

ProCash Bill Payment

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1. Bill payment

This guide provides you with a detailed explanation on how to make a bill payment for all billers available in ProCash. For information about other ProCash modules or other payment types, please refer to their respective guides.

1.1. Pay Bill

This chapter explains how to make a bill payment and provides you with specific information about the payment process of different billers that ProCash has, which are:

- AADC – Al Ain Distribution Company
- AD Customs
- ADDC – Abu Dhabi Distribution Company
- DEWA – Dubai Electricity & Water Authority
- Du
- Empower
- Etisalat
- FEWA – Federal Electricity & Water Authority
- Noqodi Wallet
- SALIK
- SEWA – Sharjah Electricity, Water and Gas Authority

Also, this chapter describes the respective Authorised, Pending, Rejected lists of the above registered billers.

Please note that you must authorise a registered biller before making any bill payment, otherwise the biller won't appear for you to pay the bill.

1.1.1 Pay a Registered Bill

To initiate any bill payment, you must follow the below steps (Image 1):

- i) Select "Payments" tab on the left panel
- ii) Select "Pay Bill" under Bill Payment module
- iii) Select "Registered Bills" option

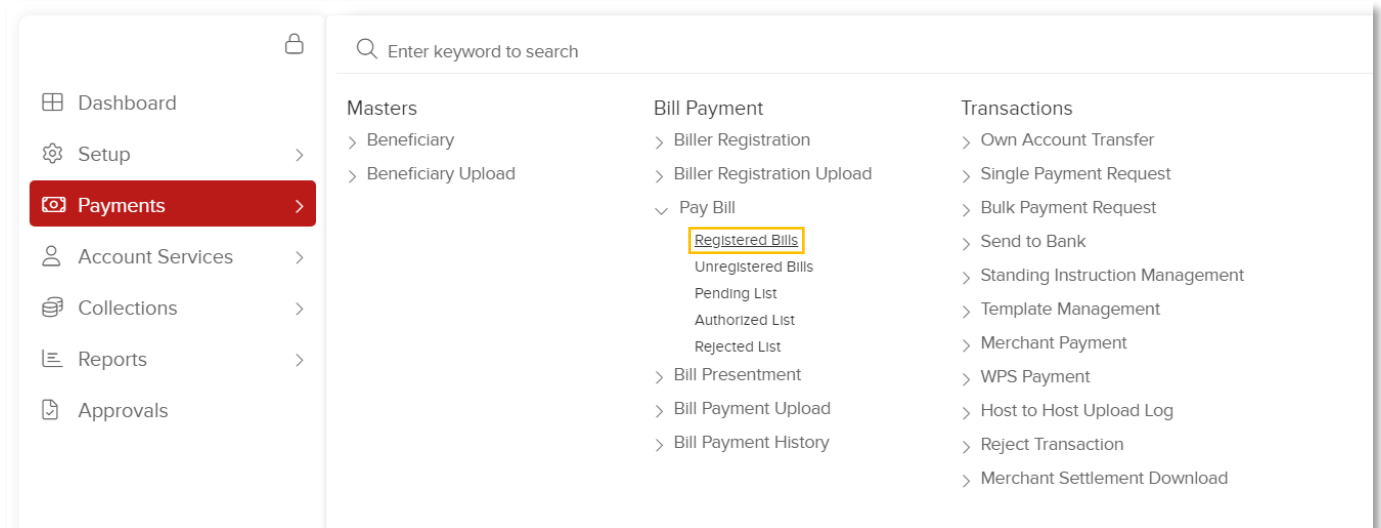


Image 1 – Pay a Registered Bill | Initiate

Once this option is selected, you will be navigated to the Registered Bills page (Image 2) wherein the first step to pay a biller is to select the "Pay Now" option for the selected biller. In this page, you can also register a biller and see your bill payment history (option at the top of the screen under the "Quick Actions" tab), however, to know more about these two features, please refer to the respective guides.

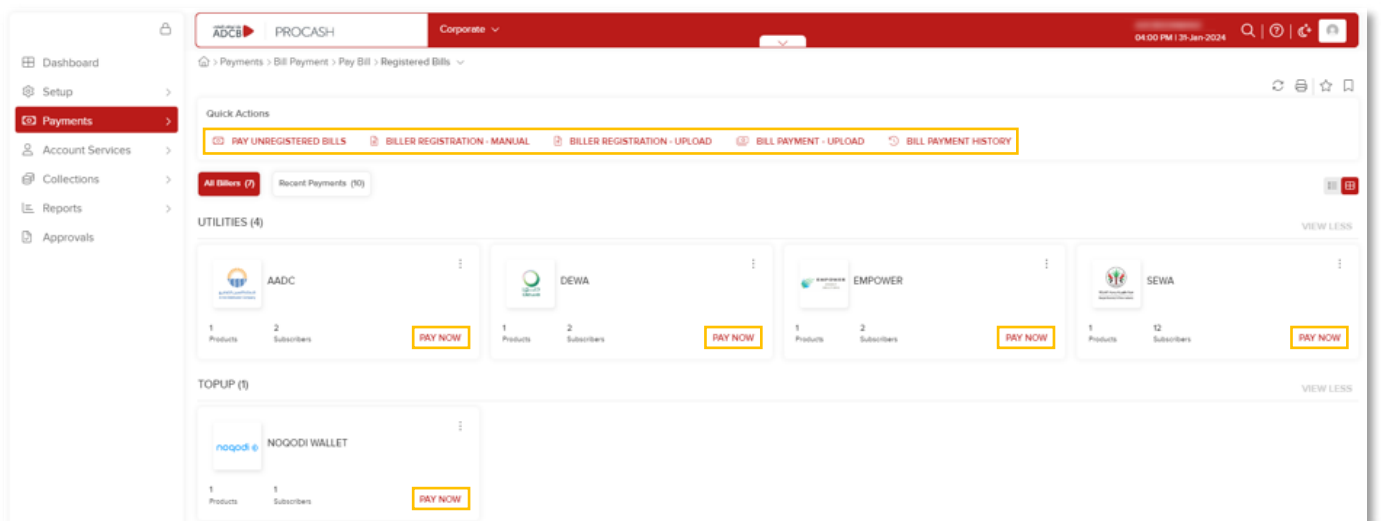


Image 2 – Pay a Registered Bill | Initiate option

After selecting the Pay Now option, which is available for all the billers, you will land on the respective biller page and the available billers are:

Biller Name	Product
AADC	AADC Bill Payment
AD Customs	AD Customs Bill Payment
ADDC	ADDC Bill Payment
DEWA	DEWA Bill Payment
Du	Broadband
	Landline
	Postpaid
	Prepaid
Empower	Empower Bill Payment
Etisalat	Al Shamil
	Dial-up
	eLife/ Landline
	Postpaid
	Wasel
	Wasel Renewal
FEWA	FEWA Bill Payment
Noqodi Wallet	Noqodi Wallet Recharge
SALIK	SALIK Recharge
SEWA	SEWA Bill Payment

In addition to paying a bill under the Registered Billers page, you can also see all your recent payments by selecting the "Recent Payments" tab (Image 3).

