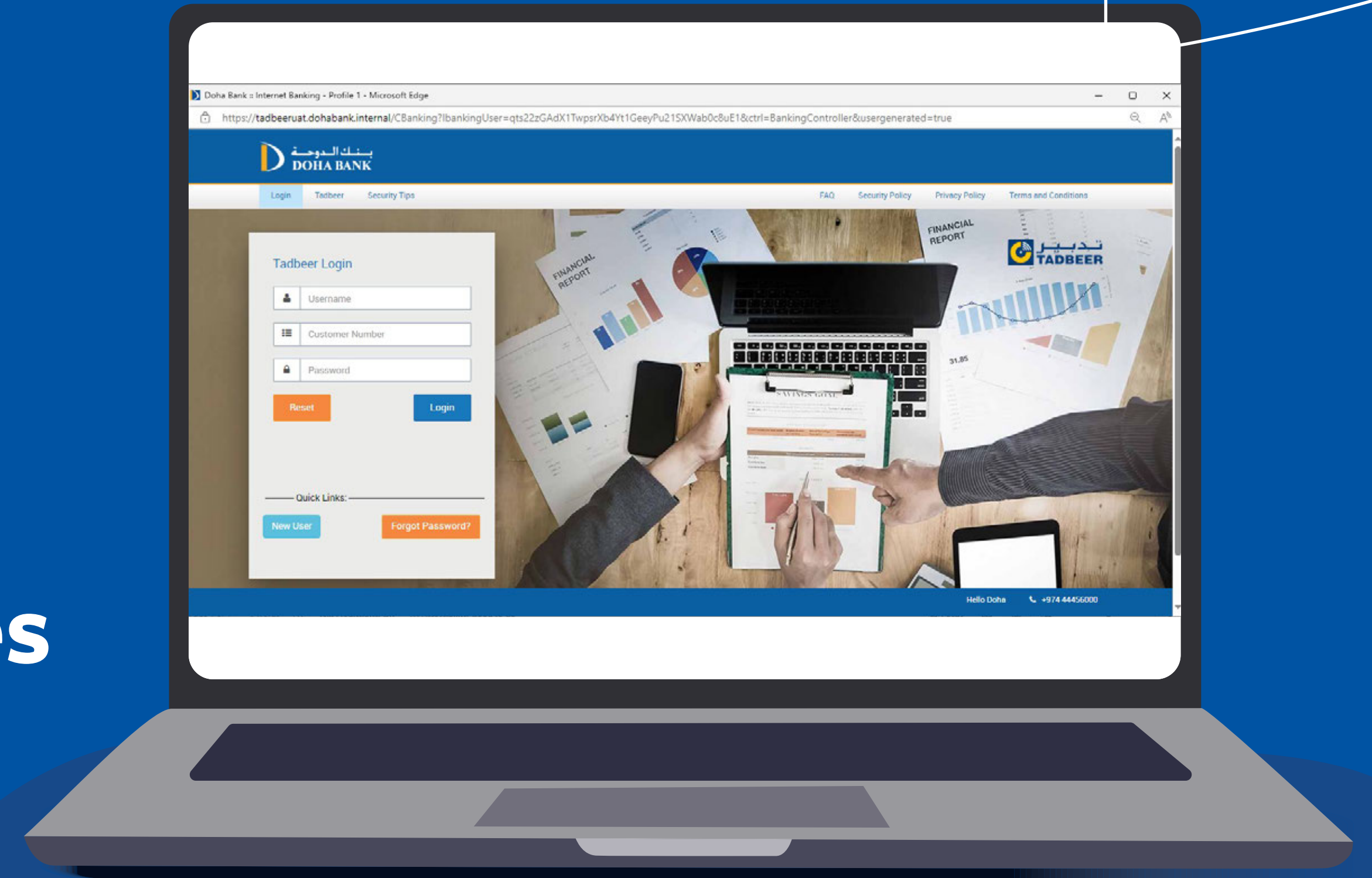
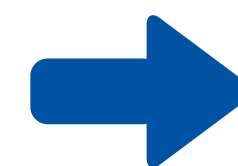


# How can employers update the Mobile Number of DPay Card customers for SMS and Mobile Banking Services via the Tadbeer Portal?



