



STATE BANK OF PAKISTAN BANKING SERVICES CORPORATION

FOREIGN EXCHANGE OPERATIONS DEPARTMENT

SBP REGULATORY APPROVAL SYSTEM

USER MANUAL

VERSION: 1.0

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Revision History

Version	Author(s)	Description of Change	Effective Date
1.0	i) Shakeel M. Paracha Senior Joint Director ii) M Najeeb Ahmed Deputy Director iii) Umer Ahmed Assistant Director		March 24, 2020

Table of Glossary		
Sr. No.	Abbreviation/ Terms	Description
1	SBP	State Bank of Pakistan
2	SBP-BSC	State Bank of Pakistan-Banking Services Corporation
3	FEOD	Foreign Exchange Operations Department
4	EPD	Exchange Policy Department
5	ITS & PMD	Information Technology System and Project Management Department
6	AD	Authorized Dealers
7	FERA	Foreign Exchange Regulations Act 1947
8	FEM	Foreign Exchange Manual
9	DFI	Development Finance Institution
10	CEO/CIO/CCO	Chief Executive Officer/ Chief Information Officer/ Chief Compliance Officer
11	SBP RAS	Regulatory Approval System of State Bank of Pakistan for receipt of cases from the external stakeholders
12	Administrator	AD's official with rights of User and Case management
13	User	AD's official who can submit cases to FEOD
14	OTP	One-time password
15	Username	User corporate email id will be user name
16	Authenticator app	Google authenticator app, Gauth Web Application etc.
17	Account Setup screen	Screen to add user information, change password and activate 2-Factor verification
18	Dashboard	Home screen of SBP RAS
19	Secret key	Auto generated key on RAS to setup GAuth Authenticator
20	Passcode	Auto generated code by GAuth Authenticator
21	Case Number	Case number generated at the time of case submission.
22	DOB	Date of Birth
23	Region	SBP BSC Area offices where case can be submitted.
24	EORS	Export Overdue Reporting System
25	ITRS	International Transaction Reporting System
26	WeBOC	Web based One Customs
27	PRC	Proceeds Realization Certificate

1. Introduction

SBP Regulatory Approval System (RAS) is a web-based portal; which will enable the Banks, DFIs and other external stakeholders to submit their cases to various departments of SBP and its subsidiaries. This user manual provides detailed procedures to the bank users for the electronic case submission to Foreign Exchange Operations Department, SBP-BSC. Separate documents/instructions will be issued by the respective departments accordingly.

1.1.Intended Audience:

The document is intended for the users of Banks who will use the SBP RAS for the submission of cases to FEOD, SBP-BSC. The user must have the knowledge of functions being performed at FEOD and relevant rules and regulations in order to fully understand and utilize the system.

1.2.Applicability Statement

This document is based on the version 1.0 of SBP RAS and all the steps in the document refer to this release of the system. Any subsequent releases will be accompanied with additional guidelines, wherever applicable.

1.3.Purpose

This manual is designed to provide detailed process for submission of electronic case through web-based portal to FEOD, SBP-BSC. The step-by-step instructions are provided along with screenshots of the system to explain the procedures to the user for the submission of the cases.

1.4.How to use this document

Follow each process given under “Instructions Section” to learn step by step usage of the system. User can also refer to the related process in case of any query related to the system.

1.5.Structure of Document

The document is divided into five (5) chapters,

1. Introduction
2. Standard Operating Procedures
3. Guidelines for the use of system
4. Category Specific Instructions
5. Business Continuity Planning of the system

Disclaimer(s)

This User Manual is for authorized personnel of banks only and should not be shared, forwarded to any entity or uploaded on the internet or any other social media without permission from FEOD.

2. Standard Operating Procedure

2.1. General

1. Updated Version of Microsoft Edge or Google Chrome shall be used for submitting case through SBP RAS.
2. SBP will create one administrator for each bank as per procedure given in Section 3.1.1 of SBP RAS Administration Guide. Administrator of each bank will create and manage further Users of their respective bank as per guidelines of SBP. The number of User allowed for each bank will be conveyed separately.
3. Banks will be allowed access to the SBP RAS 24/7; however, banks will be able to submit the cases to SBPBSC-FEOD during Official Banking Hours as prescribed by BPRD from time to time.
4. After successful login a pop up message regarding terms and conditions will appear on first screen, User(s) must read these terms and condition and comply with these terms and conditions at all times. Failure to comply with these terms and conditions may result in punitive action(s) against respective banks and its official(s).
5. SBP RAS login session will expire after 20 minutes of inactivity and any unsaved data will be lost. Therefore, all important work should be saved before leaving the system idle.
6. Banks should develop their internal operational control mechanism to ensure that cases submitted to FEOD comply to following criteria at least:
 - a. Users authorized to send bank's requests to FEOD via SBP RAS have obtained necessary approvals from relevant authority prior to submission of cases.
 - b. Cases are complete in all respects and compliant with applicable FX Regulations such as FE Manual, FERA, Circulars of EPD & FEOD, SRO of Government, etc.
 - c. Verify the genuineness of the Information and Documents submitted with the cases.
 - d. Conduct CDD, EDD and satisfy themselves with the genuineness of the transaction, applicant and beneficiary.
 - e. Verify the cases with respect to AML/CFT regime.
 - f. A mechanism to ensure dual control and risk mitigates.
 - g. Retention of original paper documents for future references or production of same in order to mitigate the legal risk.