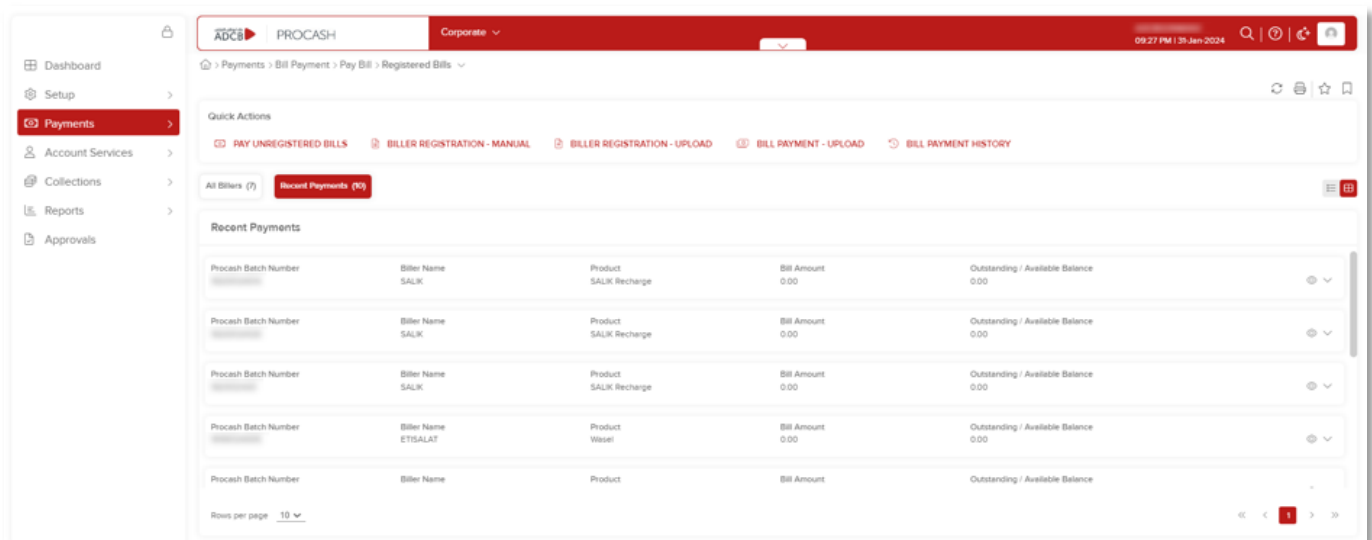


Image 3 – Pay a Registered Bill | Recent Payments List

1.1.2 Noqodi

To pay a Noqodi bill, you first need to select the “Pay Now” option under Noqodi biller (Image 4).

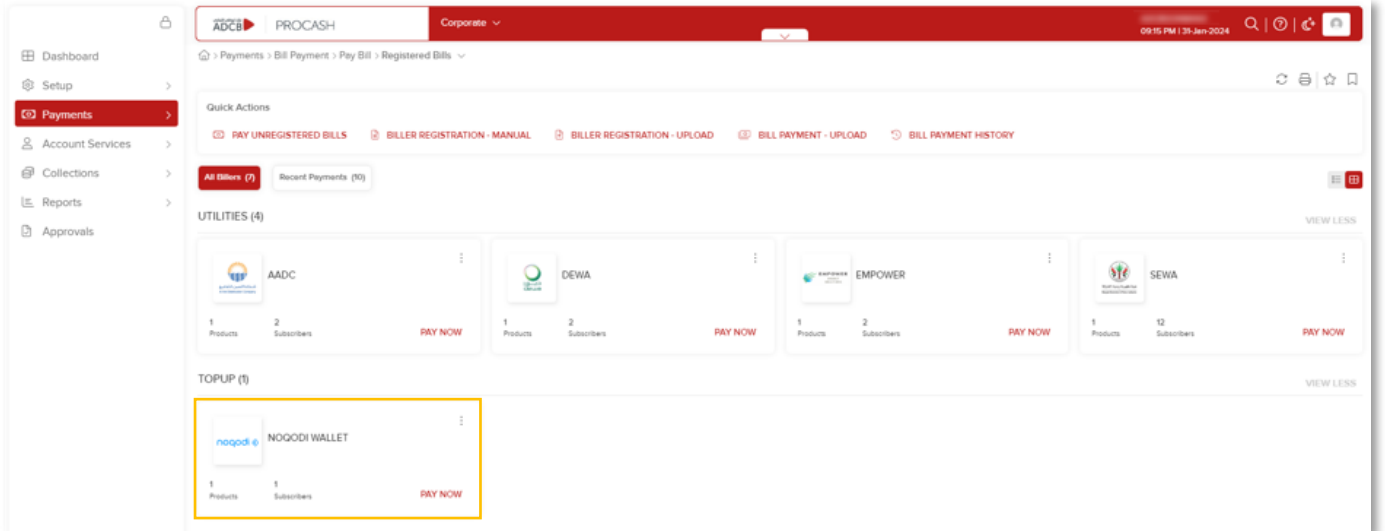


Image 4 – Pay a Registered Bill | Noqodi – Initiate option

Next, you need to input the bill amount, select the bill and press the “Pay Now” option (Image 5). You can also schedule this payment for a later date by providing a payment date.

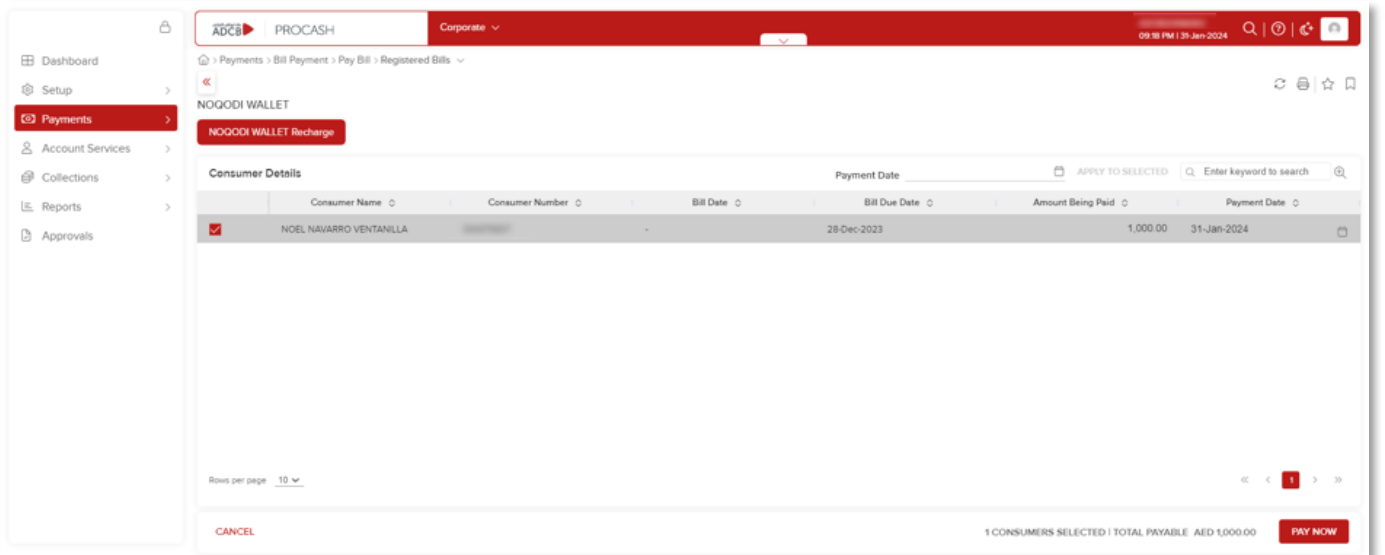


Image 5 – Pay a Registered Bill | Noqodi - Initiate Payment

After selecting the “Pay Now” button, you will be taken to a screen where you can select the payment method—Account Number, IBAN, Credit Card and Virtual Account. Once all the information is in place, press the “Submit” button (Image 6).

