

RETURNED CHEQUES PREFERENCES



What is this service?

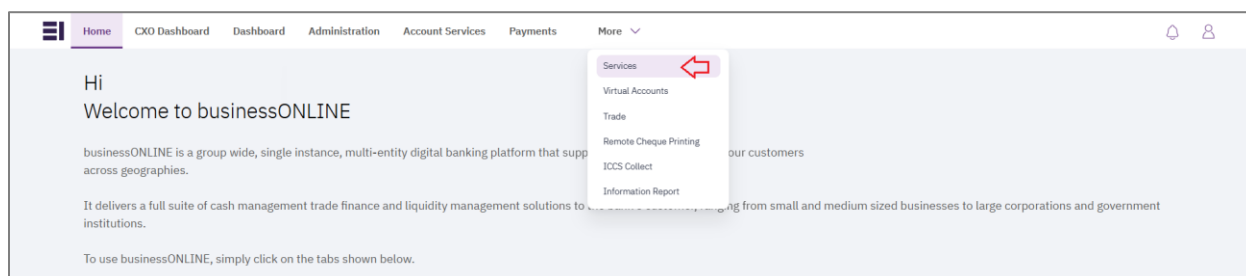
The Returned Cheques Preferences service request allows you to set default actions for returned cheques as your preferred course of action in case a cheque was refused or failed to be processed by the bank. To set up a returned cheque preference request, decide your preferred action from the available options, either to issue a delivery or a personal collection request. Use this service to save time and effort in managing each past or future returned cheques ahead.

How to access it?

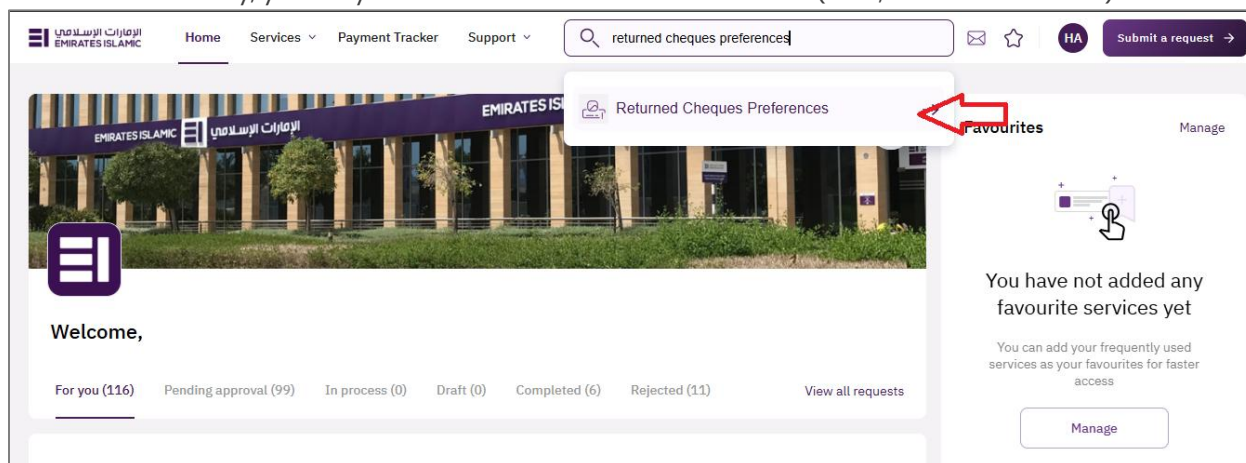
After your login to businessONLINE – Services, you can access this service in the “View all services” page found on the top of your home dashboard page. View the service from the left side categorizing buttons and / or use the filtering tabs. Alternatively, you can find this service by typing its name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



- Select a CIF
- Select then an account

The screenshot shows the 'Returned Cheques Preferences' form. It has a header with the Emirates Islamic logo and navigation links. The main content area contains a 'Returned Cheques Preferences' section with two dropdown menus: 'Select the CIF' and 'Select account details'. Below these is a 'Summary' section with radio buttons for 'CIF Selected' and 'Account Selected'. A 'Close' button is in the top right corner. Red arrows point to the dropdown menus.

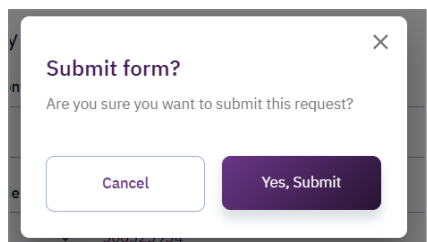
- Specify which preferred action from the options: Either to be automatically delivered to a location of your choice, or to be personally collected from a designated branch.

The screenshot shows the 'Your Current preference' section. It has two radio button options: 'Cheque Delivery' (selected) and 'Cheque Collection from Branch'. A red arrow points to the 'Cheque Delivery' option.

- Provide the details of the cheque delivery if chosen, or the branch details if personal collection is chosen and click on Submit

The screenshot shows the 'Delivery Address Details' form. It has two input fields: 'Receiver contact name' and 'Enter recipient's mobile number'. Below the mobile number field is a dropdown menu for the country code. At the bottom, there are two buttons: 'Save as Draft' and 'Submit'. Red arrows point to the input fields and the Submit button.

Note: A pop-up with the service reference number and the summary of your service request details will appear after submission. Click on the "Go to home dashboard" button to exit the pop-up



- 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 initiated

Pending approval


In process

Completed


Service summary





Preferences for delivery or collection	Cheque Delivery
Status	Submitted
Service reference number	225429039185
Service request	Returned Cheques Preferences
Submission date	03/07/2025 14:22
Selected CIF	DEMO ACCOUNT 2
Account Selected	DEMO ACCOUNT 2 - - DEMO ACCOUNT 2
Receiver Name	
Receiver Contact	


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.


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Returned Cheques Preferences
225429039185

★ Pending approval
03/07/2025 | 14:22

[✓ Approve](#)
[✗ Reject](#)
[▼](#)
[⋮](#)