

# PAYMENT STATUS INQUIRY



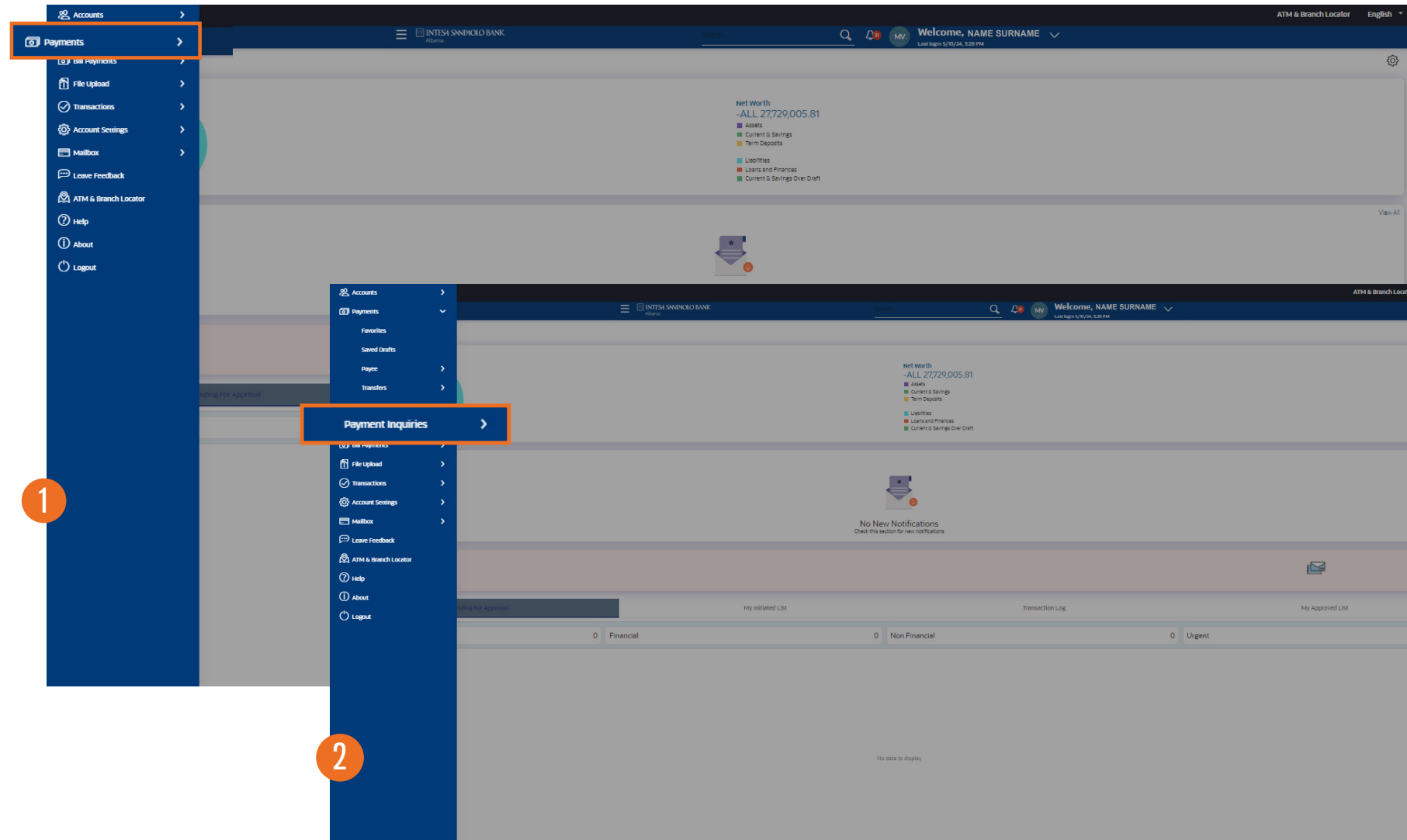
**INTESA SANPAOLO BANK**

Albania

Check the ultimate status of every payment you make in internet banking easily using this menu.