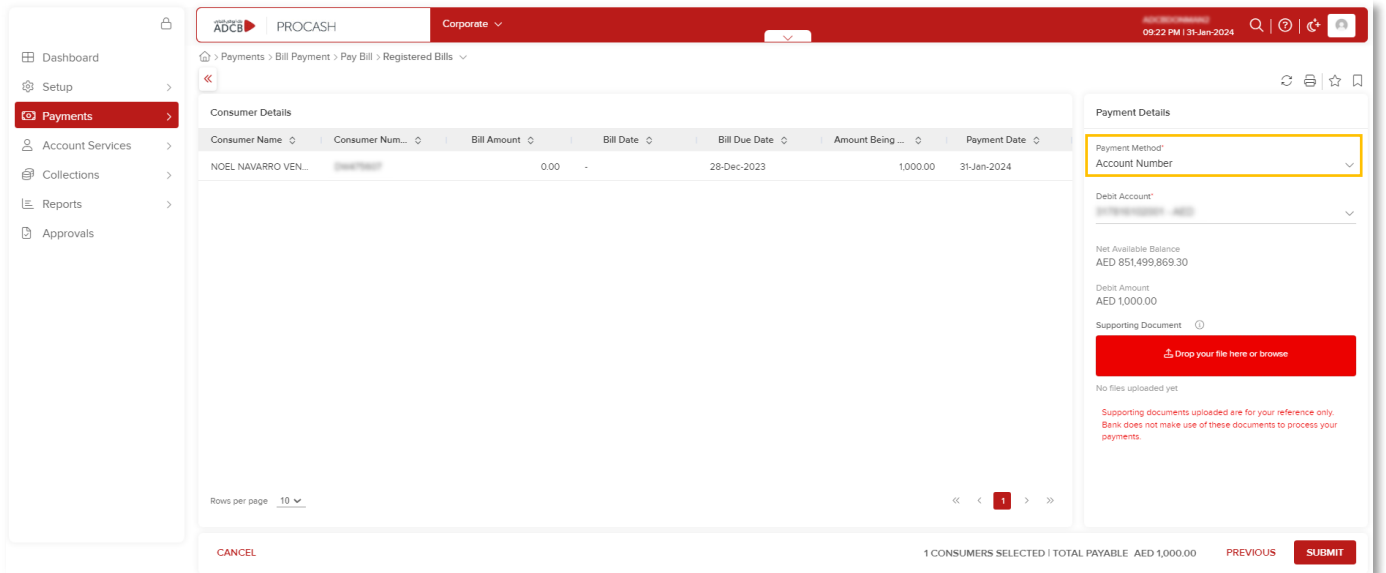


Image 6 – Pay a Registered Bill | Noqodi – Payment Details

After selecting the “Submit” option, you will be asked for a token OTP (Image 7); once submitted, your payment will be successfully initiated (Image 8).

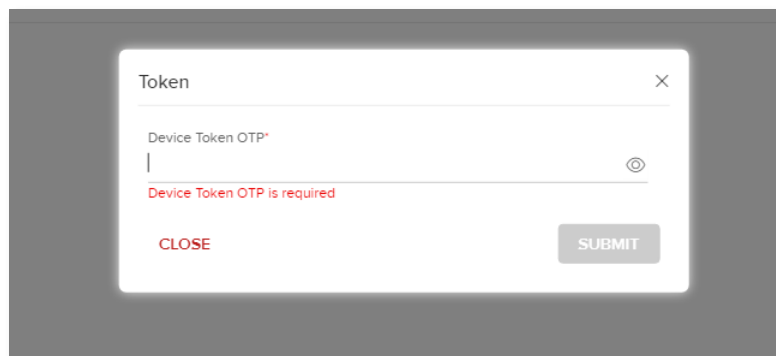


Image 7 – Pay a Registered Bill | Noqodi – Token OTP

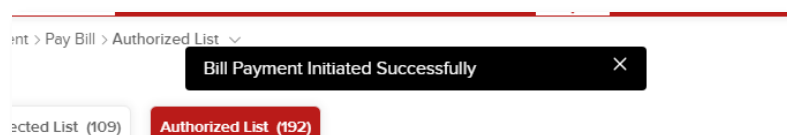


Image 8 – Pay a Registered Bill | Successful Message

1.1.3 Empower

To pay the Empower bill, you first need to select the “Pay Now” option under Empower biller (Image 9).

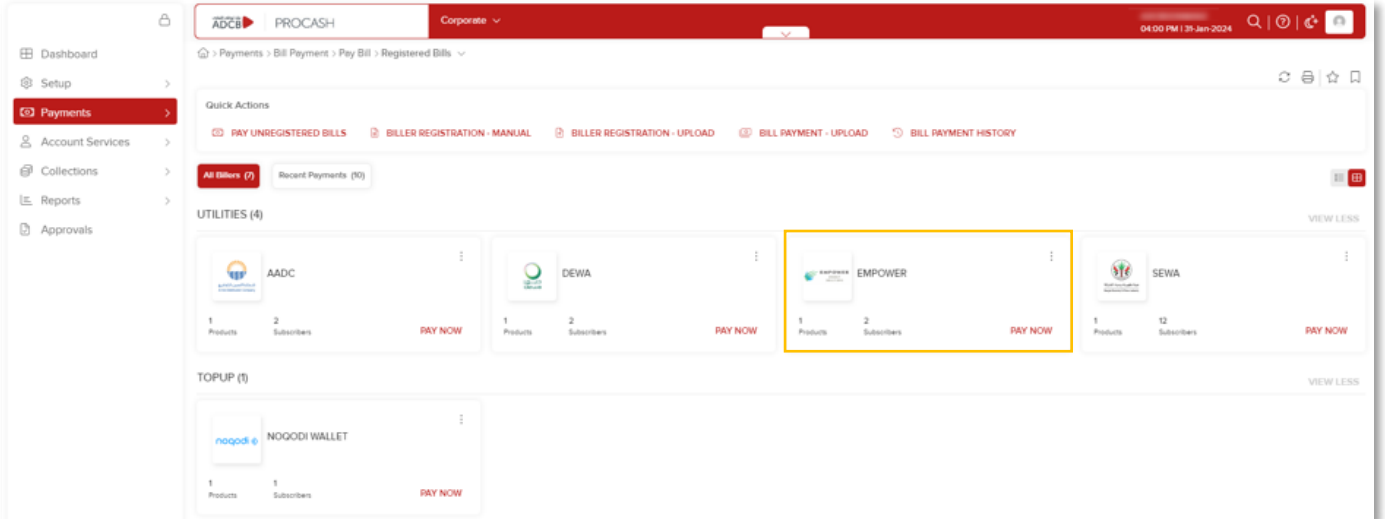


Image 9 – Pay a Registered Bill | Empower – Initiate option

Next, you need to select the “Fetch” button (Image 10), choose the respective bill and save (Image 11).

In case you have more than one bill, you can select more than one and pay.

