

FX Service Portal

User Manual (Customer Console)

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October 2021, NIBSS PLC.

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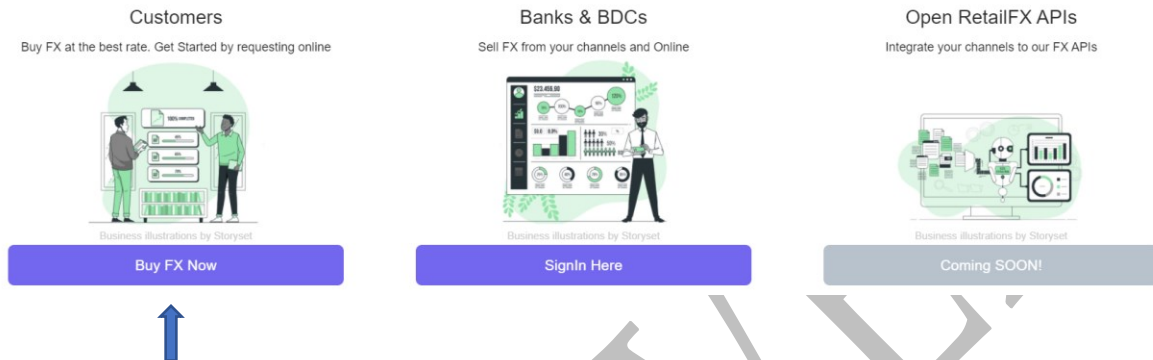
Plot 1230, Ahmadu Bello Way, Bar Beach, Victoria Island, P. M. B. 12617, Lagos

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1.0 Get Started

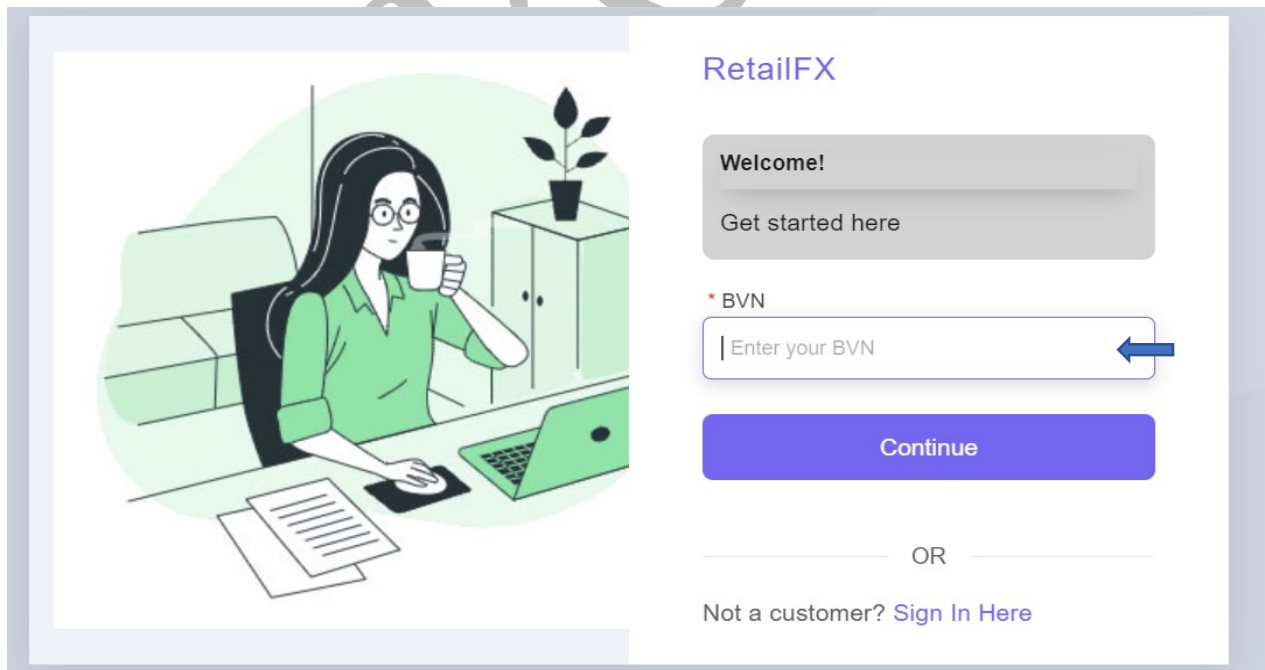
Click on the FX Sales Service URL and select the “Customers” option to login.



