

Business Internet Banking User Guide

Payment Tracker

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4. [Amend / Enquire your payment](#)
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6. [View your payment advice](#)
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Tips: click on the title to view the steps of the function.

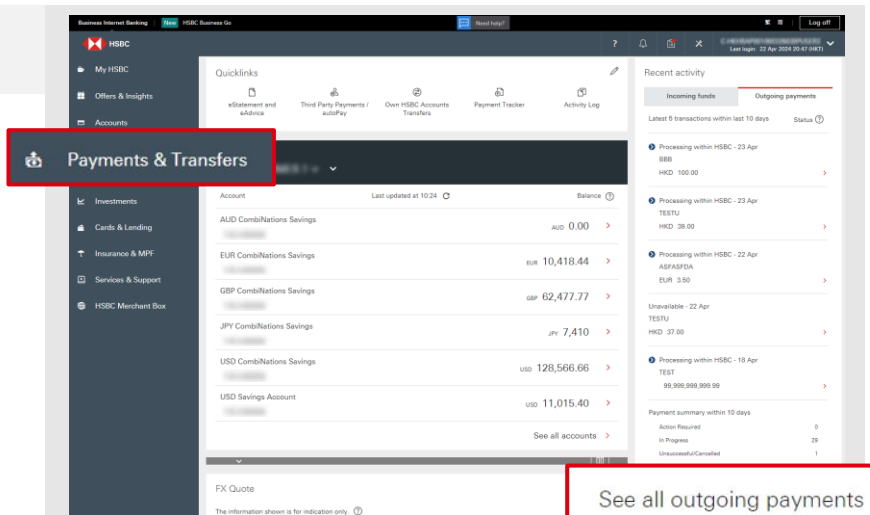
View your outward payments

Step 1 Logon Business Internet Banking

On left menu, click 'Payments & Transfers' > 'Tracker' > 'Payment Tracker'.

OR

Click the 'See all the outgoing payments' under the recent activities on the right.

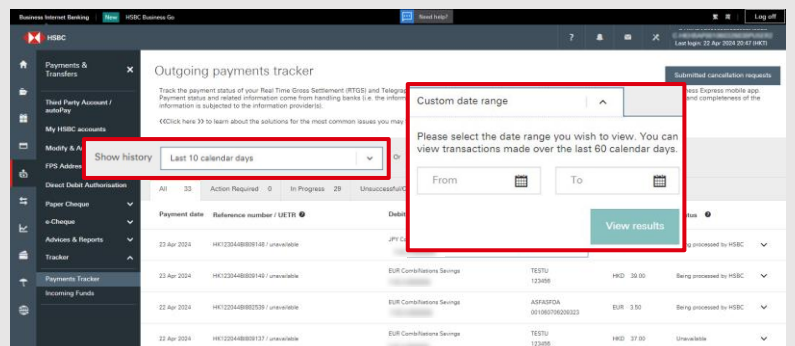


Step 2 On 'Outgoing payments tracker' page

Select the date range from the dropdown list to show history.

OR

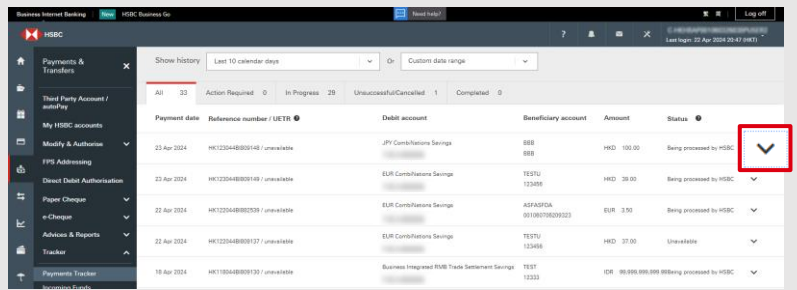
Select the specific date range to search custom date range up to 60 days.



