

## HOW TO INITIATE A CASH PICKUP REQUEST





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## HOW TO ADD A BENEFICIARY FOR CASH PICKUP:

Note: The Beneficiary is the nominated person from your company who will collect the cash amount from one of our authorized exchange house partners.

- Login to **businessONLINE**

The screenshot shows the businessONLINE interface. The top navigation bar includes 'Home', 'CXO Dashboard', 'Dashboard', 'Account Services', 'Payments' (highlighted in orange), 'Information Report', and 'ICCS Col'. Below the navigation bar, there are buttons for 'Initiate' and 'Pending Activities'. A dropdown menu is open, showing 'I would like to initiate a...'. A callout box with the text '1. Click on Payments' points to the 'Payments' menu item. The main content area displays 'Transaction Inquiries' with a table of transactions. The table has columns for 'Actions', 'Initiation Date', 'Payment Date', 'Payment Type', 'Debit Account Na...', 'Debit Account Nu...', 'Beneficiary Accou...', 'Beneficiary Accou...', 'Transaction Refer...', 'Payment Amount', and 'Status'. Below the table, there are tabs for 'Beneficiaries', 'Utility Beneficiaries', 'Templates', 'Basket Templates', and 'Cut-Off Time'. The footer contains the copyright notice: 'Copyright © 2021 businessONLINE. All Rights Reserved. Emirates NBD Bank (P.J.S.C.) is licensed by the Central Bank of the UAE.' and the Emirates NBD logo.



businessONLINE MA1 self Last Login: 08-08-2022 13:50:17

Home CXO Dashboard Dashboard Account Services **Payments** Information Report ICCS Col

Initiate Pending Activities I would like to initiate a.. FX

Register Beneficiary > Add Beneficiary

Payments > Add Utility Beneficiary

Bulk File Upload > Beneficiary Upload

Payroll Services > Standing Instructions Instruments

Split File Upload

Utility Payments >

Instrument Payment >

Basket Payment >

Payment Tracking

Bulk Utility Upload

**2. Click on Initiate > Register Beneficiary > Add Beneficiary**

Payment Date	Payment Type	Debit Account Na...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
08-08-2022	Cash Pick up	CANNNPCN APAA...	.....	971508630986	Nitin Gite	1110808229317022	12,687.24	Ready for Releas
06-08-2022	Recall Transaction	CANNNPCN APAA...	.....	123456879	qwe ewe wer	1110608229292187	12.00	Recalled
06-08-2022	Cash Pick up	CANNNPCN APAA...	.....	123456879	qwe ewe wer	1110608229292175	12.00	Cancelled
06-08-2022	Cash Pick up	CANNNPCN APAA...	.....	...	test test test	1110608229291880	100.00	Draft
06-08-2022	Cash Pick up	CANNNPCN APAA...	.....	123424567	qwqery qwqer...	1110608229291823	100.00	Draft

Quick Pay

Beneficiaries Utility Beneficiaries Templates Basket Templates Cut-Off Time

Actions Beneficiary Nickn... Bene Name Beneficiary Accou... Beneficiary Bank ... Payment Type Transaction Refer... Beneficiary Bank ... Beneficiary Type Beneficiary Paym... Maker ID

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### Add Beneficiary

Beneficiary Type\*

- Within Bank Payment
- Within Bank Payment
- Local Currency Payment
- Cash Pick up**
- Cardless Cash Withdrawal
- Foreign Currency Payment

Beneficiary Country\*

Beneficiary Nickname\*

Beneficiary Account / IBAN Number\*

Address Line 1\*

Address Line 2\*\*

Bene Name\*

Phone Number

Cancel Clear Submit

**3. Select Cash Pickup**

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**4. Enter a Nickname for your Beneficiary**

Cash Pick up

**BENEFICIARY DETAILS**

Beneficiary Nick Name\*  
Mahmoud

Beneficiary First Name\*  
Mahmoud

ID Type\*  
Emirates ID

E mail ID\*

Nationality\*  
EGYPT

Middle name  
Ali

ID Number\*

Expiry Date\*

Contact Number\*  
971

Date of Birth\*  
04-03-1986

Last Name\*  
Aziz

Cancel Clear Submit

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Add Beneficiary

Beneficiary Type\*  
Cash Pick up

**6. Select the type of ID which the beneficiary will present at the exchange house. Enter the ID details accurately.**

Beneficiary Type\*  
BEN

Beneficiary Name\*  
Mahmoud

Beneficiary First Name\*  
Mahmoud

ID Type\*  
Emirates ID

E mail ID\*

Nationality\*  
EGYPT

Middle name  
Ali

ID Number\*  
XXX-XXXX-XXXXXXX-X

Expiry Date\*  
10-03-2027

Contact Number\*  
971

Date of Birth\*  
04-03-1986

Last Name\*  
Aziz

**Note: Please enter the Emirates ID number in the following format, separated by hyphens: XXX-XXXX-XXXXXXX-X**

Cancel Clear Submit

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### Add Beneficiary

Beneficiary Type\*  
Cash Pick up

**BENEFICIARY DETAILS**

Beneficiary Nick Name\*

Mail\*  
Ben\*  
Mail\*

**7. Enter the beneficiary's email address and UAE mobile number to receive notifications.**

ID Type\*  
Emirates ID

ID Number\*  
XXX-XXXX-XXXXXXX-X

Expiry Date\*  
10-03-2027

E mail ID\*  
mahmoud\_az@gmail.com

Contact Number\*  
971 509473908

**8. Scroll down**

Nationality\*  
EGYPT

Date of Birth\*  
04-03-1986

Cancel Clear Submit

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### Add Beneficiary

Beneficiary First Name\*  
Mahmoud

Middle name  
Ali

Last Name\*  
Aziz

ID Type\*  
Emirates ID

ID Number\*  
XXX-XXXX-XXXXXXX-X

Expiry Date\*  
10-03-2027

E mail ID\*  
mahmoud\_az@gmail.com

Contact Number\*  
971 509473908

Nationality\*  
EGYPT

Date of Birth\*  
04-03-1986

**BENEFICIARY AVAILABILITY**

Make this beneficiary available for payments initiated from:

Any CIF on my subscription  Selected CIFs (Please select)

Cancel Clear **9. Click on Submit** Submit

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businessONLINE MA1 Self

### Beneficiary Details

Beneficiary Type  
Cash Pick up

**BENEFICIARY DETAILS**

Beneficiary Nick Name  
Mahmoud

Beneficiary First Name  
Mahmoud

Middle name  
Ali

Last Name  
Aziz

ID Type  
Emirates ID

ID Number  
XXX-XXXX-XXXXXX-X

Expiry Date  
10-03-2027

E mail ID  
mahmoud\_az@gmail.com

Contact Number\*

Cancel Back Confirm

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**10. Review the beneficiary details on the screen and scroll down**

businessONLINE MA1 Self

### Beneficiary Details

Nationality  
EGYPT

971 509473908

Date of Birth  
04-03-1986

**BENEFICIARY AVAILABILITY**

Make this beneficiary available for payments initiated from:  
Any CIF on my subscription

Authentication Type

OTP

smartPASS

OTP\*

.....