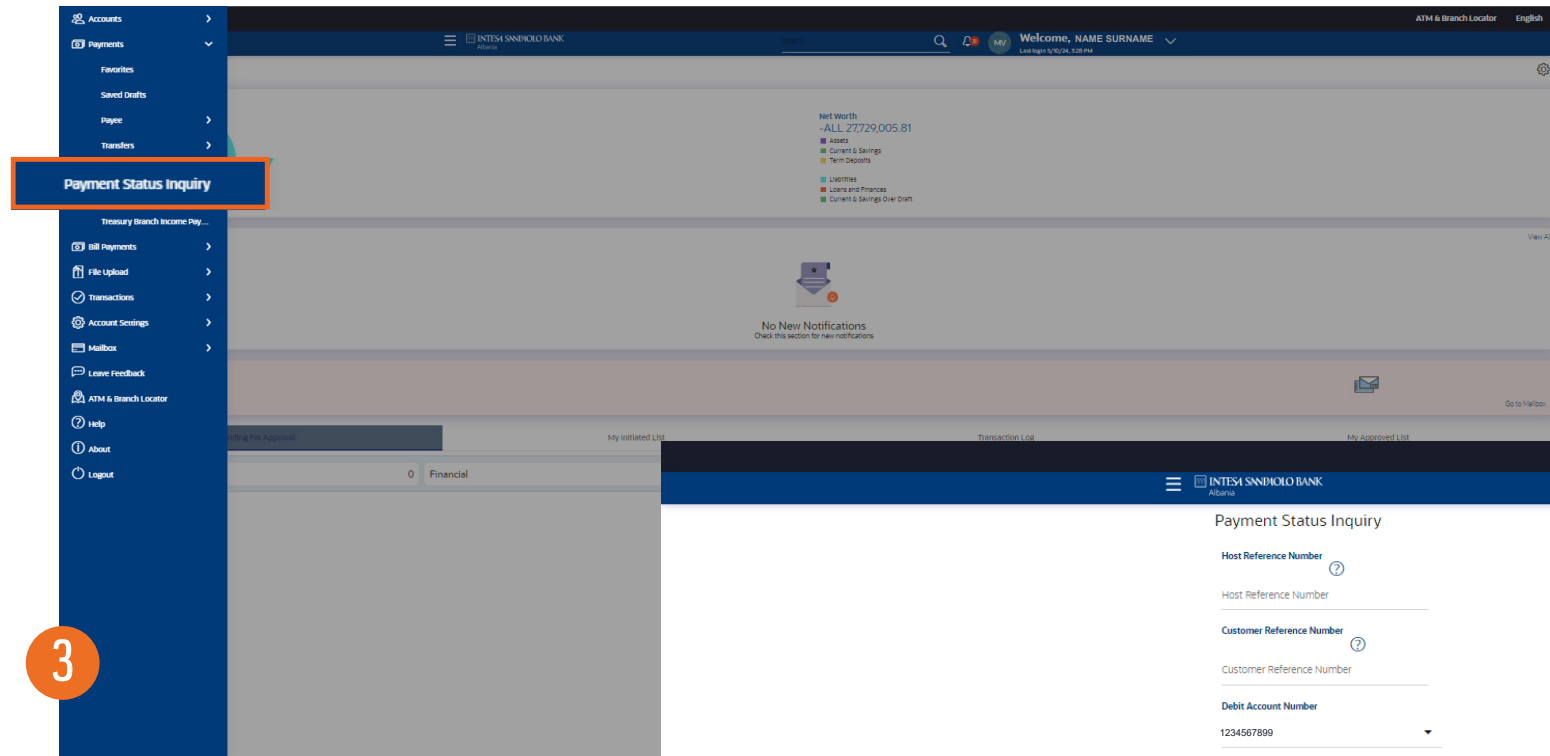
Navigate to menu

1. Payments
2. Payment Inquiries



The image shows two screenshots of the Intesa Sanpaolo Bank internet banking interface. The top screenshot shows the main navigation menu on the left side of the page. The 'Payments' menu item is highlighted with an orange box and a red circle containing the number '1'. The bottom screenshot shows the 'Payments' sub-menu, where the 'Payment Inquiries' option is highlighted with an orange box and a red circle containing the number '2'. The background of both screenshots shows the user's dashboard with a net worth of -ALL 27,729,005.81 and various account balances.


### 3. Payment Status Inquiry



The screenshot shows the Intesa Sanpaolo Bank website interface. On the left, a dark blue sidebar contains a menu with the following items: Accounts, Payments, Favorites, Saved Drafts, Payee, Transfers, **Payment Status Inquiry** (highlighted with a red box), Treasury Branch Income Pay..., Bill Payments, File Upload, Transactions, Account Settings, Mailbox, Leave Feedback, ATM & Branch Locator, Help, About, and Logout. A red circle with the number '3' is positioned to the left of the sidebar. The main content area displays a 'Welcome, NAME SURNAME' header, a 'Net Worth' summary, and a 'No New Notifications' message. The bottom of the page features a dark blue footer with the bank's logo and name.

