



SME User On boarding & Payroll Process (WPS) – Retail Internet Banking

Digital Banking Department

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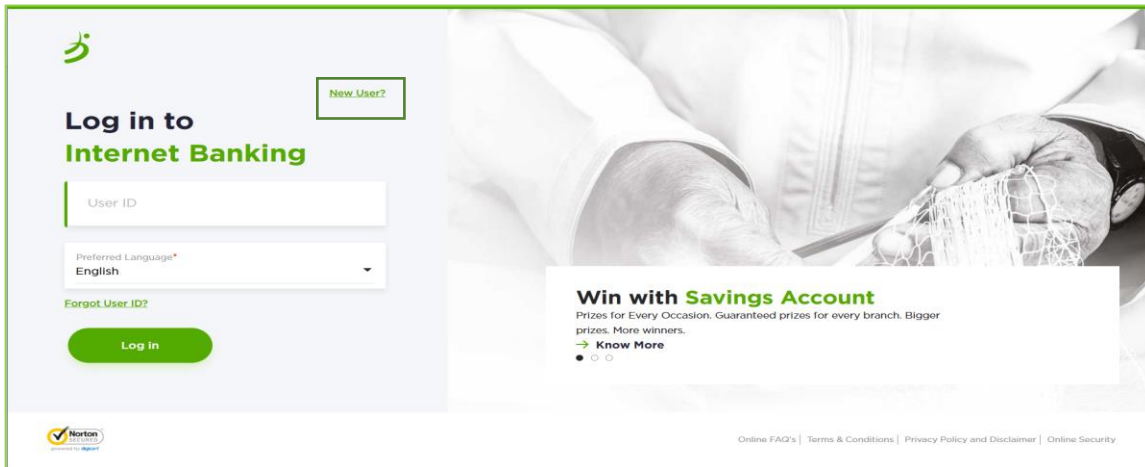
BankDhofar SME Retail Login

Introduction:

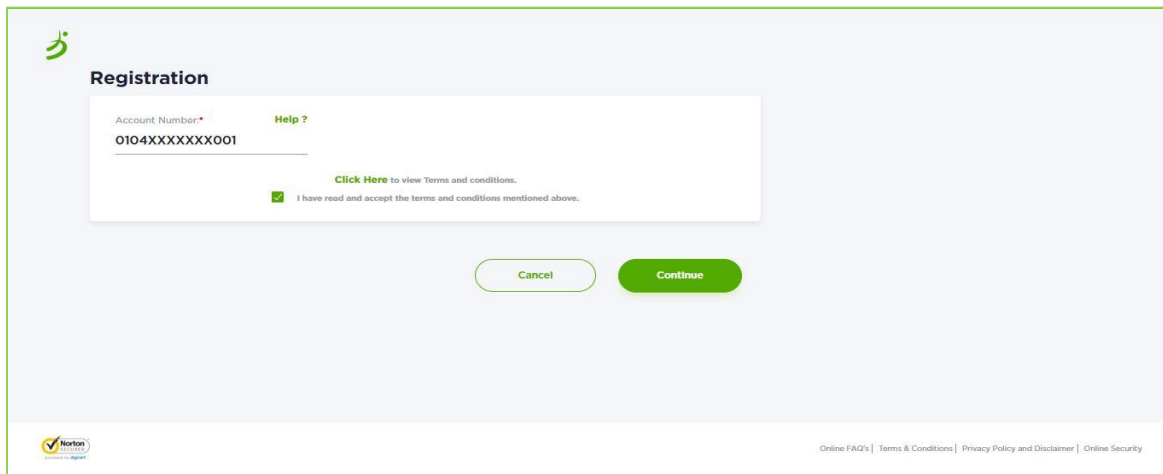
Managing a business can be complex and time-consuming. That's why BankDhofar offers Dhofar Business Digital Banking, a comprehensive solution for all your banking and business needs. Enjoy tailor-made services such as enhanced fund transfer limits, unified access to multiple entity accounts, an easy two-step registration process without additional paperwork, a simple two-step password generation process for new passwords and ID unlocks, and bulk salary upload functionality with easy converters, duplicate checks, and regulatory validations. Simplify financial management and elevate your business with BankDhofar Business Digital Banking.

