

businessONLINE – HOW TO AMEND A LOCAL OR FOREIGN CURRENCY PAYMENT



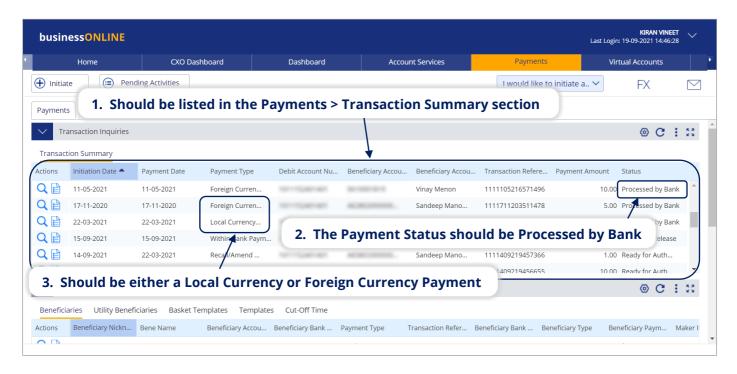


HOW TO AMEND A LOCAL OR FOREIGN CURRENCY PAYMENT

Important Information –

- Only Foreign Currency Payments and Local Currency Payments can be amended online
- You can amend 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 amended through this method. You could use the Account Services > Initiate > Generic Service request option instead.

In short, the payment you are trying to amend -



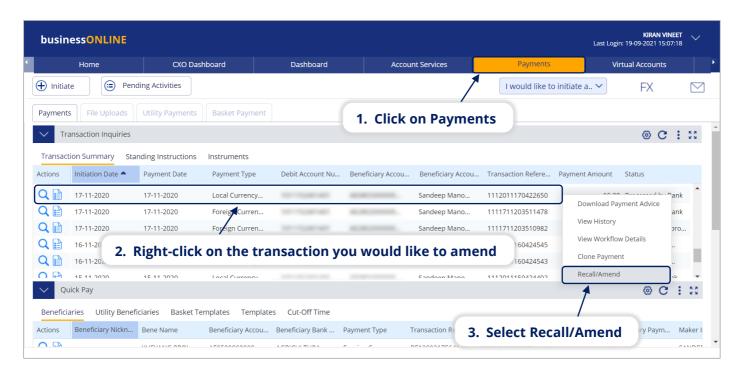
Parts of a transaction which you can amend:

- 1. Beneficiary's Account Number
- 2. Beneficiary's Account Name
- 3. Narration / Purpose of Payment



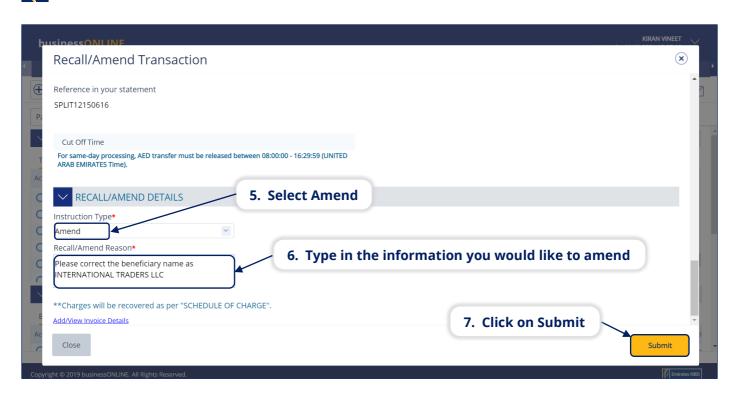
Steps:

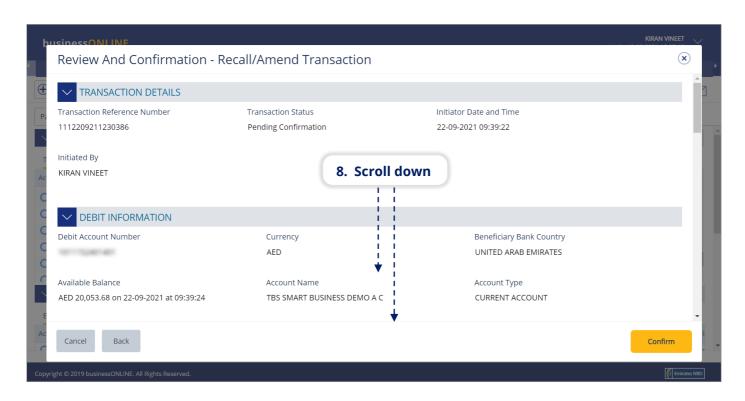
Login to businessONLINE



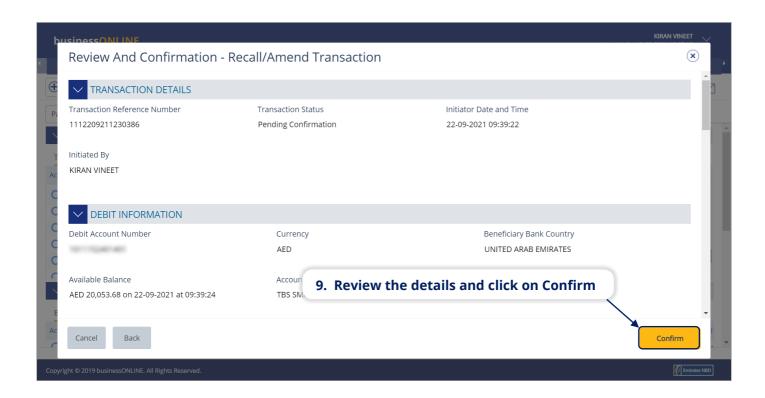


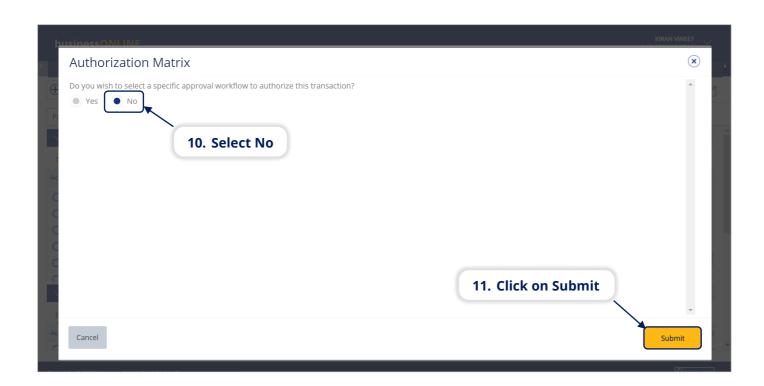




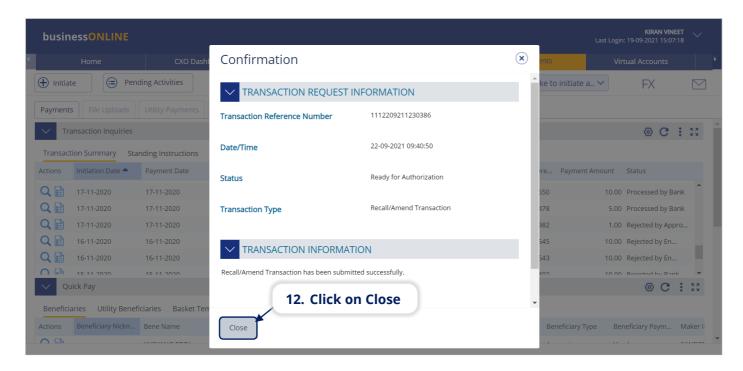


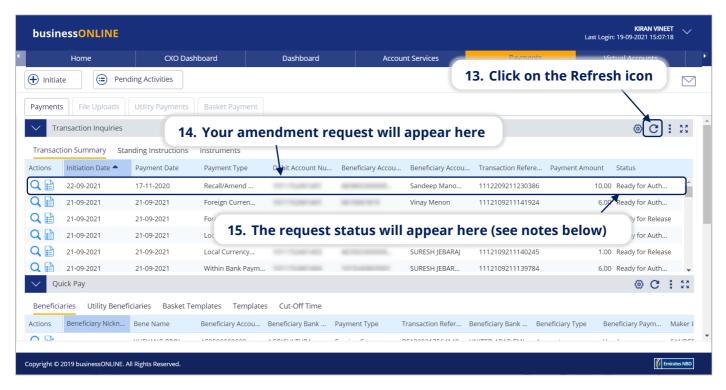












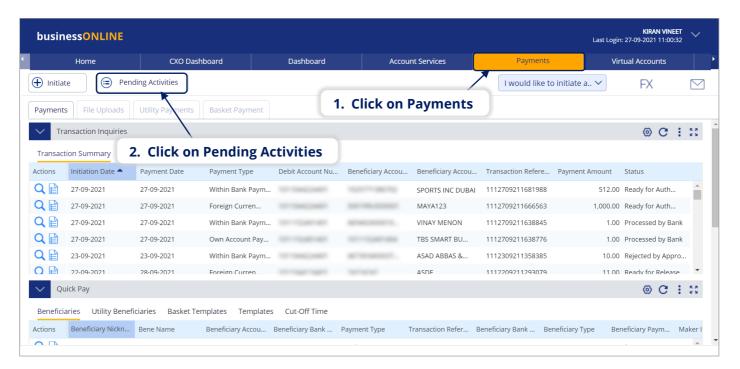
Notes: Amendment request Statuses and what they mean:

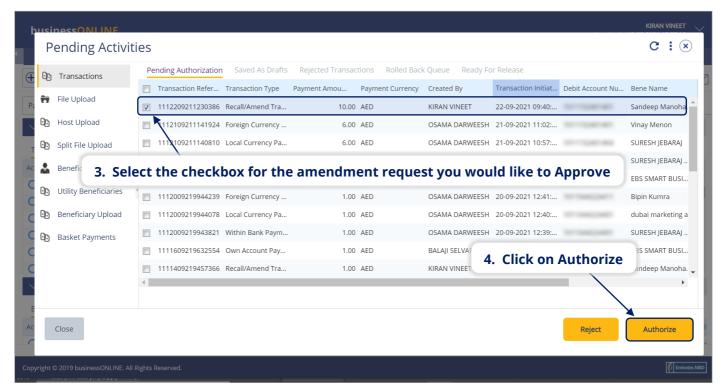
- In Process at Bank the amendment is completed and is being processed by the bank.