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#### Payment Status Inquiry

**Host Reference Number** 

Host Reference Number

**Customer Reference Number** 

Customer Reference Number

**Debit Account Number**

1234567899

**Initiation Date From**



**Initiation Date To**



**Network Type**

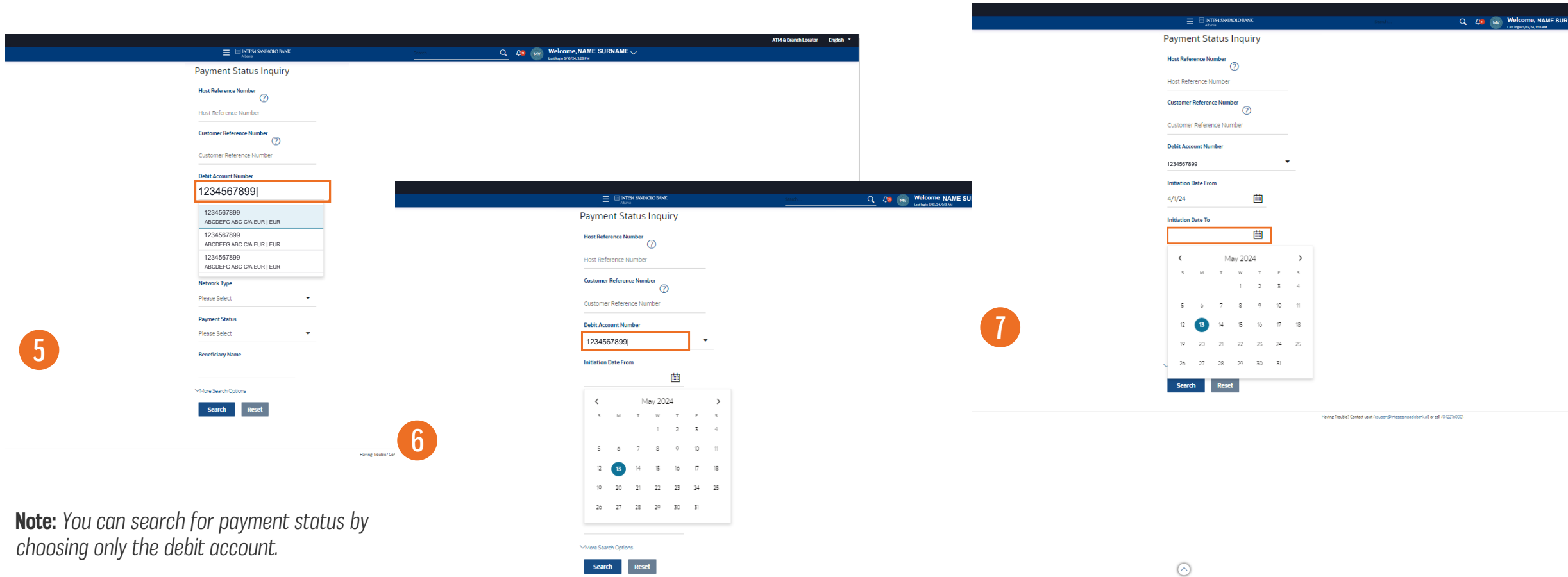
Please Select

**Payment Status**

Please Select

**Beneficiary Name**

You can search by using different criteria.  
 For example you can select the **Debit Account Number** from the list and select **Initiation Date From** and **Initiation Date To**.



**5**

**6**

**7**

Payment Status Inquiry

Host Reference Number

Customer Reference Number

**Debit Account Number**

1234567899

Network Type

Payment Status

Beneficiary Name

More Search Options

Search Reset

Payment Status Inquiry

Host Reference Number

Customer Reference Number

**Debit Account Number**

1234567899

Initiation Date From

4/1/24

**Initiation Date To**

May 2024

Search Reset

Having Trouble? Contact us at [email] or call [phone]

**Note:** You can search for payment status by choosing only the debit account.

1. Once you are happy with the selections, click the **Search**.
2. Click **More Search Options** to expand the search criteria.
3. Click on **Reset** to clear previously selected search options.

