Frequently Asked Questions (FAQs)

General

1. **What are the benefits of Axis Bank Corporate Internet Banking?**

   You can know about the CIB features in web and Mobile App by clicking on the below link:

   For CIB, click here

   For Axis Mobile – Corporate, click here

2. **Is there any mobile app available for CIB?**

   Yes, Axis Mobile - Corporate is available for both iOS and Android mobile users. To know more details about the Mobile App, please click here

3. **Whom should I contact in case of any queries or concerns?**

   You can write to corporate.ib@axisbank.com or connect with our phone banking team on 18605004971 (available 24x7). Alternatively, you may also connect with your Relationship Manager or nodal branch.

4. **How can I update my details in Axis CIB?**

   Please connect with your RM / nodal Axis Bank branch to provide the CIB request form for any changes in your credentials or access in CIB.

5. **Can I get a sample Board Resolution?**

   Sample Board Resolution is available at https://www.axisbank.com/business banking/transact-digitally/corporate-internet-banking/downloads

6. **Where can customer grievances be raised?**

   Customer grievances can be raised here

7. **What is the period for which Account Statement can be downloaded?**

   The statement can be downloaded for a period of last 3 months or 90 days.

8. **In which format can the statements be downloaded?**

   The statement can be downloaded in the following formats:

   - PDF
   - XLS
   - CSV
   - TXT
   - MT940

Login related

9. **How can I login to the Axis Bank Corporate Internet Banking platform?**

   You can visit www.axisbank.com and under 'Login' section click on "Corporate" login button. On the High Secured Login page, you will find "Login Here" button for the customers migrating from Citibank.
   Click on First time login for customers migrating from Citibank 'Login here' button and follow below steps-

   Step 1: Know your login credentials
   Step2: Set your password (Login and Transaction)
   Step3: Login

10. **How do I get my Login credentials for Axis Bank Corporate Internet Banking?**

    Visit www.axisbank.com , under "Login" section, Click "Corporate". On the High Secured Login page, you will find "Login Here" button for the customers migrating from Citibank. Under Step 1: Know your Login Credentials, "Click Here" to get your Login Credentials. Your mobile number and email address registered with Citibank Online have been updated in Axis CIB as well for seamless access.

11. **Where to set my new password / transaction password for Axis Bank Corporate Internet Banking platform?**

    Visit www.axisbank.com , under "Login" section, Click "Corporate". On the High Secured Login page, you will find "Login Here" button for the customers migrating from Citibank. Under Step 2: Set your password, "Click Here" to set up your login and transaction passwords. Please ensure your mobile number and email address are registered with Citibank Online. You can also set your password using the link provided in the Welcome emailer sent to your registered email ID.

12. **What are the rules to set a password?**

    - Password should be of at least 8 characters without any spaces
    - It should mandatorily contain alpha-numeric characters
    - Should contain at least one special character
    - Following characters are not allowed "()[]@.:;\"
    - The new password cannot be as same as your previous 3 password(s)
      You cannot use a password that is the same as your username

13. **Will my login credentials be same?**

    Customer will get new Corporate ID and login ID. Your login details will be communicated via email on registered email ID once the setups are created at Axis CIB's end. Please check your

email inbox for the mail received from alerts@axisbank.com ; Please ensure axisbank.com is whitelisted in your domain to receive emails from Axis Bank.

14. **After migration, what will be accessible on Axis Bank Corporate Internet Banking?**

    Upon completion of the migration, you will be able to access all your previous data depending upon your Profile Type. Transaction Profile customers will be able to access all previously linked payee/s and can also start transacting. You can view your linked corporate accounts in Citibank Online available in Axis Corporate Internet Banking also.

15. **I am unable to get my login details or set my password.**
    You can write to corporate.ib@axisbank.com or connect with our phone banking team on 18605004971 (available 24x7). Alternatively, you may also connect with your Relationship Manager or nodal branch.

16. **What are the channels through which I can receive OTP?**

    You can avail OTP through:

- SMS - OTP will be sent through SMS to registered mobile number after one-time registration.
- OTP on call: In case you have not received OTP on SMS, OTP on call gets activated. You can click on the link and receive the OTP on call on your registered mobile number.
- One Touch Device - You can generate OTP using the 1-Touch device. The NetSecure with 1-touch device is provided by the Bank at nominal fee of INR 1000 (plus taxes) per device.
- OTP on mobile: This facility is available for mPIN registered users as an alternative to SMS OTP and on call OTP as a second factor authentication for OTP generation (financial, login, non-financial transactions) on web and browser only.

Transaction related

17. **Will my all payee/s and Standing Instructions get transferred to the Axis Bank Corporate Internet Banking platform?**

    Yes. All your previously added payee/s and Standing Instructions will be transferred to Axis Bank Corporate Internet Banking. Please note that Standing Instructions will be available only till July '26. Your SI created at branches have been also linked in Axis Bank's system and will not be visible online. For queries on the same, you can write to corporate.ib@axisbank.com or connect with our phone banking team on 18605004971 (available 24x7).

