

# Government Bills User Guide

1. Online Banking – Government Bills for Individuals and Small Businesses

2. Banking App – Government Bills for Individuals and Small Businesses

3. Online Banking Enterprise™ – Government Bills for Businesses  
(Simplified Payments)

4. OBE™ App – Government Bills for Businesses  
(Simplified Payments)

5. Online Banking Enterprise™ – Government Bills for Businesses  
(Advanced Payments) – Submit

6. Online Banking Enterprise™ – Government Bills for Businesses  
(Advanced Payments) – Authorise

7. OBE™ APP – Government Bills for Businesses  
(Advanced Payments)



# Government Bills for Individuals & Small Businesses

1. Government Bills on Online Banking >

2. Government Bills on the Banking App >

3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >

4. Government Bills on the OBE™ App (Simplified Payments) >

5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >

6. Government Bills on Online Banking Enterprise™ (Authorise) (Advanced Payments) >

7. Government Bills on OBE™ App (Advanced Payments) >

Consumers and Small Business owners can pay Government Bills directly via their Digital Banking profile on either Online Banking or the Banking App.

## Important Information about Government Bills Payments via Online Banking and the Banking App:

### Government Bills Availability:

- Government Bills cannot be submitted after 20h00 on business days, i.e., Monday – Saturday.
- Government Bills can only be submitted on business days, i.e., Monday – Saturday.
- Government Bills cannot be submitted on Sundays and Public Holidays.

### Government Bills Payment Cut-Off Time:

Government Bills payments must be submitted on Online Banking before 20h00 on business days, i.e., Monday – Saturday.

### Government Bills Payment Rules:

Once you have selected Pay, the payment will be processed immediately.

### Support:

For navigational assistance with Government Bills on Online Banking or the Banking App please contact:

Consumer:	Digital Banking Support on	087 575 0000
Business Owner:	Business Online Banking Support on	087 736 2247



# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via FNB Online Banking

1. Government Bills on Online Banking

2. Government Bills on the Banking App

3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >

4. Government Bills on the OBE™ App (Simplified Payments) >

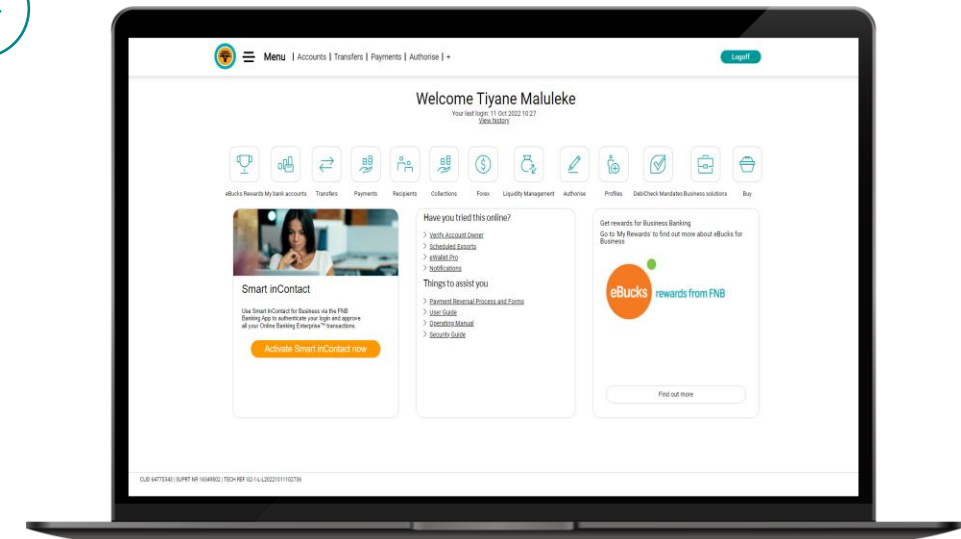
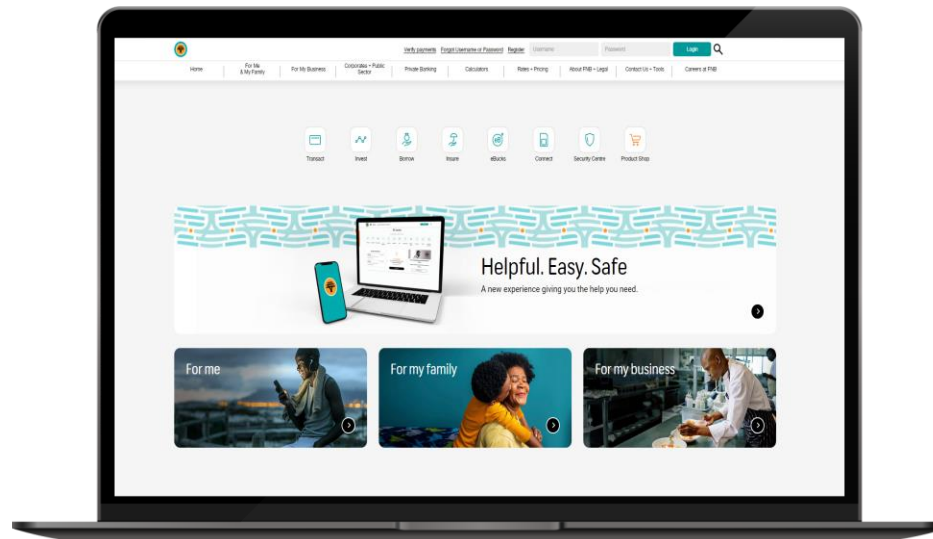
5. Government Bills on Online Banking Enterprise™ (Submit) >  
(Advanced Payments)

6. Government Bills on Online Banking Enterprise™ (Authorise) >  
(Advanced Payments)

7. Government Bills on OBE™ App (Advanced Payments) >

Log into your FNB Online Banking profile using your **Username** and **Password**.

Select **Payments**.



# Government Bills for Individuals & Small Businesses

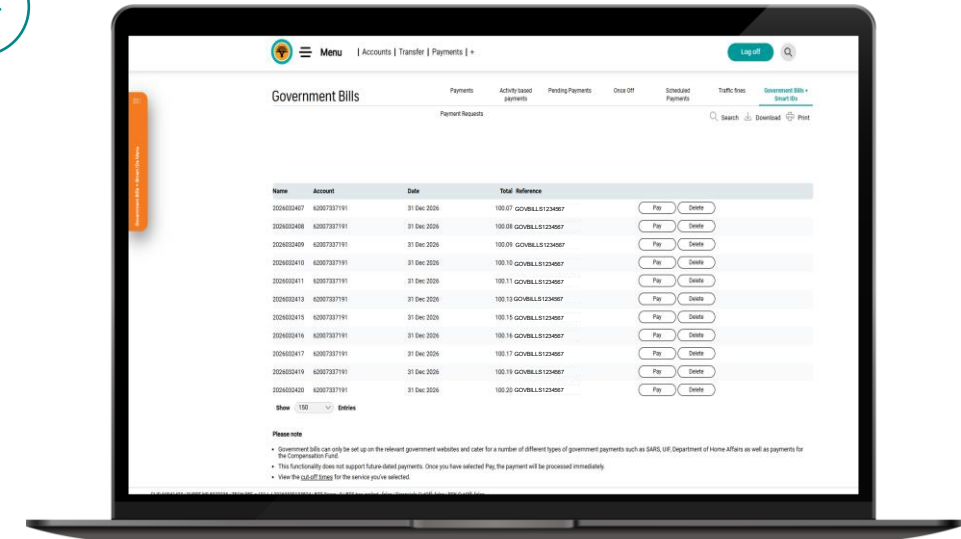
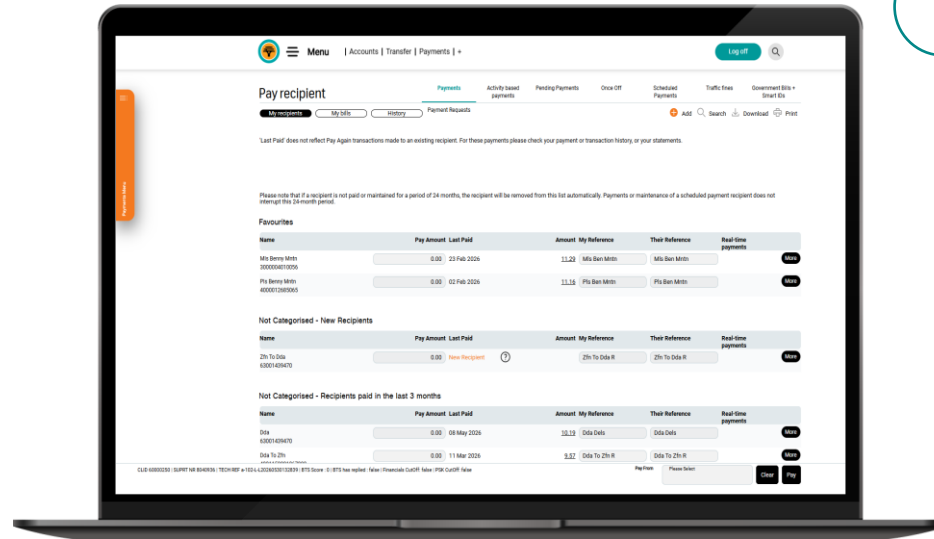
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The **Pay Recipient** page will be displayed.

Select the **Government Bills + Smart IDs** sub tab.

A list of **Payments** that have been created on the respective Government site will be displayed.  
Select **Pay** next to the relevant payment to continue.



# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via FNB Online Banking

1. Government Bills on Online Banking

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3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >

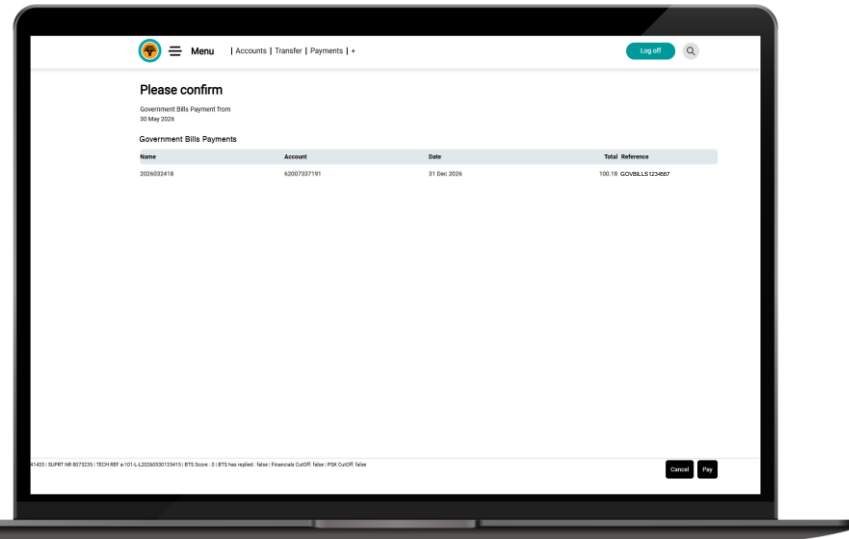
4. Government Bills on the OBE™ App (Simplified Payments) >

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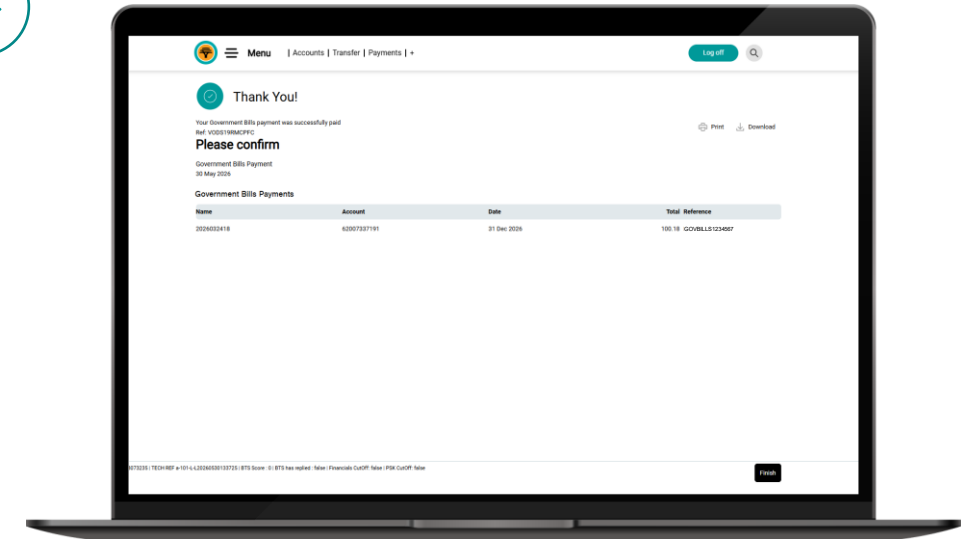
7. Government Bills on OBE™ App (Advanced Payments) >

A **confirmation** page will be displayed. Check that the details are correct and, if necessary, select **Cancel** to return to your list of payments. Select **Pay** to proceed.



