

businessONLINE –
HOW TO RECALL A LOCAL OR FOREIGN CURRENCY
PAYMENT





HOW TO RECALL A LOCAL OR FOREIGN CURRENCY PAYMENT

Important Information –

- Only **Foreign Currency Payments** and **Local Currency Payments** can be recalled online
- You can recall a transaction only once its **status is Processed By Bank**
- If your payment was initiated as a **part of a batch** (file or basket), it **cannot be recalled** through this method. You could use the Account Services > Initiate > Generic Service request option instead.

In short, the payment you are trying to recall -

The screenshot shows the 'businessONLINE' interface with the 'Payments' tab selected. The 'Transaction Summary' table lists several payments. Three callouts provide key criteria for recall:

- 1. Should be listed in the Payments > Transaction Summary section** (points to the table header)
- 2. The Payment status should be Processed by Bank** (points to the 'Status' column)
- 3. Should be either a Local Currency or Foreign Currency Payment** (points to the 'Payment Type' column)

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refere...	Payment Amount	Status
	11-05-2021	11-05-2021	Foreign Curren...			Vinay Menon	1111105216571496	10.00	Processed by Bank
	17-11-2020	17-11-2020	Foreign Curren...			Sandeep Mano...	1111711203511478	5.00	Processed by Bank
	22-03-2021	22-03-2021	Local Currency...						Processed by Bank
	15-09-2021	15-09-2021	Within Bank Paym...						Processed by Bank
	14-09-2021	22-03-2021	Recall/Amend ...			Sandeep Mano...	1111409219457366	1.00	Ready for Auth...
							1409219456655	10.00	Ready for Auth...



Steps:

- Login to **businessONLINE**

The screenshot shows the businessONLINE interface. The top navigation bar includes 'Home', 'CXO Dashboard', 'Dashboard', 'Account Services', 'Payments', and 'Virtual Accounts'. The 'Payments' tab is highlighted. 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 table with columns: 'Actions', 'Initiation Date', 'Payment Date', 'Payment Type', 'Debit Account Nu...', 'Beneficiary Accou...', 'Beneficiary Accou...', 'Transaction Refer...', 'Payment Amount', and 'Status'. A callout box labeled '1. Click on Payments' points to the 'Payments' tab. Another callout box labeled '2. Right-click on the transaction you would like to recall' points to a transaction row. A third callout box labeled '3. Select Recall/Amend' points to the 'Recall/Amend' option in the context menu.

The screenshot shows the 'Recall/Amend Transaction' dialog box. It has a close button (X) in the top right corner. The dialog is divided into two sections: 'DEBIT INFORMATION' and 'BENEFICIARY INFORMATION'. The 'DEBIT INFORMATION' section includes fields for 'Debit Account Number', 'Currency' (AED), 'Beneficiary Bank Country' (UNITED ARAB EMIRATES), and 'Account Name' (TBS SMART B). The 'BENEFICIARY INFORMATION' section includes a dropdown for 'Select Beneficiary Type' (New) and a dropdown for 'Beneficiary Type' (Account). A callout box labeled '4. Scroll down' points to the 'BENEFICIARY INFORMATION' section. At the bottom of the dialog, there are 'Close' and 'Submit' buttons.



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Recall/Amend Transaction

Reference in your statement
SPLIT12150616

Cut Off Time
For same-day processing, AED transfer must be released between 08:00:00 - 16:29:59 (UNITED ARAB EMIRATES Time).

5. Select Recall

Instruction Type*
Recall

Recall/Amend Reason*
We sent the payment to the wrong beneficiary

6. Type in the reason for recalling your payment

**Charges will be recovered as per "SCHEDULE OF CHARGE".
[Add/View Invoice Details](#)

7. Click on Submit

Close Submit

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Review And Confirmation - Recall/Amend Transaction

8. Scroll down

Transaction Reference Number	Transaction Status	Initiator Date and Time
1112209211230386	Pending Confirmation	22-09-2021 09:39:22

Initiated By
KIRAN VINEET

DEBIT INFORMATION		
Debit Account Number	Currency	Beneficiary Bank Country
	AED	UNITED ARAB EMIRATES
Available Balance	Account Name	Account Type
AED 20,053.68 on 22-09-2021 at 09:39:24	TBS SMART BUSINESS DEMO A C	CURRENT ACCOUNT