- Ready for Authorization the amendment request requires approvals from authorizers within your company. (see Page 7)
- Ready for Release the amendment request has been approved by the authorizers but requires to be released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



HOW TO AUTHORIZE AN AMENDMENT REQUEST

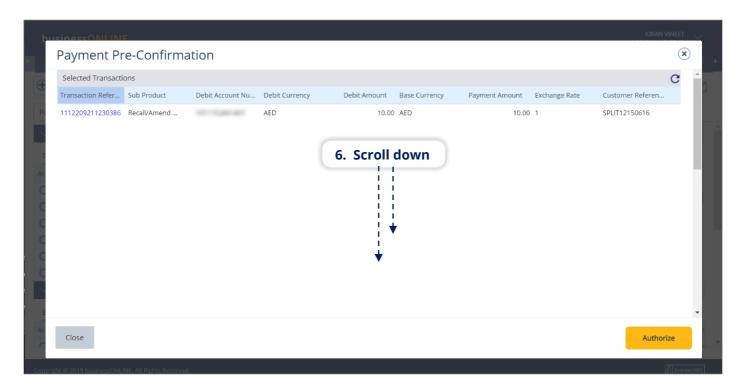
- If you have access to authorize amendment requests, follow the steps below.
- If not, request the nominated person from your company who has authorization access to login to businessONLINE and follow the steps below:

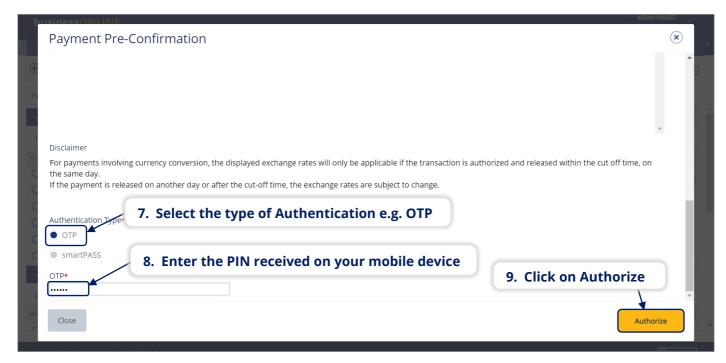




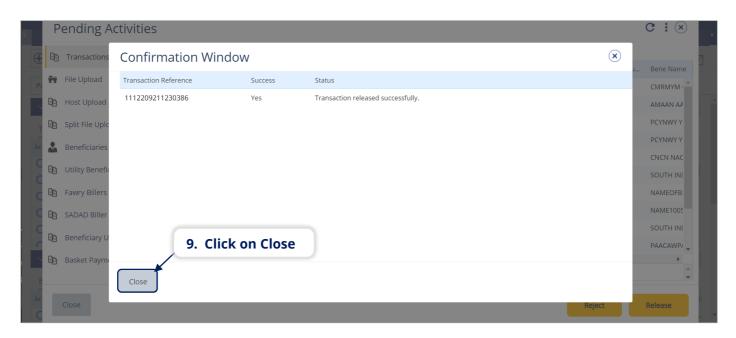


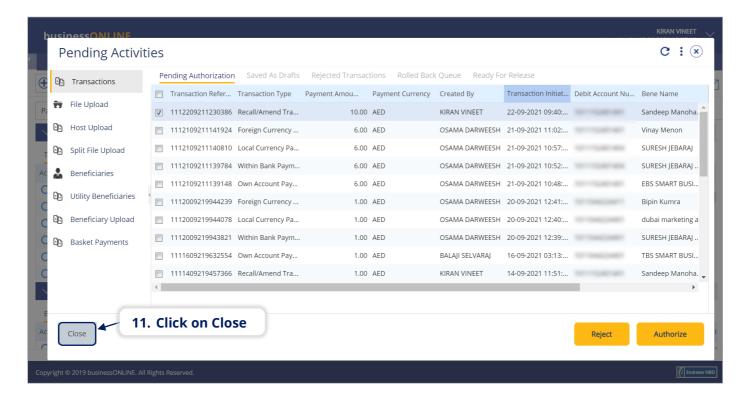






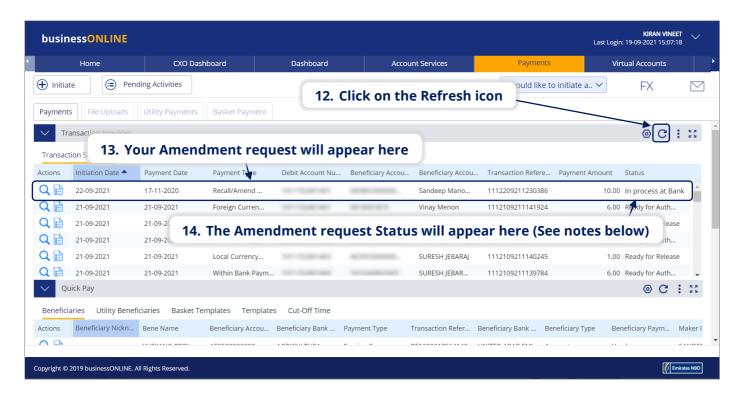






- If your online setup requires more than one approver to authorize amendment requests, each of them would have to authorize the request as described in the steps, previously.
- After all the approvals are completed, the amendment status will appear as In Process at Bank
- Follow the steps on the next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





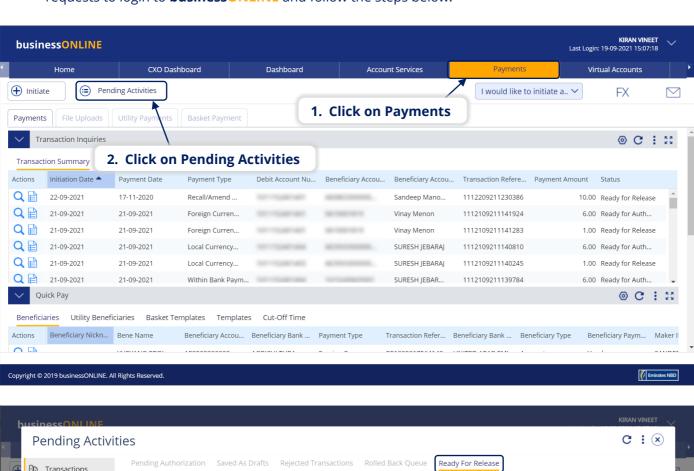
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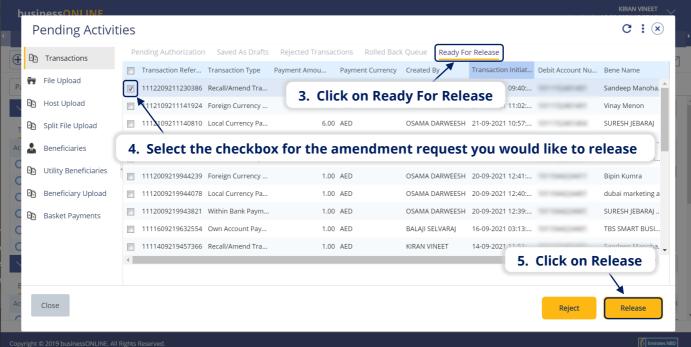
- In Process at Bank the amendment is completed and is being processed by the bank.
- Ready for Release the amendment request has been approved by the authorizers but requires to be released (see Page 11)



