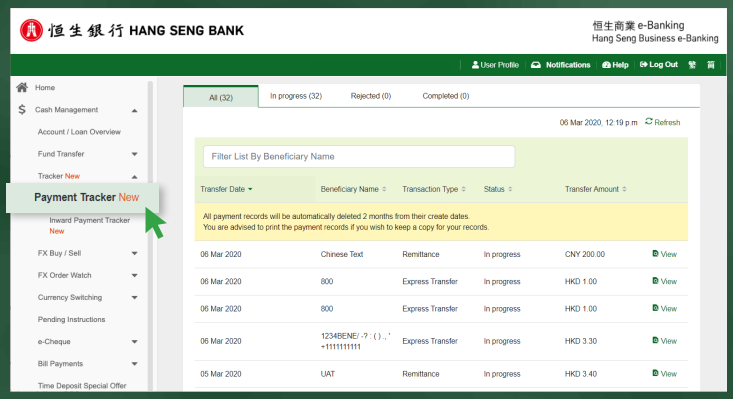
Hang Seng Business e-Banking User Guide
Payment Tracker

Steps for Submitting Instruction

STEP 1 Open the page

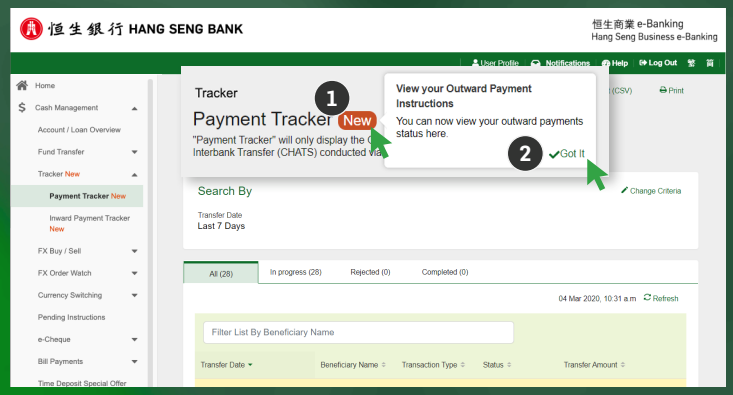
Click $ **Cash Management** on the left-hand side menu. Go to **Tracker** > **Payment Tracker** page.



STEP 2 Get new feature info

1. To get information regarding this new feature, click **New**.

2. An assistant bubble will be prompted. Click ✓ **Got it** to close the assistant bubble.



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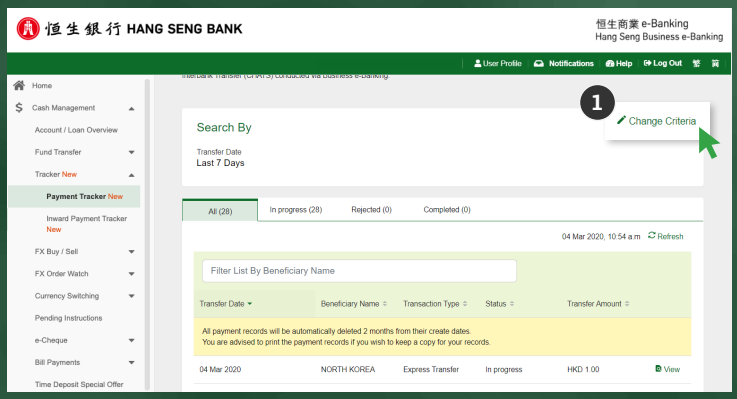
Steps for Searching Payments

