

ProCash Cheque Book Services

Table of Contents

1. Cheque Services	2
1.1 Cheque Book request	2
1.1.1 Initiate a Cheque Book Request	2
1.1.2 Authorized List	5
1.1.3 Pending List	7
1.1.4 Rejected List	10
1.2 Cheque Inquiry	13

1. Cheque Services

This guide provides you with a detailed explanation on how to request a cheque book and to enquire about the status of an issued cheque. For any information about other ProCash modules, please refer to the respective guide.

1.1 Cheque Book request

1.1.1 Initiate a Cheque Book Request

To raise a cheque book request, follow the steps below (image 1):

- i) Select the "Account Services" tab
- ii) Select "Cheque book request" Cheque Services
- iii) Select "Initiate"

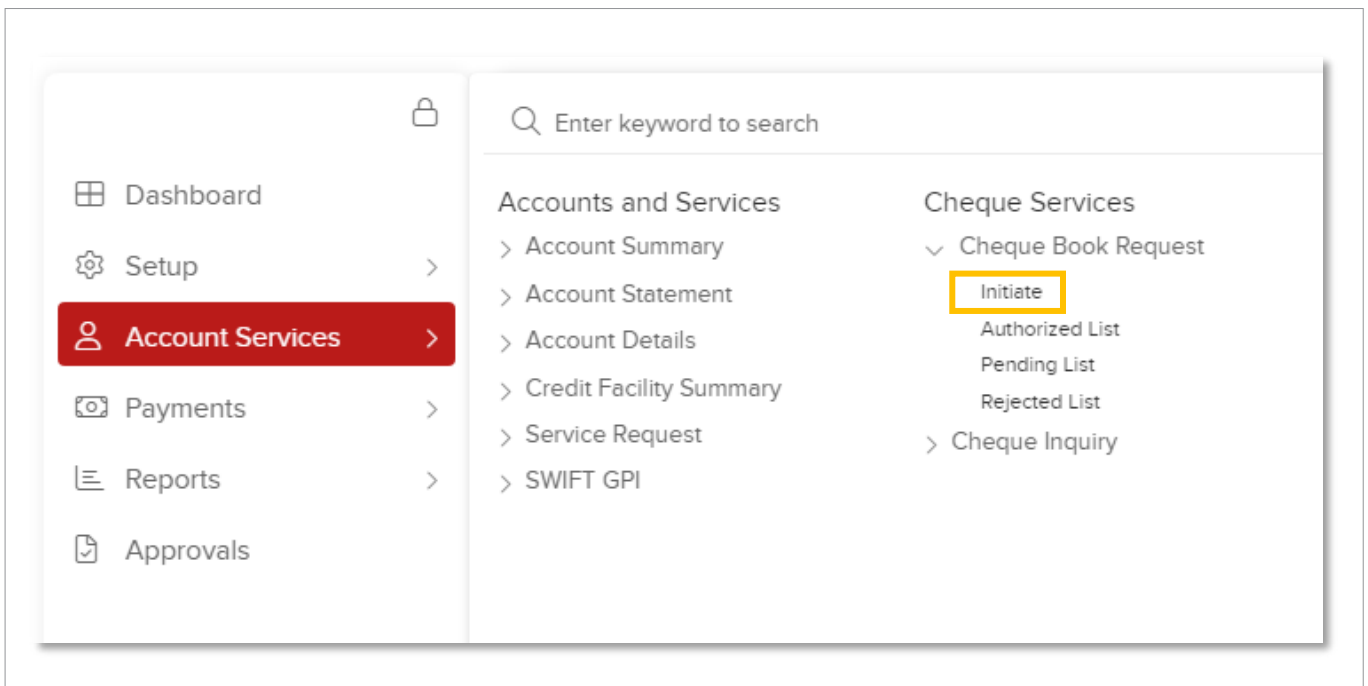


Image 1 – Cheque Services – Cheque Book Request | Initiate option

After selecting the Initiate option, you will land on a screen where you can initiate a cheque book request. You will need to provide some details like Account number or IBAN, Number of cheque books, Collection mode, Collector’s name, Mobile number, designated person’s photo ID, and ID number (image 2 & 3).

Once all information is provided, to proceed you can review the details by selecting the “Review” button available at the below right corner (image 3).

Also, please make sure that you read the disclaimer before submitting the request.

Request Details

Account Selection
 Account Number IBAN

IBAN* Account Title

Number of Cheque Books* Collection Mode*

Courier to...

Image 2 – Cheque Services – Cheque Book Request | Initiate page

Collector Details

Collector's Name* +971 Mobile Number* Designated Person's Photo ID*

ID Number*

DISCLAIMER
 **Denotes Mandatory Fields
 In case the above - mentioned designated person for delivery is not available to receive the cheque book(s), the Bank reserves the right to contact the Authorized Signatory at the registered telephone/ mobile number to re-route the shipment accordingly. The expected delivery time of the security item is minimum 3 business days (for local delivery).

