

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.

busin	essONLINE							Last Log	KIRAN VINEET in: 19-09-2021 14:46:28	\sim
	Home	CXO Das	shboard	Dashboard	Accou	nt Services	Payments	v	irtual Accounts	F
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V Tra	ansaction Inquiries								⊚c:	5.7 2.9
Transact	ion Summary				ł					
Actions	Initiation Date 📤	Payment Date	Payment Type	Debit Account Nu	Beneficiary Accou	Beneficiary Accou	Transaction Refere	Payment Amount	Status	
Q 🗎	11-05-2021	11-05-2021	Foreign Curren	101111000000000000000000000000000000000	00-000-0-0	Vinay Menon	1111105216571496	10.0	0 Processed by Bank	
Q 🗎	17-11-2020	17-11-2020	Foreign Curren	1001100	40.000	Sandeep Mano	1111711203511478	5.0	0 Provessed by Bank	
Q 🗎	22-03-2021	22-03-2021	Local Currency	C		_			by Bank	
Q 🗎	15-09-2021	15-09-2021	Withing ank Paym	2. The	Payment s	tatus sho	uld be Proce	essed by E	Bank elease	
Q 🗎	14-09-2021	22-03-2021	Recal/Amend	1011110-0011-0011	-	Sandeep Mano	1111409219457366	1.0	0 Ready for Auth	
						_	1409219456655	10.0	0 Ready for Auth	/
3. S	hould be	either a Lo	cal Curren	icy or Foreig	gn Currenc	y Paymen	t		@ C :	5.7 2 X X
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Actions	Beneficiary Nickn	Bene Name	Beneficiary Accou	Beneficiary Bank	Payment Type	ransaction Refer	Beneficiary Bank Bei	neficiary Type B	eneficiary Pavm N	laker I
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In short, the payment you are trying to recall -



Steps:

• Login to **businessONLINE**

busin	essONLINE							Last Logir	KIRAN VINE 19-09-2021 15:07:	et V 18
1	Home	CXO Das	hboard	Dashboard	Accou	nt Services	Payments	Vir	tual Accounts	
(Initiat	te 📄 Pen	ding Activities				1	I would like to	initiate a 🗸	FX	
Payment	s File Uploads	Utility Payments	Basket Paym	ent	1. Click	on Paymen	ts			
V Tra	ansaction Inquiries								© C	: 23
Transact	ion Summary Sta	nding Instructions	Instruments							
Actions	Initiation Date 📤	Payment Date	Payment Type	Debit Account Nu	Beneficiary Accou	Beneficiary Accou	Transaction Refere	Payment Amount	Status	
Q 🗎	17-11-2020	17-11-2020	Local Currency	y		Sandeep Mano	1112011170422650		Deserved to Dai	nk
Q 🗎	17-11-2020	17-11-2020	Foreig, Curre	n	-	Sandeep Mano	1111711203511478	Download Pay	ment Advice ai	nk
Q 🗎	17-11-2020	17-11-2020	Foreign Curre	n		Sandeep Mano	1111711203510982	View History	or	ʻo
	¹⁶⁻¹¹⁻²⁰ 2.	Right-click	on the t	ransaction y	o <mark>u would l</mark> i	ke to recal	011160424545	View Workflov Clone Paymen	v Details	
	15 11 2020	15 11 2020	Local Currong			Candoon Mano	1112011150424402	Recall/Amend		
V Qu	iick Pay							4	© ©	: 55
Benefici	aries Utility Benef	iciaries Basket Te	emplates Tem	plates Cut-Off Time				/		
Actions	Beneficiary Nickn	Bene Name	Beneficiary Acc	ou Beneficiary Bank	Payment Type	Transaction Re 3.	Select Rec	all/Amend	ary Paym	Maker I
				COLOU TUDA					-	currer T