1.1 Logging into FX Portal

Enter your username/email and password and then click on the “**Login**” button.

First-time users will be required to sign in with their email addresses before inputting BVN




The screenshot shows the 'RetailFX' login page. On the left is an illustration of a woman working at a desk. On the right, the login form includes:

- A 'Welcome!' message and a 'Get started here' link.
- A label '* BVN' above a text input field with the placeholder 'Enter your BVN'.
- A blue arrow pointing to the BVN input field.
- A blue 'Continue' button.
- An 'OR' separator.
- A link: 'Not a customer? [Sign In Here](#)'.

After the BVN input, an OTP will be sent to the phone number linked to the BVN

1.2 OTP Generation




RetailFX

Welcome Back!

We need your OTP to continue please

* OTP

OTP 

Sign In

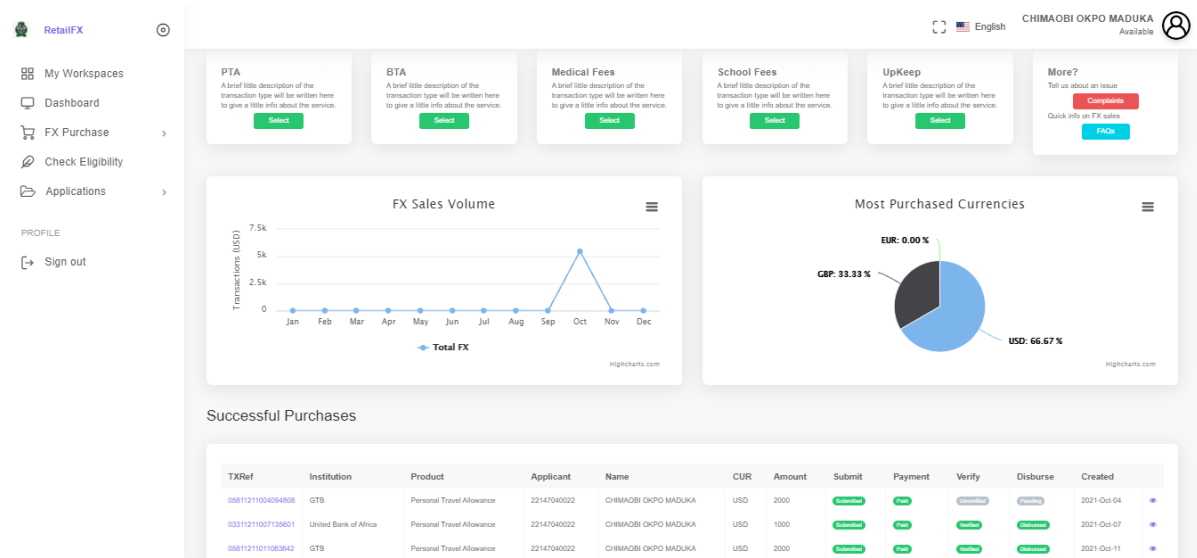
OR

Not a customer? [Sign In Here](#)

1.3 Accessing the Dashboards

Upon successful login, the dashboard will be displayed as seen in the snapshot below.

FX Service Portal



2.0 Check Eligibility

This module shows the right of an applicant to FX purchase with the use of BVN

The 'Check Eligibility' form has two input fields: 'Applicant BVN' (containing 22147040022) and 'Secondary BVN' (empty). A blue arrow points to the 'Check Eligibility' menu item in the left sidebar. A 'Submit' button is located at the bottom right of the form.