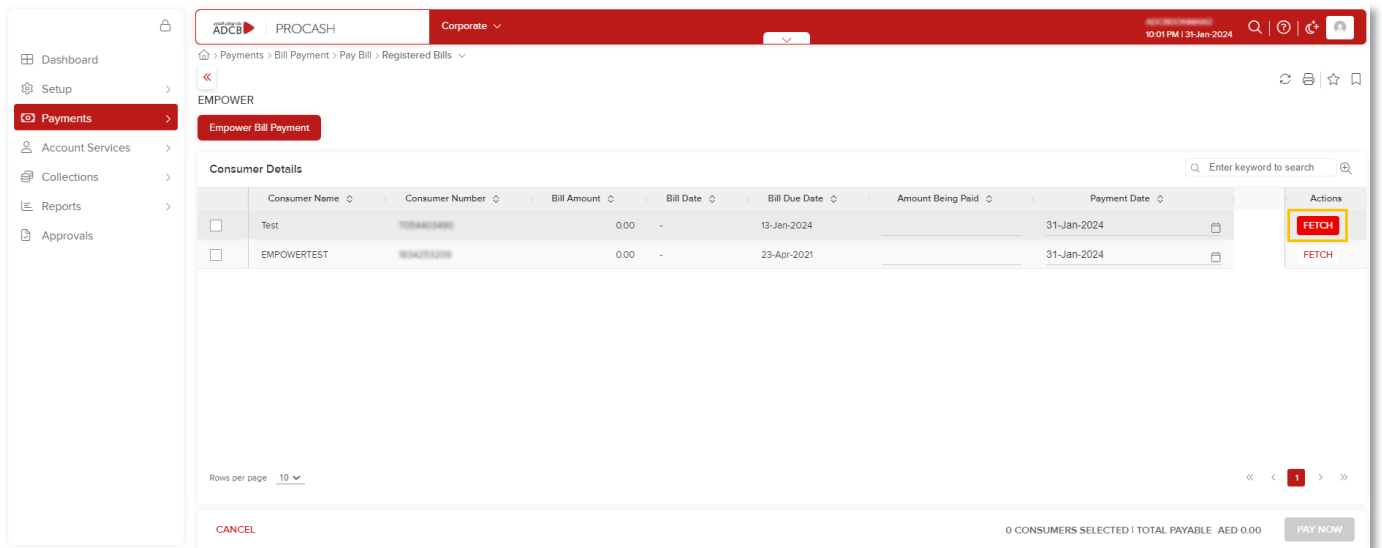


Image 10 – Pay a Registered Bill | Empower – Initiate Payment

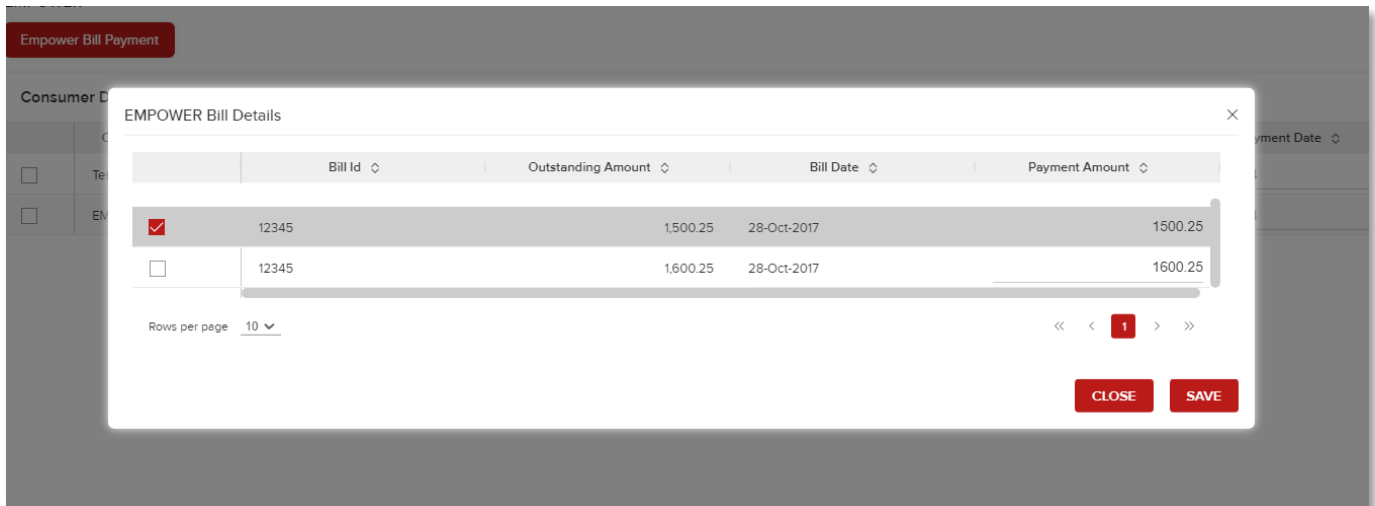


Image 11 – Pay a Registered Bill | Empower – Select Bill

After fetching the bill data, you need to select the consumer and press the “Pay Now” button to proceed with the payment (Image 12).

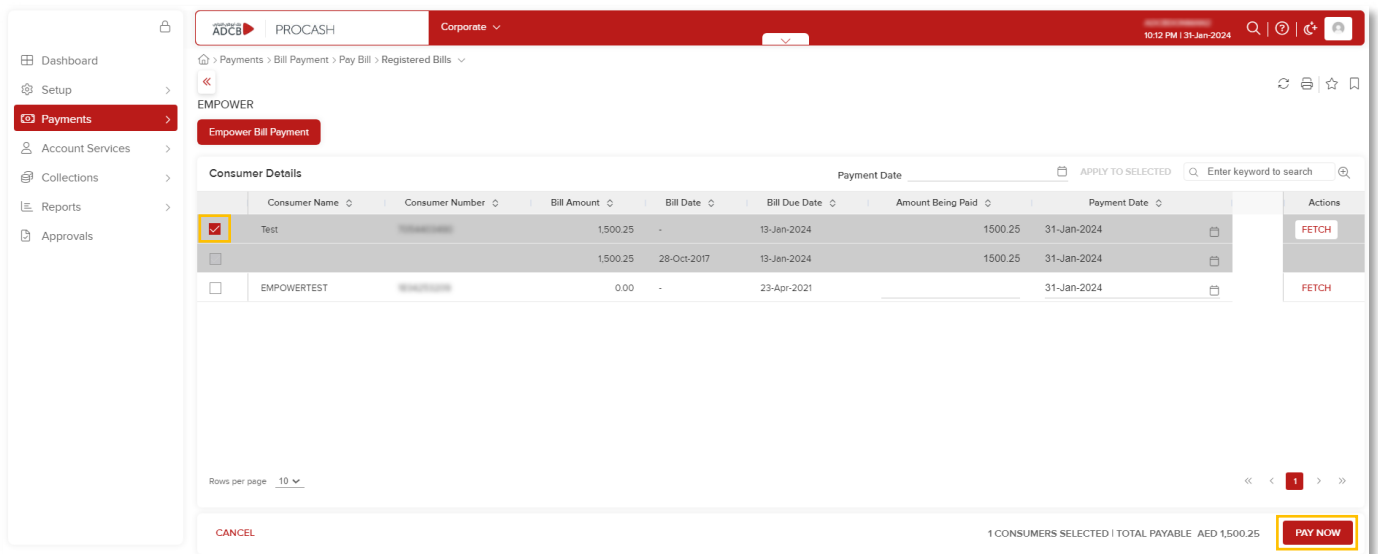


Image 12 – Pay a Registered Bill | Empower – Initiate Payment

After selecting the “Pay Now” button, you will be taken to a screen where you can select the payment method—Account Number, IBAN, Credit Card and Virtual Account. Once all the information is in place, press the “Submit” button (Image 13).

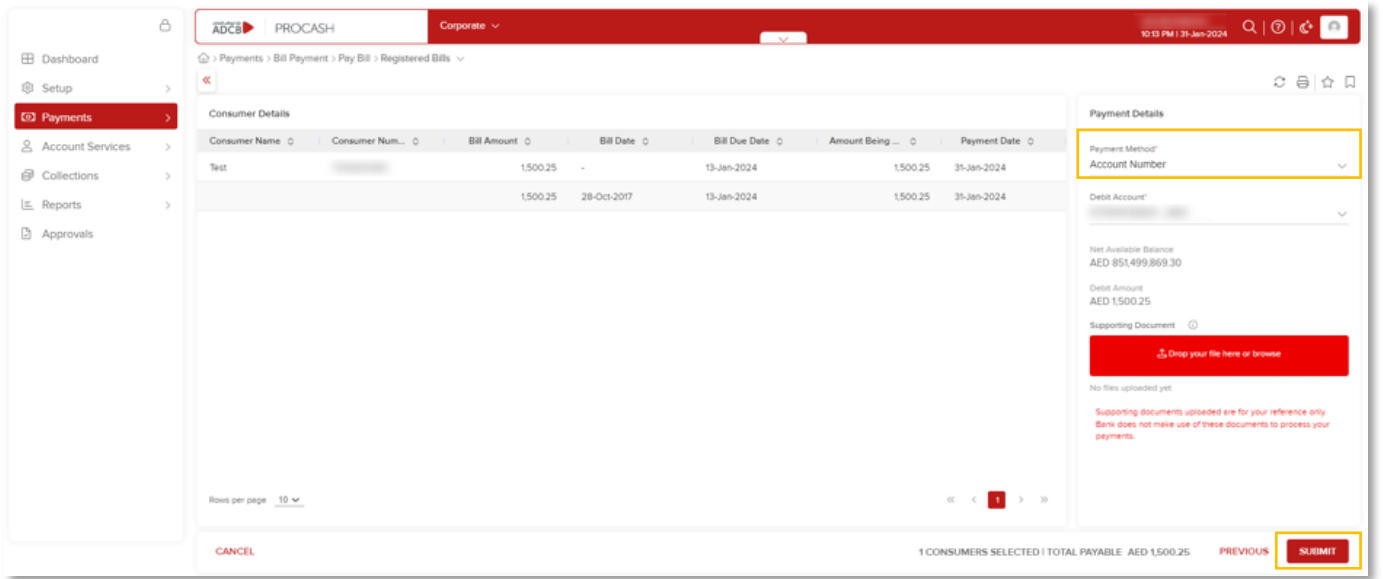


Image 13 – Pay a Registered Bill | Empower – Payment Details

After selecting the “Submit” option, you will be asked for a token OTP (Image 14); once submitted, your payment will be successfully initiated (Image 15).