Please note that the type of cheque book allocated may be changed depending on your Client profile.

I hereby declare that I have read, understood and agreed to be bound by the Banks Terms and Conditions pertaining to cheque book. The Bank will debit the charges and commissions to my account for processing the Cheque Book Issuance Request as published on adcb.com and amended from time to time at the discretion of the Bank. I also acknowledge that the rates may differ from rates provided to other customers of the Bank and may be withdrawn or changed without prior notice.

CANCEL **REVIEW**

Image 3 – Cheque Services – Cheque Book Request | Initiate page

On in the review page you will be able to edit the details by going back to the previous screen, cancel the request, or submit the request by selecting the respective button (image 4).

Collector Details

Collector's Name test	Mobile Number +971 - 5 37	Designated Person's Photo ID Emirates ID (EIDA)
Id Number 12 345		

DISCLAIMER
**Denotes Mandatory Fields
In case the above - mentioned designated person for delivery is not available to receive the cheque book(s), the Bank reserves the right to contact the Authorized Signatory at the registered telephone/ mobile number to re-route the shipment accordingly. The expected delivery time of the security item is minimum 3 business days (for local delivery).
Please note that the type of cheque book allocated may be changed depending on your Client profile.

I hereby declare that I have read, understood and agreed to be bound by the Banks Terms and Conditions pertaining to cheque book. The Bank will debit the charges and commissions to my account for processing the Cheque Book Issuance Request as published on adcb.com and amended from time to time at the discretion of the Bank. I also acknowledge that the rates may differ from rates provided to other customers of the Bank and may be withdrawn or changed without prior notice.

CANCEL **PREVIOUS** **SUBMIT**

Image 4 – Cheque Services – Cheque Book Request | Review page

Once you submitted the request, you will get a pop-up with a success message (image 5).

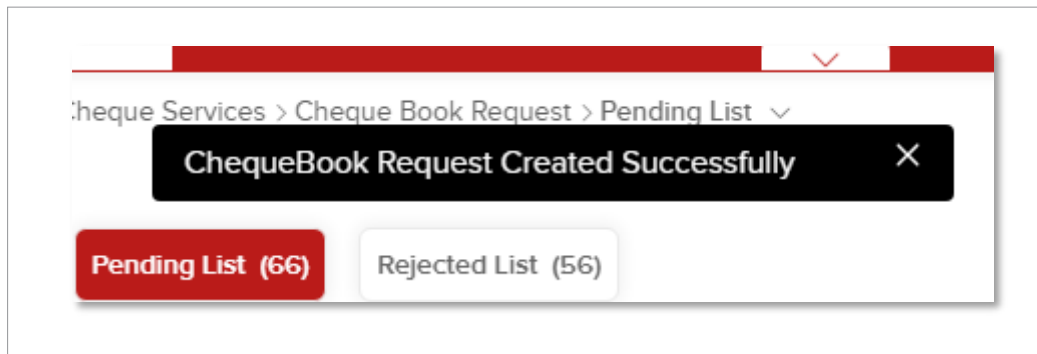


Image 5 – Cheque Services – Cheque Book Request | Success message

1.1.2 Authorized List

To see the authorised cheque book request, follow the steps below (image 6):

- i) Select the "Account Services" tab on the left panel
- ii) Select "cheque book request" under Cheque Services
- iii) Select "Authorized List"

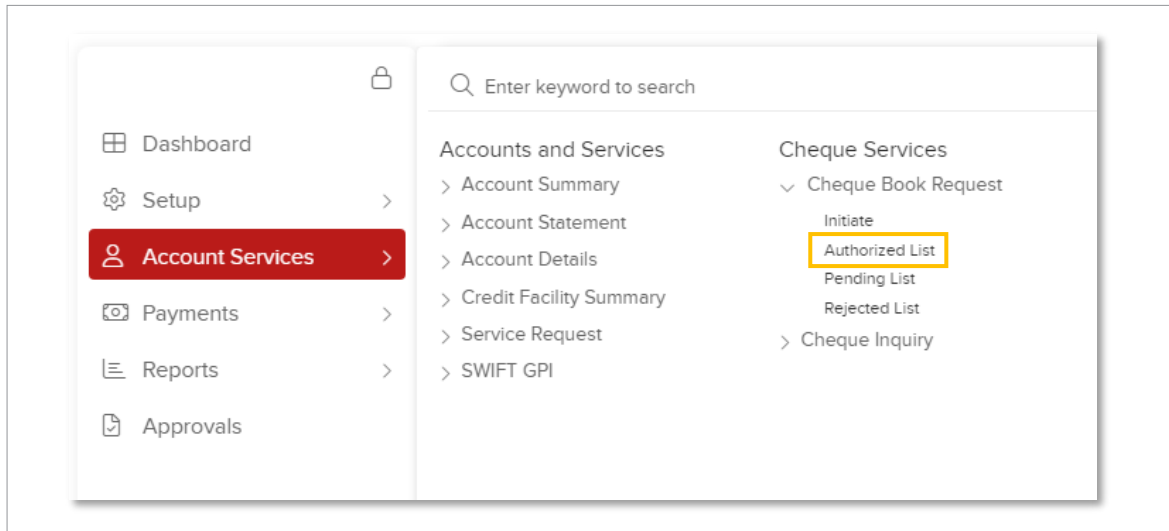


Image 6 – Cheque Services – Cheque Book Request | Authorized List Option

After landing on the Authorized List page (image 7), you will be able to see a list with all authorised requests in table format. Under the Actions column, you can view each request’s details and its respective authorizers, if applicable, by selecting the respective icon.

