

B. goAML related FAQs

1. How to register in goAML System?

Reporting Entities (REs) can register on the goAML system through a web-based application or by contacting FIU-Nepal which manages the system. FIU-Nepal provides guidance and necessary documents (e.g., videos, guidelines) to assist with registration.



During registration, REs must submit institutional details, including legal status, business type, and details of AML/CFT compliance personnel. FIU-Nepal shall review the request, and upon approval, issue access credentials for the goAML Production Environment to enable reporting and for regulatory compliance.

To access goAML website:

In web browser, navigate to the Nepal Rastra Bank (NRB) homepage: [NRB Home Page](http://www.nrb.org.np). (www.nrb.org.np)

Go to the Quick Links section (bottom of NRB Home Page).

Click on goAML Nepal Registration and Reporting Portal or directly go to [goAML Nepal Portal](https://goaml.fiu.nrb.org.np/PRD/Home). (<https://goaml.fiu.nrb.org.np/PRD/Home>)

2. Do Reporting Entities (REs) need to pay fee or any charges to FIU-Nepal for membership of goAML software?

No, Reporting Entities (REs) do not need to pay any fees or charges to FIU-Nepal or/and any

- Reputational problem to Nepal and its financial system
- Freezing of overseas assets
- Complete isolation from international financial markets

other agencies for goAML registration and/or reporting. Registration in the goAML software is entirely free for all REs, including BFIs, insurance companies, securities firms, cooperatives, remittance companies, and others.

3. How should TTR be reported?

TTR can be reported either in XML format or through Web. XML files to be generated via middleware and to be uploaded individually or as a zip file comprising of multiple TTRs. Zip upload is recommended for large volume of TTRs.

4. In which format should TTR be reported?

TTR reports should be submitted in XML or Web format as prescribed by FIU. Each report should consolidate all transactions for the specified timeframe (e.g., daily, monthly, yearly) within a single file, following AML/CFT directives. The format must comply with FIU guidelines.

5. Should we submit separate TTR for debit threshold, credit threshold, cross border transfer threshold and foreign currency exchange thresholds if TTR was triggered by two or more instances?

For cash transaction thresholds, a single TTR should be submitted for an account, including all debit and/or credit transactions for that day or as per respective AML/CFT directive. However, if multiple threshold categories (e.g., Cash, Cross Border, and Foreign Currency Exchange) are triggered on the same day, separate TTRs should be submitted for each category or as per respective AML/CFT directives.

6. How should STR be reported?

STR can be reported either in XML format or through Web reporting in goAML. Information to be provided with STR is mentioned in Operational guideline designated to reporting entities. While reporting STR as XML file, related attachments

and the XML should be zipped together and uploaded as single zip file.

7. What information should be provided in Reason Fields of STR?

It has been specified in Operational guideline designated to reporting entities.

8. What attachments should be provided with STR?

Kindly refer to the Operational guideline designated to reporting entities.

9. What information to provide in 'Registration No.' field for Entity that do not have registration number e.g. Joint Venture Accounts, Upabhokta Samtiti etc.?

Provide 'Not Applicable' in such cases.

10. What information to provide in 'PAN/VAT Number' field for Entity that do not require PAN/VAT to be registered?

Provide 'Not Applicable' in such cases.

11. Should Entity details be provided for My Client > Account > Entity though it is not Mandatory?

'My Client > Account > Entity' is not mandatory only if the account is individual or joint account. In case the account belongs to an Entity, Entity details should be provided along with Director(s) and Signatory details.

12. Should Director(s) and Signatory details be provided for My Client > Entity though it is not mandatory?

Yes, Director(s) and Signatory details should be provided for all cases where REs need to collect such information. It is Non-Mandatory only for cases when such information isn't required to be collected as per existing regulations.

13. If the Director or Signatory of an Entity having account in the BFI is involved in a Transaction, should they be reported as 'My Client' – Person or 'Not My Client' - Person?

Individual or Joint Account holders in the BFI should always be reported as 'My Client' - Person.

14. In cases where the Director or Signatory has separate individual or joint account in the BFI, then in such cases also it is required to be reported as 'My Client' - Person.

In other cases, it is recommended to report the Director and Signatory of an Entity having account in the BFI as 'My Client'-Person.

15. Should L/C transactions be reported as TTR?

Regular Trading related L/C transactions needn't be reported as TTR. Only suspicious L/C related transactions should be reported as STR.

16. What information should be provided for Mandatory fields that are not available or not relevant in the context?

For Text fields - Provide 'Not Available' for information that could be available but not currently in the system. Provide 'Not Applicable' for the information that isn't relevant to the specific case.

For Date fields - Provide 01/01/1900

For Number fields - Provide 0

17. Should Non-Mandatory information be provided? What information should be provided in Non-Mandatory fields?

Mandatory fields are meant to capture only minimum information applicable to most of the cases. Depending upon different cases, additional information is required and it is recommended that any information available with the banks be provided in relevant fields whether Mandatory or Non-Mandatory.

If Non-Mandatory/Optional information is unknown, such fields may be omitted in XML or left blank instead of providing 'Unknown', 'Not Available', '-' etc. Same should be considered while submitting reports manually through Web.

18. What information should be provided in 'Citizenship No.' field, 'ID number' field, 'Passport' node and 'Identification' node for Nepalese ID?

In case of Nepalese Citizenship – Citizenship number should be provided in 'Citizenship No.' field and 'ID number' in respective field. Other Citizenship details should be provided in 'Identification' node as follows:

In case of any other form of Identification that have Citizenship number e.g. Driving License – Provide Citizenship number in 'Citizenship No.' field, Driving License number (ID number) in 'ID number' field and Driving License details (ID details) in 'Identification' node.