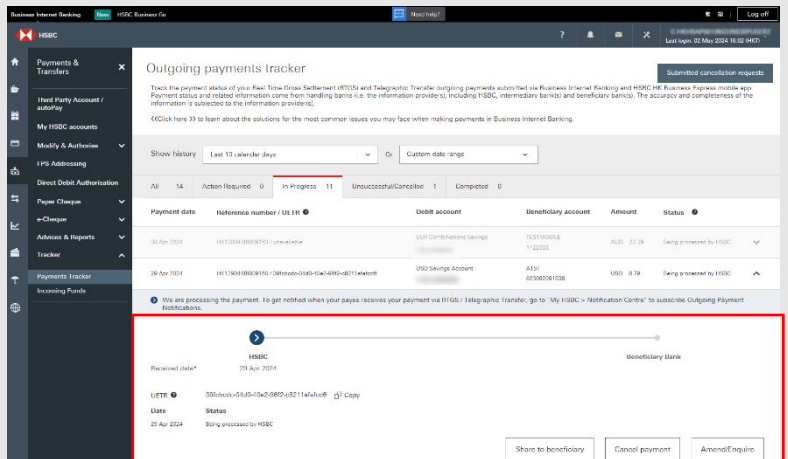
View your transaction details

Step 1 Go to 'Payment Tracker'

From payment summary, you can see the UETR* and the payment status, expand the payment transaction and you will see the transaction details.



- * Unique End-to-end Transaction Reference (UETR) is a unique reference number shared across all banks for a transaction which allows a payment to be located at any time, by any of the parties in the chain. You can use this reference number to trace your transaction status no matter in HSBC, intermediary or beneficiary banks.



Tips What are the 'Payment status'?

For payments with statuses 'Action required', 'In progress', 'Unsuccessful/Cancelled' and 'Completed', you can go to the corresponding tabs for more details. Please note the payment status and related information are provided by HSBC and the involved intermediary/beneficiary banks. The latest information depend on the handling banks' processes, you can check with the handling banks for most recent updates of the payment.

All	14	Action Required	0	In Progress	2	Unsuccessful/Cancelled	11	Completed	1
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In progress

No action is required. You will be able to see which bank is currently processing the payment.

In progress

We are processing the payment. To get notified when your payee receives your payment via RTGS / Telegraphic Transfer, go to 'My HSBC > Notification Centre' to subscribe Outgoing Payment Notifications.

Received date* 23 Apr 2024

Date 23 Apr 2024

Status Being processed by HSBC

Beneficiary Bank

Cancel payment Amend/Enquire

Action required

The payment is put on hold. You will be able to see the possible reasons and the action you need to take:

- ◆ Insufficient fund: You need to deposit funds in the debit account for us to process the payment.
- ◆ Being reviewed by HSBC: Since another similar payment is found, please go to 'Activity Log' to verify the payment details.

Action required

Insufficient funds Your payment is on the way from intermediary bank to beneficiary bank (or the next intermediary bank). Click the 'Ball' icon at the top of the page to check if there is any further information from the intermediary bank. If necessary, please contact the beneficiary bank and provide them with the UETR listed in the payment details below for further payment status information. If you want to be notified about updates on your payment, go to 'My HSBC > Notification Centre' to subscribe Outgoing Payment Notifications.

Received date* 29 Apr 2024

UETR 50c2d956-01c0-41a0-b1a0-c04bae9a71c8 Copy

Date 29 Apr 2024

Status Intermediary bank (BIC:HSBCH0999999) has processed the payment.

Beneficiary Bank

Share to beneficiary Cancel payment Amend/Enquire

Unsuccessful/Cancelled

The payment is cancelled or rejected by handling bank. You can see which bank has declined the payment and view more details in the payment advice.

Unsuccessful/Cancelled

Your payment was rejected or cancelled by HSBC. Please refer to the payment advice for details.

Received date* 16 Apr 2024

UETR 4542b69c-2110-4120-a531-0d47869a8c45 Copy

Date 17 Apr 2024

Status Rejected or cancelled by HSBC

16 Apr 2024 Being processed by HSBC

Beneficiary Bank

View payment advice Amend/Enquire

Completed

The payment has successfully arrived at the beneficiary account.

Completed

Your payment has been successfully processed and the funds have been credited to the beneficiary account. Please refer to the payment advice for details. To get notified when your payee receives your payment via RTGS / Telegraphic Transfer, go to 'My HSBC > Notification Centre' to subscribe Outgoing Payment Notifications.

Received date* 29 Apr 2024

UETR bd1317a6-000b-400a-b00a-a456b9936136 Copy

Date 29 Apr 2024

Status Beneficiary bank (BIC:HSBCH0999999) has completed the payment.