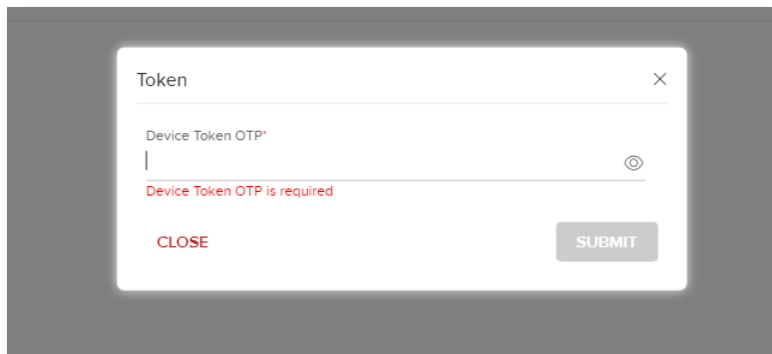


Image 14 – Pay a Registered Bill | Empower – Token OTP

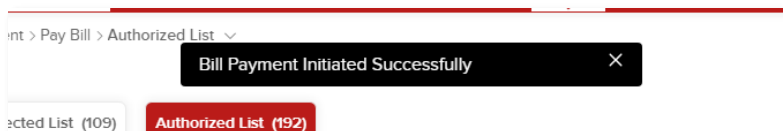


Image 15 – Pay a Registered Bill | Successful Message

1.1.4 AADC

To pay the AADC bill, you first need to select the “Pay Now” option under AADC biller (Image 16).

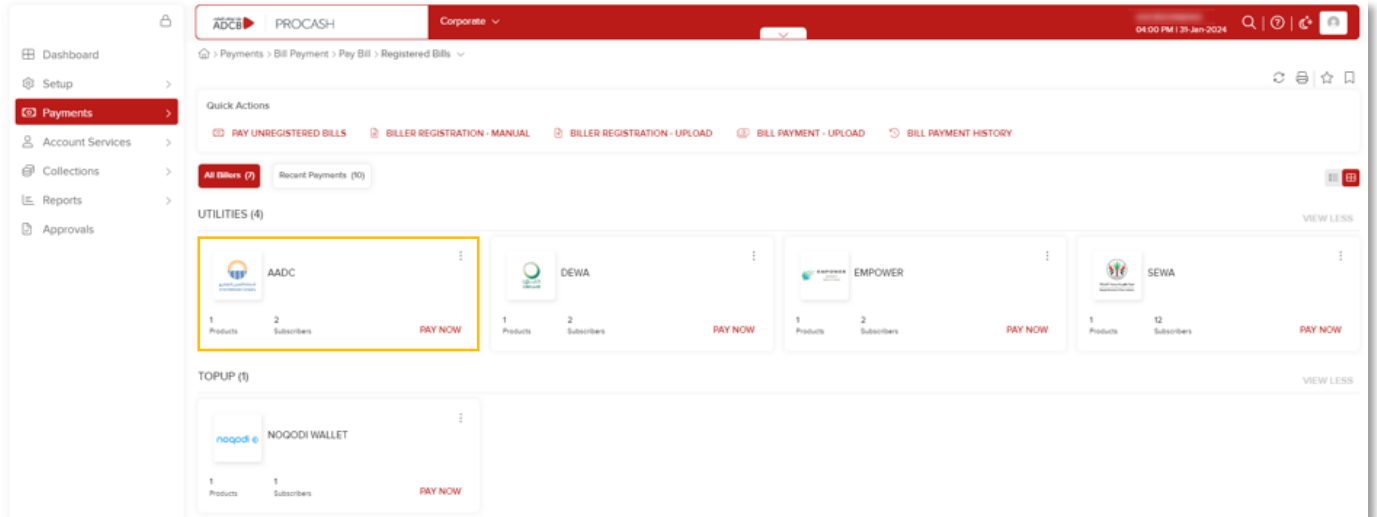


Image 16 – Pay a Registered Bill | Initiate option

Next, you need to select the “Fetch” button, choose the respective bill and save (Image 17). In case you have more than one bill, you can select more than one and pay.

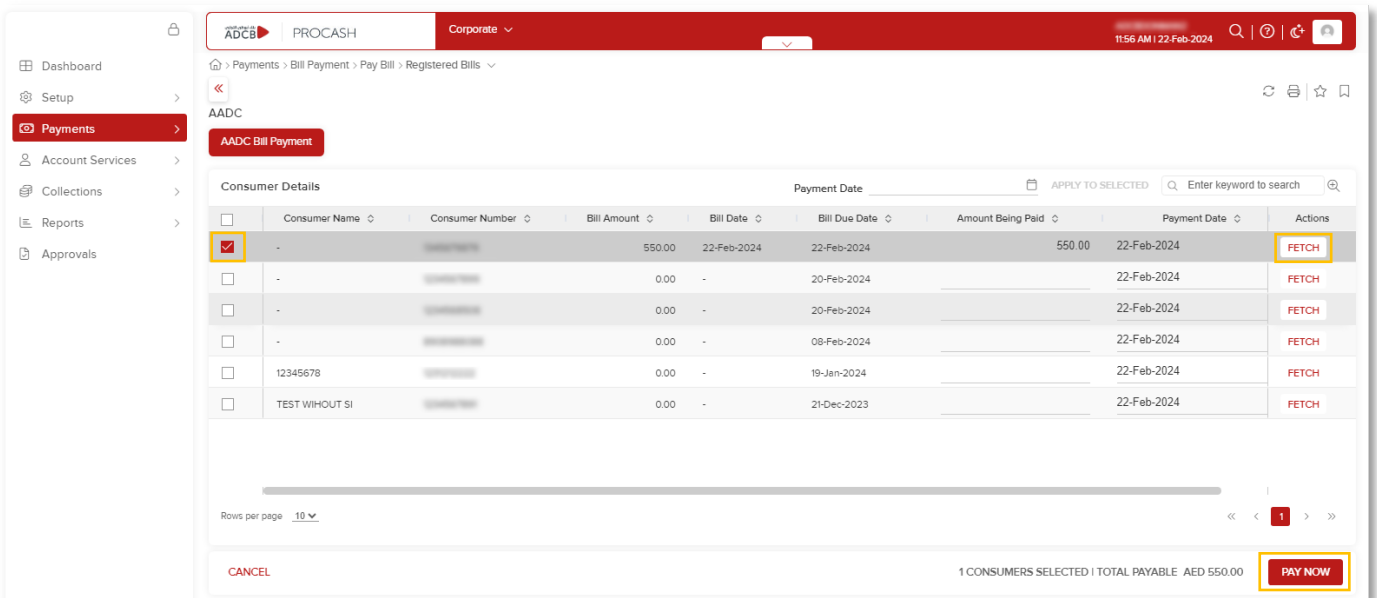


Image 17 – Pay a Registered Bill | AADC – Initiate Payment

After selecting the Pay Now button, you will be taken to a screen where you can select the payment method—Account Number, IBAN, Credit Card and Virtual Account. Once all the information is in place, press the “Submit” button (Image 18).