Failure to comply with these instructions will result in Penal Action(s) against banks and its officials under respective Laws, Rules and Regulations.

7. Supporting documents have been defined for each case title. Banks must ensure that they have attached scanned copies of all necessary and relevant documents with the case.
8. Scanned Supporting documents to be attached with the case must be duly attested by the officials of the bank prior to scanning.
9. Bank's covering letter should be submitted with each case and same must be signed by two authorized officers, one of them must be respective Department/Business/Group Head.
10. Banks will ensure that the scanned documents to be uploaded on the Portal must meet following specifications.
 - a. Documents must be scanned in "grayscale" or "Black & White" between 150-250 DPI.
 - b. All information/documents being entered / uploaded must not contain any malware, virus or any malicious code. All information/documents should be scanned with up-to-date and well known Anti-Virus/Anti-malware/APT solution prior to upload in Online Portal.
 - c. Single document size should not exceed "5 MB" and total documents size should not be more than "100 MB" for a single case.
11. After scanning the documents, the Banks should carry out the quality control process on scanned documents and make sure that;
 - All pages were scanned successfully.

- Image quality is acceptable and contents are legible.
 - Images are in the correct order and rotation.
 - Master digital image is a true and faithful representation of the original.
12. Mandatory and Optional documents should always be uploaded in "PDF format".
 13. Word, Excel & Power Point or any other format file, wherever deemed necessary by the AD or required by FEOD, may be uploaded as additional documents.
 14. Banks can upload five (5) additional documents per case to FEOD. In case additional documents exceed the prescribed limit, such documents must be provided separately to FEOD through email or any other electronic medium.
 15. Document to be uploaded on the SBP RAS should be named as per the Naming Convention used on SBP RAS, i.e. <Document Name>.pdf e.g. for Applicant Request, the document name should be "Applicant Request.pdf"(Case sensitive)
 16. All mandatory fields in the case form and mandatory documents are marked with asterisk (*).
 17. The case form has built in checks that need to comply for successful submission of case therefore all notifications and error messages may carefully be read during submission of case.
 18. After successful submission of case, the system generated unique number will appear on home screen that should be noted for future references and to locate the case in the system.
 19. All discrepant cases returned from SBP will be shown in 'My Task' of particular user of Bank, who initially submitted the case to SBP. However, approved/declined cases will be shown under the tab of 'My Cases' from where the decision letter can be seen and downloaded.
 20. Decision letter related to any case will be available online for 6 months, after which the case will be removed from SBP RAS. It is the responsibility of the Stakeholder (Banks / DFIs etc.) to download/store the subject decision letter into their databases.
 21. All approved / declined / closed cases data and respective documents will be available online for 6 months, after which the cases will be removed from SBP RAS. It is the responsibility of the stakeholders to download/store any required information and documents.
 22. Banks shall, when processing data, take practical steps to protect the data from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction by having regard to the nature of the data and the harm that would result from such loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.
 23. The Banks shall ensure that the information and information processing facilities are protected against malware. Moreover the security controls for detection and prevention are implemented, combined with appropriate user awareness.
 24. Banks should keep the original documents received from their customer as they are bound to produce original document(s) as and when required by SBP/SBP-BSC.
 25. It is the responsibility of the banks to ensure the cases are complete and submitted within the due dates for processing by the Foreign Exchange Operations Department (FEOD) of SBPBSC. The bank shall be liable for any litigation or loss incurred by the party, in case of any delay in the submission or incomplete submission of documents. FEOD, SBPBSC shall not take any responsibility for incomplete or delayed submission of documents.
 26. Status/Decision of case must be conveyed to the customer immediately after receipt from FEOD, in case of any loss or litigation due to delay in this regards, the respective bank and its officials will be responsible.
 27. In the subsidy claim cases, decision/discrepancies in the case(s) must be immediately conveyed to the customer by the banks. In case, if the customer incurs any loss that leads to litigation, the respective bank and its officials shall be solely responsible.

28. Service Desk has been created for Users to lodge their complaints with respect to Online Portal. This service desk can be accessed by the following link: <https://support.sbp.org.pk/>
29. Interpretation of cases status is given below:

<u>Status</u>	<u>Interpretation</u>
Approved	<i>Case has been approved</i>
Declined	<i>Case has been declined</i>
Discrepant	<i>Case has been returned to bank with objections.</i>
Resubmitted	<i>Case has been resubmitted by the bank after objections have been removed.</i>
In-Process	<i>Case is under process.</i>
New	<i>Case has been submitted and no action has been initiated by FEOD.</i>
Closed	<i>Case has been closed and no further action is required</i>
Ready For Payment	<i>Subsidy case is ready for payment subject to government funds</i>
Paid	<i>Subsidy case payment has been made.</i>