The **results** page will display the status of your request. Click on **Finish** to complete the process.

The payment will be stored in the **Payment History**.



# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via the Banking App

1. Government Bills on Online Banking

2. Government Bills on the Banking App

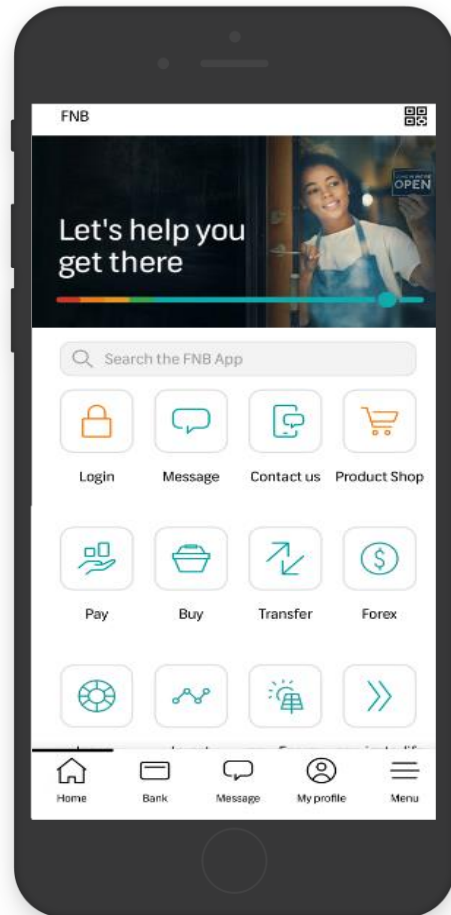
3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >

4. Government Bills on the OBE™ App (Simplified Payments) >

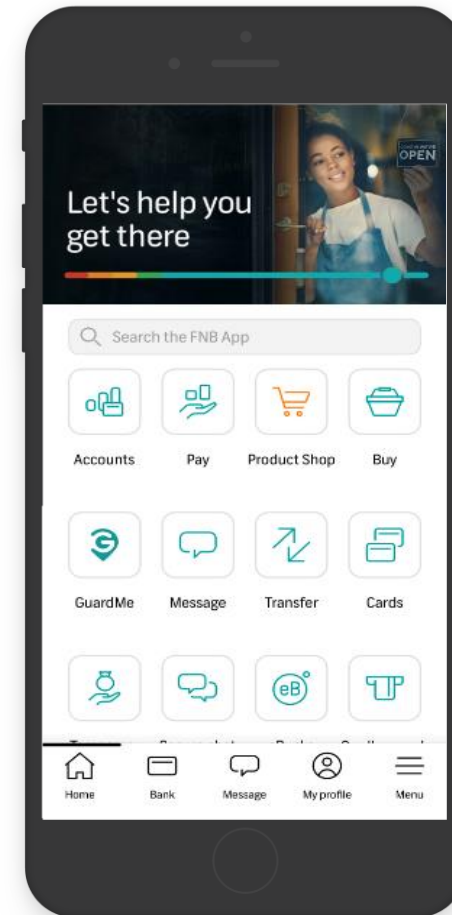
5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >

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Log in to your Banking App profile using your Username and Password, your PIN, or your Biometric Details.



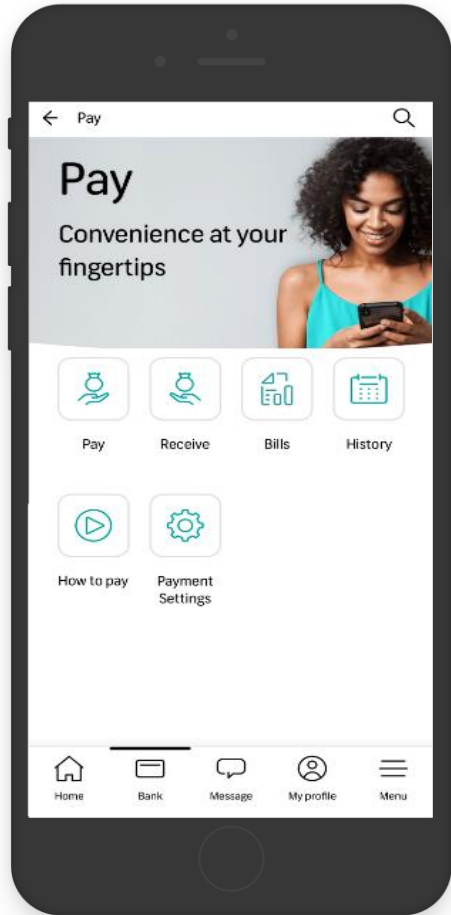
Select Pay.



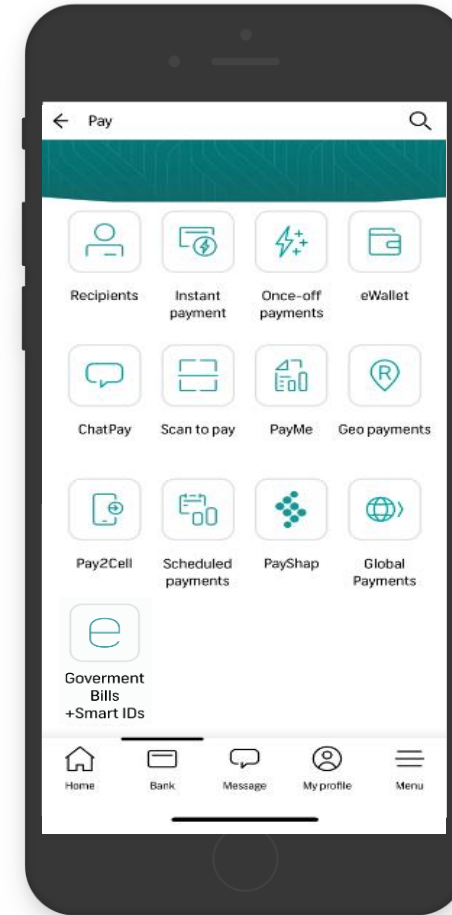
# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via the Banking App

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Select Pay.



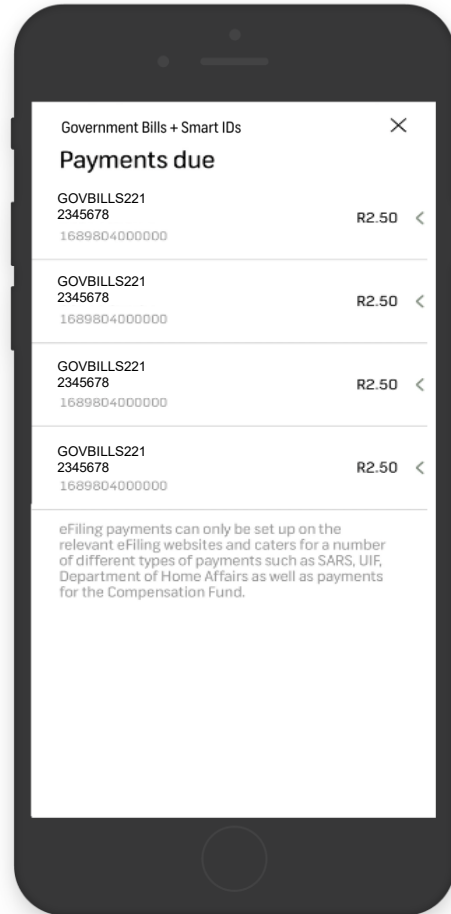
Select Government Bills + Smart IDs.



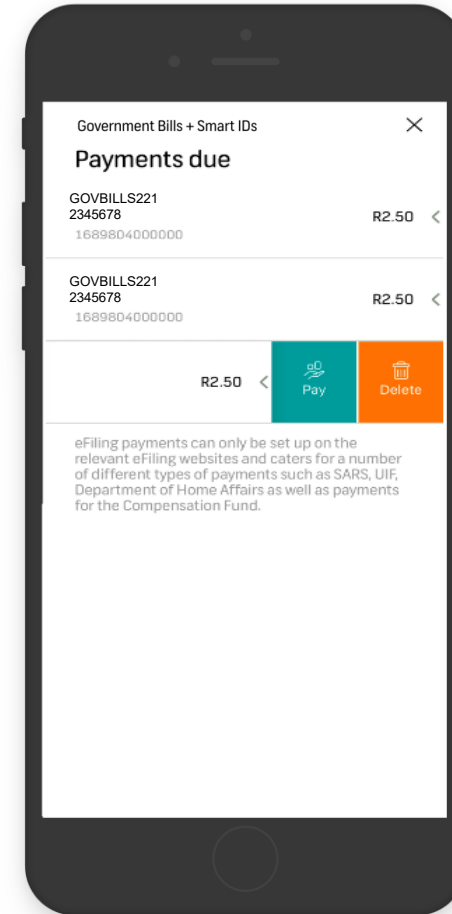
# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via the Banking App

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A list of **Payments** that have been created on the respective government site will be displayed.



Swipe left on the respective payment and then select **Pay**.



# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via the Banking App

1. Government Bills on Online Banking >

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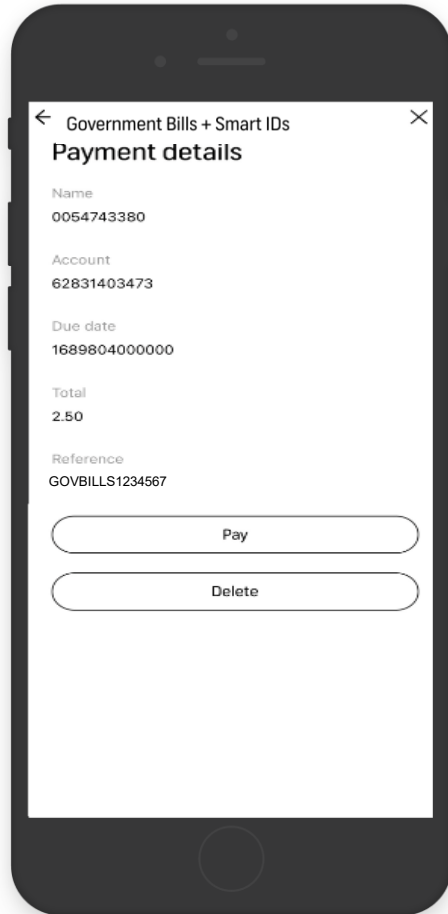
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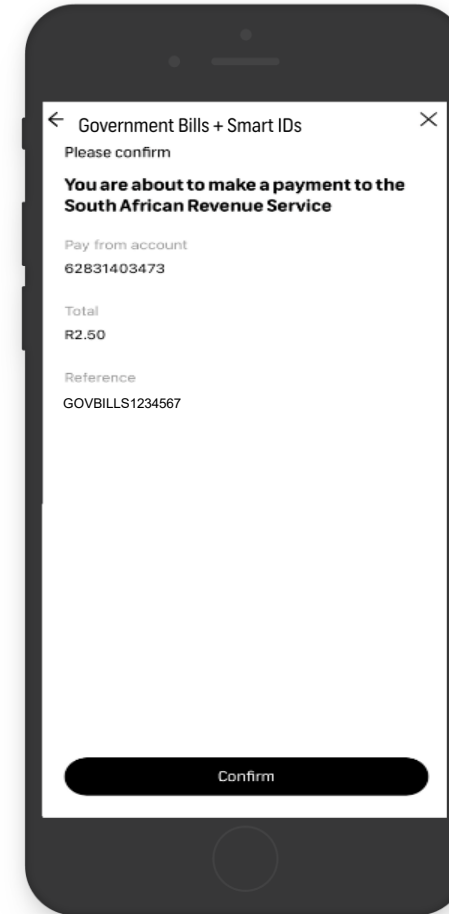
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Check that the details displayed are correct; select **Pay** to proceed.



A **confirmation** page will be displayed.

Select **Confirm** to submit the payment.



# Government Bills for Individuals & Small Businesses

## How to Pay Government Bills via the Banking App

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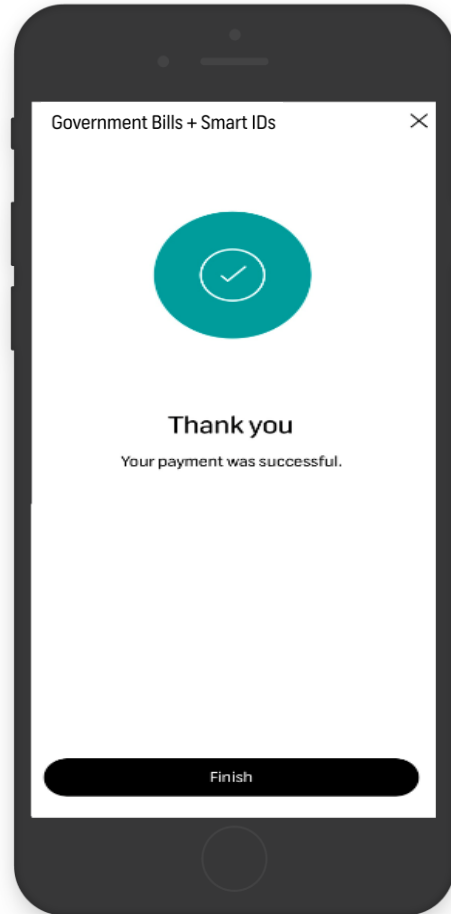
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The **results page** will display the status of your request.

Select **Finish** to complete the process.

The payment will be stored in the **Payment History**.



# Government Bills for Business (Simplified Payments)

Businesses can submit their Government Bills Payments directly via their Digital Banking Profile on either Online Banking Enterprise™ or the OBE™ App.

## Important Information about Government Bills via Online Banking Enterprise™ and the OBE™ App:

### Online Banking Enterprise™ Payment Options – Simplified vs Advanced

- Online Banking Enterprise™ clients with simple payment needs, i.e., less than 150 recipients and less than 10 transactional accounts, can enable Simplified Payments on their profile.
- Online Banking Enterprise™ clients that exceed these limitations, are defaulted to Advanced Payments.
- The steps for both Simplified and Advanced Payments are included in this user guide.

### Government Bills Availability:

- Government Bills cannot be submitted or authorised after 20h00 on business days, i.e., Monday – Saturday.
- Government Bills can only be submitted and authorised on business days, i.e., Monday – Saturday.
- Government Bills cannot be submitted or authorised on Sundays and Public Holidays.

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## Government Bills Payment Cut-Off Time:

Government Bills Payments via Online Banking Enterprise™ or the OBE™ App must be submitted and fully authorised before 20h00 on business days, i.e., Monday – Saturday.

## Government Bills Payment Rules:

- Government Bills Payments must be submitted, authorised, and fully processed on or before the payment date specified on the respective Government website.
- Failure to do so will require that the transaction is recreated on the respective Government website with a new payment date.

## Business Rules:

- If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.
- The status of the payment will change from either Authorisation Requested or Partially Authorised to Fully Processed, which means that the payment was made successfully.
- Once the payment has been fully authorised, please check the payment history and/or transaction history to confirm that the transaction has been fully processed.

## Support:

For navigational assistance with Government Bills on Online Banking Enterprise™ or the OBE™ App, please contact Business Online Banking Support on 087 736 2247.



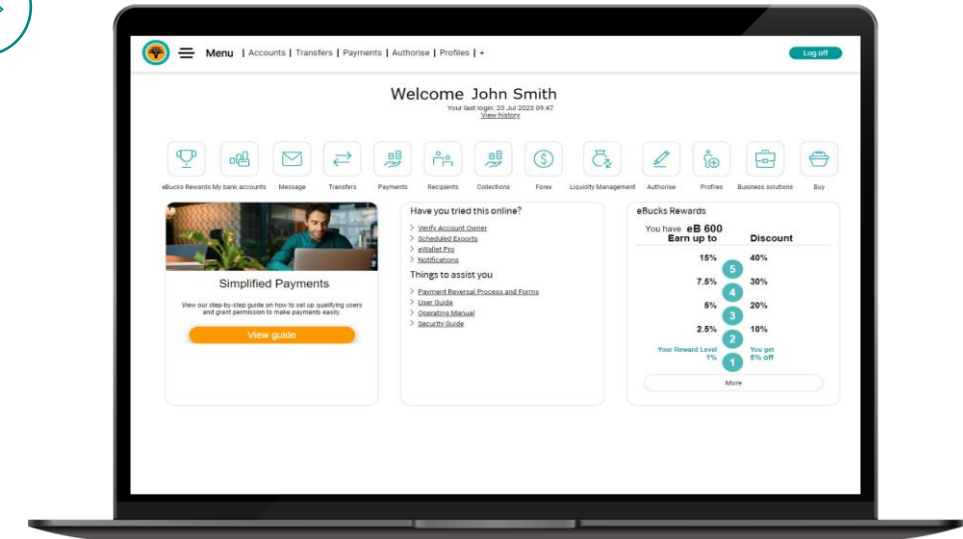
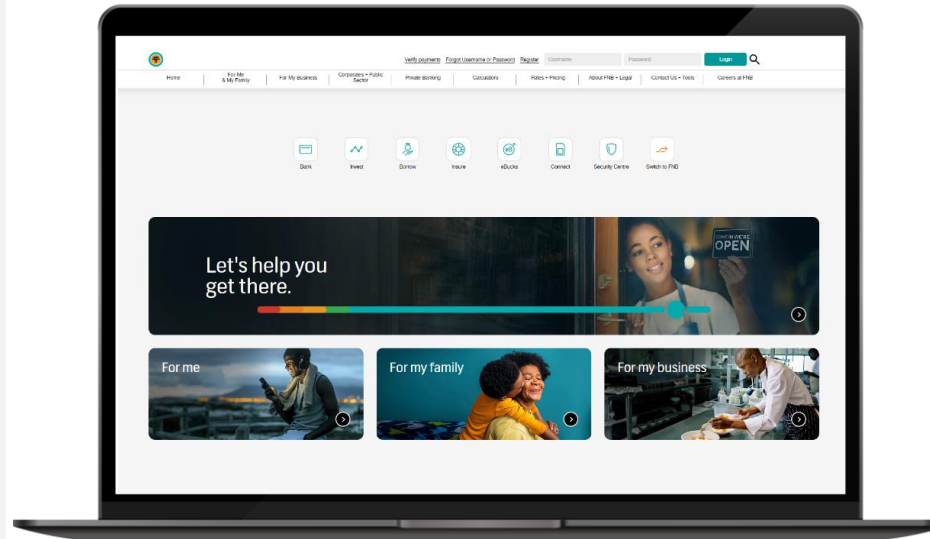
# Government Bills for Business

## How to Pay Government Bills via Online Banking Enterprise™ (Simplified Payments)

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Log in to your Online Banking Enterprise™ profile using your Username and Password.

Select Payments.



# Government Bills for Business

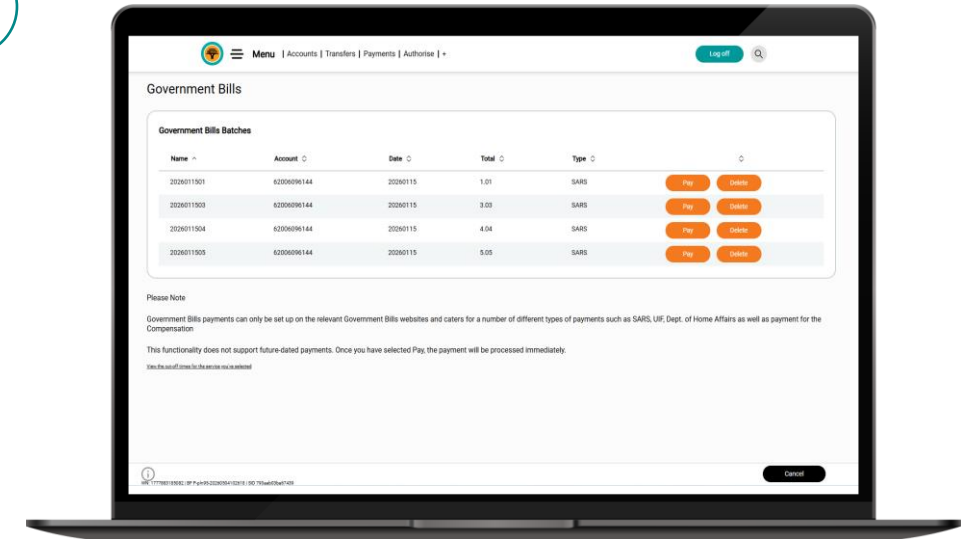
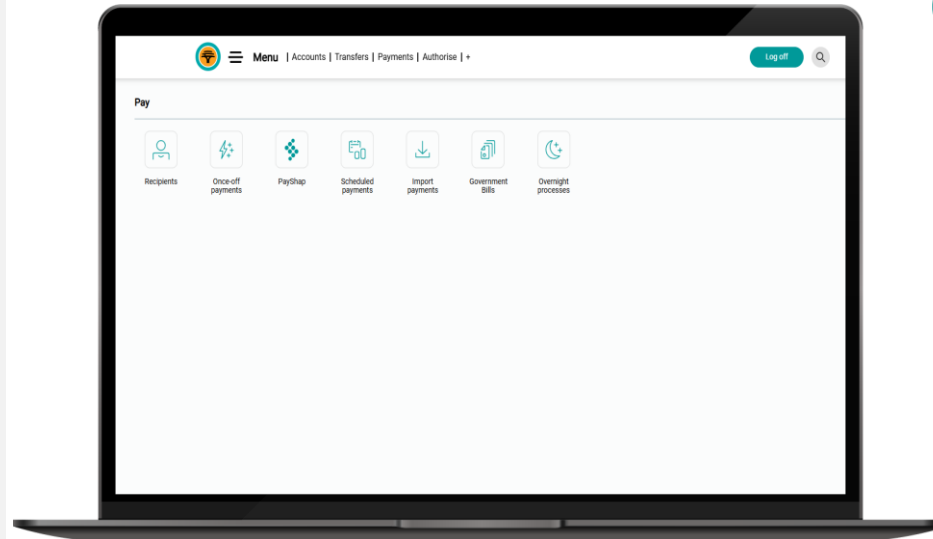
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Select **Government Bills**.

