

FREQUENTLY ASKED QUESTIONS – PRIMUSPLUS (TANZANIA)

V1.0 – Jun. 2025

This document addresses common customer inquiries and provides standardized responses to help Support Representatives respond to enquiries efficiently.



Document Information

Revision History

Author (s)	Version	Date	Description
Esther Ebelechukwu Nmoemenam	V1.0	Jun. 2025	This document addresses common customer inquiries and provides standardized responses to help Tier 1 Support Representatives resolve issues efficiently.



FREQUENTLY ASKED QUESTIONS

General Questions

Q1 What is PrimusPlus?

A: 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.

Q2 What Do I Need to Start Using PrimusPlus?

A: Primus Plus is a web-based platform that requires the following:

- A desktop, laptop, tablet, or smartphone.
- A web browser such as Google Chrome or Mozilla Firefox.
- Internet connection with fast and stable connectivity.

Q3 What is the Cost of Joining PrimusPlus?

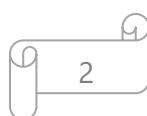
A: There is no cost associated with joining Primus Plus.

Registration & Profile Enquiries

Q4 How Do I Sign Up for PrimusPlus?

A: To sign up:

- Go to the PrimusPlus login page and click the "**Click here to Register**" button.





- Enter your **account number** and **email** to generate a corporate code.
- Follow the on-screen instructions to complete the registration process.

Q5 How Long Does it take to activate a Profile?

A: Approximately 24 hours after receiving your enquiry.

Q6: How Can I Add a New Account to My Profile?

A: To add a new account:

- Navigate to the "**Account Centre**" and click "**Add Account**".
- Select the account number from the dropdown menu, and follow the instructions
- to add the account.

Q7: How Do I Add a New Beneficiary?

A: To add a new beneficiary,

- Navigate to the "**Beneficiary Management**" section.
- Click "**Add Beneficiary**"
- Select the **subsidiary**,
- Choose the **payment type** and enter the beneficiary's details.

Transaction & Payments

Q8 How Do I Initiate a Local Payment?

A: To initiate a local payment,

- Click the "**Payments**" module and select "**Local Payments**".
- Choose the subsidiary account, fill in the necessary details, and click "**Submit for review**" to initiate payment.

Q9 How Do I Approve a Payment?

A: To approve a payment,

- Navigate to the "**Payments**" section and select either "**Single payment awaiting approval**" or "**Bulk payment awaiting approval**".
- Review the transactions, enter your token, and click "**Approve**".

Q10 How Do I Check My Transaction History?

A: To check your transaction history,

- Go to the "**Account Centre**" and select the account.
- Choose the date range and click "**Apply**" to view the transactions.
- You can also export the results in PDF, Excel, MT-940, or CSV formats.

Password Management

Q11 What should I do if I Forget My Password?

A: If you forget your password:



- Click the "**Forgot Password**" link on the login page.
- Follow the instructions to reset your password.

Other Enquiries

Q12 Can I Get Reports for My Payments?

A: Yes, you can get payment reports by selecting the desired payment type, date range, and status filters. You can then export the report in PDF or Excel spreadsheet format.

Q13 How can I Get Additional Support?

A: For help and support, use the "**Help and Support**" section within the PrimusPlus application. You can search **Frequently Asked Questions** using the search bar, start a live chat, or **contact support** via the provided phone number and email.

Revision History:

Version 1