2.2.FEOD Specific Instructions

- In few case titles e.g. WEBOC, Royalty, and Open Account Imports etc. the selection of region will be restricted to Head Office Karachi.
- In Subsidy cases the User of specific region can only submit case(s) to respective field office of SBP-BSC.
- Submission of original 'Form M' to FEOD will be discontinued. Banks must maintain complete record of Forms M and shall present the same to SBP/SBP-BSC for onsite and offsite monitoring as and when required. Further banks must ensure compliance of instructions contained in FE Circular 08 of 2017 dated August 15, 2017.
- For cases that involve multiple remittances, banks will ensure that separate case requests are created for each remittance involved.
- Cases where approval is granted for certain duration by FEOD, request for the revalidation of approval letter must be submitted after lapse of stipulates time which is normally 30 days unless otherwise specified.
- Cases which involve multiple remittances to same beneficiary from an applicant under same agreement/contract, must be processed through recurring cases category. Bank will ensure all the necessary form fields & documents e.g. Invoice etc. are updated with the case while submitting it through recurring case.
- When a User has successfully submitted a request, a system generated case number will be generated as per the following format:

“SBPBSCHOK-FEOD-GS-ABC-1111”

The interpretation of this number is given below:

SBPBSCHOK: Organization name e.g. SBPBSC Head Office Karachi

FEOD: Department Name e.g. Foreign Exchange Operation Department

GS: Category Code as per the table given below

ABC: Bank's Abbreviation

1111: Case Number (This case number must be saved and written down by the bank officials. This number will be used for all future correspondence)

8. Category Codes are given below:

Category Code	Definition
OD	Operations
FEOME	FE Overdue Monitoring and Enforcement
GS	Government Schemes
FEA	FE Allocation
WEBOC	WEBOC Related Cases

3. Guidelines for the use of SBP RAS

3.1.Login

3.1.1.Functional Description

These steps will be used by the Commercial Bank users to login into the SBP RAS. Please note before user can execute these steps, the respective bank will send an Administrator User Creation Form to SBPBSC-FEOD duly signed by CEO and CCO of the bank. The Super User of SBP-IT will create the admin user and an automatic generated email from **no-reply@sbp.org.pk** will be sent to the requesting Admin User's official registered email account. In case the email is not received to the user, please lodge their complaint via Service Desk or in case of emergency consult the SBP staff at muhammad.najeeb@sbp.org.pk; umer.ahmed@sbp.org.pk or Phone No. 021-32455340, 021-32455321.

Please note on first login user will be required to setup a new password as well as setup his/her account for one-time password generation (OTP). After setting up 2-Step authentication, user can login to the application by using step 25-28 in 3.1.3. User interactions section.

3.1.2.Cautions and Warnings

1. For login in to RAS for the first time, please do not attempt 3 times login without setting the 2-Step Authentication. The Account will be blocked after 3 login attempts.
2. It will be the responsibility of all the banks to ensure that passwords are not shared with any un- authorized person. In case of failure to comply with this condition will make banks responsible for any loss, risk, harm, damage or liability ensuing from such failure, and banks or their officials will make good of any such loss, damage, harm, risk or liability.
3. The session will be expired after 20 minutes of in-activity and any unsaved data will be lost. In-activity is defined as "No communication with Server" therefore; User will be logged out if no request is sent to the server within 20 minutes. Save your completed work every 10-15 minutes to avoid loss of data.

3.1.3.Probable Errors and Possible Causes

1. The One Time Password will reset after one minute (60 seconds). In case of OTP not accepted by the system make sure to input the latest OTP shown on authentication application.

3.1.4.Procedure:

3.1.4.1. Set-up and Initialization

User should be registered in the system and have received the email of account creation that contain application link, email and temporary password. Admin User will also receive a separate email containing Username and Password for SBP VPN Portal.

3.1.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	External Bank User open the email	Go to the email received from SBP RAS from email no-reply@sbp.org.pk	Email contains the SBP VPN Portal's access link, and RAS's temporary password.
2.	External Bank User open the second email from FEOD.	Go to the email received from SBP RAS.	Email contains Username and password for SBP VPN Portal. Admin user will be responsible to convey this username and password to all bank's Users.
3.	Click on the VPN Portal's Access link	Click on the access link provided in the email from no-reply@sbp.org.pk	User is redirected to the application login screen.
4.	Enter Username	Click on username field and enter username	Username: Provided in second email
5.	Enter Password	Click on password field and enter password	Password: Provided in second email
6.	Click on Sign in button	Click on the Sign in button shown on screen below username and password fields	User should be able to view web page of SBP RAS.
7.	Enter Username	Click on username field and enter username	Username: User corporate email id will be username.
8.	Enter Password	Click on password field and enter password	Password: Temporary Password provided via email from no-reply@sbp.org.pk
9.	Click on Sign in button	Click on the Sign in button shown on screen below username and password fields	User should be able to successfully log into the portal and a popup appears on screen for SBP terms and conditions with following buttons <ul style="list-style-type: none"> • Agree • Cancel
10.	Click on 'Agree' button on popup	Click on the agree button on popup shown on screen	User redirects to Profile screen where the user has the link to setup two-factor authentication and reset password

