

وزارة المالية
Ministry of Finance

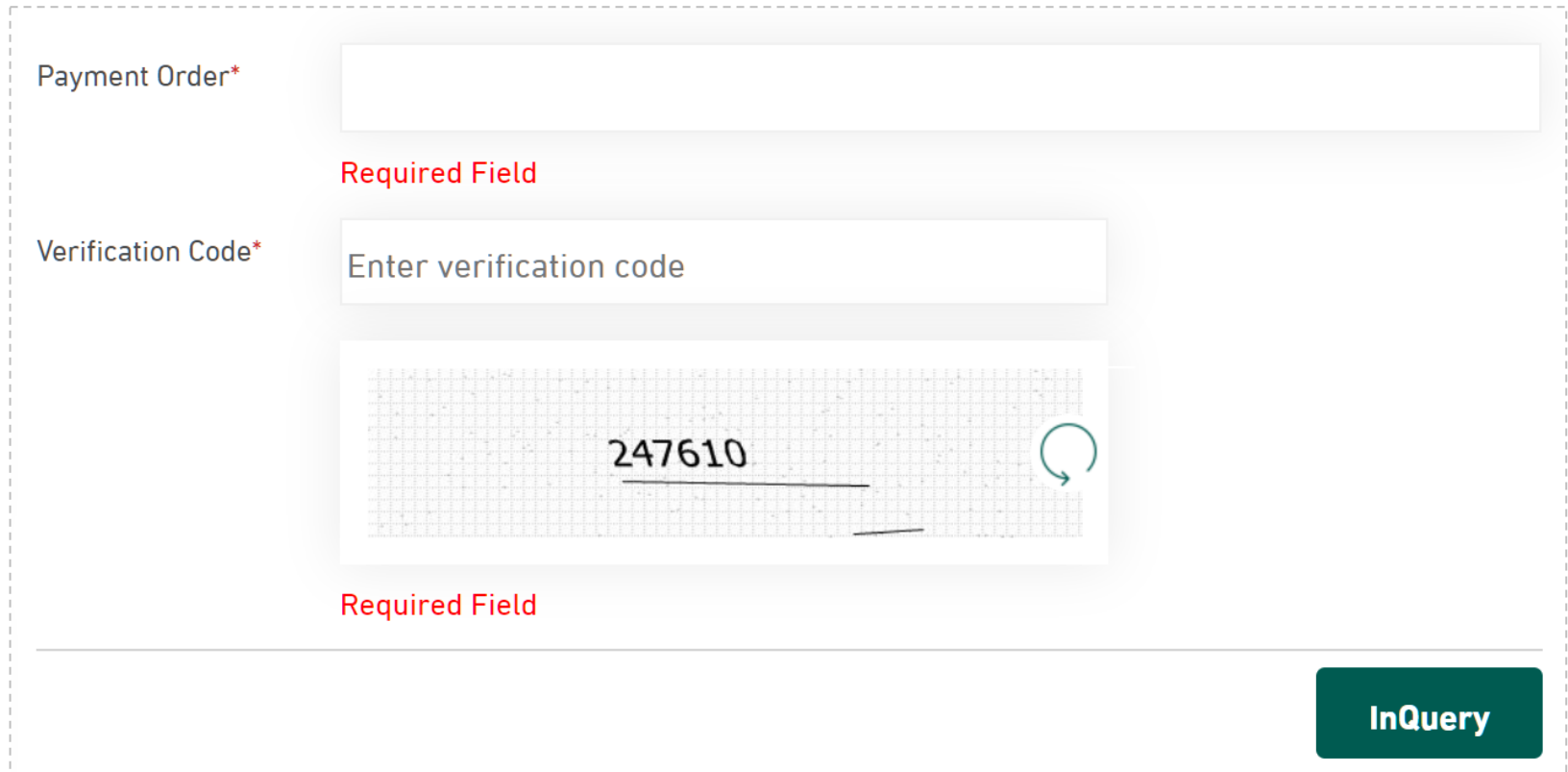


Troubleshooting Guide

Payment Orders Inquiry

Problems and error messages that the user may encounter

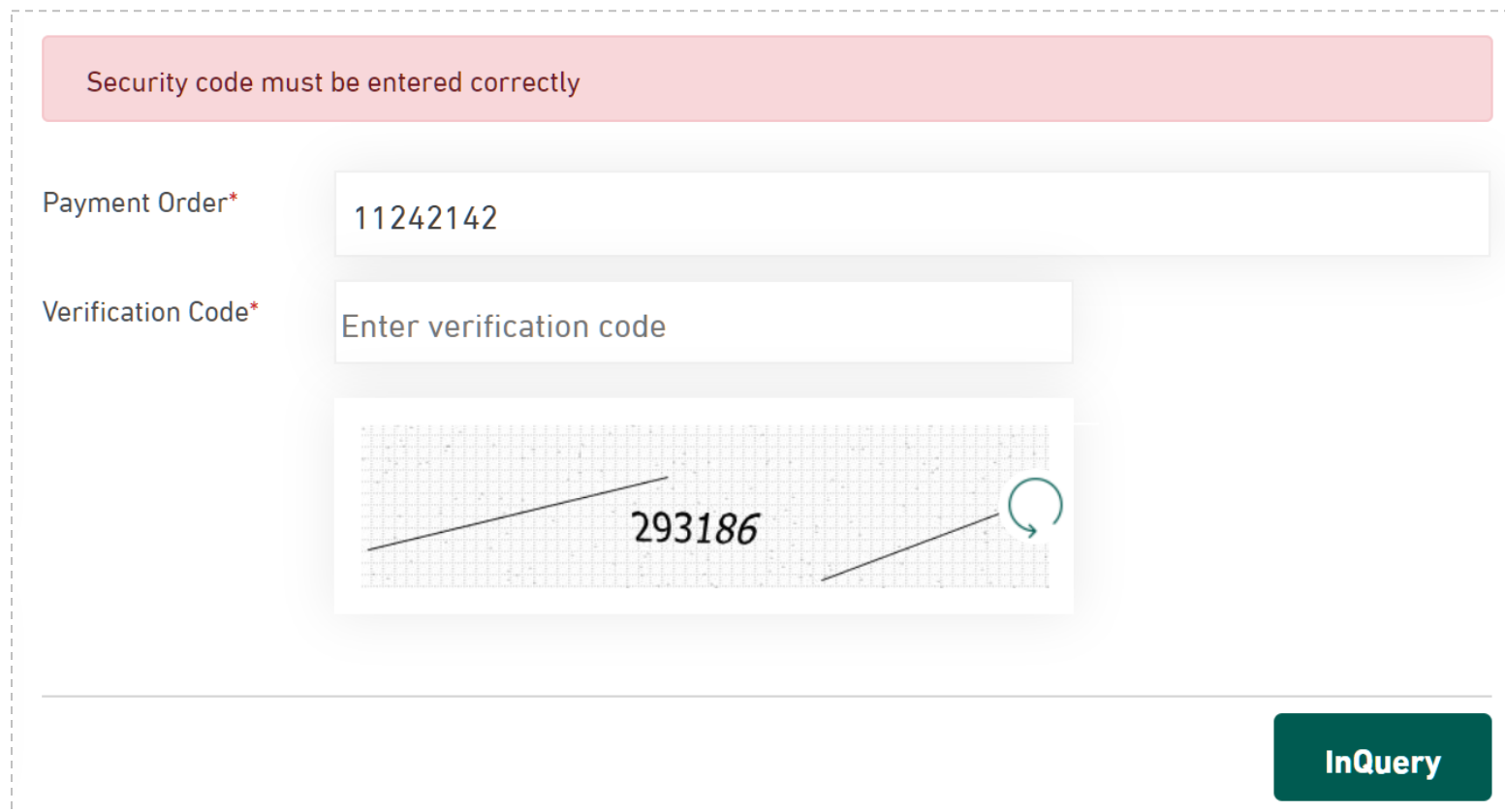
First, you must enter all the required fields in the query form, if the field has no value entered; a message appears next to it "Required Field":



The screenshot shows a web form with two input fields. The first field, labeled "Payment Order*", is empty and has a red "Required Field" error message below it. The second field, labeled "Verification Code*", contains the text "Enter verification code" and a grid of numbers with "247610" entered. A red "Required Field" error message is also present below this field. A green "InQuery" button is located at the bottom right of the form area.

