



WHOLESALE BANKING

Courier Service For Documents

Delivering doorstep banking

Give your business the advantage of managing day-to-day banking transactions from the comfort of your office premises with our Courier Service arrangement. The service collects bank documents from our clients across the UAE and delivers them to the bank's designated location.



Reduced co-ordination with the bank enabling quick turnaround



Online tracking of documents



Door-to-door service

Services tailored to your preference

Simplify your business and do away with the hassle of managing your courier services. Arrange pick-up and delivery of bank documents based on your preferences. Opt for next day delivery, same day delivery, consignment based pick-ups or bullet services, as per your convenience.



Special sealed bags for couriering envelopes



Online airway bill tracking



Option to report any discrepancy



Pick-up and drop timings

Enhance your business services with faster and flexible delivery options and extended cut-off times for Cash, Trade and Factoring documents.

Cut-off time for cash management documents

Document type	Current cut-off (processing unit)
In-house transfer letters	12:00 pm (local)
Telegraphic transfer requests	02:00 pm (international)
In-house cheques (transfers)	02:00 pm
Outward cheques and ICCS cheques	09:00 am (branch)
Cheques (PDC)	12:00 pm
Cheque book request	12:00 pm
Escrow documents	02:00 pm

Cut-off time for trade and factoring documents

Document type	Current cut-off (processing unit)
Letter of credit	02:00 pm
Letter of guarantee	02:00 pm
Export documents	02:00 pm
Bill discounting documents	01:00 pm
Cheques/Invoices (factoring)	01:00 pm
Any other type of document	02:00 pm





Frequently Asked Questions

Who are your service delivery partners?

Aramex and JMBR are our delivery partners.

What are the delivery hours of Courier Service?

Our working hours for delivery are 08:00 am to 06:00 pm from Saturday to Thursday.

What if I send a wrong document and need to replace it?

You can always request for the document to be returned, and the revised document can be submitted.

How do I request for a document delivery service?

Please contact your Relationship Manager to place a request for document delivery service.

Apply Now:

Please contact your Relationship Manager or call the smartBUSINESS Client Service Team:

For Business Banking Customers:

Tel: +971 4 3160214 | IVR: Select option 1

Email: smartBUSINESScustomerservice@emiratesnbd.com

For Corporate Banking Customers:

Tel: +971 4 3160214 | IVR: Select option 2

Email: smartBUSINESScorporate@emiratesnbd.com