



First Citizens

business
online

U S E R G U I D E

SurePay
Bill Payment

1

SurePay Bill Payment

1. Log in to Business Online using your credentials.
2. Once logged in, click the Dashboard icon at the top of the left menu bar or scroll to the bottom and click the arrow to expand the menu options.

Business Online

Welcome JANE

Tengen Electronics

WEALTH MANAGEMENT

Type	Value (BBD)
TTSE Listed Securities	0.00
FIP'S	0.00
Portfolios	0.00
International Holdings	0.00

QUICK LINKS/ FAVOURITES

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

RECENT TRANSACTIONS

No records available

MY PENDING ACTIVITIES

No records available

MESSAGES

No records available

JUNE 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Click add button to add widget

2

SurePay Bill Payment

To make a payment you must first add a Payee. If a Payee is available you can proceed to step 13 to make a payment.

Select **“Bill Payment”** to initiate creation of a Payee.

The screenshot displays the First Citizens SurePay Bill Payment interface. The left sidebar menu is visible, with 'Bill Payment' highlighted. The main content area shows a table of transactions, quick links, recent transactions, messages, and a calendar for June 2025.

First Citizens

Dashboard

Accounts

Account Transfer

ACH

Bill Payment

Mandates

Wire Transfer

RTGS

Administration

Settings

Messaging

Debit Card

Credit Card

Value (BBD)

Value (BBD)
0.00
0.00
0.00
0.00

QUICK LINKS/ FAVOURITES

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

RECENT TRANSACTIONS

No records available

MESSAGES

No records available

JUNE 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Click add button to add widget

3

SurePay Bill Payment

Select **“Payee”**.

The screenshot displays the First Citizens mobile app interface. On the left, a dark green sidebar menu is open, showing various navigation options. The 'Payee' option under the 'Bill Payment' section is highlighted with an orange border. The main content area shows the 'Tengen Electronics' payee selected. It includes a table for account transfers, a 'QUICK LINKS/ FAVOURITES' section, a 'RECENT TRANSACTIONS' section, and a 'JUNE 2025' calendar. The bottom of the screen features three large white boxes with plus icons and the text 'Click add button to add widget'.

First Citizens

Dashboard

Accounts

Account Transfer

ACH

Bill Payment

Single Payment

Payee

Batch Payment

Mandates

Wire Transfer

RTGS

Administration

Settings

Messaging

Debit Card

Credit Card

JANE

Tengen Electronics

Value (BBD)