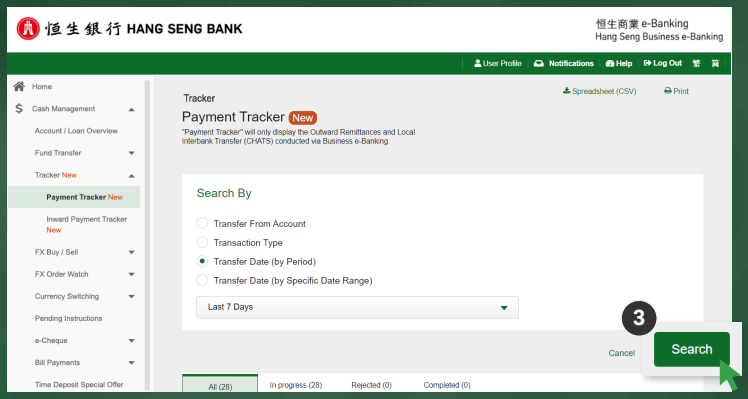
STEP 3 Set search criteria

1. Click **Change Criteria** in the **Search By** section.

2. Select the payment search criteria to use:
   - for Transfer From Account, refer to **Step 3A**
   - for Transaction Type, refer to **Step 3B**
   - for Transfer Date (by Period), refer to **Step 3C**
   - for Transfer Date (by Specific Date Range), refer to **Step 3D**

3. Click **Search** to complete the instruction.





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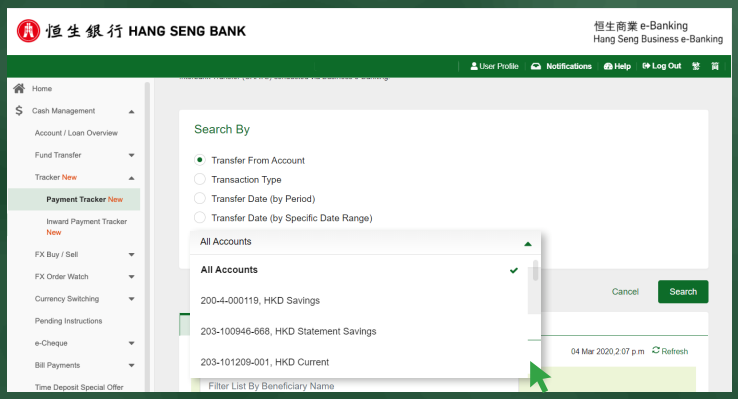
Steps for Searching Payments

STEP 3A Search by Transfer From Account

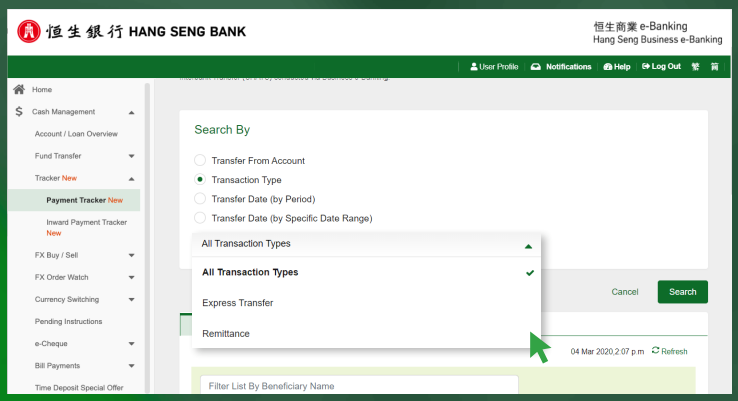
Select the account from which funds are transferred. The default is **All Accounts**.



OR

STEP 3B Search by Transaction Type

Select either **Express Transfer** or **Remittance**. The default is **All Transaction Types**.



OR

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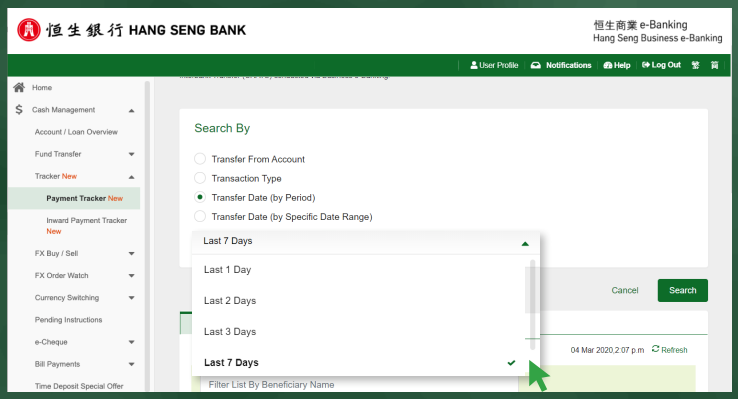
Steps for Searching Payments

