

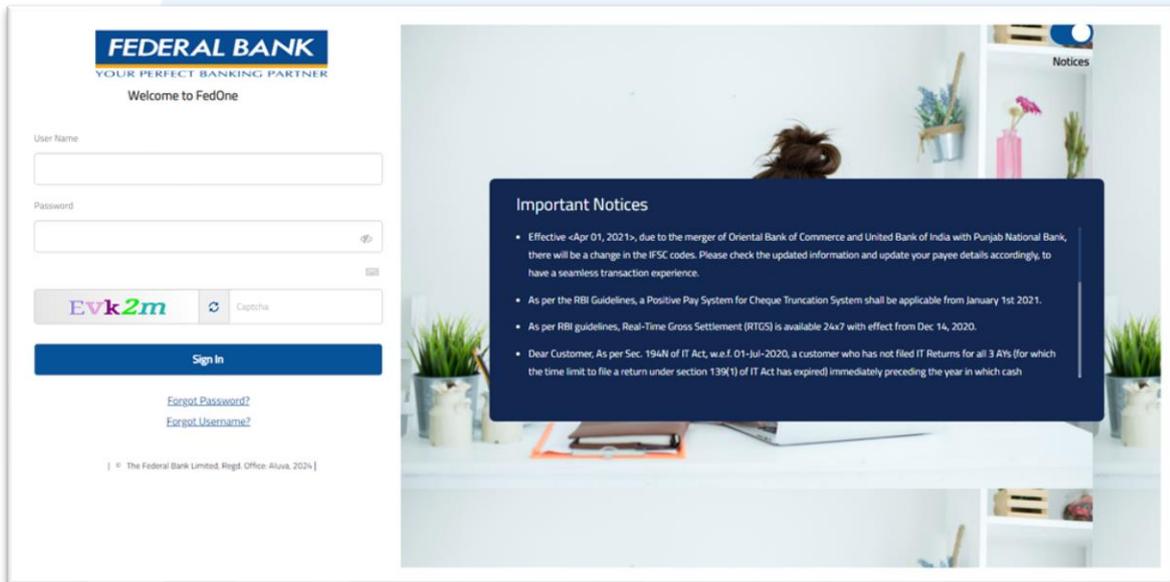
FedOne Frequently Asked Questions

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1. FedOne - Login and Password

1. How do you complete the registration on Fed One?

1. Enter the “user ID”, “password” and “system generated captcha”



2. Click “Sign In”. The “Reset Password” page is displayed.
3. Enter your old password and new password in corresponding text fields.
4. Click “Save Password”.
5. The “Security Question” page will be displayed. Enter the answers for security questions.
6. Click “Save Answers”. The message is displayed stating Password has been reset successfully. Please Login again.
7. Click **Go to Login Page** to login using the new password.

2. How do you reset the password?

1. Click on “Forgot Password” Option.
2. Enter the mentioned details and click on “Request New Password”.
3. Password reset link will be delivered to the registered mailing address.
 - i. **Note: The email address that was registered with the account need to be provided on the email address column.**
4. After opening the password link, you need to provide the required details.
5. Proceed with the new password and confirm the password.

3. How to Logout from Fed One?

1. Click on the Profile Icon on the top right corner.
2. Click on logout and it will show a message that “You are successfully logged out”.

4. How to view transaction activities?

1. The system allows you to view the activities of the transaction. You can also add and view comments about the transaction.
2. To view the transaction activity, perform the following steps:
 - a. Login to Fed One Checker id.
 - b. Select the transaction from “Authorize” Tab and click on transaction

One to One Payment View: Single Page Cancel Reject Return For Rework Authorize

Own Account Transfer Subsidiary Account Transfer Third Party Account Transfer

Customer Reference No. [Redacted] Payment Reference No. [Redacted]

Customer Reference No. [Redacted] Payment Reference No. [Redacted]

Account Details

From Account [Redacted] Get Balance

Payee Details

Payee Type Registered Non-Registered Payee Name [Redacted]

Payments Transfer Details

Transfer Type [Redacted] Net Amount \$50.00

Select On [Redacted] Value Date 07/10/2024 Send Alert Select One Option

Activity

Comments Activity

Transaction [Redacted] saved and sent for approval.
07/10/2024 05:49:32 PM

- c. On the bottom of the screen, the activity session is displayed, click on the “Activity” to view the details.

