

## User manual for FX online portal

1. Logon your e-bank, and you would find the 'Fx Case Portal' menu on your first sight. The default page is the Fx Case inquiry page, where you could find your history applications.

Industrial and Commercial Ba... x

ICBC 中国工商银行

Personal Internet Banking BANKING@HOME Logout

Welcome: **System Announcement:** to logon ICBC Personal Internet Banking. Current Time: 25-01-2021 09:15:09

Welcome Page My A/C Transfer - Registration A/C External Transfer Outward Remittance Fixed Deposit Online Loan Customer Service Branch Characteristics **Fx Case Portal** NEW

**Fx Case Portal**

- Fx Case Portal
- Fx Case Application
- My Fx Case

>> My Fx Case > My Fx Case > My Fx Case

**My Fx Case**

Start Date: 2020-01-25 - 2021-01-25

Status: Please Select

Inquiry Reset

Case No.	Case Category	Case Type	Case Title	Region	Maintenance ID	Submit Time	Submit ID	Status	Operate
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2. Click 'Fx Case Application' menu on the left to start a new case. And you could see the following page.

**Category \***:

**Case Type \***:

**Case Title \***:

**REGION \***:

Process

3. Choose the option information in line with your case, click 'Process' button and you would reach the form fill-in page. Please fill in the forms as per the requirement. (Attention: The fields with '\*' is mandatory to fill in)

Fx Case Portal

Fx Case Portal

▣ Fx Case Portal

▣ Fx Case Application

▣ My Fx Case

Case Selection

**CATEGORY :**   
**CASETYPE :**   
**CASETITLE :**   
**REGION :**

Case Form

Fields with \* are mandatory

**Applicant Name\*:**   
**NTN\*:**   
**Applicant Address\*:**   
**Applicant Brief Profile\*:**   
**Applicant Email ID\*:**   
**Applicant Ownership Structure\*:**    
**Authorized Dealer Designated\*:**    
**Any Previous Designation\*:**    
**Previous AD Designated :**

Process

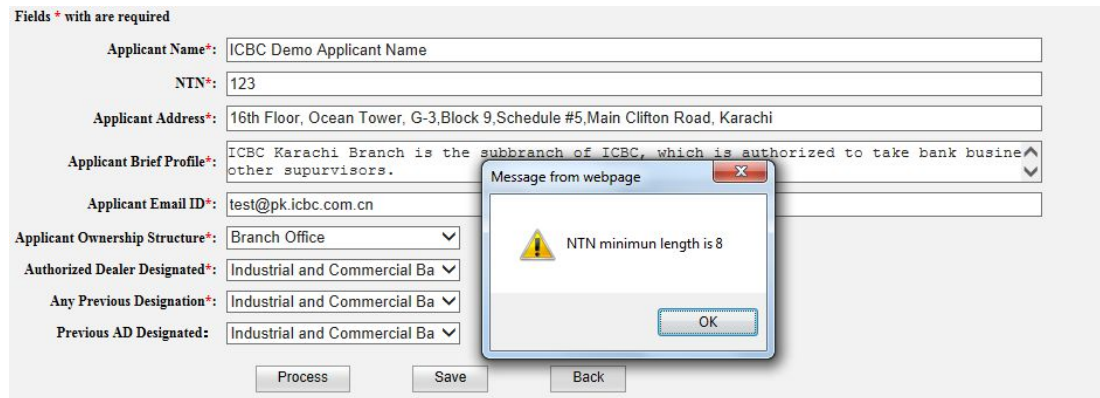
Save

Back

Click 'Save' button, then you could save the draft, and you could find the draft in 'My Fx Case' menu and edit it there.

4. Click 'Process' button once you finish the case form, the system would verify the form values. Please adjust the field value according to the

pop up message. Here is an example.



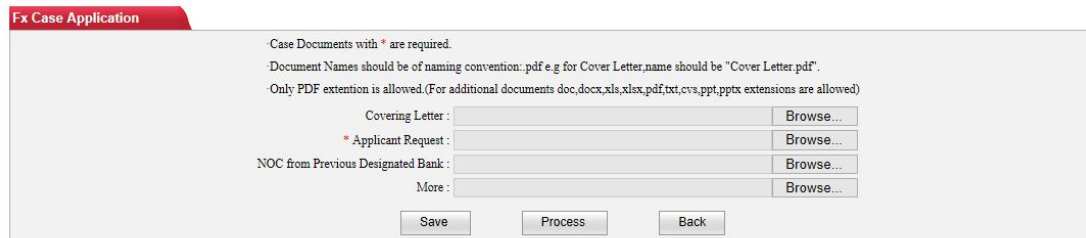
The screenshot shows a web form titled "Fields \* with are required". The form contains several input fields and dropdown menus. A pop-up message box titled "Message from webpage" is overlaid on the form, displaying a warning icon and the text "NTN minimum length is 8". The form fields include:

- Applicant Name\*: ICBC Demo Applicant Name
- NTN\*: 123
- Applicant Address\*: 16th Floor, Ocean Tower, G-3,Block 9,Schedule #5,Main Clifton Road, Karachi
- Applicant Brief Profile\*: ICBC Karachi Branch is the subbranch of ICBC, which is authorized to take bank busine other supurvisors.
- Applicant Email ID\*: test@pk.icbc.com.cn
- Applicant Ownership Structure\*: Branch Office
- Authorized Dealer Designated\*: Industrial and Commercial Ba
- Any Previous Designation\*: Industrial and Commercial Ba
- Previous AD Designated: Industrial and Commercial Ba

Buttons at the bottom of the form are "Process", "Save", and "Back".

It shows the NTN number I input is wrong, thus I rectified it and submit again, and passed.

5. Once you finish the filling of case form, you would reach the document uploading page.



The screenshot shows a document uploading page titled "Fx Case Application". The page contains instructions and a list of document upload fields:

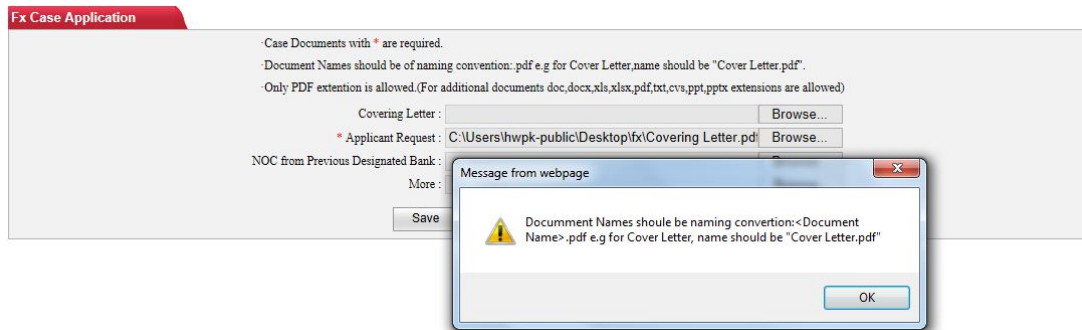
- Case Documents with \* are required.
- Document Names should be of naming convention: .pdf e.g for Cover Letter,name should be "Cover Letter.pdf".
- Only PDF extention is allowed.(For additional documents doc,docx,xls,xlsx,pdf,txt,cvs,ppt,pptx extensions are allowed)

The document upload fields are:

- Covering Letter :  Browse...
- \* Applicant Request :  Browse...
- NOC from Previous Designated Bank :  Browse...
- More :  Browse...

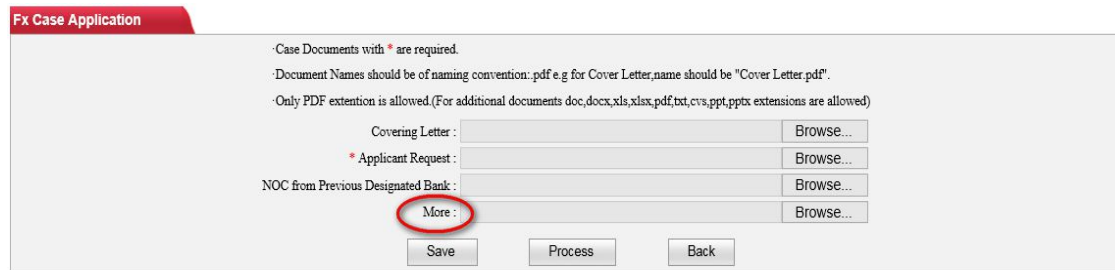
Buttons at the bottom of the page are "Save", "Process", and "Back".

6. Upload the necessary document . The document with '\*' is mandatory. **Attention please that the name of the document should be exactly the same with the document field title.**



I tried to upload 'cover letter' in 'Applicant Request' field and system would remind me that document name should match with the field.

7. The document fields with fixed name are allowed to upload PDF file only. But we could add other files through field with name 'More'.