	0.00
	0.00
	0.00
	0.00

QUICK LINKS/ FAVOURITES

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

RECENT TRANSACTIONS

No records available

JUNE 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

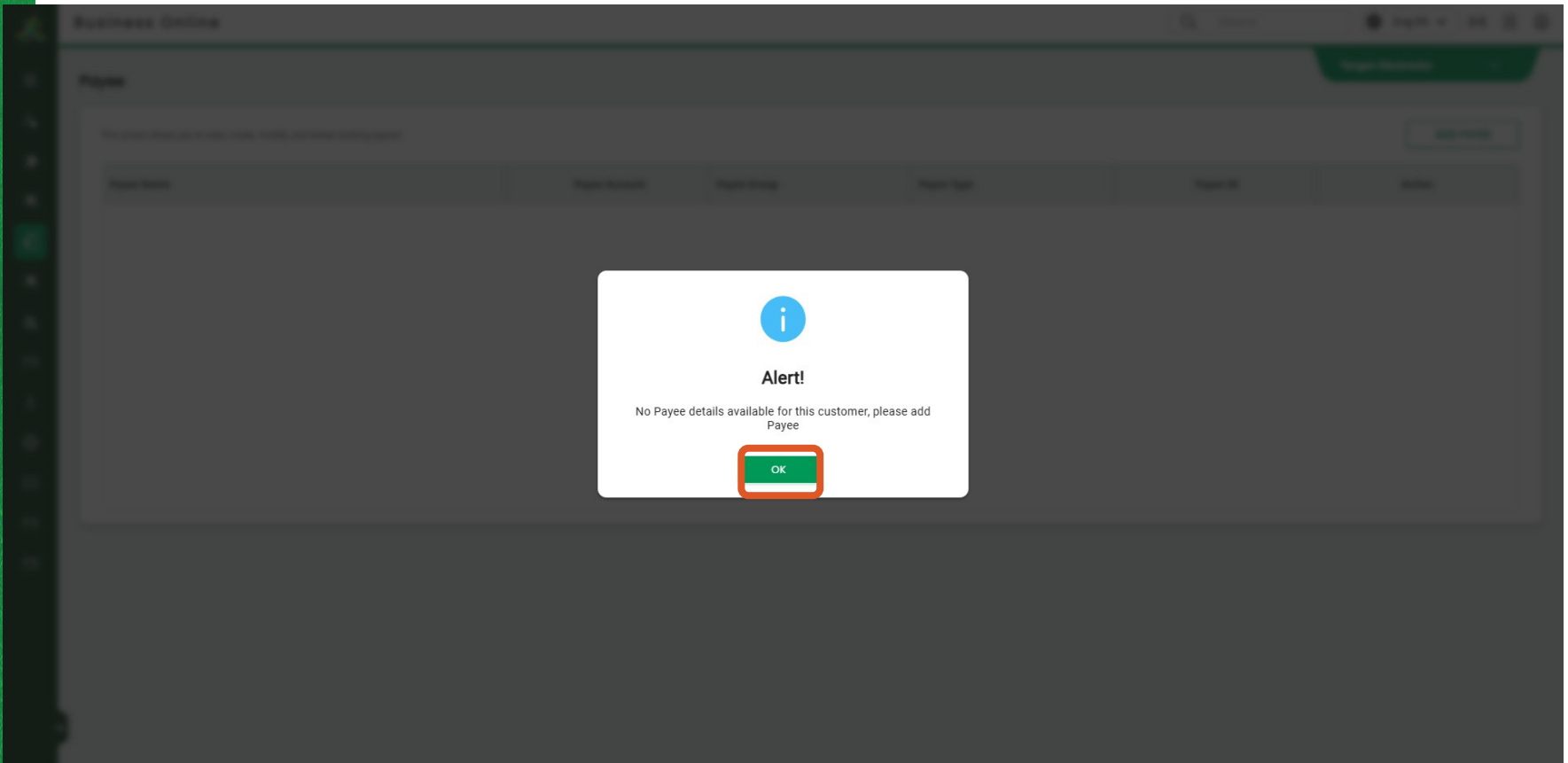
MESSAGES

No records available

Click add button to add widget

SurePay Bill Payment

1. If no Payees are found an **“Alert”** will appear advising “No Payee details for the customer, please add Payee”.
2. Click **“OK”** to proceed.



5

SurePay Bill Payment

Click **“Add Payee”** to the right of the screen.

Business Online

Search

Eng EN

Tengen Electronics

Payee

This screen allows you to view, create, modify, and delete existing payees

ADD PAYEE

Payee Name	Payee Account	Payee Group	Payee Type	Payee ID	Action
No records available					

SurePay Bill Payment

Under “**Payee Type**”, select the “**SurePayBiller**” option.

Note:

1. There are three payee types: Standard, Custom and SurePayBiller
2. The “**Standard**” payee option enables you to make payments to other Financial Institutions, your First Citizens Credit/Prepaid cards, other third party Banks.
3. The “**Custom**” payee option enables you to make payments to other accounts at First Citizens.
4. The “**SurePayBiller**” payee option enables payment to utilities that have entered into an agreement with SurePay to receive funds via the SurePay platform.

Business Online

Search Eng EN

Tengen Electronics

Add Payee

This screen allows you to add/enter a new payee to use for bill payments.

Payee Type

Standard Custom **SurePayBiller**

Transfer Limit: 15000.00 BBD

Product Group: Please Select

Payee: Please Select

Account, Credit Card or Policy Number with Payee: Enter Account Number

Account Holder Name: Enter Holder Name

Remarks: Enter Your Comment

CANCEL PROCEED

SurePay Bill Payment

1. Enter the Payee and the Biller's Account number.
2. Click **“Validate”** to continue.

Business Online

Search Eng EN

Tengen Electronics

Add Payee

This screen allows you to add/enter a new payee to use for bill payments.

Payee Type

Standard Custom **SurePayBiller**

Payee

BWA

Biller's Account No

A100171461

VALIDATE

Payee Validation Success

Biller's Name

Tengen Electronics

Remarks

Enter Your Comment

CANCEL PROCEED

SurePay Bill Payment

1. Enter the Biller's name and Remarks.
2. Click **“Proceed”** to continue.

Business Online

Search

Eng EN

Tengen Electronics

Add Payee

This screen allows you to add/enter a new payee to use for bill payments.

Payee Type

Standard Custom **SurePayBiller**

Payee

BWA

Billers Account No

A100171461

VALIDATE

Payee Validation Success

Billers Name

Tengen Electronics

Remarks

Enter Your Comment

CANCEL

PROCEED

9

SurePay Bill Payment

Confirm the information and click **“Proceed”** to continue.

OLB Client portal

test2.firstcitizensgroup.net/BBOLBCORPORATE

Business Online

Search

Eng EN

Tengen Electronics

Add Payee

This screen allows you to add/enter a new payee to use for bill payments.

You are about to create a Sure Pay Payee. Kindly confirm surePay Biller payee before submit