5. How can I see my user details?

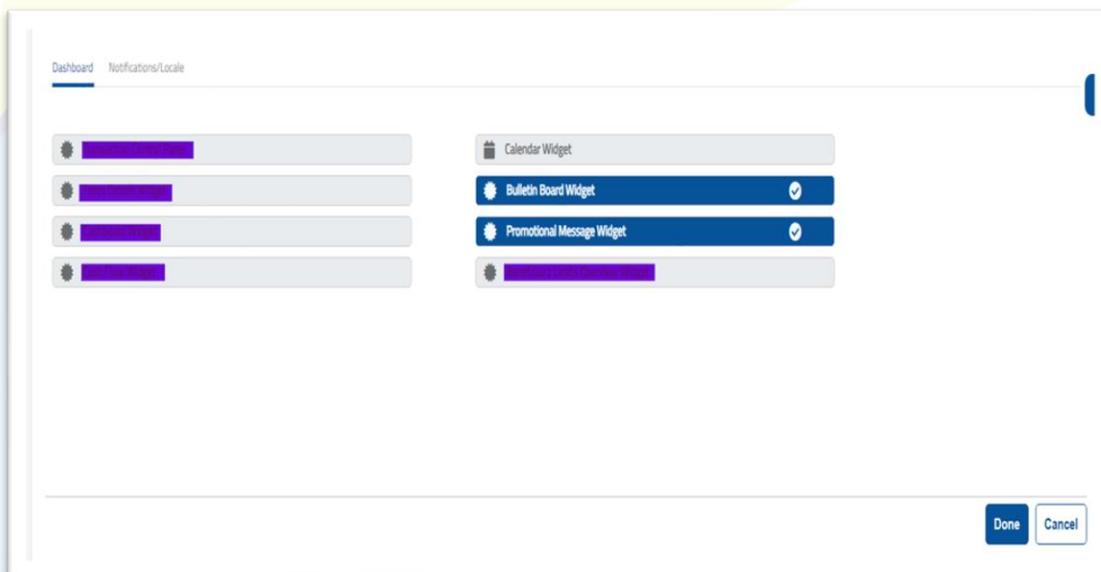
1. Login to Fed One.
2. Click on the Profile Icon on the top right corner.
3. Select **“User Profile”**.
 - i. Note: You can also change the security questions and reset login passwords from user profile option.

6. How can I check my login activity?

1. Login to Fed One.
2. Click on the Profile Icon on the top right corner.
3. Click on **“Login History”** option.
4. You can find the last 10 records of login activity from the displayed screen.
5. Click on **“Go to Profile”** option to view the activity stream.

7. How to enable the dashboard widgets?

1. Login to Fed One.
2. Click on the Profile Icon on the top right corner.
3. Select **“My Preferences”**.
4. Select the required widget that need to be displayed on the dashboard.

