



DIGITAL E2E FX PORTAL USER GUIDE

(This guide is intended for clients who require State Bank approval for their FX transactions.

You must have all necessary required documents in order to lodge a case)

For Commercial Remittance & Family Remittances (personal, expense, education fee etc.) please refer to the “**FBL FX Outward Remittance Quick Start Guide**” from [here](#).

About Portal

FBL Digital E2E Portal is specifically designed by Faysal Bank Limited to cater to its customers continuously growing needs of digitalization with respect to Foreign Exchange transactions and to further enhance the customer experience and satisfaction. By delivering the FX Portal at the fingertips, this portal provides a single screen to meet all our customer needs for submitting FX cases. The screen allows our customers to initiate all FX related transactions easily and it provides the convenience to initiate transaction without visiting any branch.

- **It is easy to use** — this user guide contains instructions regarding the procedure to initiate the transaction. Like normal customer shopping apps, you will find this portal to be intuitive, very easy to learn and use. Once we create your portal ID you will receive an introductory email notification with your specific login credentials and the link to access the portal.
- **It's secure** — with identity hacking on the rise, this portal provides you with peace of mind knowing that the only person who can access your transactions is you or anyone you designate.
- **It's convenient** — Whether you want to locate last year's transactions or need to urgently initiate a transaction, you can do so — anytime, anywhere, thanks to 24/7 access. You will not have to wait for the postal service or make a visit to our branch — just log in and meet all your relevant banking needs online.

How Else Can I Use My Portal?

You have the flexibility to grant portal access to anyone — you can authorize any person from your company to initiate transactions on behalf of the company/firm

Your portal will also allow you to:

- Initiate various types of FX related transactions
- To initiate SBP approval request and actively communicate with the bank regarding FX related matters.
- To keep yourself up-to date with all FX related regulations

This portal will not only safely initiate your transactions timely and firmly but it will also help us foster better service, expanded communication and faster/easier access to the ease you seek at any time and at any place.



Customer On-Boarding and Sign-Up:

To have access to the portal, you are required to fill in the Sign-Up form as given on our website and submit the same to your RM or branch. Subsequently, bank will create the IDs of the clients and communicate the credentials of the ID to the user via the email addresses given in the Sign-Up Form.

System Requirements

Once ID is created, customers can login the portal by accessing the following link

https://hrs.faysalbank.com:5443/ADMIN_MGMT/Default.aspx

- Portal is compatible with both Google Chrome and Mozilla Firefox.
- Portal will support all browsers on PC and Mac that are compatible to run daily software and apps
- **Do not use Internet Explorer to access the portal.**

Quick Start Guide

Portal Login

The interface is easy to understand and use on any computer and even your mobile/tablet devices. However, we recommend you to use on PC for easy accessibility and lodgment of cases. It provides a basic, web-based interface that allows you to use the core features efficiently, such as initiating a transaction just like those in Internet Banking.

Launch your internet browser and browse to https://hrs.faysalbank.com:5443/ADMIN_MGMT/Default.aspx

Portal Login



The screenshot shows a web form titled "User ID Authentication". It contains a label "Login ID" followed by a text input field containing the placeholder text "User Login ID". Below the input field is a blue button labeled "NEXT". At the bottom of the form, it says "Powered By Computer Research (Pvt) Ltd."



