Frequently Asked Questions

1. **Who can avail the Salary Processing Portal Services?**
Fino Current Account Holders (Corporate, Non-Individual customers or Employers) only can avail the Salary Processing Portal Services.

2. **How can a customer apply for salary portal Access?**
For applying access to the portal, Employers can share the request with employee of FPB who have engaged with them regarding closure of Salary relationship. Alternatively Customer can visit the nearest Branch /CSP and fill Salary processing form (Annexure-10).
https://www.finobank.com/uploads/media/APPLICATION_FORM_FOR_BULK_SALARY_ACCESS_Annexure10.pdf

3. **As a first time user, how I will receive the User Credentials?**
You will receive the User Credentials (User ID/Password) through **SMS on Registered Mobile No.**

4. **Can I change my User Name?**
User name will be system generated and cannot be changed.

5. **I forgot my User Name. How should I Recover?**
You can recover your User Name by clicking on Forgot User Name button on the Login Page.

6. **I forgot my Password. Can I regenerate?**
Yes, you can reset the password by clicking on Forgot Password button on the Login Page.

7. **How do I make payments to my employees in a single transaction?**
Login the portal using User Credentials. Click on "Upload Salary File" from Menu Bar. Upload the payment file in xls. or csv. Format and click on consent check box. An OTP will be triggered to the registered mobile number and on successful OTP authentication; file will be successfully submitted for processing.

8. **Is there any file format for uploading Salary file?**
Yes below is the file format which shall be used for uploading file for salary distribution and file shall be uploaded only in CSV or XLS format

Account Number	Account Title	IFSC Code	Amount	Narration
XXXXXXXX8623	Sandeep K	FINO0000101	5000	SAL Credit Mar Month

Note:
- Details contained in file should be in "Text" Number Format.
- File should be either in CSV or XLS format to upload.
- All details should be correctly filled.

9. **How I will know if the payment has been processed?**
   An SMS notification will be sent to the registered mobile no on successful processing of payment.

10. **Where can I Download the Transaction report?**
   Click "Download Transaction File" on Menu, select the transaction period and click on Download and 'submit'.

11. **Where can I get detailed statement?**
   Click "Transaction" on dashboard, enter the date range and View/download the statement in xls or pdf format.