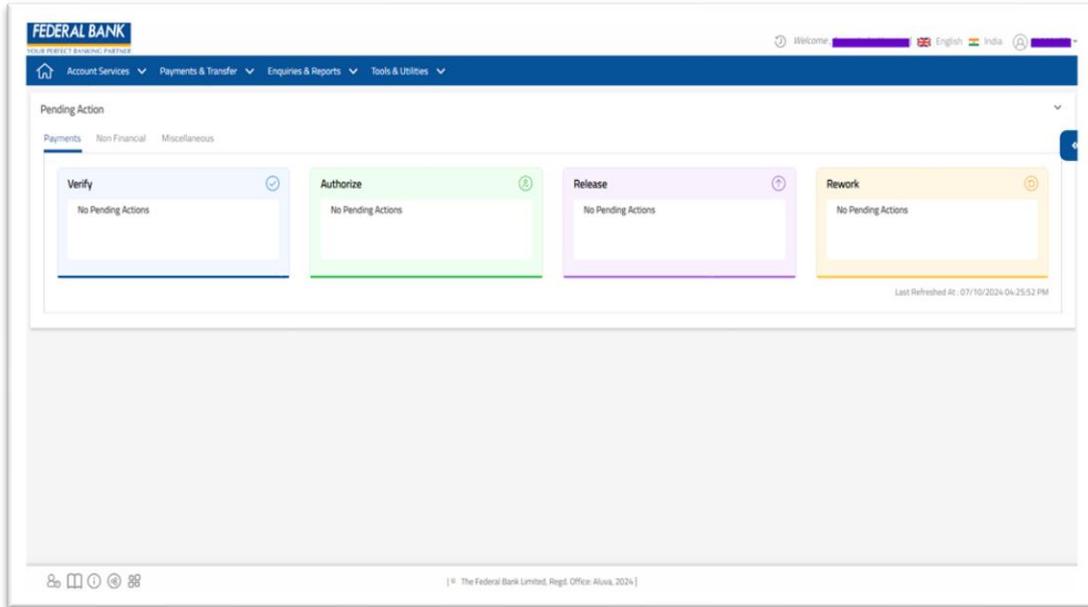


5. Click on done to enable.

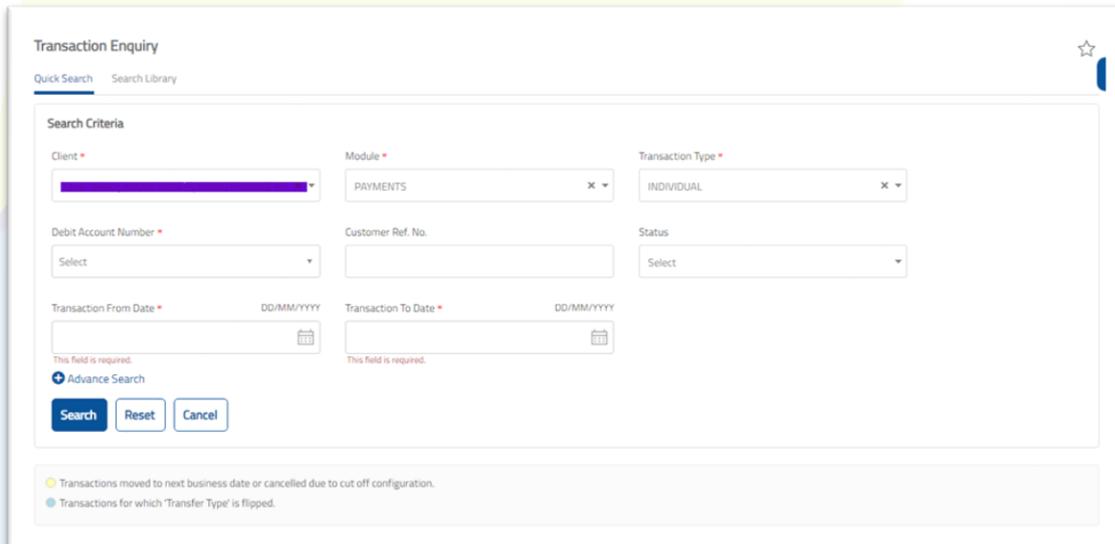
2. FedOne - Transactions

1. How can we check the transaction enquiry for a single transaction?

1. Login to Fed One.



2. Click on “Enquiries & Reports Tab”.
3. Select “Transaction Enquiry”.
4. Provide the mandatory fields, select the transaction type as “individual”.



5. Click on search.

2. How can we check the transaction enquiry for a batch transaction?

1. Login to Fed One.
2. Click on “Enquiries & Reports Tab”.
3. Select “Transaction Enquiry”.
4. Provide the mandatory fields, select the transaction type as “Batch”.

Transaction Enquiry

Quick Search Search Library

Search Criteria

Client *

Module *

Transaction Type *

Debit Account Number *

Customer Batch Ref No.

Status

Transaction From Date * DD/MM/YYYY

Transaction To Date * DD/MM/YYYY

This field is required.

This field is required.

Advance Search

Search

● Transactions moved to next business date or cancelled due to cut off configuration.
● Transactions for which 'Transfer Type' is flipped.

5. Click on search.

3. Through which options account balances can be fetched?

1. Click on Account Services and select “customer relationship view”.

Account Services

Account Dashboard

Customer Relationship View

Client Code

Preferred Currency

+ SAVINGS	INR	74,553.46 (Total Available)
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2. On the screen all the linked accounts and the respective balances will be shown.

3. To get a detailed account information click on the “+” icon and select the account number.

4. How to do the transactions in Fed One?

Through Fed One two types of transactions can be initiated:

1. One to One Payment.

- i. Login to Fed One.
- ii. Click on “**Payments & Transfer Tab**”.
- iii. Select One to One payment.

- iv. From this option customer can initiate “**Own Account Transfer, Subsidiary Account Transfer, Third Party Account Transfer**”.
- v. **Own Account Transfer**
 - 1) Transactions between own accounts (Self Account Transfer).
- vi. **Subsidiary Account Transfer**
 1. Transactions to child accounts (If parent account is given).
- vii. **Third Party Account Transfer**
 1. Transactions that can be done to all other accounts (Federal to another Federal Accounts, Federal to Other Bank Accounts).

2. Bulk Payment

Through bulk payment option customer can make transactions as a batch. In one batch only one product can be used for transactions.

5. How to check the uploaded file status before authorizing?

1. Login to Fed One.
2. Click on “**Payments & Transfer Tab**”.
3. Select “**File Enquiry**” from “**Upload and enquiry**” option.
4. Provide the mandatory fields and click on search.

File Enquiry

Search Criteria

Module: PAYMENTS x Purpose: Select One Option Client: [Redacted]

File Format Type: Select One Option File Name: Enter File Name Status: Select One Option

Uploaded From Date: DD/MM/YYYY Uploaded To Date: DD/MM/YYYY Channel: Select

This field is required. Customer Ref. No. Enter Customer Ref. No.

Search **Clear** **Cancel**

Enquired Data Copy Export Show/Hide

Customer Reference Number	File Type	File Name	Process Type	Upload Date	Uploaded By	Status	Rejection Level	Summary Level Attachments	Rejection Details	Actions
	PAYMENTS	[Redacted]	[Redacted]	04/10/2024	[Redacted]	Processed	File			[Icon]

5. From the listed data, click on the drop-down menu to view the details of the uploaded file.

Enquired Data Copy Export Show/Hide

Customer Reference Number	File Type	File Name	Process Type	Upload Date	Uploaded By	Status	Rejection Level	Summary Level Attachments	Rejection Details	Actions
	PAYMENTS	[Redacted]	[Redacted]	04/10/2024	[Redacted]	Processed	File			[Icon]
Total Records	2	Rejected Records	0	Remarks						
Total Tm	2	Successful Amount	110.00	Channel	Internet Portal					
Successful Records	2	Rejected Amount	0.00							

Show 10 of 1 entries < 1 >

6. What is the purpose of “Return for Rework” option?

If any transaction needs to be changed/modified before authorization, the checker can click on the return for rework option to do the modifications.

E.g Maker is initiating a transaction >> checker select return for rework option >> Provide action remarks and confirm >> The transactions that are returned for rework will be reflected in maker’s ID under Rework tab.

