

# FREQUENTLY ASKED QUESTIONS – PRIMUSPLUS (TANZANIA)

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

V1.0 – Jun. 2025

## 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