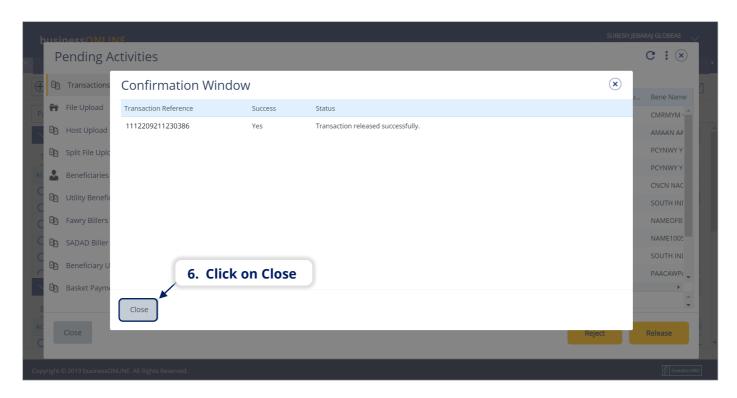
HOW TO RELEASE AN AMENDMENT REQUEST

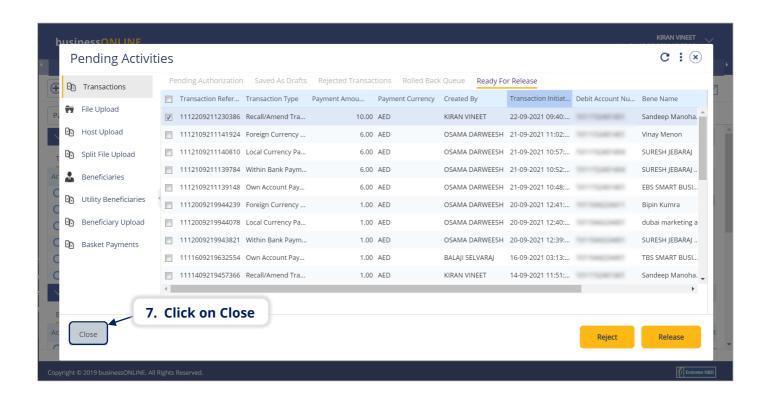
- If you have access to Release amendment requests, follow the steps below.
- If not, request the nominated person from your company who has access to Release amendment requests to login to **businessONLINE** and follow the steps below:



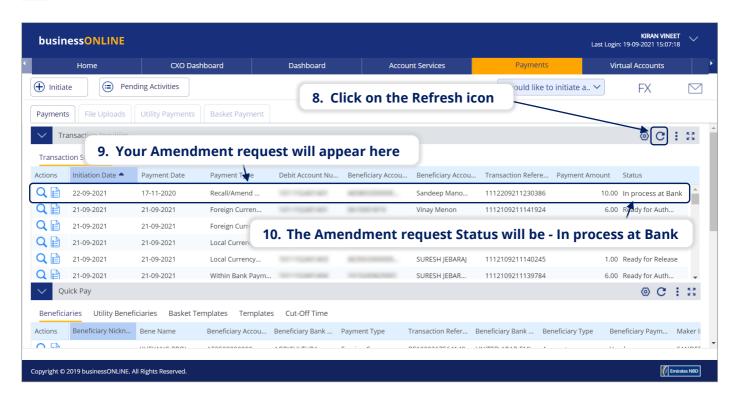














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