A list of **Payments** that have been created on the respective government site will be displayed.

Select **Pay** next to the respective payment to continue.



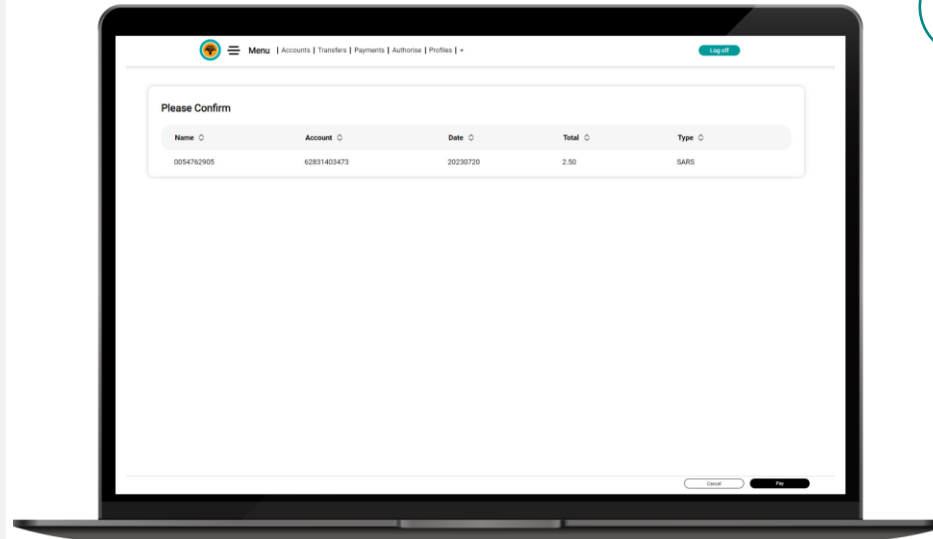
# Government Bills for Business

## How to Pay Government Bills via Online Banking Enterprise™ (Simplified Payments)

- 1. Government Bills on Online Banking >
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A confirmation page will be displayed.

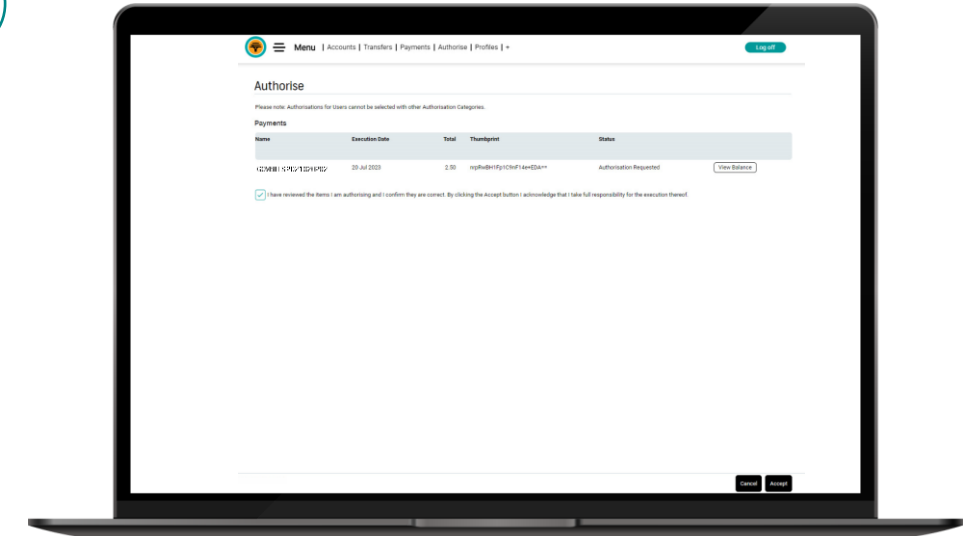
Check that the details displayed are correct and select **Pay** to submit the payment.



If you are an Authoriser, tick the checkbox to acknowledge that you have reviewed the item and then select **Accept**.

Authorise the transaction using **Passcodes** or **Smart inContact for Business**.

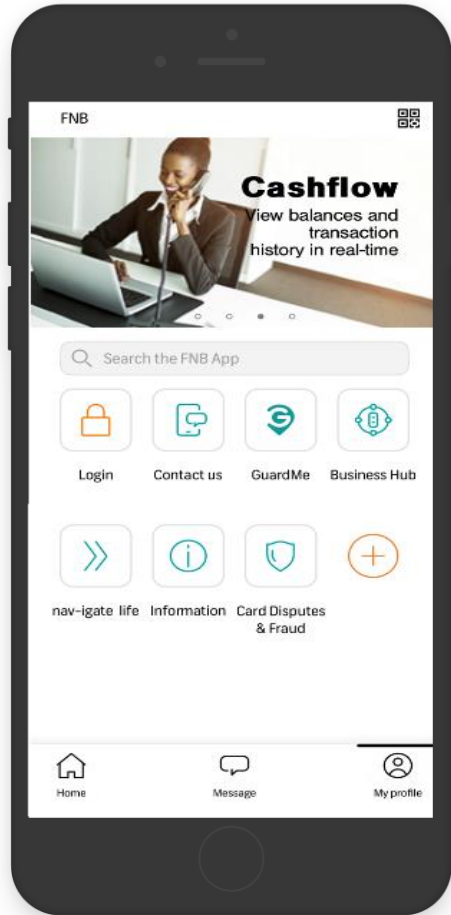
**Note:** If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.



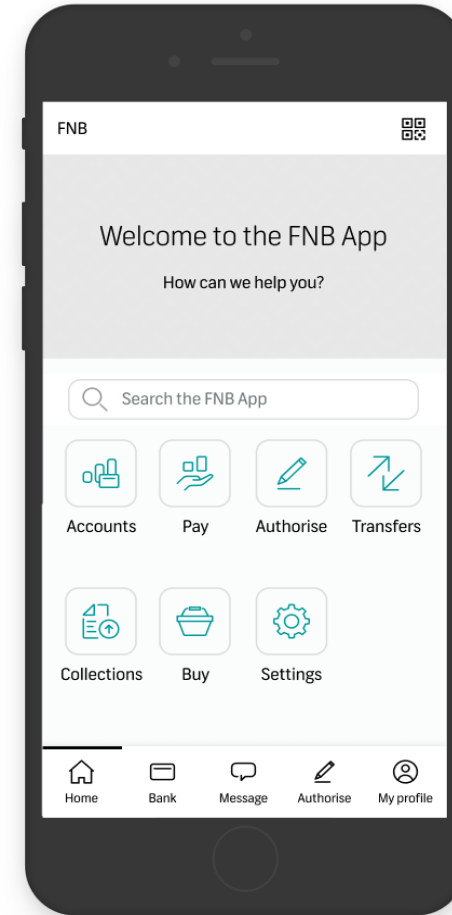
# Government Bills for Business

How to Submit Payments for Government Bills via the OBE™ App (Simplified Payments)

- 1. Government Bills on Online Banking >
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Log in to your OBE™ App profile using your Username and Password.



Select Payments.



# Government Bills for Business

How to Submit Payments for Government Bills via the OBE™ App (Simplified Payments)

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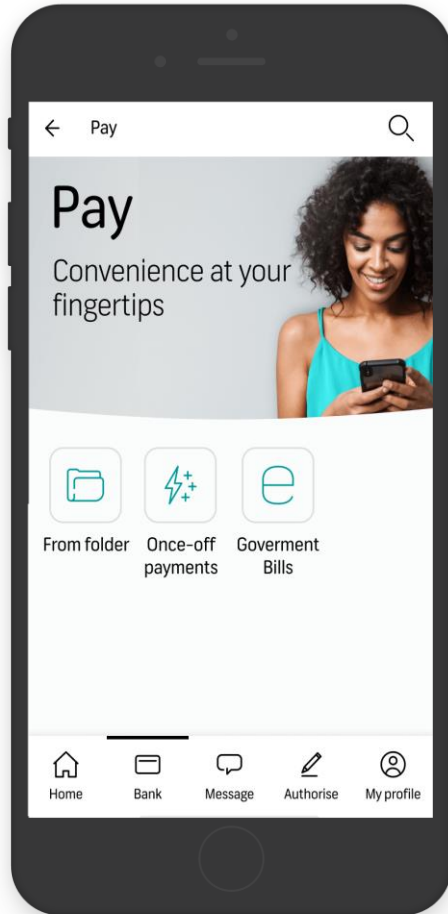
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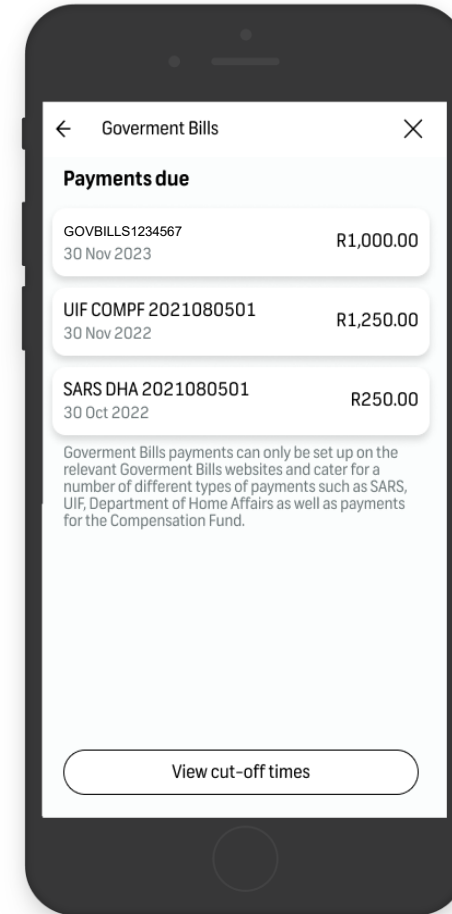
5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >

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Select **Government Bills**.



A list of **Payments** that have been created on the respective government site will be displayed.



