# PNB eGov

Powered by Bancnet

**Corporate User's Manual** 

# **Table of Contents**

Click the items below to go to the specific section in the document.

Summary of Users with Roles and Functions	3
Corporate Enrollment	
Corporate Information Maintenance	4
Edit/Update Corporate Information	5
Card Maintenance	8
Agency Access Maintenance	11
Setup SSS Locator Data	13
Corporate eGov Profile Maintenance	14
Maintain Card Profile Mapping	17
Administration Functions	
View Corporate User	21
Add Corporate User	22
Edit Corporate User	24
Delete Corporate User	27
Forgot Password	
Password Resetting Procedures for Other Users	29
Password Resetting Procedures for Corporate Administrator	32
Payment	
Upload Payment Document	34
Transmit EPF	38
View Payment Instruction List	39
View Payment Instruction Transaction Receipt	
View Payment Document	42
Extract SSS Billing LCL	44
Authorization of Payment Transaction	
Authorize Philhealth Payment	47
Authorize Pag-Ibig Payment	48
Authorize SSS Payment	50
Cancellation of Payment Transaction	
Cancel Payment Instruction	52
Approval of Payment Transaction	
Approve Philhealth Payment	54
Approve Pag-Ibig Payment	
Approve SSS Payment	59
Balance Inquiry	
Perform Balance Inquiry	61

## **Summary of Users with Roles and Functions**

## **Corporate Administrator**

- Edit Corporate Information
- Maintain Cards
- · Maintain Agencies
- · Setup SSS Locator Data
- · Manage Corporate eGov Profiles
- Maintain Card Profile Mapping
- Maintain Corporate Users
- · Password Reset

## **Corporate Maker**

- · Upload Payment Document
- · Transmit EPF
- Payment Inquiry
- Extract SSS Billing LCL

## **Corporate Checker**

- · Authorize Payment Instruction
- Cancel Payment Instruction with GENERATED status
- Payment Inquiry

## **Corporate Approver**

- Approve Payment Instruction
- Cancel Payment Instruction with FOR APPROVAL status
- · Payment Inquiry
- Balance Inquiry

# **Corporate Enrollment**

## **Corporate Information Maintenance**

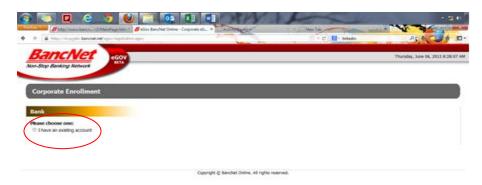
# **Enroll Corporate With Existing Account**

Go to https://www.bancnetonline.com/egov/login.egov

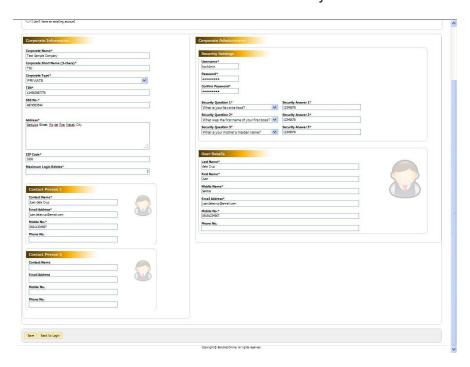
1. Click on the Sign up link found on eGov login screen.



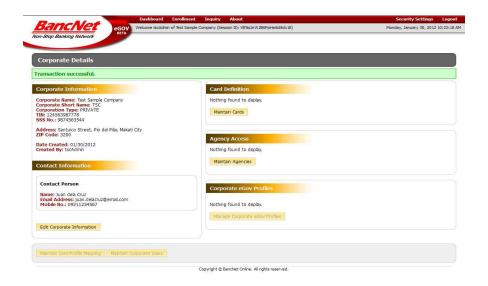
2. A new page will appear. Select "I have an existing account".



3. Fill up the form that will be displayed. Validation will be made once save button is clicked. Fields marked with an asterisk are mandatory.



4. A green bar on top containing a message indicating successful enrollment will be displayed. The page will be redirected the "Corporate Details" page.



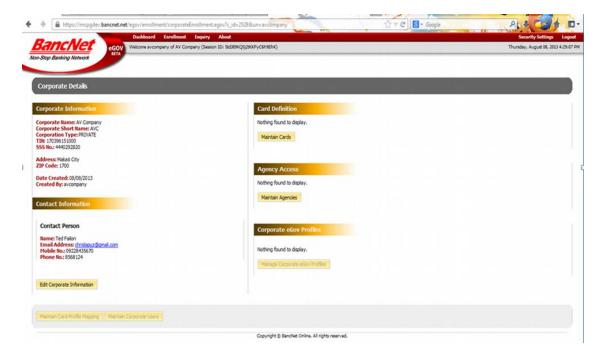
Note: The user that created that performed Corporate Sign up is assigned the role of a Corporate Administrator.

#### **Edit/Update Corporate Information**

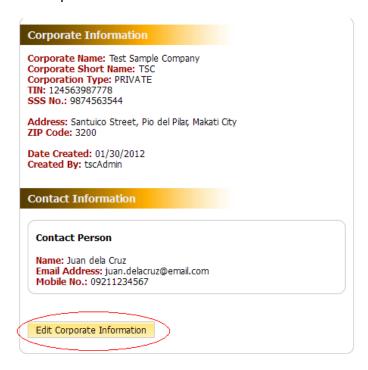
- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



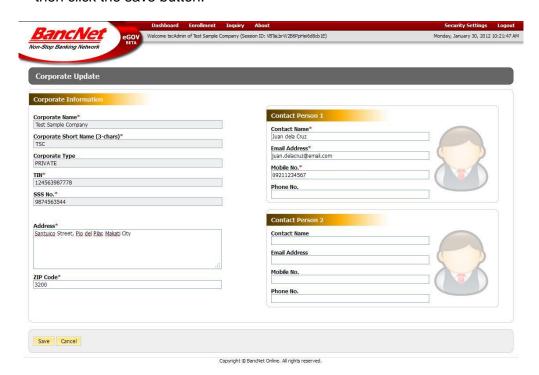
3. Corporate Details page will be displayed.



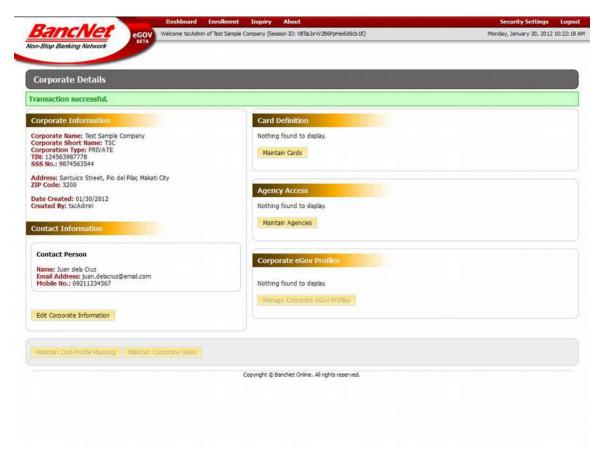
4. Click the Edit Corporate Information button.



5. The Corporate Update page will appear. Update the field you want to update then click the save button.



6. A green bar on top containing a message indicating "Transaction successful" will be displayed. The page will be redirected to Corporate Details page.



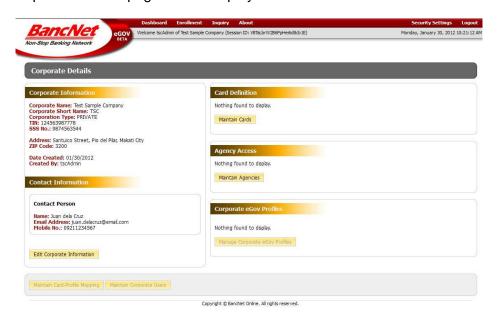
#### **Card Maintenance**

#### **Maintain Cards**

- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



3. Corporate Details page will be displayed.



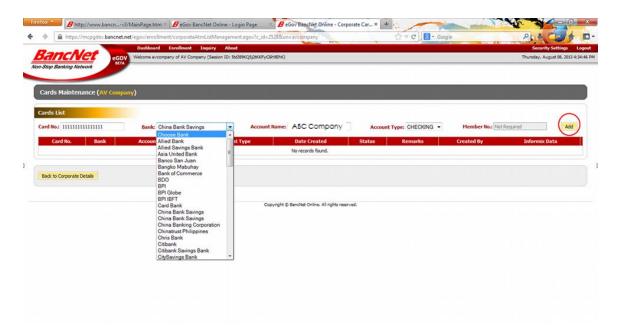
4. Click the Maintain Cards button.