STEP 3C Search by Transfer Date (by Period)

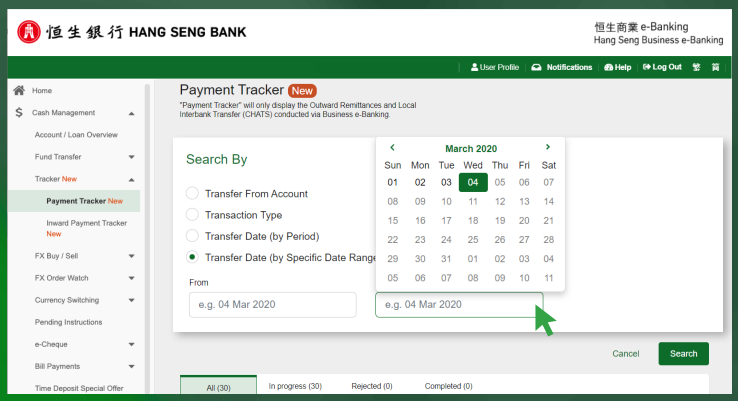
Select the period of payment transfer to search. The default is **Last 7 Days**.



OR

STEP 3D Search by Transfer Date (by Specific Date Range)

Select the **From** and **To** dates of a specific date range to search.



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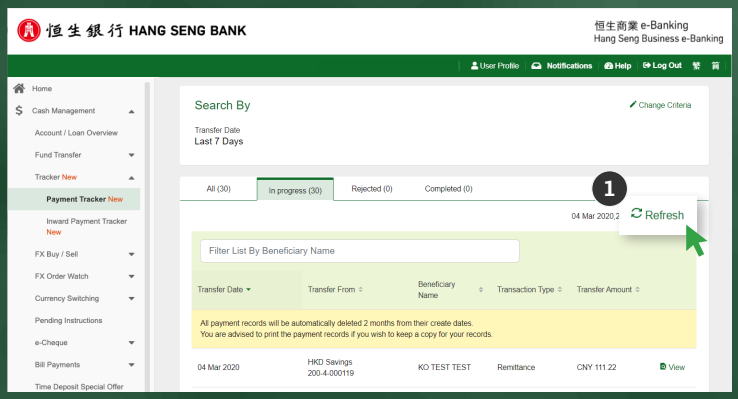
Steps for Searching Payments

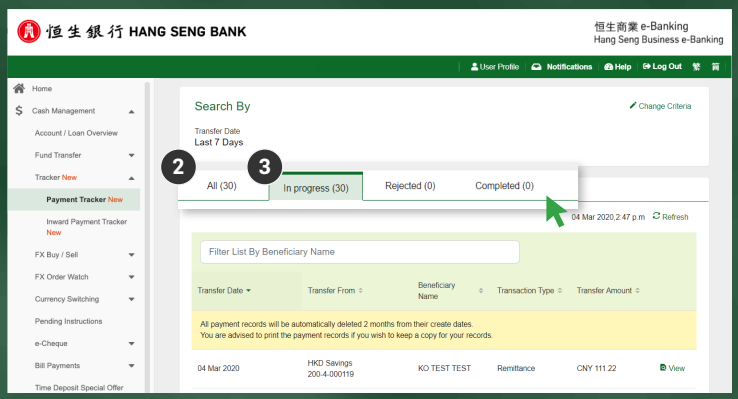
STEP 4 Refresh and display search results