Registration Process:

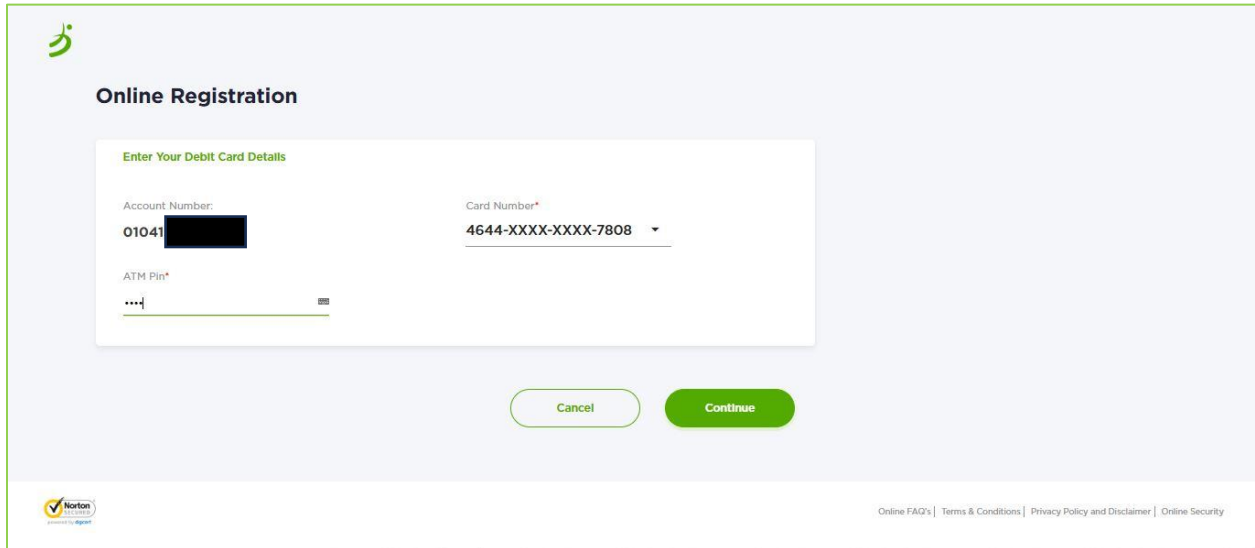
Step 1: Click on New User Link on Retail Internet Banking log in page.



Step 2: Enter Account Number in provided space and click on continue.