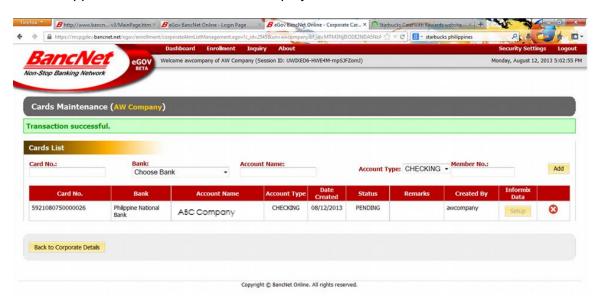
5. Card Maintenance page will be displayed.



6. Input the Card No, select the Bank from the drop down list, supply the Account Name (eGov corporate account name) and Account Type (choose "Checking"), then click the Add button.



7. A green bar on top containing a message indicating "Transaction Successful" will appear. Card definition will be displayed on the card list table.



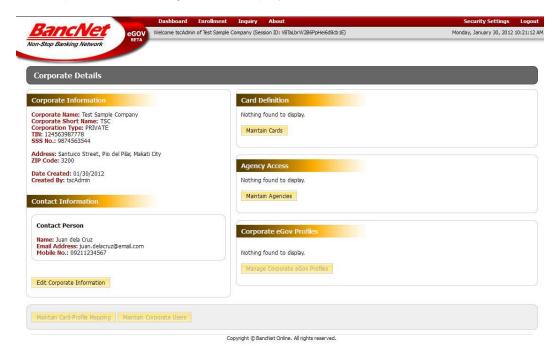
#### **Agency Access Maintenance**

#### **Maintain Agencies**

- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



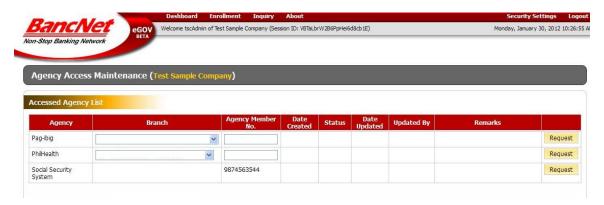
3. Corporate Details page will be displayed.



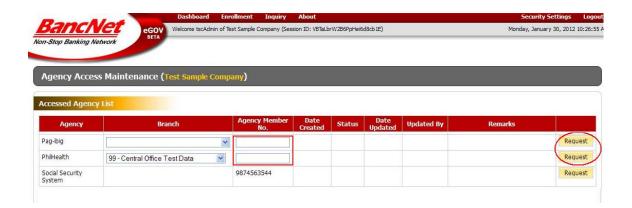
4. Click the Maintain Agencies button.



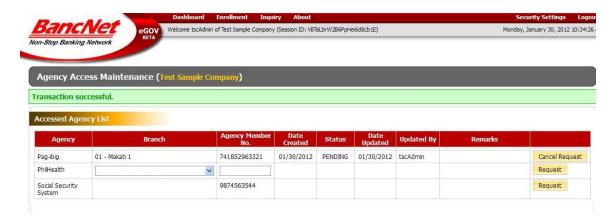
5. Agency Access Maintenance will be displayed.



- 6. Supply the "Agency Member Number' if required, then click the Request button.
  - It is not required for Pag-ibig agency access request to input the branch and agency member no. but it is recommended to provide for faster approval of the registration by Pag-ibig.
  - It is mandatory for PhilHealth to input the agency member no. Please ensure that your registered PEN matches the PEN in Philhealth's EPRS.
  - SSS Number is automatically displayed in agency member no. field of SSS Agency Access Request record.



7. A green bar on top containing a message indicating Transaction Successful will be displayed.



## Set Up SSS Locator Data

- 1. Login as Corporate Administrator.
- 2. Click Maintain Cards.



3. Look for the Locator Data column and click the Setup button.



4. Input the 4-digit bank branch code where the deposit account/virtual atm card number is maintained (you may get this from your branch). Then choose the SSS Locator Code of your company, and click Save.



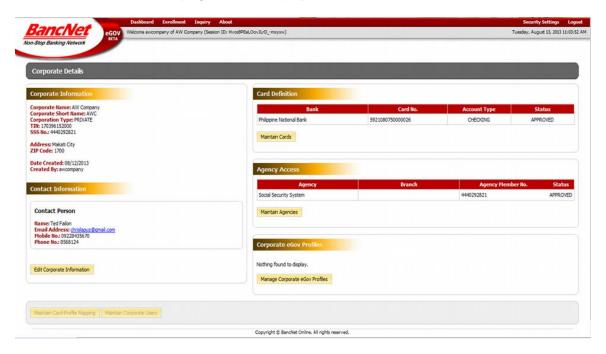
#### **Corporate eGov Profile Maintenance**

#### **Manage Corporate eGov Profiles**

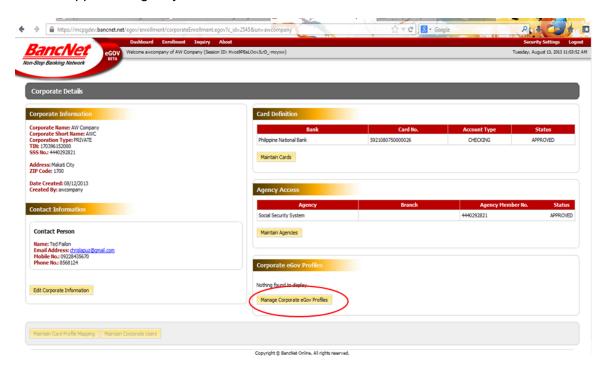
- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



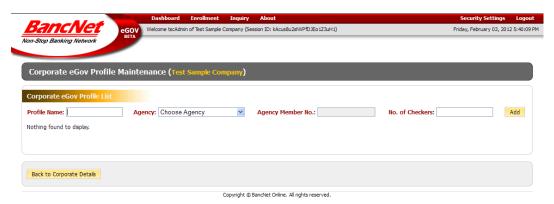
3. Corporate Details page will be displayed.



4. Click the Manage Corporate eGov Profiles button. Manage eGov Profile button will only be enabled if there is at least one approved card and at least one approved agency access.



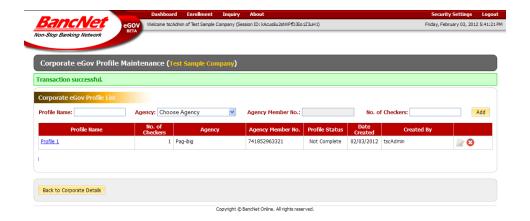
5. The Corporate eGov Profile Maintenance page will be displayed.



- 6. Supply the Profile Name, choose the Agency from the dropdown list and input the desired number of checkers then click the add button.
  - The order of Maker-Checker-Approver will be followed. If you define 2 checkers for example, there must be 2 checkers to authorize the transaction before the Approver can proceed with payment approval.
  - You can also set No. of Checkers as zero if you want two levels of security (Maker and Approver)



7. A green bar on top containing a message indicating "Transaction Successful" will be displayed. Newly created profile will be included in the Corporate eGov Profile List.

