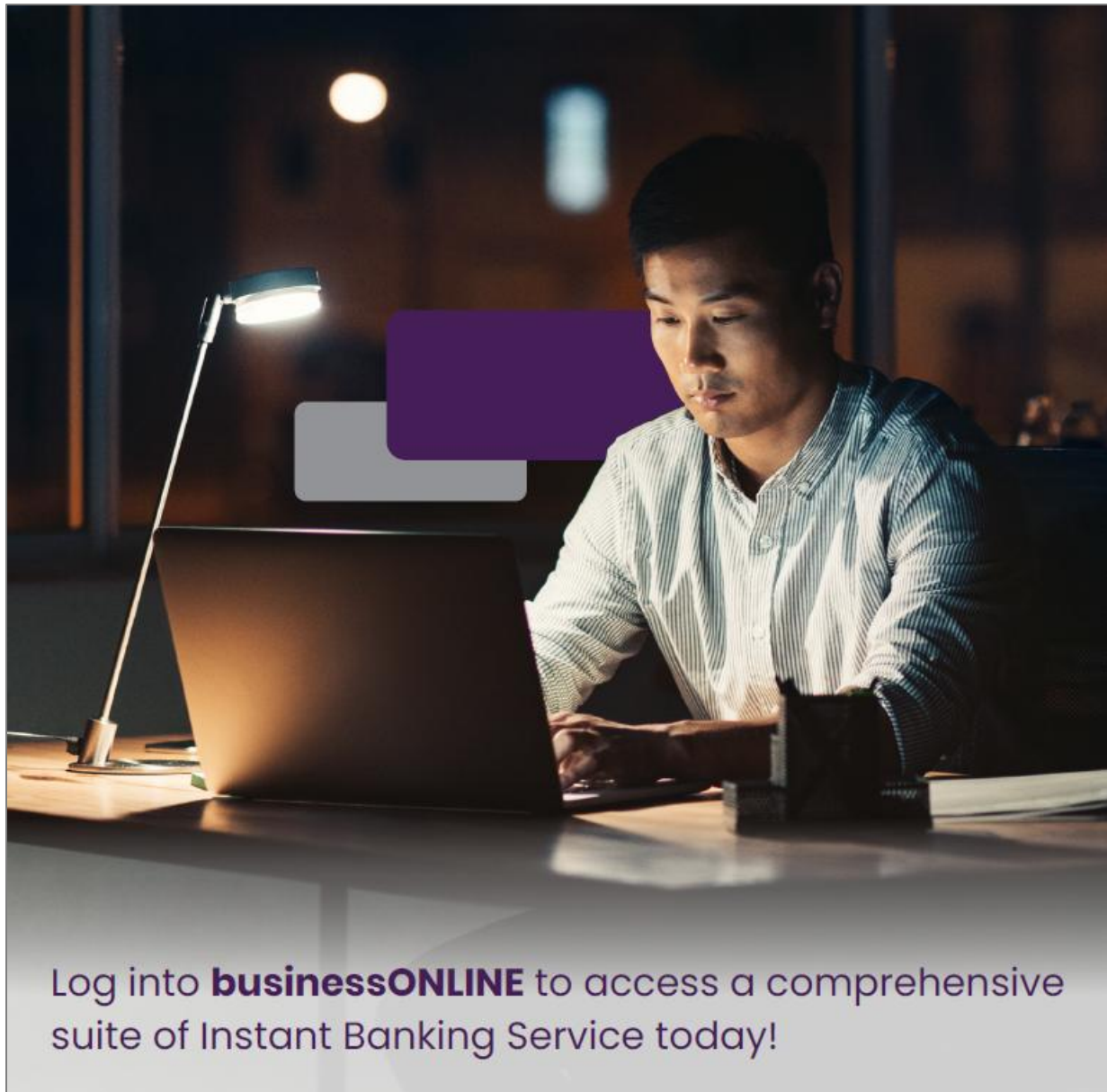


RETURNED CHEQUES



What is this service?