Problems and error messages that the user may encounter

If you enter a non-matching verification code, a message appears informing the user “**Security code must be entered correctly**”:

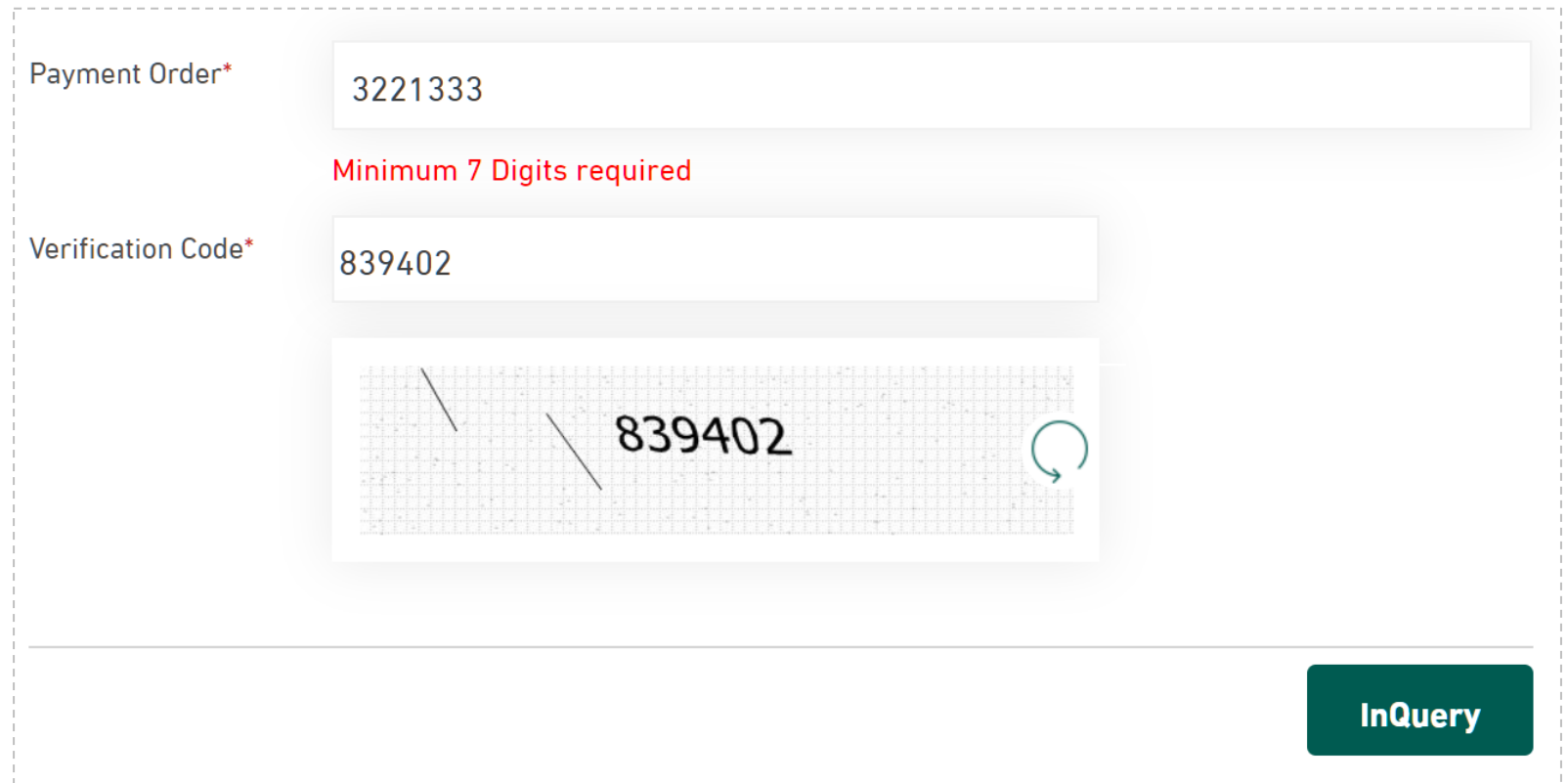


The screenshot shows a payment form with the following elements:

- A red error message at the top: "Security code must be entered correctly".
- A "Payment Order*" field containing the value "11242142".
- A "Verification Code*" field with the placeholder text "Enter verification code".
- A security code "293186" displayed on a grid background, with a refresh icon to its right.
- An "InQuery" button at the bottom right.

Problems and error messages that the user may encounter

In the Payment Order Number field, you must enter at least eight digits; otherwise, a user error message appears
“Minimum 7 Digits required”:



The screenshot shows a form with two input fields. The first field, labeled "Payment Order*", contains the number "3221333". Below this field, a red error message reads "Minimum 7 Digits required". The second field, labeled "Verification Code*", contains the number "839402". Below the verification code field is a CAPTCHA image showing the number "839402" on a grid background with a refresh icon. At the bottom right of the form is a dark green button labeled "InQuery".

How to resolve the problem / error:



Make sure that the inquiry data is entered correctly.