# STEP 1

Please log in to the Tadbeer Portal and select the 'DPay Card Mobile Banking' tab as shown below.



The screenshot displays the Doha Bank Tadbeer Portal dashboard. At the top, the bank's logo and name are visible, along with a search bar and a notification icon. The dashboard features several key metrics: 249 transactions initiated by the user, 0 pending approvals, and 553 completed transactions. A prominent red banner contains important information regarding document updates for compliance with Qatar Central Bank requirements. Below this, four summary cards show account balances: Accounts (QAR 117,665,579.79), Cards (QAR 3,477,016.65), Loans (QAR 105,083.50), and Deposits (QAR 37,386.39). A 'Credit Debit Chart' for 'Current Accounts' shows a peak in credit activity around June 2024, with an average monthly expense of QAR 457,626.42. On the right, an 'Assets and Liabilities' donut chart indicates that 99% of the balance is in liabilities.

**DOHA BANK**  
There's so much to look forward to.

Search for something...

User Image

249 INITIATED BY ME | 0 PENDING MY APPROVAL | 553 COMPLETED | Other related accounts

**Important Information:-**  
Dear Customer,  
To comply with Qatar Central Bank requirements, the Bank is required to update your company documents/ information on urgent basis. Hence, please visit Doha Bank corporate branch with all the renewed documents related to your company account.  
If you have already updated the aforementioned company documents/ information, please disregard the message

**Accounts** (VIEW ALL): QAR 117,665,579.79 Available Balance

**Cards** (VIEW ALL): QAR 3,477,016.65 Available limit

**Loans** (VIEW ALL): QAR 105,083.50 Outstanding Balance

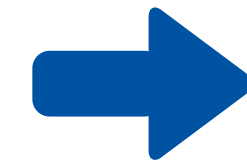
**Deposits** (VIEW ALL): QAR 37,386.39 Available Balance

**Accounts - Credit Debit Chart**  
Current Accounts - Average Monthly Expense: QAR 457,626.42

Assets and Liabilities: 99% Liabilities

# STEP 2

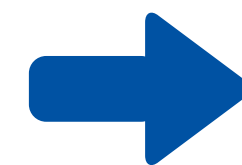
Click on  
'Upload/Edit  
Mobile Number'.



The screenshot displays the DohaBank mobile banking interface. At the top, there is a header with the text "D Pay Card Mobile Banking" and a dropdown arrow. Below this, a menu is visible with several options. The option "Upload/Edit Mobile Number" is highlighted with a blue background. Other menu items include "Mobile number Uploaded History" and "View Existing D Pay Staff Details". Below the menu, there are several service categories: "POS", "eStatement Settings", "Activity Queue", "Message Center", "Exchange Rates", and "Request Forms". To the right of the menu, there is a section titled "Recently accessed services" which lists several transactions with their respective times: "International Money Transfer" (2 hours ago), "To Another Local Bank - BULK" (5 hours ago), "To Another Local Bank" (5 hours ago), "Fawran Transfer" (5 hours ago), and "Fawran Alias Registration" (5 hours ago). At the bottom of the screen, there is a footer with contact information: "For Enquiries Reach Us At" followed by a phone icon and the number "44456000", and an email icon followed by the address "hellodoha@dohabank.com.qa". The copyright notice "Copyright © 2024 DohaBank" is also visible in the bottom left corner.

# STEP 2A

Click on 'Upload/  
Edit Mobile  
Number'.



D Pay Mobile number Update Request

1 UPLOAD FILES 2 ASSIGN SIGNATORIES 3 CONFIRM DPAY REQUEST 4 FINISHED DPAY REQUEST

Remarks:

DPay Request File:

One.CSV file can be processed at a time.

I agree to the Terms and Conditions.