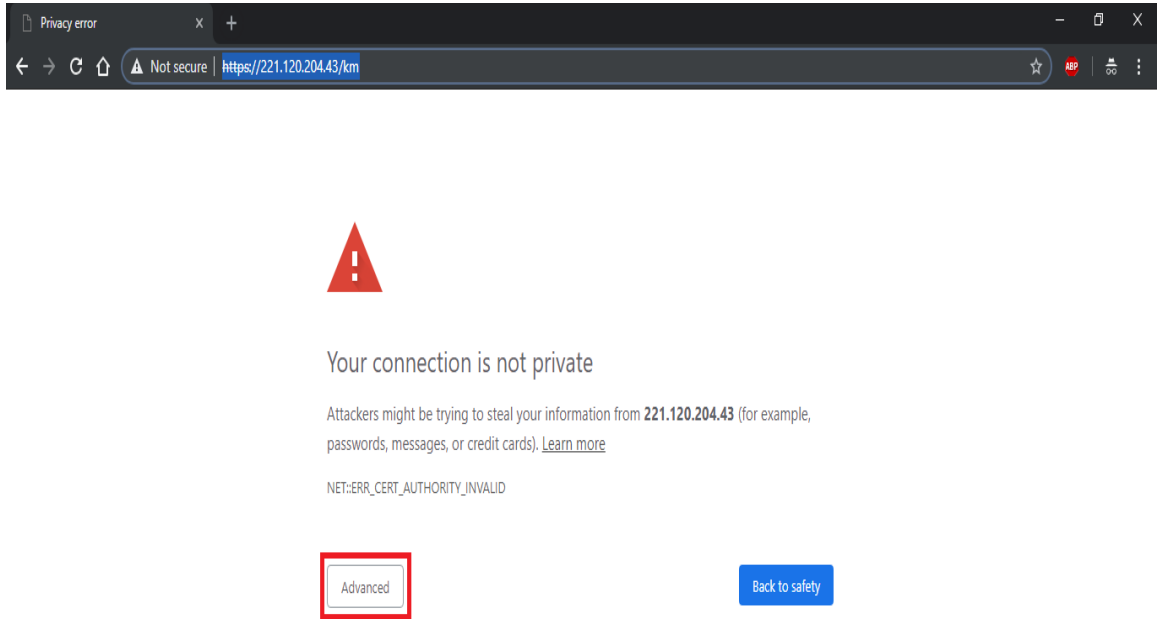
Step	Description	Navigation	Comments
11.	Enter Current password	Click on Current Password field and enter Current password	Current password will display in field in encrypted format <i>Current password = Temporary Password</i> provided via email
12.	Enter New Password	Click on New Password field and enter New password	User will set the new password by following the below mentioned password parameters <ul style="list-style-type: none"> • Minimum length of password is 4 characters • At least One Lower case letter • At least One Upper case letter • At least One Special character New password will be displayed in field in encrypted format.
13.	Enter Confirm Password	Click on Confirm Password field and enter Confirm password	Confirm Password should be the Same as New Password to confirm both passwords Confirm password will be displayed in field in encrypted format
14.	Click Save Button	Click on the 'Save' button available at the bottom of screen	The password has been changed and User is redirected to dashboard
15.	Click on Logout button	Click on Logout button available on screen	User logout from the application and redirected to login screen
16.	Login to the application with the new password	Enter email and password and click Continue button	User is redirected to the dashboard where the warning is showing on screen to Setup 2-step authentication.
17.	Click on <u>'here'</u> link	Click on the <u>'here'</u> link available on the message appearing for setting the Two-Factor Authentication on screen	User will be redirected to setup Two Factor Authentication screen.

Step	Description	Navigation	Comments
18.	Enter Current password	Click on 'Current Password' field and enter Current password	
19.	Click Confirm button	Click on confirm button available on screen	
20.	Download Google Authenticator in android phone (or see the instruction for other devices provided on screen)	Go to play store on mobile and install 'Google Authenticator'	
21.	Scan QR code	Scan the QR code from mobile phone in Google authenticator app	The application provides a passcode after QR code scanning
22.	Enter the code displayed in the application (i.e. google authenticator)	Enter the Code in the Application Verification Code field provided below the QR code	
23.	Click on the 'Verify and save' button	Click on the 'Verify and Save' button available on screen	The 2-step authentication has been setup and screen displayed the recovery codes along with following buttons <ul style="list-style-type: none"> • Save • Skip
24.	Click Save Button	Click save button available on screen	Recovery codes has been saved in the system. User can use these recovery codes in place of OTP
25.	Click Logout	Click on logout button available on screen	User logged out from application and redirects to the login screen
26.	Login to the application with the new password	Enter email and password and click Continue button	User redirected to the Enter OTP screen
27.	Enter OTP provided in the Google Authenticator	Click on OTP field and enter OTP provided on the google authentication application	OTP is also sent to Email of User. They can use the OTP sent via email.
28.	Click Continue button	Click on Continue button available on screen	User redirects to the dashboard with updated password and 2-step verification

