

## Smart Banking Tips – Enquire status of incoming / outgoing funds through Business e-Banking

**Method 1: Get free e-mail notifications of the status once you have set up the “e-Alert” service under “e-Message”**

The screenshot shows the Business e-Banking website interface. The left sidebar contains a menu with the following items: Cash Management Services, Trade Services, Loan & Facility, Credit Card Services, Investment Services, Insurance Services, MPF and Payroll Services, e-Message, e-Alert, Financial Management, Corporate Event, Set Up e-Alert, Enquire / Amend e-Alert, Important Mails, e-Advice, Management Control, and Customer Service. The main content area is titled "e-Alert" and shows a breadcrumb trail: e-Message > e-Alert > Financial Management. Below this, there are buttons for "Previous Alerts" and "Get New messages". A table titled "Today's Alert" displays a single entry: "07-09-2009" in the Date column, "Inward Payments Notification" in the Subject column, and "View" and "Delete" buttons in the Action column. The right sidebar includes a "Contact Us" section with a phone number and an advertisement for Hotel Nikko Hongkong.

**Step 1** Go to “e-Message”

**(For First Time Users)**  
**Step 2** Set up e-Alert. Users can choose to receive e-Alert via Business e-Banking, E-mail or SMS. If via Business e-Banking, users can follow the following steps here for viewing relevant e-Alerts.

**Step 3** Select “Financial Management” to view “Today’s Alert”

**Step 4** Subject for different e-Alert Types, e.g.

- HKD Cheque Deposit / Return Notification
- Inward Payment Notification
- Outward Payment Notification

**Step 5** View the relevant e-Alert.



- + Cash Management Services
- > Trade Services
- + Loan & Facility
- + Credit Card Services
- + Investment Services
- + Insurance Services
- + MPF and Payroll Services
- e-Message
  - e-Alert
    - > Financial Management
    - > Corporate Event
    - > Set Up e-Alert
    - > Enquire / Amend e-Alert
    - > Important Mails
  - + e-Advice
  - + Management Control
  - + Customer Service

e-Alert

e-Message > e-Alert > Financial Management



Print

<b>Date</b>	07-09-2009
<b>Subject</b>	Inward Payments Notification

Hang Seng e-Alert would like to notify you that the following payment has been credited to your company account:

Account Nickname:	Foreign A/C
As of:	2009-09-07 17:21
Credit Amount:	HKD 100.00
Paying Bank:	HANG SENG BANK LIMITED
Reference Number:	P0907000032

Back Delete

Step 6: Details of the relevant e-Alert

**Contact Us**

- Call our Business e-Banking Enquiry Hotline at 2998 9788
- Visit our branches
- Visit our Business Banking Centres
- E-mail Us

Up to **25% off** at Hotel Nikko Hongkong

Register your company email address

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**Method 2: Go to "Account / Loan Balance" under "Cash Management Services"**

**Step 1: Go to "Cash Management Services"**

**Step 2: Go to "Account / Loan Balance"**

**Step 3: Select the relevant account balance for transaction history enquiry**

Principal Account Number: 001  
Account Summary as at 12-02-2010

Account Alias	Account Type	Account Number	Ledger Balance (DR=Debit)	
BIS A/C	Integrated Account Master Account	883	HKD	96.71
	- HKD Savings		HKD	0.00
	- HKD Current		AUD	0.00
	- Foreign Currency Savings		CAD	0.00
	- Foreign Currency Savings		GBP	2.00
	- Foreign Currency Savings		JPY	0
	- Foreign Currency Savings		USD	7.02
	- Securities		HKD	0.00

  

Account Alias	Account Type	Account Number	Ledger Balance (DR=Debit)	
	USD Statement Savings	274	N/A	N/A
	EUR Statement Savings	275	N/A	N/A
	GBP Statement Savings	276	N/A	N/A

- [-] Cash Management Services
  - > Account / Loan Balance
  - + Fund Transfer
  - + Currency Switching
  - + Time Deposit
  - + Bill Payment
  - + Autopay
  - > Authorisation
  - > Activity Log
  - > Trade Services
  - + Loan & Facility
  - + Credit Card Services
  - + Investment Services
  - + Insurance Services
  - + MPF and Payroll Services
  - + e-Message
  - + Management Control
  - + Customer Service

**Account / Loan Balance**

Cash Management Services > Account / Loan Balance



 **e-Message**  
0 New Message  
Latest Message  

- MPF Contribution
- MPF Contribution

As at 12-10-2009

[Print](#) [Help](#)

<b>Account Alias</b>	BIS A/C	<b>Ledger Balance</b>	94.71
<b>Account Type</b>	Integrated Account HKD Savings	<b>Overdraft Limit</b>	Not Applicable
<b>Account Number</b>	388-745481-883	<b>Total Hold</b>	0.00
<b>Currency</b>	HKD	<b>Total Float</b>	0.00
		<b>Available Balance</b>	94.71

 **IBS Corner**  

- Total Business Solutions
- Smart Banking Tips
- Banking Offers
- Frequently Asked Questions

**Transaction History**

Period From 01 09-2009 To 12 10-2009 [OK](#)

Download Statement [For Spreadsheet 1](#) [For Reconciliation 2](#)

Date	Details	Debit	Credit	Ledger Balance(HKD) (DR=Debit)
29-09-2009	Opening Balance			93.71
29-09-2009	Outgoing cheque:		1.00	94.71
29-09-2009	Outgoing cheque:		10.00	104.71
29-09-2009	Cheque Return	10.00		94.71
29-09-2009	Closing Balance			94.71

Act now and get a chance to win fabulous prizes including the 24K Gold-plated Treasure Pot 

Make a meaningful contribution through Hang Seng e-Donation 

**Contact Us**  

- Call our Business e-Banking Enquiry Hotline at 2998 9788
- Visit our branches
- Visit our Business Banking Centres
- E-mail Us

Note:

1. Download statement in csv format, which is supported by most spreadsheet applications.
2. Download statement for auto account reconciliation in ofx format, which is supported by selected accounting software.

**Step 4: Check the relevant transaction history:**

Transaction Type	Transaction Detail, shown as, e.g.
Outcoming / Incoming HKD Cheque	<ul style="list-style-type: none"> <li>• Outgoing cheque: CHEQUE #####; or</li> <li>• Incoming cheque: CHEQUE #####; or</li> <li>• Incoming cheque through CQM: Quick Cheque Deposit (DDMMYY)</li> </ul>
HKD Cheque Return	Cheque return: CHQ RETURN #####

"#####" denotes the cheque number