Upload Reset

[DPAY\\_Mobile\\_Number\\_Update\\_Request\\_Template](#)

[DPay\\_Mobile\\_Number\\_Update\\_Request\\_File\\_Specification](#)

[Sample\\_Guide\\_For\\_Mobile\\_Number\\_Update\\_Request](#)

[How\\_to\\_Reset\\_Mobile\\_Number](#)

Dashboard

Accounts Portfolio <

Credit Cards <

Fund Transfer <

Local Fund Transfer - Bulk <

Beneficiary Management <

Salary Transfer - SIF <

Salary Transfer - Non SIF <

Utility Bills Payment <

Trade Finance <

International Money Transfer <

D Pay Card Mobile Banking >

Upload /Edit Mobile Number

Mobile number Uploaded History

View Existing D Pay Staff Details

Provide remarks/  
notes if applicable.

Upload the CSV file for  
the mobile number  
update request.

Agree to the terms  
and conditions.

# STEP 3

Please upload the CSV file as per the prescribed format below. Read and accept the terms and conditions, then click on the 'Upload' button.

COMPANY W.L.L - Maker

D Pay Mobile number Update Request

1 UPLOAD FILES 2 ASSIGN SIGNATORIES 3 CONFIRM DPAY REQUEST 4 FINISHED DPAY REQUEST

Remarks: Dpay Test

DPay Request File: 77 b DPay Mob U... Remove file

One CSV file can be processed at a time.

I agree to the Terms and Conditions.

Upload Reset

DPAY\_Mobile\_Number\_Update\_Request\_Template

DPay\_Mobile\_Number\_Update\_Request\_File\_Specification

Sample\_Guide\_For\_Mobile\_Number\_Update\_Request

How\_to\_Reset\_Mobile\_Number

## CSV File Format for Upload:

Only CSV files will be accepted for mobile number update requests.

Employee Code	QID	Mobile Number
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX

Enter the DPay customer's employee code.

Enter the 11- digit QID number.

Enter the 8-digit Qatar mobile number with the 974-country code.

**Note:** To obtain employee details, please download your existing DPay staff KYC details from the Tadbeer portal under 'View Existing DPay Staff Details' (refer to the 'Existing DPay Staff Details'.)

# STEP 3A

If there is any error in the uploaded CSV file, error messages will be displayed for corrections. Please check and correct the records, then re-upload the CSV file.

## Example:

Employee Code	QID	Mobile Number	Reason
470493	XXXXXXXXXXXX	XXXXXXXX	Employee code: 470493 is invalid and not found under your company ,please contact D Pay support team for assistance
470496	XXXXXXXXXXXX	XXXXXXXX	Employee code: 470496 is invalid and not found under your company ,please contact D Pay support team for assistance

Employee Code	QID	Mobile Number	Reason
115185			Mobile Number required. Please provide QID number

# STEP 4

Please reconfirm the uploaded details, including the employee name, and click 'Confirm'.

The screenshot shows a banking application interface. At the top, there are three status indicators: '249 INITIATED BY ME', '0 PENDING MY APPROVAL', and '553 COMPLETED'. A dropdown menu shows 'Other related accounts'. The main heading is 'D Pay Mobile number Update Request - Confirm'. Below this, there is a summary box with the following details:

- DPay File Name: DPay Mob Update .csv
- Remarks: Dpay Test
- Total Records: 1
- Valid Records: 1

Below the summary box is a section titled 'Confirm Employee Details' containing a table with the following data:

Employee Code	Customer Name	QID	Mobile Number
AA123	XXXXXXXXXX	XXXXXXXXXX	XXXXXXX

At the bottom of the form, there are two buttons: 'Confirm' and 'Reset Form'.

# STEP 5

Please select the next-level verifier and approver, and click 'Submit'.

The screenshot displays the 'D Pay Mobile number Update Request' interface. At the top, a progress bar shows four steps: 1. SELECT ACCOUNTS (green), 2. ASSIGN SIGNATORIES (orange), 3. CONFIRM D PAY MOBILE NUMBER UPDATE REQUEST (grey), and 4. FINISH D PAY MOBILE NUMBER UPDATE REQUEST (grey). A green arrow points to the right, indicating the current step.

The main content area is titled 'Transaction Authorizers' and contains the instruction: 'Please select atleast one verifier and one approver to continue this transaction'. Below this, there are two columns: 'Available Verifiers' and 'Available Approvers'.