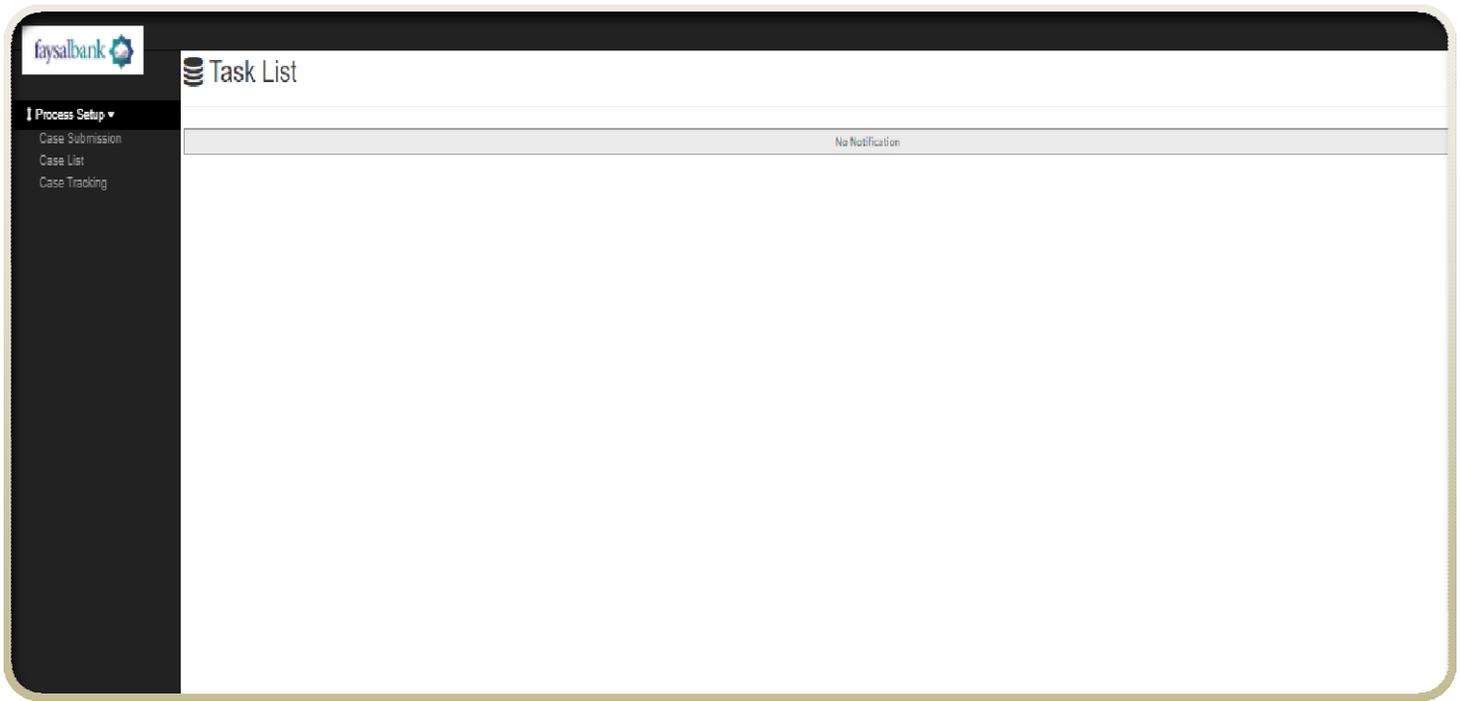
Login Tips

- ❓ Refer to the emails received from the ras@faysalbank.com on your email address as provided on sign-up form for login information.
- ❓ The Login ID and the temporary password provided via email are case sensitive;
- ❓ You will be required to change your password upon logging in for the first time.
- ❓ Your new password may be from 8 to 32 characters in length, must contain at least one alpha character, one numeric character, and one special character (e.g. !@, #, etc.) in order to improve security to your account.
- ❓ **Your ID has maximum limit of three attempts after which the same may be locked. To unlock your ID, you have to email your user ID to your Relationship Manager for ID unlock.**

PLEASE NOTE: Your password will expire after every 30 days after which you will be asked to set a new password upon signing in

Getting Started

Once logged in, you will be directed to the main screen of the portal. The main screen will provide you with your recent task and also provide tabs for your case submission and its related enquires.



