

State Bank Collect FAQs

Pre-login FAQ's

1. How can I pay to Firms / Corporates / Institutions of erstwhile Associate Banks?

⇒ As the home pages of the Associate Banks are discontinued after merger, please navigate to 'www.onlinesbi.com' → 'State Bank Collect' and choose the appropriate option from the following sub menus.

- SBI
- SBI (erstwhile SBBJ)
- SBI (erstwhile SBH)
- SBI (erstwhile SBM)
- SBI (erstwhile SBP)
- SBI (erstwhile SBT)

2. How can I make payment by using the Net Banking of erstwhile Associate Banks?

⇒ After submitting the details and confirmation, when you are redirected to Multi Option Payment System (MOPS) page for selecting the payment option, please choose the appropriate option of Net Banking of the erstwhile Associate Bank.

3. I was maintaining account with the erstwhile Associate Bank, have downloaded the PAP form for payment through Branch. Whether I can approach any SBI branch for payment?

⇒ No. Please approach the erstwhile Associate Bank for payment. Please be guided from the name of the 'Drawee bank' in the PAP form.

CINB FAQ's

1. We were maintaining account with the erstwhile Associate Bank. We now observe that the name of the Bank in the Application, Agreement and Terms & Conditions has been modified to 'State Bank of India'. Whether we can use these documents to on-board 'State Bank Collect' facility for our institution?

⇒ Yes. You may use these documents. But, please approach the branch where you are maintaining account for executing these documents.

Merchant Transaction FAQs : Report Level Merger

1. **Which bank to select as the payment option in case of merchant payment?**

Ans: Associate bank customers are advised to select their parent parent/erstwhile Associate Bank.

2. **What if the associate bank customer selects SBI wrongly in case of merchant payment ?**

Ans: This will result in failure of selected merchant transaction and you will have to reinitiate the transaction as system will not allow the customer to proceed further. **Hence customers of Associate banks are requested to select their respective parent/erstwhile Associate bank till further instruction.**

3. **Which option to select in Merchant MOPS page in case of merchant payment ?**

Ans: Associate bank customers are requested to select their parent/erstwhile Associate bank.

4. **What if the customer selects State Bank of India in the MOPS page and proceeds further.**

Ans: This will result in failure of selected merchant transaction and you will have to reinitiate the transaction as system will not allow the customer to proceed further. **Hence customers of Associate banks are requested to select their respective parent/erstwhile bank till further instruction.**

5. **What are the charges to be levied in case of merchant transactions ?**

Ans : Existing charges as per their respective associate banks, pertaining to merchant transactions shall apply.

6. **To whom to contact in case of any disputes in case of merchant transactions ?**

Ans : In case of any dispute, associate bank customers are requested to raise the concern with their parent bank/erstwhile associate bank.