Payee Type

Standard Custom **SurePayBill**

Payee

BWA

Biller's Account No

A100171461

VALIDATE

Payee Validation Success

Biller's Name

Tengen Electronics

Remarks

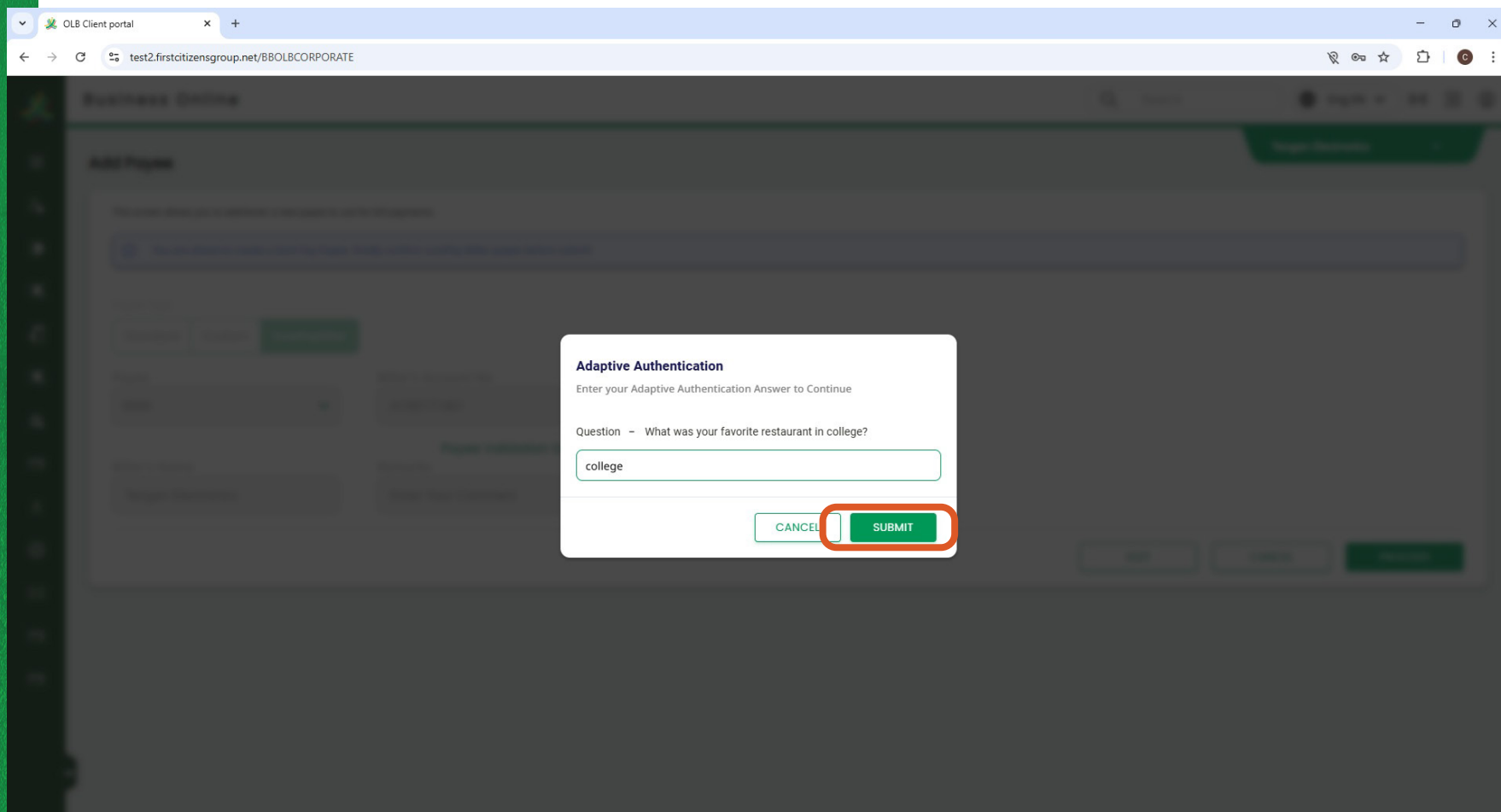
Enter Your Comment

EDIT CANCEL **PROCEED**

10

SurePay Bill Payment

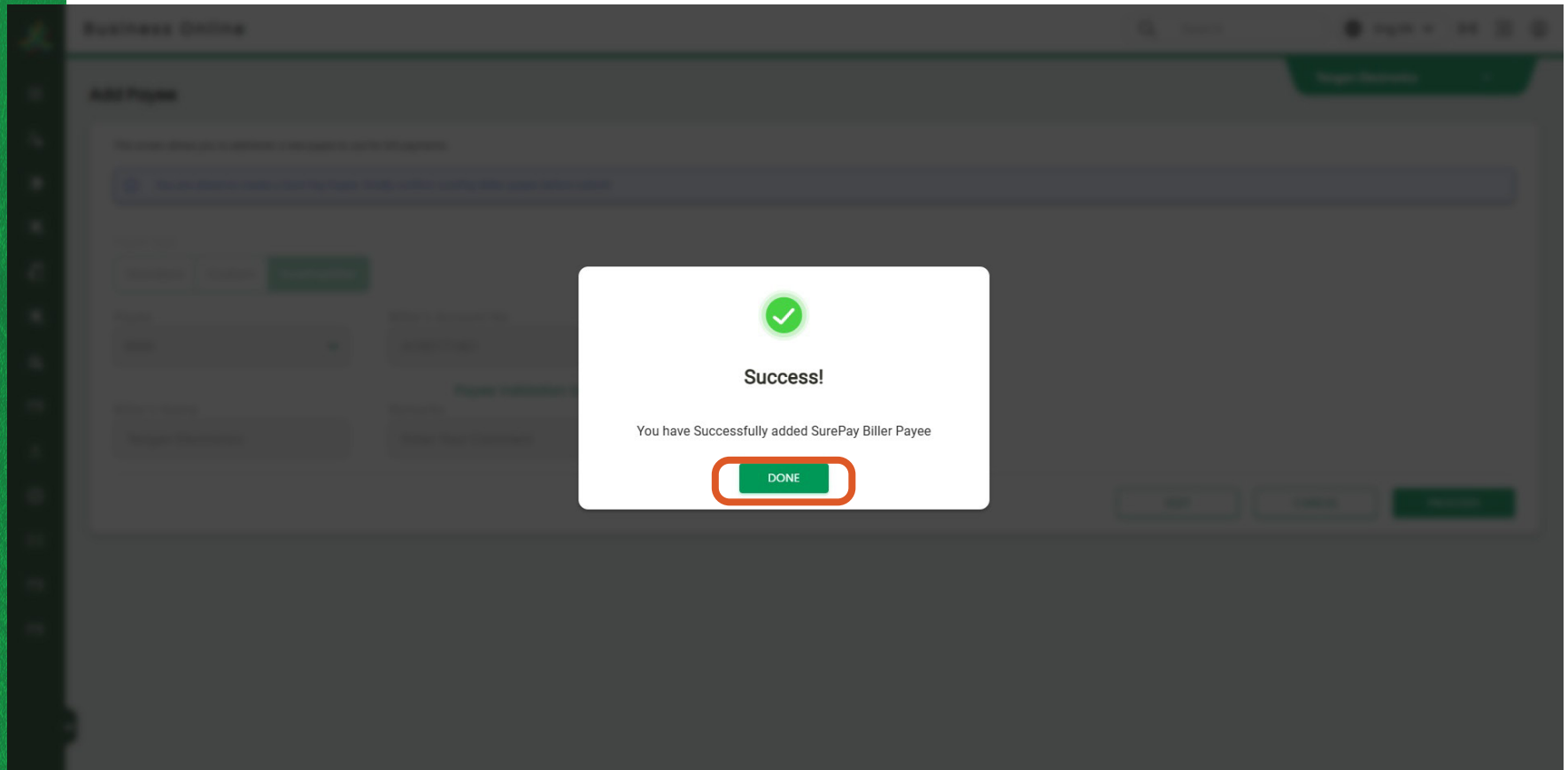
1. Enter your response to the Adaptive Authentication question.
2. Click **“Submit”** to continue.