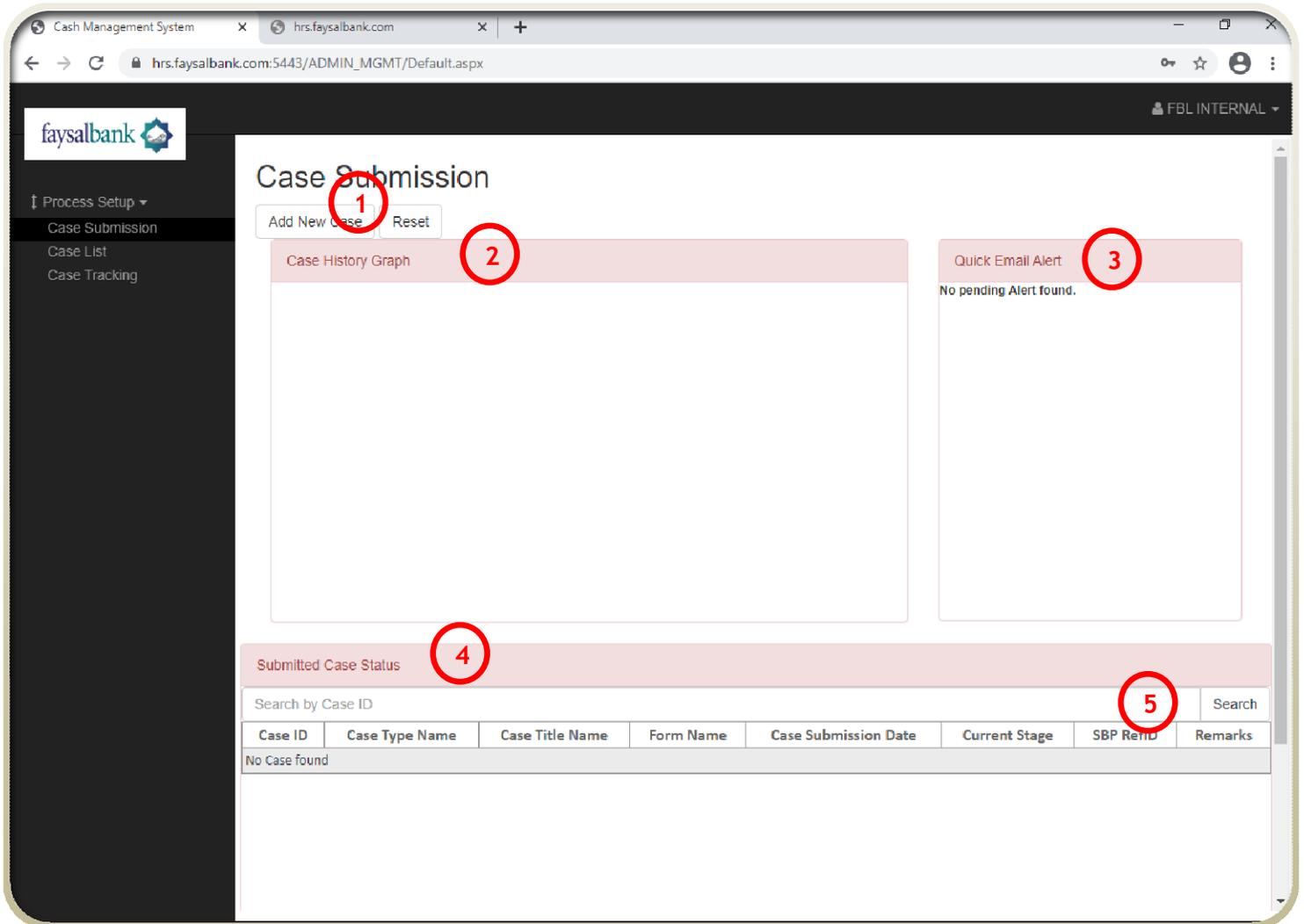
Left sided panel enlists the three main options:

1. **Case Submission** (For initiation of new request)
2. **Case List** (Provides comprehensive list of cases awaiting your action)
3. **Case Tracking** (Provide current status of your requests)

Dashboard

To go to your dashboard, click on “**Case Submission**” and you will be presented with the following screen. The dashboard provides you with an overview of all the necessary details. Which includes the following:

1. **Add New Case** (Takes the user to a new screen for creation of a new FX case)
2. **Case History** (Provides a comprehensive graph of cases history)
3. **Quick Alerts** (Shows important alerts and pending actions to be taken by the user)
4. **Submitted Case Status** (Shows the current status of your active cases)
5. **Search box** (Search cases by their respective **Case ID**)



The screenshot shows the 'Case Submission' dashboard interface. It features a sidebar with navigation options: 'Process Setup', 'Case Submission', 'Case List', and 'Case Tracking'. The main content area is titled 'Case Submission' and includes several key components:

- 1**: 'Add New Case' button with a 'Reset' button next to it.
- 2**: 'Case History Graph' section, currently empty.
- 3**: 'Quick Email Alert' section displaying 'No pending Alert found.'
- 4**: 'Submitted Case Status' section, currently empty.
- 5**: A search box labeled 'Search by Case ID' with a 'Search' button.