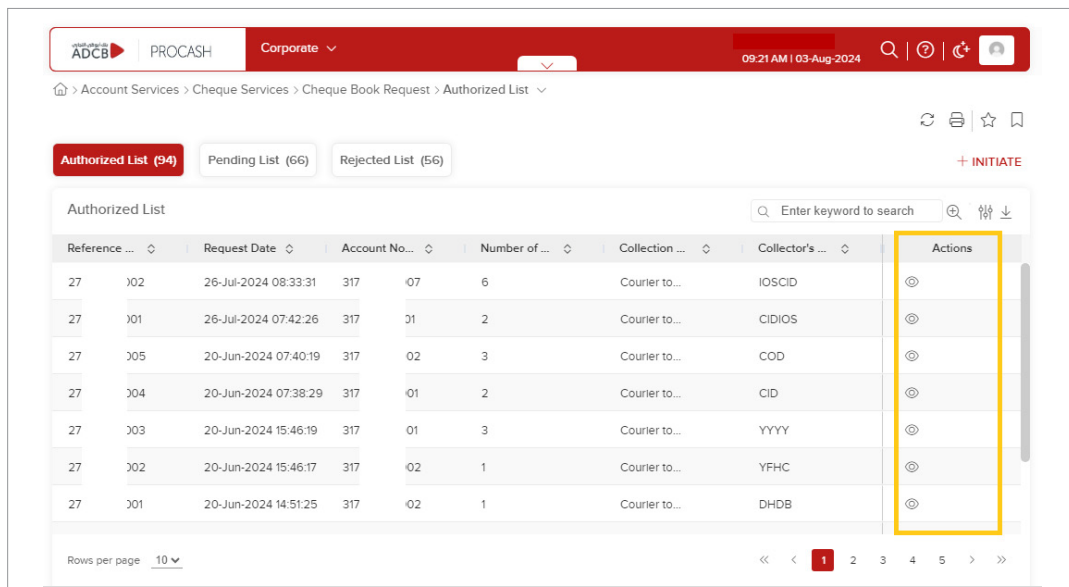


Image 7 – Cheque Services – Cheque Book Request | Authorized List page

To view the details of a specific request, you need to select the eye icon under the Actions column. Upon selection, a screen with all information about the selected request will then be displayed (image 8).

On the same page, you can view the status of your Request (image 9).

Request Details

Account Selection IBAN	IBAN AE16C	1-AED	Account Title ACC	001
Number of Cheque Books 1	Collection Mode Courier to...			

Collector Details

Collector's Name Test	Mobile Number +971 - ! 67	Designated Person's Photo ID Emirates ID (EIDA)
Id Number 123 321		

Image 8 – Cheque Services – Cheque Book Request | Authorized List – View Request details

Request Status

Sr. Number	Reference Number	Status
1	91 99	Failure

Maker Checker Details

Maker AD 12	Maker Date Time 03-Aug-2024 09:28:59	
Checker AD1 12	Checker Date Time 03-Aug-2024 09:28:59	⬆

DISCLAIMER
In case the above - mentioned designated person for delivery is not available to receive the cheque book(s), the Bank reserves the right to contact the Authorized Signatory at the registered telephone/ mobile number to re-route the shipment accordingly. The expected delivery time of the security item is minimum 3 business days (for local delivery).

Please note that the type of cheque book allocated may be changed depending on your Client profile.

I hereby declare that I have read, understood and agreed to be bound by the Banks Terms and Conditions pertaining to cheque book. The Bank will debit the charges and commissions to my account for processing the Cheque Book Issuance Request as published on adcb.com and amended from time to time at the discretion of the Bank. I also acknowledge that the rates may differ from rates provided to other customers of the Bank and may be withdrawn or changed without prior notice.