Cancel Back Confirm

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**11. Select an authentication type e.g. OTP**

**12. Enter the PIN received via SMS on your mobile device**

**13. Click on Confirm**



**Confirmation**

**TRANSACTION REQUEST INFORMATION**

Transaction Reference Number: BE2608227552260

Beneficiary Nickname: Mahmoud

Date/Time: 26-08-2022 15:59:09

Status: Added

Transaction Type: Beneficiary Registration

**TRANSACTION INFORMATION**

Beneficiary has been Added Successfully

Close

**Note: The Beneficiary Registration Status will appear here. (See notes below)**

**14. Click on Close**

## Beneficiary Statuses and what they mean:

- **Added:** The Beneficiary's details have been added successfully
- **Pending Approval:** The Beneficiary's details have been submitted for approval. Any user in your company who has access to register beneficiaries, will be able to approve the same.



# HOW TO INITIATE A CASH PICKUP REQUEST:

businessONLINE MA1 self  
Last Login: 08-08-2022 10:28:03

Home CXO Dashboard Dashboard Account Services **Payments** Information Report ICCS Col

Initiate Pending Activities I would like to initiate a. FX

Payments File Uploads Utility Payments Basket Payment

Transaction Inquiries

Transaction Summary Standing Instructions Instruments

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Na...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	06-08-2022	06-08-2022	Recall Transaction	CANNNPCN APAA...	123456879	123456879	qwe ewe wer	1110608229292187	12.00	Recalled
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123456879	123456879	qwe ewe wer	1110608229292175	12.00	Cancelled
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	--	--	test test test	1110608229291880	100.00	Draft
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123424567	123424567	qwerty qwger...	1110608229291823	100.00	Draft
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123456789	123456789	rre rre rre	1110608229291786	100.00	Rejected by App

Quick Pay

Beneficiaries Utility Beneficiaries Basket Templates Templates Cut-Off Time

Actions Beneficiary Nickn... Bene Name Beneficiary Accou... Beneficiary Bank ... Payment Type Transaction Refer... Beneficiary Bank ... Beneficiary Type Beneficiary Paym... Maker ID

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businessONLINE MA1 self  
Last Login: 08-08-2022 10:28:03

Home CXO Dashboard Dashboard Account Services **Payments** Information Report ICCS Col

Initiate Pending Activities I would like to initiate a. FX

Register Beneficiary >  
Payments >  
Bulk File Upload  
Payroll Services >  
Split File Upload  
Utility Payments >  
Instrument Payment >  
Basket Payment >  
Payment Tracking  
Bulk Utility Upload

Own Account Payment  
Within Bank Payment  
Local Currency Payment  
Foreign Currency Payment  
Cash on Demand >  
06-08-2022  
06-08-2022  
06-08-2022  
06-08-2022  
06-08-2022

Cash Pickup  
Cardless Cash Withdrawal  
CANNNPCN APAA...  
CANNNPCN APAA...  
CANNNPCN APAA...

Transaction Summary Standing Instructions Instruments

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Na...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	06-08-2022	06-08-2022	Recall Transaction	CANNNPCN APAA...	123456879	123456879	qwe ewe wer	1110608229292187	12.00	Recalled
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123456879	123456879	qwe ewe wer	1110608229292175	12.00	Cancelled
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	--	--	test test test	1110608229291880	100.00	Draft
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123424567	123424567	qwerty qwger...	1110608229291823	100.00	Draft
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	123456789	123456789	rre rre rre	1110608229291786	100.00	Rejected by App

Quick Pay

Beneficiaries Utility Beneficiaries Basket Templates Templates Cut-Off Time

Actions Beneficiary Nickn... Bene Name Beneficiary Accou... Beneficiary Bank ... Payment Type Transaction Refer... Beneficiary Bank ... Beneficiary Type Beneficiary Paym... Maker ID

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### Cash Pickup Request

**3. Click on the search icon**

**DEBIT INFORMATION**

Debit Account Number\*

Currency -- Beneficiary Bank Country --

Available Balance -- Account Name -- Account Type --

**BENEFICIARY INFORMATION**

Select Beneficiary Type

Existing  New

Beneficiary Nickname\*

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### Account Lookup

Debit Account Num...	Currency	Account Name	Beneficiary Bank Na...	Branch Name	Account Type	Account Nickname	Bank Country
.....	EUR	CANNNPCN APAAPC...	Emirates NBD	GROUP HEAD ...	CURRENT ACC...	--	UNITED ARAB EMIRA...

**4. Double click on the account from which you would like to initiate the Cash Pickup request**

### Cash Pickup Request

**5. Select Existing to choose a beneficiary you have registered previously**

**6. Scroll down**

**DEBIT INFORMATION**

Debit Account Number\*

Currency -- Beneficiary Bank Country --

Available Balance -- Account Name -- Account Type --

**BENEFICIARY INFORMATION**

Select Beneficiary Type

Existing  New

Beneficiary Nickname\*




### Cash Pickup Request

MA1 self

**BENEFICIARY INFORMATION**

Select Beneficiary Type  
 Existing  New

Beneficiary Nickname\*  

Beneficiary First Name Middle Name Last Name

.. .. ..


ID Type ID Number Expiry Date

.. .. ..

Contact Number Email ID

.. ..