The screenshot shows a web browser window with the address bar displaying "test2.firstcitizensgroup.net/BBOLBCORPORATE". The page content is dimmed, showing a "Business Online" header and a "Add Payment" section. A white "Adaptive Authentication" dialog box is centered on the screen. The dialog box contains the text "Enter your Adaptive Authentication Answer to Continue" and a question: "Question - What was your favorite restaurant in college?". Below the question is a text input field containing the word "college". At the bottom of the dialog box are two buttons: "CANCEL" and "SUBMIT". The "SUBMIT" button is highlighted with a red rectangular border.

SurePay Bill Payment

Congratulations! You have successfully added a SurePay Biller payee.
Click **“Done”** to exit.



SurePay Bill Payment

Your new SurePay payee will be displayed in the Payee List.
You can delete or copy a SurePay biller using the Action column buttons.

Business Online

Search Eng EN

Payee Tengen Electronics

This screen allows you to view, create, modify, and delete existing payees

Payee Name	Payee Account	Payee Group	Payee Type	Payee ID	Action
Tengen Electronics	A100171461	Bills/utilities	Sure Pay	1	<input type="button" value="🗑️"/> <input type="button" value="📋"/>

Rows per page: 25 1-1 of 1 < >

13

SurePay Bill Payment

Now that you have added your SurePay payee, you can make a payment. Select **“Bill Payments”**, then select **“Single Payment”** from the menu to the left of the screen.

The screenshot displays the First Citizens SurePay web interface. On the left, a dark green sidebar menu contains various options. The 'Bill Payment' option is highlighted with a green background and a dropdown arrow, and its sub-option 'Single Payment' is also highlighted with a green background and a right-pointing arrow. The main content area features a header with a search bar, language selector (Eng EN), and user profile icon. Below the header, a green bar displays the selected payee 'Tengen Electronics'. The main section is titled 'View, create, modify, and delete existing payees' and includes an 'ADD PAYEE' button. A table lists the payee details:

Payee Account	Payee Group	Payee Type	Payee ID	Action
A100171461	Bills/utilities	Sure Pay	1	



At the bottom right, pagination information shows 'Rows per page: 25' and '1-1 of 1'.

14

SurePay Bill Payment

Select **“Create”**.