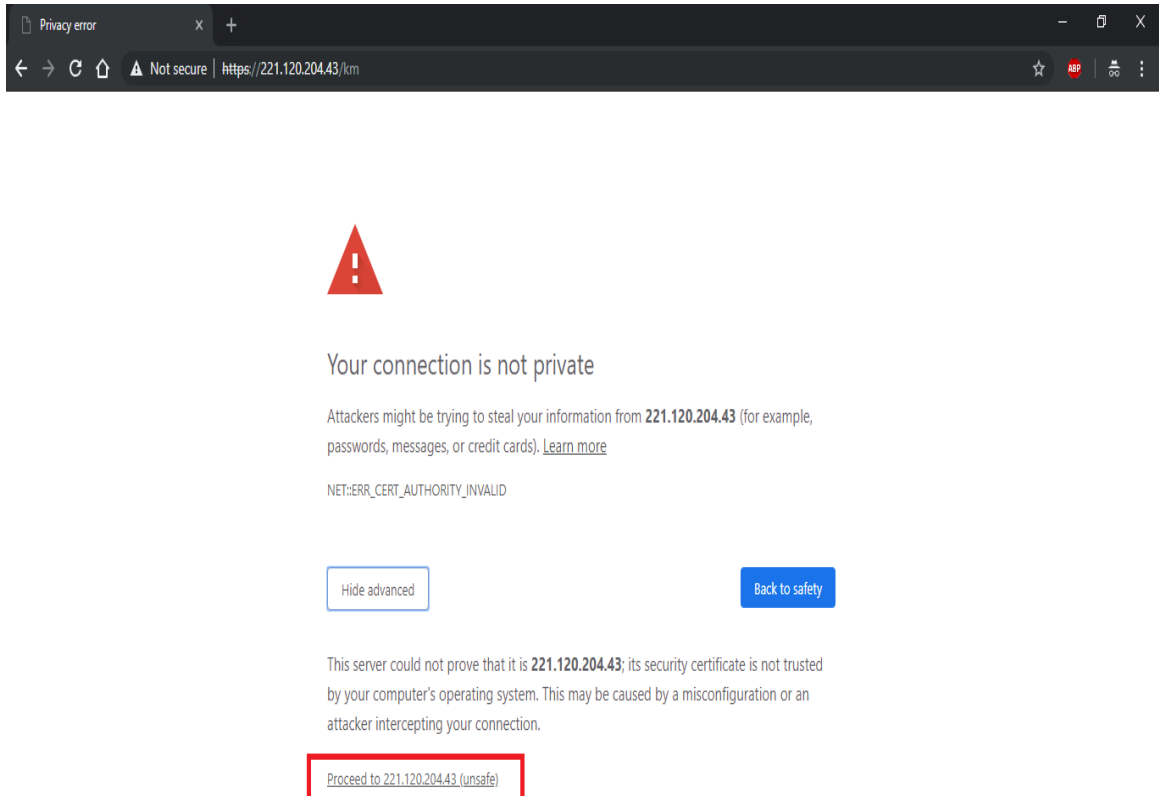
3.1.5. User Interface:

Step 1: Open following link in Chrome to open SBP SSL Firewall Portal. If following screen appears, click on Advanced. In case of access issue, bank would need to allow this URL from their network.

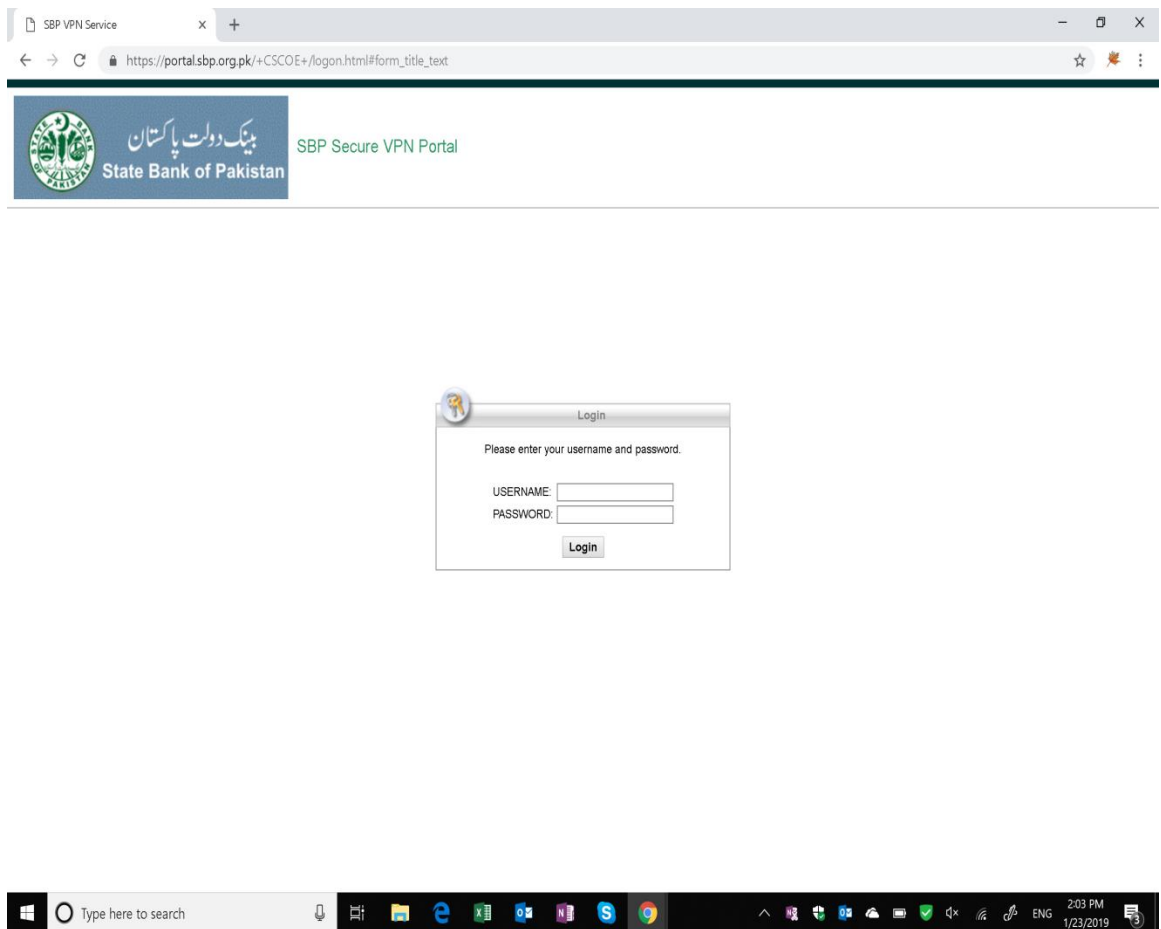
Live Link: <https://portal.sbp.org.pk/km>



