



FREQUENTLY ASKED QUESTIONS

WHAT IS PRIMUSPLUS?

PrimusPlus is a secure web-based enterprise suite of payments and collection solutions that offer organizations a simple and cost effective alternative to cash and cheque payments across multiple banks.

PrimusPlus consists of the following key modules:

PAYMENT MODULE

This enables SMEs and Large corporates perform single or batch instant payments to beneficiaries within Access bank and across other banks from the comfort of their offices or homes. These beneficiaries include staff, vendors, contractors, suppliers etc. Corporates can also make intra and offshore international payments using this module.

PAYROLL MODULE

This enables corporate customers that do not have a payroll management solution make use of the platform for the payment of their staff salaries. This can also be used for payment of tax and pension for staff, as well as corporate tax.

CARDS MODULE

This will enable SMEs and Large corporates request cards for fleet management, payroll and office expenses. They can also set limits on the card, block the cards and load the cards.

CUSTOMS DUTY PAYMENT MODULE

This will enable corporates that are into importation and exportation to pay for their import duty and export fees.

FINANCIAL SUPPLY CHAIN MODULE

This provides corporates with a link between their supply chain and cash management activities. This solution provides corporates with a direct debit module which enables them debit the accounts of their key distributors with corresponding credit to the account of the corporate.

FX BIDDING MODULE

This module enables corporates initiate foreign exchange related transactions with a view to guiding the corporates on prevailing rates for visible and invisible trade transactions.

HOW LONG DOES IT TAKE TO SET UP A CUSTOMER?

24 hours.

HOW DO I SIGN UP ON PRIMUSPLUS?

- The corporate begins registration using the PrimusPlus registration link <https://primuspluske.accessbankplc.com/>
- The corporate inputs their account number in the required field and generates a corporate code
- A corporate code is sent to the corporate's registered e-mail address. This code is inputted in the required field and the 'Register' button is clicked on
- The corporates information is displayed on the screen. Corporate is required to confirm the correctness of the same and then proceed
- All entries are confirmed accurately and submitted by the corporate
- After submission, the corporate is provided with login details

- To add users, accounts, and commence transactions, the corporate logs in and uploads a letter headed instruction through the Admin Panel

WHAT IS THE COST OF ENROLMENT ON PRIMUSPLUS?

Enrolment is free.

WHAT IS AN OTP PASSWORD?

OTP (One-Time Password) is required to complete any transaction. It is generated using a token.

WHAT ARE THE SPECIFIC FUNCTIONALITIES OF PRIMUSPLUS?

- Account Viewing and Reporting
- Making single and bulk payments
- POS Statement viewing
- Cheque Services
- Card Services
- Payroll Services
- Customs Duty Payments
- Financial Supply Chain

HOW DO I GENERATE AN AUTHORIZATION PASSWORD?

When prompted to enter your token to continue, press the button on your hard token to generate an 8-digit number.

Enter the 8-digit number displayed on the token into the space provided before it disappears.

HOW DO I GET A TOKEN?

A token is provided upon request at a branch or through your Relationship Officer.

IS THERE ANY FEE CHARGED TO THE CUSTOMER'S ACCOUNT FOR TRANSFERS?

Yes.

WHAT DO I REQUIRE TO START USING PRIMUSPLUS?

- Work station (desktop computer, laptops or tablets, smartphones)
- Fast and stable internet connection

WILL I BE TRAINED?

Request for training should be made to your Relationship Manager. The responsible team will reach out to you within 72 hours.

WHAT ARE THE BENEFITS OF PRIMUSPLUS?

- Instant credit to beneficiaries account
- Efficient processing and payment of salaries
- Supplier/contractor payments right from the comfort of your offices
- No additional investments in IT infrastructure
- Replicate existing payment workflow
- Ability to view and download account statements online

HOW DO I RESET MY PASSWORD IF I AM TRYING TO LOGIN TO PRIMUSPLUS FOR THE FIRST TIME?

- Click on 'Forgot Password'
- Enter your username
- Click on 'Reset Password'
- Check your registered mail for an email with a 6-digit reset code

- Insert the 6-digit code in the space provided
- Click on 'Validate Reset Code'
- Insert your preferred password in the 'password' space provided
- Insert the same preferred password in the 'confirm password' space provided
- Click on Change Password

CAN I INITIATE A BID FOR FX ON PRIMUSPLUS?

Yes

WHAT MODULE DO I CLICK ON TO INITIATE OR APPROVE AN FX BIDDING TRANSACTION?

Click on the 'FX Bidding' module.

HOW DO I UNLOCK MY ACCOUNT WHEN I RECEIVE AN ERROR MESSAGE SAYING: 'ERROR! THIS USER ACCOUNT HAS BEEN LOCKED' OR 'USER ACCOUNT LOCKED'?

- Click on 'Unlock Account'
- Enter your username
- Check your registered mail for an email with a 6-digit reset code
- Insert the 6-digit code in the space provided
- Click on 'Validate Unlock Code'
- Click on 'Login'

HOW DO I UPLOAD A FILE FOR A BULK LOCAL PAYMENT?