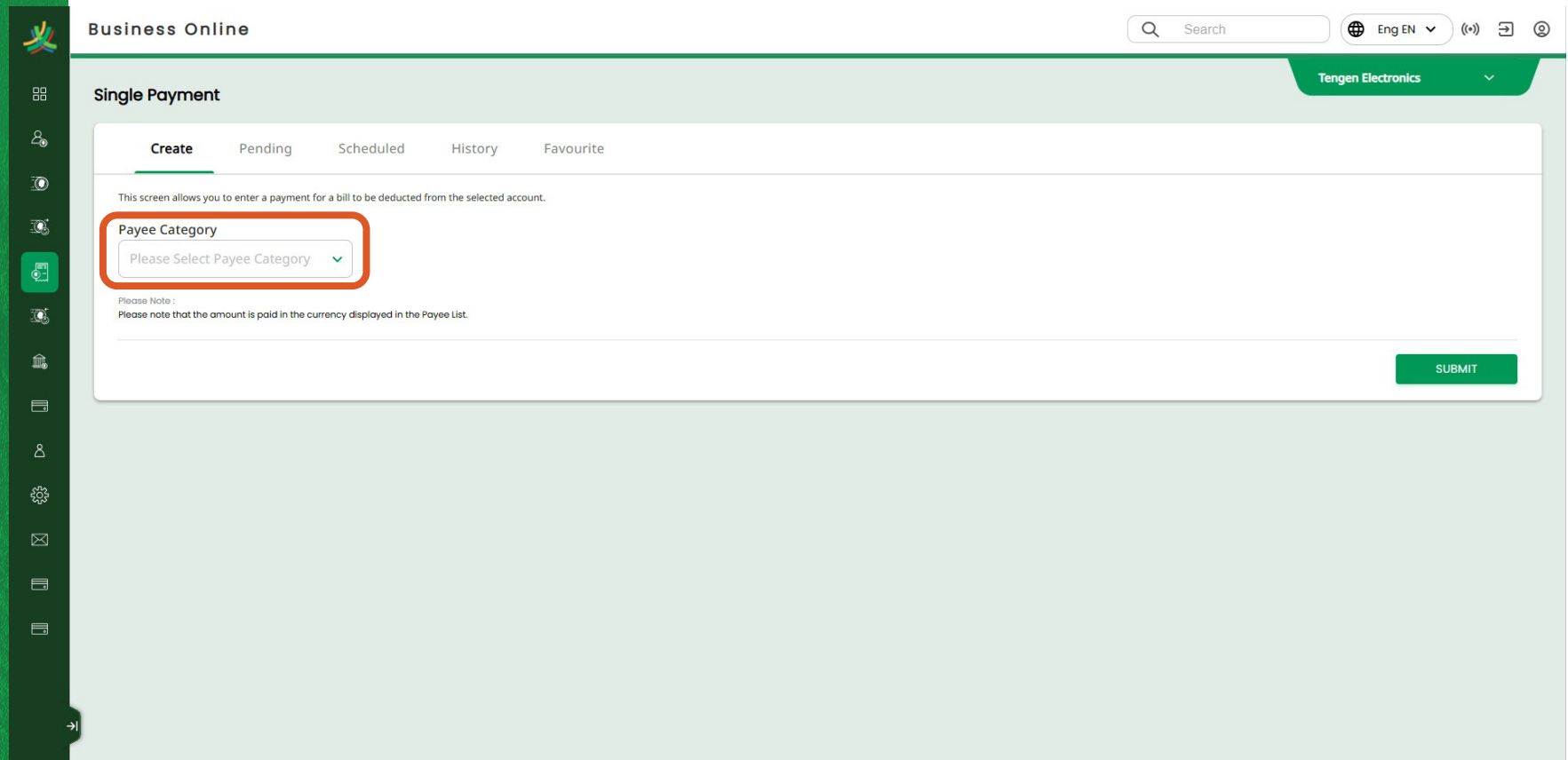
The screenshot shows the First Citizens SurePay Bill Payment interface. The left sidebar contains a menu with the following items: Dashboard, Accounts, Account Transfer, ACH, Bill Payment (selected), Single Payment, Pending, Scheduled, History, Favourite, Payee, Batch Payment, Mandates, and Wire Transfer. The 'Bill Payment' menu is expanded, and the 'Create' option is highlighted with a red border. The main content area shows a table with the following columns: Payee Account, Payee Group, Payee Type, Payee ID, and Action. The table contains one row of data:

Payee Account	Payee Group	Payee Type	Payee ID	Action
A100171461	Bills/utilities	Sure Pay	1	 

The table also includes a header row with the text: "view, create, modify, and delete existing payees". The bottom right corner of the table shows "Rows per page: 25" and "1-1 of 1".

SurePay Bill Payment

From the **“Payee Category”** drop down menu, select the **“SurePayBiller”**.



Business Online

Search

Eng EN

Single Payment

Tengen Electronics

Create Pending Scheduled History Favourite

This screen allows you to enter a payment for a bill to be deducted from the selected account.

Payee Category

Please Select Payee Category

Please Note :
Please note that the amount is paid in the currency displayed in the Payee List.

SUBMIT

SurePay Bill Payment

1. Enter the required information in the fields shown on the screen,
2. Click **“Submit”** to continue.

The screenshot shows the 'Business Online' interface for a 'Single Payment'. The top navigation bar includes a search bar, language settings (Eng EN), and user profile icons. The 'Tengen Electronics' account is selected. The 'Single Payment' section has tabs for 'Create', 'Pending', 'Scheduled', 'History', and 'Favourite'. The 'Create' tab is active, displaying a form with the following fields:

- Payee Category:** Sure Pay Biller (dropdown)
- From Account:** Please Select Account (dropdown)
- SurePay Biller:** Please select SurePayBiller (dropdown)
- Billers Account No:** Please select billerAccountNo (dropdown)
- Amount:** Enter Amount (text input)
- Memo (Optional):** Enter Memo (text input)
- Send On:** 16/06/2025 (calendar icon)

A note at the bottom states: 'Please Note : Please note that the amount is paid in the currency displayed in the Payee List.' A red-bordered 'SUBMIT' button is located at the bottom right of the form.

SurePay Bill Payment

Click **“Submit”** to confirm the payment.

Business Online

Search

Eng EN

Tengen Electronics

Single Payment

CreatePendingScheduledHistoryFavourite

This screen allows you to enter a payment for a bill to be deducted from the selected account.

Kindly confirm enter single payment before submit

Payee Category

Sure Pay Biller

From Account

xxxxxxx2797 - BBD

SurePay Biller

Tengen Electronics

Billers Account No

A100171461

Amount

200.00

Memo (Optional)

Enter Memo

Send On

16/06/2025

Please Note :

Please note that the amount is paid in the currency displayed in the Payee List.