# Government Bills for Business

## How to Submit Government Bills Payments via the OBE™ App (Simplified Payments)

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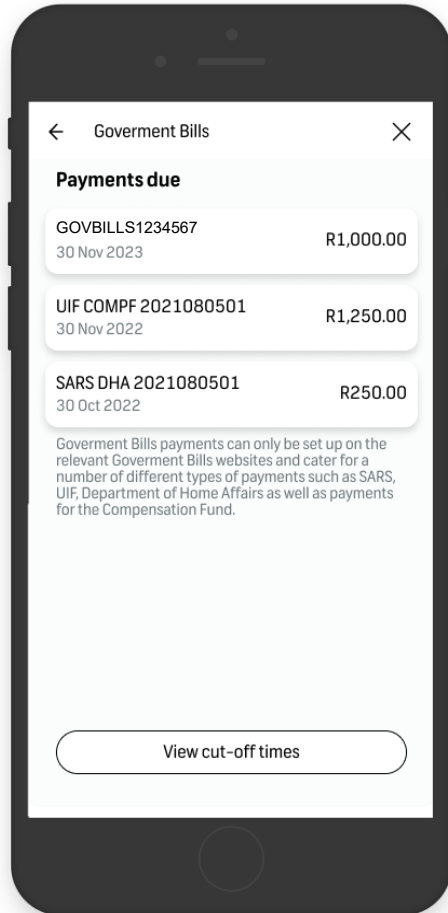
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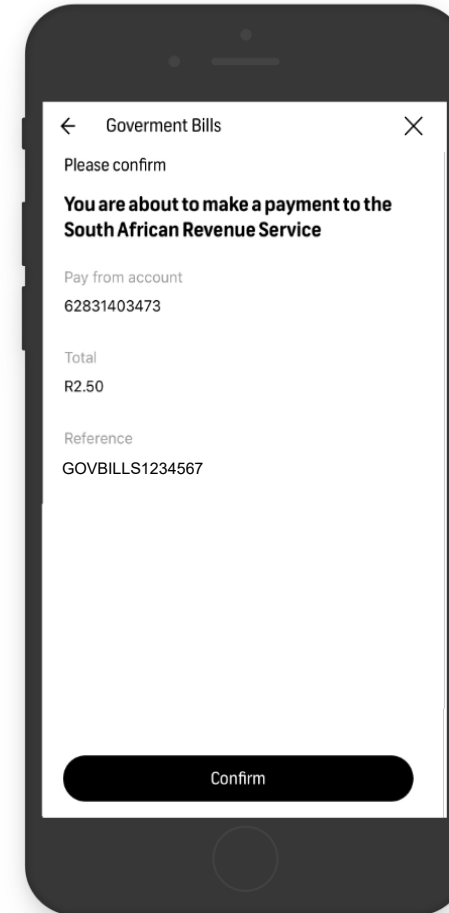
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Select the respective payment and then select **Pay**.



A **confirmation** page will be displayed.

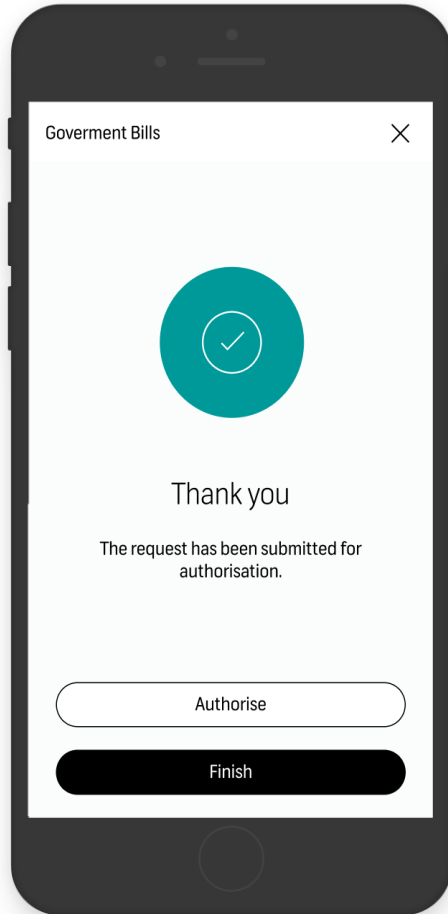
Check that the details displayed are correct and select **Confirm** to submit the payment.



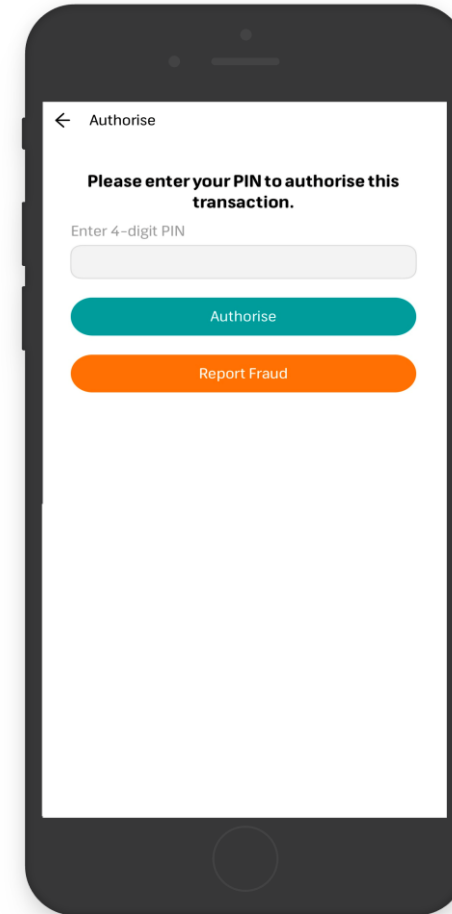
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If you are an Authoriser, select **Authorise** or select **Finish** and request your Authorisers to complete the Authorisation process.



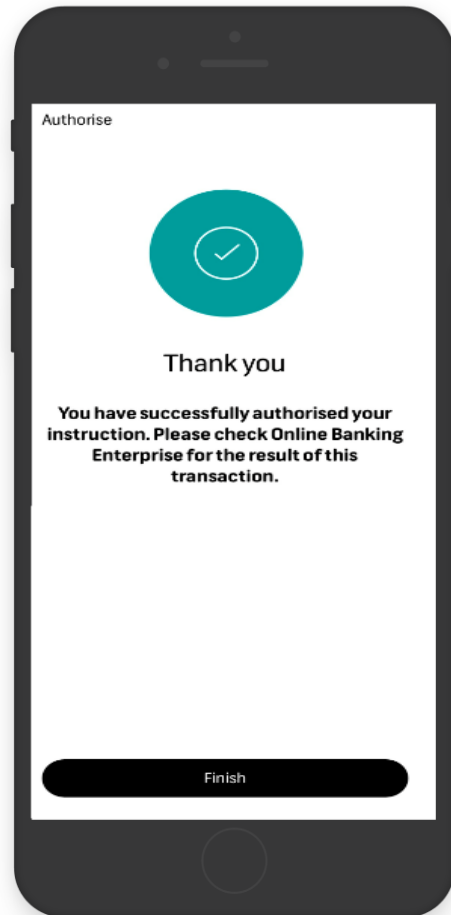
Enter your **Secure PIN** and select **Authorise**.



# Government Bills for Business

## How to Submit Government Bills Payments via the OBE™ App (Simplified Payments)

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The results page will display the status of your Authorisation request.

Select **Finish** and check results of your transaction.

**Note:** If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.



# Government Bills for Business (Advanced Payments)

Businesses can submit their Government Bills Payments directly via their Digital Banking Profile on either Online Banking Enterprise™ or the OBE™ App.

## Important Information about submitting payments for Government Bills via Online Banking Enterprise™ and the OBE™ App:

### Online Banking Enterprise™ Payment Options – Simplified vs Advanced

- Online Banking Enterprise™ clients with simple payment needs, i.e., less than 150 recipients and less than 10 transactional accounts, can enable Simplified Payments on their profile.
- Online Banking Enterprise™ clients that exceed these limitations, are defaulted to Advanced Payments.
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### Government Bills Availability:

- Government Bills cannot be submitted or authorised after 20h00 on business days, i.e., Monday – Saturday.
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## Government Bills Payment Cut-Off Time:

Government Bills Payments via Online Banking Enterprise™ or the OBE™ App must be submitted and fully authorised before 20h00 on business days, i.e., Monday – Saturday.

## Government Bills Payment Rules:

- Government Bills Payments must be submitted, authorised, and fully processed on or before the payment date specified on the respective Government website.
- Failure to do so will require that the transaction is recreated on the respective Government website with a new payment date.

## Business Rules:

- If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.
- The status of the payment will change from either Authorisation Requested or Partially Authorised to Fully Processed, which means that the payment was made successfully.
- Once the payment has been fully authorised, please check the payment history and/or transaction history of your Default Payment Account to confirm that the transaction has been fully processed.

## Support:

For navigational assistance with Government Bills on Online Banking Enterprise™ or the OBE™ App, please contact Business Online Banking Support on 087 736 2247.



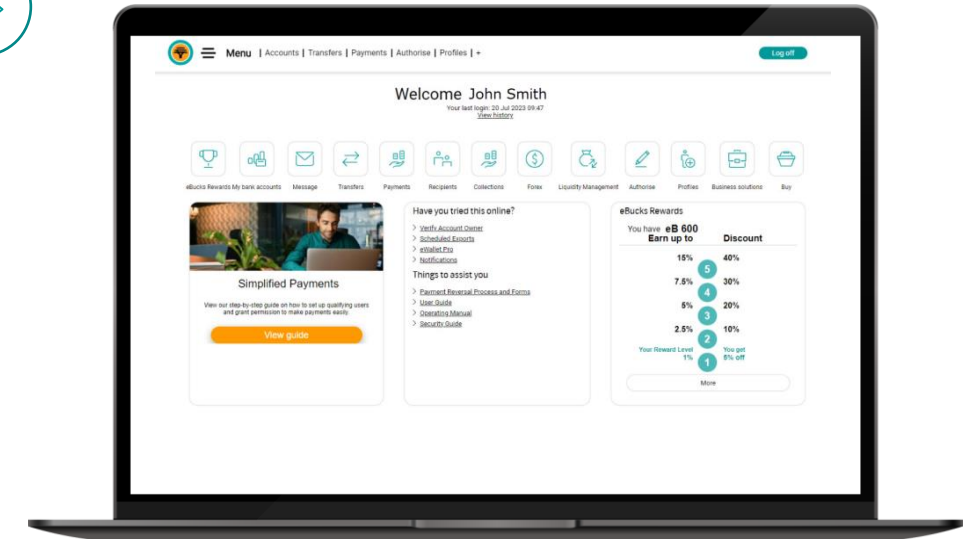
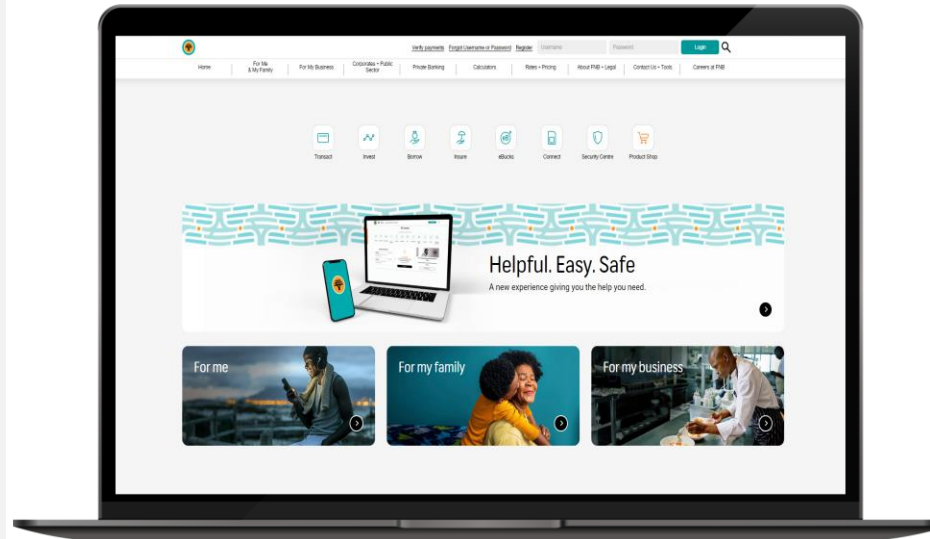
# Government Bills for Business

## How to Submit Payments for Government Bills via Online Banking Enterprise™ (Advanced Payments)

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Log in to your Online Banking Enterprise™ profile using your Username and Password.