1. Click **Refresh** to refresh the page based on current search criteria.

2. The **All** tab displays search results for all status.

3. For payments with status **In progress**, **Rejected** and **Completed**, click the corresponding tabs.





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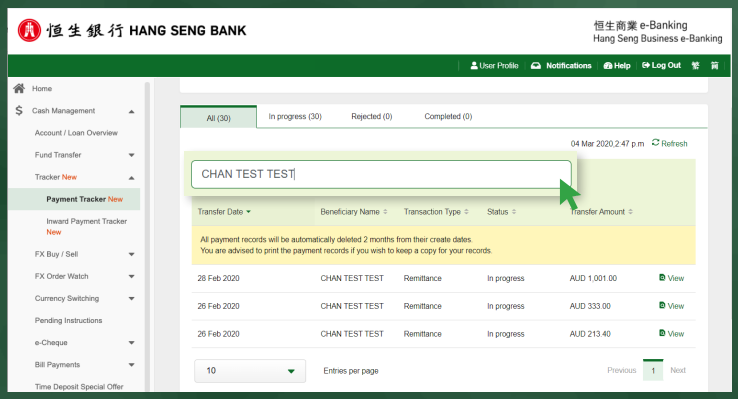
Steps for Filtering Payments

STEP 5 Applying filters

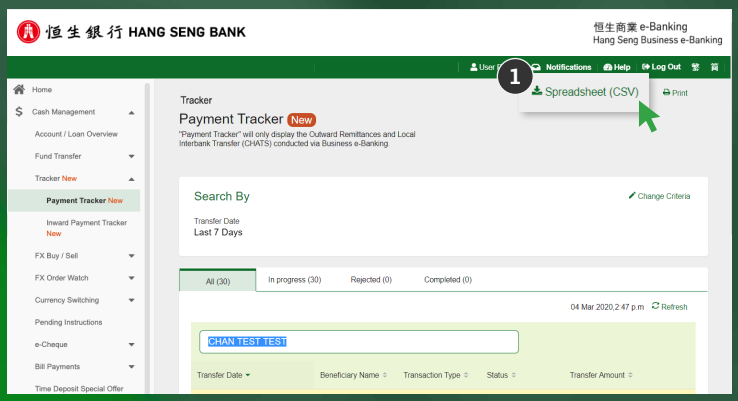
On any of the 4 tabs, enter the Beneficiary Name to filter the search results.

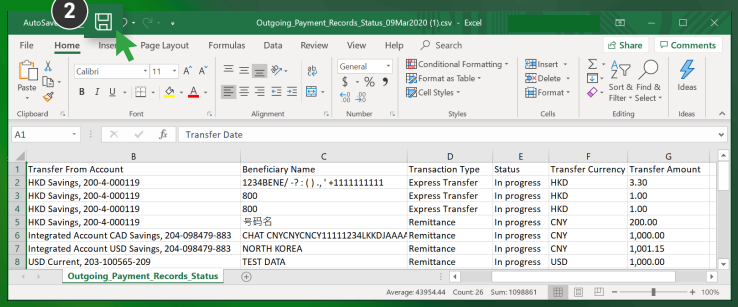


STEP 6 Download filtered results

1. Click **Spreadsheet (CSV)** to download the table of filtered payment results.

2. Save the Excel spreadsheet on your computer.





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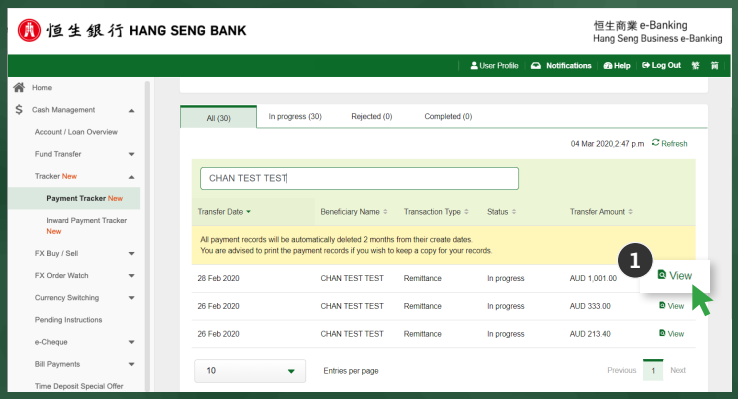
Steps for Viewing Transaction Details