**Available Verifiers:**

- HYPERMARKET TRADING COMPANY W.L.L - abcverifier
- TestCorporate vrfi786777
- TestCorporate vr786777
- HYPERMARKET TRADING COMPANY W.L.L - Verifier abcverify2

**Available Approvers:**

- HYPERMARKET TRADING COMPANY W.L.L - Approver abcapprv1  
Authorization Amount: QAR 1,000,000.00  
Single Signatory
- TestCorporate ar786777  
Authorization Amount: QAR 20,000,000.00  
Single Signatory
- TestCorporate apr786777  
Authorization Amount: QAR 20,000,000.00  
Single Signatory
- HYPERMARKET TRADING COMPANY W.L.L - luluapprv2  
Authorization Amount: QAR 1.00  
Single Signatory

At the bottom, there are 'Submit' and 'Back' buttons. A note at the very bottom states: 'Once you submit we will send you the one time password (OTP)'.



# STEP 6

Please reverify the request details, enter the OTP, and click 'Confirm'.

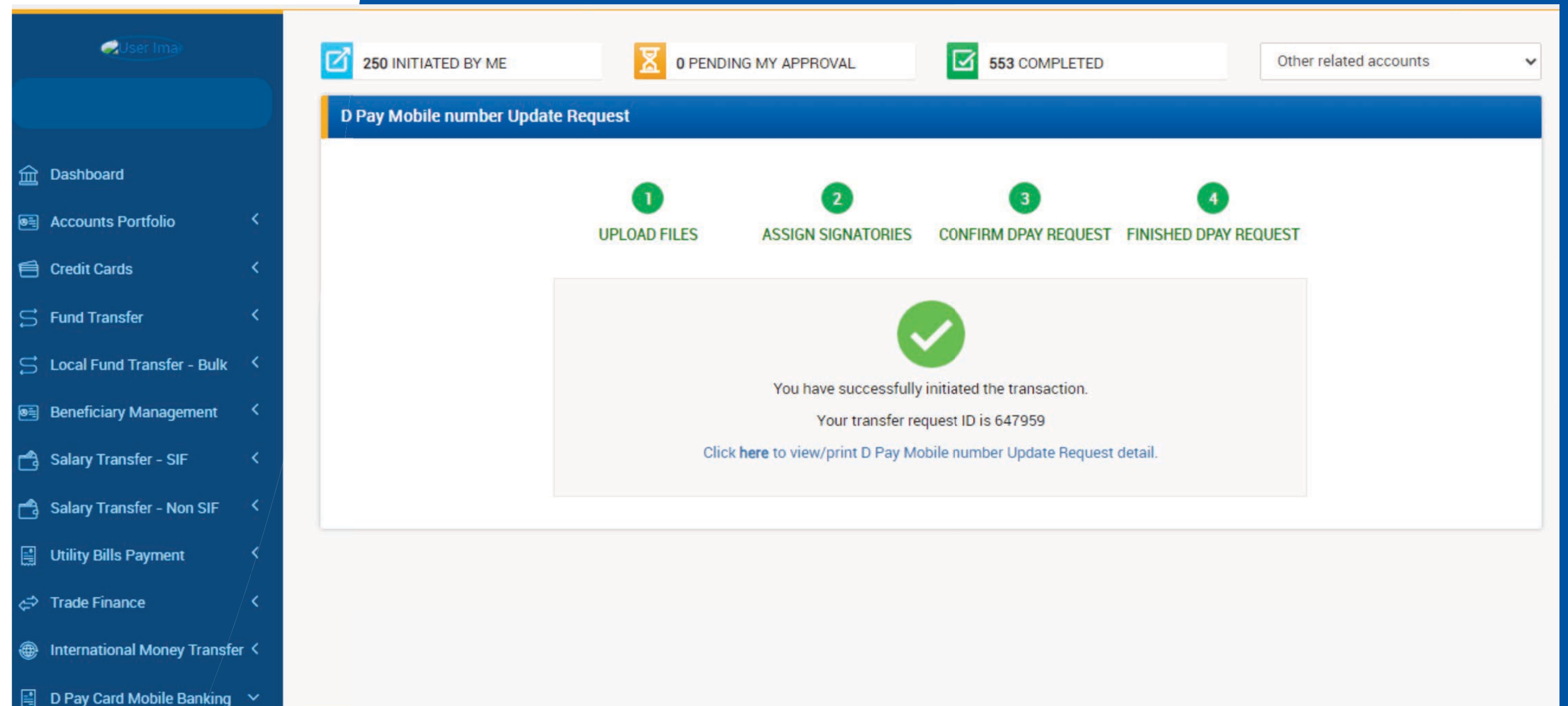
The screenshot shows a web application interface for 'D Pay Mobile number Update Request - Confirm'. On the left is a dark blue sidebar menu with the following items: Dashboard, Accounts Portfolio, Credit Cards, Fund Transfer, Local Fund Transfer - Bulk, Beneficiary Management, Salary Transfer - SIF, Salary Transfer - Non SIF, Utility Bills Payment, Trade Finance, International Money Transfer, and D Pay Card Mobile Banking. Below these are three sub-items: Upload /Edit Mobile Number, Mobile number Uploaded History, and View Existing D Pay Staff Details. The main content area has a blue header with the title 'D Pay Mobile number Update Request - Confirm'. Below the header is a progress bar with four steps: 1. UPLOAD FILES, 2. ASSIGN SIGNATORIES, 3. CONFIRM DPAY REQUEST (highlighted in orange), and 4. FINISH DPAY REQUEST. The main content area contains a confirmation message: 'Please verify below details and confirm the D Pay Mobile number Update Request'. Below this is an icon of a document with a dollar sign and an upward arrow, followed by the text 'You are requesting for D Pay Mobile number Update Request'. A summary box titled 'D Pay Mobile number Update Request - Summary' contains the following details: File Name : DPay Mob Update .csv, Total Valid Records: 1, and Remarks : Dpay Test. To the right of the summary box is a 'Transaction Authorizers' section with the following details: Verifier: HYPERMARKET TRADING COMPANY W.L.L (abcverifier) and Approver: HYPERMARKET TRADING COMPANY W.L.L - Approver (abcapprv1). At the bottom of the main content area, there is an 'Enter OTP' field with the value '654321' and a confirmation message 'TRXN OTP sent successfully'.