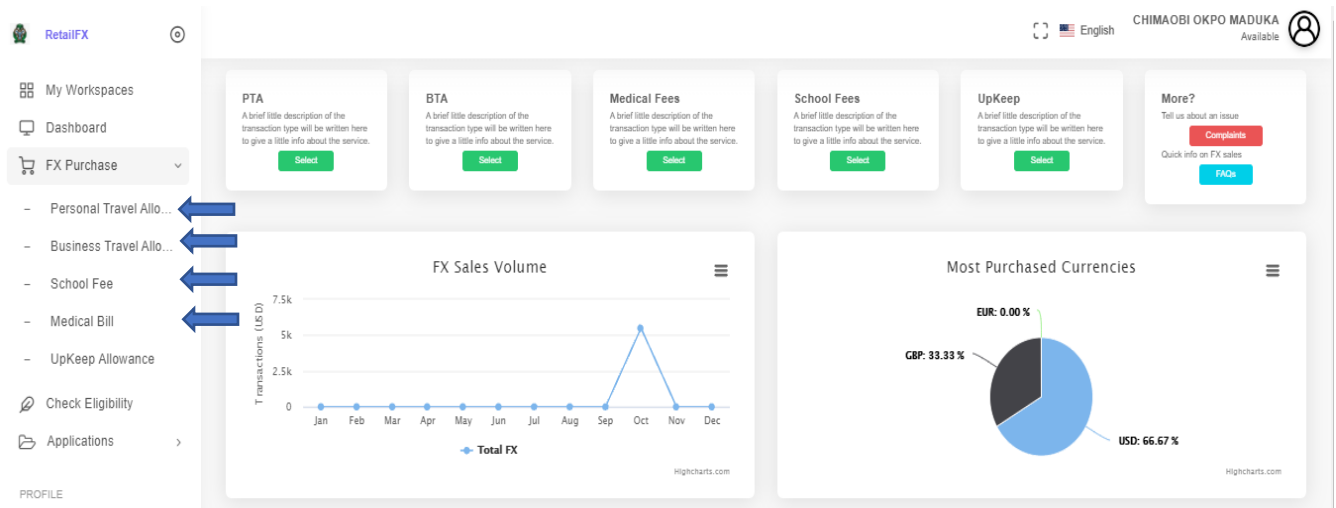
3.0 FX Purchase

The FX sales available to customer on this service are as follows as shown on the FX Purchase module dropdown below.

- I. Personal Travel Allowance
- II. Business Travel Allowance
- III. Medical Fees

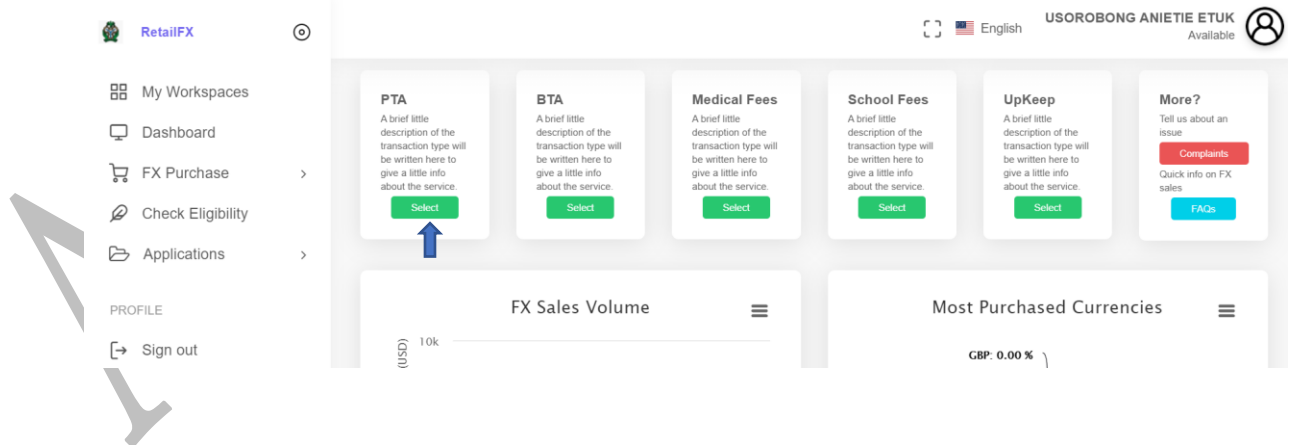
IV. School Fees

V. Upkeep Allowance



3.1 PTA – Personal Travel Allowance

Click on the select icon under PTA to proceed with this application type



Fill out the purchase details as the percentage grid on the left-hand side increases to 100% upon completion and then click on next to move to the next form.

