	Beneficiary Bénéficiaire Diane	Reason Family assistance	Detail of charges Beneficiary

Documents [1] [Manage documents](#)

Reason	Document title	
Family help or family assistance	Attachment - domestic funds transfer 090521.pdf	X

Select the reason
 Payment of invoices for the effective provision of servi ▼

Supporting document

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

To add more documents, repeat step i and click on “Add document”.

iii. Click on “Continue” to sign the transfer.

9.3 Sign a domestic funds transfer

- i. Verify the information on the summary screen that follows. From this screen, you can either delete or update the transfer, or click on “Sign” to complete the transaction.

✕ DELETE
📝 UPDATE
TRANSFERS

In progress

From 7777778888888999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple domestic
To 7777777799999999999999	Beneficiary Bénéficiaire Diane	Reason Family assistance	Detail of charges Beneficiary

Signatories

REJECT THIS TRANSFER

Utilisateur A

Password

--/--/----

SIGN

Status of other signatories

Full name	Date	Status
Utilisateur B		●

Documents [1]

Manage documents

Reason	Document title	
Family help or family assistance	Attachment - domestic funds transfer 090521.pdf	X

- ii. Enter your password and click on “Sign”.

Transfer signature

Enter your password to sign this transfer

.....

Click to compose the digits that make up your password (minimum of 6 digits)

9

6

5

7

0

1

8

3

2

4

CLEAR

SIGN

CANCEL

- iii. If the password is correct, the transaction is sent to the bank for processing.

The transaction has been signed

TRANSFERS

Processed

From 7777778888888999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type <div>simple domestic</div>
To 777777779999999999999999	Beneficiary Bénéficiaire Diane	Reason Family assistance	Detail of charges Beneficiary

Signatories

Utilisateur A	Password	20/07/2021	<div></div>
---------------	----------	------------	-------------

Status of other signatories

Full name	Date	Status
Utilisateur B		<div></div>

Documents [1]


Reason	Document title
Family help or family assistance	Attachment - domestic funds transfer 090521.pdf

10. International funds transfer

This feature enables users to initiate international funds transfers, attach supporting documents and sign the transfers.

10.1 Initiate an international funds transfer

- i. Log in to BOAweb, navigate to “Funds Transfer” and select “International funds transfer”.



BANK OF AFRICA


BMCE GROUP

Last log in : 2021-05-10 00:41:12 UTC

[Contact](#)
[User guide](#)

Utilisateur A

FR EN



Account reporting

Funds Transfer

Domestic funds transfer

International funds transfer

Standing Orders

Manage beneficiaries

Sign transfers

Transfer history

Services

To improve the protection of your account, we require you to activate multi-factor authentication to be able to validate transfers above a defined threshold.

FIND OUT MORE

Successful log-in

My accounts

Account name and number	Account type	Currency	Current Balance	Available Balance
Test 1 - 777777888888899999999	Current	CDF	0.00	NA

- ii. Fill in the fields in the “International funds transfer” form :
- Beneficiary – Select the beneficiary from the drop-down list
 - Debit account – Select the account to debit from the drop-down list
 - Currency - Select the currency
 - Amount – Enter the amount you would like to send to the beneficiary
 - Transfer date – This field is filled in by default, usually the date of initiation of the transfer
 - Detail of charges – Indicate the party to whose account the transfer fees will be charged
 - Description - Enter the description of the transfer, usually the reason of the transfer

International Funds Transfer

Beneficiary

Bénéficiaire A - (11111111118888888888) BANK OF AFRICA-RDC

Debit account

Test 1 - 7777778888888999999999 - CDF

Currency

CDF - Congolese franc

Amount

1000

Transfer date

2021-07-20

Set as a Standing Order

☐

Detail of charges

Charge beneficiary


Description

Family assistance

CREATE A NEW FUNDS TRANSFER

iii. The transfer is created successful.

- If you don't have a supporting document to attach, click on « Continue » to sign and validate the transaction.
- If you want to attach a supporting document, refer to step 10.2 of this user guide.

 Transfer created successfully

TRANSFERS

In progress

From 777777888888889999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type <input checked="" type="checkbox"/> simple <input type="checkbox"/> international
To 11111111188888888888	Beneficiary Bénéficiaire A	Reason Family assistance	Detail of charges Beneficiary

Documents [0] [Manage documents](#)

No document found

Select the reason

Payment of invoices for the effective provision of servi ▼

Supporting document

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

10.2 Add a supporting document

- i. To add a supporting document:
- Select the reason of the transfer from the drop-down list
 - Upload the supporting document in the “Supporting document” field
 - Click on “Add document”

In progress

From 7777778888888899999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple international
To 111111111888888888	Beneficiary Bénéficiaire A	Reason Family assistance	Detail of charges Beneficiary

Documents [0] [Manage documents](#)

No document found

Select the reason
Family help or family assistance ▼

Supporting document

Choir un fichier Attachment - inte...ansfer 090521.pdf

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

- ii. The document is added successfully.