ĥ	Recall/Amend Transaction			
Œ	V DEBIT INFORMATION			3
Pá	Debit Account Number	Currency AED	Beneficiary Bank Country UNITED ARAB EMIRATES	
Ac		Account Nam TBS SMART E 4. Scroll down	Account Type CURRENT ACCOUNT	_
C	BENEFICIARY INFORMATION			
	Select Beneficiary Type New Beneficiary Type Account	*		
Ac	Close			Submit
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husinessONLINE	KIRAN VINEET
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).	
RECALL/AMEND DETAILS 5. Select Recall	_
 Recall Recall/Amend Reason* We sent the payment to the wrong beneficiary 6. Type in the reason for recalling your payment 	nt
**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 Transaction DETAILS Transaction Reference Number Transaction Status	1
TRANSACTION DETAILS Transaction Reference Number Transaction Status	3
Transaction Reference Number Transaction Status Initiator Date and Time	
1112209211230386 Pending Confirmation 22-09-2021 09:39:22	
Initiated By	
Ac KIRAN VINEET	
C	
Debit Account Number Currency Beneficiary Bank Country	
AED UNITED ARAB EMIRATES	
Available Balance	
AED 20,053.68 on 22-09-2021 at 09:39:24	
	-
Cancel Back	- -
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k	usinessONLINF	KIRAN VINEET	
r,	Authorization Matrix	×	
	Do you wish to select a specific approval workflow to authorize this transaction?		3
	11. Click on Submit	- Submit	



busin	essONLINE					KIRAN VINEET VILAST Login: 19-09-2021 15:07:18	
4		CXO Dasht	Confirmation		× ents	Virtual Accounts	F
🕀 Initiat	e Per	iding Activities	✓ TRANSACTION REQUEST	INFORMATION	ke to initiat	e a 🗡 🛛 FX]
Payments	File Uploads	Utility Payments	Transaction Reference Number	1112209211230386			
V Tra	ansaction Inquiries					@ C : ::	Ê
Transact	ion Summary Sta	anding Instructions	Date/Time	22-09-2021 09:40:50			
Actions	Initiation Date 📤	Payment Date	Status	Ready for Authorization	re Payme	nt Amount Status	
QB	17-11-2020	17-11-2020			550	10.00 Processed by Bank	
Q 🗎	17-11-2020	17-11-2020	Transaction Type	Recall/Amend Transaction	478	5.00 Processed by Bank	
Q 🗎	17-11-2020	17-11-2020			982	1.00 Rejected by Appro	
Q 🗎	16-11-2020	16-11-2020		TION	545	10.00 Rejected by En	
QB	16-11-2020	16-11-2020		TION	543	10.00 Rejected by En	
$\cap \mathbb{P}$	15 11 2020	15 11 2020	Recall/Amend Transaction has been subn	nitted successfully.	400	10.00 Poincted by Pank	
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Beneficia	aries Utility Bene	ficiaries Basket Terr		on close	-		
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	🕀 Initiat	te 😑 Pe	nding Activities					13. Click or	n the Re	fresh icon		2
	Payments	s File Uploads	Utility Payments	Basket Payment								
	V Tra	ansaction Inquiries	14	Your reca	all request	will appea	r here			@C	: 23	Í
	Transact	tion Summary St	anding Instructions	Instruments								
	Actions	Initiation Date 📤	Payment Date	Payment Type	Dabit Account Nu	Beneficiary Accou.	. Beneficiary Accou	Transaction Refere	Payment Ar	mount Status		
	Q 🗎	22-09-2021	17-11-2020	Recall/Amend	10-10-00		Sandeep Mano	111220921123038	5	10.00 Ready for Auth.		
	Q 🗎	21-09-2021	21-09-2021	Foreign Curren		10.000	Vinay Menon	1112109211141924	4	6.00 Ready for Auth.		11
	Q 🗎	21-09-2021	21-09-2021	For		- · · ·				eady for Relea	se	
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	Q 🗎	21-09-2021	21-09-2021	Local Currency		-	SURESH JEBARAJ	1112109211140245	5	1.00 Ready for Relea	ise	
	Q 🗎	21-09-2021	21-09-2021	Within Bank Paym	100000000000000000000000000000000000000	1000	SURESH JEBAR	1112109211139784	4	6.00 Ready for Auth.		r
	V QL	iick Pay								@ C	: ::	
'	Beneficia	aries Utility Bene	ficiaries Basket Te	mplates Templat	es Cut-Off Time							
	Actions	Beneficiary Nickn	Bene Name	Beneficiary Accou	Beneficiary Bank	Payment Type	Transaction Refer	Beneficiary Bank	Beneficiary Type	Beneficiary Paym	Maker	
							BE1000017551110			· · · ·	C.11107	
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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:

busin	essONLINE							Last Logi	KIRAN VINEET n: 27-09-2021 11:00:32		
	Home	CXO Das	hboard	Dashboard	Accou	nt Services	Payments	Vi	rtual Accounts		
🕀 Initia	te 😑 Per	nding Activities		_			I would like to	initiate a 🗸	FX		1
Payment	S File Uploads	Utility Payments	Basket Payment	1	. Click on I	Payments					
V Tr	ansaction Inquiries								۰c و	6.7 6.9	
Transac	tion Summary	2. Click on	Pending Ac	tivities							
Actions	Initiation Date 📤	Payment Date	Payment Type	Debit Account Nu	Beneficiary Accou	Beneficiary Accou	Transaction Refere	Payment Amount	Status		
Q 🗎	27-09-2021	27-09-2021	Within Bank Paym	1111000	1000	SPORTS INC DUBAI	1112709211681988	512.00	Ready for Auth	-	
Q 🗎	27-09-2021	27-09-2021	Foreign Curren	10.000		MAYA123	1112709211666563	1,000.00	Ready for Auth		
Q 🗎	27-09-2021	27-09-2021	Within Bank Paym		40.462	VINAY MENON	1112709211638845	1.00	Processed by Bank	к	
Q 🗎	27-09-2021	27-09-2021	Own Account Pay		10000	TBS SMART BU	1112709211638776	1.00	Processed by Bank	к	
Q 🗎	23-09-2021	23-09-2021	Within Bank Paym	1111000	40.710.04010.071.	ASAD ABBAS &	1112309211358385	10.00	Rejected by Appro)	
Ω 🖻	22-09-2021	28-09-2021	Foreign Curren		100100	ASDE	1112209211293079	11.00	Ready for Release	-	
V Qu	uick Pay								⊚ C :	5 A 6 N	
Benefici	aries Utility Bene	ficiaries Basket Te	emplates Templates	Cut-Off Time							
Actions	Beneficiary Nickn	Bene Name	Beneficiary Accou	Beneficiary Bank	Payment Type	Transaction Refer	Beneficiary Bank Ber	neficiary Type Be	neficiary Paym N	Maker	I

k	usi	nessONI INF									KIRAN VI	
•	Ρ	ending Activit	ies								C	\mathbf{X}
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U	~			Transaction Refer	Transaction Type	Payment Amou	Payment Currency	Created By	Transaction Initiat	Debit Account Nu	Bene Name	
Pa		File Upload		1112209211230386	Recall/Amend Tra	10.00	AED	KIRAN VINEET	22-09-2021 09:40:		Sandeep Ma	noha
	00	Host Upload		112109211141924	Foreign Currency	6.00	AED	OSAMA DARWEESH	21-09-2021 11:02:		Vinay Menor	,
-	00	Split File Upload		1112109211140810	Local Currency Pa	6.00	AED	OSAMA DARWEESH	21-09-2021 10:57:		SURESH JEBA	RAJ
Ac	٠	Benefic D			e					100.000	SURESH JEBA	RAJ
C	1	3. Sele	ect	тпе спескі	box for the	e recall rec	luest you	would like	to Approv	e	EBS SMART E	BUSI
C	00	Utility Beneficiaries		1112009219944239	Foreign Currency	1.00	AED	OSAMA DARWEESH	20-09-2021 12:41:	1111000-0001	Bipin Kumra	
C	00	Beneficiary Upload		1112009219944078	Local Currency Pa	1.00	AED	OSAMA DARWEESH	20-09-2021 12:40:	111100-000	dubai marke	ting a
С	00	Basket Payments		1112009219943821	Within Bank Paym	1.00	AED	OSAMA DARWEESH	20-09-2021 12:39:	10.000	SURESH JEBA	RAJ
C	-			1111609219632554	Own Account Pay	1.00	AED	BALAJI SELVAF		Authorizo	BS SMART E	BUSI
C				1111409219457366	Recall/Amend Tra	1.00	AED	KIRAN VINEET	. CIICK OIL	Authonize	andeep Ma	noha. 🖕
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Ac		Close								Reject	Authoriz	
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Сор	yright @	© 2019 businessONLI <u>NE.</u> All I	Rights I	Reserved.								Emirates NBD
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ľ	Q D					7-09-2021			
l	т 🗈		Note: Transaction	ns released after the cut-off time, w	ill be processed on the	1-09-2021			
	AC .		you to verify the o	cut-off time before approving trans	actions.	1-09-2021			
			Would you like to	proceed?		1-09-2021			
						0-09-2021			
				5. Click on Yes	S	0-09-2021			
						0-09-2021			
			No		Yes	6-09-2021			
				100 1120	MIGHT THEEL	4-09-2021		Sandeep Manoha. 🖕	