Cancel Back Confirm

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Review And Confirmation - Recall/Amend Transaction

TRANSACTION DETAILS

Transaction Reference Number	Transaction Status	Initiator Date and Time
1112209211230386	Pending Confirmation	22-09-2021 09:39:22

Initiated By
KIRAN VINEET

DEBIT INFORMATION

Debit Account Number	Currency	Beneficiary Bank Country
XXXXXXXXXX	AED	UNITED ARAB EMIRATES

Available Balance
AED 20,053.68 on 22-09-2021 at 09:39:24

Account
TBS SM

9. Review the details and click on Confirm

Cancel Back **Confirm**

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Authorization Matrix

Do you wish to select a specific approval workflow to authorize this transaction?

Yes **No**

10. Select No

11. Click on Submit

Cancel **Submit**



The screenshot shows a 'Confirmation' dialog box with the following details:

- TRANSACTION REQUEST INFORMATION**
 - Transaction Reference Number: 1112209211230386
 - Date/Time: 22-09-2021 09:40:50
 - Status: Ready for Authorization
 - Transaction Type: Recall/Amend Transaction
- TRANSACTION INFORMATION**
 - Recall/Amend Transaction has been submitted successfully.

A 'Close' button is highlighted with a callout: **12. Click on Close**.

The screenshot shows the 'Transaction Summary' table with a callout: **14. Your recall request will appear here** pointing to the table header. A 'Refresh' icon is highlighted with a callout: **13. Click on the Refresh icon**. A specific row is highlighted with a callout: **15. The request Status will appear here (see notes below)**.

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	22-09-2021	17-11-2020	Recall/Amend ...			Sandeep Mano...	1112209211230386	10.00	Ready for Auth...
	21-09-2021	21-09-2021	Foreign Curren...			Vinay Menon	1112109211141924	6.00	Ready for Auth...
	21-09-2021	21-09-2021	For...						Ready for Release
	21-09-2021	21-09-2021	Loc...						Ready for Auth...
	21-09-2021	21-09-2021	Local Currency...			SURESH JEBARAJ	1112109211140245	1.00	Ready for Release
	21-09-2021	21-09-2021	Within Bank Paym...			SURESH JEBAR...	1112109211139784	6.00	Ready for Auth...

Notes: Amendment request Statuses and what they mean:

- **In Process at Bank** – the recall request is completed and is being processed by the bank.
- **Ready for Authorization** – the recall request requires approvals from authorizers within your company. (see Page 7)
- **Ready for Release** – the recall request has been approved by the authorizers but requires to be released (see Page 11)



HOW TO AUTHORIZE A RECALL REQUEST

- If you have access to authorize recall requests, follow the steps below.
- If not, request the nominated person from your company who has authorization access to login to **businessONLINE** and follow the steps below:

businessONLINE KIRAN VINEET
Last Login: 27-09-2021 11:00:32

Home CXO Dashboard Dashboard Account Services **Payments** Virtual Accounts

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

1. Click on Payments

2. Click on Pending Activities

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	27-09-2021	27-09-2021	Within Bank Paym...			SPORTS INC DUBAI	1112709211681988	512.00	Ready for Auth...
	27-09-2021	27-09-2021	Foreign Curren...			MAYA123	1112709211666563	1,000.00	Ready for Auth...
	27-09-2021	27-09-2021	Within Bank Paym...			VINAY MENON	1112709211638845	1.00	Processed by Bank
	27-09-2021	27-09-2021	Own Account Pay...			TBS SMART BU...	1112709211638776	1.00	Processed by Bank
	23-09-2021	23-09-2021	Within Bank Paym...			ASAD ABBAS &...	1112309211358385	10.00	Rejected by Appro...
	22-09-2021	22-09-2021	Foreign Curren...			ASDF	1112209211293079	11.00	Ready for Release

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 I
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businessONLINE KIRAN VINEET

Pending Activities

Transactions Pending Authorization Saved As Drafts Rejected Transactions Rolled Back Queue Ready For Release