Select Payments.



# Government Bills for Business

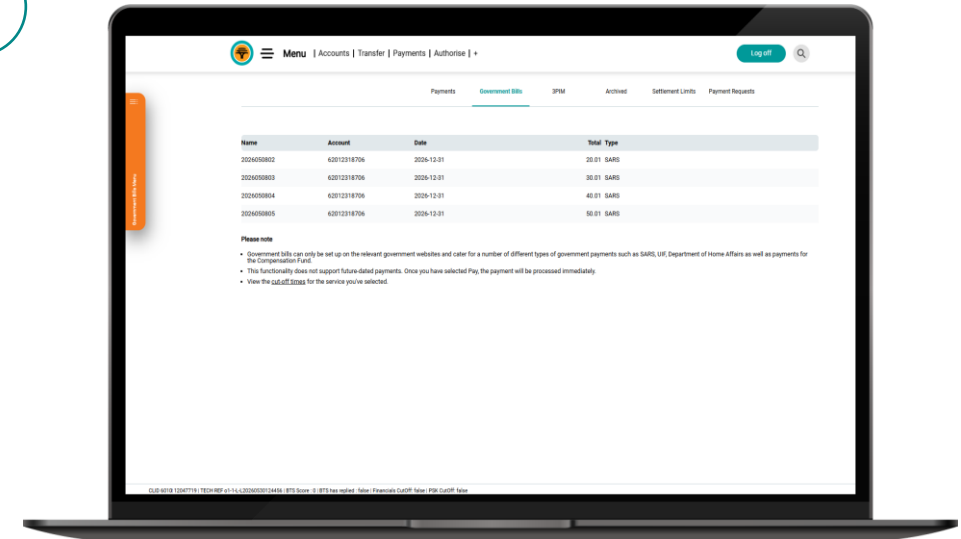
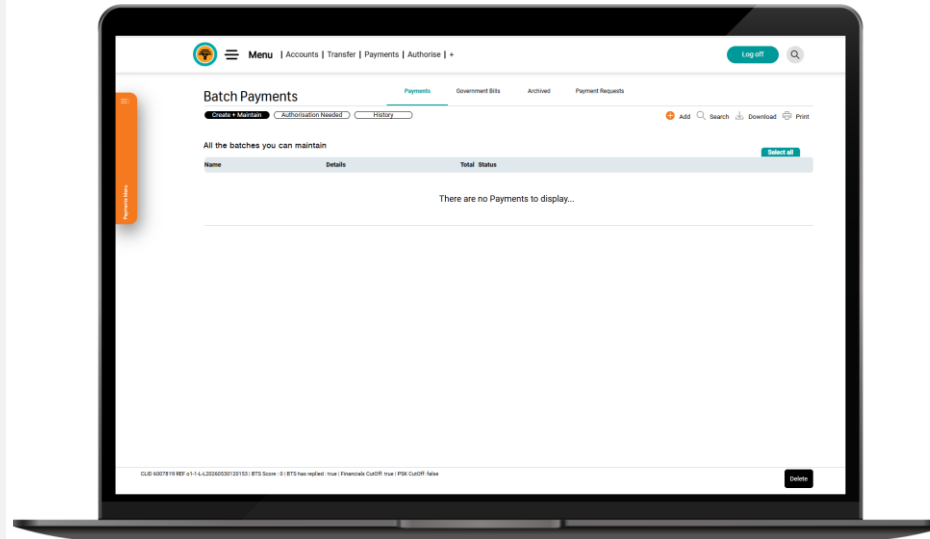
## How to Submit Payments for Government Bills via Online Banking Enterprise™ (Advanced Payments)

1. Government Bills on Online Banking >
2. Government Bills on the Banking App >
3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >
4. Government Bills on the OBE™ App (Simplified Payments) >
5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >
6. Government Bills on Online Banking Enterprise™ (Authorise) (Advanced Payments) >
7. Government Bills on OBE™ App (Advanced Payments) >

Select the **Government Bills** sub tab.

A list of **payments** created on the respective Government site will be displayed.

Click on the **Government Bills Menu**.



# Government Bills for Business

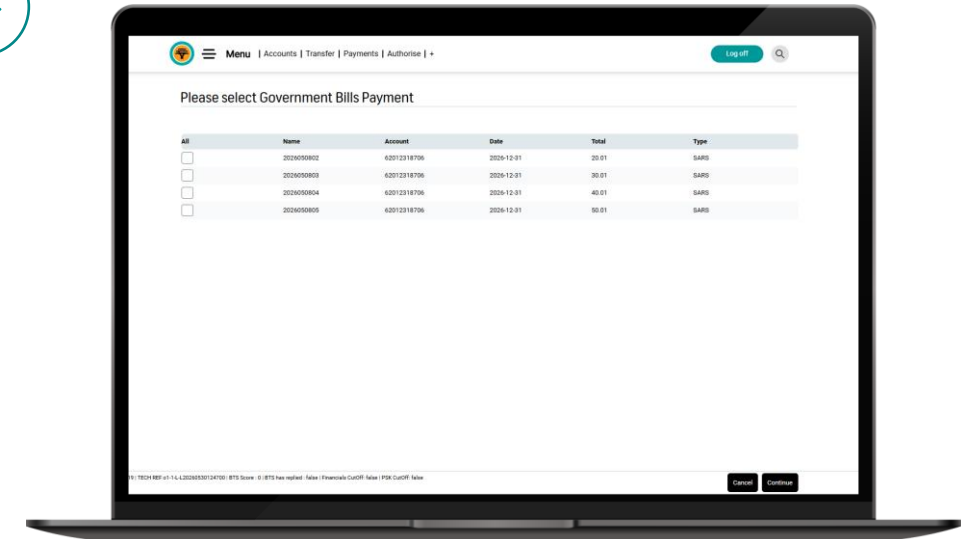
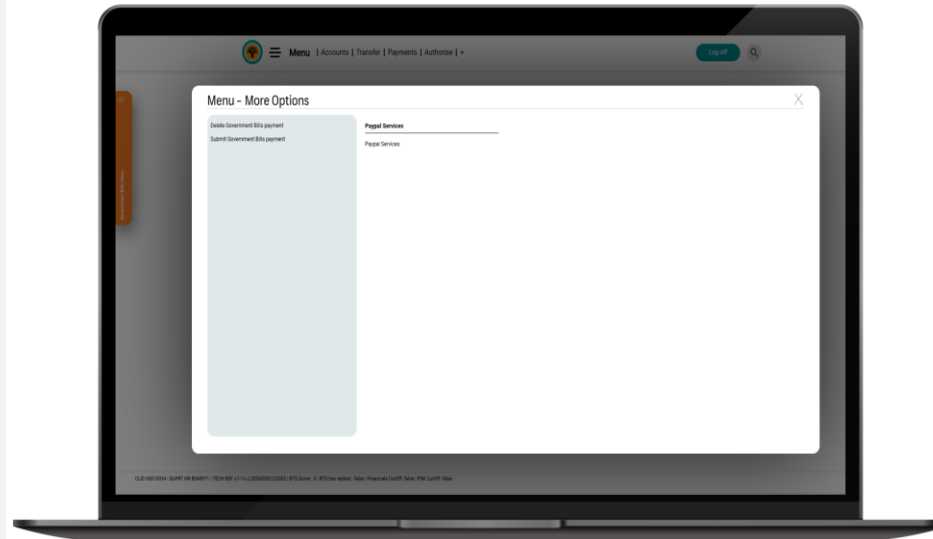
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- 7. Government Bills on OBE™ App (Advanced Payments)

Click on **Submit Government Bills Payment**.

Click in the **check box** of the respective payment(s) that you would like to submit for authorisation and payment.

Select **Continue** to submit the request for **Authorisation**.



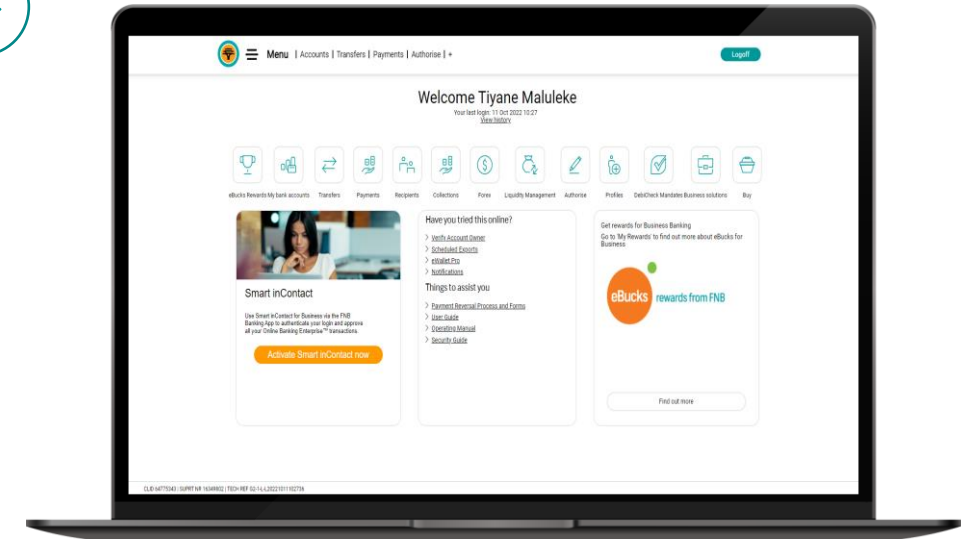
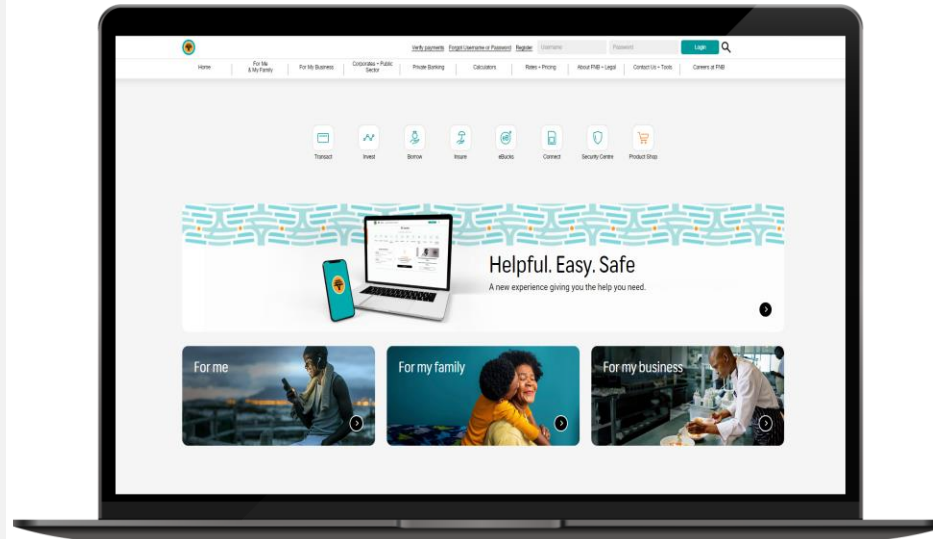
# Government Bills for Business

## How to Authorise Payments for Government Bills on Online Banking Enterprise™ (Advanced Payments)

- 1. Government Bills on Online Banking >
- 2. Government Bills on the Banking App >
- 3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >
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- 5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >
- 6. Government Bills on Online Banking Enterprise™ (Authorise) (Advanced Payments) >
- 7. Government Bills on OBE™ App (Advanced Payments) >

If you are an Authoriser, log into your Online Banking Enterprise™ profile using your **Username** and **Password**.

