

SI No	Related to	Questions	Answers	Applicable for
1	Introduction related	Can I submit my Inward Remittance Transaction online?	Yes. You can submit your Inward Remittance Transaction online.	Customer
2	Introduction related	What is so different about the new IRM module?	There are lots of new features which are introduced with NEO OIRM: > User friendly screen navigation > End to End Transaction Tracking > Credit bulk remittances to EEFC account in one single Transaction > Maker checker arrangement > Knock off Outstanding Pre shipment finance > Provide instruction against multiple purpose codes > Various mode of Rate booking - Online Rates, Pre booked Deals, Forward Contracts > Many more features which you can avail from Neo	Customer
3	Introduction related	Where do I search Neo IRM? / How to Navigate to Neo IRM?	Please follow below steps: > Login in Axis Corporate Internet Banking > Click on menu on left side > Click on Forex > Click on Neo OIRM	Axis + Customer
4	Introduction related	I am a maker in CIB, will I be able to submit transaction to bank?	No, For maker profile, the transaction will move to checker queue for approval	Axis + Customer
5	Transaction specific	I want to credit all my inward remittance to EEFC account. How do I go about it?	> You can do it by "Direct to EEFC functionality of Neo" option > Select all the same currency remittances > Click on Direct to EEFC button > Select purpose code, EEFC account number and other details > Upload Documents and Submit the Transaction	Axis + Customer
6	Transaction specific	How does Direct to EEFC button work?	Direct to EEFC is enabled only when more than 1 transaction of same currency is selected. For a single transaction "Provide DI" is to be used for crediting the amount to EEFC account.	Axis + Customer
7	Transaction specific	I have submitted transaction but it is not visible to bank.	> Check whether you have a Maker profile > A transaction submitted by a Maker moves to a Checker for authorization. > The Checker needs to go to PENDING WITH AUTH tab, select the transaction and approve and submit it to bank	Axis + Customer
8	Transaction specific	Why are all the operative/charges Account visible to me unlike previous OIRM?	Neo OIRM now helps you to view all active accounts at ease. System can validate the account number in real time for faster processing of transaction. All operative/charges account linked to a CUST ID will be visible during the transaction	Customer
9	Transaction specific	What does the alert "repayment amount should be less than or equal to total amount in this tab" mean?	The total value of repayment amount of PCFC/RPC loans and Amount to be Credited in EEFC & Operative accounts should not be more than the Total Amount shown at the top	Axis + Customer
10	Transaction specific	I am getting " Pending export advance amount is overdue. Please upload mandatory documents to proceed" alert while	For certain purpose codes, incase there are pending advance export bills, then a set of documents displayed on screen needs to be uploaded mandatorily in order to submit the transaction to bank	Axis + Customer

		proceeding the transaction		
11	Transaction specific	What are pre booked deals	Pre booked deals are the ones which you have booked offline or online through our treasury portal. For any assistance on our treasury portal, please reach out to your RM/nearest branch	Customer
12	Transaction specific	I am a maker in CIB, will I be able to book rate online	No, For maker profile, you can utilise Pre booked deals or forward contracts	Axis + Customer
13	Transaction specific	Where will I be able to view my transaction	> First understand the status of transaction > Depending upon the status, refer the Transaction Tabs above the table For eg: If your transaction is with bank, refer Pending with Bank Tab	Axis + Customer
14	Transaction specific	How do I search a particular Transaction	> Select the filter in the card> Apply appropriate filter to search the transaction	Axis + Customer
15	Transaction specific	Which modes can I use for my received foreign currency inward remittance amount?	You can give disposal instructions for your remittance online, using any of the four modes of utilization: - Convert using Fx Rate - Convert using Forward Contract - Credit to EEFC Account - Convert using Pre-Booked Fx Rate	Axis + Customer
16	Transaction specific	Can I split the inward amount or give partial utilization request?	Yes, you can split the total received amount in up-to five credit legs using any of the four modes of utilization. However, partial utilization is unavailable through the online channel.	Axis + Customer
17	Transaction specific	Can I book a forward contract using this channel	No, only existing and running forward contracts can be utilized for the transaction	Axis + Customer
18	Transaction specific	Can I convert one currency into another using this channel	No, the transaction amount can either be converted to INR using the available mode of utilization or credit to EEFC account if the same is available under the customer's CIB.	Axis + Customer
19	Transaction specific	Till what time can I book a rate and submit the transaction request	You can book a rate during market hours (9:30 AM – 4:30 PM) only or as defined by the regulator. However, a transaction request can be submitted using this channel anytime but the actual processing and credit of the account may happen the following working day depending on the bank working hours.	Axis + Customer
20	Transaction specific	How do I know what purpose code should I select	Branch can assist on information on the purpose codes. Additionally, the Purpose codes can be manually searched using the Advanced Search option.	Customer
21	Transaction specific	I have received remittance for one of my accounts. Can I use a different account for crediting with this fund	Yes, but the account should be available in the Corporate Internet Banking for the user	Customer
22	Transaction specific	What would happen if there is any discrepancy in the transaction request	In such cases, the branch shall contact the customer if any documents or details are required for this transaction	Customer
23	Transaction specific	Can I convert EEFC balances for on-demand requirements	EEFC balance conversion using OIRM can be used for both on-demand and month end mandatory conversion requirements.	Customer

24	Transaction specific	Is there any transaction reference number generated? If yes, how can I find it?	<p>> It is displayed upon submission of transaction in the following format – IRM00xxxxx or EEFC00xxxxx</p> <p>> It is also available in 'Submitted Transactions' tab.</p>	Customer
25	Transaction specific	Till what time can I submit my transaction request	Transaction request can be submitted anytime, however the same may not get processed on the same day post bank's working hours	Customer
26	If something is not working	I am not able to see all the remittances	> If any particular remittance is not visible, please contact us on it_tfconnect@axisbank.com with all the details. We will get back to you soon	Customer
27	If something is not working	There is problem in loading the data	> <i>Please share the details over email to it_tfconnect@axisbank.com along with your Corp ID and user ID. We will reach out to you shortly</i>	Customer
28	If something is not working	I am not able to see all my outstanding export loans/ Pre shipment loans	> <i>Please share the details over email to it_tfconnect@axisbank.com along with your Corp ID and user ID. We will reach out to you shortly</i>	Customer
29	If something is not working	I am not able to see all my Forward contracts/ Pre booked deals	> <i>Please share the details over email to it_tfconnect@axisbank.com along with your Corp ID and user ID. We will reach out to you shortly</i>	Customer
30	If something is not working	Online Rate is not favourable	<i>Please reach out to your RM/ nearest branch for assistance</i>	Customer
31	If something is not working	My transaction is still not processed	<i>Your Transaction is probably under process. Please reach out to your RM/ nearest branch for any further assistance</i>	Customer
32	If something is not working	I have initiated a transaction, it has not reached branch	<p>> <i>Please confirm whether you are having Maker rights in IDP</i></p> <p>> <i>If yes, please connect with your checker to approve the transaction</i></p> <p>> <i>If no, please share the details over email to it_tfconnect@axisbank.com along with your Corp ID and user ID. We will reach out to you shortly</i></p>	Customer
33	If something is not working	If something is not working in the system	> <i>Please share the details over email to it_tfconnect@axisbank.com along with your Corp ID and user ID. We will reach out to you shortly</i>	Customer
34	Requirement related	I want Maker Checker setup for my Neo IRM	<i>Please reach out to your RM/ nearest branch for assistance</i>	Customer
35	Requirement related	I want single user access for my Neo IRM	<i>Please reach out to your RM/ nearest branch for assistance</i>	Customer