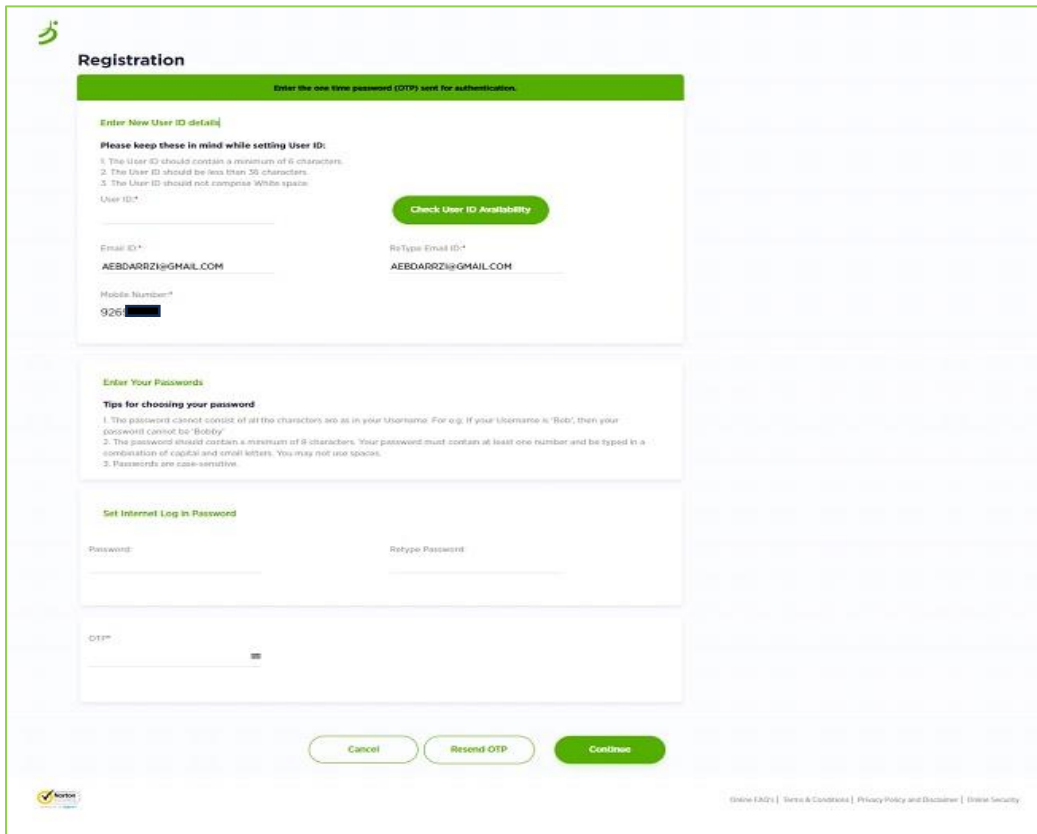


Step 3: Select Debit Card Number from the drop down and enter ATM PIN and click on Continue.



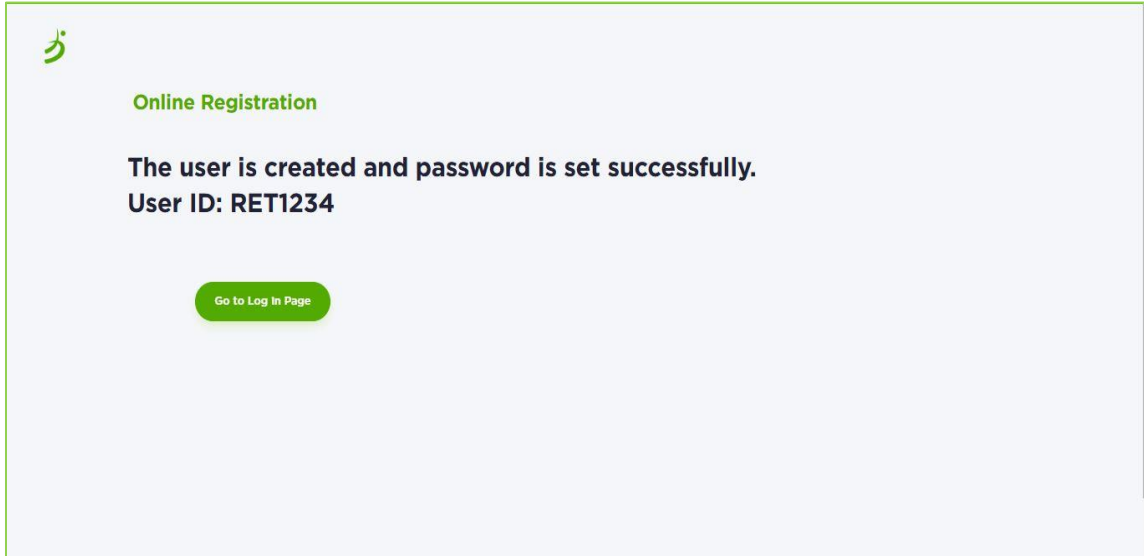
Step 4:

- Enter user id which you wish to keep as your login id.
- Click on “Check User ID Availability” if user available enter Password, OTP and click on Submit.



Step 5:

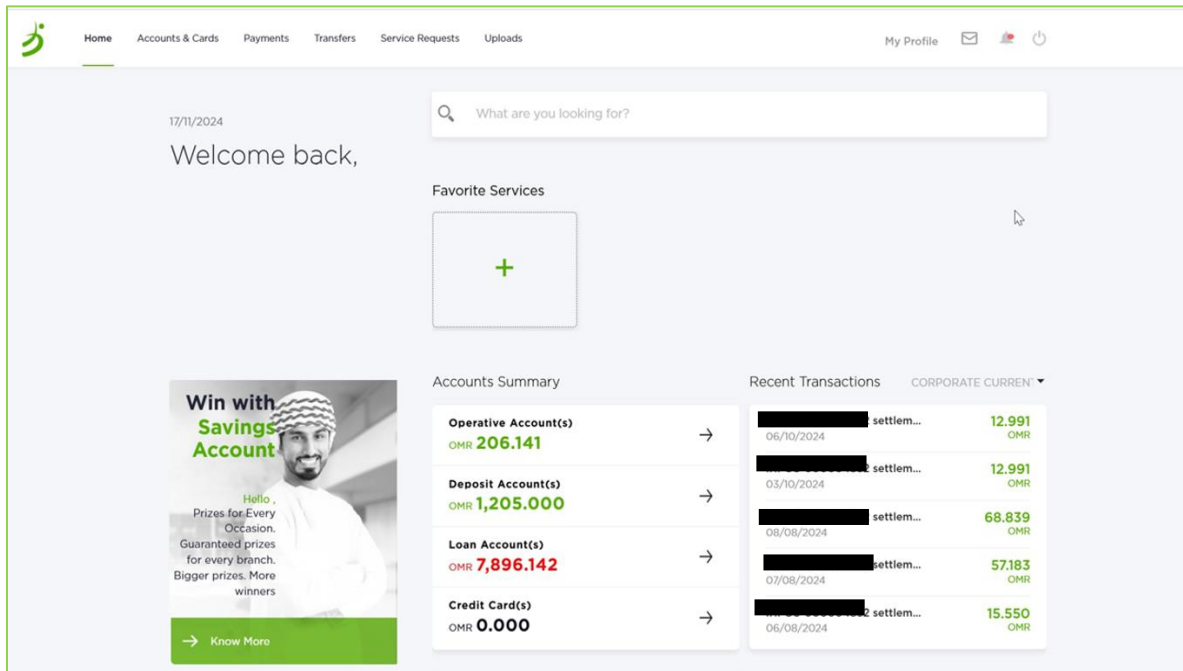
- User ID created successfully; you can see your user id on screen. To login click on Go to Login Page.



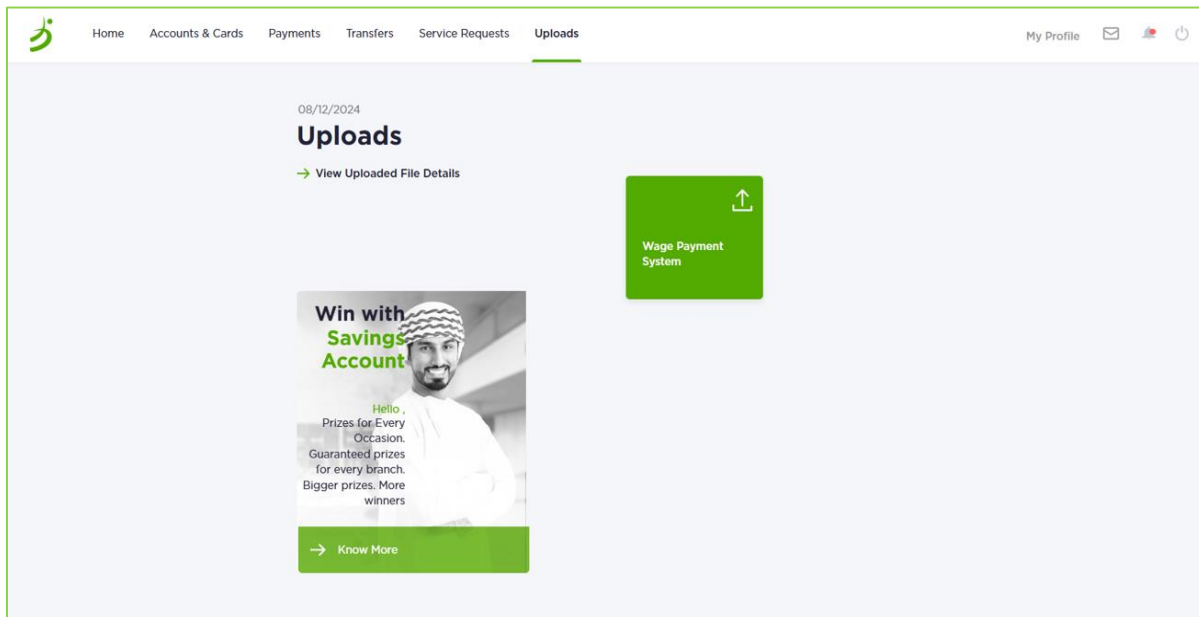
WPS File Upload Flow:

Step 1:

- Enter your User ID and Password to access Retail Internet Banking.
- After successful login you will be landed in dashboard page.
- Click on **“Uploads”** menu.