Document added successfully

TRANSFERS

In progress

From 777777888888889999999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type <div>simple</div> <div>international</div>
To 1111111118888888888888	Beneficiary Bénéficiaire A	Reason Family assistance	Detail of charges Beneficiary

Documents [1]
 [Manage documents](#)

Reason	Document title	
Family help or family assistance	Attachment - International funds transfer 090521.pdf	X

Select the reason
 Payment of invoices for the effective provision of serv ▼

Supporting document

Choisir un fichier

Aucun fichier choisi

Allowed document types are images, word and pdf

ADD DOCUMENT

CONTINUE

To add more documents, repeat step i and click on “Add document”.

- iii. Click on “Continue” to sign the transfer.

10.3 Sign a domestic funds transfer

- i. Verify the information on the summary screen that follows. From this screen, you can either delete or update the transfer, or click on “Sign” to complete the transaction.

✕ DELETE
✓ UPDATE
TRANSFERS

In progress

From 77777788888899999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type simple international
To 11111111188888888888	Beneficiary Bénéficiaire A	Reason Family assistance	Detail of charges Beneficiary

Signatories
REJECT THIS TRANSFER

Utilisateur A

Password

--/--/----

SIGN

Status of other signatories

Full name	Date	Status
Utilisateur B		●

Documents [1]
Manage documents

Reason	Document title	
Family help or family assistance	Attachment - international funds transfer 090521.pdf	X

- ii. Enter your password and click on “Sign”.

Transfer signature

Enter your password to sign this transfer

.....

Click to compose the digits that make up your password (minimum of 6 digits)

9

6

5

7

0

1

8

3

2

4

CLEAR

SIGN

CANCEL

- iii. If the password is correct, the transaction is sent to the bank for processing.

The transaction has been signed

TRANSFERS

Processed

From 77777788888899999999	Amount to transfer CDF 1,000.00	Date 20/07/2021	Type <div>simple international</div>
To 11111111188888888888	Beneficiary Bénéficiaire A	Reason Family assistance	Detail of charges Beneficiary

Signatories

Utilisateur A	Password	20/07/2021	<div></div>
---------------	----------	------------	-------------

Status of other signatories

Full name	Date	Status
Utilisateur B		<div></div>

Documents [1]

Reason	Document title
Family help or family assistance	Attachment - international funds transfer 090521.pdf


11. Cheque Book Order

This feature enables users to request for cheque books using BOAweb.

All Retail and Business (of single user profiles) customers have automatic access to this feature on the user interface. Business customers with multiple-user profiles would have to contact their Relationship Managers at the bank to request for activation of this feature.

11.1 Request for a cheque book

- i. Log in to BOAweb, navigate to “Services” and then click on the “Cheque book request”.



BANK OF AFRICA

Groupe BMCE BANK

Last log in : 2020-03-30 11:14:35 UTC

Nom

FR

EN

Home

Account reporting

Funds Transfer

Services

Personal settings

Contact

User guide

Cheque book request

Track requests

My accounts

Account name and number	Account type	Currency	Current Balance
Long name to teste card view in this component - SN91111111111111111111	Current	EUR	81,334.00 ~XOF 53,351,606.64 *
Compte 02 - SN999999999999999999999999	Current	XOF	12,147,400.00
TOTAL BALANCES IN XOF			65,499,006.64 *

* Amount shown are indicative only

- ii. Fill in the fields in the cheque book request form:
- Account - Select the account to which the cheque book(s) will be attached
 - Number of cheque books – Indicate the number of cheque books desired (maximum of 2 cheque books per order)
 - Number of leaves – Indicate the number of leaves per cheque book (*options : 25 and 50 leaves*)
 - Cheque book type – Select the type of cheque book desired (*options : Crossed and Open*)

Cheque book request

Account

Compte 02 - SN99999999999999999999 - XOF

Number of cheque books

1

Number of leaves

25

Cheque book type

Crossed

Crossed

Open

after receiving the notification for collection will be destroyed, and the customer will be charged.