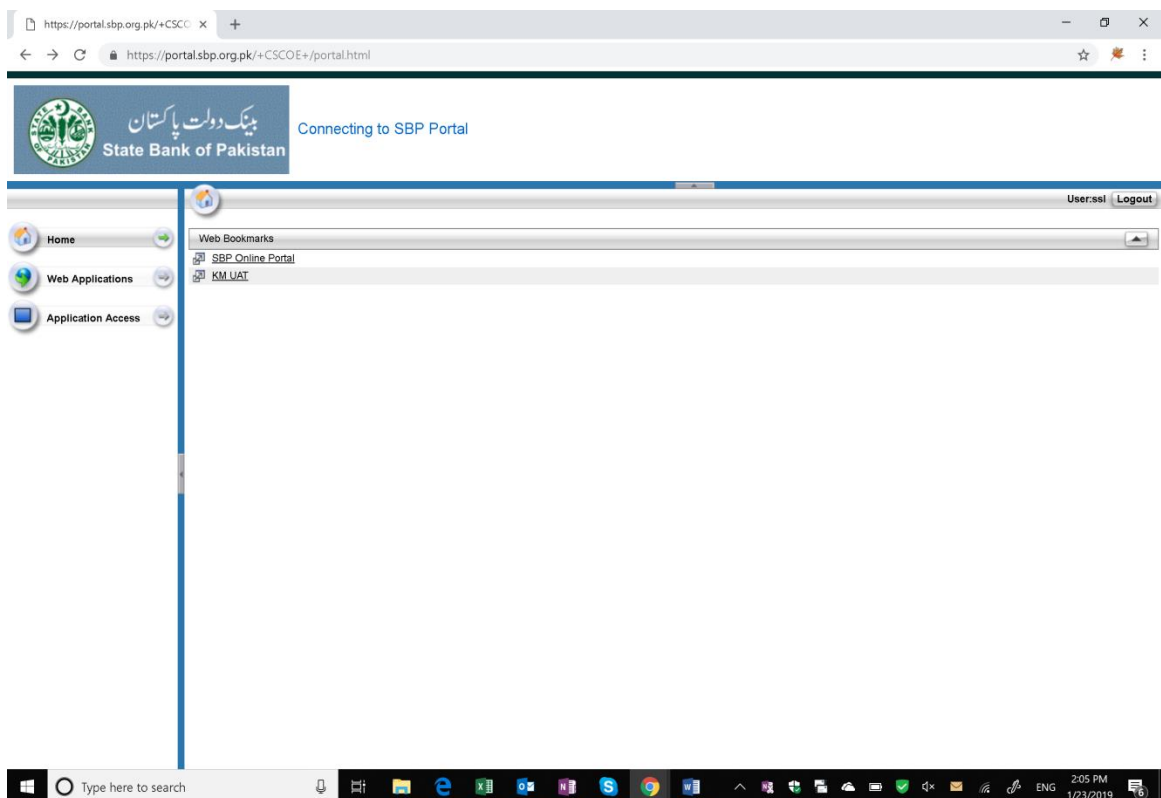
Step 2: Click on Proceed as highlighted in below screen shot.