CANCEL
BACK

Image 9 – Cheque Services – Cheque Book Request | Authorized List - View Request details

1.1.3 Pending List

To see a pending cheque book request, follow the steps below (image 10):

- i) Select the "Account Services" tab
- ii) Select "cheque book request" under Cheque Services
- iii) Select "Pending List"

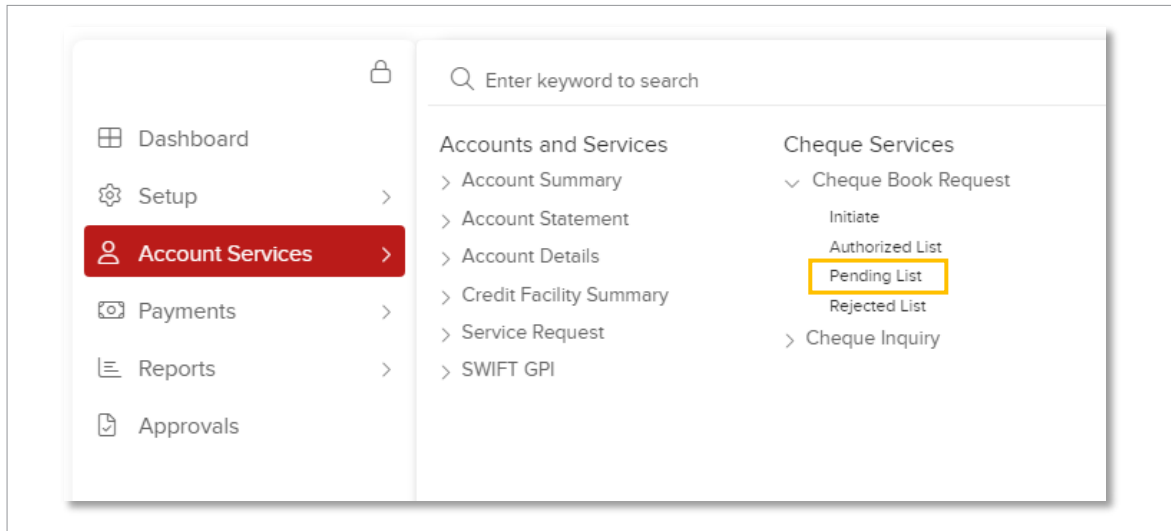


Image 10 – Cheque Services – Cheque Book Request | Pending List option

After landing on the Pending List page (image 11), you will be able to see a list, in table format, with all requests that are pending to be authorised, rejected, deleted, or edited.

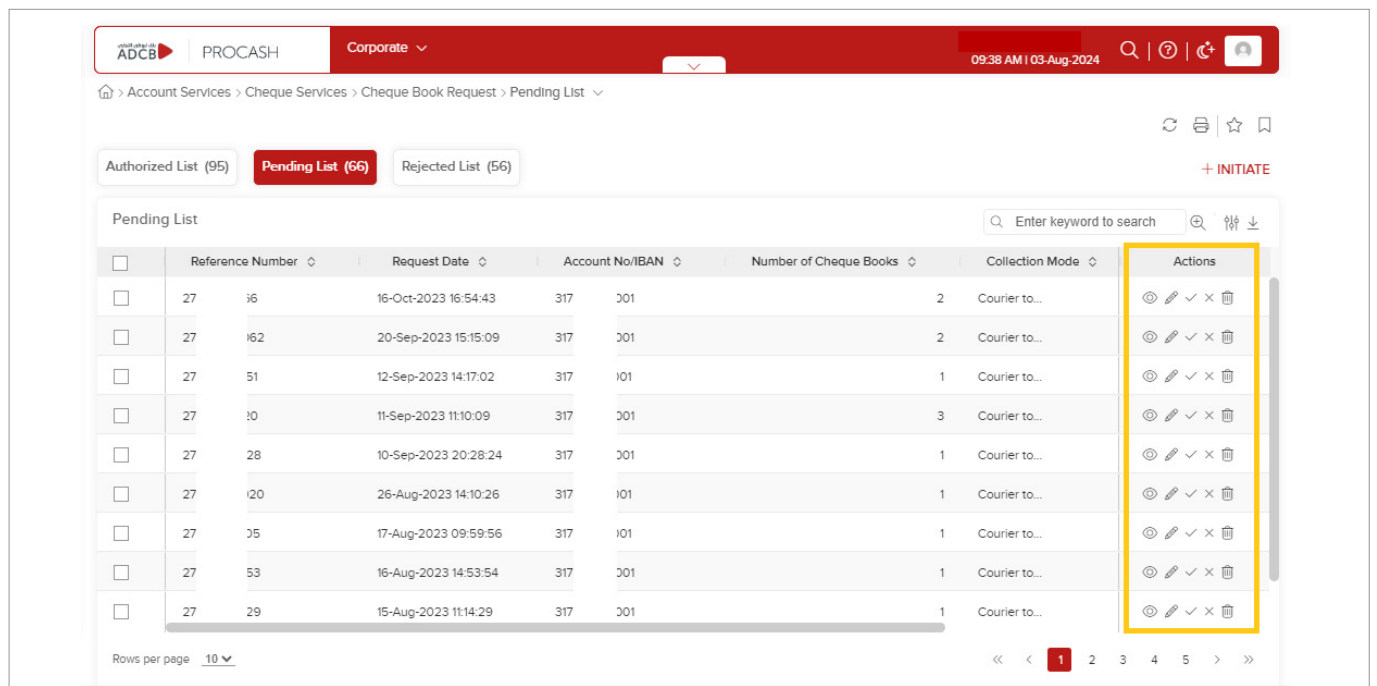


Image 11 – Cheque Services – Cheque Book Request | Pending List Page

In this list, you can also perform following actions:

- View each cheque book request by selecting the eye icon. When this option is selected, a page with the respective request details is displayed. In addition, you are able to perform different actions such as Authorize, Reject, Delete and go back to the previous screen (image 12)

Request Details

Account Selection Account Number	Account Number 31 I-AED	Account Title AC 1001
Number of Cheque Books 2	Collection Mode Courier to...	