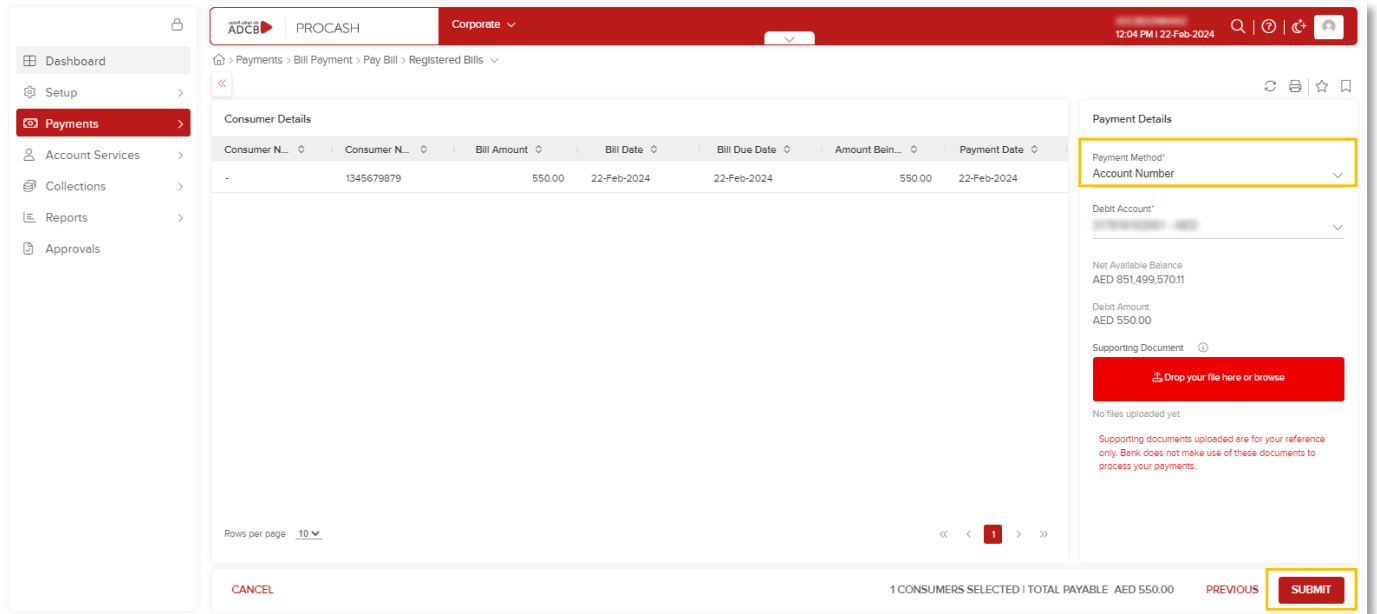


Image 18 – Pay a Registered Bill | ADCB – Payment Details

By selecting the “Submit” option, you will be asked for a token OTP (Image 19); once submitted, your payment will be successfully initiated (Image 20).

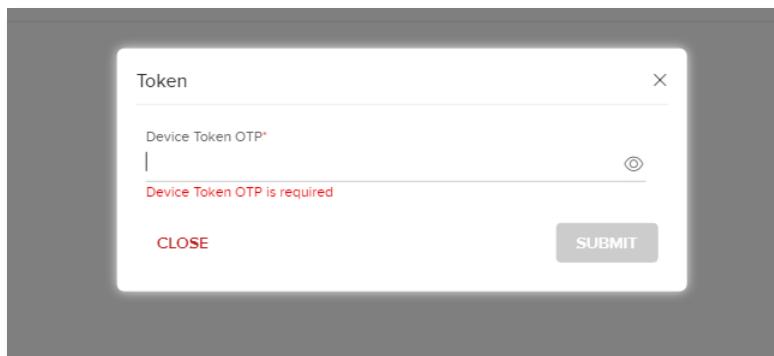


Image 19 – Pay a Registered Bill | ADCB – Token OTP

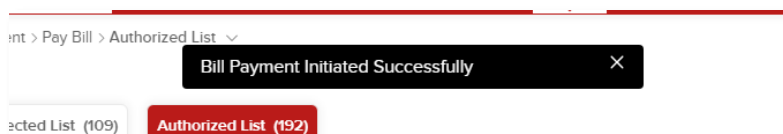


Image 20 – Pay a Registered Bill | Successful Message

1.1.5 Unregistered Bills

In case you have a bill that is not registered, you can still pay them through unregistered bills. To initiate an unregistered bill payment, you must follow the below steps (Image 21):

- i) Select "Payments" tab on the left panel
- ii) Select "Pay Bill" under Bill Payment module
- iii) Select "Unregistered Bills" option

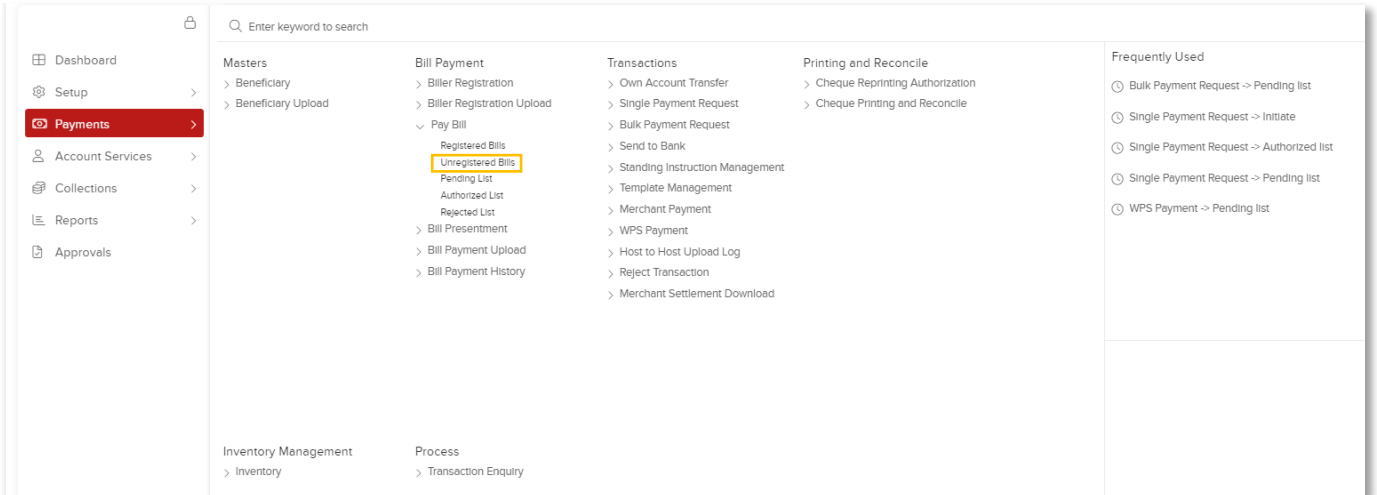


Image 21 – Pay an Unregistered Bill | Initiate

Once this option is selected, you will be navigated to the "Unregistered Bills" page where you need to select the biller, product and account number. After selecting the biller and the respective product, click "Proceed" (Image 22) to go ahead.