18. **How many payee/s can be added in Axis Bank Corporate Internet Banking per day?**
    A Corporate Internet Banking user can add up to 20 payee/s per day.

19. **As an Axis Bank Corporate Internet Banking customer, where can I view my Axis Bank and Citibank payee/s?**

    Your Axis Bank Payee and Citibank migrated (to Axis Bank) can be viewed under within Axis Bank payee list.

You can also add your Payee(s) in Axis CIB incrementally in case your payee(s) are not available.

20. **Will I be able to do payment to Citi payee?**

    If Citi payee is migrated to Axis Bank, then payment can be done through IFT and if not migrated, then payment can be done through IMPS / NEFT / RTGS.

21. **Will I be able to stop my standing instructions from the Axis Bank Corporate Internet Banking platform?**

    Yes. You can stop the standing instructions by logging into the platform.
    Pathway - Status Enquiry > Select the transaction that you want to stop > Click on 3-dot menu > Select 'Cancel Transaction'. For SI's which are available in Offline mode, please connect with your Axis Bank RM or nodal branch.

22. **Will I be able to initiate salary payments?**

    You will be able to initiate salary payments only to Axis Bank accounts.

23. **Can I process salary payments from Axis CIB?**
    Yes, you can process salary payments to Axis Bank customers on CIB. For detailed process, please Click here.

24. **Will my Citibank accounts be visible on Axis Bank Corporate Internet Banking platform?**

    Yes. All your Citibank relationships will be visible on Axis Bank Corporate Internet Banking platform.

25. **Will I be able to book Fixed Deposit on Axis Bank Corporate Internet Banking platform?**

    Customers having 'View Access' can only view the FDs booked. Partnership and above constitution entities have been enabled with FD creation rights on CIB.

26. **Will the Approval Rule Flow change after migration to Axis Bank Corporate Internet Banking platform?**

    No. Approval Rule Flow will remain same as per Citibank approval process.

27. **What are the timings and limits for initiating NEFT transaction in CIB?**
    NEFT transactions is available 24x7 on Corporate Internet Banking as per details given below:

- From 7:00 am to 7:00 pm – As per customer approval limit
- From 7.00 pm to 7.00 am - Less Than INR 1 Crore (on working days)
- 2nd and 4th Saturday, Sunday, and Bank Holidays-Full Day Up to INR 1 Crore per transaction

28. **What are the timings and limits for initiating RTGS transaction in CIB?**
    RTGS transactions can be initiated 24x7 through Corporate Internet Banking as per below:

- From 7:00 am to 7:00 pm – As per customer approval limit
- From 7.00 pm to 7.00 am - Less Than INR 1 crore (on working days)
- 2nd and 4th Saturday, Sunday, and Bank Holidays-Full Day Up to INR 1 crore per transaction

29. **What are the timings and limits for initiating IMPS transaction in CIB?**

    - IMPS transactions are available 24x7, 365 days on Corporate Internet Banking as per the below details
    - The per transaction limit for IMPS is INR 5 lakhs.

30. **Can I do single and bulk payments on Corporate Internet Banking?**

    You can do both single payment through CIB and bulk payments (via PayPro).

31. **Is it possible to schedule a transaction?**
    Yes, you may schedule a transaction by entering a future date while making a transaction. It will be executed on the day specified.

32. **What to do if an online fraudulent transaction/s happens?**

    You can report fraudulent transaction/s by initiating "Mark a Fraud" option on Corporate Internet Banking (CIB) platform and the Axis Mobile - Corporate app (CMB).
    Customers can also reach out to the Corporate Customer Care team by writing at corporate.ib@axisbank.com or calling on 18605004971 (available 24x7).

33. **Is Positive Pay available in Axis Bank Corporate Internet Banking platform?**

    Yes. Positive Pay feature is available.

34. **What details needed to be shared with the Bank to avail Positive Pay System?**

    The cheque details that need to be shared are as under:

- Account Number (15 digits Axis Bank Account Number)
- Cheque Number (6 digits)

35. **What are the various types of tax payments that can be made through Corporate Internet Banking?**

    CIB can be used to make the following tax payments:

- Central taxes
- GST

- CBDT
- Excise Duty and Service Tax
- State Taxes

For more information, please [click here](#)

36. **What is Shopping Mall Payment?**

Shopping Mall Payment is the facility offered by Axis Bank Corporate Internet Banking that lets you make online payments at various merchant websites. You can use your Axis Bank Current Account to make online purchases at these merchant websites. Whether it is shopping online, making tax payments, making travel bookings, paying at educational institutes, buying insurance, buying investments, paying utility bills, making payment to government websites for various services, choose Axis Bank Corporate Internet Banking at any website or app to enjoy hassle-free and secure payments.