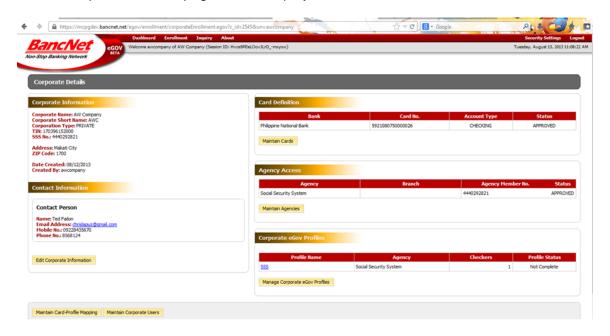


## **Maintain Card Profile Mapping**

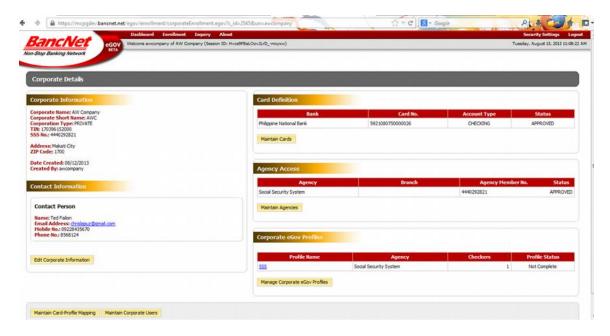
- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



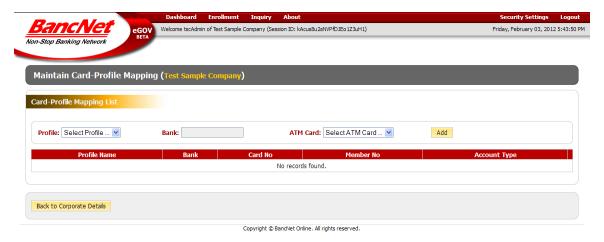
3. Corporate Details page will be displayed.



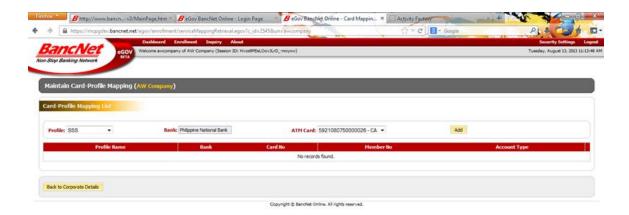
4. Click the Maintain Card-Profile Mapping button. It will only be enabled when admin created at least one eGov profile.



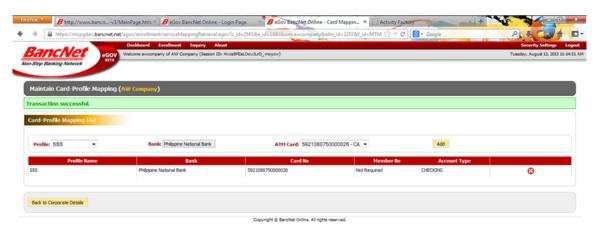
5. Maintain Card-Profile Mapping page will be displayed.



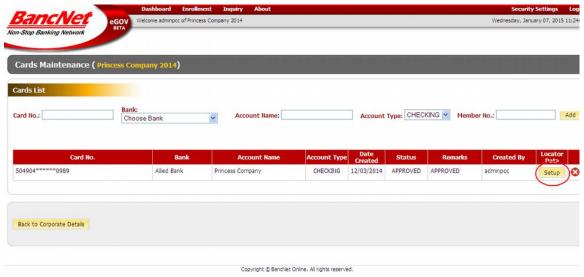
- 6. Select profile from the dropdown list and the ATM card on the other dropdown list, then click the add button.
  - The list of ATM Cards per agency will come from the accredited banks predefined in eGov Systems.



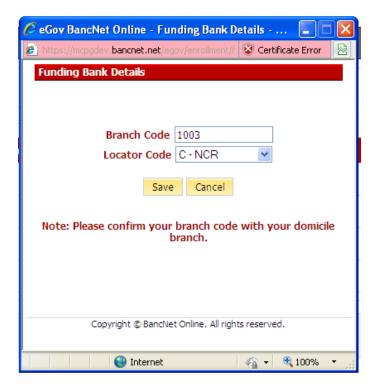
7. A message on the top indicating successful transaction will appear. Card-Profile mapping record will be displayed on the Card-Profile Mapping List.



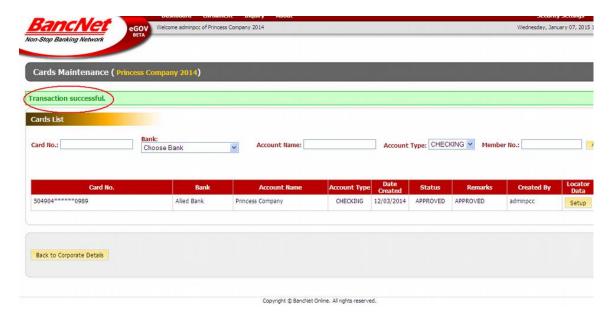
 Additional setup is required for cards that will be linked for SSS payments/ profile. Click on the Setup button under Informix Data column for the card selected.



9. Indicate the branch code and select the locator code from the drop down list then click on Save.



10. A message on top indicating successful transaction will appear.



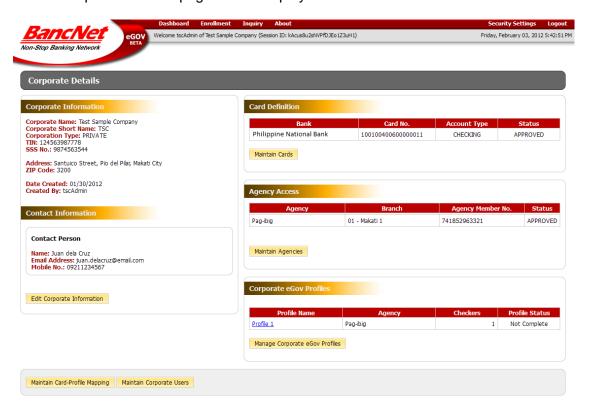
#### **Administration Functions**

#### **View Corporate User**

- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



3. Corporate Details page will be displayed.



4. Click on Maintain Corporate Users button. Maintain Corporate Users button will only be enabled if there is at least one created profile.



5. Corporate eGov User Maintenance page will be displayed. List of corporate users will be displayed on this page.



## Add Corporate User

- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.

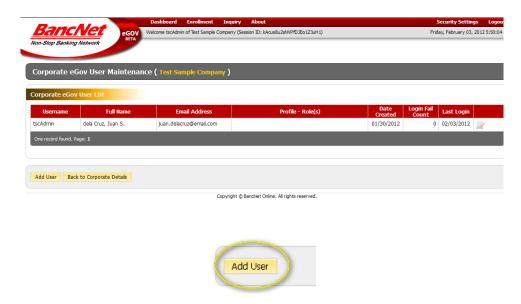


3. Corporate Details page will be displayed. <u> ancNet</u> Corporate Details Card Definition Corporate Name: Test Sample Company Corporate Short Name: TSC Corporation Type: PRIVATE TIM: 124563987778 SSS No.: 9874563544 Card No. 100100400600000011 CHECKING Maintain Cards Address: Santuico Street, Pio del Pilar, Makati City ZIP Code: 3200 Date Created: 01/30/2012 Created By: tscAdmin Agency Access **Contact Information** 01 - Makati 1 Pag-ibig 741852963321 APPROVED Contact Person Name: Juan dela Cruz Email Address: juan.delacruz@email.com Mobile No.: 09211234567 Maintain Agencies Corporate eGov Profiles Edit Corporate Information Profile 1 Pag-ibig 1 Not Complete Manage Corporate eGov Profiles Maintain Card-Profile Mapping Maintain Corporate Users

4. Click on Maintain Corporate Users button. Maintain Corporate Users button will only be enabled if there is at least one created profile.

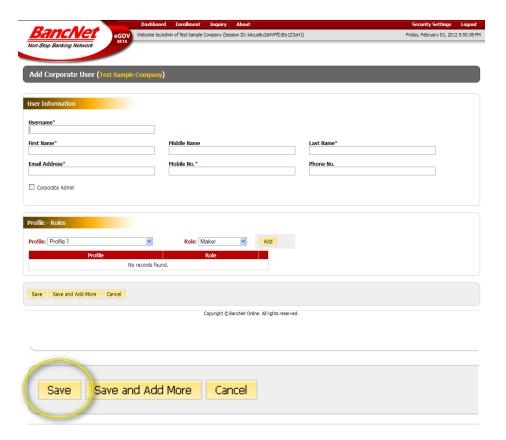


5. Corporate eGov User Maintenance page will be displayed. Click on the Add User button.

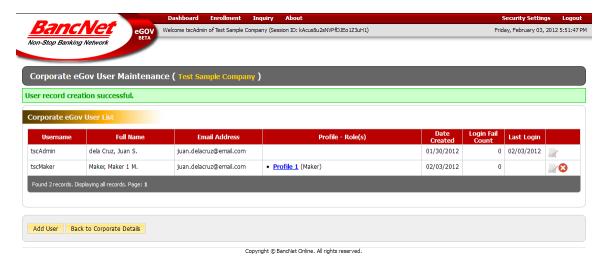


6. Corporate User page will be displayed. Supply the necessary information needed then click on Save to add the user or Save and Add More to add another.