SAVE

- iii. Click on “Save”.
- iv. Verify the information captured in the summary screen that follows before validating the request.

i The request has been created

✓ VALIDATE EDIT DELETE

Cheque book request

Account number	SN99999999999999999999
Number of cheque books	1
Number of leaves	25
Cheque book type	Crossed
Request date	
Status	
Processed on	
Reason	

- v. If the information is correct, click on “Validate”. If there is an error in the information captured, click on “Edit” to correct it.
- vi. Click on “Save” followed by “Validate” on the summary screen. If necessary, you can delete the request by clicking on “Delete”

NB: A validated request cannot be edited or deleted

- vii. Once you have validated the request, you will receive a confirmation by e-mail from the bank.

11.2 View cheque book requests

- i. After validation of the request, you are led to the “Track requests” screen where you can view all requests.

The request has been signed

Requests tracking

Request type

Cheque book request

Requested on

Date of validation

Processed on

Processed on

Status

Validated

Q

↺

Request type	Request date	Status	Processed on	Actions
Cheque book request - Open Quantity : 2 - Pages : 50	Signed at : 2020-02-13 15:29:37 UTC	Validated		ACTIONS
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:28:28 UTC	Validated		ACTIONS

- ii. You can also access this screen by clicking directly on “Track requests” from the “Services” menu.

Account reporting ▾ Funds Transfer ▾ Services ▾ Personal settings ▾ Contact User guide

My accounts

Cheque book request
Track requests

Account name and number	Account type	Currency	Current Balance
Long name to teste card view in this component - SN91111111111111111111	Current	EUR	81,334.00 ~XOF 53,351,606.64 *
Compte 02 - SN999999999999999999999999	Current	XOF	12,147,400.00
TOTAL BALANCES IN XOF			65,499,006.64 *

* Amount shown are indicative only.

- iii. Indicate the search criteria in the fields provided:
 - Request type – Select “Cheque book request”
 - Requested on – Choose the date of the creation of the request
 - Processed on – Choose the date in which the request was processed by the bank
 - Status – Indicate the status of the request ; the options are : Validated, In progress, Rejected and Processed

Requests tracking

Request type	Requested on	Processed on	Status
Cheque book request ▼	Date of validation	Processed on	Validated ▼
			<input type="button" value="Q"/> <input type="button" value="↺"/>

- iv. The list of requests is displayed based on the search criteria.

Request type	Request date	Status	Processed on	Actions
Cheque book request - Open Quantity : 2 - Pages : 50	Signed at : 2020-02-13 15:29:37 UTC	Validated		ACTIONS ▼ Show
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:28:28 UTC	Validated		ACTIONS ▼
Cheque book request - Crossed Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:22:17 UTC	Validated		ACTIONS ▼
Cheque book request - Open Quantity : 1 - Pages : 25	Signed at : 2020-02-13 15:17:36 UTC	Validated		ACTIONS ▼

- v. Click on “Show” in the “Actions” drop-down list to view the details of the request.

Cheque book request

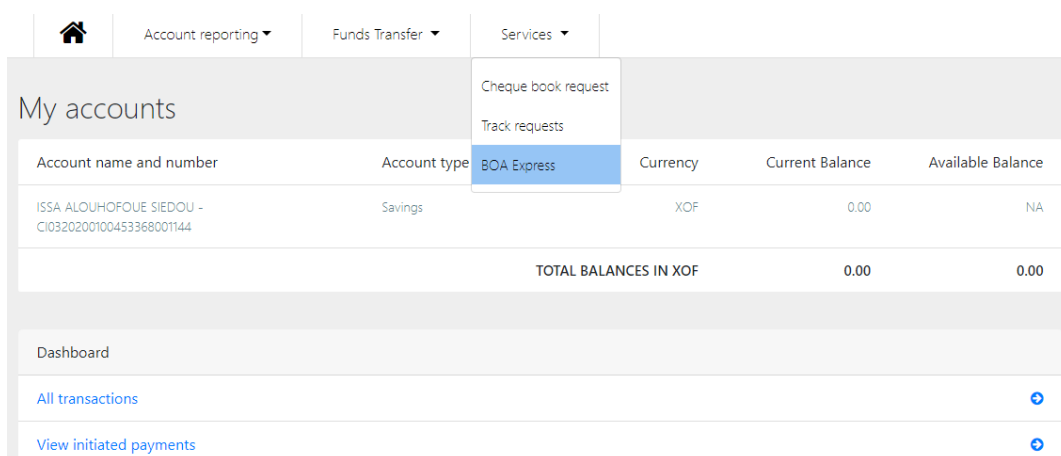
Account number	SN99999999999999999999
Number of cheque books	1
Number of leaves	25
Cheque book type	Crossed
Request date	2020-03-30 11:46:42 UTC
Status	In progress
Processed on	
Reason	

12. BOA Express Money Transfer

The BOAweb portal allows for the domestic and international transfer of funds via BOA Express. For now, this feature is only possible for customers in the WAEMU (West African Economic and Monetary Union) zone and in the DRC BOA Group network.