PayPro (Bulk Payments)

37. **What is PayPro? What facilities are available for Citi Corporate customers?**

PayPro is a one-stop solution which enables customers to process all electronic and paper-based payments through a single file upload mechanism. The platform allows corporate users to upload a single file containing numerous transactions with different payment modes like Internal Fund Transfer (Axis to Axis accounts), RTGS and NEFT for Citi Corporate customers front-end.

For complete details on PayPro, please click https://www.axisbank.com/corporate/transaction-banking/cash-management-services/bulk-payment-uploads

38. **Do I have PayPro access for bulk payments?**

Customers have been provided bulk payment facility (via PayPro). Please click on Payment >> Bulk Payments link on the CIB dashboard to check if you have been provided this facility. In case you have not been provided access, please contact your Axis Bank branch / RM to initiate the process.

39. **What documents are required for PayPro access?**

You will need to provide the below documents in case you require access for PayPro / additional facility in current PayPro setup or modification in existing setup.

- Application form
- Board resolution
- Authorization matrix

40. **What is PayPro process?**

The overall process for PayPro solution has been divided into four major sections: -

Step 1: Payment Request initialization

Clients will initiate the payment requests. They can initiate a single transaction or upload a file or bulk payments. The following payment requests can be routed through this facility by Citi Corporate customers:

- Real Time Gross Settlement (RTGS)
- National Electronic Funds Transfer (NEFT)
- Direct Credit
- Internal Fund Transfer (IFT)

Step 2: Payment Authorization

- Once the payment requests are uploaded by the corporate at PayPro successfully, based on the client's authorization matrix, these records shall become available for authorization purpose. This allows both viewing and authorizing the initiated payment transactions and is extremely convenient for the senior officials, who are always on the move.
- The corporate can choose to authorize payments transaction-wise or batch-wise. Transactions can be approved on PayPro or through CIB Dashboard also.
- Authorized signatories can approve the payments using 2FA, SMS OTP is activated for all users by default.
- Payment requests pertaining to any product not authorized till the specific period of time shall be considered as stale / expired by the system.

Step 3: Processing of Payment Requests

- Post successful authorization of the transactions, the payment requests are processed by the Bank.

Step 4: Transaction status update

- Once the payment process is completed, payment status and the transaction number / UTR number is updated in the reports, which can be downloaded by the corporate from PayPro.
- Multiple reports are available for the payments, which can be downloaded by the corporate as per the requirement.

41. **What are the cut-off timings for NEFT and RTGS through Bulk Payments (PayPro)?**

Payments can be done up to 06:30 PM from Monday to Saturday (except 2nd and 4th Saturday and bank holidays).

42. **Can I use the same bulk file format which is available in Citibank online channel?**

Yes, we have enabled same file format in Axis Bulk payments. You can continue to upload the payment file in the same format. Please ensure the payment mode for all Axis Payees is initiated as Fund transfer only.

43. **How do I check transaction status in PayPro?**

Log in to CIB > Click on Payments > Bulk Payments and visit PayPro reports to view the transactions batch-wise or transaction-wise. Alternatively, you can also use other filters to view the status.

44. **Can I view account balance and download statement in PayPro?**

Yes, you can view account balance by visiting 'Balance Inquiry' under 'Process' tab on the left-side of the panel of the Paypro reports. Statement of Accounts can also be downloaded from Account Statement Builder option on 'Process' tab on the left-side of the panel.

45. **Do I need to register a Payee before initiating Bulk Payments?**

For your convenience, we have activated Bulk payments to Ad-Hoc payees. It is not required to register your payee in PayPro, since payments will be processed as per the details uploaded in your bulk payment file.

In case you want to activate payment for a registered payee only, you can get the same activated. Please reach out to your Relationship Manager / Nodal Axis Bank branch to get the modifications created.

46. **Which 2FA modes are available to access and approve Bulk Payments in PayPro?**

   - Users have been provided SMS based OTP to approve transactions as a default 2FA
   - Users can also approve transactions on Axis CIB by generating OTP token on their CIB mobile App
   - Users can additionally request for hard token device which can be provided on a case-to-case basis

47. **How to check paid or unpaid status of the lot I have processed?**

You can download report from PayPro option in CIB using the below path:

Log in > Reports > Corporate transaction report

48. **How to check status of my recent transaction?**

Dedicated menu option (Instrument Query) available in PayPro to retrieve transaction status using batch number, UTR number, amount, date range, etc.

49. **What are the different auto mailer reports that I will receive?**

Reports available at the front end can be sent as auto mailers to your registered email address in Citibank Online. Customized reports can also be sent as per your requirement and subject to feasibility. The reports that are available are listed below:

• Corporate Transactions

• E-Payment Reports

• Paid / Unpaid Status Reports

50. **What are the formats in which reports can be downloaded?**

You can download all reports in Excel, text and PDF formats.

51. **Unable to generate Corporate Transaction Report?**

Write to us at cmscustomercare.mum@axisbank.com or call us on 18605004971.

52. **Where can I contact in case of query or concern?**

For queries, please email us at CMSCustomerCare.Mum@axisbank.com / myrtle.hypercare@axisbank.com or call us on 18605004971.

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