Step 2: Click on Wage Payment System Tile.



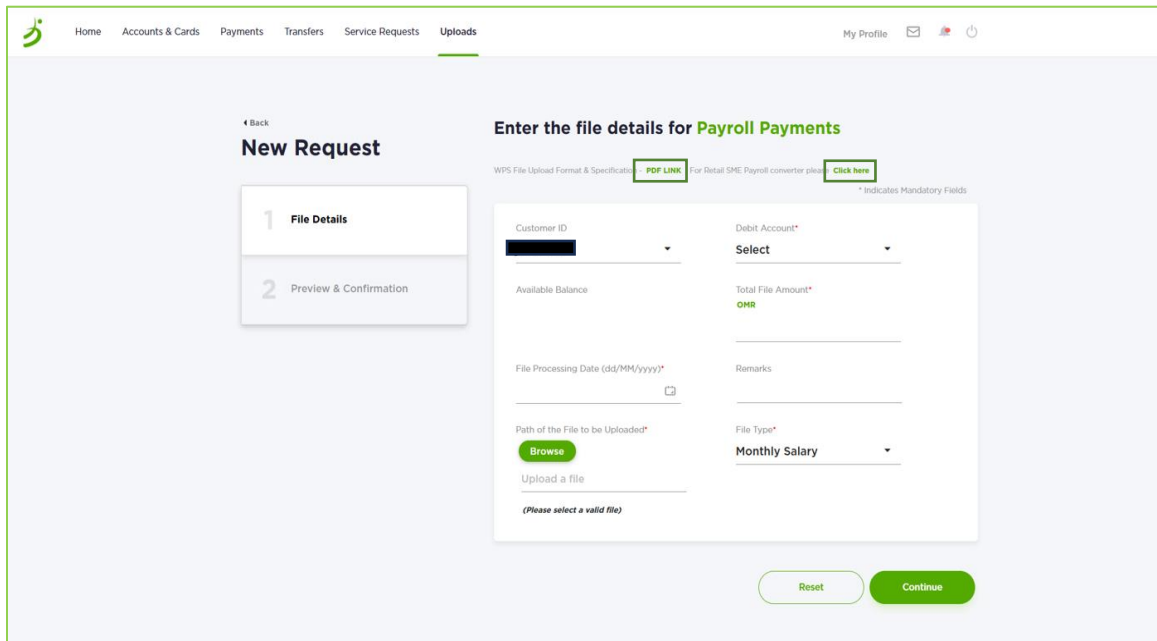
Step 3:

For FAQs:

- For file upload user guide, click on PDF Link.
- For file converter click on Click here link.

To upload salary file:

- Select debit account number.
- Click on fetch account balance.
- Enter total file amount.
- Select file processing date.
- Click on Browse to attach the file.
- Select file type> and click on continue.

