

### **RETURNED CHEQUES**



Log into **businessONLINE** to access a comprehensive suite of Instant Banking Service today!



#### 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.)

EMIRATESISLAMIC Home Services V Payment Tracker Support V O returned cheques	] ⊠ ☆ Û	Submit a request $\rightarrow$
EMIRATES IS LANCE ULUD LUDI CLIJON EMIRATES IS CARL Returned Cheques	Favourites	Manage
	•	Ľ
Welcome,	You have not favourite se You can add your	ervices yet
For you (116) Pending approval (99) In process (0) Draft (0) Completed (6) Rejected (11) View all requests	services as your fav	vourites for faster



#### How to submit a service request form?

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- 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

	אין וועשערטין וועשער וועשער וועשער אין Home Services אוואד אוואדאר אווא איז איז אווא איז איז אווא אווא איז איז שוואד אווא איז איז איז איז איז איז איז איז איז אי	Payment Tracker	Support ~		C	入 ⊠ ☆   ₩	Submit a request →	
	Cheques					Close		
	Returned Cheques	Search	Search Cheque					
		Select the	e CIF					
	Pick up at nearest branch. Delivery to your location. Request representation.		- DEMO ACCOUNT	2 -	×	$\Diamond$		
	More information	Select act	count details			~		
			(AED) - DEMO ACCOUNT 2 -					
	Summary	Please en	iter first 6 digits of che	que number (Optional)				
	CIF Selected	00004	5					
	DEMO ACCOUNT 2 ·							
	Account Selected			Find your returned cheques				
	- DEMO ACCOUNT 2 -							
	الإفارات الإسلا RATESISLAMIC Home Services ∨ Payme	nt Tracker Supp	port ~		Q (	⊠ ☆ 🕪 📑	Submit a request →	
retu	can now default your preferences for the rrned cheque to either to deliver to your ress or collect at a specific branch.	Cheque res	sults		- Filter Clear			
	Manage Returned Cheque Preferences	<li>Cheque, You v</li>	orm represent, delivery/pio will get notified on the sam s. For more information, p	k up request after Bank confirming le. Please note that only "Cheque fo lease <u>Refer FAQ</u>	the availability of the or Credit" will have			
		Amount E	Cheque no/Type/Current Branch	Presented Date/Status				
		c	000104 Cheque for credit Al Qasimiyah Branch	June 21, 2025	Actions			
		c	000103 Cheque for credit Al Qasimiyah Branch	June 21, 2025	Actions			
			000719 Cheque for credit	June 14, 2025	Actions			
			000715 Cheque for credit	June 14, 2025	Actions			



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

Cheque	eresults		O- Filter Clear
<li>chequ</li>		me. Please not	after Bank confirming the availability of the e that only "Cheque for Credit" will have AQ
Amount	Cheque no/Type/Current Branch	Presented [	ate/Status
0 AED	000102	June 21,	C View Details
	Cheque for credit		Collect the Cheque
		ows 10	Set up delivery of Cheque
Previo	us Show r	OWS I(	Cheque Image View Download
		Copyri	Cheque Memo View Download :en

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.

Ō	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	t Bulk Actions	
Select b	I <b>k action for cheques</b>	~ <b>\</b>
Select bra	anch in which you have deposited the cheque	<b>\</b>
0	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 depositted

Select Bulk Actions	
Select bulk action for cheques	
Cheque Delivery	×
Cheque Collection	
Cheque Delivery	
<ul> <li>Bulk actions applies To delivery and collection from branch only.</li> </ul>	

Select Bulk Actions	
Select bulk action for cheques	
Cheque Delivery	×
Select branch in which you have deposited the cheque	
Al Qasimiyah Branch	



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

<b>~</b>	Amount	Cheque no/Type/Current Branch	Presented Date/Status		
	1777.85 AED	000893 Cheque for credit Healthcare City Branch	May 28, 2025	View Details	
	300 AED	008475 Cheque for credit Healthcare City Branch	May 28, 2025	View Details	
$\checkmark$	50 AED	008476 Cheque for credit Healthcare City Branch	May 28, 2025	View Details	
	250 AED	008474 Cheque for credit Healthcare City Branch	May 28, 2025	View Details	
$\checkmark$	8480 AED	008478 Cheque for credit Healthcare City Branch	May 28, 2025	View Details	
	Proceed				

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

You have selected 2 Che Cheque #008476and 1 r	<b>ques</b> nore are available at Healthcare City Branch	<u>View Details</u>
o you want to collect fror	n different branch ?	
mirate/State		
Dubai		×
ranch Locations		
Bur Dubai Branch		×
The cheque will be available at th	ne requested/selected branch for 14 days.	



- 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 ha	as bee	en sub	mitte	ed!	
Request initiated Pending a	pproval				
Service summary					
Status				Su	Ibmitted
Action Taken				Cheque	Delivery
Service reference number				225458	309557
No Of Cheques					1
Cheque no(s)					000102
Service request			Ch	eque Return -	Delivery
Submission date				04/07/2025	5 12:19
Selected CIF			DEMO	ACCOUNT 2	
Accounts Selected				DEMO ACCO - DEMO ACC	
	Go back to	dashboard			

- In case of second approval required.
- Log in with authorizer in businessONLINE.
- Click 'Services' and 'Pending approval.

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• Select the request and select 'Authorize' to approve the request.

Cheque Return - Delivery 225458309557	<ul> <li>Pending approval 04/07/2025   12:19</li> </ul>	✓ Approve	× Reject	
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