# STEP 7

---

The file has been processed successfully. Please note the transaction request ID for future reference. Request the next-level verifier to review the uploaded file and approve it in the Tadbeer Portal.

---



# STEP 8

**Verifier Check:**  
Please request the verifier to review the uploaded file, verify the details, and approve the request in the Tadbeer Portal for the next-level approval.

The screenshot displays the Tadbeer Portal interface. On the left is a dark blue navigation menu with a user profile icon at the top. The menu items are: Dashboard, Accounts Portfolio, Credit Cards, Fund Transfer, Local Fund Transfer - Bulk, Beneficiary Management, Salary Transfer - SIF, Salary Transfer - Non SIF, Utility Bills Payment, Trade Finance, International Money Transfer, and D Pay Card Mobile Banking. The main content area is divided into two panels. The left panel, titled 'Activity Queue - Pending For My Approval', shows a search bar and three items: 1. 'Upload /Edit Mobile Number' (Sequence #: 647959) initiated by 'maker' on 12/11/2024 at 02:18 PM, with a 'View' button. 2. 'Kahramaa' (Sequence #: 647676) initiated by 'maker' with an amount of QAR: 502.00 on 10/11/2024 at 02:32 PM, with a 'View' button. 3. 'Upload /Edit Mobile Number' (Sequence #: 646926) initiated by 'maker' on 10/10/2024 at 12:43 PM, with a 'View' button. The right panel, titled 'Upload /Edit Mobile Number' (Sequence #: 647959), shows a three-step process: 1. INITIATOR (maker) with a green checkmark, 2. VERIFIER (verifier) with a yellow clock icon, and 3. APPROVER (apprv1) with a yellow clock icon. Below this, it shows the initiated date (12/11/2024 02:18 PM) and a 'Show Details' link. A message states 'TRXN OTP sent successfully.. Please enter it below'. The 'Enter OTP' field contains '654321'. There is an 'Okay' input field below. At the bottom are 'Verify' and 'Reject' buttons.

