

# **Step-by-step guide**

## Irregularities in payment orders

## Step 1: Click on reported payment issues in the action center

The screenshot shows the KBC Business dashboard interface. The top navigation bar includes the KBC logo, the user name 'BEDRIJFSMAKELAAR PELUESE', and a series of icons for settings, actions, messages, reports, offer, contact, help, and log out. The 'actions' icon is highlighted with a red box and a red dot. Below the navigation bar, the main content area is divided into three sections: 'Accounts', 'Actions', and 'Analyses'. The 'Accounts' section lists four accounts with their balances. The 'Actions' section shows a notification 'There is 1 payment ready to sign' and a highlighted item 'Top up 2 accounts with an insufficient balance'. The 'Analyses' section lists three PDF documents. A blue arrow points from the 'Accounts' section to the 'Actions' section, specifically to the highlighted item. A 'Live Help' button is visible on the right side of the dashboard.

**KBC Business dashboard**

**BEDRIJFSMAKELAAR PELUESE**

setting actions messages reports offer contact help log out

Accounts Payments Cards Investing Financing

**Accounts**

Account Name	Balance
DISTRIB. BVBA LAYNE BE64404600750152	2 549,24 EUR
BEDRIJFSMAKELAAR PELUESE BE84429404999159	27 794,25 EUR
BVBA VEEFOKK. SEMMY BE92736055082223	0,00 EUR
AGENCE EORPUZ BE46737025966236	6 255,65 EUR

New account, new credit card or debit card

Accounts overview Transfer

**Actions**

There is 1 payment ready to sign

Top up 2 accounts with an insufficient balance

All actions

**Analyses**

Document Name	Time
KBC Sunset	15:45
La hausse des prix des actifs est aussi un critère d'inflation	13:31
Stijging van activaprijzen is ook inflatie	11:20

New for you

No new items

Check out our new suggestions to optimise your working capital

Live Help

00-20.02.00080-ACC-pilot




## Step 2a: Overview of payment issues with option to resolve the insufficient balance on account

### Insufficient balance on account held by BVBA VEEFOKK. SEMMY

BVBA VEEFOKK. SEMMY  
BE92 7360 5508 2223

Current balance	Short	Balance to be topped up by
0,00 EUR	-10 541,20 EUR	19-02-2020

#### 2 blocked transactions

19-02-2020		Overschrijving	<b>Blocked</b> Balance to be topped up by: 19-02-2020	-8 000,00 EUR
19-02-2020		1 transaction marked with 'no action required' by VAN BUSBOOM RADMILA		
19-02-2020		Betaling leasing	<b>Blocked</b> Balance to be topped up by: 19-02-2020	-2 541,20 EUR



#### Top up this account

- 01 **Top up the balance if required for transactions to go through**  
Transfer 10 541,20 EUR to account number BE92 7360 5508 2223 by 19-02-2020



[Business Dashboard](#)



[Isabel](#)



[KBC Reach](#)

- 02 **Mark insufficient balance above as handled**  
This removes the low balance alert and tells your colleagues that you've dealt with it.


[The transfer has been made](#)

[No action required](#)

## Step 2b: Overview payment issues involving payment files with option to reject or approve file

### Possible duplicate payment file: MSG200217-anu-001

We've already processed an identical file and the totals in the new file are incorrect. Check them now, then delete the new payment file or approve it.

✓ Payment file previously uploaded	! New payment file may be a duplicate
17-02-2020 by BOEKHOUDING	18-02-2020 by BOEKHOUDING
<div><b>Errors in payment file MSG200217-anu-001</b>  Number of orders 4  Total amount 555,00  Principal's account ENSEMBLE INSTR. TRFEPACZ BE66 4138 2503 2143  Requested execution date 17-02-2020  Status Executed 17-02-2020</div>	<div><b>Errors in payment file MSG200217-anu-001</b>  Number of orders 4 KBC-verified total 1  Total amount 555,00 KBC-verified total 776,00  Principal's account ENSEMBLE INSTR. TRFEPACZ BE66 4138 2503 2143  Requested execution date 17-02-2020  Status On hold</div> <div><div><a href="#">Approve file</a><a href="#">Delete file</a></div></div>

## Step 3: overview of irregularities in payment orders with status of pending payment issues

✓ The payment file has been approved and is being processed.