12.1 Initiate a BOA Express Money Transfer

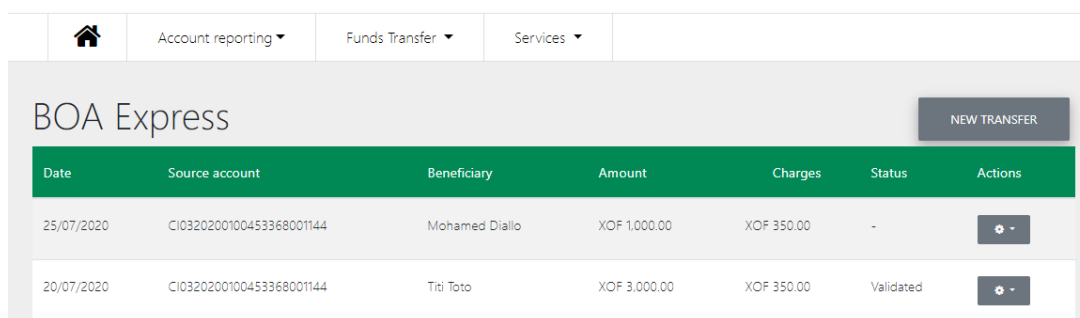
- i. Select “BOA Express” from the “Services” menu.



The screenshot shows the BOAweb portal interface. At the top, there is a navigation bar with a home icon, 'Account reporting', 'Funds Transfer', and 'Services'. The 'Services' dropdown menu is open, showing options: 'Cheque book request', 'Track requests', and 'BOA Express' (which is highlighted in blue). Below the menu, the 'My accounts' section displays a table with account details. The table has columns: 'Account name and number', 'Account type', 'Currency', 'Current Balance', and 'Available Balance'. The account listed is 'ISSA ALOUHOFOUE SIEDOU - CI0320200100453368001144' with a 'Savings' account type, 'XOF' currency, '0.00' current balance, and 'NA' available balance. A summary row shows 'TOTAL BALANCES IN XOF' with '0.00' current and '0.00' available. Below the table, there are links for 'Dashboard', 'All transactions', and 'View initiated payments'.

Account name and number	Account type	Currency	Current Balance	Available Balance
ISSA ALOUHOFOUE SIEDOU - CI0320200100453368001144	Savings	XOF	0.00	NA
TOTAL BALANCES IN XOF			0.00	0.00

- ii. Click on “New transfer”.



The screenshot shows the 'BOA Express' page. At the top, there is a navigation bar with a home icon, 'Account reporting', 'Funds Transfer', and 'Services'. The 'Services' dropdown menu is open, showing options: 'Cheque book request', 'Track requests', and 'BOA Express' (which is highlighted in blue). Below the menu, the 'BOA Express' section displays a table with transfer details. The table has columns: 'Date', 'Source account', 'Beneficiary', 'Amount', 'Charges', 'Status', and 'Actions'. The table shows two transfers: one on 25/07/2020 for 1,000.00 XOF to Mohamed Diallo, and another on 20/07/2020 for 3,000.00 XOF to Titi Toto. A 'NEW TRANSFER' button is located in the top right corner of the section.

Date	Source account	Beneficiary	Amount	Charges	Status	Actions
25/07/2020	CI0320200100453368001144	Mohamed Diallo	XOF 1,000.00	XOF 350.00	-	
20/07/2020	CI0320200100453368001144	Titi Toto	XOF 3,000.00	XOF 350.00	Validated	

- iii. Fill in all the fields in the BOA Express form:
 - Account to debit
 - Reason for transfer
 - First name and surname of beneficiary
 - Money transfer destination country (Beneficiary country)
 - Beneficiary telephone number
 - Amount to transfer

Account to debit

ISSA ALOUHOFOUE SIEDOU - CI0320200100453368001144 - 0.0 XOF

Reason for transfer

Family Assistance

Beneficiary first name

Mohamed

Beneficiary surname

Diallo

Beneficiary country

SN - SENEGAL

Beneficiary phone number

+221788978689

Amount to transfer

1000

Currency

XOF

Maximum of 3,000,000 XOF per day and per sending customer

CANCEL

CONTINUE

iv. Click on sur “Continue”

v. Verify the information on the summary screen. If the information is correct, click on “Validate”.