Selected Transactio	ons								С
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 6. Scroll	down	10.0	0 1	SPLIT12150616	
				•	•				

Payment Pre-Confirmation	×	
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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 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	ime, on	
8. Enter the PIN received on your mobile device 9. Click on Author	ize	
Close	Authorize	



4	Pend	ing A	ctivities										
Œ	00 Trans	actions	Confirmation Win	dow		(\mathbf{x})	3						
	File U	pload	Transaction Reference	Success	Status		Bene Name						
	🖸 Host U	Jpload	1112209211230386	Yes	Transaction released successfully.		AMAAN AA						
	🖸 Split F	ile Uplc					PCYNWY Y						
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C	🕒 Utility	Benefic					CNCN NAC						
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Ń	🖸 Baske	t Payme	10. Cli	ick off close			PAACAWP/						
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	Р	ending Activiti	ies								c:	۲
G	0n	Transactions	Per	nding Authorization	Saved As Drafts	Rejected Transac	tions Rolled Back	k Queue Ready Fo	r Release			
U	-0			Transaction Refer	Transaction Type	Payment Amou	Payment Currency	Created By	Transaction Initiat	Debit Account Nu	Bene Name	
P		File Upload	7	1112209211230386	Recall/Amend Tra	10.00	AED	KIRAN VINEET	22-09-2021 09:40:	101110-001401	Sandeep Mano	oha. 📤
	00	Host Upload		1112109211141924	Foreign Currency	6.00	AED	OSAMA DARWEESH	21-09-2021 11:02:		Vinay Menon	11
	00	Split File Upload		1112109211140810	Local Currency Pa	6.00	AED	OSAMA DARWEESH	21-09-2021 10:57:	10000	SURESH JEBAR	AJ
A		Beneficiaries Utility Beneficiaries Beneficiary Upload		1112109211139784	Within Bank Paym	6.00	AED	OSAMA DARWEESH	21-09-2021 10:52:		SURESH JEBAR	AJ
C				1112109211139148	Own Account Pay	6.00	AED	OSAMA DARWEESH	21-09-2021 10:48:		EBS SMART BU	JSI
0	υÐ			1112009219944239	Foreign Currency	1.00	AED	OSAMA DARWEESH	20-09-2021 12:41:	111100000000000000000000000000000000000	Bipin Kumra	
C	00			1112009219944078	Local Currency Pa	1.00	AED	OSAMA DARWEESH	20-09-2021 12:40:	111100000000	dubai marketir	ng a
C	00	Basket Payments		1112009219943821	Within Bank Paym	1.00	AED	OSAMA DARWEESH	20-09-2021 12:39:	1111000	SURESH JEBAR	AJ
0				1111609219632554	Own Account Pay	1.00	AED	BALAJI SELVARAJ	16-09-2021 03:13:	1111000-000	TBS SMART BU	JSI
C				1111409219457366	Recall/Amend Tra	1.00	AED	KIRAN VINEET	14-09-2021 11:51:		Sandeep Mano	oha. 🖕
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A	ſ	Close 11.	. CI	ICK ON Clos	se					Reject	Authorize	
1												-
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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.



busin	nessONLINE							Last Logi	KIRAN VINEET n: 19-09-2021 15:07:18	\sim
1	Home	CXO Da	ashboard	Dashboard	Acco	unt Services	Payments	Vil	tual Accounts	
🕀 Initia	ite 😑 Pen	ding Activities		12. (Click on th	e Refresh	icon	o initiate a 🗸	FX	
Payment	File Uploads	Utility Payments	Basket Payment						_	
V Tr	ansaction Inquiries								@C:	К.Я. К.У.
Transac	tion S 13. Yo	our Recal	l request wi	ll appear h	ere					
Actions	Initiation Date 📤	Payment Date	Payment Type	Debit Account Nu	Beneficiary Accou.	. Beneficiary Accou	Transaction Refere	Payment Amount	Status	- 1
Q 🗎	22-09-2021	17-11-2020	Recall/Amend			Sandeep Mano	1112209211230386	10.00	In process at Bank	
QB	21-09-2021	21-09-2021	Foreign Curren	10000	10.000	Vinay Menon	1112109211141924	6.00	Ready for Auth	_
Q 🗎	21-09-2021	21-09-2021	Fo				_		ase	
QB	21-09-2021	21-09-2021	Lo 14. Th	e Recall re	quest Stat	us will ap	pear here (S	ee notes b	elow)	
Q 🗎	21-09-2021	21-09-2021	Local Currency	10.00	4	SURESH JEBARAJ	1112109211140245	1.00	Ready for Release	
Q	21-09-2021	21-09-2021	Within Bank Paym.		101000	SURESH JEBAR	1112109211139784	6.00	Ready for Auth	-
V Q	uick Pay								@ C :	к.н. к.н.
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			15050000000			DE4000047EC4440				•
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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:

busin	essONLINE							Last Log	KIRAN VINEE gin: 19-09-2021 15:07:1	ता 🗸	
	Home	CXO Das	hboard	Dashboard	Αссоι	int Services	Payments		rtual Accounts		•
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Payment	s File Uploads	Utility Payments	Basket Payment	1	. Click on	Payments					
V Tra	ansaction Inquiries								© C	50	
Transact	tion Summary 2	. Click on	Pending Ac	tivities							1
Actions	Initiation Date 📤	Payment Date	Payment Type	Debit Account Nu	Beneficiary Accou	Beneficiary Accou.	Transaction Refere	Payment Amount	Status		
Q 🗎	22-09-2021	17-11-2020	Recall/Amend	101110-0001400	-	Sandeep Mano	1112209211230386	10.0	0 Ready for Release	e	
Q 🗎	21-09-2021	21-09-2021	Foreign Curren			Vinay Menon	1112109211141924	6.0	0 Ready for Auth	- 1	11
Q 🗎	21-09-2021	21-09-2021	Foreign Curren			Vinay Menon	1112109211141283	1.0	0 Ready for Release	е	
Q 🗎	21-09-2021	21-09-2021	Local Currency		-	SURESH JEBARAJ	1112109211140810	6.0	0 Ready for Auth		
Q 🗎	21-09-2021	21-09-2021	Local Currency		-	SURESH JEBARAJ	1112109211140245	1.0	0 Ready for Release	е	
Q 🗎	21-09-2021	21-09-2021	Within Bank Paym		1000	SURESH JEBAR	1112109211139784	6.0	0 Ready for Auth	,	
V Qu	uick Pay								© C	: 53	1
Benefici	aries Utility Benef	iciaries Basket Te	emplates Templates	Cut-Off Time							
Actions	Beneficiary Nickn	Bene Name	Beneficiary Accou	Beneficiary Bank	Payment Type	Transaction Refer	Beneficiary Bank Be	neficiary Type B	eneficiary Paym	Maker	r II
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4	Р	ending Activit	ties								С	: 🗙	F
G	0ŋ.	Transactions	Pending A	Authorization	Saved As Drafts	Rejected Trans	actions Rolled Back	Queue Ready Fo	r Release				2
		-	📄 Transa	iction Refer	Transaction Type	Payment Amou	Payment Currency	Created By	Transaction Initiat	Debit Account Nu	Bene Name	2	-
P		File Upload	111220	09211230386	Recall/Amend Tra	2 (1	ick on Boar	ly Eor Polo	09:40:	101112-001401	Sandeep M	anoha.	
	00	Host Upload	11210	09211141924	Foreign Currency	5. CI	CK OII Keat	ay for Kele	11:02:	101110-001401	Vinay Menc	'n	
	00	Split File Upload	111210	09211140810	Local Currency Pa	6.0	0 AED	OSAMA DARWEESH	21-09-2021 10:57:	101110-000	SURESH JEE	BARAJ	
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b	Pend	SURESH JEBARAJ GLOBEAE	Ň				
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Pending Activiti	es								
D 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			
File Upload	V 1112209211230386 Recall/Amend Tra	10.00 AED	KIRAN VINEET	22-09-2021 09:40:		Sandeep Manoha.			
B Host Upload	1112109211141924 Foreign Currency	6.00 AED	OSAMA DARWEESH	21-09-2021 11:02:		Vinay Menon			
D Split File Upload	1112109211140810 Local Currency Pa	6.00 AED	OSAMA DARWEESH	21-09-2021 10:57:		SURESH JEBARAJ			
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