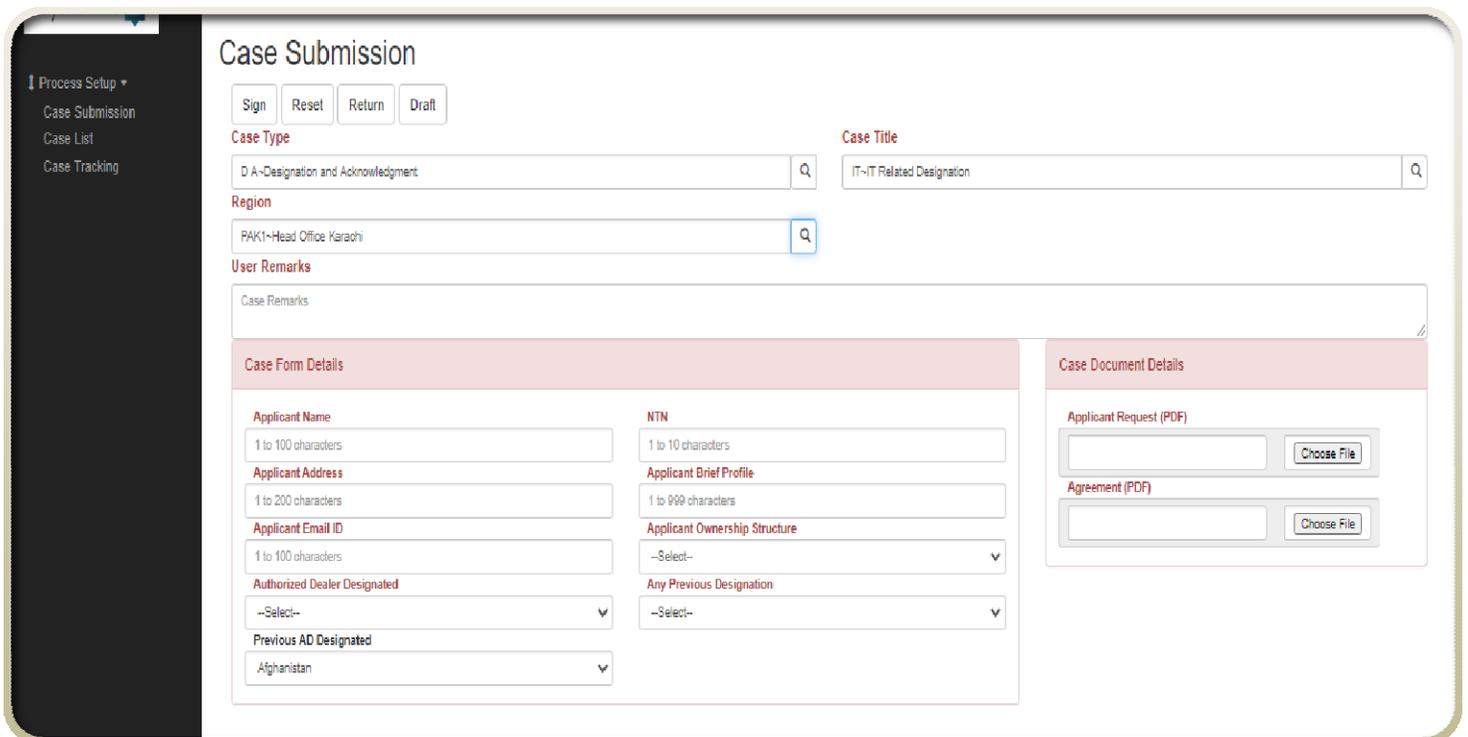
Case ID	Case Type Name	Case Title Name	Form Name	Case Submission Date	Current Stage	SBP RemD	Remarks
No Case found							

Initiating a Request:

To initiate a request for FX related transactions, please follow the step by step guide after selecting the Case Submission Tab from Left Sided Pane on Main Screen:

- 1) Add New Case
- ➡ 2) Selecting Case Type
- ➡ 3) Selecting Case Title
- ➡ 4) Selecting the region as Head Office (all cases are processed at the Head Office)

After following the above procedure, below screen will be defaulted on your screen showing the requirements to be fulfilled by client.

