

| 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? | <p>There are lots of new features which are introduced with NEO OIRM:</p> <ul style="list-style-type: none"> > 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? | <p>Please follow below steps:</p> <ul style="list-style-type: none"> > 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? | <ul style="list-style-type: none"> > 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. | <ul style="list-style-type: none"> > 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 |