Cancel Clear Save As Draft Save As Template Submit

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7. Click on the search icon

### Cash Pickup Request


MA1 self

**BENEFICIARY INFORMATION**

Beneficiary Nickname Lookup

Beneficiary Nic...	Beneficiary Fir...	Middle Name	Beneficiary Nic...	ID Type	ID Number	Expiry Date	Contact Number	Email ID	Nationality	Date of Birth
MMA1	MMA1	..	LAST1	Passport ID	.....	15/08/2022	971551782253	Praja@uat.emi...	United Arab E...	03/07/2022
Mahmoud	Mahmoud	Ali	Aziz	Emirates ID	XXX-XXXX-XXXX...	10/03/2027	971509473908	mahmoud_az...	EGYPT	04/03/1986
NitinGite	Nitin	..	Gite	Emirates ID	.....	09/02/2023	..	nitingit@test.c...	United Arab E...	08/08/1987
..	..	..	..	..	.....	19/11/2022	..	niting@hhh.com	United Arab E...	08/08/1996
..	..	..	..	..	.....	19/07/2022	..	ADC@GMAIL.C...	United Arab E...	19/07/2022
MIDDLE	Vaniila	MIDDLE	last	Emirates ID	.....	22/09/2022	971555178989	Praja@uat.emi...	INDIA	08/05/2018
Testing	YUIOP	..	..	Emirates ID	.....	06/07/2022	..	xxx@gmail.com	United Arab E...	04/03/1965
sdfs	asdasfd	asf	sdfds	Passport ID	.....	21/07/2022	..	asd@gmail.com	United Arab E...	21/07/2022
new	ben	adn	n33	Passport ID	.....	26/07/2022	..	enbd@agm.com	United Arab E...	11/07/2022

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8. Double click to select the Beneficiary



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### Cash Pickup Request

**Note: The details of the Beneficiary will appear here**

Beneficiary Nickname\*  
Mahmoud

Beneficiary First Name	Middle Name	Last Name
Mahmoud	Ali	Aziz
ID Type	ID Number	Expiry Date
Emirates ID	XXX-XXXX-XXXXXX-X	10/03/2027
Contact Number	Email ID	
971509473908	mahmoud_az@gmail.com	
Nationality	Date of Birth	
EGYPT	04/03/1986	

9. Scroll down

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### Cash Pickup Request

**CASH PICK UP INFORMATION**

Service Provider\*  
Emirates India International Exchange

Agency Center\*  
Any nearest centre

Agency Address  
Any n

**10. Select the Exchange House from where your Beneficiary will collect the cash**

**PAYMENT INFORMATION**

Please enter either Debit or Payment Amount

Payment Amount AED 500.00

Debit Amount EUR 134.01

Conversion Rate Details  
0.2680160380797187 EUR 500.00 AED = 134.01 EUR  
shown is indicative. For details, please refer to the clause "Currency Exchange" in terms and conditions.

11. Enter the cash amount

12. Scroll down

Cancel Clear Save As Draft Save As Template Submit

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### Cash Pickup Request

**13. Select the reason for initiating your Cash Pickup request**

Purpose of Payment\*  
Petty Cash Payments

Charges\*  
OUR

Reference in statement\*  
WD500

Applicable Charges(In AED and exclusive of VAT)

**14. Select who will pay the charges for the request.**

- OUR – the charges will be debited from your account and beneficiary will receive the cash without any deductions
- BEN – the charges will be deducted from the amount collected by the beneficiary. The beneficiary will receive the cash amount minus the charges.

**15. Enter a reference for this request which will appear in your statement**

**16. Click on Submit**

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### Review And Confirmation - Cash Pickup Request

**17. Review the beneficiary details on the screen and scroll down**

**TRANSACTION DETAILS**

Transaction Reference Number	Transaction Status	Initiator Date and Time
1113008229534467	Pending Confirmation	30/08/2022 15:48:04

Initiated By  
MA1 self

**DEBIT INFORMATION**

Debit Account Number	Currency	Bank Country
.....	EUR	UNITED ARAB EMIRATES
Available Balance	Account Name	Account Type
EUR 7 293.87 on 30.08.2022 at 15:43:20	CANNINPCN APAAPC CCC	CURRENT ACCOUNT FOREIGN CCY

Cancel Back Confirm

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MA1 self

### Review And Confirmation - Cash Pickup Request

Charges  
OUR  
Reference in statement  
WD500

Applicable Charges(In AED and exclusive of VAT)  
10.00

Authentication Type\*

OTP

smartPASS

OTP\*

.....

Cancel Back

Confirm

18. Select an authentication type e.g. OTP

19. Enter the PIN received via SMS on your mobile device

20. Click on Confirm

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businessONLINE

Home CXO Dash

MA1 self  
Last Login: 30-08-2022 12:15:46

### Confirmation

TRANSACTION REQUEST INFORMATION

Transaction Reference Number 1113008229534467

Date/Time 30-08-2022 15:49:03

Status Ready for Release

Transaction Type Cash Pickup

TRANSACTION INFORMATION

Cash Pickup has been submitted successfully.

Close

21. Click on Close

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To know how to check the status of your Cash Pickup request, [click here](#).



# HOW TO CHECK THE STATUS OF YOUR CASH PICKUP REQUEST

The screenshot shows the 'businessONLINE' interface. The top navigation bar includes 'Home', 'CXO Dashboard', 'Dashboard', 'Account Services', 'Payments' (highlighted), 'Information Report', and 'ICCS Col'. Below the navigation bar, there are buttons for 'Initiate' and 'Pending Activities'. A dropdown menu is open, showing 'I would like to initiate a...'. The main content area is titled 'Transaction Inquiries' and contains a 'Transaction Summary' table. A callout '1. Click on Payments' points to the 'Payments' button. Another callout '2. Click on Payments' points to the 'Payments' button in the 'Transaction Inquiries' section. A callout '3. Click on Transaction Summary' points to the 'Transaction Summary' link. A callout '4. Click on the Refresh icon' points to a refresh icon in the top right corner of the table. A callout 'The Cash Pickup request status will appear here (see notes below)' points to a row in the table with the status 'In Process at Bank'. The table has columns: Actions, Initiation Date, Payment Date, Payment Type, Debit Account No., Debit Account Nu., Beneficiary Accou..., Beneficiary Accou..., Transaction Refer..., Payment Amount, and Status. The table contains several rows of transaction data, including one for a 'Cash Pick up' request with a status of 'In Process at Bank'.