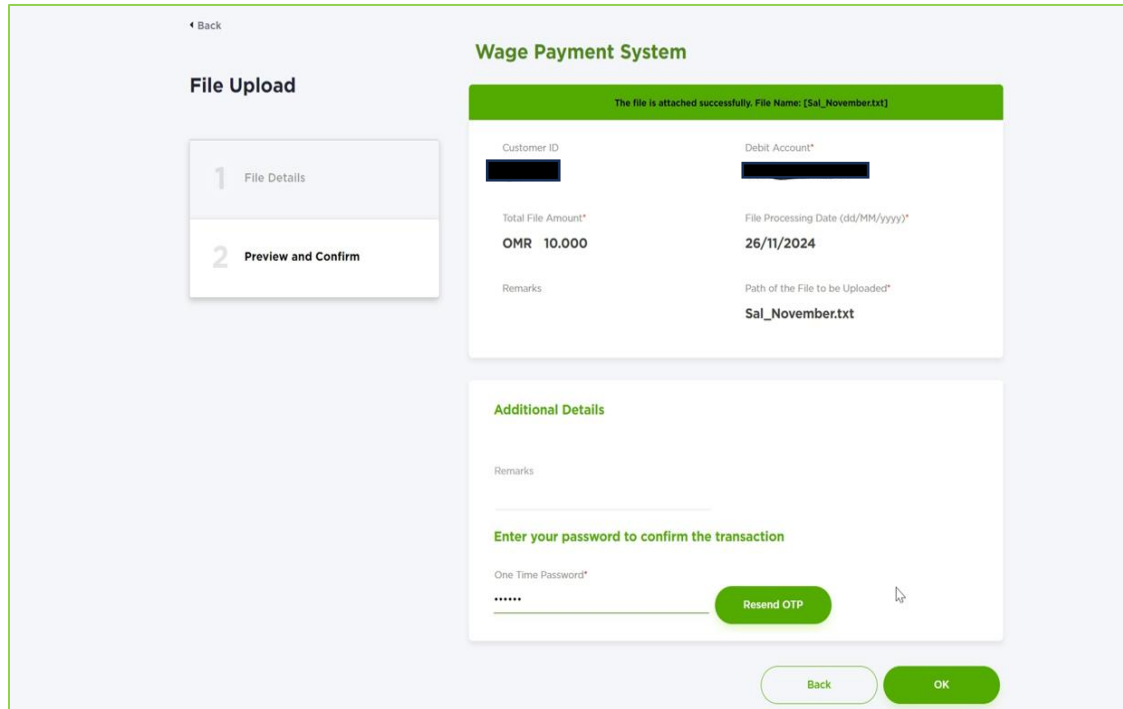


The screenshot shows a web interface for a 'New Request' under the 'Uploads' section. The main heading is 'Enter the file details for Payroll Payments'. A sidebar on the left shows a progress indicator with two steps: '1 File Details' (active) and '2 Preview & Confirmation'. The main form contains the following fields:

- Customer ID:** A dropdown menu with a redacted value.
- Debit Account*:** A dropdown menu with the value 'Select'.
- Available Balance:** A text input field.
- Total File Amount*:** A text input field with the value 'OMR'.
- File Processing Date (dd/MM/yyyy)*:** A date picker.
- Remarks:** A text area.
- Path of the File to be Uploaded*:** A text input field with a 'Browse' button.
- File Type*:** A dropdown menu with the value 'Monthly Salary'.

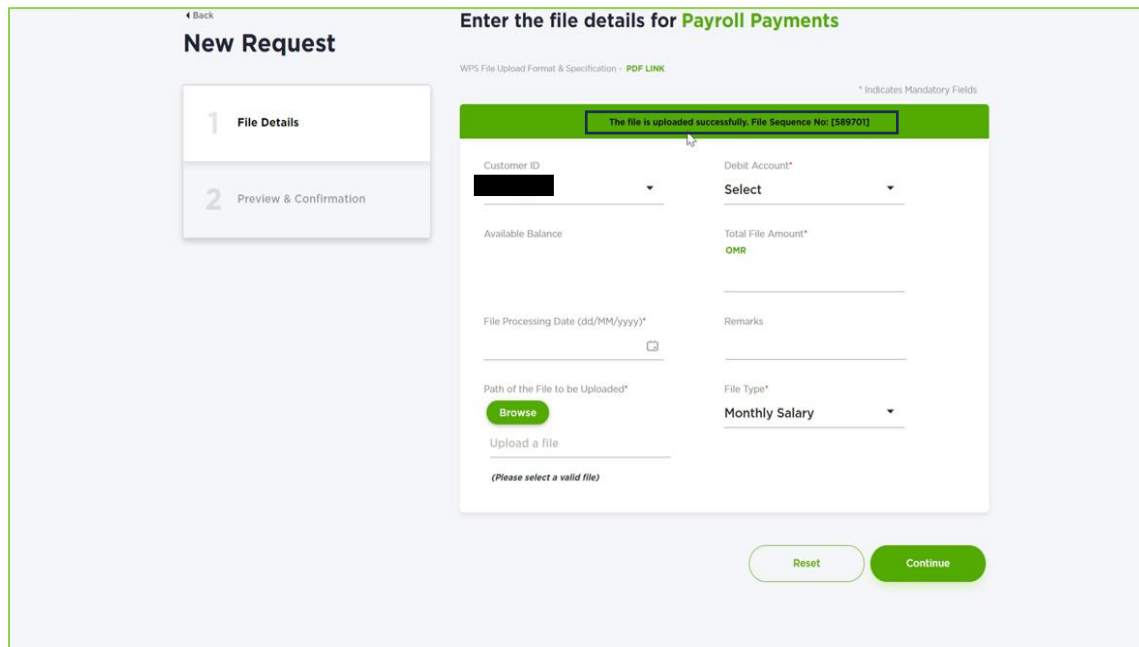
At the bottom of the form, there is an 'Upload a file' section with a note '(Please select a valid file)'. At the very bottom of the page, there are two buttons: 'Reset' and 'Continue'.