Note: Corporate User cannot contain both Corporate Checker role and Corporate Approver role at the same time.



7. A message on top will be displayed indication successful transaction.

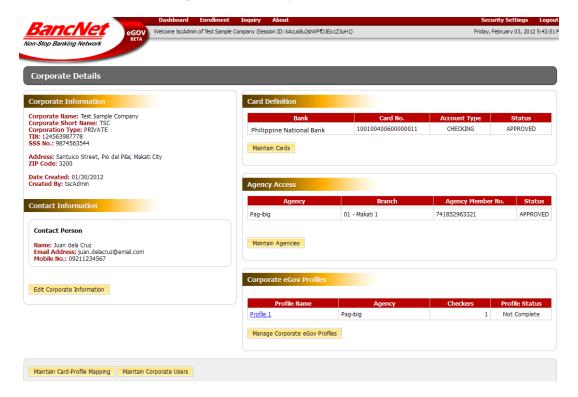


## **Edit Corporate User**

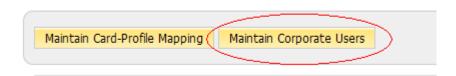
- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



3. Corporate Details page will be displayed.



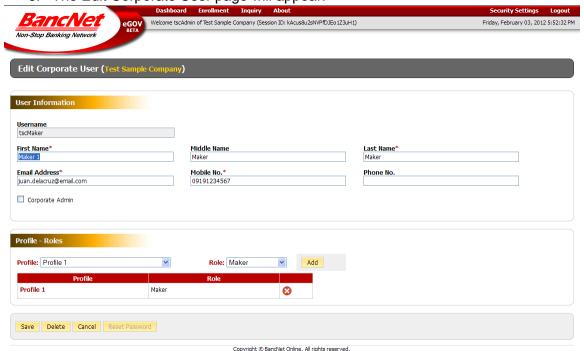
4. Click on Maintain Corporate Users button. Maintain Corporate Users button will only be enabled if there is at least one created profile.



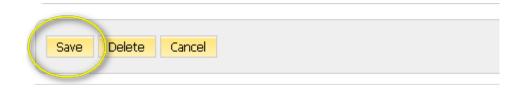
5. To edit user information, click on the "pencil and paper image" at the end of the row.



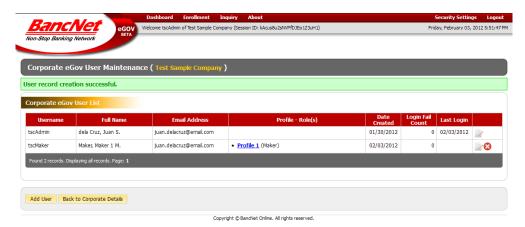
6. The Edit Corporate User page will appear.



- Edit the desired fields.
  - a. Note: Only name, contact details and roles may be changed.
- 7. Click on Save to update the information.



8. The Corporate eGov User Maintenance page will appear along with a message on top indicating successful record update.



#### **Delete Corporate User**

Edit Corporate Information

Maintain Card-Profile Mapping | Maintain Corporate Users

- 1. Login as Corporate Administrator.
- 2. Select the Enrollment tab and click Corporate Maintenance.



3. Corporate Details page will be displayed. <u>BancNet</u> Corporate Details Card Definition Corporate Name: Test Sample Company Corporate Short Name: TSC Corporation Type: PRIVATE TIM: 124563987778 SSS No.: 9874563544 Philippine National Bank 100100400600000011 CHECKING APPROVED Maintain Cards Address: Santuico Street, Pio del Pilar, Makati City ZIP Code: 3200 Date Created: 01/30/2012 Created By: tscAdmin Contact Information Pag-ibig 01 - Makati 1 APPROVED 741852963321 Contact Person Name: Juan dela Cruz Email Address: juan.delacruz@email.com Mobile No.: 09211234567 Maintain Agencies

1 Not Complete

Profile 1

Manage Corporate eGov Profiles

Pag-ibig

4. Click on Maintain Corporate Users button. Maintain Corporate Users button will only be enabled if there is at least one created profile.



5. To delete a user, click on the cross image at the end of the row.



6. A user can also be deleted by clicking on the Edit icon and pressing the Delete button at the bottom of the Edit User page.



7. A dialog box asking for confirmation will appear. Click on OK to continue.



8. The User Maintenance page will appear along with a message on top indicating successful record deletion.



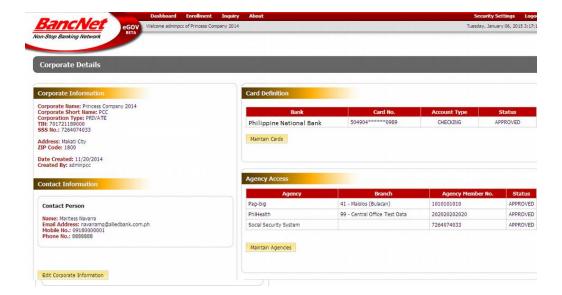
# **Forgot Password**

**Note:** Only locked passwords can be reset by the Corporate Administrator. If User has forgotten password, click the Forgot Password link found in the login page.



Password resetting procedure for other users:

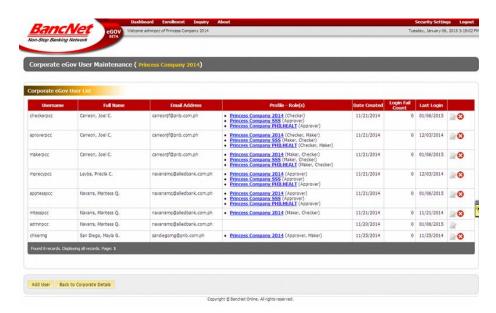
Login as Corporate Administrator and go to Enrollment- Corporate Maintenance.



1. Click on Maintain Corporate Users to view existing user list.

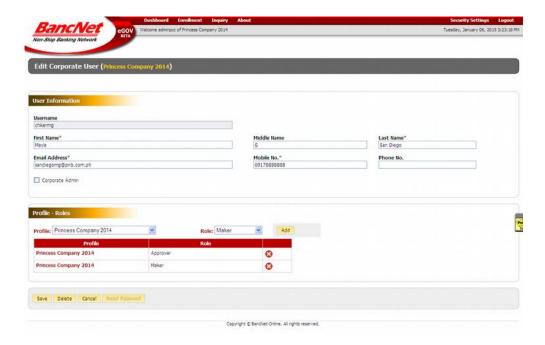


2. Select the user to reset the password by clicking on Edit.

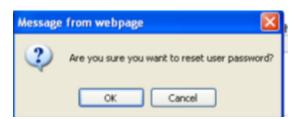


3. Once the user details are available, click on the Reset Password button.

Note: Reset Password button will only be available once the user's password has been locked.



4. A message confirmation will pop up. Click OK to proceed.



User shall receive an email confirmation that the password reset was successful.

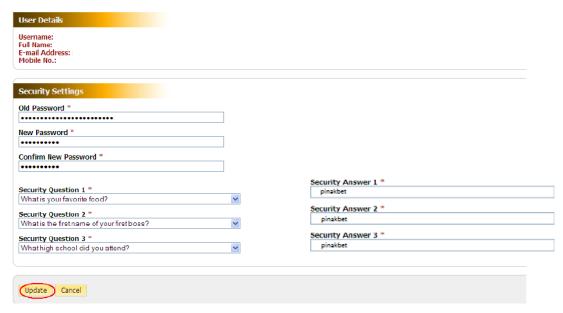
The new temporary password will be sent to the registered email of the user.



User must log in using the temporary password received over email. User will be asked to change the temporary password to a new password and update security questions and answers. Note that the user cannot use the previous 5 nominated passwords.

Tip: To make it easier to remember, you may nominate the same one-word answer for all 3 security answers.