Actions	Initiation Date	Payment Date	Payment Type	Debit Account No...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	09-08-2022	08-08-2022	Recall Transaction	CANNNPCN APAA...	.....	971508630986	Nitin Gite	1110908229325687	12,687.24	Ready for Relea...
	09-08-2022	09-08-2022	Foreign Curren...	CANNNPCN APAA...	.....	JO81BJOR1234...	LAKSHMINARAYA...	1110908229325061	12.000	Rejected by Ban...
	08-08-2022	08-08-2022	Cash Pick up	CANNNPCN APAA...	.....	971508630986	Nitin Gite	1110808229317022	12,687.24	In Process at Ba...
	06-08-2022	06-08-2022	Recall Transaction	CANNNPCN APAA...	.....	123456879	qwe ewe wer	1110608229292187	12.00	Recalled
	06-08-2022	06-08-2022	Cash Pick up	CANNNPCN APAA...	.....	123456879	qwe ewe wer	1110608229292175	12.00	Cancelled

## Notes: Statuses and what they mean

- **Ready for Authorization** – the request requires approvals from authorizers within your company
- **Ready for Release** – the request has been approved by the authorizers but requires to be released
- **In Process at Bank** – the request is submitted to the bank and is being processed
- **Processed by Bank** – the nominated person has collected the cash successfully

You can double click on the Cash Pickup Request to view the details at any time.



# HOW TO INITIATE PICKUP REQUESTS THROUGH THE BASKET OPTION:

The basket option allows you to initiate Cash Pickup requests to multiple nominated persons (upto 25) at a time.

**1. Click on Payments**

The screenshot shows the businessONLINE interface. The top navigation bar includes Home, CXO Dashboard, Dashboard, Account Services, Payments (highlighted in orange), Information Report, and ICCS Col. Below the navigation bar, there are buttons for 'Initiate' and 'Pending Activities'. A dropdown menu is open, showing 'I would like to initiate a...' with a search icon. The main content area is titled 'Transaction Inquiries' and contains a table with columns: Actions, Initiation Date, Payment Date, Payment Type, Debit Account Na..., Debit Account Nu..., Beneficiary Accou..., Beneficiary Accou..., Transaction Refer..., Payment Amount, and Status. The table lists several transactions, including 'Foreign Curren...', 'Cash Pick up', 'Recall Transaction', and 'Draft'.

**2. Click on Initiate > Basket Payment > Basket Payment – Bulk Payment**

The screenshot shows the businessONLINE interface with the 'Initiate' button clicked, opening a dropdown menu. The menu items are: Register Beneficiary, Payments, Bulk File Upload, Payroll Services, Split File Upload, Utility Payments, Instrument Payment, Basket Payment, Payment Tracking, and Bulk Utility Upload. The 'Basket Payment' option is highlighted, and its sub-menu is open, showing: Basket Payment - Bulk Payment, Basket Payment - Non WPS, and Basket Payment - WPS. The background shows the same 'Transaction Inquiries' table as in the previous screenshot.



### Basket Payment - Bulk Payments

Debit Account Type \*  Single  Multiple

Debit Type \*  Single  Multiple

Fixed Debit  Yes  No

Payment Details

Transfer Type \*  
Within Bank Payment

Debit Account Number \*

Payment Date \*  
9/8/2022

Select Beneficiary Type \*  
Account

Beneficiary Account Number \*

Deal Reference

Transaction Amount \*  Reference in your statement \*

Summary

**3. Select Multiple**

### Basket Payment - Bulk Payments

Debit Account Type \*  Single  Multiple

Debit Type \*  Single  Multiple

Fixed Debit  Yes  No

Payment Details

Transfer Type \*  
Cash Pick Up

Debit Account Number \*

Payment Date \*  
9/8/2022

Select Beneficiary Type \*  
Cash Pickup

Beneficiary Nick Name \*

Service Provider \*

Agency Centre \*

Transaction Amount \*  Reference in your statement \*

Summary

**4. Select the Transfer Type as Cash PickUp**

**5. Click on the search icon**





### Basket Payment - Bulk Payments

#### Account Lookup

Debit Account Number	Currency	Account Name	Bank Name	Branch Name	Account Type
.....	AED	CANNNPCN APAAPC CCC	Emirates NBD	DEIRA BRANCH	CURRENT ACCOUNT
.....	EUR	CANNNPCN APAAPC CCC	Emirates NBD	GROUP HEAD OFFICE BR...	CURRENT ACCOUNT FC

**6. Double click on the account from which you would like to initiate the cash pickup request.**

### Basket Payment - Bulk Payments

Debit Account Type \*  
 Single  Multiple

Debit Type \*  
 Single  Multiple

Fixed Debit  Yes  No

Payment Details

Transfer Type\*  
Cash Pick Up

Debit Account Number\*  
1011048211301

Payment Date\*  
9/8/2022

Available Balance AED 2,777,960.59

Select Beneficiary Type\*  
Cash Pickup

Beneficiary Nick Name\*  
[Search Icon]

Service Provider\*  
[Dropdown]

Agency Centre\*  
[Search Icon]

Transaction Amount\*  
[Input]

Reference in your statement\*  
[Input]

Summary

**7. Click on the search icon**



Basket Payment - Bulk Payments

### Beneficiary Lookup

Beneficiary Nickname	Beneficiary First Name	Middle name	Beneficiary Nickname	ID Type	ID Number
NitinGite	Nitin		Gite	Emirates ID	784-.....4
QWEQWR	QWEQWR		QWEQWRWE	Passport ID	1242353445
					12345677894
					123424
new	ben	adn	n33	Passport ID	4343

**8. Double click to select the first beneficiary for your Cash Pickup request**

Service Provider\* Agency Centre\*  
Transaction Amount\* Reference in your statement\*

Basket Payment - Bulk Payments

Debit Account Type\*  Single  Multiple

Debit Type\*  Single  Multiple

Fixed Debit  Yes  No

Payment Details

Transfer Type\*  
Cash Pick Up

Debit Account Number\* Payment Date\*  
9/8/2022

Available Balance AED 2,777,960.59

Select Beneficiary Type\* Beneficiary Nick Name\*  
Cash Pickup NitinGite

Service Provider\* Agency Centre\*

Transaction Amount\* Reference in your statement\*

### Summary

**9. Scroll Down**



### Basket Payment - Bulk Payments

**10. Enter the details highlighted below**

Select Beneficiary Type\*  
Cash Pickup

Beneficiary Nick Name  
NitinGite

Service Provider\*  
Emirates India International Exchange

Agency Centre\*  
Any Nearest Centre

Transaction Amount\*  
AED 12687.50

Reference in your statement\*  
EXCHANGE HOUSE P

Basket Reference in your statement  
EXCHANGE HOUSE P

Purpose of payment to beneficiary  
Petty Cash

Purpose Of Transfer\*  
Petty Cash Payments

Charge Type\*  
OUR-Remitter to pay charges

[View Correspondent Bank Charge](#)

[Add/View Invoice](#) [Clear](#) [Add To Basket](#)

**11. Click on Add to Basket**

Disclaimer:

### Basket Payment - Bulk Payments

Debit Account Type\*  
Single Multiple

Debit Type\*  
Single Multiple

Fixed Debit  
 Yes  
 No

Payment Details  
Transfer Type\*

Debit Account Number\*  
.....