Step 4: You can view uploaded file name along with details. Enter OTP and click on Ok.



The screenshot shows the 'Wage Payment System' interface. On the left, there is a 'File Upload' section with two steps: '1 File Details' and '2 Preview and Confirm'. The main area displays a green notification bar: 'The file is attached successfully, File Name: [Sal_November.txt]'. Below this, there are two columns of information: 'Customer ID' (redacted), 'Debit Account*' (redacted), 'Total File Amount*' (OMR 10,000), 'File Processing Date (dd/MM/yyyy)*' (26/11/2024), 'Remarks', and 'Path of the File to be Uploaded*' (Sal_November.txt). An 'Additional Details' section contains a 'Remarks' field. At the bottom, there is a 'One Time Password*' field with a 'Resend OTP' button. At the very bottom, there are 'Back' and 'OK' buttons.

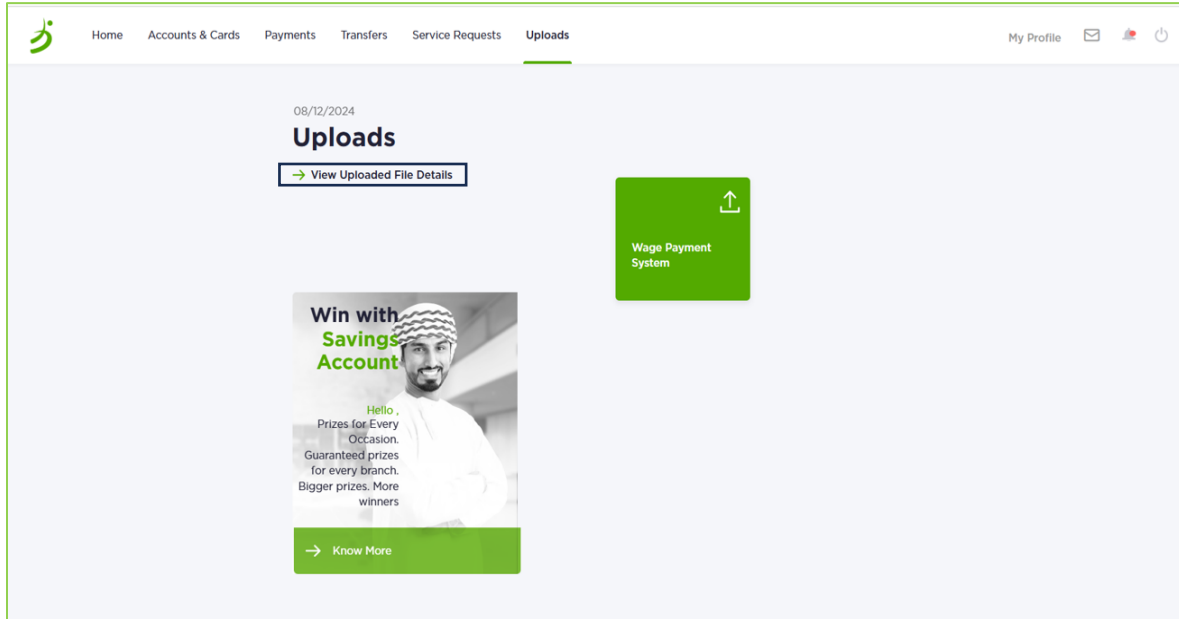
Step 5: On successful upload, file sequence number will be displayed with message.