Action Remarks

Rework

Confirm **Close**

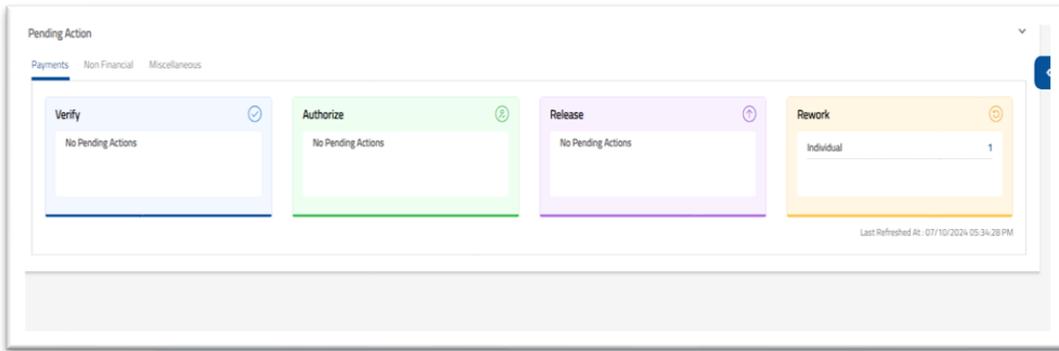
Payment Action

Search Criteria

Transaction Details

Payment Ref. No.	Customer Ref. No.	Value Date	Debit Account	Debit Currency	Debit Amount	Credit Account	Credit Currency	Credit Amount	Actions
[Redacted]	[Redacted]	07/10/2024	[Redacted]	INR	555.00	[Redacted]	INR	555.00	[Icon]

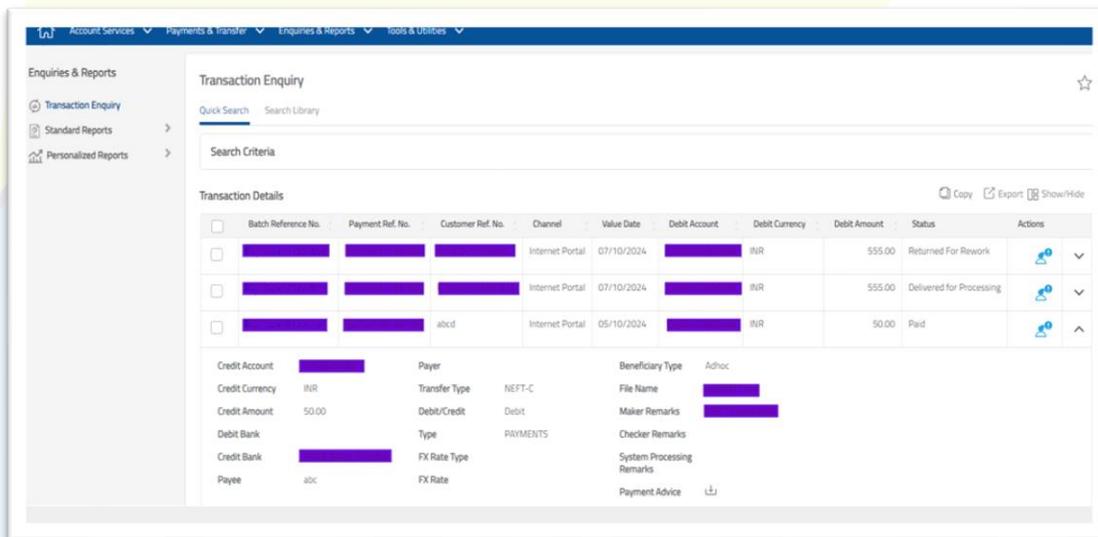
Show 10 of 1 entries < 1 >



7. How to get the payment advise for a transaction from Fed One?

We can only download the payment advise for the successful transactions. To get the payment advise follow the instructions:

1. Login to Fed One.
2. Click on **“Enquiries & Reports”** tab.
3. Select **“Transaction Enquiry”** option.
4. Provide all the mandatory fields and select the transaction.



5. Click on the drop down and click the  option to download payment advice.

8. How to identify product types in Fed One?

Product Code	Product Description
IFT-C	IFT-CONSOLIDATED
IFT	IFT-INDIVIDUAL
NEFT	NEFT-INDIVIDUAL
NEFT-C	NEFT-CONSOLIDATED

RTGS	RTGS-INDIVIDUAL
RTGS-C	RTGS-CONSOLIDATED
IMPS	IMPS
IFT-SALARY	IFT-SALARY-CONSOLIDATED
NEFT-SALARY	NEFT-SALARY-CONSOLIDATED
RTGS-SALARY	RTGS-SALARY-CONSOLIDATED

9. How to initiate bulk transaction in Fed One?

1. Login to Fed One.
2. Click on **“Payments & Transfer Tab”**. And select **“File Upload/Import”** option.
3. Choose Purpose Code as **“PAYMENT_COMMON_UPLD”** and select the file format type as **“BULKUPLOADV1, PAYMENTFBL”**.