Transaction Refer...	Transaction Type	Payment Amou...	Payment Currency	Created By	Transaction Initiat...	Debit Account Nu...	Bene Name
<input checked="" type="checkbox"/>	1112209211230386 Recall/Amend Tra...	10.00	AED	KIRAN VINEET	22-09-2021 09:40:...		Sandeep Manoha...
<input type="checkbox"/>	1112109211141924 Foreign Currency ...	6.00	AED	OSAMA DARWEESH	21-09-2021 11:02:...		Vinay Menon
<input type="checkbox"/>	1112109211140810 Local Currency Pa...	6.00	AED	OSAMA DARWEESH	21-09-2021 10:57:...		SURESH JEBARAJ
<input type="checkbox"/>	1112009219944239 Foreign Currency ...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:41:...		Bipin Kumra
<input type="checkbox"/>	1112009219944078 Local Currency Pa...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:40:...		dubai marketing a
<input type="checkbox"/>	1112009219943821 Within Bank Paym...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:39:...		SURESH JEBARAJ ..
<input type="checkbox"/>	1111609219632554 Own Account Pay...	1.00	AED	BALAJI SELVA...			SBS SMART BUSI...
<input type="checkbox"/>	1111409219457366 Recall/Amend Tra...	1.00	AED	KIRAN VINEET			Sandeep Manoha...

3. Select the checkbox for the recall request you would like to Approve

4. Click on Authorize

Close Reject Authorize

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Note: Transactions released after the cut-off time, will be processed on the next working day and exchange rates will be applied accordingly. We request you to verify the cut-off time before approving transactions.

Would you like to proceed?

5. Click on Yes

No Yes

Payment Pre-Confirmation

Selected Transactions

Transaction Refer...	Sub Product	Debit Account Nu...	Debit Currency	Debit Amount	Base Currency	Payment Amount	Exchange Rate	Customer Referen...
1112209211230386	Recall/Amend ...		AED	10.00	AED	10.00	1	SPLIT12150616

6. Scroll down

Close Authorize

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Payment Pre-Confirmation

Disclaimer

For payments involving currency conversion, the displayed exchange rates will only be applicable if the transaction is authorized and released within the cut off time, on the same day.
If the payment is released on another day or after the cut-off time, the exchange rates are subject to change.

Authentication Type*

OTP

smartPASS

7. Select the type of Authentication e.g. OTP

OTP*

8. Enter the PIN received on your mobile device

9. Click on Authorize

Close Authorize



Pending Activities

Confirmation Window

Transaction Reference	Success	Status
1112209211230386	Yes	Transaction released successfully.

Close

10. Click on Close

Close

Reject Release

businessONLINE KIRAN VINEET

Pending Activities

Pending Authorization Saved As Drafts Rejected Transactions Rolled Back Queue Ready For Release

<input type="checkbox"/>	Transaction Refer...	Transaction Type	Payment Amou...	Payment Currency	Created By	Transaction Initiat...	Debit Account Nu...	Bene Name
<input checked="" type="checkbox"/>	1112209211230386	Recall/Amend Tra...	10.00	AED	KIRAN VINEET	22-09-2021 09:40:...		Sandeep Manoha...
<input type="checkbox"/>	1112109211141924	Foreign Currency ...	6.00	AED	OSAMA DARWEEESH	21-09-2021 11:02:...		Vinay Menon
<input type="checkbox"/>	1112109211140810	Local Currency Pa...	6.00	AED	OSAMA DARWEEESH	21-09-2021 10:57:...		SURESH JEBARAJ
<input type="checkbox"/>	1112109211139784	Within Bank Paym...	6.00	AED	OSAMA DARWEEESH	21-09-2021 10:52:...		SURESH JEBARAJ ..
<input type="checkbox"/>	1112109211139148	Own Account Pay...	6.00	AED	OSAMA DARWEEESH	21-09-2021 10:48:...		EBS SMART BUSI...
<input type="checkbox"/>	1112009219944239	Foreign Currency ...	1.00	AED	OSAMA DARWEEESH	20-09-2021 12:41:...		Bipin Kumra
<input type="checkbox"/>	1112009219944078	Local Currency Pa...	1.00	AED	OSAMA DARWEEESH	20-09-2021 12:40:...		dubai marketing a
<input type="checkbox"/>	1112009219943821	Within Bank Paym...	1.00	AED	OSAMA DARWEEESH	20-09-2021 12:39:...		SURESH JEBARAJ ..
<input type="checkbox"/>	1111609219632554	Own Account Pay...	1.00	AED	BALAJI SELVARAJ	16-09-2021 03:13:...		TBS SMART BUSI...
<input type="checkbox"/>	1111409219457366	Recall/Amend Tra...	1.00	AED	KIRAN VINEET	14-09-2021 11:51:...		Sandeep Manoha...