Beneficiary Bank

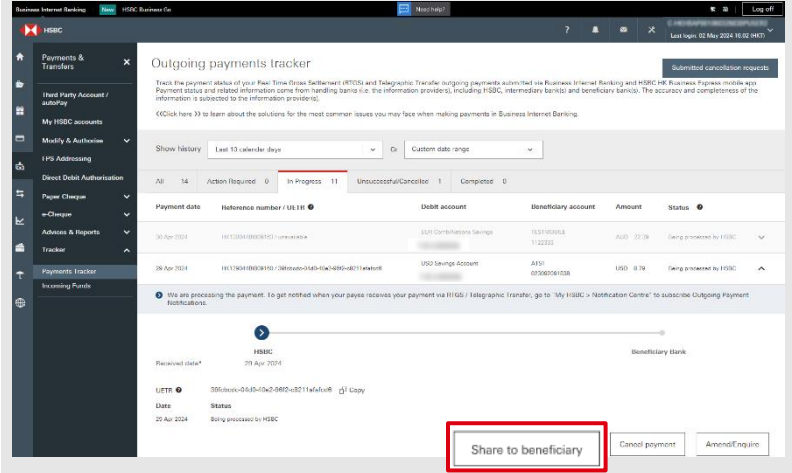
Share to beneficiary Cancel payment View payment advice Amend/Enquire

Share your payment details to beneficiary

Step 1 Go to 'Payment Tracker'

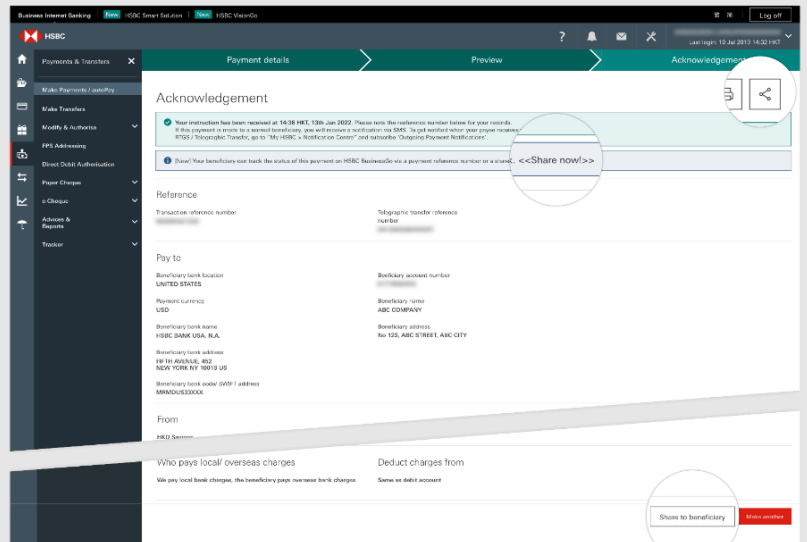
In the transaction details, click 'Share to beneficiary' to generate a pre-filled email template with reference number, UETR and a link for the payment tracker*. Input the email address of your beneficiary and send the email.

* Your beneficiary can track the payment status via the link provided. Or, they can check the payment with the intermediary bank / beneficiary bank using the UETR.



Tips What are the other buttons for sharing payment status to beneficiary?

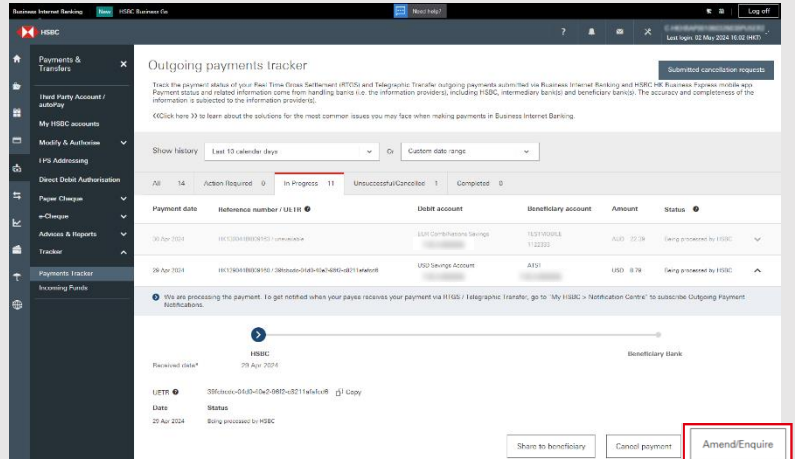
After a payment, click any of the 'Share' buttons on the Acknowledgement page. You will see a pre-filled email template with the payment tracker link and details, simply send the email to your beneficiary.