Select **Payments**.



# Government Bills for Business

## How to Authorise Payments for Government Bills on Online Banking Enterprise™ (Advanced Payments)

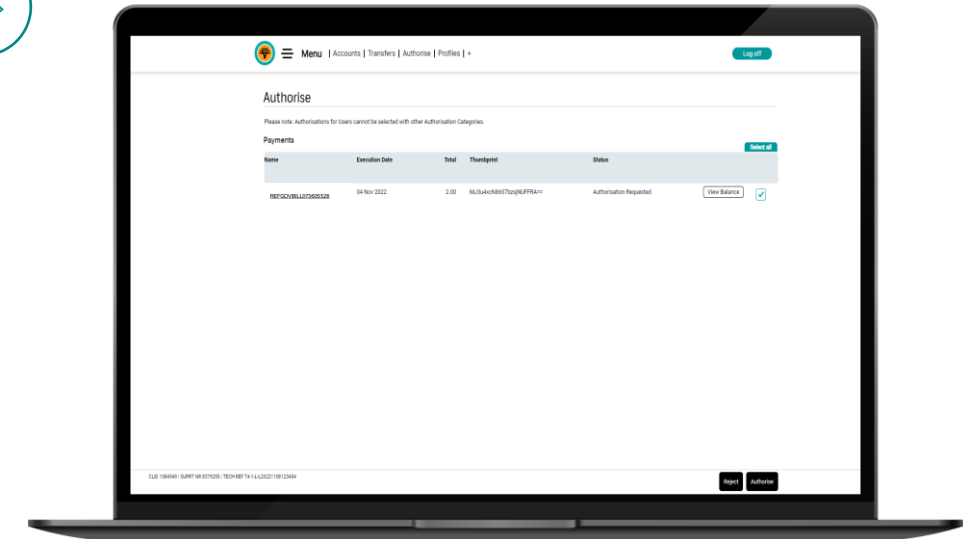
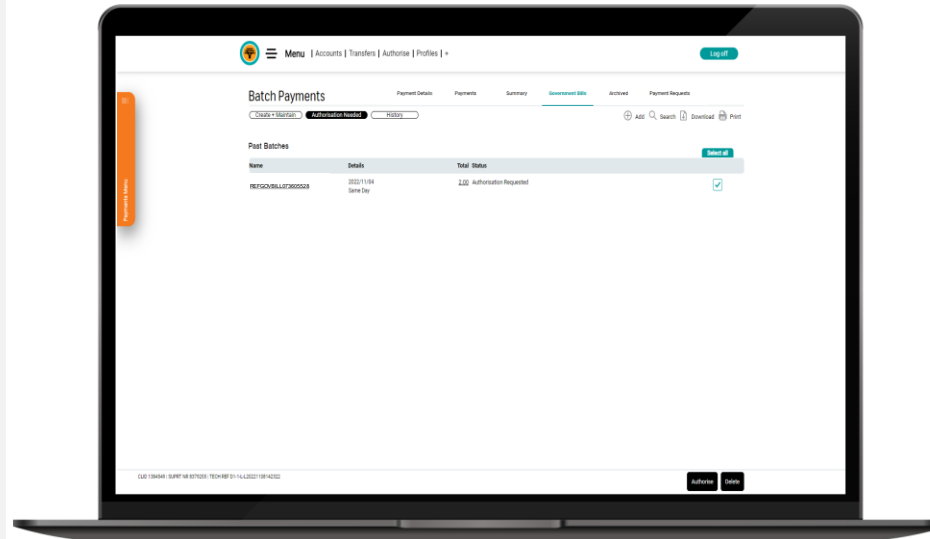
- 1. Government Bills on Online Banking >
- 2. Government Bills on the Banking App >
- 3. Government Bills on Online Banking Enterprise™ (Simplified Payments) >
- 4. Government Bills on the OBE™ App (Simplified Payments) >
- 5. Government Bills on Online Banking Enterprise™ (Submit) >  
(Advanced Payments)
- 6. Government Bills on Online Banking Enterprise™ (Authorise) >  
(Advanced Payments)
- 7. Government Bills on OBE™ App >  
(Advanced Payments)

Select the **Authorisation Needed** view.

A list of payments awaiting authorisation will be displayed.

Click in the **check box(es)** of the respective payment(s) that you would like to authorise.

Select **Authorise**.



# Government Bills for Business

## How to Authorise Payments for Government Bills on Online Banking Enterprise™ (Advanced Payments)

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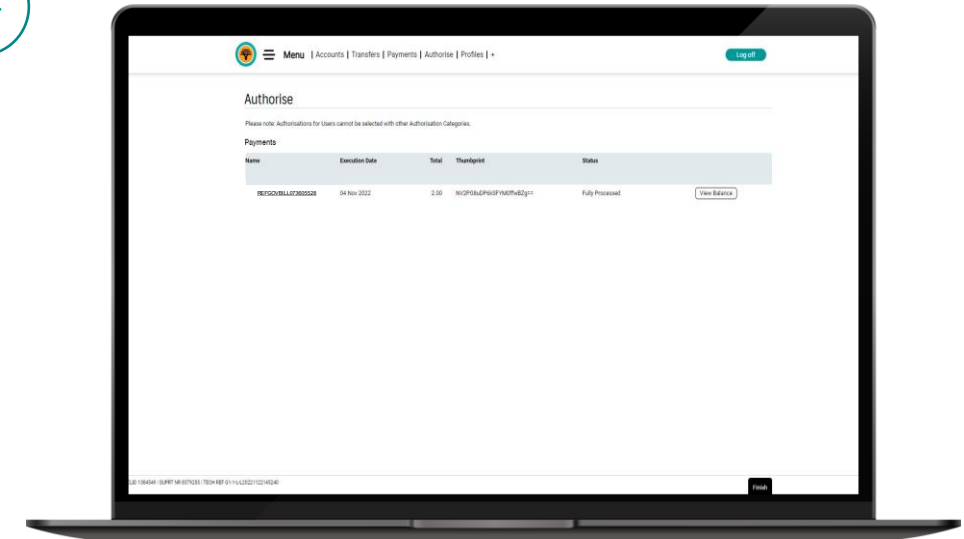
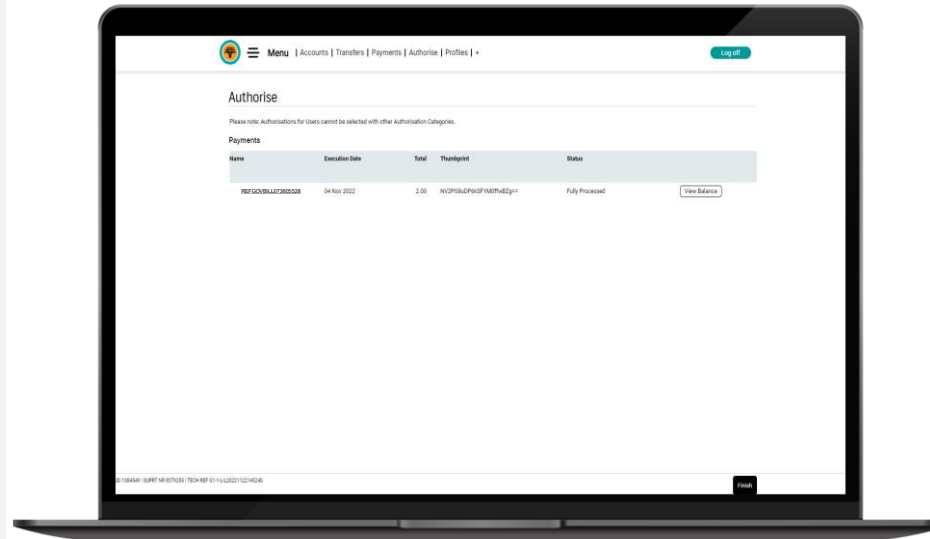
Tick the checkbox to **acknowledge** that you have reviewed the item and select **Accept**.

Authorise using **Passcodes** or **Smart inContact for Business**.

The **results page** will display the status of your request.

Click on **Finish** to complete the process.

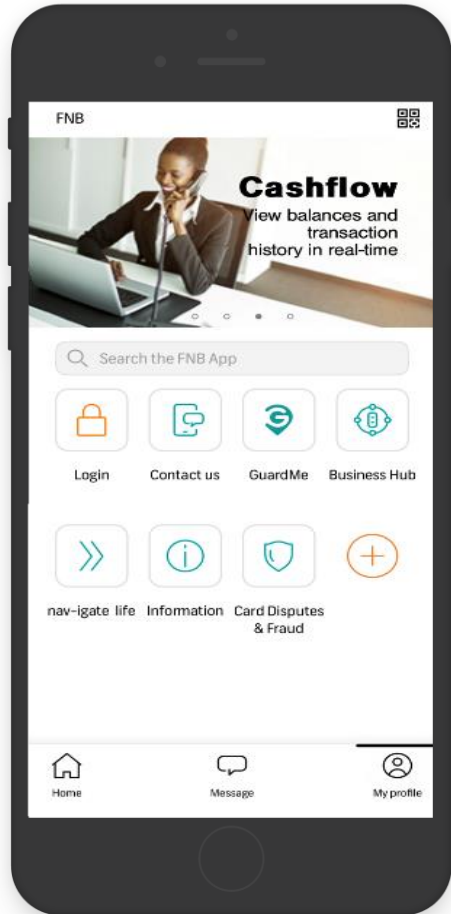
**Note:** If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.