# STEP 9

**Approver Check:**  
Please request the approver to review and approve the request in the Tadbeer Portal.

The screenshot displays the Tadbeer Portal interface. On the left is a dark blue sidebar with a user profile icon at the top and a list of menu items: Dashboard, Accounts Portfolio, Credit Cards, Fund Transfer, Local Fund Transfer - Bulk, Beneficiary Management, Salary Transfer - SIF, Salary Transfer - Non SIF, Utility Bills Payment, Trade Finance, International Money Transfer, and D Pay Card Mobile Banking. The main content area is divided into two panels. The left panel, titled 'Activity Queue - Pending For My Approval', features a search bar and a list of pending requests. The first request is 'Upload /Edit Mobile Number' (Sequence #: 647959) initiated by 'maker' on 12/11/2024 at 02:18 PM. Below it are two 'DPay Request' items (Sequence #: 647145 and 647144) initiated by 'maker' on 28/10/2024 at 12:25 PM and 12:20 PM respectively. The right panel, titled 'Upload /Edit Mobile Number' (Sequence #: 647959), shows a three-step approval process: 1. INITIATOR (maker), 2. VERIFIER (verifier), and 3. APPROVER (apprv1). The initiator and verifier steps are marked with green checkmarks. The approver step is currently pending. Below the steps, the 'Initiated Date' is 12/11/2024 02:18 PM and the 'Comments' are '# abcverifier.Okay'. A message states 'TRXN OTP sent successfully.. Please enter it below'. The 'Enter OTP' field contains '654321'. A text area below contains the word 'okay'. At the bottom, there is a checked checkbox for 'I agree to the Terms and Conditions' and two buttons: 'Approve' and 'Reject'.

# STEP 10

## File Status:

Employers can check the uploaded file status under the 'Activity Queue' in the 'Completed' tab.

0 INITIATED BY ME 42 PENDING MY APPROVAL 533 COMPLETED Other related accounts

### Activity Queue - Completed

Queue Status: All

Search text

**Upload /Edit Mobile Number**  
Initiated by: abcmaker Sequence #: 648693  
Initiated Date: 01/12/2024 08:47 AM View  
Success

**International Money Transfer**  
Initiated by: abcmaker Sequence #: 648688  
Amount: QAR: 20.00  
Initiated Date: 28/11/2024 01:25 PM View  
Success

### Upload /Edit Mobile Number

Sequence #: 648693

1 INITIATOR  
abcmaker

2 VERIFIER  
abcverifier

3 APPROVER  
abcapprv1

Initiated Date: 01/12/2024 08:47 AM  
Comments: # abcverifier.ok # abcapprv1:ok  
Status: Success  
Show Details

# Mobile Number Uploaded History

Employers can view their staff's previously uploaded mobile number details using the reference number of the uploaded file.

The screenshot shows the Doha Bank web interface. At the top, the bank's logo and name are visible. Below the logo, there is a search bar and a navigation menu. The main content area displays the 'Mobile number Uploaded History' section. It includes a summary of upload status: 249 INITIATED BY ME, 0 PENDING MY APPROVAL, and 554 COMPLETED. Below this, there is a table with columns for Employee Code, Customer Name, QID, Mobile No, Reference No, and Reference Date. The table shows 25 entries, with the first few rows displaying placeholder text (XXXXXXXXXX) for the employee code, customer name, and mobile number, and specific reference numbers and dates.

Employee Code	Customer Name	QID	Mobile No	Reference No	Reference Date
12345	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646941	14/Oct/2024
1411052	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646597	16/Sep/2024
172141	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646585	22/Jul/2024
1427708	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646585	22/Jul/2024
1430184	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646585	22/Jul/2024
1458935	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646585	22/Jul/2024
146844	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646582	23/Jul/2024
115543	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646580	22/Jul/2024
130919	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646580	22/Jul/2024
1425544	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXX	646580	22/Jul/2024

# View Existing DPay Staff Details

Employers can view their existing active and dormant/inactive DPay Card employee details.

Please click on 'Click here' below to download employee KYC details.