In case of Nepalese Passport – Citizenship number should be provided in 'Citizenship No.' field, Passport number should be provided in 'ID number' field. The Passport number and Country should also be provided in 'Passport' node and other Passport details should be provided in 'Identification' node.

In case of any other form of Identification that do not have Citizenship number – Provide 'Not Applicable' in 'Citizenship No.' field, corresponding ID number in 'ID number' field and other available ID details in 'Identification' node.

19.What additional details should be provided in Identification node for Nepalese Citizenship?

For Nepalese Citizenship, Citizenship number should be provided in 'Citizenship No.' and 'ID number' field and Citizenship details should be provided in 'Identification' node. Information that should be provided in 'Identification' node is Citizenship Number, Issuing Authority (Name and Address E.g. District Administration Office, Jhapa), Issue Date and Issue Country.

20.What information should be provided in 'Citizenship No.' field, 'ID number' field, 'Passport' node and 'Identification' node for Indians and Foreigners?

Citizenship Number is a mandatory field as per goAML schema so in case of Foreigners and Indians having Passport– Passport number should be provided in 'Citizenship No.' field and

'ID number' field. The Passport number and Country should also be provided in 'Passport' node and other Passport details should be provided in 'Identification' node.

In case of Indian Citizenship – Citizenship number should be provided in 'Citizenship No.' field and 'ID number' field. Other Citizenship details should be provided in 'Identification' node.

In case of Indian with any other form of Identification that have Citizenship number – Provide Citizenship number in 'Citizenship No.' field, ID number in 'ID number' field and ID details in 'Identification' node.

In case of Indian with any other form of Identification that do not have Citizenship number – Provide 'Not Applicable' in Citizenship No. field and ID number in 'ID number' field and other available ID details in 'Identification' node.

Any other relevant Information regarding ID can be provided in Comments field of Identification in all situations.

21.How to provide Citizenship number if it exceeds 25 characters?

If Citizenship number exceeds 25 characters (as per limit in goAML), first 25 characters should be provided in Citizenship No. field. The complete Citizenship number should be provided in Id Number field and other details in Identification node.

22.What information should be provided in Identification details if there's no sufficient information?

Mandatory information required for ID is ID Type, Number, issued by (Issuing Authority) and Issue Country. Provide other information if available like Issue Date and Expiry Date. If mandatory information is not present in the ID provide 'Not Applicable' in such fields.

23. Should SWIFT/TT be reported as TTR?

Yes, SWIFT/TT should be reported as per existing regulations.

24. Can we register/report through multiple users for same organization?

No, only one user (Compliance Officer or Authorized Personnel) per Reporting Entity is responsible for reporting in goAML. Hence, the registration email should be generic and information update request can be sent through goAML in case of personnel change.

25. Can we use abbreviations/short forms for common terms?

Abbreviations/short forms should be avoided as far as possible while providing information like Person Name, Entity Name, address, occupation, business etc. but if abbreviations/short forms are present in legal documents like Citizenship, Registration Certificate etc., then such information should be provided exactly as per legal documents.

26. How long will Drafted Reports be available for editing prior to submission?

Currently, FIU-Nepal has set it as '15 days' which can be changed as per requirement.

27. How long will be Processed/Failed Validation reports be available for preview on the Web?

Currently, FIU-Nepal has set it as '15 days' which can be changed as per requirement.

28. What does the different status of submitted report mean and do we need to take any action?

In General, status is Transferred from Web, Processed, Rejected and Failed Validation.

If there are some errors in the structure of XML file, then the status for such file can be seen as Failed Validation and REs can click on Failed Validation link to know more about the validation errors.

If the XML file is validated the status changes to Transferred from Web and further upon approval from the screening officer of FIU or based on XML validation and rejection rules, the status will be change to Processed. The REs do not need to take any actions if the status is Processed.

In case if 'Transferred from Web' status is seen for longer period of time (>1 day), the REs should

check their message board or email for any notification or rejection message regarding the report.

If there are some logical mistakes or missing information in validated XML files, then the screening officer (manually) or goAML rejection rules (automatically) may reject the report with proper reason which appears as Rejected.

REs should correct the mistakes in reports with Failed Validation, Rejected and Transferred from Web status and resubmit those files.

29. How to validate bulk of XML files?

The 'XML Report Validator' in the Web Interface and an offline XML Validator Tool can be used to validate one XML file at a time. It is not necessary to validate every XML file prior to submission if the REs have solved the common validation issues and they are assured that no such validation errors exists in the reports. As the reports being submitted by REs get error free with time, it is advised that the REs validate the samples from the bulk uploads. Nevertheless, there might be some third party tools that may be available for validating bulk of XML files against the provided XML Schema.

30. Should all REs report TTRs and STRs/SARs through goAML Software?

Yes, all REs are required to report TTRs and STRs/SARs through goAML (Production environment). Only the reports which are received from goAML (Production environment) are accepted by FIU-Nepal.

31. Should REs report the rejected and failed integration transaction reports again?

Yes, REs should resubmit the rejected transactions and failed integration transaction reports after making correction.

32. Is it mandatory to provide identification details while reporting any transactions?

Identification details of related person is mandatory to provide while reporting any transactions. This can be provided by clicking on +identification tab.

33. How to change compliance officer details through goAML Software?

If existing compliance officer left the job, REs are required to update the details for newly appointed compliance officer in goAML Software and attach compliance officer nomination letter, ID card of the new officer and other necessary

documents. Compliance officer's details can be updated from My goAML>My User Details.

34. Can we edit or delete reported transactions?

We cannot edit or delete the reported transactions. So reports should be confirmed and checked properly before submission.