- Login to PrimusPlus
- Click on Payments
- Select Local Payments
- Click on the 'File Upload tab'
- Click on 'Download Sample Payment File' to view the required format for upload
- Input your beneficiary details in the downloaded file format and save
- Input the payment source details and upload the saved payment file

WHAT BROWSER CAN I USE TO LOGIN TO PRIMUSPLUS?

The most preferred browsers are Google Chrome and Mozilla Firefox.

DO BENEFICIARIES ADDED ON PRIMUSPLUS NEED TO BE APPROVED BEFORE PAYMENTS CAN BE MADE TO THEM?

The corporate has the option to decide whether they want their beneficiaries to be approved or not.

CAN I ACCESS PRIMUSPLUS ON MY IOS DEVICE?

Yes

CAN ALL ACCOUNT TYPES BE REGISTERED ON PRIMUSPLUS?

Only qualified corporate current accounts can be profiled on PrimusPlus.

ARE BILL PAYMENTS ALLOWED?

Bill payments are currently not allowed on PrimusPlus.

WHY DO MY TRANSACTIONS SOMETIMES SHOW AS 'PROCESSING'?

This shows that the transaction is still receiving attention and once concluded, would reflect as 'FAILED' or 'SUCCESSFUL'.

CAN I RE-INITIATE WHEN MY APPROVED TRANSACTIONS SHOW AS 'PROCESSING'?

No, transaction should only be reinitiated when it reads as FAILED.

WHAT TYPE OF REPORTS CAN BE OBTAINED ON PRIMUSPLUS?

- Account Statement reports (report of all transactions carried out on your account)
- POS reports
- Transaction reports (report of transactions carried out on PrimusPlus)

CAN I SPOOL REAL TIME REPORTS IN ALL FORMATS?

Real time reports for transactions done on PrimusPlus can be spooled in PDF & Excel formats.

HOW DO I SPOOL TRANSACTION REPORTS/ HOW DO I OBTAIN TRANSACTION REPORTS?

- Please follow the steps below:
- Click on Payments
- Click on Payments Report.
- For Single payments, click on Single Request Report

- For Bulk payments, click on Bulk Request Report

WHAT HAPPENS IF I AM UNABLE TO USE MY TOKEN?

Please visit any of our branches or liaise with your Relationship Officer.

HOW CAN I BE ENABLED FOR PAYMENTS?

Please provide a letter headed instruction stating your request to be enabled for payments and a token to carry out payments. This can be sent to your Relationship Officer, or uploaded through the Admin Panel with the steps below:

- Click on 'Admin Panel'
- Click on 'Signed Instructions'
- Click on 'Add Signed Instructions'
- Input the 'Instruction Details' and upload the instruction
- Click on 'Submit'

CAN I CANCEL A TRANSACTION IF I NOTICE AN ERROR?

If the transaction is yet to be fully approved by the approvers in the company, it can be cancelled.

However, if the transaction has been fully approved by the company, it can only be cancelled at the Bank end with an instruction from the company.

WHAT CAN I DO WHEN OR IF I SUSPECT FRAUD ON THE ACCOUNT?

Please reach out to the Bank through the contact center at contactcentrekenya@accessbankplc.com or call 0704 331 786 or 0752 219 600

CAN I SUSPEND MY ACCOUNT FOR A WHILE AND REACTIVATE IT?

Yes, your account can be suspended for a while and reactivated when the need arises.

HOW DO I UPLOAD A FILE FOR AN INTERNATIONAL BULK PAYMENT?

- Login to PrimusPlus
- Click on Payments
- Click Foreign Payments on the left menu sidebar
- Click the File Upload Tab
- Populate the fields: Payment Source, Debit Charge Account, Payment Reference, Value Date
- Download the Sample Payment File and input beneficiary details using the recommended format and save the excel file
- Click Choose File to upload your payment file
- Click the Refresh icon until the Percentage completed shows 100
- Click the Actions drop-down and select Initiate valid entries only
- If you had invalid entries, click on "Download All" to view the errors. You can either delete batch, make corrections and re-upload your file OR go ahead to initiate valid entries only
- Select all entries by clicking on the tick box by the left
- Scroll down and click "Initiate Selected" to proceed
- Click Initiate to confirm and it moves to the Approver

HOW DO I APPROVE PAYMENTS?

To view all payments awaiting authorization, you can either click Payments for approval on the homepage or select Approve Payment from the left side menu bar in the Payments page

- Click on either Single Requests or Bulk Requests tab to view transactions awaiting authorization.
- Select Local Payment or Foreign Payment from the Transfer Type drop-down and click Search to display transactions. You can filter by Date Range if desired
- For Single Payments: select the transactions to be approved by checking the tick box to the left
- For Bulk Payments: click on the batch count hyperlink (This will display the individual transactions in the batch).
- Select the transactions to be approved
- Click Authorize Selected or Authorize All to proceed.
- Input your token-generated OTP when prompted to complete authorization.