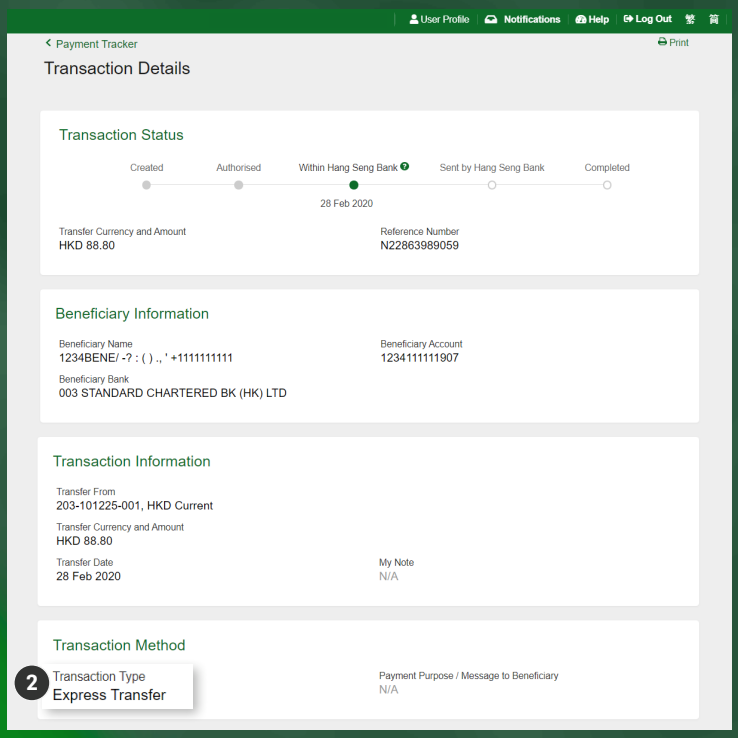
STEP 7 Open transaction details

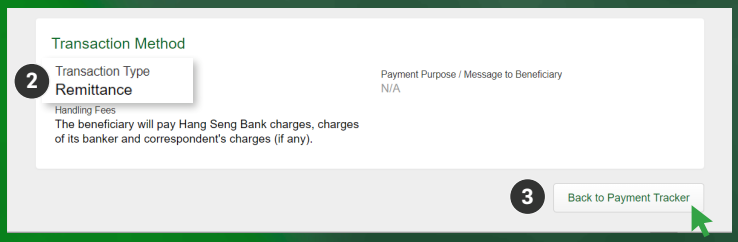
1. Click View next to the desired payment transaction on the Payment Tracker Summary page.

2. The Transaction Details page for different transaction types contains different information.
   - Express Transfer (CHATS)
   - Remittance

3. Click Back to Payment Tracker to go back to the Payment Tracker Summary page.







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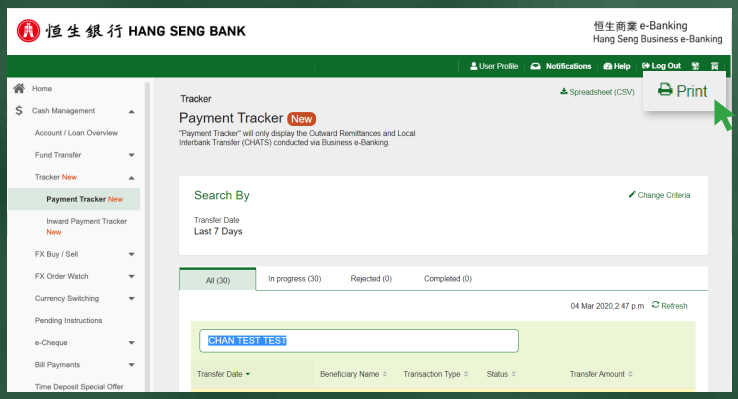
Miscellaneous Operations