Collector Details

Collector's Name VII ٤T	Mobile Number -971 - 56	Designated Person's Photo ID Passport
Id Number L1 99		

Maker Checker Details

Maker AC YA	Maker Date Time 16-Oct-2023 16:54:43
----------------	---

DISCLAIMER
In case the above - mentioned designated person for delivery is not available to receive the cheque book(s), the Bank reserves the right to contact the Authorized Signatory at the registered telephone/ mobile number to re-route the shipment accordingly. The expected delivery time of the security item is minimum 3 business days (for local delivery).

Please note that the type of cheque book allocated may be changed depending on your Client profile.

I hereby declare that I have read, understood and agreed to be bound by the Bank's Terms and Conditions pertaining to cheque book. The Bank will debit the charges and commissions to my account for processing the Cheque Book Issuance Request as published on adcb.com and amended from time to time at the discretion of the Bank. I also acknowledge that the rates may differ from rates provided to other customers of the Bank and may be withdrawn or changed without prior notice.

CANCEL
BACK
DELETE
REJECT
AUTHORIZE
EDIT

Image 12 – Cheque Services – Cheque Book Request | Pending List – View Request Details

- Edit a request by selecting the edit icon: After selecting this option, you will land on the respective request initiation page wherein you can change any detail and upload the request once again (image 13).

Request Details

Account Selection <input checked="" type="radio"/> Account Number <input type="radio"/> IBAN	Account Number* 31 -AED	Account Title AC [REDACTED] 001
Number of Cheque Books* 2	Collection Mode* Courier to...	

Collector Details

Collector's Name* V ٤T	Mobile Number* -971 9 36	Designated Person's Photo ID* Passport
ID Number* L ٩9		

Maker Checker Details

Maker AT rA	Maker Date Time 16-Oct-2023 16:54:43
----------------	---

CANCEL
BACK
REVIEW

Image 13 – Cheque Services – Cheque Book Request | Pending List – Edit Request Details

- Approve a request by selecting the Check icon: When choosing this option, the OTP must be provided; once done, select the "Submit" option, if applicable.
- Reject a request by selecting the cross icon: When rejecting a transaction, a reason for the rejection is required (image 14).



Image 14 – Cheque Services – Cheque Book Request | Pending List – Reason for Rejection

- Delete a request by selecting the Bin icon: When deleting a request, you need to confirm the same by selecting "OK" (image 15).

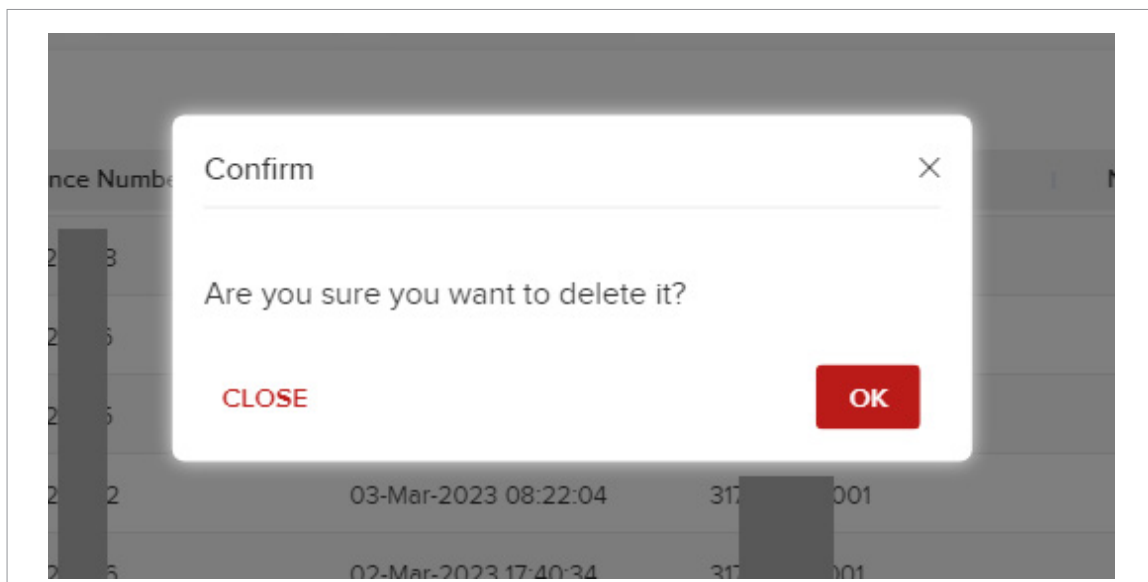


Image 15 – Cheque Services – Cheque Book Request | Pending List – Confirmation to delete