Payments Upload

Upload/Import *
FILE UPLOAD x

Client *
[Redacted]

Module *
PAYMENTS x

Purpose *
PAYMENT_COMMON_UPLD

File Format Type *
PAYMENTFBL
Format Description: PAYMENT-FEDERAL

Status
[Redacted]

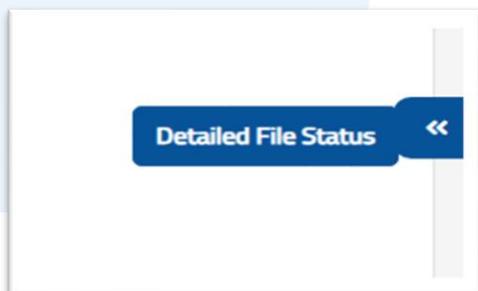
Customer Ref. No.
Enter Customer Ref. No.

Upload File
Choose File | No file chosen
File formats allowed are TXT,CSV, XLS or XML.
Maximum file size allowed is 20 MB.

Documents Uploaded
 Summary Level Attachments

Remarks
Enter Remarks

4. Upload the file by clicking on **“Choose file option”**.
5. Click on Upload.
6. Click on **“Detailed File Status Option”** to view the status of the uploaded file.



10. How to initiate salary payments through Fed One?

1. Login to Fed One.

2. Click on **“Payments & Transfer Tab”**. And select **“File Upload/Import”** option.
3. Choose Purpose Code as **“PAYROLL_UPLOAD”** and select the file format type as **“SALARYFBL”**.

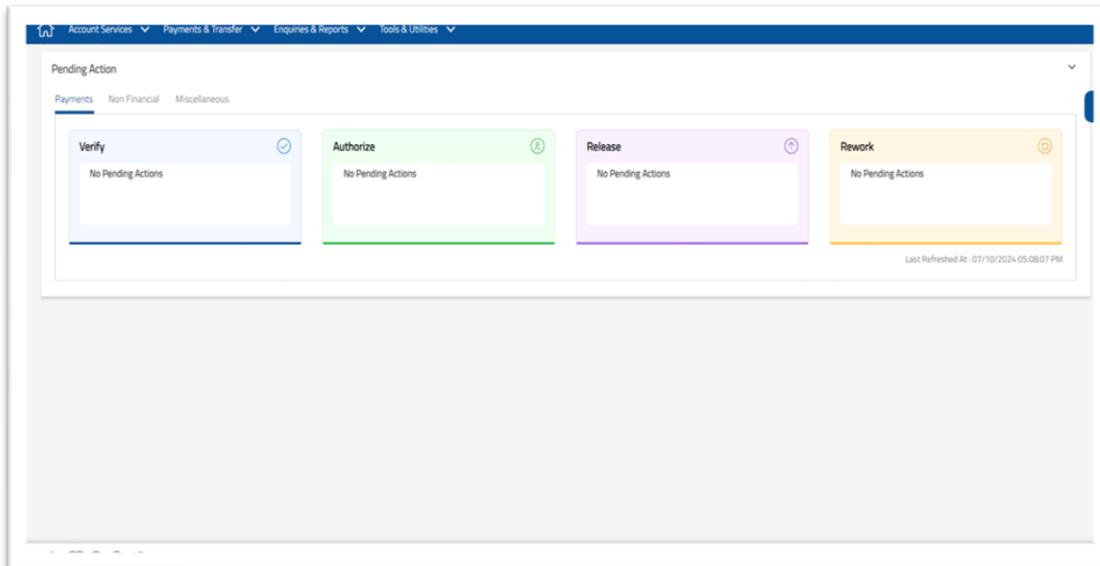
4. Upload the file by clicking on **“Choose file option”**.
5. Click on Upload.
6. Click on **“Detailed File Status Option”** to view the status of the uploaded file.

11. How can we identify the transaction status?

Event	Description
Delivered for Processing	Pending at Bank Action
Cancelled	Customer/Bank Cancelled the transaction
Pending for Approval	Transaction is pending for approval
Pending for Release	Transaction is pending for release
Pending for verification	Transaction is pending for verification
Rejected	Customer rejected the transaction
Released	Transaction gets released
Return for Rework	Verifier/Approver return the transaction due to some errors

12. How to verify/authorize/release the transactions from verifier/checker/releaser ID's?

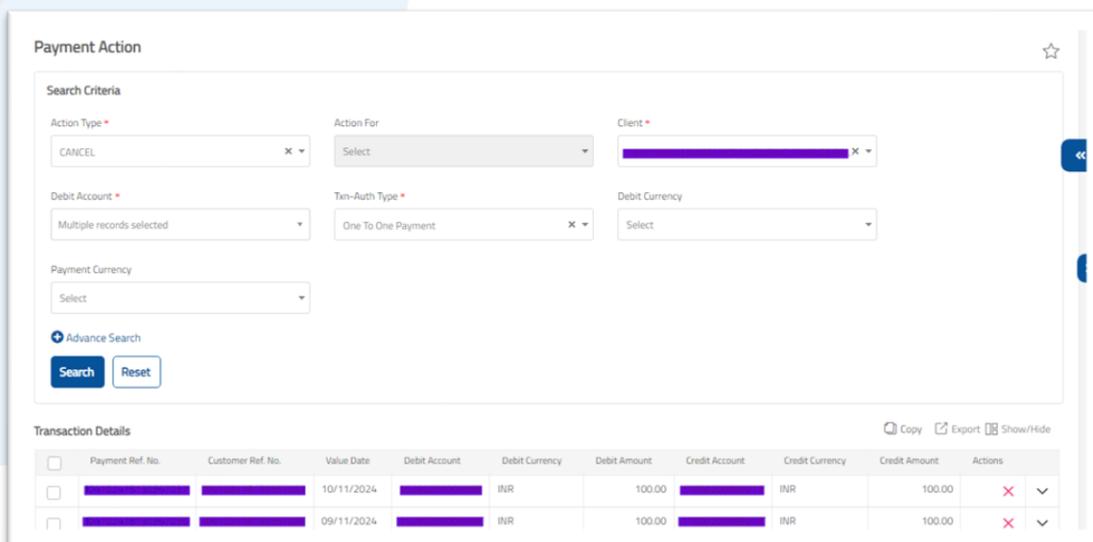
1. Login to Fed One using verifier/checker/releaser ID.
2. Select Payments from **“Pending Action Option”**.
3. You can select each tab to view the pending items. You can verify, authorize, or release the individual and batch transactions. It displays number of transactions with the hyperlink feature. You can click the hyperlink and take an appropriate action.