EDIT

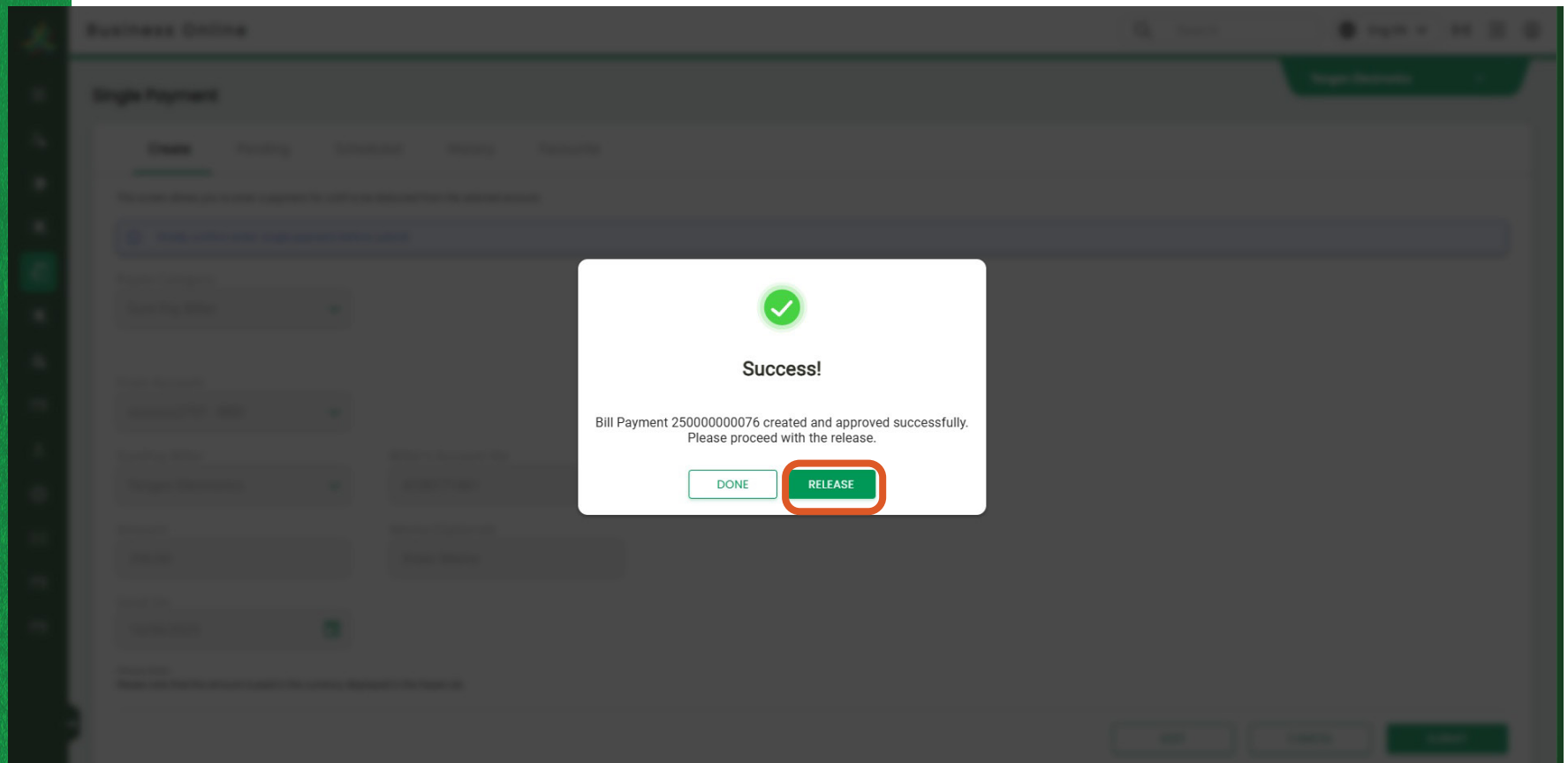
CANCEL

SUBMIT

SurePay Bill Payment

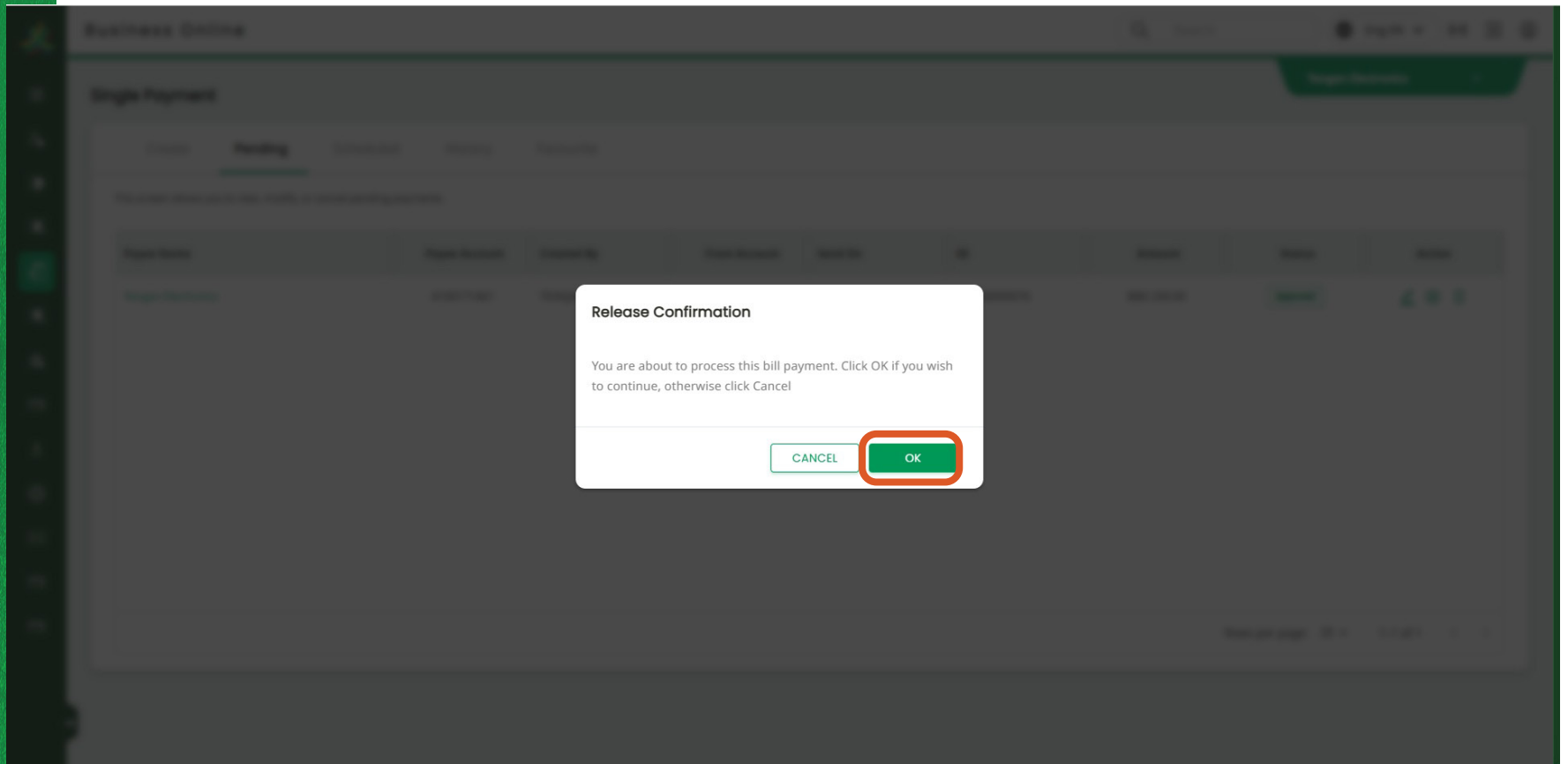
Click **“Release”**.