BOA Express transfer request details			
Source	Amount	Charge	Value added tax
CI0320200100453368001144	XOF 1,000.00	XOF 350.00	XOF 63.00
Beneficiary	Beneficiary phone number	Country	Reason for transfer
Mohamed Diallo	+221788978689	SN - SENEGAL	Family Assistance
Date of initiation			
10/08/2020			

NB: If necessary, you can also delete or edit the transfer details on this screen.

vi. Enter your password and click on “Sign”.

Sign transfer

Password

Click to compose the digits that make up your password (minimum of 6 digits)

2

9

6

3

5

4

1

7

8

0

CLEAR

CANCEL

SIGN

- vii. Your transfer has been saved and is undergoing the validation process at the bank. You will receive an e-mail notification informing you of the status of the transfer.
- If the transfer is validated by the bank:
 - the beneficiary will receive an SMS informing him/her about the transfer and with the following details: your first & last name, the transfer amount and reference number
 - view the transfer transaction reference number by clicking on “Return to list of transfers” and then look for the specific transaction from the list of BOA Express transfers
 - if your session has expired, log in to BOAweb again and go to “BOA Express Money Transfer” from the “Services” menu to select the specific transaction from the list of BOA Express transfers
 - If the transfer is not validated by the bank, you will receive an e-mail notification with information on the reason for rejection of the transfer. You would have to contact your branch for more details.

i Your transfer is undergoing validation by the bank. You will receive an e-mail notification informing you of the status of the transfer.

BACK DELETE

BOA Express transfer request details

Source CI0320200100453368001144	Amount XOF 1,000.00	Charge XOF 350.00	Value added tax XOF 63.00
Beneficiary Mohamed Diallo	Beneficiary phone number +221788978689	Country SN - SENEGAL	Reason for transfer Family Assistance
Date of initiation 10/08/2020	Validation date 10/08/2020 -- 10:46	Status -	Reference number -

- viii. In the page with the list of BOA Express transfers, look for the specific transfer and click on “Show”.

BOA Express

NEW TRANSFER

Date	Source account	Beneficiary	Amount	Charges	Status	Actions
10/08/2020	CI0320200100453368001144	Mohamed Diallo	XOF 1,000.00	XOF 350.00	Validated	⚙️
10/08/2020	CI0320200100453368001144	Mohamed Diallo	XOF 1,000.00	XOF 350.00	Validated	👁️ Show
25/07/2020	CI0320200100453368001144	Titit Toto	XOF 3,000.00	XOF 350.00	-	⚙️

Show

- ix. The reference number is displayed as follows:

BACK




BOA Express transfer request details

Source CI0320200100453368001144	Amount XOF 1,000.00	Charge XOF 350.00	Montant à percevoir XOF 1,000.00	Value added tax XOF 63.00
Beneficiary Mohamed Diallo	Beneficiary phone number +221788978689	Country SN - SENEGAL	Reason for transfer Family Assistance	
Date of initiation 10/08/2020	Validation date 10/08/2020 -- 10:46	Status Validated	Reference number BOA0770585653	

12.2 Check on the status of a BOA Express money transfer

- To view the status of your money transfer transactions, click on “BOA Express Money Transfer” from the “Services” menu.
- Look for the targeted transfer transaction and click on “Show”.

BOA Express NEW TRANSFER

Date	Source account	Beneficiary	Amount	Charges	Status	Actions
10/08/2020	CI0320200100453368001144	Mohamed Diallo	XOF 1,000.00	XOF 350.00	Validated	
10/08/2020	CI0320200100453368001144	Mohamed Diallo	XOF 1,000.00	XOF 350.00	Validated	 Show
25/07/2020	CI0320200100453368001144	Titit Toto	XOF 3,000.00	XOF 350.00	-	

- The status is displayed as follows:

BACK

BOA Express transfer request details

Source	Amount	Charge	Montant à percevoir	Value added tax
CI0320200100453368001144	XOF 1,000.00	XOF 350.00	XOF 1,000.00	XOF 63.00
Beneficiary	Beneficiary phone number	Country	Reason for transfer	
Mohamed Diallo	+221788978689	SN - SENEGAL	Family Assistance	
Date of initiation	Validation date	Status	Reference number	
10/08/2020	10/08/2020 -- 10:46	Validated	BOA0770585653	

Below are the three possible types of statuses:

- Awaiting validation - the transfer is undergoing validation in the bank
- Validated – the transfer has been validated by the bank
- Paid – the transferred funds have been paid to the beneficiary at the branch