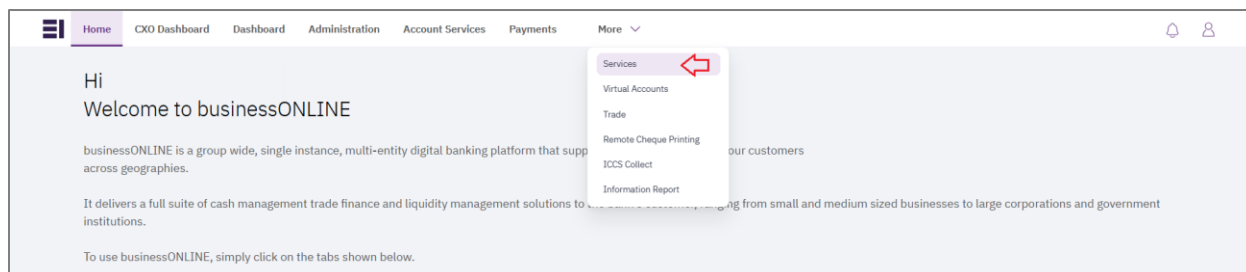
The Returned Cheques service request allows you to take action for returned cheques in case a cheque was refused or failed to be processed by the bank. To initiate a returned cheque request, you need to select the CIF and the account of the returned cheque, specify which returned cheque to take action for, and decide this action from the available options. Use this service to access and manage all returned cheques on the spot.

How to access it?

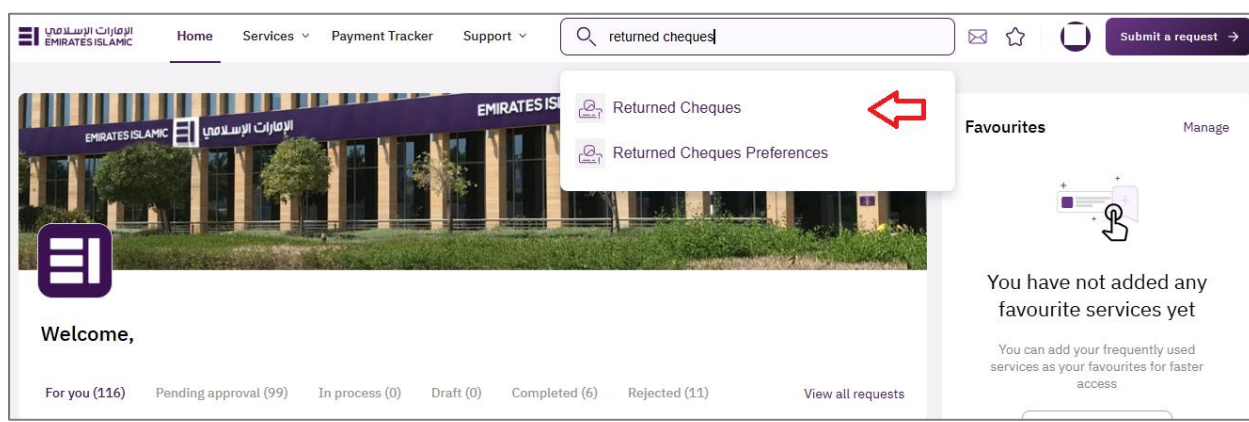
After your login to businessONLINE – Services, you can access this service in the “View all services” page found on the top of your home dashboard page. View the service from the left side categorizing buttons and / or use the filtering tabs. Alternatively, you can find this service by typing its name / title in the search bar or using related keywords.

NOTE: If you cannot find this service, your Administrator might have not added it to the list of available services for your organization. Therefore, you will have to request it to be added by your Administrator to view and use it.

- Log in to BusinessONLINE
- Click ‘Services’ Tab



- In services page select ‘Services’ and click ‘View All’.
- Alternatively, you may search in search bar for the services (IBAN, Trade License etc.)



How to submit a service request form?

- Search a returned cheque by first selecting the CIF.
- Select then the account for the returned cheque to search.
- Enter the first 6 digits for the returned cheque (optional)
- Select the returned cheque found after clicking on the "Find" button.
- Use the filtering buttons to target a specific cheque(s), and view the status column and other details

Amount	Cheque no/Type/Current Branch	Presented Date/Status	Actions
0 AED	000104 Cheque for credit Al Qasimiyah Branch	June 21, 2025 Cheque Collection	Actions
0 AED	000103 Cheque for credit Al Qasimiyah Branch	June 21, 2025 Cheque Delivery	Actions
11 AED	000719 Cheque for credit	June 14, 2025 Rejected	Actions
10 AED	000715 Cheque for credit	June 14, 2025 Rejected	Actions

- Take the action needed for the selected returned cheque(s) from the "Actions" button next to each cheque, then proceed.