#### 2017



5. User shall receive a confirmation that the password was successfully changed.



# Password resetting procedure for Corporate Administrator:

1. System will prompt the Administrator that his/ her account has been locked after 3 unsuccessful login attempts.



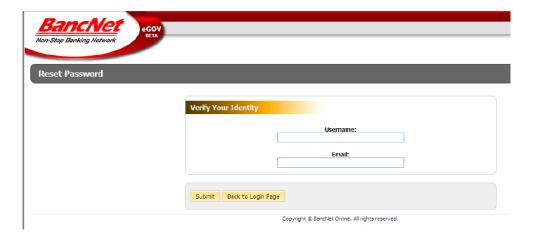
2. On the next login attempt, Administrator will be prompted that account is currently locked and will be asked to login after 30 minutes or less depending from the time of last login.

After 30 minutes, Administrator can re-login using the same/most recent password. Otherwise Administrator may choose the Forgot Password option for self-resetting of password.



3. For self-resetting of password, you will be required to verify your identity by indicating your username and email address. Once all details are correct, you may click submit and you shall receive a confirmation that the request was successful.

The new temporary password will be sent to the registered email address of the user.



#### **PAYMENT (Corporate Maker)**

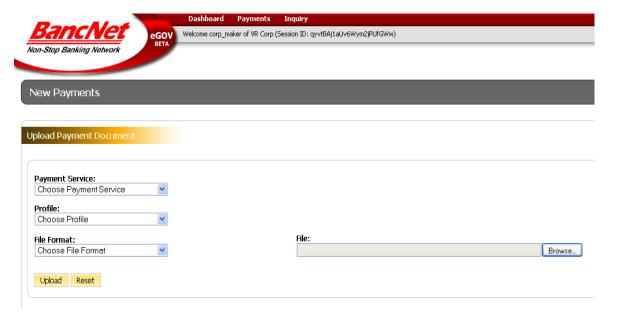
## **Upload Payment Document**

Note: Use the SSS and Pag-ibig file converters and their corresponding user guides to generate the files for uploading to Bancnet eGov. Ensure that your branch of account has provided you with the link where you can download the files directly. (For Philhealth, filing is made via EPRS. Generate the SPA in EPRS and select Online Payment Bancnet as payment option.)

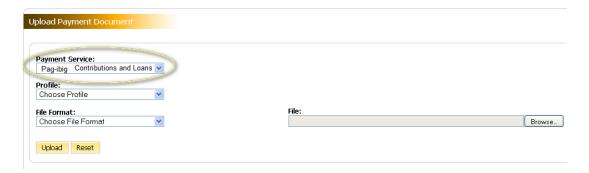
- 1. Login as corporate maker.
- Select the Payments tab and click New Payments.



The payment document upload page will be displayed.



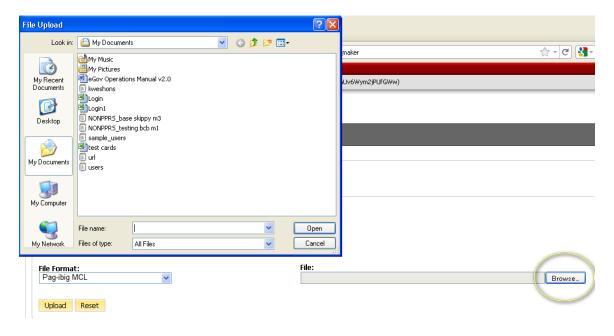
4. To make payments to Pag-ibig, choose Pag-ibig Contributions and Loans and if SSS, choose SSS Loans and Contributions under Payment Service, and choose Philhealth for Philhealth payments.



 Select the desired profile available for the payment service and format of the file you are about to upload. (For Philhealth, choose desired SPA or Statement of Premium Account under File Format.)



6. Click on the browse button. The File Upload window shall appear. (This step is not applicable for Philhealth.)



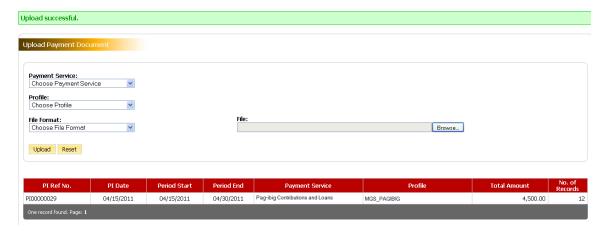
7. Navigate to the file then click on the Open button. The filename of the file selected will now be displayed. (This step is not applicable for Philhealth.)



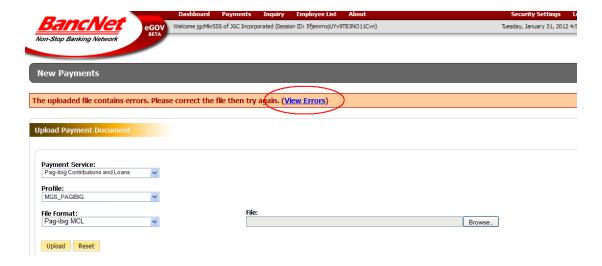
8. To submit the file, click on the Upload button; or click Reset to clear the fields and start again.



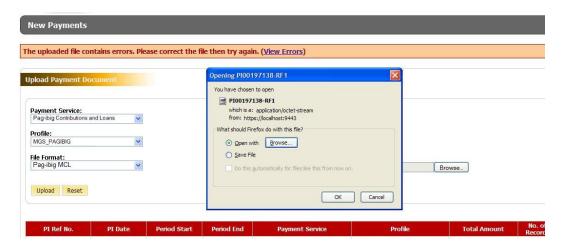
9. After uploading, a message on top indicating successful upload will be displayed. Details of the upload will be found listed on the table at the bottom.



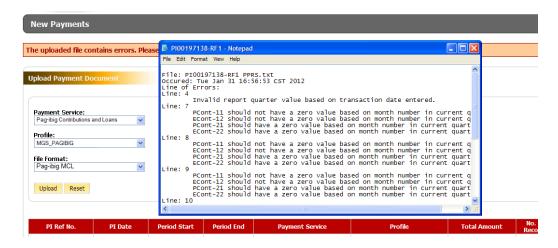
10. If the payment document contains error, a message on top indicating that file contains error will be displayed. There will be an error link to view the specific errors of uploaded file.



11. Clicking the View Error link will display a dialog box. It will open or save the file that contains the errors of uploaded file.



12. Sample error file:

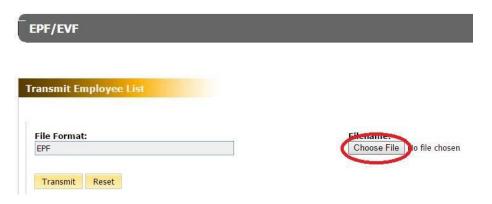


### Transmit EPF (Employee Pre-validation File for SSS)

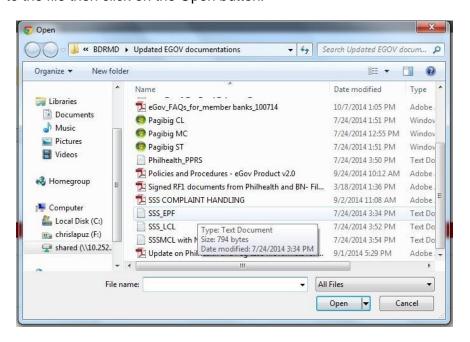
- 1. Login as Corporate Maker.
- 2. Select the Employee List tab and click Transmit EPF.



3. Click Choose File to look for the EPF file.



4. Navigate to the file then click on the Open button.



The file name of the file selected will now be displayed. To send the file, click Transmit.

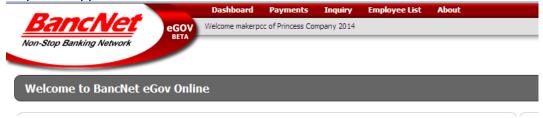


6. A message on top indicates successful EPF transmission.



## **View Payment Instruction List**

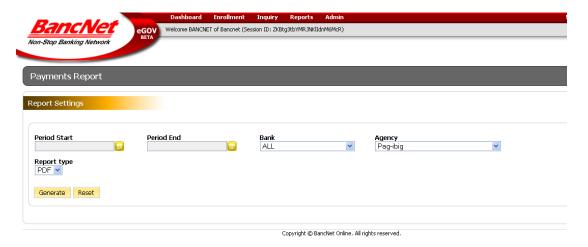
1. Login as Bancnet admin, bank admin, corporate maker, corporate checker or corporate approver.