### Payment Status Inquiry

Host Reference Number 

Host Reference Number

Customer Reference Number 

Customer Reference Number

Debit Account Number

1234567899

Initiation Date From

4/1/24



Initiation Date To

5/13/24




Network Type

Please Select

Payment Status

Please Select

Beneficiary Name

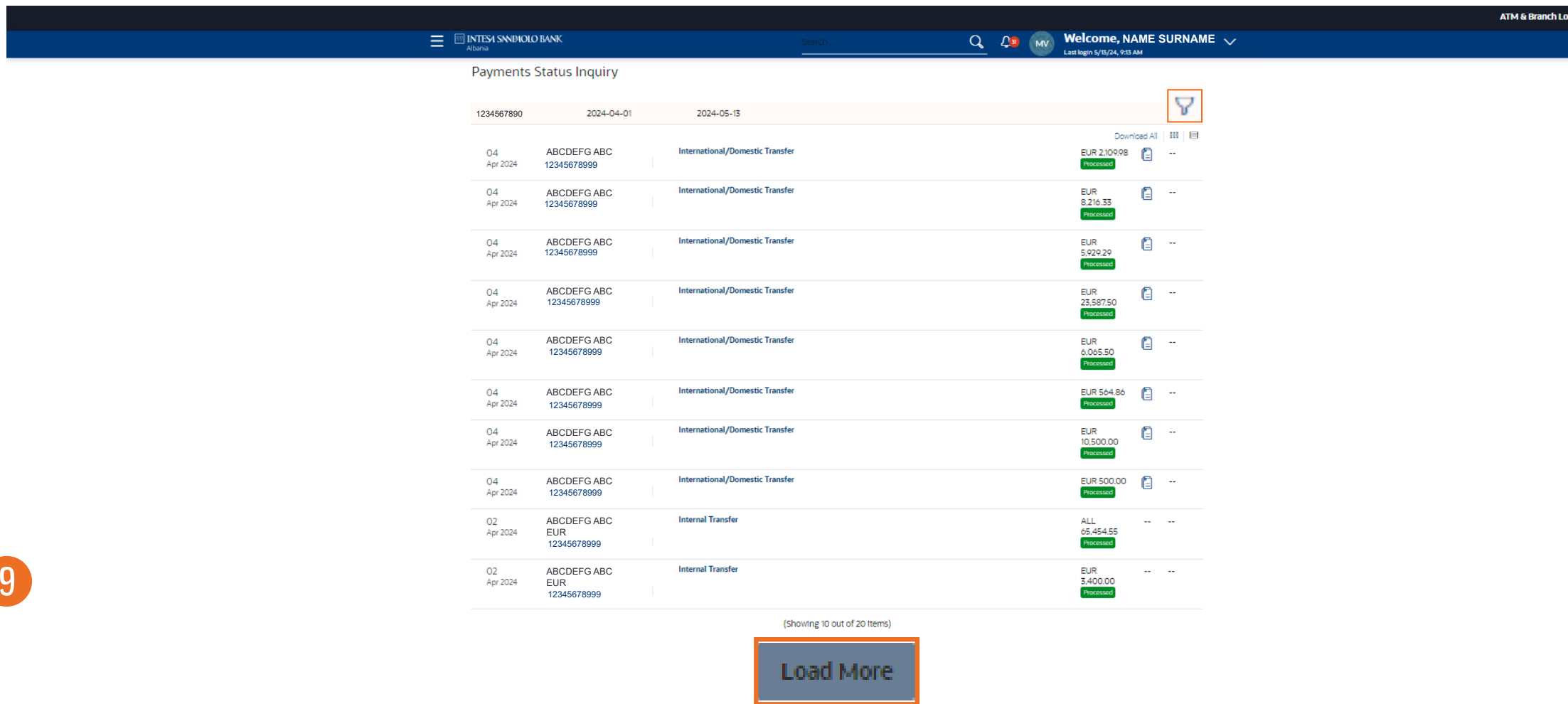
 More Search Options

Search

Reset

Here you can view all the transactions based on the previous selected criteria. The status of each transaction will appear under the transaction amount.

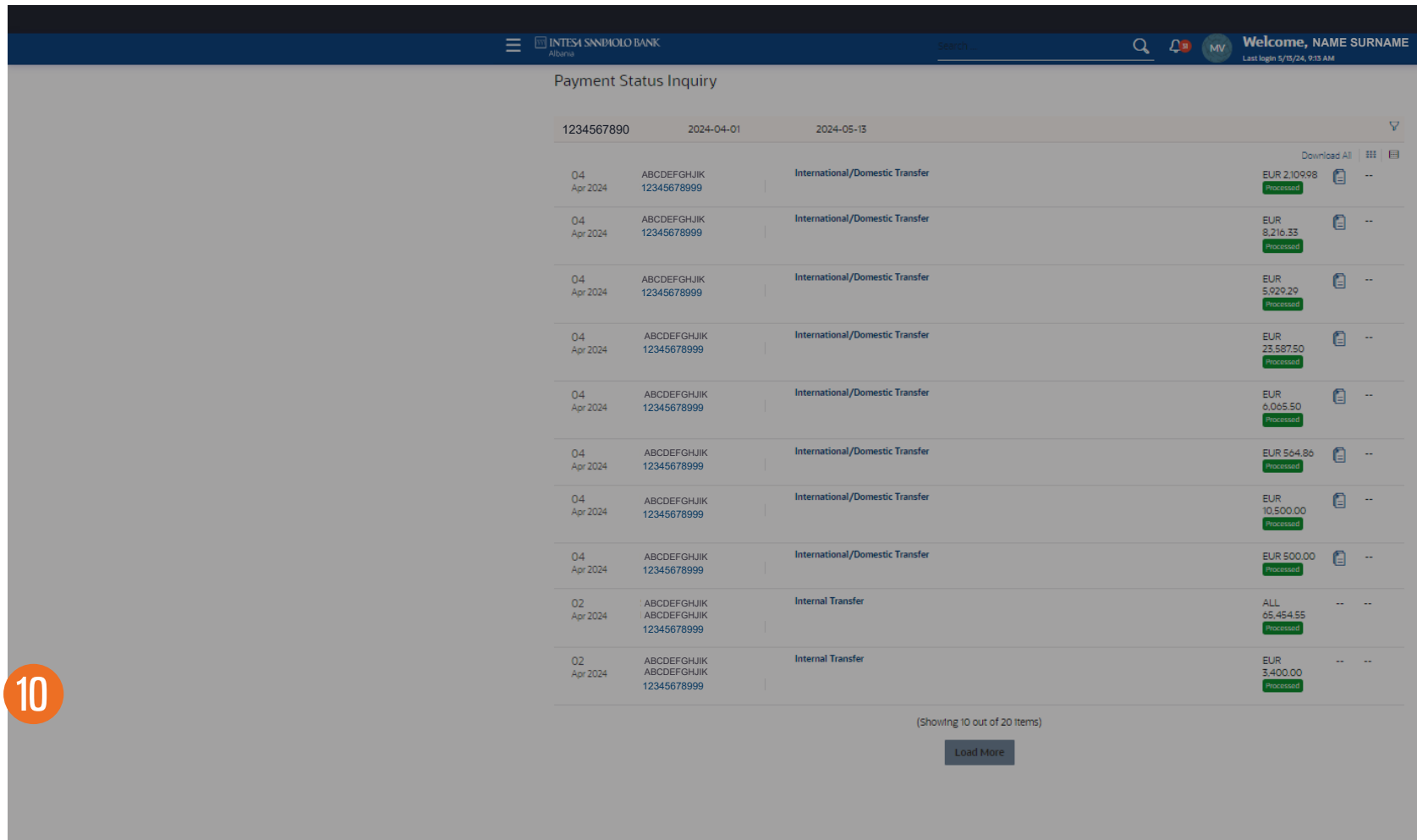
To change the searched criteria, click on **Filter icon**.  
Click **Load More** to expand the searched transactions.