Personal Travel Allowance
Home » Purchases » New PTA Purchase

purchase 20%

applicant 38%

flight 0%

purpose 0%

pickup 0%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

* Sale Type

Select Sale Type

* Applicant BVN

* Quarter Total

0

* Purchase Limit

0

* Available Purchase

0

* Currency

Select Currency

* FX Amount

0

Remarks

Next

Clear

...Click Next

The Next form is the Applicant details

purchase 100%

applicant 38%

flight 0%

purpose 83%

pickup 0%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

* First Name

USOROBONG

* Middle Name

ANIETIE

* Last Name

ETUK

* Phone Number

* Identification Type

* Identification Number

* Country

Nigeria

* State

* LGA

* City

Prev

Next

Clear

...Fill all fields correctly and select Next

purchase 100%

applicant 100%

flight 0%

purpose 83%

pickup 0%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

* Airline

* Air Ticket Number

* Flight Departure

* Flight Arrival

* Nigerian Passport Number

* Departure Date

* Arrival Date

* Flight Duration (Hours)

Prev

Next

Clear

Fill the flight itinerary correctly and click Next

Fill out the purpose form and select the payment mode preferable to you

purchase 100%

applicant 100%

flight 100%

purpose 83%

pickup 0%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

one thousand

* FX Currency

* Fx Amount

* NGN Exchange Rate

* NGN Amount

* Payment Mode

Prev

Next

Clear

If bank account transfer/debit is selected, applicant's naira account details will be required,

However, if cash point is selected, the applicant will be required to input the bank and branch information below.

purchase 100%

applicant 100%

flight 100%

purpose 100%

pickup 0%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

* Institution Type

Select Institution Type

* Institution

Select Institution

* State

* Institution Branch

Prev

Next

Clear

Upon completion of the application form, the applicant will be required to upload some required documents.

Upload all required documents and check the declaration box to proceed.

purchase 100%

applicant 100%

flight 100%

purpose 100%

pickup 100%

document 0%

Purchase

Applicant

Flight

Purpose

PickUp

Documents

* Document Type

VISA

Remarks

Choose file

No file chosen

* Document Type

Flight Ticket

Remarks

Choose file

No file chosen

* Document Type

Passport Biodata Page

Remarks

Choose file

No file chosen

☐

I/We declare that the above statements are true and that the foreign currency will be used solely for the purpose stated in accordance with the approved guidelines

Prev

Preview

Clear

	Purchase	Applicant	Flight	Purpose	PickUp	Documents
purchase 100%	Flight Ticket		MicrosoftTeams-image.png			Remove File
applicant 100%						
flight 100%	* Document Type		Remarks			
	Passport Biodata Page		MicrosoftTeams-image.png			Remove File
purpose 100%	* Document Type		Remarks			
	Signature		MicrosoftTeams-image (1).png			Remove File
pickup 100%						
document 100%	<input checked="" type="checkbox"/> I/We declare that the above statements are true and that the foreign currency will be used solely for the purpose stated in accordance with the approved guidelines					

[Prev](#)
[Preview](#)
[Clear](#)

Click on the preview option to ensure all information provided are correct then submit

Upon submission, A reference number will be generated

Applicant Result

Your request with the reference number below was submitted successfully and currently being reviewed.

Reference Number

05811211018111832

[View Details](#)

3.2 Medical Fee

After selecting the Medical Fees option, the below shows

Medical Bill Allowance
Home » Purchases » New Medical Bill Allowance

	Purchase	Applicant	Flight	Beneficiary	Purpose	PickUp	Documents
purchase 80%							
applicant 38%	* Sale Type Others	* Applicant BVN		* Beneficiary BVN			
flight 0%	* Quarter Total 0	* Purchase Limit 100000		* Available Purchase 100000			
beneficiary 38%	* Currency USD	* FX Amount 1000		Remarks MED SCH			
purpose 86%							
pickup 0%							
document 0%							

Next
Clear

Select the Sale type, either for self or others and input all required fields

Medical Bill Allowance
Home » Purchases » New Medical Bill Allowance

	Purchase	Applicant	Flight	Beneficiary	Purpose	PickUp	Documents
purchase 100%							
applicant 38%	* First Name Olu	* Middle Name Nancy	* Last Name Alli				
flight 0%	* Phone Number	* Identification Type	* Identification Number				
beneficiary 38%	* Country Nigeria	* State	* LGA	* City			
purpose 86%							
pickup 0%							
document 0%							

Prev
Next
Clear

Kindly input the applicants details correctly and select next

Medical Bill Allowance
Home » Purchases » New Medical Bill Allowance

purchase 100%

applicant 100%

flight 0%

beneficiary 38%

purpose 86%

pickup 0%

document 0%

Purchase

Applicant

Flight

Beneficiary

Purpose

PickUp

Documents

* Airline

* Air Ticket Number

* Flight Departure

* Flight Arrival

* Nigerian Passport Number

* Departure Date

* Arrival Date

* Flight Duration (Hours)