4. Select the required transaction and verify/authorize/release.

13. How can we cancel “Future Value Dated” transaction?

1. Login to Fed One Maker ID.
2. Click on “Payments & Transfer Tab”.
3. Select “Payment Action”.
4. Select “Cancel” from Action type and choose the “Debit account number”.
5. Select “Txn-Auth Type” as “One to One Payment” and search.



6. Select the transaction from transaction detail and click on “Cancel”.
 - a) Login to Fed One Checker ID.
 - b) Click on “Payments & Transfer Tab”.
 - c) Select “Payment Action”.

- d) Select **“Authorize”** from **Action type** and **Action for** as **“Cancel”**. Choose the debit account number.
- e) Select **“Txn-Auth Type”** as **“One to One Payment”** and search.

Payment Action

Search Criteria

Action Type: AUTHORIZE
 Action For: CANCEL
 Client: [Redacted]
 Debit Account: Multiple records selected
 Txn-Auth Type: One To One Payment
 Debit Currency: Select
 Payment Currency: Select

Advance Search
 Search Reset

Transaction Details

Payment Ref. No.	Customer Ref. No.	Value Date	Debit Account	Debit Currency	Debit Amount	Credit Account	Credit Currency	Credit Amount	Actions
[Redacted]	[Redacted]	10/11/2024	[Redacted]	INR	100.00	[Redacted]	INR	100.00	[Icons]

- f) Select the transaction and click on authorize.
- OR
- g) Click non-financial option from Pending action and select the transaction to authorize.

Pending Action

Payments Non Financial Miscellaneous

Authorize

Cancel 1

Last Refreshed At: 07/10/2024 04:28:44 PM

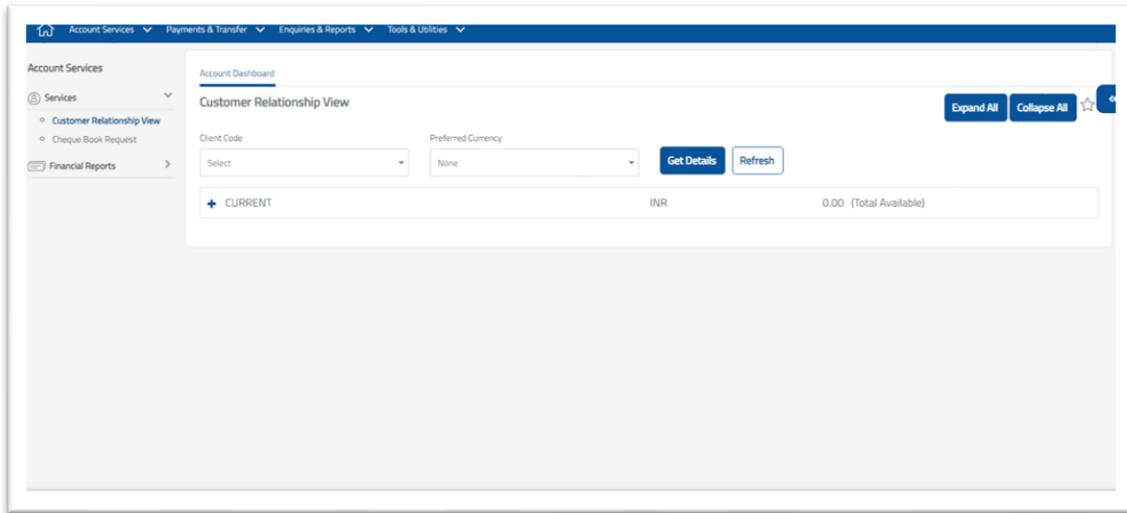
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14. Can we do online transactions through Fed One?