#### Attention please:

**1) The file size limitation for single document is 3MB currently. Single file size exceed 3MB would be rejected by system.**

**2) The total document numbers should be within 20. That means 21 documents are not allowed.**

7. Once you uploaded all the necessary documents, click 'Process' to submit the application (while you could also choose to save the draft by clicking 'save' button). You need to authorize through USB token or password token which you are using.

**CASETYPE:** Designation & Acknowledgement  
**CASETITLE:** IT Related Designation  
**REGION:** Head Office Karachi

Applicant Name:ICBC Demo Applicant Name  
 NTN:12345678  
 Applicant Address:16th Floor, Ocean Tower, G-3,Block 9,Schedule #5,Main Clifton Road, Karachi  
 ICBC Karachi Branch is the subbranch of ICBC, which is authorized to take bank business under all  
 Applicant Brief Profile:applicable laws and regulations of both Pakistan and China.We strictly follow all the instruction of SI  
 other supervisors.  
 Applicant Email ID:test@pk.icbc.com.cn  
 Applicant Ownership Structure:Branch Office  
 Authorized Dealer Designated:Industrial and Commercial Bank of China  
 Any Previous Designation:Industrial and Commercial Bank of China  
 Previous AD Designated:Industrial and Commercial Bank of China

Applicant Request:Applicant Request.pdf 2020-09-12 14:37:23  
 Supplement Document:Test Environment.txt 2020-09-12 14:36:53

Please press [OK] on the token and finish the transaction as quickly as you can before timeout.

Dynamic Password:

Enter Verification Code:  **k b c b**

8. You could review the history application record by using 'My Fx Case' menu.

The screenshot shows the 'My Fx Case' interface with a sidebar menu on the left containing 'Fx Case Portal', 'Fx Case Application', and 'My Fx Case'. The main content area has a breadcrumb trail '>> My Fx Case > My Fx Case > My Fx Case' and a search section with 'Start Date' (2020-09-12 to 2020-09-12) and 'Status' (Please Select) dropdowns, along with 'Inquiry' and 'Reset' buttons.

Case No.	Case Category	Case Type	Case Title	Region	Maintenance ID	Submit Time	Submit ID	Status	Operate
<a href="#">PAK202009120010603</a>	Operations	Designation & Acknowledgement	IT Related Designation	HOK	HUATAI01.c.6001	2020-09-12	HUATAI01.c.6001	To Be Submit	<a href="#">Modify</a> <a href="#">Cancel</a>

Count: 1 row PerPage 10 row Total 1 Page curPage 1 Page

Click the link in Case No. Field, you could check the details of the application.

**Fx Case Application Detail**

Case No.: PAK202009120010603  
DEPARTMENT: Foreign Exchange Operations  
CATEGORY: Operations  
CASETYPE: Designation & Acknowledgement  
CASETITLE: IT Related Designation  
REGION: Head Office Karachi

Applicant Name: ICBC Demo Applicant Name  
NTN: 12345678  
Applicant Address: 16th Floor, Ocean Tower, G-3,Block 9,Schedule #5,Main Clifton Road, Karachi  
ICBC Karachi Branch is the subbranch of ICBC, which is authorized to take bank business under all the  
Applicant Brief Profile: applicable laws and regulations of both Pakistan and China.We strictly follow all the instruction of SBP and other supurvisors.  
Applicant Email ID: test@pk.icbc.com.cn  
Applicant Ownership Structure: Branch Office  
Authorized Dealer Designated: Industrial and Commercial Bank of China  
Any Previous Designation: Industrial and Commercial Bank of China  
Previous AD Designated: Industrial and Commercial Bank of China

9. The buttons in field ‘Operation’ is the available process you could make.

Start Date: 2020-09-11 - 2020-09-12  
Status: To Be Submit

Inquiry Reset

Case No.	Case Category	Case Type	Case Title	Region	Maintenance ID	Submit Time	Submit ID	Status	Operate
PAK202009120010603	Operations	Designation & Acknowledgement	IT Related Designation	HOK	HUATAI01.c.6001	2020-09-12	HUATAI01.c.6001	To Be Submit	<a href="#">Modify</a> <a href="#">Cancel</a>

Count: 1 row PerPage 10 row Total 1 Page curPage 1 Page

**Modify:** The draft you saved, or the transaction returned by the bank ,you have the rights to modify.

**Cancel:** The transaction which hasn't been submitted to SBP could be aborted by you through this option.