Prev

Next

Clear

Input flight itinerary and ensure the flight duration is calculated and stated

Input beneficiary's details and the naira account number to be debited for the FX application and click next to fill the next form

Medical Bill Allowance
Home » Purchases » New Medical Bill Allowance

purchase 100%

applicant 100%

flight 100%

beneficiary 38%

purpose 86%

pickup 0%

document 0%

Purchase

Applicant

Flight

Beneficiary

Purpose

PickUp

Documents

* First Name

* Middle Name

* Last Name

* Phone Number

* Identification Type

* Identification Number

* Country

* State

* LGA

* City

Prev

Next

Clear

Medical Bill Allowance
Home » Purchases » New Medical Bill Allowance

purchase 100%

applicant 100%

flight 100%

beneficiary 100%

purpose 86%

pickup 0%

document 0%

Purchase

Applicant

Flight

Beneficiary

Purpose

PickUp

Documents

one thousand

* FX Currency

USD

* Fx Amount

1000

* NGN Exchange Rate

412.01

* NGN Amount

412010

* Payment Mode

Bank Account Debit

* Naira Account Number

Prev

Next

Clear

Proceed to preview request and submit to allow for the reference number to be generated alongside the “Electronic form A”

3.3 BTA – Business Travel Allowance

This purchase has same requirements as the PTA purchase with exception on the Document page where the Letter of Debit instruction, Evidence of Invitation and Inviter Company Introduction Letter are all required.

3.4 School Fees

Same as the medical except that for documents are required: Order of school fee payment, admission supporting document, admission letter, student VISA, Letter of debit instruction.

3.5 Upkeep Allowance

Same process as that of School Fee

NOTE: Full details on the Application and “Form A” are also available for review

Applications

TXRef	Ins	GT
05811211001182230		GT
05811210930145114		GT
05841210927143304		GT
05831210927140322		GT
05821210927133820		GT
05811210927130299		GT
05811210927115902		GT
05811210927104939		GT
05811210927075848		GT
05811210925095912		GT

Show 10 entries

Bank/Purchases: Detail

id

2

Applicant

03319

Beneficiary

03319

Sale Type

Self

Fx Amount

USD 200

NGN Amount

NG 82000

Submit Status

Submitted at 2021-Sept-27 08:58:48

Payment Status

Pending at 2021-Sept-27 08:58:48

Verify Status

Unverified at 2021-Sept-27 08:58:48

Disburse Status

Pending at 2021-Sept-27 08:58:48

Product

Personal Travel Allowance

txref

05811210927075848

Created

2021-Sept-27 08:58:49

Last Updated

2021-Sept-27 08:58:49

Full Details

Download Form A

Showing 1 to 10 of 10 entries

first prev 1

FOREIGN EXCHANGE(MONITORING/MISCELLANEOUS PROVISIONS) DECREE 1995

VALID FOR FOREX?(Y/N)

FORM A

ORIGINAL APPLICATION NUMBER

(FOR INVISIBLE TRADE TRANSACTIONS)

YEAR	
2021	05821211008161053

PARTICULARS OF APPLICANT

APPLICANT's BANKER	GTB: GTB Opebi, LAGOS				
APPLICANT's NAME					
APPLICANT's ADDRESS	tyui, j (h), lagos				
TOWN	Lagos Mainland	STATE	LAGOS, NG	PHONE/FAX	
PASSPORT	56789	TICKET#	yuia56789	AIRLINE	CRONOS - CRONOS AIRLINES

PARTICULARS OF BENEFICIARY

BENEFICIARY's NAME					
BENEFICIARY's ADDRESS	, ().				
TOWN		STATE	, NG	PHONE/FAX	07030879955

PURPOSE OF PAYMENT

SECTORAL CODE					
FX AMOUNT IN WORDS	NINE HUNDRED POUNDS				
AMOUNT	00 00	CURRENCY	GBP		

Electronic Form A Sample.