Close

11. Click on Close

Reject Authorize

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- If your online setup requires more than one approver to authorize recall requests, each of them would have to authorize the request as described in the steps, previously.
- After all the approvals are completed, the recall request status will appear as **In Process at Bank**
- Follow the steps on the next page, to view the status of your recall request.



The screenshot shows the businessONLINE interface with the 'Payments' tab selected. A table of transactions is visible, with annotations pointing to specific features:

- 12. Click on the Refresh icon**: Points to a circular refresh icon in the top right of the transaction list.
- 13. Your Recall request will appear here**: Points to the first row of the transaction table.
- 14. The Recall request Status will appear here (See notes below)**: Points to the 'Status' column of the first row.

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refere...	Payment Amount	Status
	22-09-2021	17-11-2020	Recall/Amend ...			Sandeep Mano...	1112209211230386	10.00	In process at Bank
	21-09-2021	21-09-2021	Foreign Curren...			Vinay Menon	1112109211141924	6.00	Ready for Auth...
	21-09-2021	21-09-2021	Lo						
	21-09-2021	21-09-2021	Local Currency...			SURESH JEBARAJ	1112109211140245	1.00	Ready for Release
	21-09-2021	21-09-2021	Within Bank Paym...			SURESH JEBAR...	1112109211139784	6.00	Ready for Auth...

Notes: Recall Request Statuses and what they mean:

- **In Process at Bank** – the recall request is completed and is being processed by the bank.
- **Ready for Release** – the recall request has been approved by the authorizers but requires to be released (see Page 11)



HOW TO RELEASE A RECALL REQUEST

- If you have access to Release recall requests, follow the steps below.
- If not, request the nominated person from your company who has access to Release recall requests to login to **businessONLINE** and follow the steps below:

businessONLINE KIRAN VINEET Last Login: 19-09-2021 15:07:18

Home CXO Dashboard Dashboard Account Services **Payments** Virtual Accounts

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

Payments File Uploads Utility Payments Basket Payment

1. Click on Payments

Transaction Inquiries

2. Click on Pending Activities

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	22-09-2021	17-11-2020	Recall/Amend ...	XXXXXXXXXX	XXXXXXXXXX	Sandeep Mano...	1112209211230386	10.00	Ready for Release
	21-09-2021	21-09-2021	Foreign Curren...	XXXXXXXXXX	XXXXXXXXXX	Vinay Menon	1112109211141924	6.00	Ready for Auth...
	21-09-2021	21-09-2021	Foreign Curren...	XXXXXXXXXX	XXXXXXXXXX	Vinay Menon	1112109211141283	1.00	Ready for Release
	21-09-2021	21-09-2021	Local Currency...	XXXXXXXXXX	XXXXXXXXXX	SURESH JEBARAJ	1112109211140810	6.00	Ready for Auth...
	21-09-2021	21-09-2021	Local Currency...	XXXXXXXXXX	XXXXXXXXXX	SURESH JEBARAJ	1112109211140245	1.00	Ready for Release
	21-09-2021	21-09-2021	Within Bank Paym...	XXXXXXXXXX	XXXXXXXXXX	SURESH JEBAR...	1112109211139784	6.00	Ready for Auth...

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 I
	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

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Pending Activities

Transactions Pending Authorization Saved As Drafts Rejected Transactions Rolled Back Queue **Ready For Release**

Transaction Refer...	Transaction Type	Payment Amou...	Payment Currency	Created By	Transaction Initiat...	Debit Account Nu...	Bene Name
<input checked="" type="checkbox"/>	1112209211230386	Recall/Amend Tra...			09:40:...	XXXXXXXXXX	Sandeep Manoha...
<input type="checkbox"/>	1112109211141924	Foreign Currency ...			11:02:...	XXXXXXXXXX	Vinay Menon
<input type="checkbox"/>	1112109211140810	Local Currency Pa...	6.00 AED	OSAMA DARWEESH	21-09-2021 10:57:...	XXXXXXXXXX	SURESH JEBARAJ
<input type="checkbox"/>	1112009219944239	Foreign Currency ...	1.00 AED	OSAMA DARWEESH	20-09-2021 12:41:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/>	1112009219944078	Local Currency Pa...	1.00 AED	OSAMA DARWEESH	20-09-2021 12:40:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/>	1112009219943821	Within Bank Paym...	1.00 AED	OSAMA DARWEESH	20-09-2021 12:39:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/>	1111609219632554	Own Account Pay...	1.00 AED	BALAJI SELVARAJ	16-09-2021 03:13:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/>	1111409219457366	Recall/Amend Tra...	1.00 AED	KIRAN VINEET	14-09-2021 11:51:...	XXXXXXXXXX	Sandeep Manoha...

