

FAQs

General Features

1. What is Enet™ Epayment?

It is corporate online banking platform for HDFC Bank customers.

2. Why do I need Enet™ Epayment?

Enet™ is an internet based, fully secured and online banking system, which provides the bank's corporate clients with convenient and secure access to their accounts around the world. ENet offers a cost-effective and convenient way to access the information related to their accounts and transact business and exchange information globally across the electronic delivery channel. ENet, an internet based electronic banking solution, delivers real-time interactive information solutions to corporate customers.

3. How / from where user can login in Enet™ Epayment?

Go to HDFC Bank website (WWW.hdfcbank.com -> Wholesale -> ENet™ EPayments)

4. What technology it uses for safety?

It uses the second factor authentication for each user.

5. How can I change my password, if forgot?

Users need to click on "Forgot Password" and new password will be sent on registered mail ID. Using this as old password, user can change with new password.

6. How is the password constructed (Password policy)?

Password must be on Min 10 digits and Max 16 digits with mandatory, special characters, upper case, lower case and numbers

7. Is it necessary to have special / numeric character in password?

Yes, special character is mandatory.

8. How many accounts can be added in a domain?

There is no limitation of number of accounts that can be added in domain.

9. What are the 2nd level authentication options available?

- i. Hard Token - OTP based Vasco token.
- ii. Soft Token - OTP comes to an app.
- iii. Digital certificate

10. Will Enet™ Epayment support to upload monthly / quarterly stock statement for setting up drawing power?

Yes, user can upload stock statement if he opts for the necessary entitlement at the time of on boarding to Enet Portal.

11. Will user be able to check past transactions on Enet™ Epayment,

Yes, it is as per bank purging policy.

Account Services

1. Can a user generate consolidated account statement for all A/c's mapped to his domain?
Yes, it can be generated as consolidated account statement for multiple accounts.
2. How will user mark the stop payment?
Path is Services -> Stop Cheque Payment -> New
3. Is it possible to mark multiple stop payment?
Yes, user can mark A) Single - Only one cheque B) In continuous series.
4. How can a user place request for cheque book?
Path is Services -> Cheque Book Request -> New
5. How many cheques book a user can request for in one go?
At a time, user can request for only one cheque book.
7. Will UTR # be part of narration in account statement for the transactions processed thru Enet™ Epayment?
Yes, it will be there as narration in account statement.
8. What are maximum days / months for which user can generate A/c statement?
User can generate six months statement, month wise. However latest 2,000 records will be shown at max.
9. Where can I download the statement in Enet™ if statement period is more than 1 day?
Go to HDFC Bank website (WWW.hdfcbank.com -> Wholesale -> ENet™ EasyView)
9. Is it possible to enquire about cheque status issued to account?
Yes, User can inquire about the cheque paid / unpaid for mapped to his account.
10. Can I register for GST using Enet™ Epayment?
Yes, request can be placed using Enet™ portal under tab GST Registration – New.

Payments

1. How can a user initiate the payment (Onscreen / Upload)?
User can initiate payment through Funds Transfer tab, under A/c to A/c Transfers+ for HDFC Bank beneficiaries.
NEFT\RTGS Transfers+ for Other bank accounts.
2. What are the payment products available?
Payment product available are NEFT / RTGS / Funds Transfer / IMPS / Cheque / DD.
(will be enabled based on the request submitted for onboarding)
3. Is it possible to make statutory payments via Enet™ Epayment?
Yes.
4. Can a user make multiple Onscreen transfer?
Yes, User can make multiple transfers via Funds Transfer tab, under A/c to A/c Transfers --> Add Bulk for HDFC Bank beneficiaries.
NEFT\RTGS Transfers --> for Other bank accounts.
5. Is it possible to process a future dated transaction?
Yes, User can make future dated transaction.
6. Is it possible to save beneficiary list to whom frequent payments are made?
Yes, User can create template for beneficiaries whom regular payments are made.
7. What does it mean by template and how it is beneficial for user?
When the transaction is of repetitive in nature. It can be saved with necessary particulars & can be invoked as and when needed. In such cases, user need not to capture all details further.
8. How many templates can a user save?
It can be unlimited.
9. What size of file (to be uploaded) Enet™ Epayment supports?
It is of 2 MB.
10. Is it possible to restrict payment rights user wise / role based?
Yes, it can be defined as per customer request.
11. It is possible to authorise all pending transactions in one go.
Yes, user can authorise all pending transaction by selecting all in one go.

Beneficiaries

1. How many accounts can be added in single bene code?
1 A/c's for each beneficiary for A2A or eCMS or RTGS / NEFT / IMPS
2. How many beneficiaries can a user add?
There is no restriction on number of beneficiaries that can be added on domain.
3. Can a beneficiary be restricted with per transaction limit?
Yes, it is possible.
4. Can the transaction limit for beneficiary can be maintained by the user from their end.
Yes.
5. How many beneficiaries can a user add?
There is no restriction on number of beneficiaries that can be added on domain.
6. Will Enet™ Epayment support all types of virtual account for payment?
Yes, it supports all virtual / eCMS accounts.
7. Will user get any alert for the transactions processed at inputter / authoriser level?
Yes, Step alert can be defined at user level based on customer request.
8. What does it mean by FLA / TLA?
User can opt for either FLA (File level authorisation) or TLA (Transaction level authorisation).
9. Is it possible to customise transaction advises?
Yes, it can be as per customer requirement.
10. Is it possible to send transaction advises to beneficiary.
Transaction advice can be triggered to email ID which is mapped at the time of beneficiary addition or being mentioned in payment file.
11. How many email ids can be added in a transaction (Bene registration)?
10 email ID's can be captured while registering a beneficiary.
12. Is it possible to add beneficiary on real time basis and make remittance immediately?
Yes, user can add beneficiary on ad hoc basis and make remittance.
13. Can I upload beneficiary file?
Yes, user can upload beneficiary file.