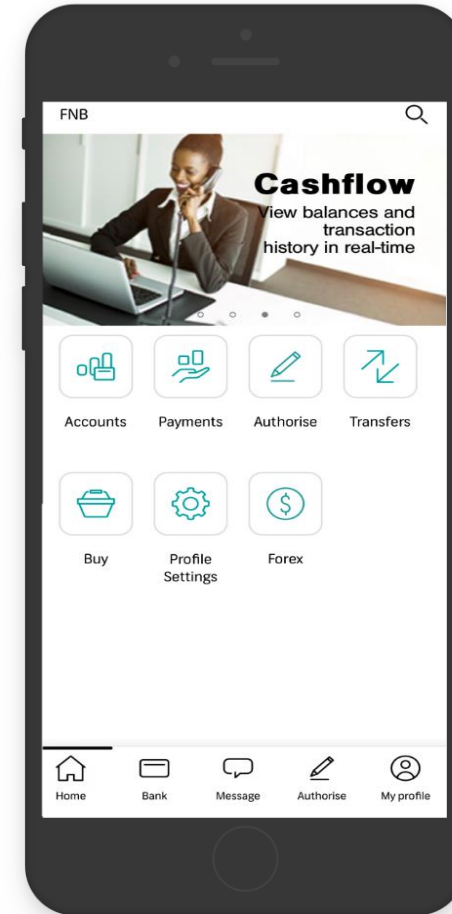
# Government Bills for Business

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- 7. Government Bills on OBE™ App (Advanced Payments) >



Log in to your OBE™ App profile using your Password.



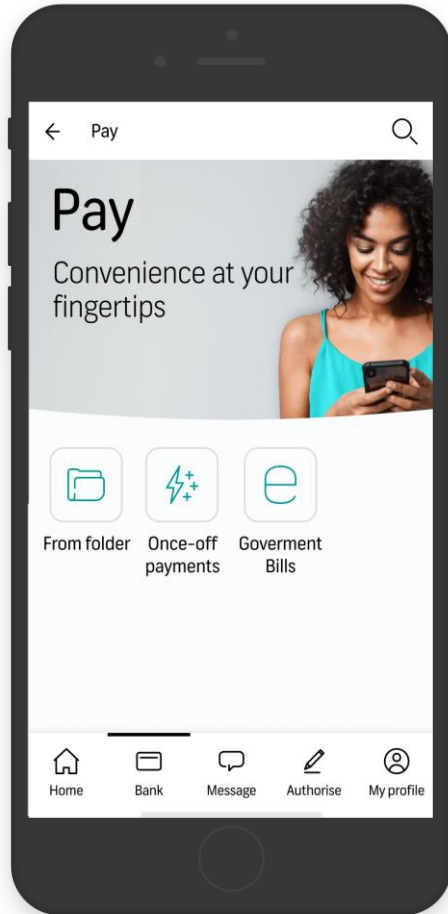
Select Payments.



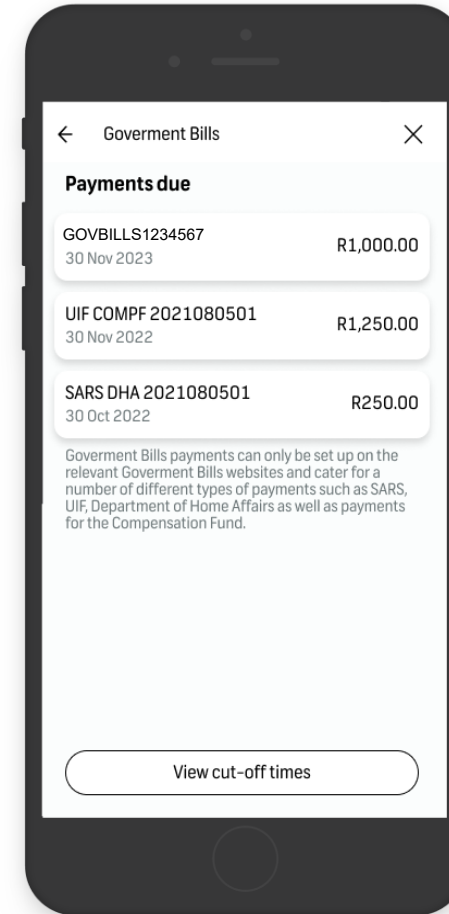
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Select **Government Bills**.



A list of **Payments** that have been created on the respective government site will be displayed.



# Government Bills for Business

## How to Pay Government Bills via the OBE™ App (Advanced Payments)

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2. Government Bills on the Banking App >

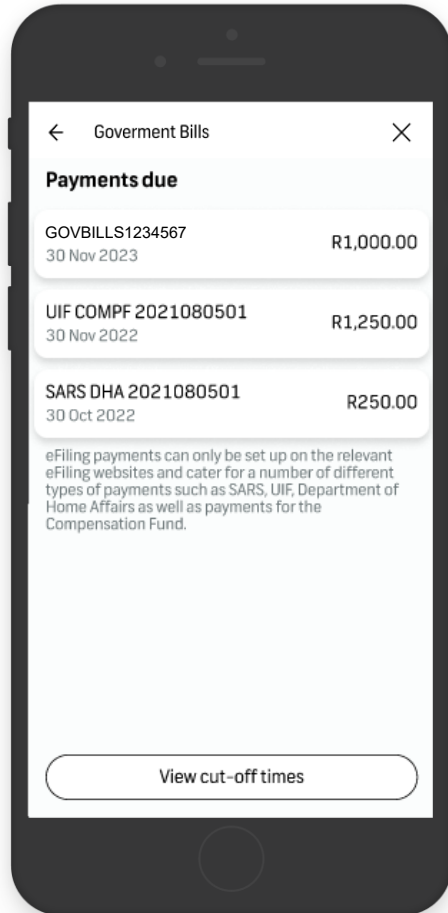
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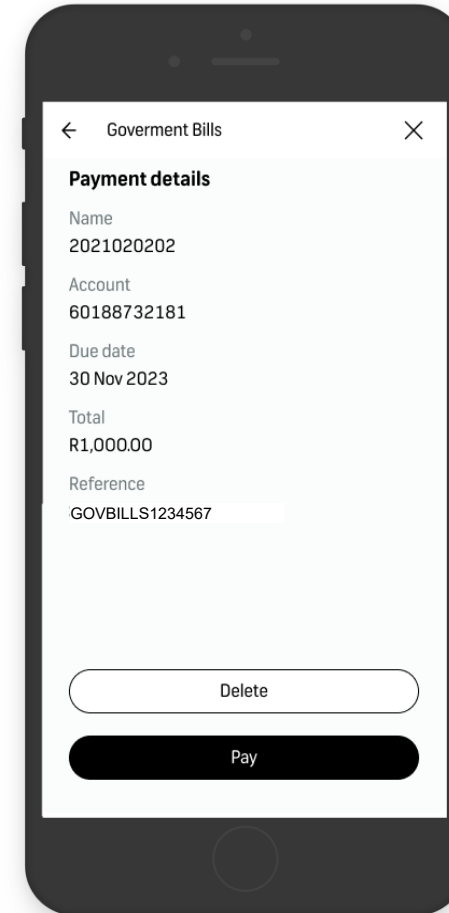
5. Government Bills on Online Banking Enterprise™ (Submit) (Advanced Payments) >

6. Government Bills on Online Banking Enterprise™ (Authorise) (Advanced Payments) >

7. Government Bills on OBE™ App (Advanced Payments) >



Select the respective payment.



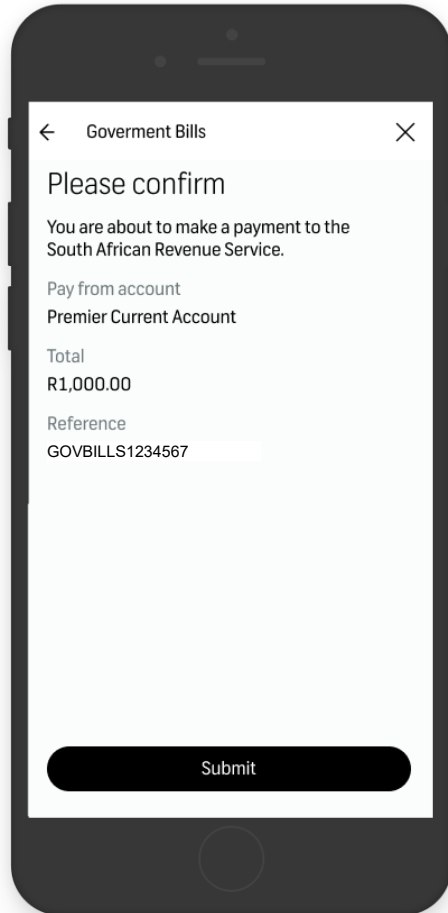
Check that the details displayed are correct and then select **Pay**.



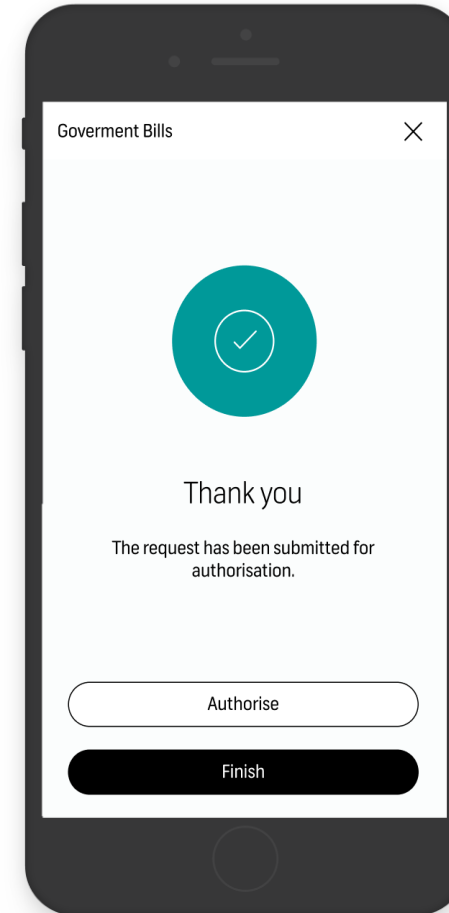
# Government Bills for Business

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Check that the details displayed are correct and select **Submit** to submit the payment.



If you are an Authoriser, select **Authorise** or select **Finish** and request your Authorisers to complete the Authorisation process.



# Government Bills for Business

## How to Submit Payments for Government Bills via the OBE™ App (Advanced Payments)

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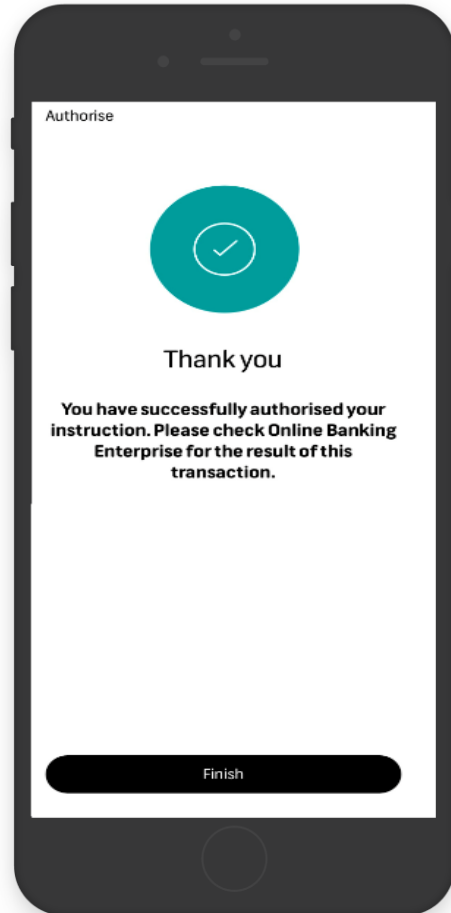
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The results page will display the status of your Authorisation request.

Select **Finish** and check results of your transaction.

**Note:** If there are multiple Authorisers, the required number of Authorisers must complete the authorisation process.



How can we help you?



Back