3. Click on Ready For Release

4. Select the checkbox for the recall request you would like to release

5. Click on Release

Close Reject Release

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businessONLINE SURESH JEBARAJ GLOBEAE

Pending Activities

Confirmation Window

Transaction Reference	Success	Status
1112209211230386	Yes	Transaction released successfully.

6. Click on Close

Close

Reject Release

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Pending Activities

Pending Authorization Saved As Drafts Rejected Transactions Rolled Back Queue Ready For Release

Transaction Refer...	Transaction Type	Payment Amou...	Payment Currency	Created By	Transaction Initiat...	Debit Account Nu...	Bene Name
<input checked="" type="checkbox"/> 1112209211230386	Recall/Amend Tra...	10.00	AED	KIRAN VINEET	22-09-2021 09:40:...	XXXXXXXXXX	Sandeep Manoha...
<input type="checkbox"/> 1112109211141924	Foreign Currency ...	6.00	AED	OSAMA DARWEESH	21-09-2021 11:02:...	XXXXXXXXXX	Vinay Menon
<input type="checkbox"/> 1112109211140810	Local Currency Pa...	6.00	AED	OSAMA DARWEESH	21-09-2021 10:57:...	XXXXXXXXXX	SURESH JEBARAJ
<input type="checkbox"/> 1112109211139784	Within Bank Paym...	6.00	AED	OSAMA DARWEESH	21-09-2021 10:52:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/> 1112109211139148	Own Account Pay...	6.00	AED	OSAMA DARWEESH	21-09-2021 10:48:...	XXXXXXXXXX	EBS SMART BUSI...
<input type="checkbox"/> 1112009219944239	Foreign Currency ...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:41:...	XXXXXXXXXX	Bipin Kumra
<input type="checkbox"/> 1112009219944078	Local Currency Pa...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:40:...	XXXXXXXXXX	dubai marketing a
<input type="checkbox"/> 1112009219943821	Within Bank Paym...	1.00	AED	OSAMA DARWEESH	20-09-2021 12:39:...	XXXXXXXXXX	SURESH JEBARAJ ..
<input type="checkbox"/> 1111609219632554	Own Account Pay...	1.00	AED	BALAJI SELVARAJ	16-09-2021 03:13:...	XXXXXXXXXX	TBS SMART BUSI...
<input type="checkbox"/> 1111409219457366	Recall/Amend Tra...	1.00	AED	KIRAN VINEET	14-09-2021 11:51:...	XXXXXXXXXX	Sandeep Manoha...

7. Click on Close

Close

Reject Release

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businessONLINE KIRAN VINEET Last Login: 19-09-2021 15:07:18

Home CXO Dashboard Dashboard Account Services **Payments** Virtual Accounts

Initiate Pending Activities

8. Click on the Refresh icon

9. Your Recall request will appear here

Actions	Initiation Date	Payment Date	Payment Type	Debit Account Nu...	Beneficiary Accou...	Beneficiary Accou...	Transaction Refer...	Payment Amount	Status
	22-09-2021	17-11-2020	Recall/Amend ...			Sandeep Mano...	1112209211230386	10.00	In process at Bank
	21-09-2021	21-09-2021	Foreign Curren...			Vinay Menon	1112109211141924	6.00	Ready for Auth...
	21-09-2021	21-09-2021	Foreign Curren...						
	21-09-2021	21-09-2021	Local Currency...						
	21-09-2021	21-09-2021	Local Currency...			SURESH JEBARAJ	1112109211140245	1.00	Ready for Release
	21-09-2021	21-09-2021	Within Bank Paym...			SURESH JEBAR...	1112109211139784	6.00	Ready for Auth...

10. The Recall request Status will be - In process at Bank

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 I
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