Amend / Enquire your payment

Step 1 Go to 'Payment Tracker'

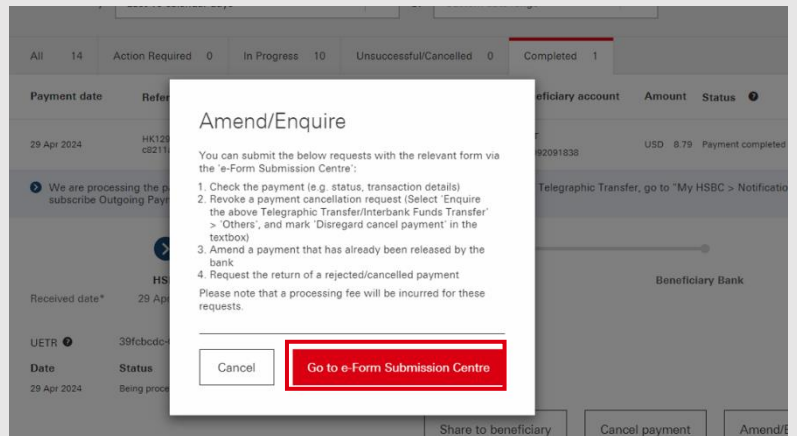
In the transaction details, click 'Amend/Enquire'.



Step 2 On the pop-up dialogue box

Click 'Go to e-Form Submission Centre' to submit a request online if you have below requests:

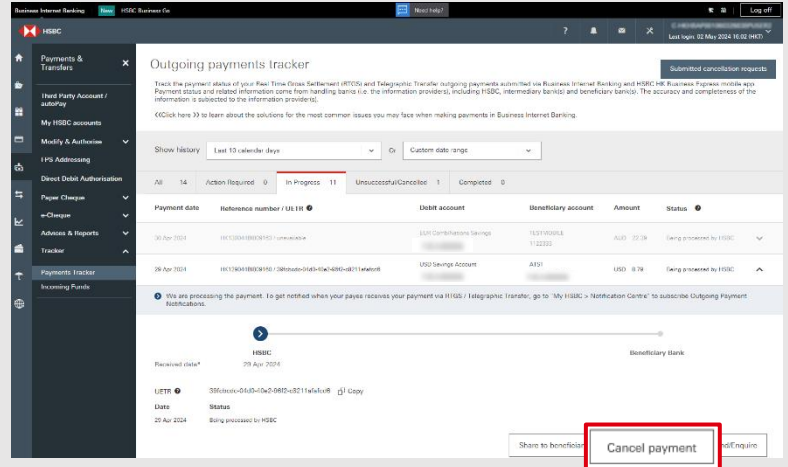
- ◆ Enquiring for a payment
- ◆ Raising a payment investigation request
- ◆ Amending payment details
- ◆ Revoking a cancel payment request



Cancel a payment

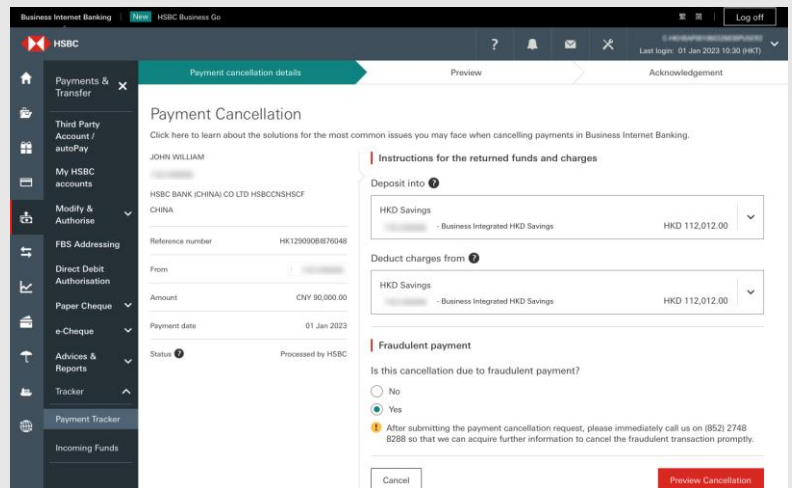
Step 1 Go to 'Payment Tracker'

In the transaction details, click 'Cancel payment'.



Step 2 On the payment cancellation page

Select the account for deposit of the returned funds and deduce charges, indicate if the cancellation is due to a potential fraudulent payment.



Step 3 After submitting the cancellation

Upon successful cancellation*, you may click 'View Cancellation details' to view payment details.