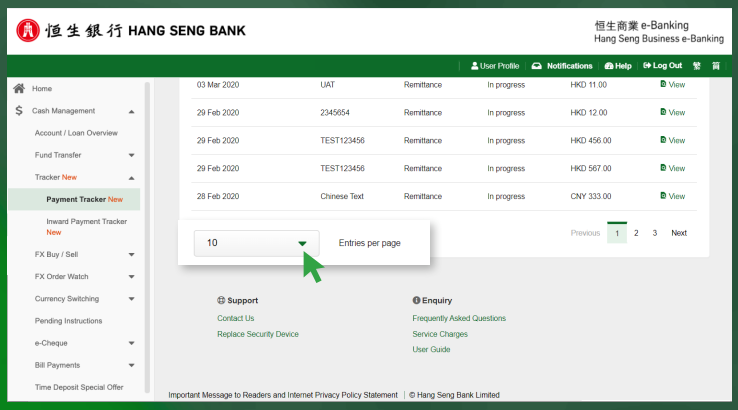
STEP 8 Print current page

Click **Print** to print the current Payment Tracker Summary page.



STEP 9 Customize payment display

Select the number of payments to display per page. The default is **10**.



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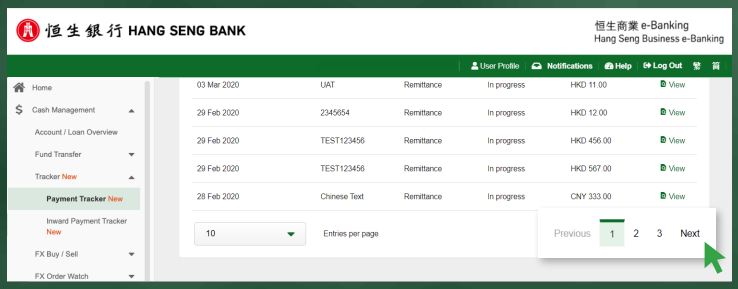
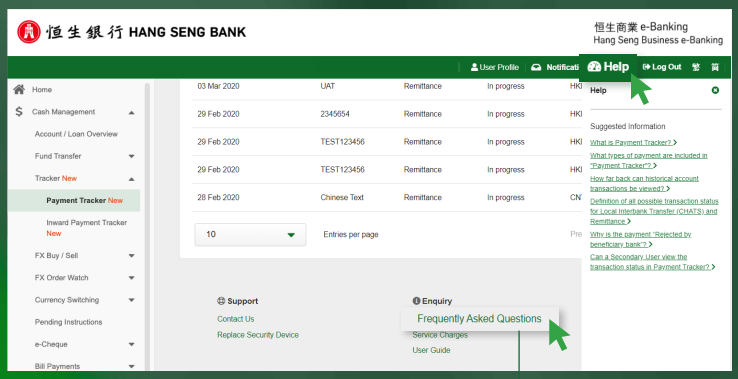
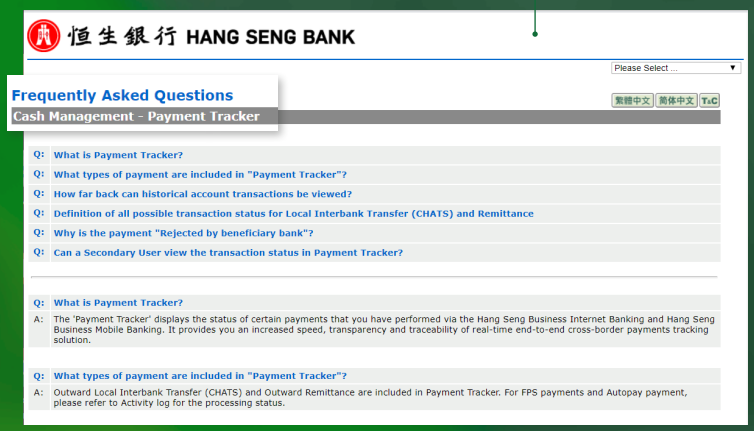
Miscellaneous Operations

STEP 10 Move to another page

Navigate to the desired page by clicking **Previous**, **Next** or the page number.



STEP 11 Get help

Open a list of frequently asked questions (FAQs) by clicking **Help** panel on top or **Frequently Asked Questions** at the bottom of the Payment Tracker page.