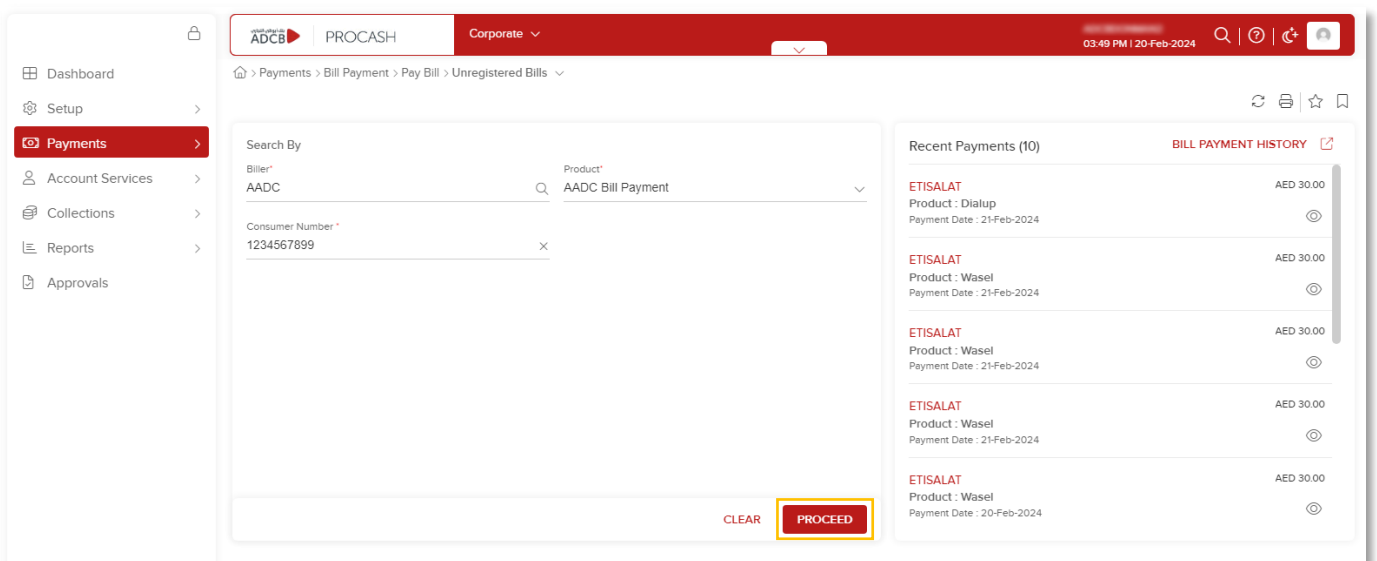


Image 22 – Pay an Unregistered Bill | Initiate page – Selecting a Biller

After selecting the “Proceed” button, you will be taken to a screen where you can select the payment method—Account Number, IBAN, Credit Card and Virtual Account. Clicking on “Review”, will take you to a page where you can review the consumer details and payment details. Once all the information is in place, click “Submit”; to go back and edit, click “Previous” or just cancel the whole bill payment by clicking “Cancel” (Image 23).

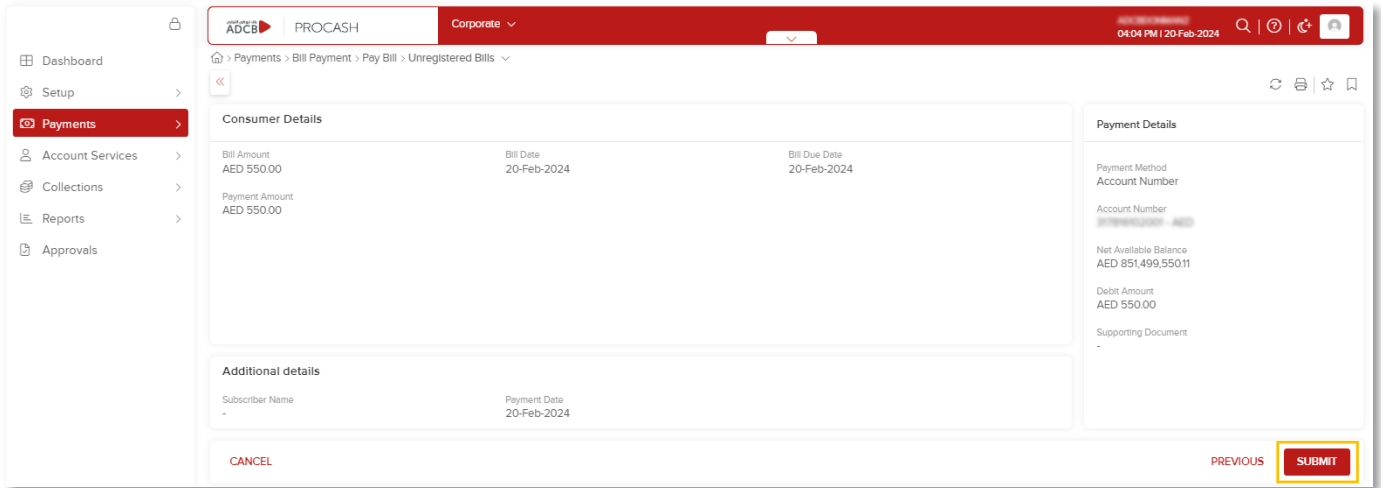


Image 23 – Pay an Unregistered Bill | Consumer Details – Submitting Page

After submitting, you need to enter the token OTP; once done, you will see a “Your payment is submitted” message (Image 24).

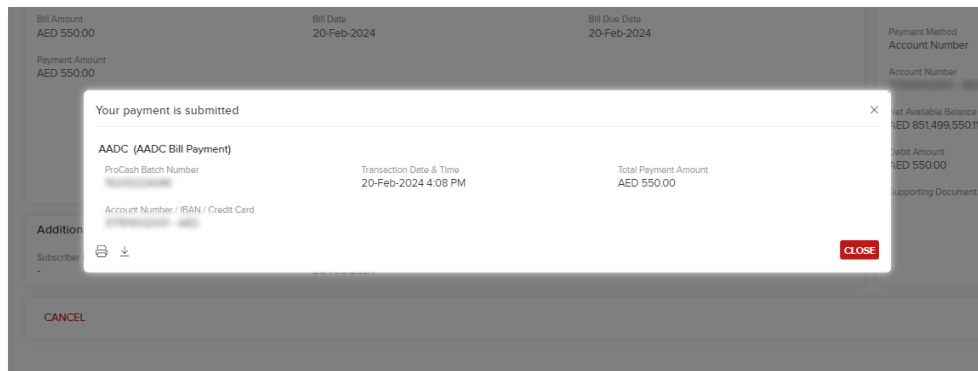


Image 24 – Pay an Unregistered Bill | Payment Confirmation Message

1.2 Lists

In ProCash you will be able to access the bill payment lists that contain all the Authorised, Pending and Rejected bill payments and respective information. Also, you will be able to perform multiple actions for each list.

1.2.1. Authorized List

Authorized List is a list that includes all the authorised billers. Follow the steps given below to access the list (Image 25):

- i) Select "Payments" tab on the left panel
- ii) Select "Pay Bill" option under Bill Payment module
- iii) Select "Authorized List" option

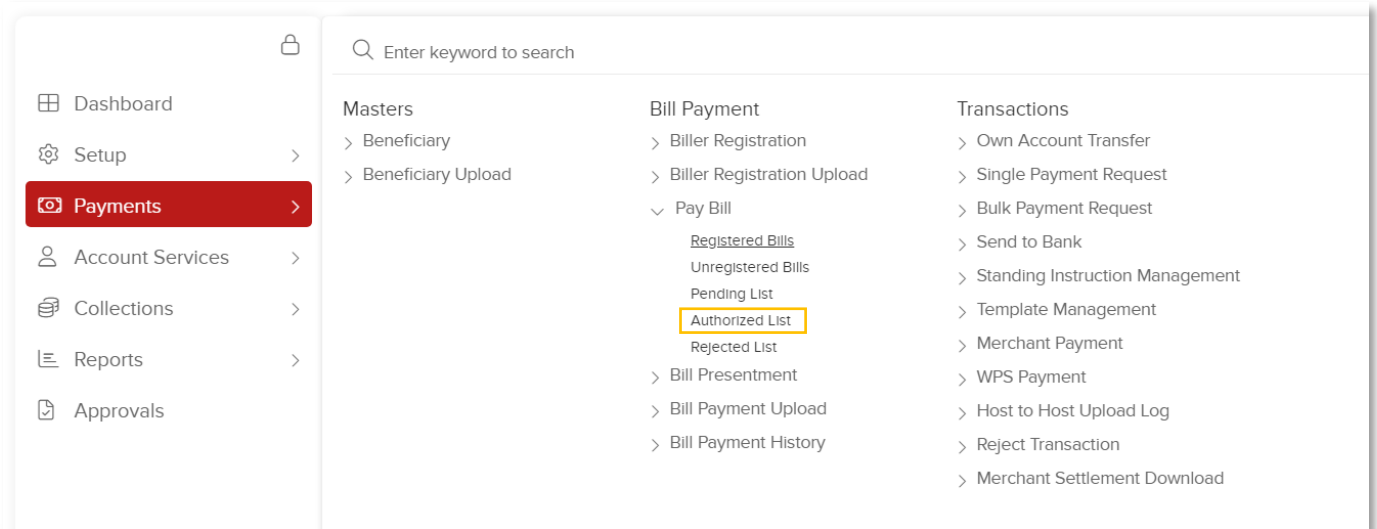


Image 25 – Pay Bill | Authorized List

After landing on the Authorized List page, you will be able to see a list with all authorised bill payments in a table format. Under the Actions column (Image 26) you can view each transaction's details, respective authorisers and see any error, if applicable.