1.1.4 Rejected List

To see the Rejected List of the cheque book request, follow the steps below (image 16):

- i) Select the "Account Services" tab
- ii) Select "Cheque book request" under Cheque Services
- iii) Select "Rejected List"

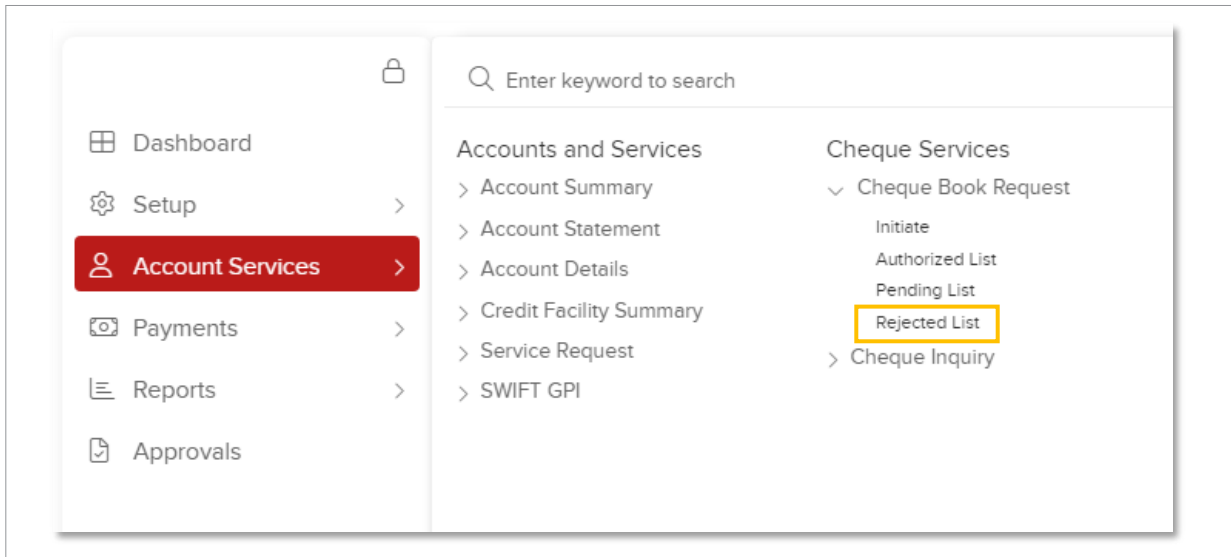


Image 16 – Cheque Services – Cheque Book Request | Rejected List Option

In the Rejection List page, you can see a list in table format of all the rejected transactions (image 17).