Payment Date\*  
9/8/2022

Select Beneficiary Type\*  
Cash Pickup

Beneficiary Nick Name\*

Transaction Amount\*  
--Select--

Reference in your statement\*

Basket Reference in your statement

Purpose of payment to beneficiary\*

#### Summary

Total 1 Payment(s)	AED 12,687.50
on Aug 9, 2022	
Total Charges (In AED and exclusive of VAT)	40.00

From : CANNNPCN APAAPC CCC	AED 12,687.50
to : NitinGite	AED 12,687.50
On Aug 9, 2022	Cash Pick Up
Charges	AED 10.00

**Note: The details of the first beneficiary for your Cash Pickup request will appear here.**



### Basket Payment - Bulk Payments

Debit Account Type \*  
 Single  Multiple

Debit Type \*  
 Single  Multiple

Fixed Debit  Yes  No

Payment Details  
Transfer Type\*

Debit Account Number\*

Payment Date\*  
9/8/2022

Select Beneficiary Type\*  
Cash Pickup

Beneficiary Nick Name\*

Transaction Amount\*  
--Select--

Reference in your statement

Basket Reference in your statement

Purpose of payment

#### Summary

Total 2 Payment(s) AED 17,187.50  
on Aug 9, 2022  
Full charges couldn't be displayed due to technical error

From : CANNNPCN APAAPC CCC	AED 12,687.50	
to : NitinGite	AED 12,687.50	
On Aug 9, 2022	Cash Pick Up	
Charges	AED 10.00	

---

From : CANNNPCN APAAPC CCC	AED 4,500.00	
to : 971Mob	AED 4,500.00	
On Aug 9, 2022	Cash Pick Up	

**You can repeat steps 7 to 11 to add more beneficiaries for your Cash Pickup request.**

### Basket Payment - Bulk Payments

Select Beneficiary Type\*  
Cash Pickup

Beneficiary Nick Name\*

Transaction Amount\*  
--Select--

Reference in your statement\*

Basket Reference in your statement  
EXCHANGE HOUSE P

Purpose of payment to beneficiary\*

Purpose Of Transfer  
--Select--

Charge Type\*  
--Select--

[View Correspondent Bank Charge](#)

**12. Once you have added all the beneficiaries to your Cash Pickup basket, scroll down**

**13. Click on Submit**

**Disclaimer:**  
Kindly ensure accurate and valid beneficiary details are updated before initiating a transfer or else your transfer will be rejected, and funds credited back in 3 to 5 working days based on confirmation from [Read More...](#)

يرجى التأكد من تحديث تفاصيل المستفيد بدقة والصحيحة قبل الشروع في التحويل وإلا سيتم رفض التحويل الخاص بك ، وإعادته الأموال في غضون 3 إلى 5 أيام عمل بناءً على تأكيد من [اقرأ أكثر...](#)



Basket Payment - Bulk Payments

Basket Payment - Bulk Payment : Review

Debit Account Type: Single      Debit Type: Multi  
Total 2 Payments Amount AED 16,887.50

Transfer Type	Debit Account	Beneficiary Account	Payment Date	Transaction Amount	Debit Amount
Cash Pick Up	***** - CANN...	NitinGite	8/9/2022	12687.50 AED	12687.50 AED
Cash Pick Up	***** - CANN...	new	8/9/2022	8/9/2022 4200.00 AED	4200.00 AED

**14. Select an authentication type e.g. OTP, and enter the PIN received on your mobile device**

**15. Click on Confirm**

Cancel      Soft Token      Confirm

Basket Payment - Bulk Payments

Confirmation

**TRANSACTION REQUEST INFORMATION**

Basket Reference Number	1110908229325492
Status	Sent to Bank
Initiation Date	09-08-2022 12:56:56
Transaction Type	Basket Payment Bulk Transfer Initiation

**TRANSACTION INFORMATION**

Basket Payment Initiated successfully.

**16. Click on Close**

Close

Disclaimer: Kindly ensure accurate and valid beneficiary details are updated before initiating a transfer or else your transfer will be rejected, and funds credited back in 3 to 5 working days based on confirmation from Read More.

Save As Template      Submit

The Cash Pickup basket request will now be submitted for approval. Kindly request the authorized signatories from your company to login to businessONLINE and complete approving the request.



# HOW TO INITIATE CASH PICKUP REQUESTS THROUGH THE BULK FILE UPLOAD OPTION:

The Bulk File Upload option allows you to initiate Cash Pickup requests to multiple beneficiaries.

The screenshot shows the 'businessONLINE' interface. The 'Payments' menu is highlighted in orange. A callout box labeled '1. Click on Payments' points to this menu. The 'Initiate' dropdown menu is open, and 'Bulk File Upload' is highlighted. A second callout box labeled '2. Click on Initiate > Bulk File Upload' points to this option. Below the menu, a table displays payment details:

Payment Date	Payment Type	Debit Account No.	Debit Account Nu.	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
09-08-2022	Cash Pickup	CANNNPCN APAA...	123456879	LAKSHMINARAYA...	1110908229325061	1110908229325061	12,000	Rejected by Ban
08-08-2022	Cash Pickup	CANNNPCN APAA...	123456879	Nitin Gite	1110808229317022	1110808229317022	12,687.24	Ready for Relea
06-08-2022	Recall Transaction	CANNNPCN APAA...	123456879	qwe ewe wer	1110608229292187	1110608229292187	12.00	Recalled
06-08-2022	Cash Pick up	CANNNPCN APAA...	123456879	qwe ewe wer	1110608229292175	1110608229292175	12.00	Cancelled
06-08-2022	Cash Pick up	CANNNPCN APAA...	--	test test test	1110608229291880	1110608229291880	100.00	Draft

The screenshot shows the 'Bulk File Upload' form. A callout box labeled '3. Select Cash Pickup' points to the 'Transaction Type\*' dropdown menu, which is set to 'Bulk File Upload'. Another callout box labeled '4. Click on the + icon to upload your file' points to the 'ADD...' button in the 'Invoice File' section. The form includes fields for 'File Name', 'Transaction Type\*', 'Template Name\*', and 'Invoice File'.