2. Select the Inquiry tab and click Payment Inquiry.

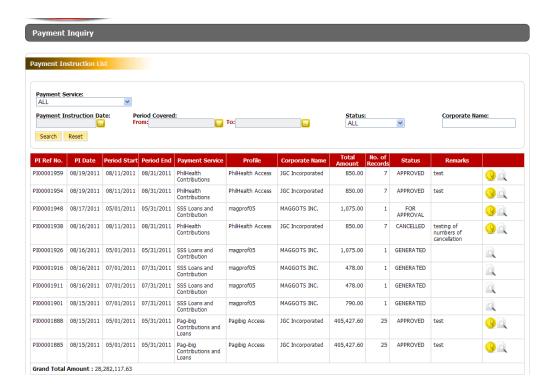


3. The Payment Inquiry search page will be displayed.



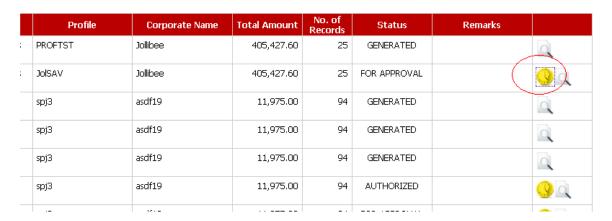
Field Name	Field Description	Field Type
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Bank	The bank where payment was made	Optional
Agency	The agency where payment was made	Optional

4. The list of payments can be filtered by entering search parameters of either, the Payment Service Type, Payment Instruction Date, Period Covered, Status, Corporate Name or a combination of the search fields.

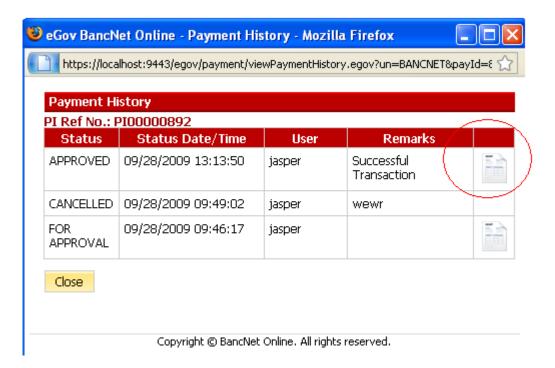


## **View Payment Instruction Transaction Receipt**

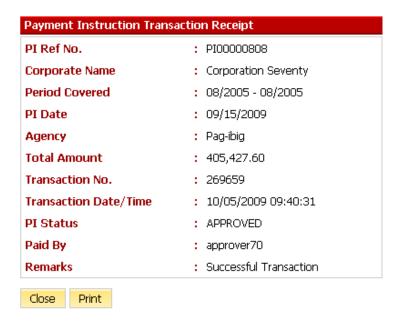
- 1. Do the previous steps for viewing the payment instruction list.
- 2. To view the payment document, click the clock image. Payment Documents with clock image are those which do not have **GENERATED** status.



3. A popup window will appear which shows the payment history of the selected document. To view the transaction receipt, click the receipt icon.



4. The transaction receipt will be shown in the popup window.



## **View Payment Document**

- 1. Do the previous steps for viewing the payment instruction list.
- 2. To view the payment document, click the image icon.

Total Amount	No. of Records	Status	Remarks
405,427.60	25	GENERATED	
405,427.60	25	GENERATED	Q
405,427.60	25	GENERATED	Q
405,427.60	25	GENERATED	Q

Payment document details will be displayed on the page.

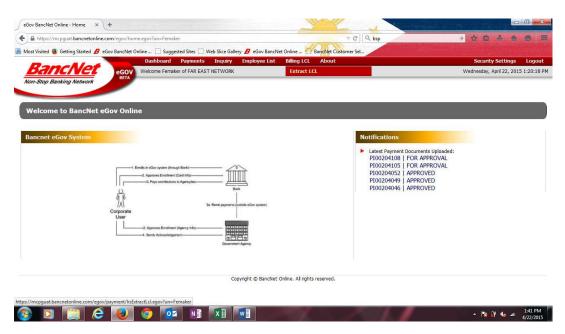


To go back to the payment list page, click the "Back to Payment List" button and the bottom of the page.



# **Extract SSS Billing LCL**

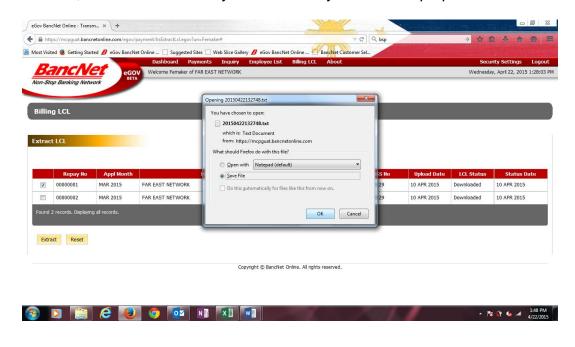
- 1. Login as corporate maker.
- 2. Select the Billing LCL tab and click Extract LCL.

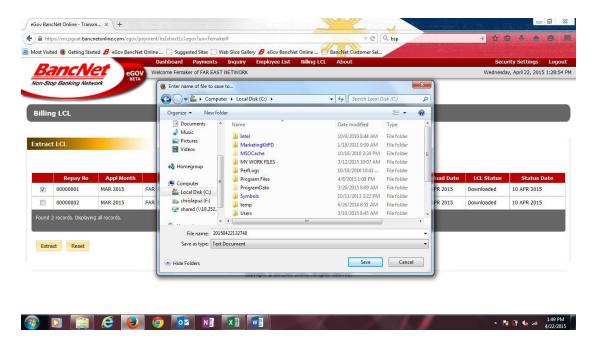


3. To download the Billing LCL file, click the box located in the left and then the Extract button.

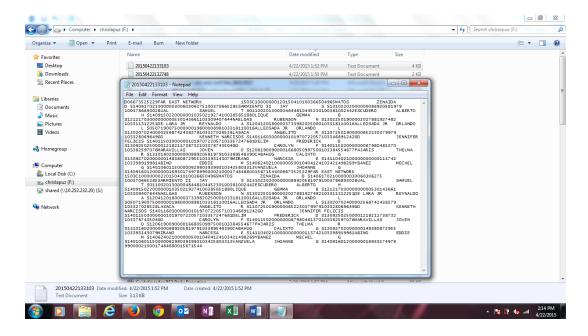


4. You will be asked to open or save the Billing LCL file. In saving the Billing LCL file, choose the directory and folder in your PC or laptop.





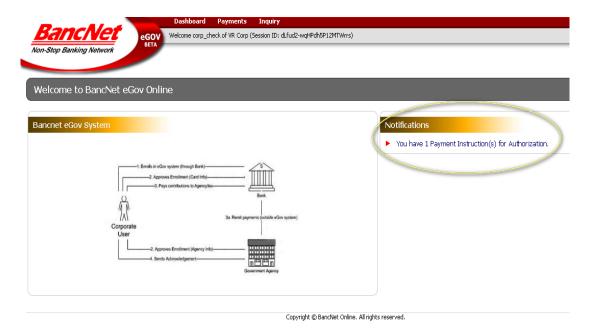
5. Once saved, you can open the Billing LCL file for your review/reference.

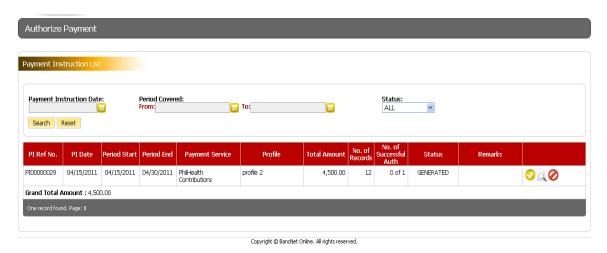


## **Authorization of Payment Transaction**

## **Authorize Philhealth Payment**

- 1. Login as corporate checker.
- 2. Notification of payments for authorization will be displayed on the dashboard. Click on the link to continue.