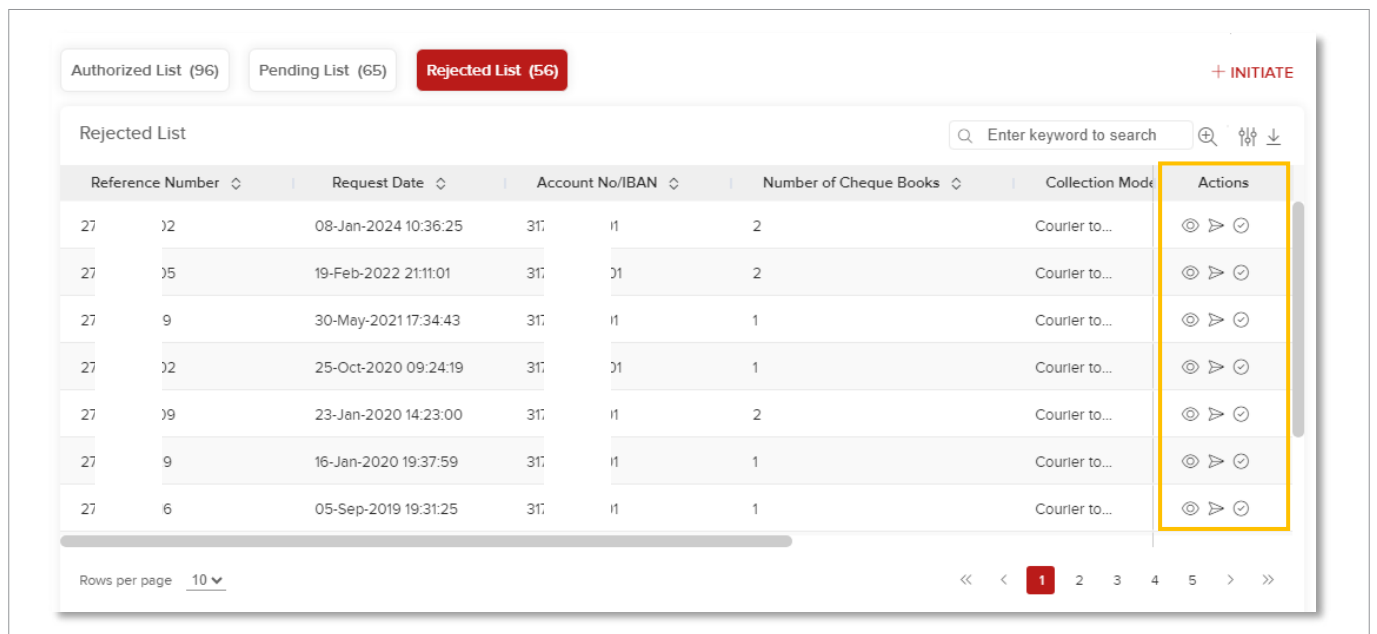


Image 17 – Cheque Services – Cheque Book Request | Rejected List Page

Under the Actions column (last column on image 17), you will be able to:

- View each request’s details by selecting the Eye icon. Once this option is selected, a page with the respective request’s details is displayed. On the same page, you are also able to accept the rejection, resubmit the request, or go back to the previous list screen (image 18 and 19)

Request Details

Account Selection Account Number	Account Number 31 AED	Account Title AC 01
Number of Cheque Books 2	Collection Mode Courier to...	

Collector Details

Collector's Name C T	Mobile Number +971 - 58	Designated Person's Photo ID Passport
Id Number HUAWEI		

Maker Checker Details

Maker AC VI	Maker Date Time 08-Jan-2024 10:36:25	
Checker BL 39	Checker Date Time 20-Jan-2024 10:24:19	

Image 18 – Cheque Services – Cheque Book Request | Rejected List – View Rejected Request

Maker Checker Details

Maker AC AVI	Maker Date Time 08-Jan-2024 10:36:25	
Checker BI 39	Checker Date Time 20-Jan-2024 10:24:19	

DISCLAIMER
 In case the above - mentioned designated person for delivery is not available to receive the cheque book(s), the Bank reserves the right to contact the Authorized Signatory at the registered telephone/ mobile number to re-route the shipment accordingly. The expected delivery time of the security item is minimum 3 business days (for local delivery).

Please note that the type of cheque book allocated may be changed depending on your Client profile.

I hereby declare that I have read, understood and agreed to be bound by the Banks Terms and Conditions pertaining to cheque book. The Bank will debit the charges and commissions to my account for processing the Cheque Book Issuance Request as published on adcb.com and amended from time to time at the discretion of the Bank. I also acknowledge that the rates may differ from rates provided to other customers of the Bank and may be withdrawn or changed without prior notice.

CANCEL
BACK
ACCEPT REJECT
RESUBMIT

Image 19 – Cheque Services – Cheque Book Request | View Rejected Request

- Resubmit by selecting the arrow icon. After selecting the arrow icon to resubmit a request, you land on the Request initiation screen where you can confirm your review by selecting the "Review" button, or go back to the previous screen by selecting the "Back" button (image 20 & 21)

Request Details

Account Selection	Account Number*	Account Title
<input checked="" type="radio"/> Account Number <input type="radio"/> IBAN	31 -AED	AC [REDACTED] 01
Number of Cheque Books*	Collection Mode*	
2	Courier to...	

Collector Details

Collector's Name*	Mobile Number*	Designated Person's Photo ID*
C T	+971 58	Passport
ID Number*		
HUAWEI		

Image 20 – Cheque Services – Cheque Book Request | Rejected List – Resubmit Request

Maker Checker Details

Maker	Maker Date Time
AD VI	08-Jan-2024 10:36:25
Checker	Checker Date Time
B 89	20-Jan-2024 10:24:19

CANCEL
BACK
REVIEW

Image 21 – Cheque Services – Cheque Book Request | Rejected List Page

- Accept a rejection by selecting the Check mark icon. After accepting the rejection, the request will be removed from the Rejected List and will be parked in the Authorization List.

1.2 Cheque Inquiry

To see the Cheque Inquiry, follow the steps below (image 22):

- i) Select the "Account Services" tab
- ii) Select "Cheque Inquiry" under Cheque Services
- iii) Select "Query"