View Existing D Pay Staff Details

[Click here to download existing Open/Active account employees KYC details](#)

**For Dormant account re-activation (if any), Please visit D Pay support Card Center team at Salwa road branch for assistance**

[Click here to download Dormant/Inactive account details\(if any\)](#)

**Note:**

- Mobile number update requests for DPay Card employees will be accepted only for active DPay Card accounts.
- For mobile number update requests on dormant accounts, please contact the Card Centre team at the C-Ring Road branch and submit an activation request for the dormant DPay Card account. Once the account is activated, please retry the mobile number update.

# How to Fix Errors During CSV File Upload?

SL #	Error Type	Explanation/How to Fix
1	CSV file already uploaded with the mentioned file name. Please revisit your file, rename it, and upload.	The file name must be unique. Previously used file names will not be accepted. Please change the file name to a new name and reupload the file.
2	Employee code XXXXX is invalid and not found under your company. Please contact the DPay support team for assistance.	The provided DPay customer employee code is invalid. Please recheck your record for the correct employee code or contact the DPay card centre team for assistance.
3	Duplicate employee code found in the file for another record.	The same DPay customer employee code is used and duplicated for another employee in your uploaded CSV file. Please check and reupload the file with a unique employee code.
4	Please provide the QID number.	The QID number is blank in your uploaded CSV file. Please check and reupload the file with a valid 11-digit QID number.
5	QID length should be 11 digits.	The QID number should be 11 digits. Please check and reupload the file with the correct QID number.
6	QID is invalid or not updated against employee code XXXXX. Please contact the DPay support team for assistance.	The provided QID number is invalid or not updated against the DPay employee in our records. Please contact the DPay card centre team for assistance.
7	Duplicate Qatar ID found in the file for another record.	The same QID number is used for a different employee in the uploaded CSV file. Please check and reupload the file with unique QID numbers against the DPay employee.
8	Mobile number length should be 11 digits.	Mobile numbers should start with the 974 Qatar country code, and the total mobile number length should be 11 digits (974 + 8-digit mobile number).
9	Mobile number must be numeric only.	Mobile numbers must be numeric values only. No special characters or alphabets are allowed.
10	Invalid Qatar mobile number.	Landline or invalid mobile numbers will not be accepted. Please check and reupload the CSV file with a valid Qatar mobile number.
11	Please provide a mobile number.	The mobile number is blank or not provided in the uploaded file request. Please check and reupload the CSV file with a Qatar mobile number.
12	QID already assigned, please contact the DPay support team for assistance.	The QID number is already assigned to another employee account. Please contact the DPay card centre team for assistance.
13	Duplicate mobile number found in the file for another record.	The same mobile number is used for a different employee in the uploaded CSV file. Please check and reupload the file with unique mobile numbers against the DPay employee.
14	Account is already closed/deleted/dormant. Please visit the DPay support card centre team at the Salwa Road Branch for assistance.	The provided account number may be inactive/closed/dormant. Mobile numbers will be updated only for active accounts. Please contact the DPay card centre team for assistance.
15	Mobile number already assigned to another employee under your company.	The same mobile number is already assigned to a different employee in your uploaded CSV file. Please check the duplicated mobile number details by downloading the 'View Existing Staff KYC Details' in the Tadbeer Portal and reupload the CSV file with a unique mobile number.
16	Mobile number already assigned to another customer.	As per our records, the same mobile number is already assigned to another Doha Bank customer account. Please ensure the mobile number is unique or contact the DPay card centre team for assistance.
17	How to reset a mobile number?	In case the employer provided an invalid mobile number and needs to reset it, please upload a file with 97411111111, which will remove the invalid number to blank. Reupload the file with a valid number. Refer to point 17 for details on resetting mobile numbers.



# Contact us

---

## For DPay Card Requests

Please visit our DPay Card Centre team at the C-Ring Road branch or email at [DPAYSUPPORT@dohabank.com.qa](mailto:DPAYSUPPORT@dohabank.com.qa).

---

## Customer Service Numbers

DPay Customer Service: +974 4445 6066

Disputed Transaction Hotline: +974 4445 6789

---

## Website

<https://qa.dohabank.com>

**Thank You.**