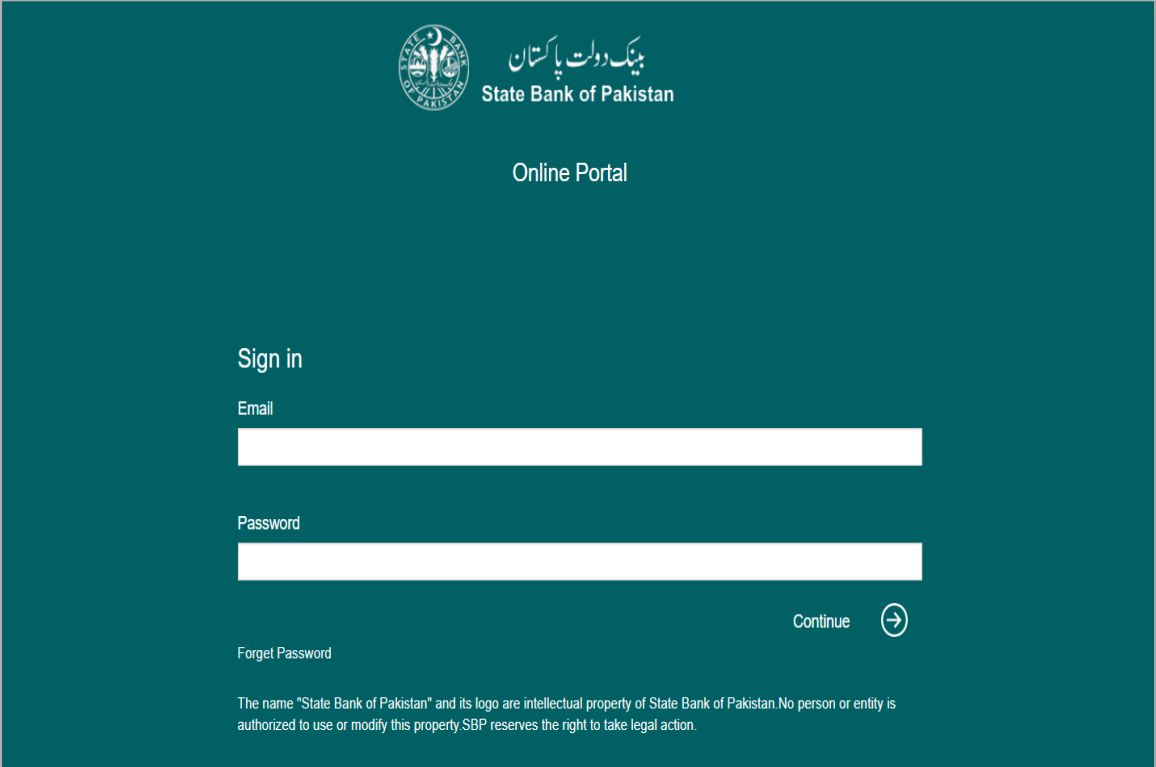

Step 3: On following login screen, provide same Firewall portal User ID/Password provided in second email and click on Login button.



Step 4: Select “SBP RAS” link in Web Bookmarks area.



Step 5: User will be landed to External Portal Login Page and following login screen will appear.



State Bank of Pakistan
Online Portal

Sign in

Email

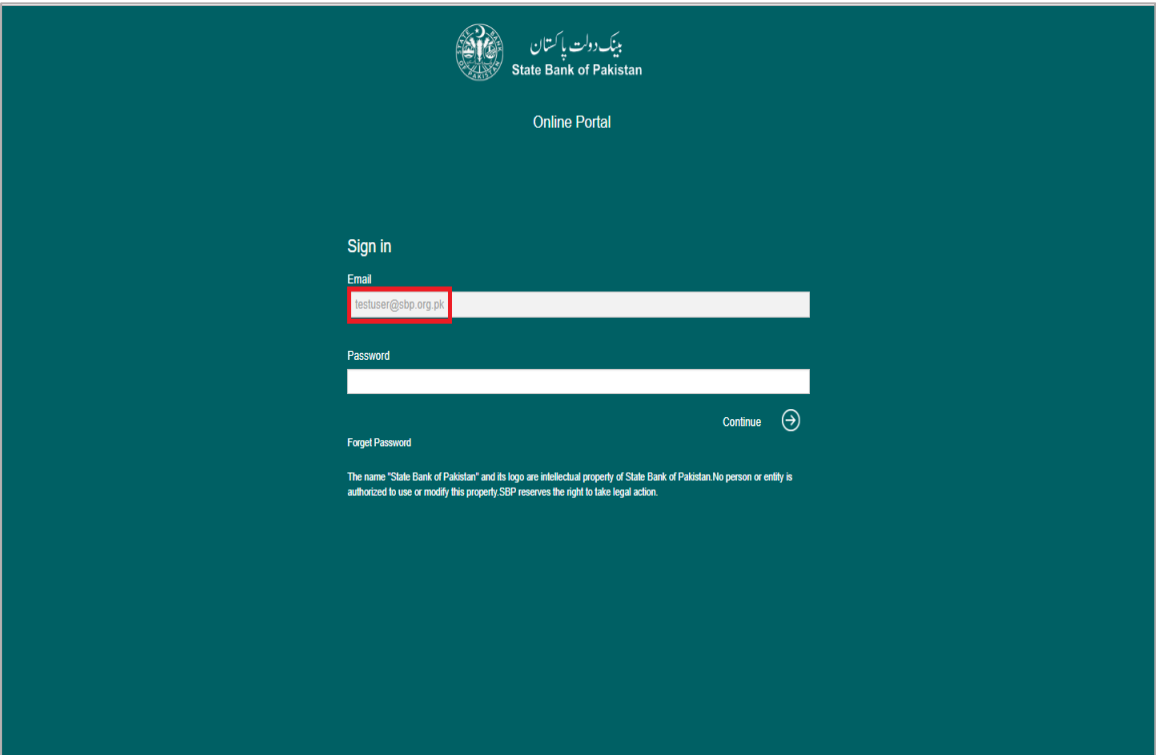

Password

Continue →

Forget Password

The name "State Bank of Pakistan" and its logo are intellectual property of State Bank of Pakistan. No person or entity is authorized to use or modify this property. SBP reserves the right to take legal action.