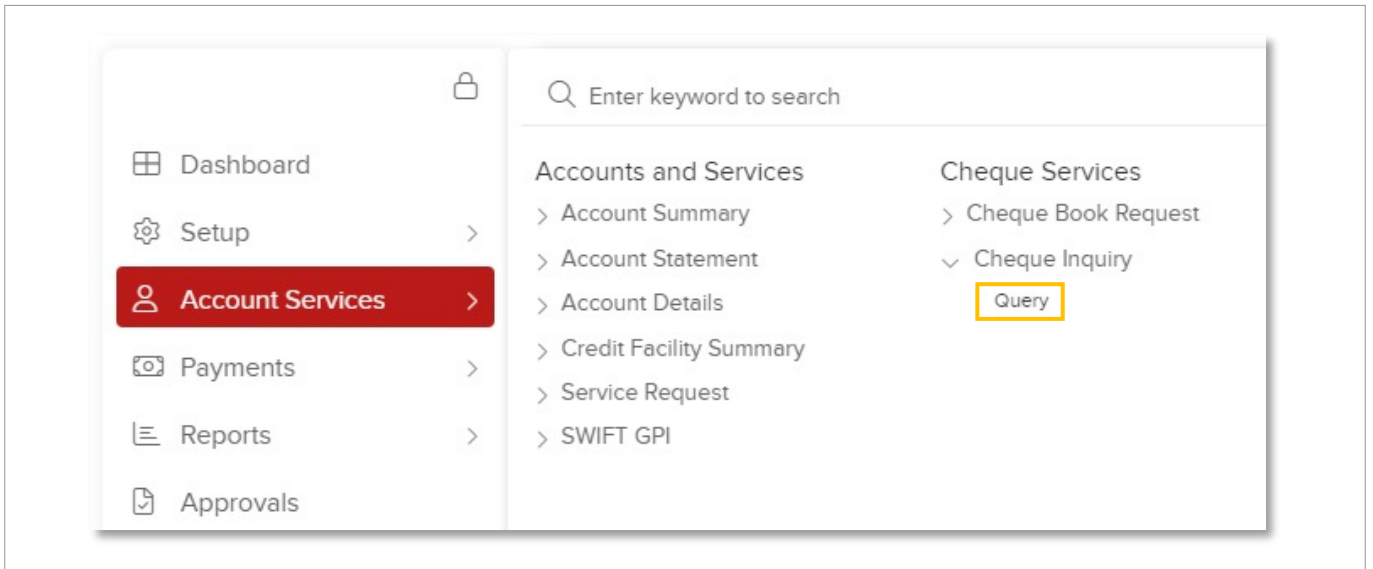


Image 22 – Cheque Services – Cheque Inquiry | Query option

After selecting Query, you will land on a page where you can inquire about a requested cheque book by searching by the cheque book details or the cheque book status (image 23 & 24).

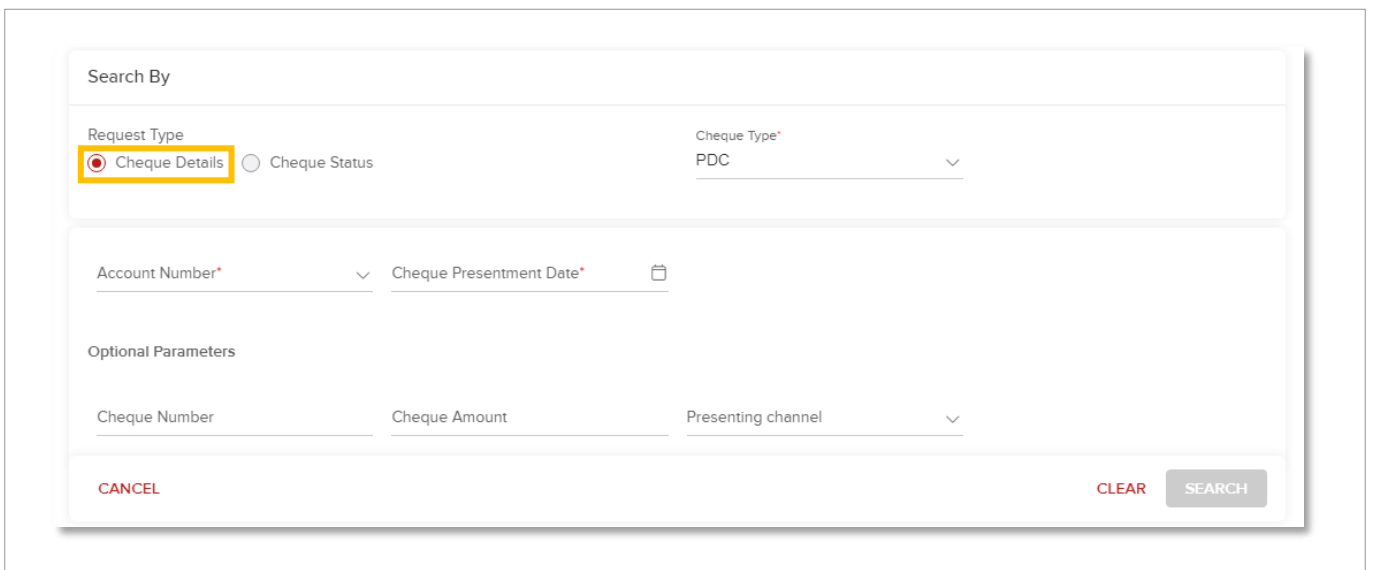


Image 23 – Cheque Services – Cheque Inquiry | Query page

Search By

Request Type

Cheque Details Cheque Status

Account Selection

Account Number IBAN

Account Number* Cheque Number* ⓘ

CANCEL CLEAR SEARCH

Image 24 – Cheque Services – Cheque Inquiry | Query Page

PROCASH | بنك أبوظبي التجاري
ADCB 

adcb.com