**Bulk File Upload**

File Details\*

Bulk File Upload

**FILE DETAILS**

Transaction Type\*  
Bulk File Upload

Template Name\*

File Name\*  
+ ADD...

Invoice File  
 Separate Invoice File

Cancel Clear

Submit

Open

Local Disk (C:) > Cash Withdrawal

Name	Date modified	Type	Size
cashWithdrawal.xls	8/9/2022 1:51 PM	Microsoft Excel 97...	

File name: cashWithdrawal.xls All Files (\*.\*)  
Open Cancel

**5. Select the file which you have created, to initiate multiple Cash Pickup requests**

**6. Click on Open**

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**Bulk File Upload**

File Details\*

Bulk File Upload

**FILE DETAILS**

Transaction Type\*  
Bulk File Upload

Template Name\*  
Template Details

File Name\*  
+ ADD...

CashPickup1.xls

Invoice File  
 Separate Invoice File

Cancel Clear

Submit

**7. Scroll down**

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### Bulk File Upload

**PAYMENT INFORMATION**

Fixed Debit  
 Yes  No

Value Date \*\*  
12-09-2022

Reference in your statement \*\*  
Petty Cash

**8. Type in a description for this request**

**9. Click on Submit**

**Submit**

**Disclaimer:**  
Kindly ensure accurate and valid beneficiary details are updated before initiating a transfer or else your transfer will be rejected, and funds credited back in 3 to 5 working days based on confirmation from [Read More...](#)

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Cancel Clear

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### Bulk File Upload

File Details  
Bulk File Upload

**FILE DETAILS**

Transaction Type  
Bulk File Upload

Template Name  
.....

File Name  
CashPickup1.xls

**10. Review the details and scroll down**

**DEBIT INFORMATION**

Debit Type  
Multi

**11. Click on Confirm**

**Confirm**

Cancel Back

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businessONLINE

Home CXO Dashboard

MA1 self Last Login: 12-09-2022 09:36:20

Information Report ICCS Col

Initiate Pending Activities

Payments File Uploads Utility Payments

Transaction Inquiries

Transaction Summary Standing Instructions Instru

Actions Initiation Date Payment Date Paym

09-09-2022 07-09-2022 Recal

09-09-2022 07-09-2022 Recal

09-09-2022 09-09-2022 Cash

08-09-2022 08-09-2022 Cash

07-09-2022 07-09-2022 Cash

Quick Pay

Beneficiaries Utility Beneficiaries Basket Templates

Actions Beneficiary Nickn... Bene Name Benefic

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Confirmation

TRANSACTION REQUEST INFORMATION

Transaction Reference Number 1111209229650532

Date/Time 12-09-2022 09:53:36

Status Ready for Verification

Transaction Type Bulk File Upload

TRANSACTION INFORMATION

Bulk File Upload has been uploaded successfully.

Close

12. Click on Close

Transaction Refer...	Payment Amount	Status
10909229625181	1,000.00	Ready for Relea...
10909229623354	1,000.00	Ready for Relea...
10909229622827	100.00	Ready for Relea...
10809229620752	100.00	In Process at Ba...
10709229611541	1,000.00	Ready for Relea...

businessONLINE

Home CXO Dashboard Dashboard Account Services Payments Information Report ICCS Col

MA1 self Last Login: 12-09-2022 09:36:20

Initiate Pending Activities

I would like to initiate a...

File Upload Inquiries

Bulk File Upload Salary File Upload Salary Upload - WPS Beneficiary Upload Pension Payment (GPSSA) Split File Upload Bulk Utility Upload

Actions	File Uploaded Date & Ti...	File Name	File Reference Number	Transaction Type	File Level Status	Total File Amount (Eq...	Total Transactions in th...	Transactions Successful...
	12-09-2022 10:17:50	cashPickup1.xls	1111209229651137	Bulk File Upload	Pending Verification	0.00	--	--
	12-09-2022 10:12:30	cashPickup1.xls	1111209229650967	Bulk File Upload	Verification Failure	0.00	10	0
	12-09-2022 10:08:23	cashPickup1.xls	1111209229650854	Bulk File Upload	Verification Failure	0.00	--	--
	12-09-2022 10:04:16	CashPickup1.xls	1111209229650758	Bulk File Upload	Verification Failure	0.00	--	--
	12-09-2022 09:59:40	CashPickup1.xls	1111209229650687	Bulk File Upload	Conversion Failed	0.00	--	--

Quick Pay

Beneficiaries Utility Beneficiaries Basket Templates Templates Cut-Off Time

Actions	Beneficiary Nickn...	Bene Name	Beneficiary Acco...	Beneficiary Bank ...	Payment Type	Transaction Refe...	Bank Country	Beneficiary Type	Beneficiary Paym...	Maker ID	Maker Da
					Cash Pickup	051402307550000					05-07-2022

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13. Click on Pending Activities



**14. Select File Upload**

**15. Click on File Verification**

**16. Select the checkbox for the Cash Pickup request you had submitted earlier**

**17. Click on Accept**

File Reference Number	File Name	Transaction Type	Total Transactions in t...	Transactions Successf...	Transactions Failed Du...	Base Currency	
<input checked="" type="checkbox"/>	1111209229651137	cashPickup1.xls	Bulk File Upload	10	1	9	AED
<input type="checkbox"/>	1110308229267190	bulk-upload-3rd AUG...	Bulk File Upload	2	1	1	AED
<input type="checkbox"/>	1112907229214476	CP-TXN-reg-ben-3.xls	Bulk File Upload	5	4	1	AED
<input type="checkbox"/>	1112807229201328	CPbulk limit 199.xls	Bulk File Upload	13	1	12	AED
<input type="checkbox"/>	1112607229189119	rejected-26-07-3.xls	Bulk File Upload	7	4	3	AED
<input type="checkbox"/>	1112207229145430	Bulk Upload EXL 22072...	Bulk File Upload	5	4	1	AED
<input type="checkbox"/>	1112107229141209	Bulk Upload EXL 21072...	Bulk File Upload	5	4	1	AED
<input type="checkbox"/>	1112107229141155	Bulk Upload EXL 21072...	Bulk File Upload	5	4		AED
<input type="checkbox"/>	1112107229141099	Bulk Upload EXL 21072...	Bulk File Upload	5	4		AED

Close

Reject Accept

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**18. Review the details and scroll down**