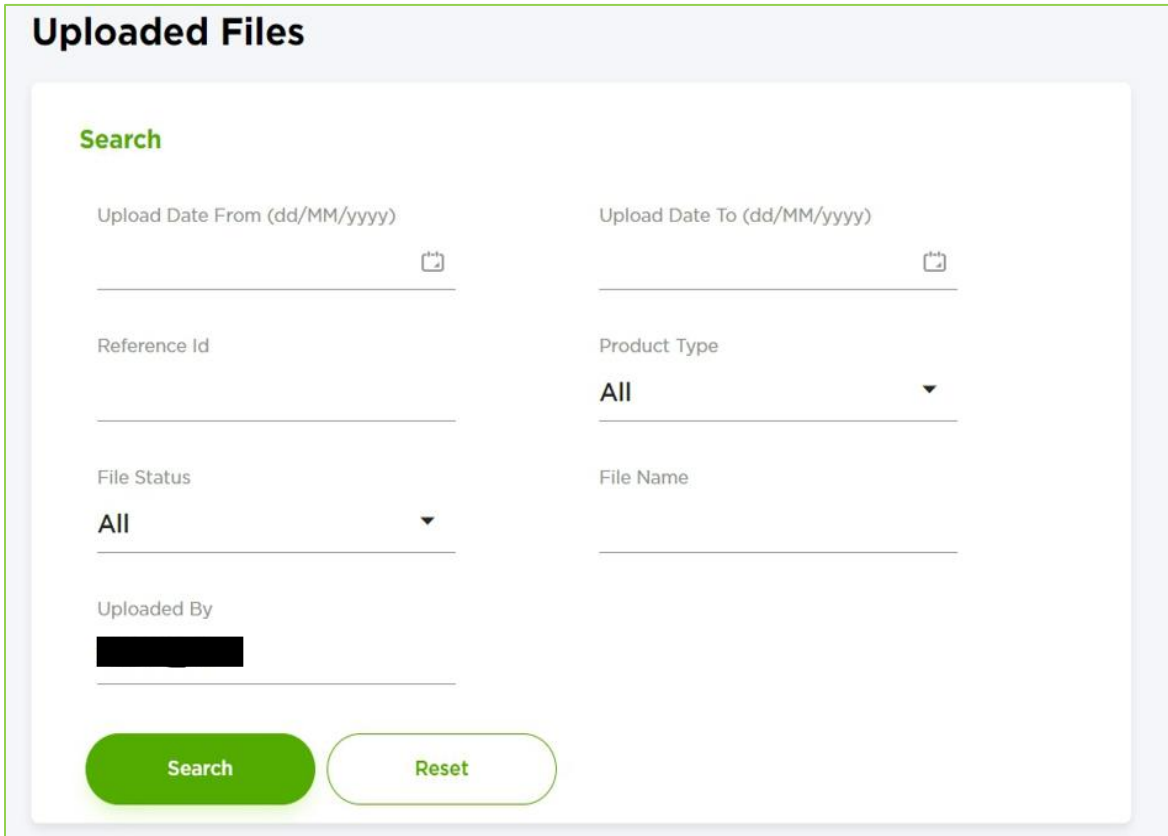
The screenshot shows the 'New Request' interface for 'Payroll Payments'. On the left, there is a 'New Request' section with two steps: '1 File Details' and '2 Preview & Confirmation'. The main area displays a green notification bar: 'The file is uploaded successfully, File Sequence No: [589701]'. Below this, there are two columns of information: 'Customer ID' (redacted), 'Debit Account*' (Select), 'Available Balance', 'Total File Amount*' (OMR), 'File Processing Date (dd/MM/yyyy)*', 'Remarks', 'Path of the File to be Uploaded*' (with a 'Browse' button), 'File Type*' (Monthly Salary), and 'Upload a file' (with a note '(Please select a valid file)'). At the bottom, there are 'Reset' and 'Continue' buttons.

File Tracking:

Step 1: To view the uploaded file, click on View Uploaded File Details.



Step 2: Select date range or enter reference id and click on “Search” to view the uploaded files.



Step 3: Uploaded file will be shown with status.

Uploaded Files

Search

Upload Date From (dd/MM/yyyy)

Upload Date To (dd/MM/yyyy)

Reference Id

Product Type

All ▼

File Status

All ▼

File Name

Uploaded By

Search

Reset

Uploaded File List

Sl.No	Product Type	Reference Id	File Name	Uploaded By	Date of Upload	File Status	Total Amount
1	Wage Protection System	██████████	██████████	██████████	04/12/2024	Successfully Processed	OMR 41.577

Contact Us:

For any query, please write to Care@bankdhofar.com or call at SME Helpline on **+968 24775774** for quick resolution.