Close

### Irregularities in payment orders

[Set alerts](#)

#### 1 account with insufficient balances blocks 4 transactions

ENSEMBLE INSTR. TRFEPACZ  
BE66 4138 2503 2143

⚠ 4 blocked transactions totalling 215 100,00 EUR

>

#### 4 payment files with errors

Reference: Test Bart dubbel

 BE66 4138 2503 2143  776,00  PUMACCARTHY KAH 11-02-2020

⚠ Possible duplicate file and incorrect totals

>

### Irregularities in payment orders

[Set alerts](#)

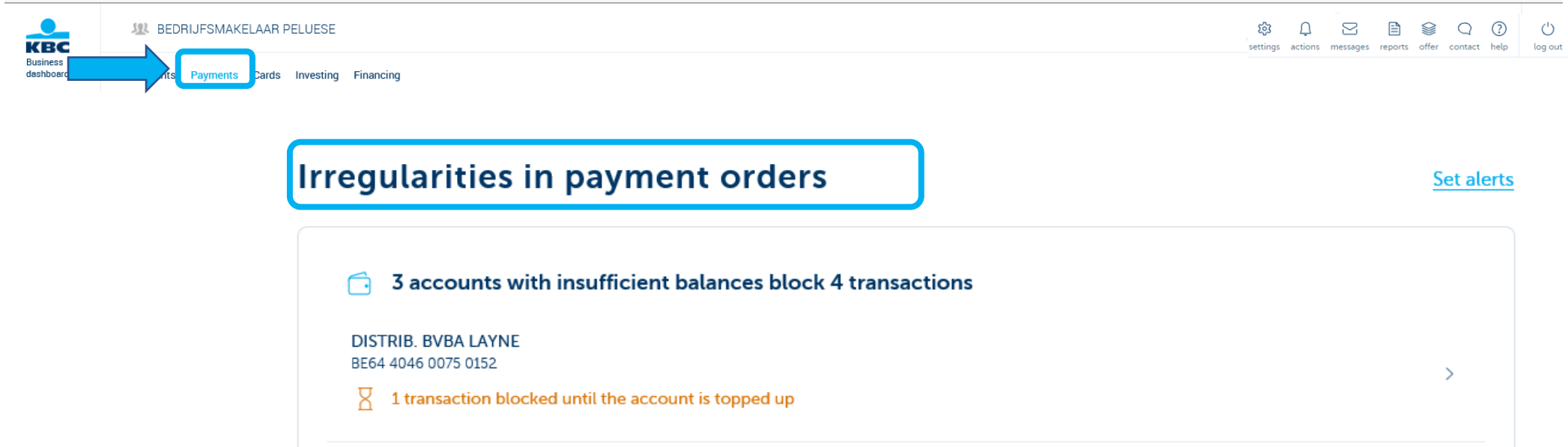
#### 3 accounts with insufficient balances block 4 transactions

DISTRIB. BVBA LAYNE  
BE64 4046 0075 0152

⌚ 1 transaction blocked until the account is topped up

>

Step 4: Click on 'Payments' and 'Irregularities in payment orders' for an overview



The screenshot shows the KBC Business dashboard interface. At the top left, the KBC logo is followed by the text 'Business dashboard'. To the right, the user's name 'BEDRIJFSMAKELAAR PELUESE' is displayed. A blue arrow points to the 'Payments' menu item, which is highlighted with a blue box. Other menu items include 'Cards', 'Investing', and 'Financing'. On the top right, there is a row of icons for 'settings', 'actions', 'messages', 'reports', 'offer', 'contact', 'help', and 'log out'. Below the navigation bar, the main section is titled 'Irregularities in payment orders' in a blue-bordered box. To the right of this title is a link labeled 'Set alerts'. The main content area displays a warning: '3 accounts with insufficient balances block 4 transactions'. Below this, the account details 'DISTRIB. BVBA LAYNE' and 'BE64 4046 0075 0152' are listed. At the bottom of the warning, it states '1 transaction blocked until the account is topped up' with an orange hourglass icon. A right-pointing arrow is visible on the right side of the warning box.

KBC Business dashboard


BEDRIJFSMAKELAAR PELUESE

Payments Cards Investing Financing


settings actions messages reports offer contact help log out

## Irregularities in payment orders

[Set alerts](#)

 **3 accounts with insufficient balances block 4 transactions**

DISTRIB. BVBA LAYNE  
BE64 4046 0075 0152

 **1 transaction blocked until the account is topped up**