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» Payments by direct billing- File Query

What can I find on this page?

On this page, you can see the details of your file operations. You can also make history queries to recover the files that have been sent.

How can I obtain the information I am interested in?

The page consists of the following sections:

1. Files sent to Banamex

- File name: It displays the name of the file.
- Presentation date: It displays the presentation date.
- Sequential: It displays the sequential number.
- Status: It displays the file status, which can be:
 - Pending
 - Applied
 - Rejected
- Pending: It displays the number of pending operations.
- Applied: It displays the number of applied operations.
- Rejected: It displays the number of Rejected operations.
- Total: It displays the total number of file operations.
- By clicking "Update" button, the list of files presented on this section will be updated.

2. Answer files

- File name: It displays the name of the file.
- Presentation date: It displays the presentation date.
- *Query* link: By clicking on this link, the details of the file will be displayed.
- *Download* link: By clicking on this link, the file will be downloaded onto your computer.

To make a history query, follow these instructions:

- Select the presentation date.
- Enter the sequential number of the file.
- By clicking "Continue" button.

3. Registration files

On this section, the information is displayed as follows:

- File name: It displays the name of the file.
- Presentation date: It displays the presentation date.
- *Query* link: By clicking on this link, the details of the file will be displayed.
- *Download* link: By clicking on this link, the file will be downloaded onto your computer.

4. File Backs

- File name: It displays the name of the file.
- Presentation date: It displays the presentation date.
- *Query* link: By clicking on this link, the details of the file will be displayed.
- *Download* link: By clicking on this link, the file will be downloaded onto your computer.

» Payments by direct billing-File Query - History Record

What can I find on this page?

On this page, you can see the details and authorization number of you history query of the file.

How can I obtain the information I am interested in?

The page consists of the following sections:

1. File request

- Presentation date
- Sequential

» Payments by direct billing- File Query - Operations

What can I find on this page?

On this page, you can see the details of the file operations.

How can I obtain the information I am interested in?

On this page, comprise the following sections:

1. File

On this section, the information is displayed as follows:

- File name
- Sequential

- Presentation Date
- Currency
- Number of operations

2. Registered collections:

This section comprises two areas:

- Buttons area:
 - "Filter": By clicking on this button, a window will be displayed in which you can select different options to filter information, which are next described:
 - By key word:
Text field where you must enter a key word to filter.
 - By account type: You can choose one of the following options:
 - CLABE
 - Credit/Debit card
 - By amount: You can choose one of the following options:
 - Specific: When you select this option, the field text *Of* will be enabled.
 - By range: When you select this option, the text fields *From* and *Up to* will be enabled.
 - Status: You can choose one of the following options:
 - Applied
 - Rejected
 - By clicking "Cancel", the window will be closed.
 - By clicking "Filter", the search results will be displayed according to the selected criteria. The criteria for filtering can be the selection of one or more options presented On this page,.
 - "Print": By clicking on this button, the window *Registered Collections* will be printed.
 - "Download": By clicking on this button, the file will be downloaded onto your computer.
- Registered payments area: The information is displayed as follows:
 - Details arrow: It contains the following information:
 - Service holder
 - Bank
 - IVA
 - Authorization
 - Caption
 - Reference
 - Number: It displays the consecutive number of the operations registered in the file.
 - Account
 - Account type
 - Amount

- Status
 - Applied
 - Rejected

In case you have an activated filter, the button "Remove filter" will be appear, which will display the total payments downloaded in the beginning.

Note: The first record displayed on the screen is the first one in the file.