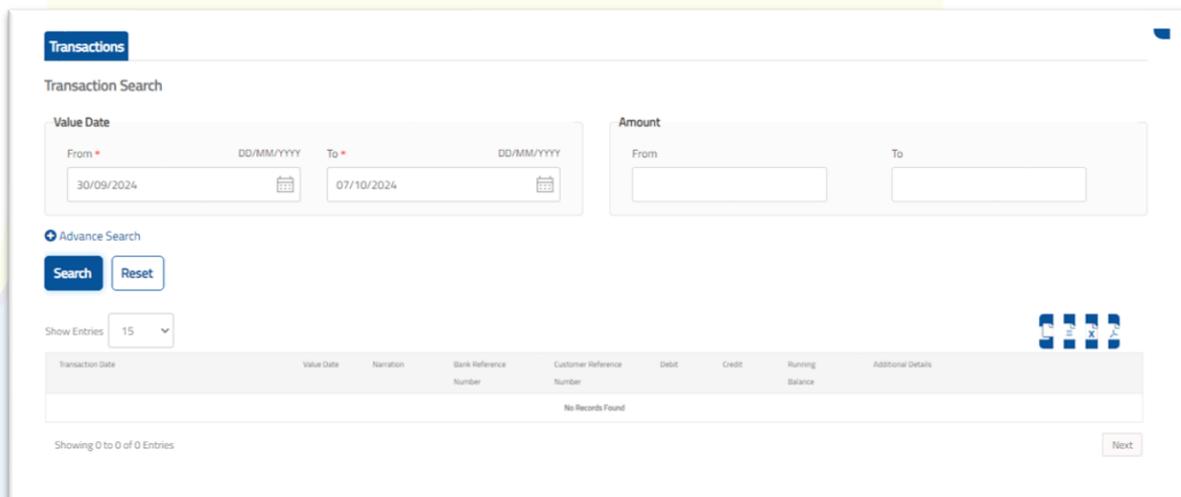
Through Fed One, online transactions (Bill Payments) are not possible.

15. How to get the statement of the transactions?

1. Login to Fed One.
2. Click on Account Services and select “customer relationship view”.
3. On the screen all the linked accounts and the respective balances will be shown.



4. To get a detailed account information click on the “+” icon and select the account number.
5. Click on “Transactions option” and select the required date range and search.



16. Through Fed One batch transactions are possible or not?

Yes, Batch transactions can be initiated through Fed One, kindly follow the mentioned steps to proceed.

- a. Login to Fed One.
- b. Click on “Payments & Transfer” tab.
- c. Select “Bulk Payment” option from “Fund transfer” option.
- d. Select the beneficiary type: (Own Account Transfer, Subsidiary Account transfer, Third Party Account Transfer).
- e. Select the debit account from account details.

- f. Click on “Transfer Details” and provide the mandatory fields.
- g. Click on “+” to add more transaction details and submit for approval.

3. FedOne - Beneficiary Management

1. How to add the beneficiary in Fed One?

1. Login to Fed One.
2. Click on “Masters Tab”.
3. Select “Payee Maintenance Option”.
4. Click on Create Option to add the beneficiary.

5. Provide all the required fields.

6. Add Payee account details by clicking on payee bank account details option and click on add to list.

Payee Bank Account Details

Account Category * Bank Account x

Card Type Select

Payee Account No. * Enter Payee Account No.

Account Operations * ALL x

Bank Details Bank Details

Search Details

Payee Account Currency INR x

Account Type Enter Account Type

Default Cr Account No.

Additional Information

Add To List

Payee Account No.	Payee Account Type	Currency	Bank	Account Operations	Account Category	Card Type	IBAN	Short Account No.	Country	Bank	Branch	IFSC Code
No data available												

Showing 0 to 0 of 0 Entries

Previous Next

2. How to set limit for the beneficiary in Fed One?

1. At the time of adding beneficiary from payee maintenance option select “Payee Limit Details” option to set the limit for the beneficiary.

User Setup

Payee Maintenance

Upload & Enquiry

Payee Code * Enter Payee Code

Payee Name * Enter Payee Name

Client * Enter Client

Payee Mailing/Communication Address Details

Mailing Address 1 Enter Mailing Address 1

Mailing Address 2 Enter Mailing Address 2

Mailing Address 3 Enter Mailing Address 3

Mailing Address 4 Enter Mailing Address 4

Mobile Number Enter Mobile Number

Alternate Phone Enter Alternate Phone

Alternate Phone Enter Alternate Phone

Email ID Enter Email ID

Country IN/India x

State Enter State

Zip Code Enter Zip Code

Send Alert Select

Disclaimer...

Add Payment Address

Payee Limit Details

Daily Limit Tracking

Max Ten Amount Enter Max Ten Amount

Daily Ten Amount Limit Enter Daily Ten Amount Limit

Disclaimer: Limits are monitored and recorded exclusively in local currency (applies to Domestic Cheques Transactions only)

Payee Bank Account Details

3. How can we add multiple beneficiaries in Fed One?

1. Login to Fed One.
2. Click on “Masters Tab”.
3. Select “Admin File Upload” option.
4. Select “Purpose” as “BUYER_UPLOAD”.

- Select the client and choose **“COUNTER_PARTY_UPLOAD”** as file format type.
- Upload the file by clicking on **“Choose file option”**.

- Click on Upload.
- Click on **“Detailed File Status Option”** to view the status of the uploaded file.