The screenshot displays the 'Payments Status Inquiry' page. At the top, there is a navigation bar with the bank logo, a search bar, and user information: 'Welcome, NAME SURNAME' and 'Last login 5/15/24, 9:13 AM'. Below the navigation bar, the page title 'Payments Status Inquiry' is centered. A table of transactions is shown, with columns for account number, date, transaction type, and amount. The amount column includes a status indicator (e.g., 'Processed'). A 'Download All' button is located at the top right of the table. At the bottom of the table, there is a '(Showing 10 out of 20 items)' indicator and a 'Load More' button, which is highlighted with an orange border in the image.

Account Number	Date	Transaction Type	Amount	Status
1234567890	2024-04-01	2024-05-15		
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 2,100.98	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 8,210.33	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 5,929.29	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 23,587.50	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 6,065.50	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 504.86	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 10,500.00	Processed
04 Apr 2024	ABCDEF ABC 12345678999	International/Domestic Transfer	EUR 500.00	Processed
02 Apr 2024	ABCDEF ABC EUR 12345678999	Internal Transfer	ALL 05,454.55	Processed
02 Apr 2024	ABCDEF ABC EUR 12345678999	Internal Transfer	EUR 3,400.00	Processed

1. Click on **Reset** to clear previously selected search options.
2. Once you are happy with the selections, click the **Search**.



**Payment Status Inquiry**

1234567890	2024-04-01	2024-05-13	
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 2,109.98 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 8,216.33 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 5,929.29 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 13,687.50 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 6,065.50 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 564.86 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 10,500.00 Processed
04 Apr 2024	ABCDEFHJK 12345678999	International/Domestic Transfer	EUR 500.00 Processed
02 Apr 2024	ABCDEFHJK ABCDEFHJK 12345678999	Internal Transfer	ALL 65,454.55 Processed
02 Apr 2024	ABCDEFHJK ABCDEFHJK 12345678999	Internal Transfer	EUR 3,400.00 Processed

(Showing 10 out of 20 items)  
[Load More](#)

**Filter** ✕

**Host Reference Number** ?  
Host Reference Number

**Customer Reference Number** ?  
Customer Reference Number

**Debit Account Number**  
1234567899

**Initiation Date From**  
4/1/24

**Initiation Date To**  
5/13/24

**Network Type**  
Please Select

**Payment Status**  
Please Select

**Beneficiary Name**

[More Search Options](#)

[Search](#) [Reset](#)