ProCash Batch Number	Biller Name	Product	Bill Amount	Outstanding / Available Balance	Payment Amount	Consumer Name	Com	Actions
	NOOODI WALLET	NOOODI WALLET Recharge	0.00	0.00	121.00	NOEL NAVARRO VENTANILLA	DW47	ⓘ
	DU	Prepaid	0.00	0.00	101.00	ssss	97152	ⓘ
	SALIK	SALK Recharge	0.00	0.00	30.00	-	32100	ⓘ
	SALIK	SALK Recharge	0.00	0.00	30.00	Hitel	05696	ⓘ
	SALIK	SALK Recharge	0.00	0.00	30.00	Hitel	05696	ⓘ
	ETISALAT	Wesel	0.00	0.00	30.00	TEIDKDN4	05666	ⓘ
	ADDC	ADDC Bill Payment	0.00	0.00	122.00	SANTYSEPT23	53522	ⓘ
	ADDC	ADDC Bill Payment	0.00	0.00	120.00	TEST JAY oct22	95566	ⓘ
	AADC	AADC Bill Payment	0.00	0.00	123.00	-	34343	ⓘ
	ETISALAT	Wesel	0.00	0.00	36.00	-	05046	ⓘ

Image 26 – Pay Bill | Authorized List – Action Column

1.2.2. Pending List

Pending List is a list that includes all billers that are yet to be authorised or rejected. Follow the steps given below to access this list (Image 27):

- i) Select “Payments” tab on the left panel
- ii) Select “Pay Bill” option under Bill Payment module
- iii) Select “Pending List” option

Navigation Item	Sub-Item
Dashboard	
Setup	
Payments	
Account Services	
Collections	
Reports	
Approvals	
Masters	<ul style="list-style-type: none"> Beneficiary Beneficiary Upload
Bill Payment	<ul style="list-style-type: none"> Biller Registration Biller Registration Upload Pay Bill <ul style="list-style-type: none"> Registered Bills Unregistered Bills Pending List Authorized List Rejected List Bill Presentment Bill Payment Upload Bill Payment History
Transactions	<ul style="list-style-type: none"> Own Account Transfer Single Payment Request Bulk Payment Request Send to Bank Standing Instruction Management Template Management Merchant Payment WPS Payment Host to Host Upload Log Reject Transaction Merchant Settlement Download

Image 27 – Pay Bill | Pending List

After landing on the Pending List page, you can see a list in a table format with all bill payments that are pending authorisation. You can also perform some actions available in the last column of this table like reject the bill payment, view bill payment details and view authorizers (Image 28).

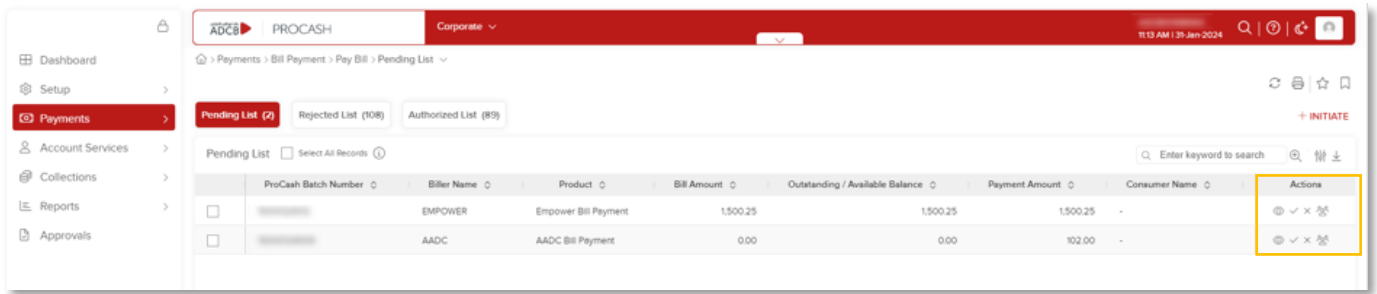


Image 28 – Pay Bill | Pending List – Action Column

1.2.3. Rejected List

Rejected List is a list that shows all billers that were rejected. Follow the steps given below to access this list (Image 29):

- i) Select “Payments” tab on the left panel
- ii) Select “Pay Bill” option under Bill Payment module
- iii) Select “Rejected List” option

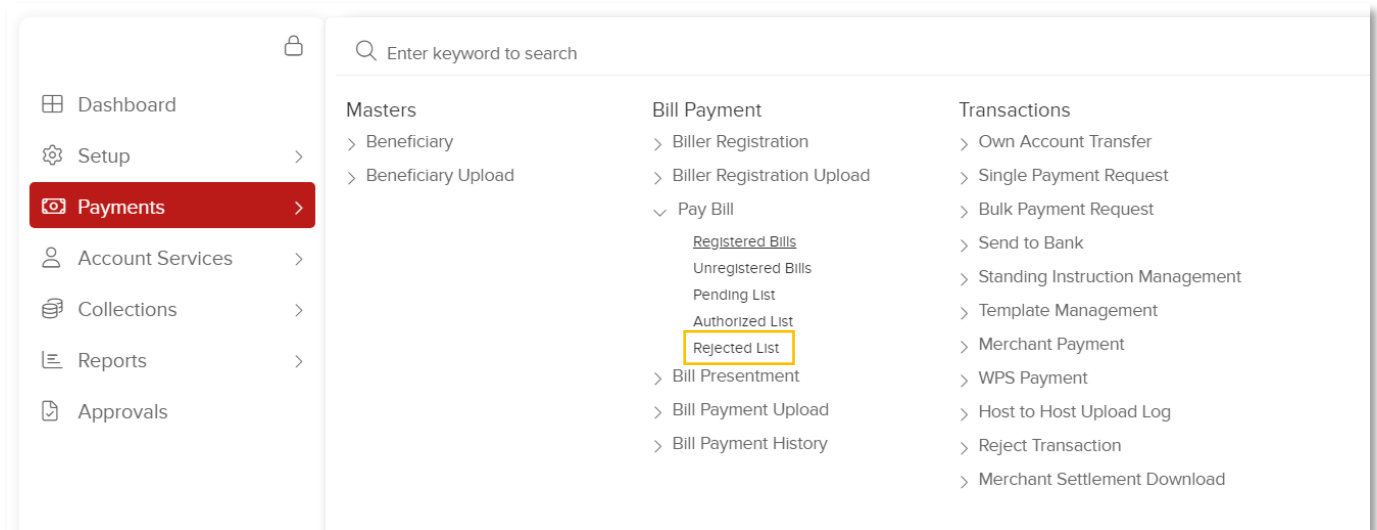


Image 29 – Pay Bill | Rejected List

After landing on the Rejected List page, you can see a list in a table format with all bill payments that were rejected. You can also perform some actions available in the last column of this table like accepting a rejection (only the maker that has initiated the payment can accept the rejection), view biller details and resubmit the biller for authorisation (Image 30).

ProCash Batch Number	Biller Name	Product	Bill Amount	Outstanding / Available Balance	Payment Amount	Conse	Actions
	ETHAD WATER AND ELECTRICITY	Ethad WE Bill Payment	0.00	0.00	120.10	test12	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	120.00	-	⌂ ▶ ⌂
	DU	Prepaid	0.00	0.00	30.00	test	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	12.00	FEATHER MANAGE	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	122.00	-	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	123.00	-	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	12.00	oo	⌂ ▶ ⌂
	ETISALAT	Elife / Landline	0.00	0.00	1120.34	SandeepSentry	⌂ ▶ ⌂
	AADC	AADC Bill Payment	0.00	0.00	567.00	ANAND	⌂ ▶ ⌂
	SEWA	Sewer Bill Payment	0.00	0.00	12.00	TESTRAGDAH	⌂ ▶ ⌂

Image 30 – Pay Bill | Rejected List – Action Column