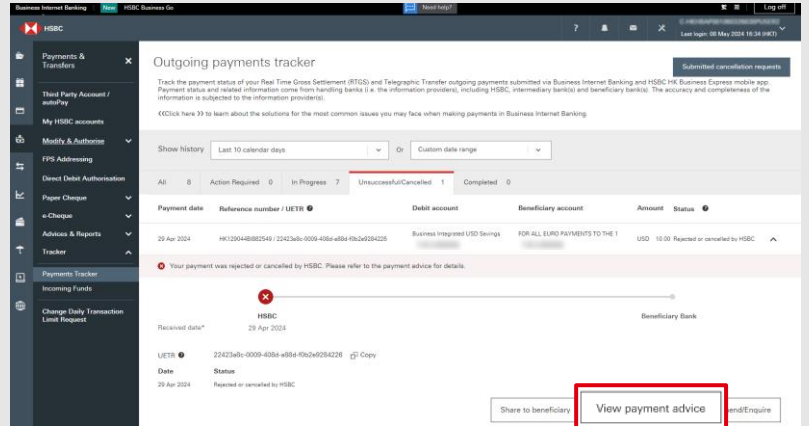
Remarks: If you don't see the 'Cancel payment' button, or you want to revoke a cancelled payment, click 'Amend/Enquire' to proceed. Please refer to '[Amend / Enquire your payment](#)' section for details.

* The processing time depends on the intermediary bank and/or the beneficiary bank and may take a few weeks.

View your payment advice

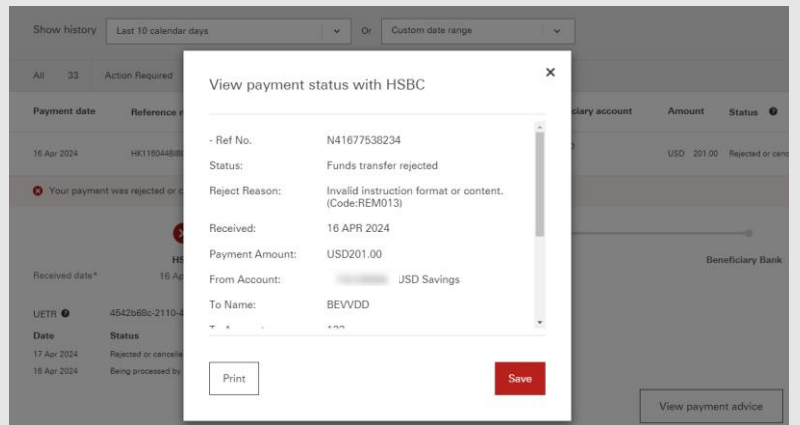
Step 1 Go to 'Payment Tracker'

In the transaction details, click 'View payment advice'.



Step 2 On the pop-up dialogue box

You can choose to 'Print' or 'Save' the payment advice for record*.



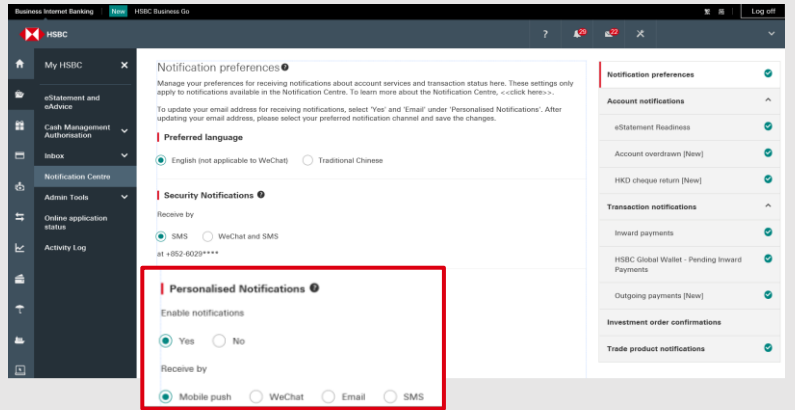
* The payment advice is available after HSBC executed/rejected the transactions.

Subscribe notification for payment tracker

Step 1 Logon Business Internet Banking

Go to 'My HSBC' > 'Notification Centre'* on the left menu.

* If you have selected your preferred channel, the notification will be delivered to your chosen channel. Or you will receive the email notification.



Step 2 On 'Notification Centre' page

You can change the delivery channel by choosing your preferred channel under 'Personalised Notifications' and clicking 'Save'.

Step 3 Go to 'Outgoing payments'

Go to 'Outgoing payments' on the right menu under 'Transaction notifications', choose the payment status types that you would like to receive notification and click 'Save'.