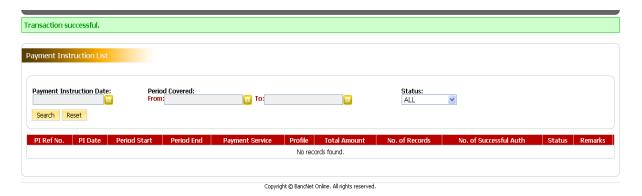
Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

- 4. The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields.
- 5. To authorize the payment, click on the encircled image.



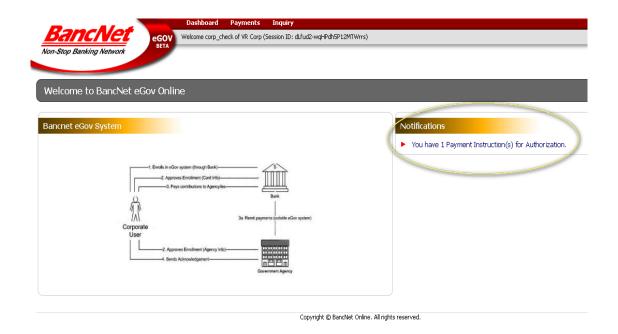
Copyright @ BancNet Online. All rights reserved.

- 6. A message asking for confirmation will appear. Click on OK to continue.
- 7. A message on top indicates successful authorization. The document is then removed from the list below.

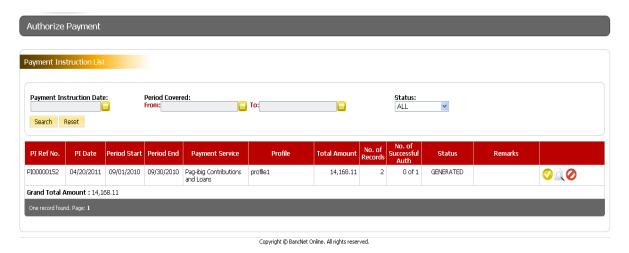


**Authorize Pag-Ibig Payment** 

- 1. Login as corporate checker.
- 2. Notification of payments for authorization will be displayed on the dashboard. Click on the link to continue.

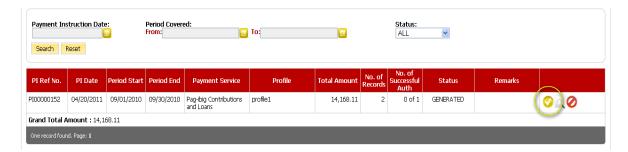


3. The Payment Instruction search page will be displayed.

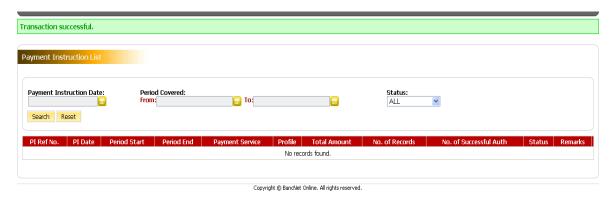


Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

 The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields. 7. To authorize the payment, click on the encircled image.

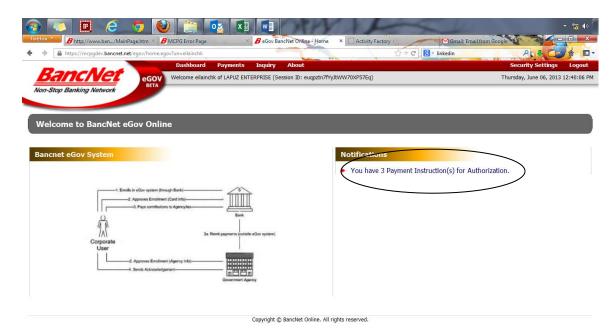


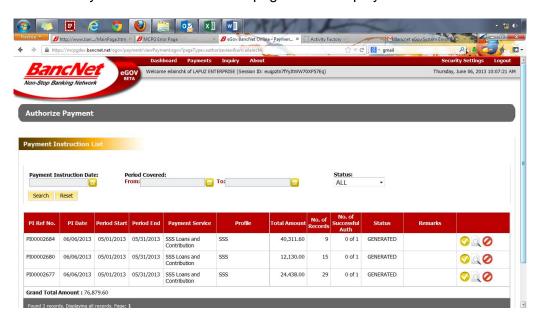
- 8. A message asking for confirmation will appear. Click on OK to continue.
- 9. A message on top indicates successful authorization. The document is then removed from the list below.



#### **Authorize SSS Payment**

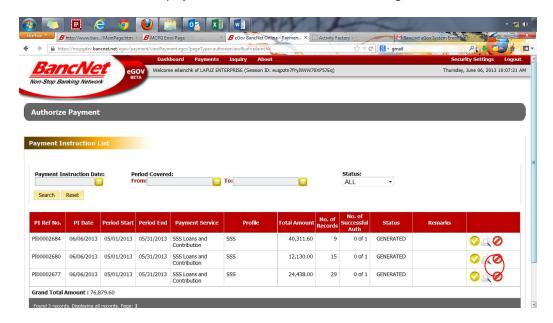
- 1. Login as corporate checker.
- 2. Notification of payments for authorization will be displayed on the dashboard. Click on the link to continue.



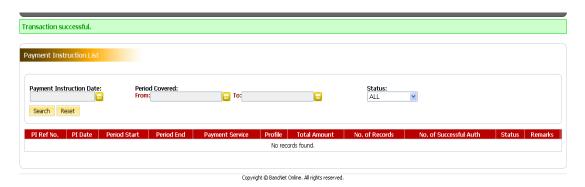


Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

- 4. The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields.
- 5. To authorize the payment, click on the encircled image.



- 6. A message asking for confirmation will appear. Click on OK to continue.
- 7. A message on top indicates successful authorization. The document is then removed from the list below.

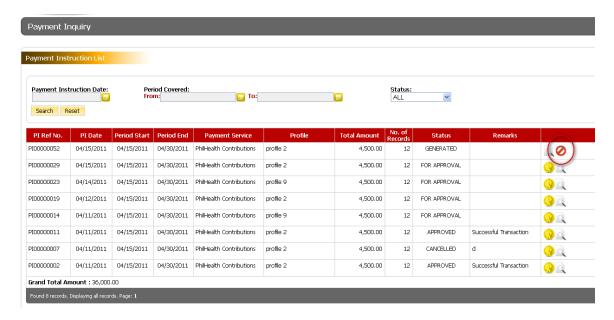


## **Cancellation of Payment Transaction (Checker/Approver)**

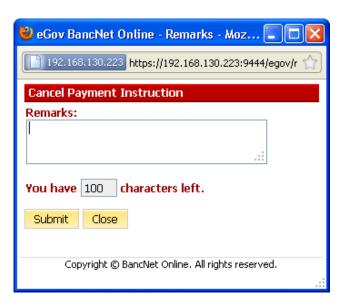
#### **Cancel Payment Instruction**

- 1. Login as corporate user.
- 2. Do the steps for viewing the payment instruction list.

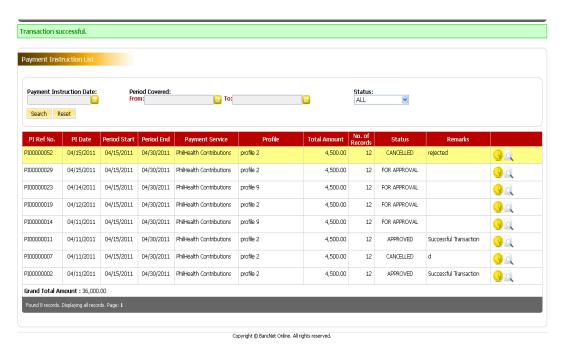
- a. A corporate checker can also cancel a payment transaction from the Payment Authorization menu.
- b. A corporate approver can also cancel a payment transaction from the Payment Approval menu.
- 3. To cancel a payment transaction, click on the cancel image.



- 4. A message asking for confirmation will appear. Click on OK to continue.
- 5. A window prompting for remarks will then open. It is mandatory to type in a message. Press Submit to save.



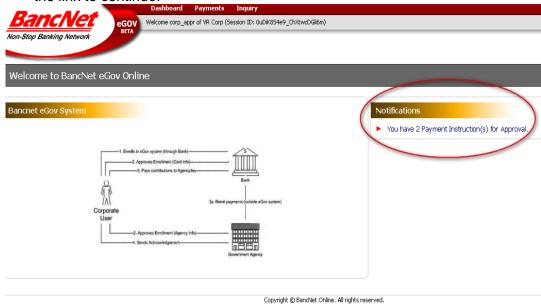
6. A message on top indicates successful cancellation. The document can then be seen on the list below with the status CANCELLED and the remarks entered.