### Bulk File Upload - Details

**FILE HEADER**

File Reference Number	1111209229651137	File Type	Bulk File Upload
Debit Type	Multi	Reference in your statements	Petty Cash
		File Level Status	Ready for Verification
Total Transactions in the file	10	Transactions Successfully Uploaded	1
		Transactions Failed During Upload	9
In Process at Bank	--	Processed by Bank	--
		Rejected by Bank	--
File Uploaded Date & Time		Uploaded By	
		Total File Amount (Equivalent in Base Currency)	

Close

Accept

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### Bulk File Upload - Details

File Uploaded Date & Time: 12/09/2022 10:17:48  
Uploaded By: MA1 self  
Total File Amount (Equivalent in Base Currency): AED 1.00

Fixed Debit: No  
Release Date & Time: --  
Released By: --

[View Correspondent Bank Charges](#)    [View Charges for Corporate](#)    [View Charges for Business Banking](#)

Sr. No.	Customer Referenc...	Payment Type	Release Date & T...	Payment Date	Bene Name	Beneficiary Accou...	Record Status	Error Description	Payment Currency
1	CP1249	Cash Pickup	--	12-09-2022	Atish Atish	.....	Verification Fail...	Date Of Birth is...	AED
3	CP1247	Cash Pickup	--	12-09-2022	Peter Peter	.....	Verification Fail...	Date Of Birth is...	AED
4	CP1252	Cash Pickup	--	12-09-2022	Ali Ali	.....	Verification Fail...	Date Of Birth is...	AED
5	CP1243	Cash Pickup	--	12-09-2022	Nitin Gite	.....	Verification Fail...	Date Of Birth is...	AED
6	CP1251	Cash Pickup	--	12-09-2022	Piyush Piyush	.....	Verification Fail...	Date Of Birth is...	AED
7	CP1244	Cash Pickup	--	12-09-2022	Babir Babir	.....	Verification Fail...	Date Of Birth is...	AED

Close    **19. Click on Accept**    Accept

### Pending Activities

- Transactions
- File Upload
- Host Upload
- Split File Upload
- Beneficiaries
- Utility Beneficiaries
- Beneficiary Upload
- Basket Payments

#### Confirmation

**TRANSACTION REQUEST INFORMATION**

Transaction Reference Number: 1111209229651137  
Date/Time: 12-09-2022 10:21:25  
Status: .....  
Transaction Type: Bulk File Upload

**TRANSACTION INFORMATION**

Bulk File Upload has been authorized successfully.

**20. Click on Close**

Close    Reject    Accept



# HOW TO CANCEL A CASH PICKUP REQUEST

**Note:** You can cancel a Cash Pickup request only if its status is – **In Process at Bank**

Actions	Payment Date	Payment Type	Debit Account Na...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status	Trac
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971509473908	Mahmoud Ali Aziz	1113008229534467	500.00	Ready for Release	
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971555178989	Vaniila MIDDLE last	1113008229531505	700.00	In Process at Bank	
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971555178989	Vaniila MIDDLE last	1112908229525472	1,000.00	In Process at Bank	
	29-08-2022	Recall Transaction	CANNNPCN APAA...		971555178989	Vaniila MIDDLE last	1112908229525175	200.00	Recalled	

Transaction Summary	Standing Instructions	Instruments								
Actions	Payment Date	Payment Type	Debit Account Na...	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status	Trac
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971509473908	Mahmoud Ali Aziz	1113008229534467	500.00	Ready for Release	
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971555178989	Vaniila M	75	700.00	In Process at Bank	
	30-08-2022	Cash Pick up	CANNNPCN APAA...		971555178989	Vaniila M	72	1,000.00	In Process at Bank	
	29-08-2022	Recall Transaction	CANNNPCN APAA...		971555178989	Vaniila M	75	200.00	Recalled	



businessONLINE MA1 self

### Recall Transaction

**DEBIT INFORMATION**

Debit Account Number	Currency	Bank Country
<input type="text"/>	EUR	UNITED ARAB EMIRATES
Available Balance	Account Name	Account Type
EUR 7,940.24 on 30-08-2022 at 10:09:58	CANNNPCN APAAPC CCC	CURRENT ACCOUNT FOREIGN CCY

**5. Review the details and scroll down**

**BENEFICIARY INFORMATION**

Select Beneficiary Type  
Existing

Beneficiary Nickname

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### Recall Transaction

reference in statement  
TEST

Applicable Charges(In AED and exclusive of VAT)  
10.00

**RECALL DETAILS**

Instruction Type\*

Recall Reason\*

**6. Select Recall**

**7. Enter the reason for cancelling the Cash Pickup request**

\*\*Charges will be recovered as per "SCHEDULE OF CHARGE".

**8. Click on Submit**

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### Review And Confirmation - Recall Transaction

**TRANSACTION DETAILS**

Transaction Reference Number	Transaction Status	Initiator Date and Time
1113108229539856	Pending Confirmation	31/08/2022 09:05:53

Initiated By  
MA1 self

**DEBIT INFORMATION**

Debit Account Number	Currency	Bank Country
.....	EUR	UNITED ARAB EMIRATES
Available Balance	Account Name	Account Type
EUR 7,940.24 on 30.08.2022 at 10:09:58	CANMNPCN APAAPC CCC	CURRENT ACCOUNT FOREIGN CCY

Cancel Back Confirm

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9. Review the details and scroll down



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### Review And Confirmation - Recall Transaction

**RECALL DETAILS**

Instruction Type  
Recall

Recall Reason  
We wish to cancel the Cash Pickup request

\*\*Charges will be recovered as per "SCHEDULE OF CHARGE".

Authentication Type

OTP

smartPASS

OTP\*

.....