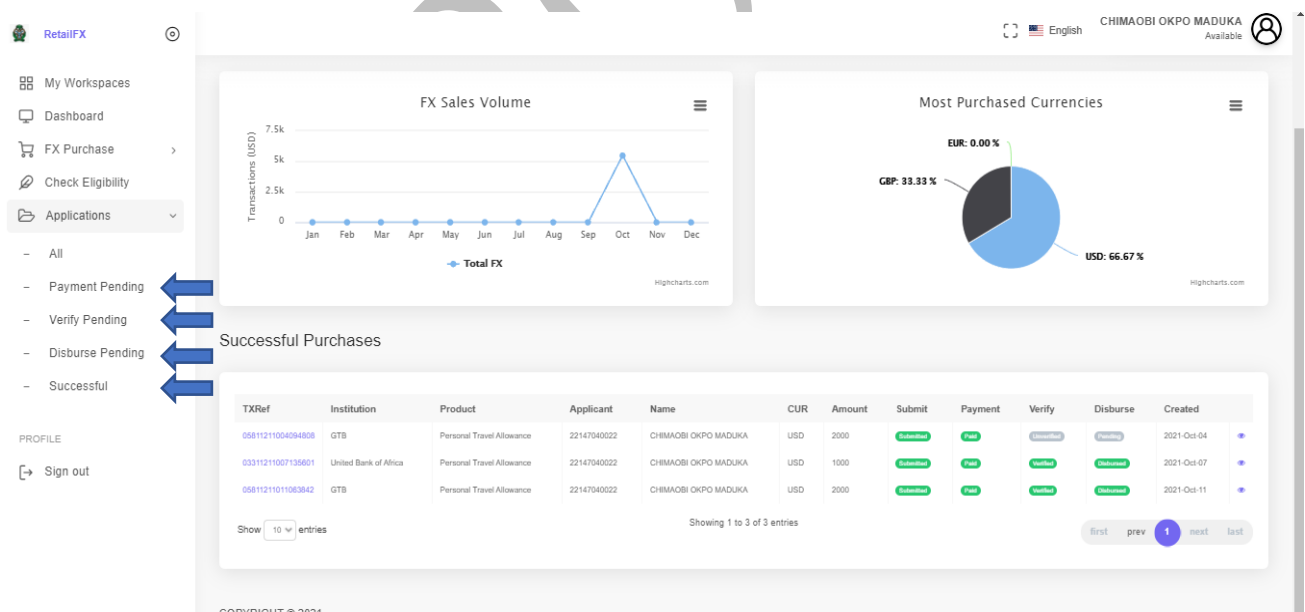
4.0 Applications

The applicant can the status of the application on the portal.

The applicant will also receive email notification each time there is an update to the status of the application.

Below are the meanings of the various statuses;

- ✓ **Successful** – This means that the application has been successfully submitted by the applicant.
- ✓ **Payment pending** – This means that the application has been received by the processing bank and is being reviewed.
- ✓ **Verify Pending** – This means that the application has been approved by the processing bank payment is in progress.
- ✓ **Disburse pending** – This means that the FX funds has been approved and credited to the customer’s account or cash given to the customer (*where customer choose to collect the FX by cash*)



5.0 Requirements for each FX Purchase Type

PTA (CBN Approved limit per Quarter is 4,000 USD or its equivalent in other approved currency)

- ✓ Valid Travel VISA
- ✓ Valid International Passport
- ✓ Flight Ticket

BTA (CBN Approved limit per Quarter is 5,000 USD or its equivalent in other approved currency)

- ✓ Evidence of invitation from the institution in the country of destination
- ✓ Introduction letter from the company *(should contain the account number to debit. The company introduction letter must be signed according to mandate).*
- ✓ Valid Travel VISA
- ✓ Valid International Passport
- ✓ Flight Ticket

School Fee (CBN Approved limit per Semester is 15,000 USD or its equivalent in other approved currency)

- ✓ Letter of instruction to debit the applicant's account for the naira equivalent
- ✓ Admission Letter
- ✓ Supporting documents used in securing the admission (WAEC, B.Sc certificate, Statement of result)
- ✓ Valid Student VISA
- ✓ Valid International Passport
- ✓ Flight Ticket
- ✓ Order of school fee payment *(document from the school indicating the amount to pay)*

Medical Fee

- ✓ Letter from the hospital in the country of destination
- ✓ Letter of instruction to debit the applicant's account for the naira equivalent
- ✓ Valid Travel VISA
- ✓ Valid International Passport

✓ Flight Ticket

APPROVED