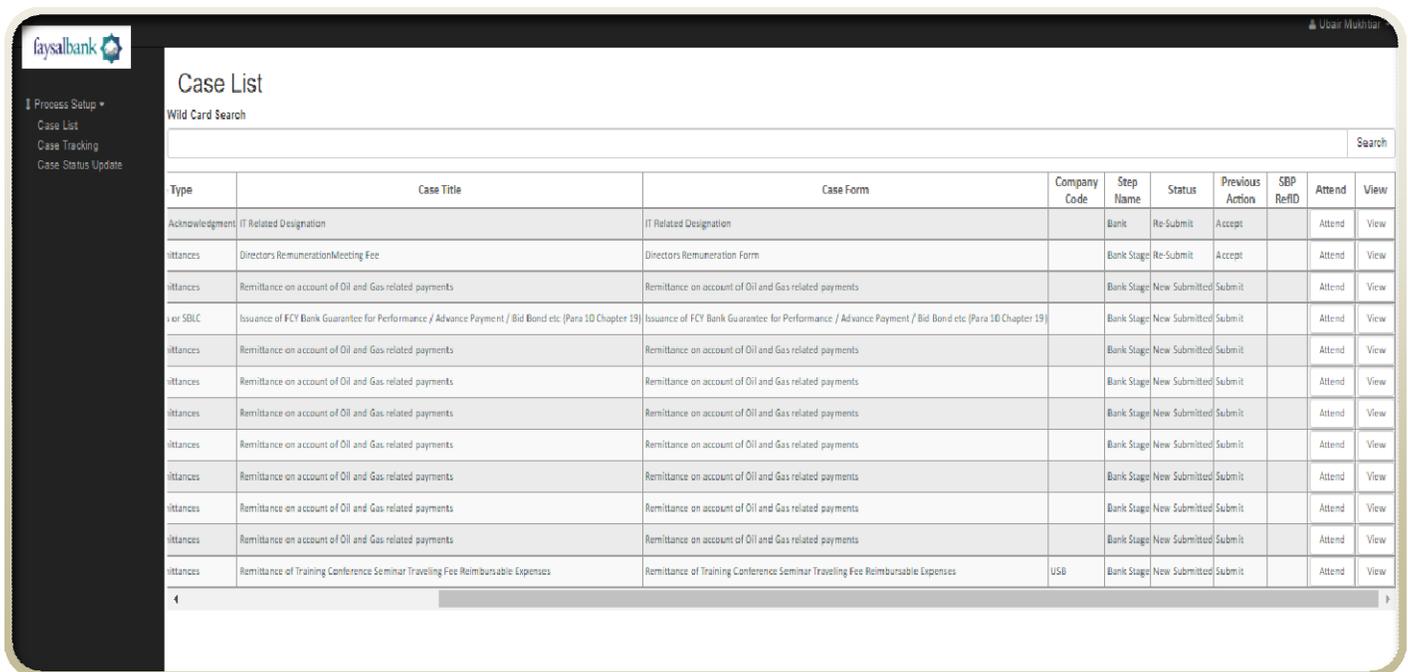


After filling out the Case Form Details client can submit the request by clicking on **“Sign”**. By signing client will acknowledge that they have confirmed the details of the request and are willing to submit the same. Once client confirms, the case details will be locked, and client will have the option to submit the same. After selecting **“Submit”** the case will be forwarded to dealing person for further review and process.

Please Note: Fields in RED are required fields and you will not be able to proceed unless you fill all the required information
 - Naming of documents is case sensitive the portal will not accept any document, which are not renamed to specification of the portal.