## **Approval of Payment Transaction**

#### **Approve Philhealth Payment**

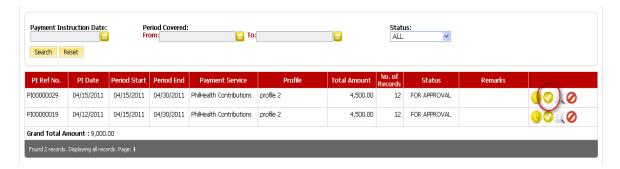
- 1. Login as corporate approver.
- 2. Notification of payments for approval will be displayed on the dashboard. Click on the link to continue.



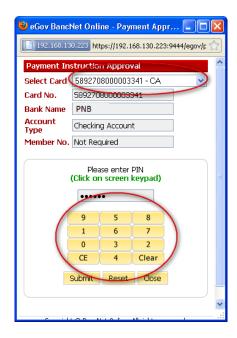


Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

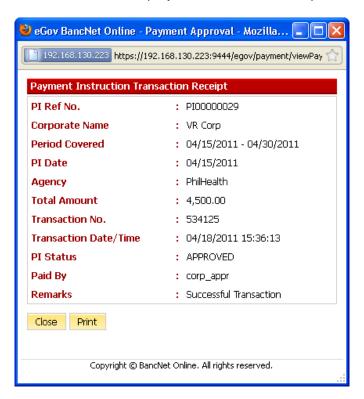
- 4. The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields.
- 5. To approve the payment, click on the encircled image.



- 6. An onscreen keypad then appears. Select a card and enter the PIN.
  - Click on CE to reset the PIN entered or Clear to remove the last digit entered.

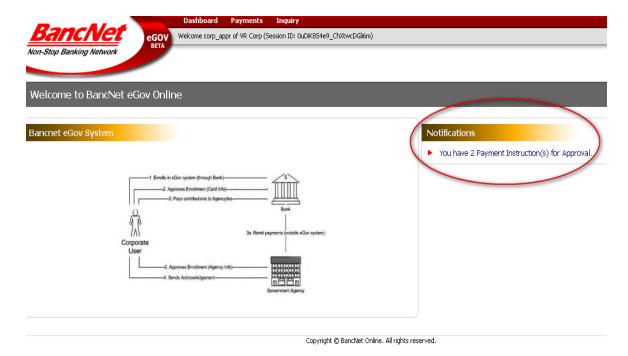


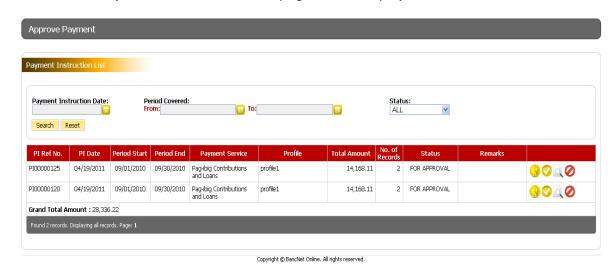
- 7. Click on the Submit button to perform the transaction. To clear all fields, click on the Reset button. To abort approval, click on Close.
- 8. Upon clicking Submit, a message asking for confirmation will appear. Click on OK to continue.
- 9. A successful transaction will display the transaction receipt in a new window.



## **Approve Pag-Ibig Payment**

- 1. Login as corporate approver.
- 2. Notification of payments for approval will be displayed on the dashboard. Click on the link to continue.



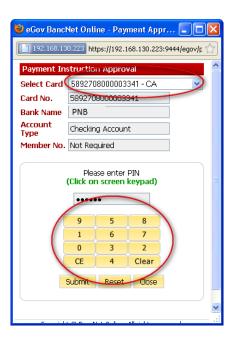


Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

- 4. The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields.
- 5. To approve the payment, click on the encircled image.

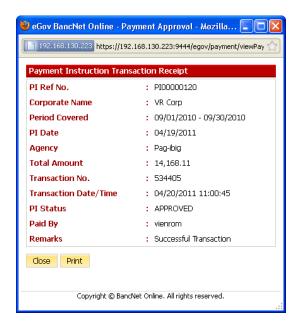


- 6. An onscreen keypad then appears. Select a card and enter the PIN.
  - Click on CE to reset the PIN entered or Clear to remove the last digit entered.



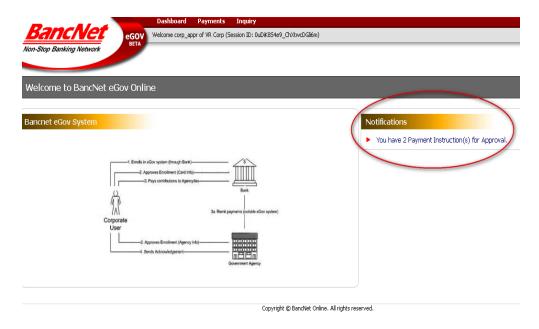
7. Click on the Submit button to perform the transaction. To clear all fields, click on the Reset button. To abort approval, click on Close.

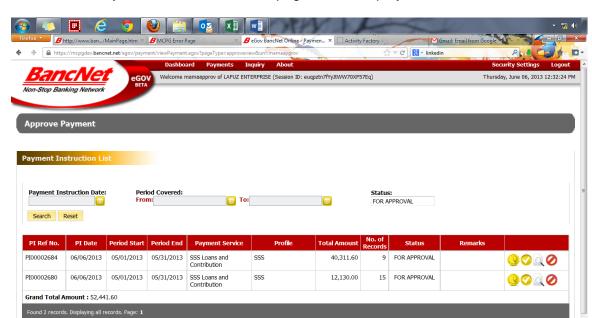
- 8. Upon submit, a message asking for confirmation will appear. Click on OK to continue.
- 9. A successful transaction will display the transaction receipt in a new window.



### **Approve SSS Payment**

- 1. Login as corporate approver.
- 2. Notification of payments for approval will be displayed on the dashboard. Click on the link to continue.



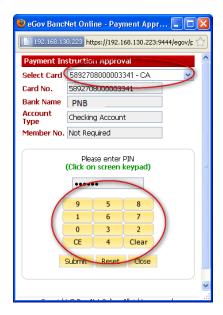


Field Name	Field Description	Field Type
Payment Instruction Date	The date of upload of payment document	Optional
Period Start	The start date for the date range search	Optional
Period End	The end date for the date range search	Optional
Status	The status of the payment document	Optional

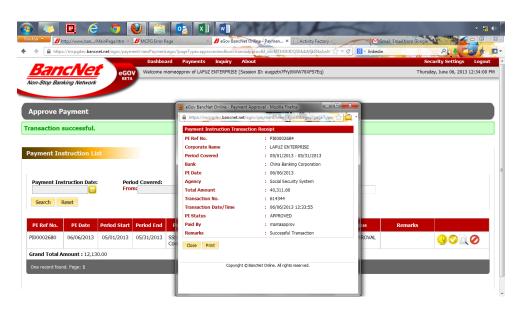
- The list of payments can be filtered by entering search parameters of the Payment Instruction Date, Period Covered, Status, or a combination of the search fields.
- 5. To approve the payment, click on the encircled image.



- An onscreen keypad then appears. Select a card and enter the PIN.
  - Click on CE to reset the PIN entered or Clear to remove the last digit entered.



- 7. Click on the Submit button to perform the transaction. To clear all fields, click on the Reset button. To abort approval, click on Close.
- 8. Upon submit, a message asking for confirmation will appear. Click on OK to continue.
- 9. A successful transaction will display the transaction receipt in a new window.



## **Balance Inquiry**

Perform Balance Inquiry

1. Login as Corporate Approver.

2. Select the Inquiry tab and click Balance Inquiry.



- 3. An onscreen keypad then appears. Select a card and enter the PIN.
  - Click on CE to reset the PIN entered or Clear to remove the last digit entered.
  - Click on the Submit button to perform the transaction. To clear all fields, click on the Reset button. To abort approval, click on Close.



4. A new window will appear showing the Current and Available Balances of the account.