Cancel Back Confirm

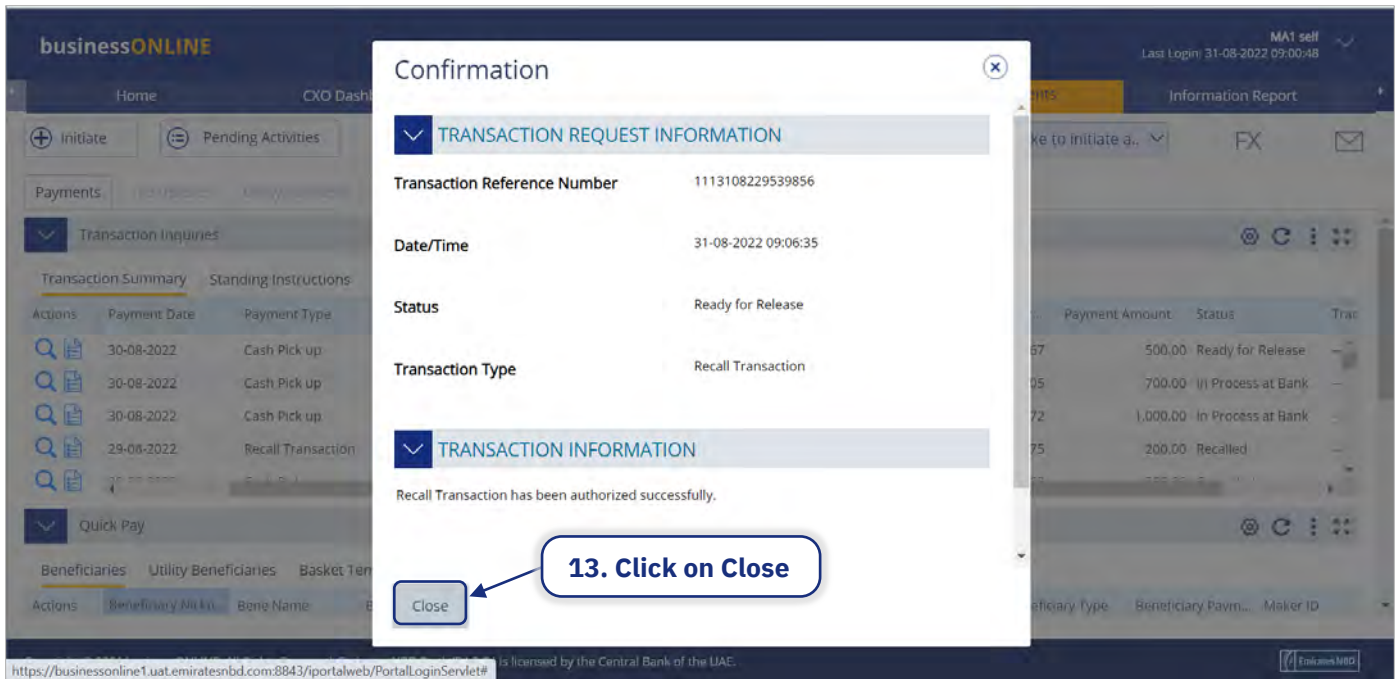
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10. Select an authentication type e.g. OTP

11. Enter the PIN received on your mobile device

12. Click on Confirm





The Cash Pickup cancellation request will now be submitted for approval. Kindly request the authorized signatories from your company to login to businessONLINE and complete approving the Cash Pickup cancellation request.

## FREQUENTLY ASKED QUESTIONS (FAQ)

1.	<p><b>Q</b> – What is Cash Pickup?</p> <p><b>A</b> – businessONLINE’s Cash Pickup feature allows you to provide access to a nominated person from your company, to withdraw a specified amount of cash from your business account from any of Emirates NBD’s authorized Exchange house partners located in the UAE.</p>
2.	<p><b>Q</b> – How does Cash Pickup work?</p> <p><b>A</b> – Through businessONLINE, you can specify the amount which should be withdrawn from your account, the UAE mobile number and the identity details of the person you wish to nominate (beneficiary), to withdraw the cash. Once the request is initiated online, the beneficiary will receive an SMS and Email notification with further information about how to proceed with the request.</p>



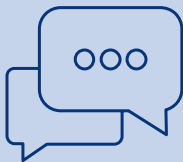
3.	<p><b>Q</b> – How can I initiate a Cash Pickup request?</p> <p><b>A</b> – Login to businessONLINE, click on the Payments tab. Click on Initiate &gt; Payments &gt; Cash on Demand &gt; Cash Pickup. To know more, <a href="#">click here</a>.</p>
4.	<p><b>Q</b> – Can I initiate multiple Cash Pickup requests at a time?</p> <p><b>A</b> – Yes, you can initiate multiple Cash Pickup requests to various beneficiaries at a time, using the Basket and File Upload options on businessONLINE.</p>
5.	<p><b>Q</b> – After the nominated person receives the Cash Pickup SMS and email, how much time does he/she have to collect the amount?</p> <p><b>A</b> – The nominated person can collect the amount within 4 days after receiving the Cash Pickup SMS and email notification.</p>
6.	<p><b>Q</b> – What would happen if the beneficiary does not collect the amount within the specified period?</p> <p><b>A</b> – If the beneficiary does not collect the amount within the specified period, the Cash Pickup request will be cancelled automatically, and the amount will be returned to your account. Both you and the beneficiary will receive a notification via SMS and email stating that the request is cancelled.</p>
7.	<p><b>Q</b> – If I have initiated a request and wish to cancel it later, is it possible?</p> <p><b>A</b> – Yes, a Cash Pickup request to a single beneficiary can be cancelled through businessONLINE as long as the status of the request is <b>In Process at Bank</b>. However, requests initiated to multiple beneficiaries using the Basket or File Upload options cannot be cancelled online.</p>
8.	<p><b>Q</b> – If I entered the beneficiary’s details incorrectly when initiating the Cash Pickup request, can I correct the information later?</p> <p><b>A</b> – Once a Cash Pickup request is initiated, you will not be able to correct the beneficiary’s details for that request. You can, however, cancel the request through businessONLINE, correct the beneficiary information and then initiate a new Cash Pickup request.</p>
9.	<p><b>Q</b> – Can you schedule a Cash Pickup request in advance?</p> <p><b>A</b> – Yes, when initiating the request online, you can setup any upcoming date (including bank holidays) when you would like the Cash Pickup request to be executed.</p>





10.	<b>Q</b> – Is there any cut off time for initiating Cash Pickup requests? <b>A</b> – No. There is no cut off time for initiating Cash Pickup requests.
11.	<b>Q</b> – Will I be able to initiate Cash Pickup requests on bank holidays? <b>A</b> – Yes, Cash Pickup requests can be initiated on all days including bank holidays.

## CONTACT US:



### **Business Banking:**

+971600 54 000 9

[businessONLINEhelp@EmiratesNBD.com](mailto:businessONLINEhelp@EmiratesNBD.com)

### **Corporate & Institutional Banking:**

+971 4 3160214 (IVR - option 2)

[businessONLINEwb@EmiratesNBD.com](mailto:businessONLINEwb@EmiratesNBD.com)