If Dual Control is enabled, contact your administrator to approve and release your payment.



SurePay Bill Payment

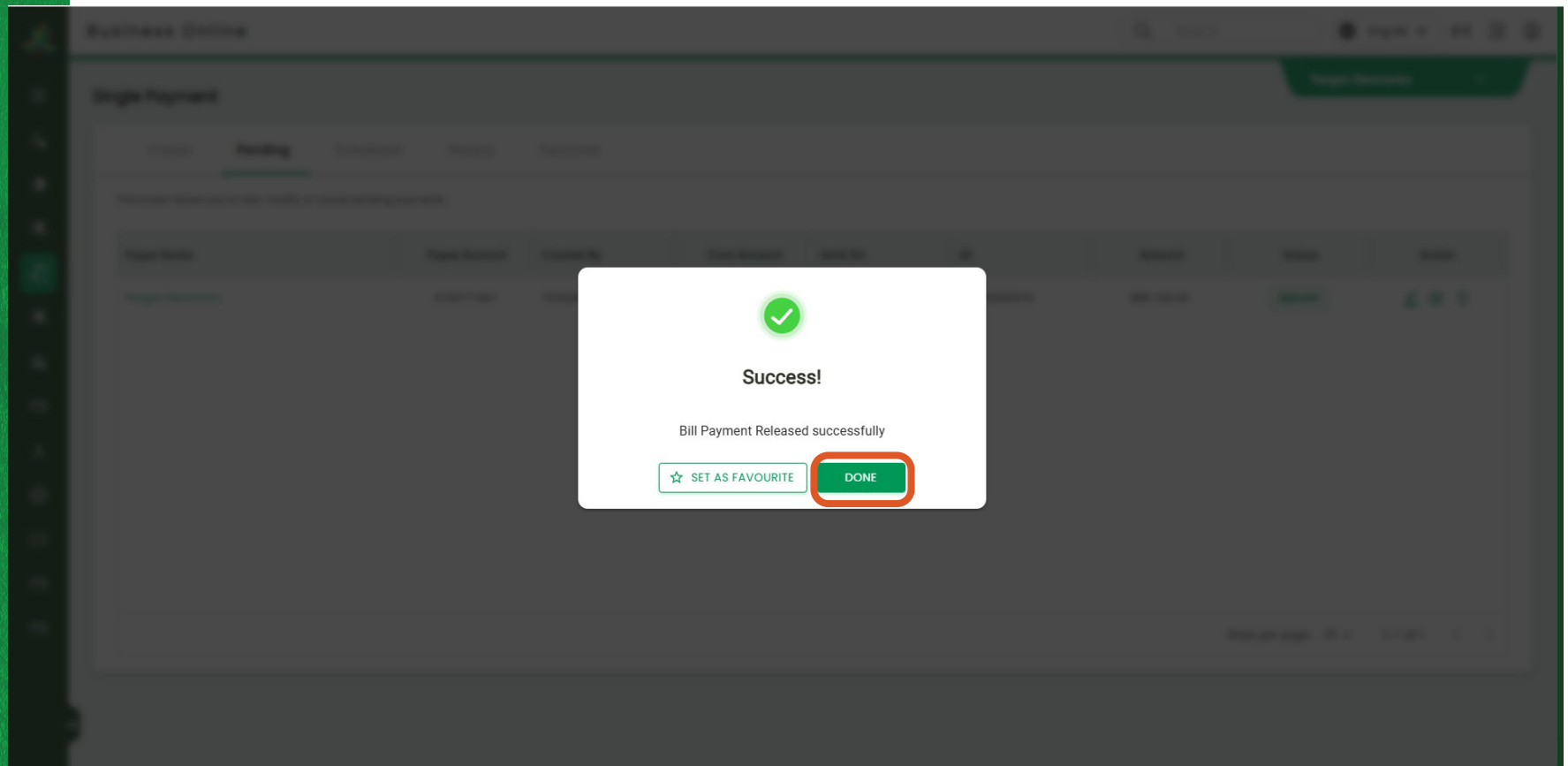
Click **“OK”** to confirm release of the payment.



