

Corporate Internet Banking FAQ's

Is it possible to cancel a transaction?

Yes, only if the transaction is a Future dated transaction

What are the Purpose codes I should use in Bulk payment file?

Purpose codes are mandatory for Domestic and international fund transfer and must be filled in the template with CAPITAL Letters, if code was written with small letter, file will be rejected

Payment Type	Purpose code	Purpose code description
Domestic Fund Transfer	SALARY	Salaries
	SUPPLIER	Supplier Payment
	OTH	Others
	DUES	Settlement of Dues
	INVOICE	Settlement of Invoice
	OWN ACC	Remittance to own account
International Fund transfer	OWN ACC	Remittance to own account
	OTH	Others
	SALARY	Salaries
	LC	LC
	LG	LG
	CHEQUES	Cheques payment
	FREE PAY	DC - Free of Payment
	ADVANCE	DC - Advance

Can I perform multi-currencies bulk payments in the same file?

No, performing multi-currencies bulk payment in the same file is not allowed

How to guarantee a successful file upload?

- Make sure that all details are correct and match the template exactly
- Make sure that you added the beneficiary's details correctly
- File will not be accepted from the system if it contains Arabic Characters or Special Characters
- Currency inside the file must be a Capital letter and contains same Currency for all transactions (Example: EGP only, USD only...)
- Same file can't be uploaded again with the same name, unless you changed the file name (save as option)
- Make sure that you added the beneficiary's Swift Code correctly

How to attach a document for bulk payment file?

- If the bulk payment file for beneficiaries outside QNBALAHLI, after uploading the Bulk file, status will be Ready for Document attach
- From Pending activities, select file upload then Document attach
- Select the file and double click then you can attach the document for each transaction inside the file

How to differentiate between File Status?

File Status	Description
Conversion failure	File was uploaded with a wrong structure, wrong file format, not matching the template
Verification failure	File was uploaded with a correct structure but the details inside the file is wrong (wrong account number, wrong swift code, wrong purpose code, mandatory field was empty...)
Ready for Verification	File structure is correct and waiting verifier to accept it to be directed to authorizer
Ready for Authorization	File needs authorization to be directed to the bank for processing
Ready for Document attach	To attach supportive document related to Domestic Fund and international Fund transfers outside QNBAA
Sent to Bank	File was authorized and has been sent to bank for processing
Processed by Bank	File was Validated from bank side and deducted from Customer account
Rejected by Bank	Bank has reject the transfer
Rejected by Verifier	Verifier rejected the transfer from Pending activities queue
Rejected by Approver	Authorizer has reject the transfer from Pending activities queue
Rejected by Entitlement	Transfer has been rejected due to exceed Payment limit or number of file uploads (based on Limits for each user)
Future dated	<ul style="list-style-type: none">- File was authorized after bank Cut off time, the transaction will be processed next working- Transaction date is forward date, transaction will be processed on the future selected date
Pending for additional Authorization	If the authorization needs combined signatures and one only has authorized the file

How to download the salary file or any bulk file?

After choosing the required payment type from template tab, press on view then download the file and to start filling it respecting the headers

What are the Charge types in the international fund transfer bulk file?

Charge Type	Description
BEN	Transfer charge will be paid by Beneficiary
SHA	Transfer charge will be shared between Debtor and beneficiary
OUR	Transfer charge will be paid by Debtor

In bulk file that include international fund transfer or bulk file in Swift format, status is always sent to Bank and not updated, Why?

You can check the status of each transaction inside the bulk file from file details, but file status will not be changed

How to differentiate between Payments status?

Payment Status	Description
Ready for Authorization	Transaction needs authorization to be directed to the bank for processing
Sent to Bank	Transaction was authorized and has been sent to bank for processing
In Process at Bank	Bank received the request and it is under processing
Processed by Bank	Transfer was Validated from bank side and deducted from Customer account
Rejected by Bank	Bank has reject the transfer
Rejected by Approver	Authorizer has reject the transfer from Pending activities queue
Rejected by Entitlement	Transfer has been rejected due to exceed Payment limit
Future dated	Transaction was authorized after bank Cut off time or user request the transaction in a future date
Draft	Transaction was saved as a draft for further action
Ready for batch	Transaction is ready to be added to one batch so authorizer can approve all transactions as one Batch

Standing order Status

Standing Instructions Status	Description
Active	Standing order still in processing, user has to access the SI to check the completed transactions but pending transactions will not appear
Expired	Standing order was processed and inside it you will find the completed/rejected transactions
Canceled	User created SI and it was canceled and authorizer has approved the cancellation action