Submitting Responses to Discrepant Cases:

After submission of case, client can review the current status of the cases by selecting the “Case List” from Left Sided Pane. If any of the cases is marked discrepant, client will receive email providing details of the case, and the case will be held in the “Case List”. Client can submit response to the queries raised by the attending the discrepant case from case list and submit their responses accordingly. Details of the queries regarding the cases can be reviewed by accessing the “Case Trail” option once case is attended.

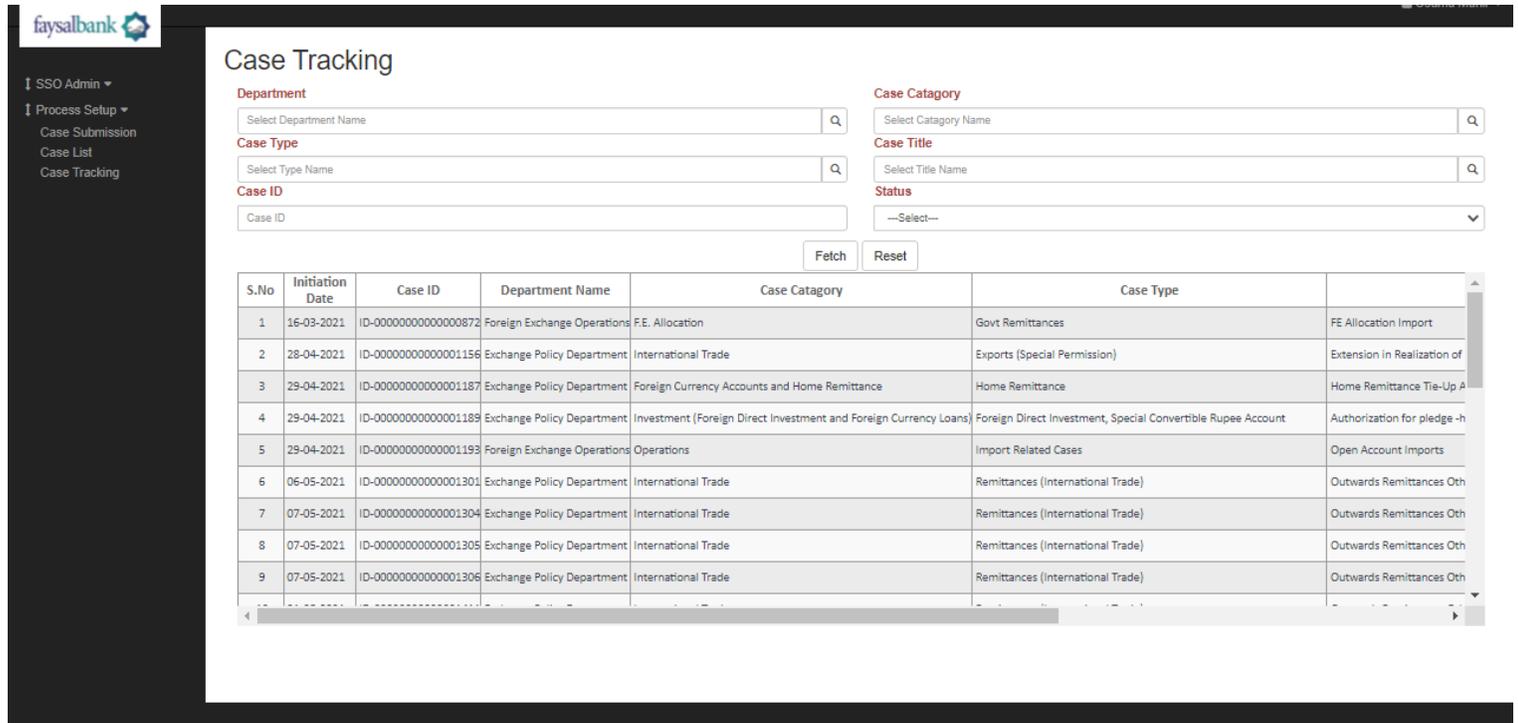


Type	Case Title	Case Form	Company Code	Step Name	Status	Previous Action	SBP RefID	Attend	View
Acknowledgment	IT Related Designation	IT Related Designation		Bank	Re-Submit	Accept		Attend	View
Discrepancies	Directors Remuneration Meeting Fee	Directors Remuneration Form		Bank Stage	Re-Submit	Accept		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Issuance of FCY Bank Guarantee for Performance / Advance Payment / Bid Bond etc (Para 10 Chapter 19)	Issuance of FCY Bank Guarantee for Performance / Advance Payment / Bid Bond etc (Para 10 Chapter 19)		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance on account of Oil and Gas related payments	Remittance on account of Oil and Gas related payments		Bank Stage	New Submitted	Submit		Attend	View