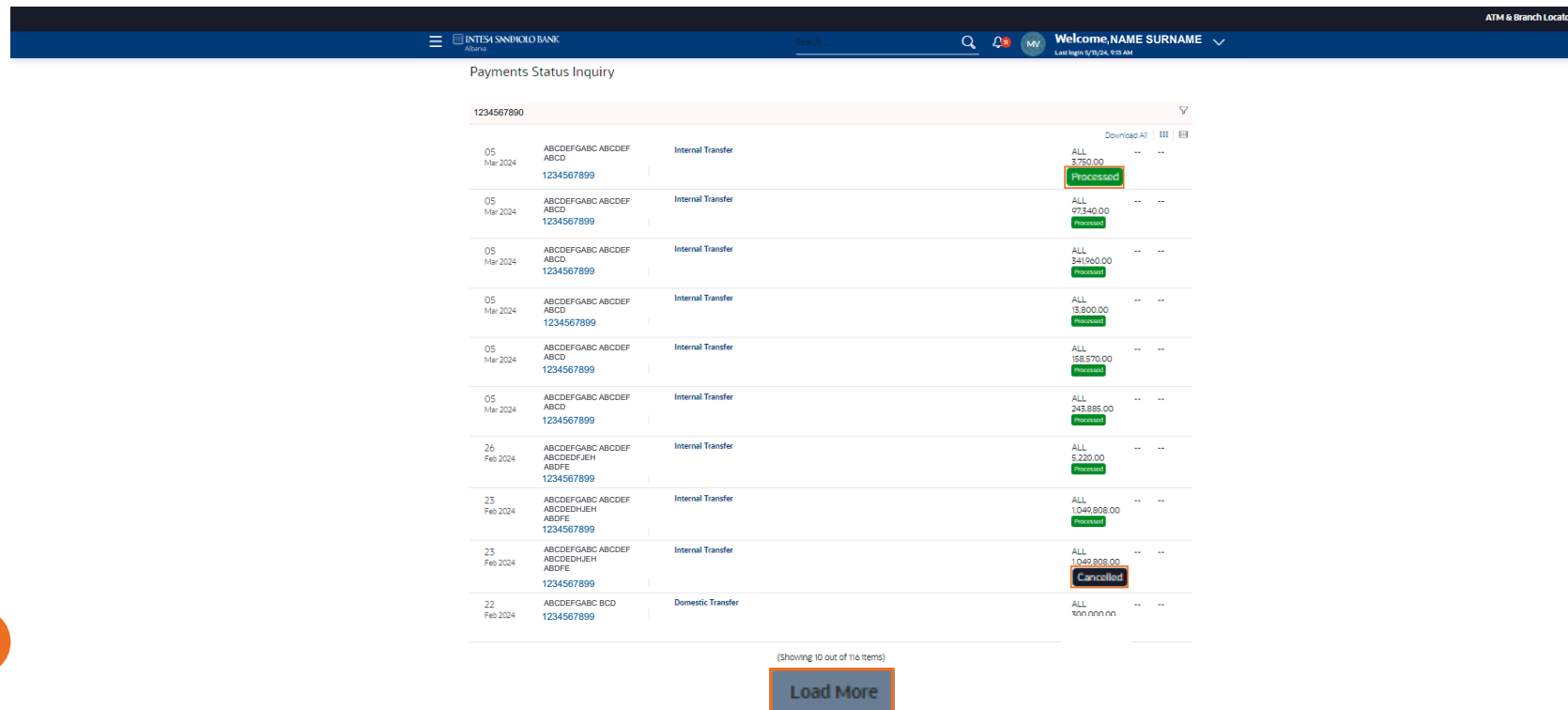
Payments for which are successfully executed from the bank will always appear as **“Processed”**. Any status other than this does not indicate that the payment is finalized.

Other transaction statuses are:

**In progress**, which means that the payment initiated through the channel is under processing from the bank.

**Cancelled** which means that the payment initiated through the channel is cancelled from the bank as for the users request.

**Future Date** which means that the payment initiated through the channel is future-dated.



The screenshot shows the 'Payments Status Inquiry' page for account 1234567890. It displays a list of 10 transactions with their dates, amounts, and statuses. The statuses are 'Processed' for most and 'Cancelled' for one.

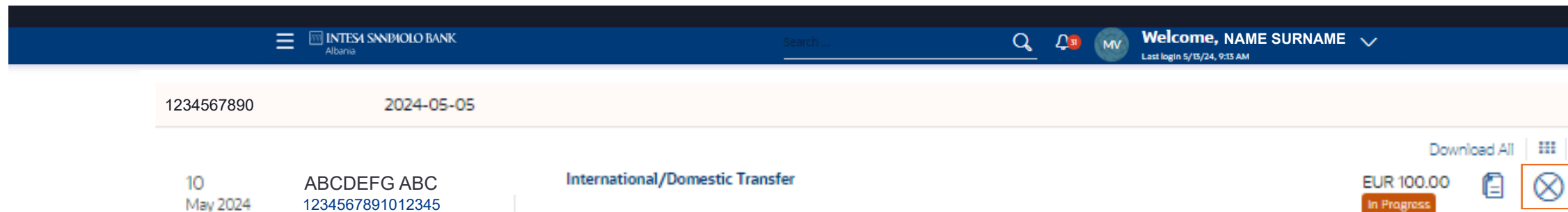
Date	Transaction Details	Type	Amount	Status
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	3,750.00	Processed
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	97,340.00	Processed
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	341,060.00	Processed
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	13,800.00	Processed
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	158,570.00	Processed
05 Mar 2024	ABCDEFGHIJ ABCDEF ABCD	Internal Transfer	243,885.00	Processed
26 Feb 2024	ABCDEFGHIJ ABCDEF ABCDEFJH ABDFE	Internal Transfer	5,220.00	Processed
23 Feb 2024	ABCDEFGHIJ ABCDEF ABCDEFJH ABDFE	Internal Transfer	1,049,808.00	Processed
23 Feb 2024	ABCDEFGHIJ ABCDEF ABCDEFJH ABDFE	Internal Transfer	10,298,038.00	Cancelled
22 Feb 2024	ABCDEFGHIJ BCD	Domestic Transfer	nnn nnn	

(Showing 10 out of 10 items)

[Load More](#)



For payments which are in status **“In Progress”** you are able to cancel them by clicking on the cross icon which will display the payment cancelation screen .