4. Where can we get the added beneficiary details?

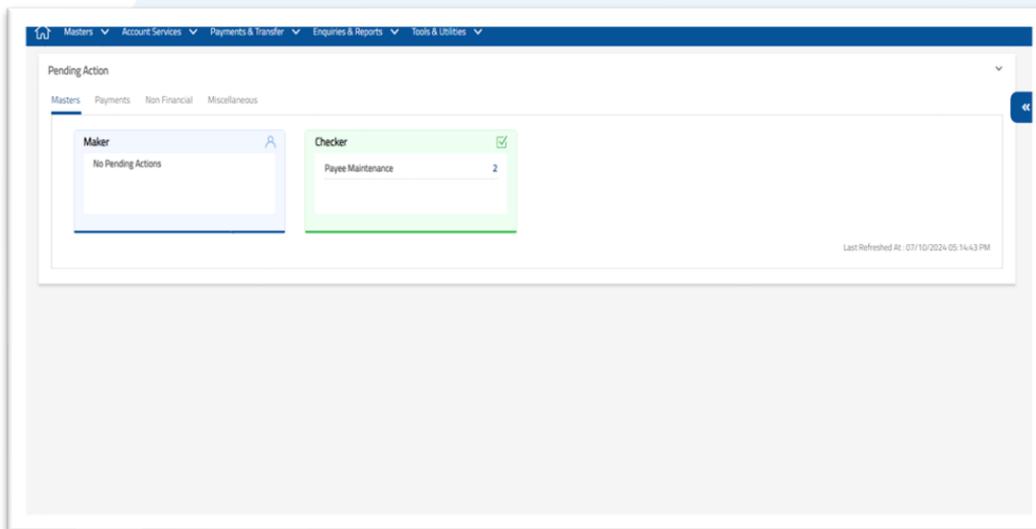
- Login to Fed One.
- Click on **“Masters Tab”**.
- Select **“Payee Maintenance Option”**.
- Choose **“Authorized”** from Search by option and select the client.
- Click on Search to view all the payee details.

Payee Code	Payee Name	Payee Type	File Name	Status	Actions
[Redacted]	[Redacted]			Approved	[Edit] [Delete] [Dropdown]
[Redacted]	[Redacted]			Approved	[Edit] [Delete] [Dropdown]
[Redacted]	[Redacted]			Approved	[Edit] [Delete] [Dropdown]
[Redacted]	[Redacted]			Approved	[Edit] [Delete] [Dropdown]

Note: You can also find payee details by providing payee code/payee name/payee account

5. How to authorize a beneficiary upload/beneficiary?

1. Login to Fed One using checker ID.
2. Select “Masters” option from “Pending Action”.



3. Under “Authorize” option, the initiated beneficiary/uploaded beneficiary details will be reflected.

Payee Code	Payee Name	Payee Type	File Name	Status	Actions
[Redacted]	[Redacted]			Pending for Approval	[Copy] [Export] [Show/Hide]

4. Select beneficiary detail and authorize.

4. FedOne - Reports

1. How to download the report from Fed One?

1. Login to Fed One.
2. Select “Enquiries & Reports” Tab.
3. Choose “Payment MIS Report”.
4. Select the client.
5. Choose the report from “Report name” option.
6. Select the date range and debit account number.

The screenshot shows the 'MIS Reports' configuration page. On the left, a sidebar lists 'Enquiries & Reports' with sub-options: Transaction Enquiry, Standard Reports (selected), Common MIS Report, Payments MIS Reports, and Personalized Reports. The main area contains the following fields:

- Client:** A dropdown menu with a purple bar.
- Report Name:** A dropdown menu with a purple bar.
- Format Type:** A dropdown menu set to 'XLSX'.
- From Date:** A date picker set to 'DD/MM/YYYY'.
- To Date:** A date picker set to 'DD/MM/YYYY'.
- Instrument Status:** A dropdown menu set to 'Select'.
- Debit Account No.:** A dropdown menu with a purple bar.
- Product:** A search input field with a magnifying glass icon.
- Channel:** A dropdown menu set to 'Select'.

At the bottom, there are three buttons: 'Download' (highlighted in blue), 'Save As Template', and 'Back'. The footer of the page reads '© The Federal Bank Limited. Board Office: Abuja, 2024.'.

7. Click on download.

2. How to create Report Matrix in Fed One?

1. Login to Fed One.
2. Click on “**Enquiries & Reports**” tab.
3. Select “**Payments MIS Reports**” option from “**Standard Reports**”.
4. Provide the mandatory fields and click save as template.

This screenshot shows the 'MIS Reports' configuration page with the following settings:

- Client:** A dropdown menu with a purple bar.
- Report Name:** A dropdown menu set to 'Payment Transaction Detail'.
- Format Type:** A dropdown menu set to 'PDF'.
- From Date:** A date picker set to '08/10/2024'.
- To Date:** A date picker set to '08/11/2024'.
- Instrument Status:** A dropdown menu set to 'All'.
- Debit Account No.:** A dropdown menu with a purple bar.
- Product:** A search input field with a magnifying glass icon.
- Channel:** A dropdown menu set to 'Select'.

At the bottom, there are three buttons: 'Download', 'Save As Template' (highlighted in blue), and 'Back'.

3. How to download payment file formats?

1. Login to Fed One.
2. Click on “**Tools & Utilities**” tab.
3. Select “**Form Center**” option to download the required file formats for FedOne.