Discrepancies	Remittance of Training Conference Seminar Travelling Fee Reimbursable Expenses	Remittance of Training Conference Seminar Travelling Fee Reimbursable Expenses	USB	Bank Stage	New Submitted	Submit		Attend	View

After the responses to queries have been provided and confirmation of fulfillment of all the requirements by the dealing officer the case may be forwarded to SBP. Once the case is submitted to SBP, client will receive confirmation regarding the case submission on its email containing SBP Portal reference number. The subsequent correspondence after case submission will be carried via the above mentioned procedure.

Viewing submitted cases and history:

After submission of case, client can review the current status of the cases by selecting the “Case Tracking” and clicking the “Fetch” button. This will populate list of all cases submitted and their status. You can click on “Details” button at Right most column to open the case and view the Case History.



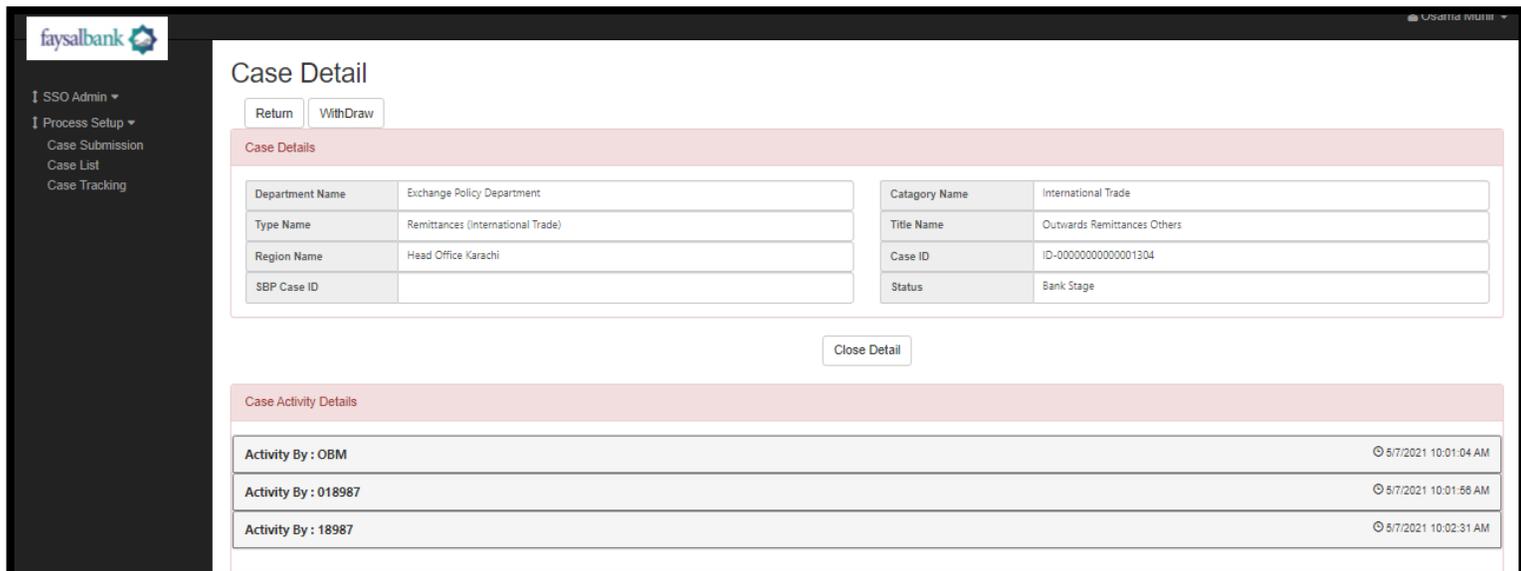
Case Tracking

Department: Case Category:

Case Type: Case Title:

Case ID: Status:

S.No	Initiation Date	Case ID	Department Name	Case Category	Case Type	
1	16-03-2021	ID-00000000000000872	Foreign Exchange Operations	F.E. Allocation	Govt Remittances	FE Allocation Import
2	28-04-2021	ID-00000000000001156	Exchange Policy Department	International Trade	Exports (Special Permission)	Extension in Realization of
3	29-04-2021	ID-00000000000001187	Exchange Policy Department	Foreign Currency Accounts and Home Remittance	Home Remittance	Home Remittance Tie-Up A
4	29-04-2021	ID-00000000000001189	Exchange Policy Department	Investment (Foreign Direct Investment and Foreign Currency Loans)	Foreign Direct Investment, Special Convertible Rupee Account	Authorization for pledge -h
5	29-04-2021	ID-00000000000001193	Foreign Exchange Operations	Operations	Import Related Cases	Open Account Imports
6	06-05-2021	ID-00000000000001301	Exchange Policy Department	International Trade	Remittances (International Trade)	Outwards Remittances Oth
7	07-05-2021	ID-00000000000001304	Exchange Policy Department	International Trade	Remittances (International Trade)	Outwards Remittances Oth
8	07-05-2021	ID-00000000000001305	Exchange Policy Department	International Trade	Remittances (International Trade)	Outwards Remittances Oth
9	07-05-2021	ID-00000000000001306	Exchange Policy Department	International Trade	Remittances (International Trade)	Outwards Remittances Oth



Case Detail

Case Details

Department Name	Exchange Policy Department	Category Name	International Trade
Type Name	Remittances (International Trade)	Title Name	Outwards Remittances Others
Region Name	Head Office Karachi	Case ID	ID-00000000000001304
SBP Case ID		Status	Bank Stage

Case Activity Details

Activity By : OBM	5/7/2021 10:01:04 AM
Activity By : 018987	5/7/2021 10:01:56 AM
Activity By : 18987	5/7/2021 10:02:31 AM



Quick Reference

Portal Login

- Launch your internet browser and browse to faysalbank.com/en/islamic/faysal-end-to-end-digital-fx-portal/
- Click on “Access FX Portal”. This will redirect you to Portal Login Page
- Enter your Login ID and your temporary password. These can be found in the email you received from ras@faysalbank.com
- You will be required to change your password upon logging in for the first time and answer at least one security question.

Important Guidelines for Case Form and Documents:

- Case fields specifically require customer to enter certain details and to some extent. Specifics of the fields are defined in each of them for e.g. numeric defined field will only accept numeric data and will not allow any alphabets.
- Case documents should be specifically named to the document as mentioned on the portal. For e.g. Applicant Request files should be specifically named with “Applicant Request” as defined in the portal. **Naming of documents is case sensitive the portal will not accept any document, which are not renamed to specification of the portal.**
- **Document should be in PDF and maximum document size should not exceed by 5 MB. Portal will not accept files exceeding 5 MB under each head.**

Frequently Asked Questions/Issues and possible fixes

Unable to see the Sign/Submit button on top. The page won't scroll up	Press buttons “Ctrl & -” to zoom out the webpage. Zooming out the webpage will make the buttons visible
Unable to select Case Title. It throws me back to Task List	You probably are using Internet Explorer. Please use Google Chrome or Firefox.
Case has been marked discrepant? What now?	Please go to “Case List” to attend the case and view the remarks by processor.
Unable to upload file after case was marked discrepant. “File Directory not empty”	It is a known issue in the portal and the technical team is looking into it. Please try to inform the same to CPU Remittance along with Case ID and required attachments via email
What to write in User Remarks?	Any special instruction or information you want to provide regarding the remittance. Otherwise just write “Please proceed”.
Unknown Server Error pops up when uploading attachments.	Please check your browser settings and internet settings. If the issue persists please try on another system.