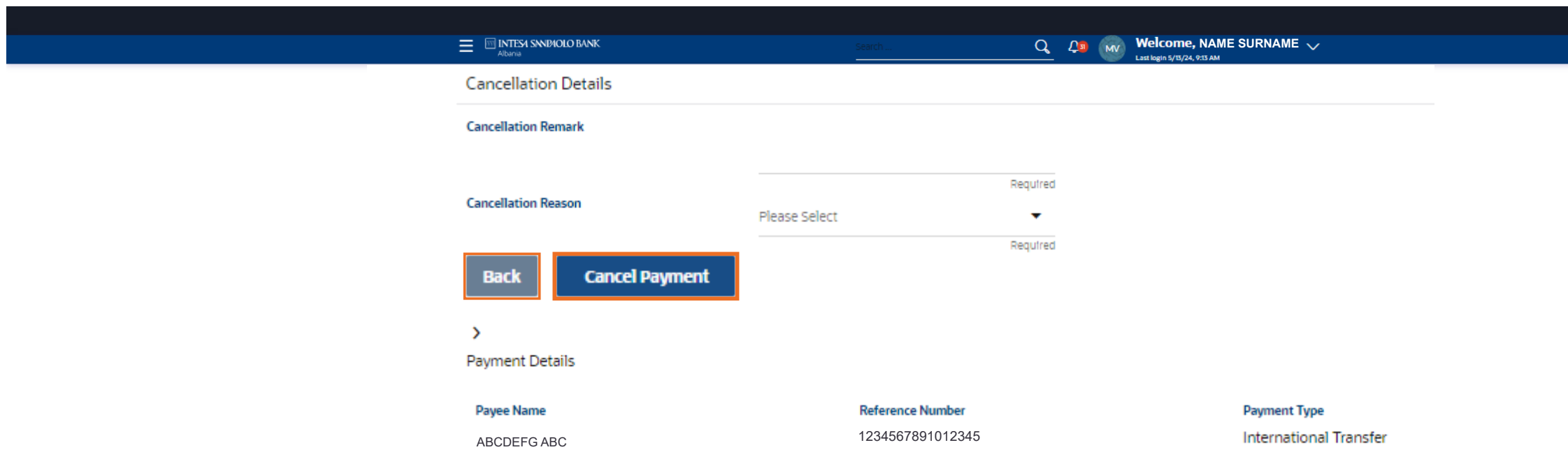


The screenshot shows the Intesa Sanpaolo Bank mobile app interface. At the top, there is a dark blue header with the bank's logo and name on the left, a search bar in the center, and a user profile section on the right with the text "Welcome, NAME SURNAME" and "Last login 5/13/24, 9:15 AM". Below the header, a light orange bar displays the account number "1234567890" and the date "2024-05-05". The main content area shows a transaction list. The first transaction is highlighted with a light orange background and includes the following details: "10 May 2024", "ABCDEFGH ABC", "1234567891012345", "International/Domestic Transfer", "EUR 100.00", and "In Progress". To the right of the transaction details are icons for "Download All", a document icon, and a red-bordered cross icon for cancellation.

Date	Beneficiary	Description	Amount	Status	Actions
10 May 2024	ABCDEFGH ABC 1234567891012345	International/Domestic Transfer	EUR 100.00	In Progress	Download All, Document, Cancel (X)

Enter the **Cancellation Remarks** and select the **Cancellation Reason**.

1. Click on **Back**, to navigate to the Payment Status Inquiry Screen.
2. Click on **Cancel Payment** button to finalize the cancellation.