SurePay Bill Payment

Click **“Done”** to exit.

Optional: Click **“Set As Favourite”** to set this payment as a favourite.



SurePay Bill Payment

Note:

1. You will be directed to the **“Pending”** tab.
2. To view processed payments, select the **“History”** tab.
3. You can filter by a specific date range, amount, payee or account.

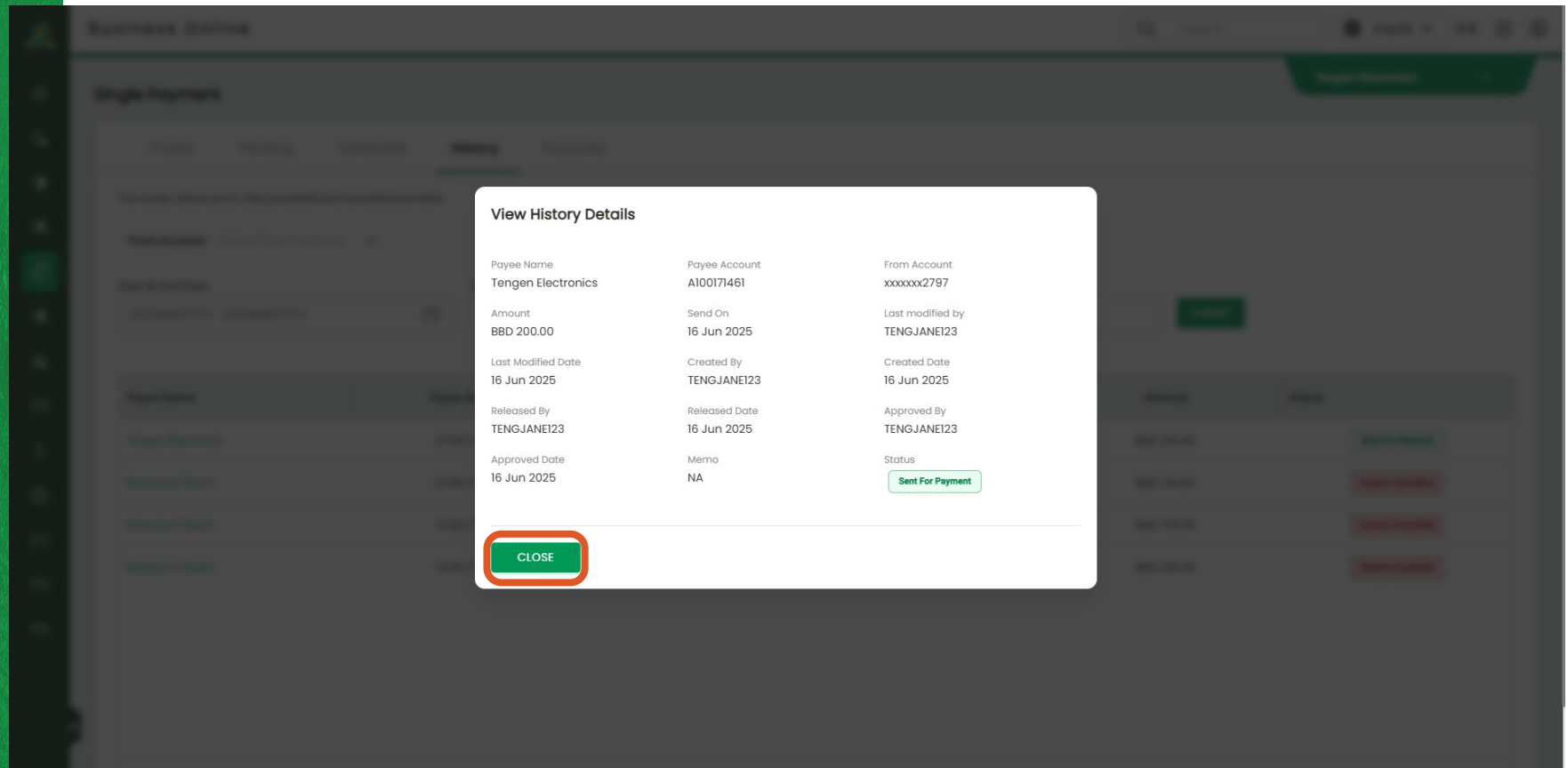
Click the **payee name** highlighted in green to view history details.

The screenshot displays the 'Business Online' interface for 'Single Payment'. The 'History' tab is selected and highlighted with a red box. The interface includes a search bar, language settings (Eng EN), and a sidebar with various icons. The main content area shows filters for 'From Account', 'Payee', 'Start & End Date', 'Start Amount (Optional)', and 'End Amount (Optional)'. A table lists payment history with columns: Payee Name, Payee Account, From Account, Send On, Amount, and Status. The first entry, 'Tengen Electronics', is highlighted with a red box. A 'SUBMIT' button is visible next to the filters.

Payee Name	Payee Account	From Account	Send On	Amount	Status
Tengen Electronics	A100171461	xxxxxxxx2797	2025-06-16	BBD 200.00	Sent For Payment

SurePay Bill Payment

Click **“Close”** to exit.



business online

Contact Us:

Email: businessonline@firstcitizensbb.com

Call: 431-4577



First Citizens