Cheque results Filter Clear

You can perform represent, delivery/pick up request after Bank confirming the availability of the cheque. You will get notified on the same. Please note that only "Cheque for Credit" will have these facilities. For more information, please [Refer FAQ](#)

Amount	Cheque no/Type/Current Branch	Presented Date/Status
0 AED	000102 Cheque for credit	June 21, Reject

Previous Show rows 10

View Details
Collect the Cheque
Set up delivery of Cheque
Cheque Image
View Download
Cheque Memo
View Download

Note: You can take an action for multiple cheques under the same branch. Bulk select the cheques using the toggle button , then select your bulk action.

Is there more than one returned cheque in the same branch?

ⓘ Toggling the button allows you to request a delivery or pick-up of all the cheques

☒

Select Bulk Actions

Select bulk action for cheques

Select bulk action ⌵

Select branch in which you have deposited the cheque

ⓘ Bulk actions applies To delivery and collection from branch only.

- Select one of the options " Cheque Collection or Cheque Delivery" and select in which branch the cheque was deposited

Select Bulk Actions

Select bulk action for cheques

Cheque Delivery

Cheque Collection

Cheque Delivery

i Bulk actions applies
To delivery and collection from branch only.

Select Bulk Actions

Select bulk action for cheques

Cheque Delivery

Select branch in which you have deposited the cheque

Al Qasimiyah Branch

Al Qasimiyah Branch

- Select the cheques which needs to be collected from a different branch and click on proceed

<input checked="" type="checkbox"/>	Amount	Cheque no/Type/Current Branch	Presented Date/Status	
<input type="checkbox"/>	1777.85 AED	000893 Cheque for credit Healthcare City Branch	May 28, 2025 Cheque Delivery	View Details
<input type="checkbox"/>	300 AED	008475 Cheque for credit Healthcare City Branch	May 28, 2025 Returned	View Details
<input checked="" type="checkbox"/>	50 AED	008476 Cheque for credit Healthcare City Branch	May 28, 2025 Cheque Delivery	View Details
<input type="checkbox"/>	250 AED	008474 Cheque for credit Healthcare City Branch	May 28, 2025 Cheque Delivery	View Details
<input checked="" type="checkbox"/>	8480 AED	008478 Cheque for credit Healthcare City Branch	May 28, 2025 Cheque Delivery	View Details

[Proceed](#)

- Select the Emirate/State and the branch location and click on ' Proceed '

×

Return Cheque Collection from Branch

You have selected 2 Cheques
Cheque #008476 and 1 more are available at Healthcare City Branch
[View Details](#)

Do you want to collect from different branch ?

Emirate/State

Dubai

×

Branch Locations

Bur Dubai Branch

×

The cheque will be available at the requested/selected branch for 14 days.

Cancel

Proceed

- Below page will pop up along with service reference number (this need to be shared with businessONLINE team for any follow up in case the request is not completed)
- Click on 'Go to dashboard after submitting.'

Your request has been submitted!

Request initiatedPending approvalIn processCompleted

Service summary

Status	Submitted
Action Taken	Cheque Delivery
Service reference number	225458309557
No Of Cheques	1
Cheque no(s)	000102
Service request	Cheque Return - Delivery
Submission date	04/07/2025 12:19
Selected CIF	DEMO ACCOUNT 2
Accounts Selected	DEMO ACCOUNT 2 - - DEMO ACCOUNT 2

Go back to dashboard

- In case of second approval required.
- Log in with authorizer in businessONLINE.
- Click 'Services' and 'Pending approval.
- Select the request and select 'Authorize' to approve the request.

**Cheque Return - Delivery**
225458309557

Pending approval

04/07/2025 | 12:19

✓ Approve

✗ Reject

▼

⋮