**Cancellation Details**

Cancellation Remark

Cancellation Reason Required

Please Select Required

[Back](#) [Cancel Payment](#)

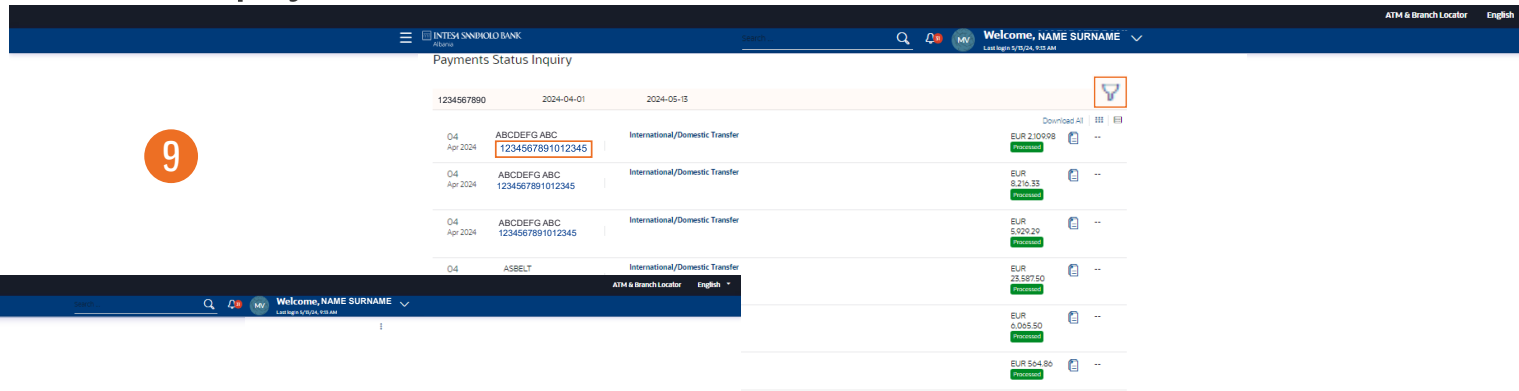
>

**Payment Details**

Payee Name	Reference Number	Payment Type
ABCDEFG ABC	1234567891012345	International Transfer

To be able to view all the payment details, including Remitter, Recipient details etc simply click on the transaction reference number and Payment Status Inquiry screen with all transaction details will be displayed .

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### Payment Status Inquiry

You are viewing details of transaction number 1234567891012345

#### Status

Current Status	Date of current Status
Processed	3/11/24

#### Details

##### Transaction Details

Reference Number  
1234567891012345

Customer Reference Number  
01233A1B28AB1

Transfer Network  
SWIFT

UETR  
f0bd0000-157b-4e27-9ea9-3c0529e0bb7c

To be Processed / Processed On  
3/11/24

Exchange rate  
1

Charges Account  
1234567890

Source of Funds  
BIZNES

Payment Purpose  
SUPP

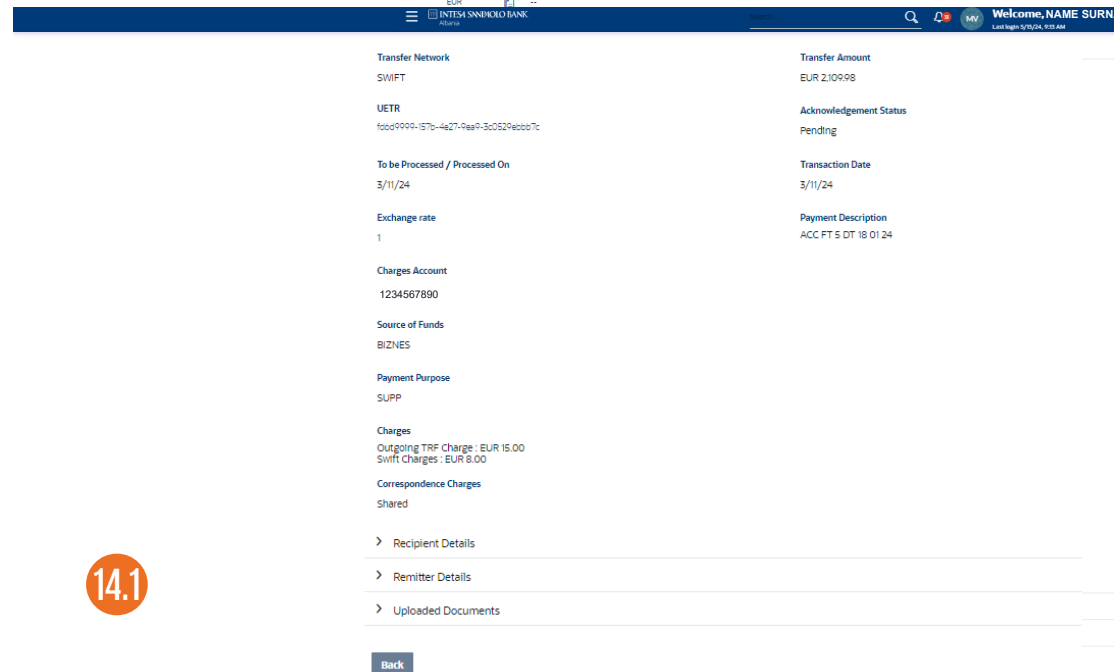
Transfer Amount  
EUR 2,100.98

Acknowledgement Status  
Pending

Transaction Date  
3/11/24

Payment Description  
ACC FT 5 DT 18 01 24

14.1



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