

**Advisory on Issue with Invoice Details Submission on ePayment Portal due to RBI Message Format Change****Customer Advisory # MUM/2024-2025/643**

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25<sup>th</sup> Dec, 2024

Dear Valuable Customer,

As you are aware that RBI has moved their NEFT (online fund transfer) message format (bank to bank through SFSM) from FIN to ISO.

Due to these changes by RBI, there are cases where UTR Nos provided by individual bankers for the same transfer due not match with each other.

In those cases, you may not be able to update the invoice details for updation of collection entries on our ePayment Portal.

We are very sorry for the inconveniences caused to you due to this technical issue. We are closely working with our bankers to resolve this issue at the earliest and we will keep you posted on this.

Till this issue is resolved we would like you to follow the below mentioned workaround if you are not able to update the invoices details on our portal

**Firstly**, pls try to update the last eight digits of UTR No provided by your bankers and you will be able to update the invoices details on our portal.

**Secondly**, if you still not able to update the details on our portal, we request you to approach our Chat Team with details such as UTR No / UTR Date / UTR Amount / Name of your company. Our Chat Team will check the details and provide the revised UTR No. You can update the collection entries with revised UTR No provided by our Chat Team.

We would once again like to apologize for the inconvenience caused to you and would request your patient and support till this issue is resolved.

Thanking you for your support and understanding.

For **Ocean Network Express (India) Private Limited**

**Authorized Signatory**