



ENTERPRISE ONLINE

Frequently Asked Questions



How do I retrieve a payment receipt on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click the "Menu" tab in the top left corner of the screen.

Step 3: Select "Receipts".

Step 4: Choose the transaction type.

Step 5: Search for the relevant transaction then click on the recipient's name to display the payment receipt.

Step 6: Click on the "Download" icon to download the payment receipt.

How do I download an Account statement on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on the account for which you want to generate the statement.

Step 3: Select the statement period (30, 60, 90, or 180 days).

Step 4: Click "Download".

Step 5: Select your download preference: CSV file or PDF file (with or without an electronic stamp (e-stamp)), then click "Download".

Step 6: Further, for an e-stamped statement, confirm the request by clicking "Download".

Step 7: Enter the generated One-Time-PIN (OTP) and the statement will be displayed.

How do I retrieve an Account confirmation letter on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on the account for which you want to generate a confirmation letter.

Step 3: Click "Download".

Step 4: Under Download Preference: select confirmation of Account then click "Download".

Step 5: Enter the generated One-Time-PIN (OTP) to confirm, and the confirmation of account letter will be displayed.

How do I make a Once-off payment on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Select "Pay & Transfer".

Step 3: Choose "Once-off Payment" at the bottom of the screen.

Step 4: Enter the payment and beneficiary details, then select "Next".

Step 5: Enter the generated One-Time-PIN (OTP) to confirm the payment.



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How do I save a beneficiary on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Pay & Transfer.”

Step 3: Select “Add new Beneficiary”.

Step 4: Enter Beneficiary Details, then click “Next”.

Step 5: Review Beneficiary Details, then click “Add”.

Step 6: Enter the generated One-Time-PIN (OTP), then click “Verify”.

How do I reset my Enterprise Banking password?

Step 1: Select "Forgot Password" below the Sign In button.

Step 2: Enter your Username and Account number.

Step 3: Answer the three security questions correctly.

Step 4: Create a new password meeting the highlighted character requirements.

Step 5: Enter the generated One-time PIN (OTP).

Step 6: Sign in with the new password to access Enterprise Banking.

How do I change my payment limit on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on the Menu.

Step 3: Select “Profile & Settings”.

Step 4: Choose “Manage Transaction Limit”.

Step 5: Click “Change Daily Limit” at the bottom of the screen.

Step 6: Select a new Daily Limit, then click “next” and confirm.

Step 7: Enter the generated One-Time-PIN (OTP), then click “Verify”.

How do I send an Unayo Voucher on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Unayo Voucher”.

Step 3: Select “New Unayo Voucher”.

Step 4: Capture the beneficiary’s mobile number and the Voucher amount, then click “Proceed”.

Step 5: Tick “Add cashout fee” if you want the recipient to withdraw the full amount, then click “Next”.

Step 6: Enter the generated One-Time-PIN (OTP), then click “Verify”.



ENTERPRISE ONLINE

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How do I purchase Electricity on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Buy Prepaid”.

Step 3: Select “Prepaid Electricity” then click “Buy Electricity for Other Meter number”.

Step 4: Enter the Meter Number and the purchase amount, then click “Next”.

Step 5: Review the purchase details, then click “Buy”.

Step 6: Enter the generated One-Time-PIN(OTP), then click “Verify”.

How do I purchase Airtime on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Buy Prepaid”.

Step 3: : Select “Airtime” then click “Buy Airtime for Other Mobile number”.

Step 4: Capture the Mobile Number, select the Service Provider then click “Next”.

Step 5: Review purchase details, then click “Buy”.

Step 6: Enter the generated One-Time-PIN (OTP), then click “Verify”.

How do I pay my water bill on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Pay and Transfer”.

Step 3: Select “Bill Payments” then click on “ESWC”.

Step 4: Capture the ESWC account number, then click “Verify”.

Step 5: Review the Customer Name and Outstanding Amount.

Step 6: Capture the payment amount, then select “Next”.

Step 7: Review the payment details then click “Pay”.

Step 8: Enter the generated One-Time-PIN (OTP), then click “Verify”.

How do I pay my DSTV Subscription?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on “Buy Prepaid”.

Step 3: Select “TV subscription” then click “Buy TV subscription”.

Step 4: Capture the DSTV Account Number and click “Verify”.

Step 5: Review the Customer Name and enter the payment amount.

Step 6: Select the Prepaid type then click “Next”.

Step 7: Review Details, then click “Buy”.

Step 8: Enter the generated One-Time-PIN (OTP), then click “Verify”.



ENTERPRISE ONLINE

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How to add Biller?

Step 1: Sign in to Enterprise Banking.

Step 2: Click on "Pay and Transfer".

Step 3: Select "bill payments" then click "Pay biller and add biller".

Step 4: Select the biller you want to create and capture "biller nickname, reference prompt, my reference".

Step 5: Review the details.

Step 6: Select your approver then click "Next".

Step 7: Review Details, then click "send for approval".

Step 8: Enter the generated One-Time-PIN (OTP), then click "Verify".

How do I make a bulk file Unayo payment on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Select "Unayo Voucher".

Step 3: Choose "new Unayo Voucher then bulk payment".

Step 4: Select "choose file" then select approver and click "next".

Step 5: Review details and click "send for approval".

Step 6: Enter the generated One-Time-Pin (OTP) to confirm file upload.

How do I make a salary bulk file payment on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Select "Pay and Transfer".

Step 3: Choose "bulk file upload then upload new file".

Step 4: Select "choose file" then select approver and click "next".

Step 5: Review details and click "send for approval".

Step 6: Enter the generated One-Time-Pin (OTP) to confirm file upload.

How to approve on Enterprise Banking?

Step 1: Sign in to Enterprise Banking.

Step 2: Select "Approve".

Step 3: Choose on the right type of transaction to be approved.

Step 4: Select "type of transaction and click "on specific transaction".

Step 5: Review details and click "approve".

Step 6: Enter the generated One-Time-Pin (OTP) to confirm approval.