Step 6: Enter email



State Bank of Pakistan
Online Portal

Sign in

Email

testuser@sbp.org.pk

Password

Continue →

Forget Password

The name "State Bank of Pakistan" and its logo are intellectual property of State Bank of Pakistan. No person or entity is authorized to use or modify this property. SBP reserves the right to take legal action.

Step 7: Enter Password received via email



The screenshot shows the State Bank of Pakistan Online Portal sign-in page. At the top, there is the bank's logo and name in Urdu and English. Below that, the text "Online Portal" is centered. The "Sign in" section contains an "Email" field with the text "testuser@sbp.org.pk" and a "Password" field with a red box around it. To the right of the password field is a "Continue" button with a right-pointing arrow icon. Below the password field, there is a "Forgot Password" link. At the bottom, there is a small disclaimer: "The name 'State Bank of Pakistan' and its logo are intellectual property of State Bank of Pakistan. No person or entity is authorized to use or modify this property. SBP reserves the right to take legal action."

Step 8: Click Continue button. User will be redirected to Account Setup screen



This screenshot is identical to the one in Step 7, showing the State Bank of Pakistan Online Portal sign-in page. However, in this step, the "Continue" button with the right-pointing arrow icon is highlighted with a red box, indicating the action to be taken.

Step 9: In this screen the user will change his password and activate 2-Factor verification. Please enter current password (Temporary Password sent in Email)

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

View Edit Security

- You are required to setup two-factor authentication [here](#). You have 2 attempts left after this you will be unable to login.
- An administrator has required that you change your password. Please change your password to proceed.

Full Name
Test

Current password

Enter your current password to change the *Email address* or *Password*. If you do not know your current password, you can .

Email address
testuser@sbp.org.pk

© State Bank of Pakistan.All Right Reserved.
I.I. Chundrigar Road Karachi Pakistan.

Step 10: Scroll down and enter New Password and Confirm Password as per the password policy.

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Full Name
Test

Current password

Enter your current password to change the *Email address* or *Password*. If you do not know your current password, you can .

Email address
testuser@sbp.org.pk

Password

Password strength: Weak

Confirm password

Passwords match: yes

City

State
None

© State Bank of Pakistan.All Right Reserved.
I.I. Chundrigar Road Karachi Pakistan.

Step 11: Scroll down and Click on save button. Password will be updated and user is redirected to the dashboard

The screenshot shows the SBP Online Portal interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help'. The user is logged in as 'testuser@sbp.org.pk'. A search bar is present. On the left, there is a sidebar with 'ONLINE PORTAL' and menu items: 'Home', 'Drafts', 'My Tasks', and 'My Cases'. The main content area displays a 'Confirm password' form with the following fields: 'Confirm password' (with a masked password), 'City', 'State' (dropdown menu showing '- None -'), 'Designation', 'Date of Birth' (mm/dd/yyyy), 'Mobile Number' (0311111111), and 'Organization' (dropdown menu showing 'UBL'). A green 'Save' button with a checkmark is highlighted with a red box. An orange arrow points to this button from the left. At the bottom left, there is a copyright notice: '© State Bank of Pakistan. All Right Reserved. I.I. Chundrigar Road Karachi Pakistan.'

Step 12: Click on Logout. User will be logged out from the system and redirects to the dashboard

The screenshot shows the SBP Online Portal dashboard. The top navigation bar is the same as in Step 11. The user is still logged in as 'testuser@sbp.org.pk'. A green notification banner at the top says 'The changes have been saved.' The main content area is titled 'Initiate New Case' and contains several dropdown menus: 'Department', 'Category', 'Case Type', 'Case Title', and 'Region'. On the right side, there are three summary cards: 'Recent Approved Cases' (green header), 'Recent Discrepant Cases' (orange header), and 'Recent Declined Cases' (red header). Each card shows 'No Case with this Status'. The 'Log out' button in the top right corner is highlighted with a red box, and an orange arrow points to it from the right. At the bottom left, there is a copyright notice: '© State Bank of Pakistan. All Right Reserved. I.I. Chundrigar Road Karachi Pakistan.'

Step 13: Login with same email and the updated password

بنک دولت پاکستان
State Bank of Pakistan

Online Portal

Sign in

Email
testuser@sbp.org.pk 1

Password
..... 2

3 Continue →

Forget Password

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Step 14: After login to the system, a message pop-up will be open on screen. Click on “I Agree” button to accept the terms and Condition of SBP for using the SBP RAS. To view the Terms and Condition, click on the ‘Terms and Condition’ link appearing on the message pop-up. In case User clicks Cancel button, he/she will be logged out of system.

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

You are required to setup two-factor authentication [here](#). You have 1 attempts left after this you will be unable to login.

Initiate New Case

Department
Select department

Category
Select category

Case Type
Select case type

Case Title
Select case title

Region
Select region

Welcome to SBP
You have logged in to SBP. Do you want to comply with the terms and conditions?
Terms and conditions
I Agree Cancel

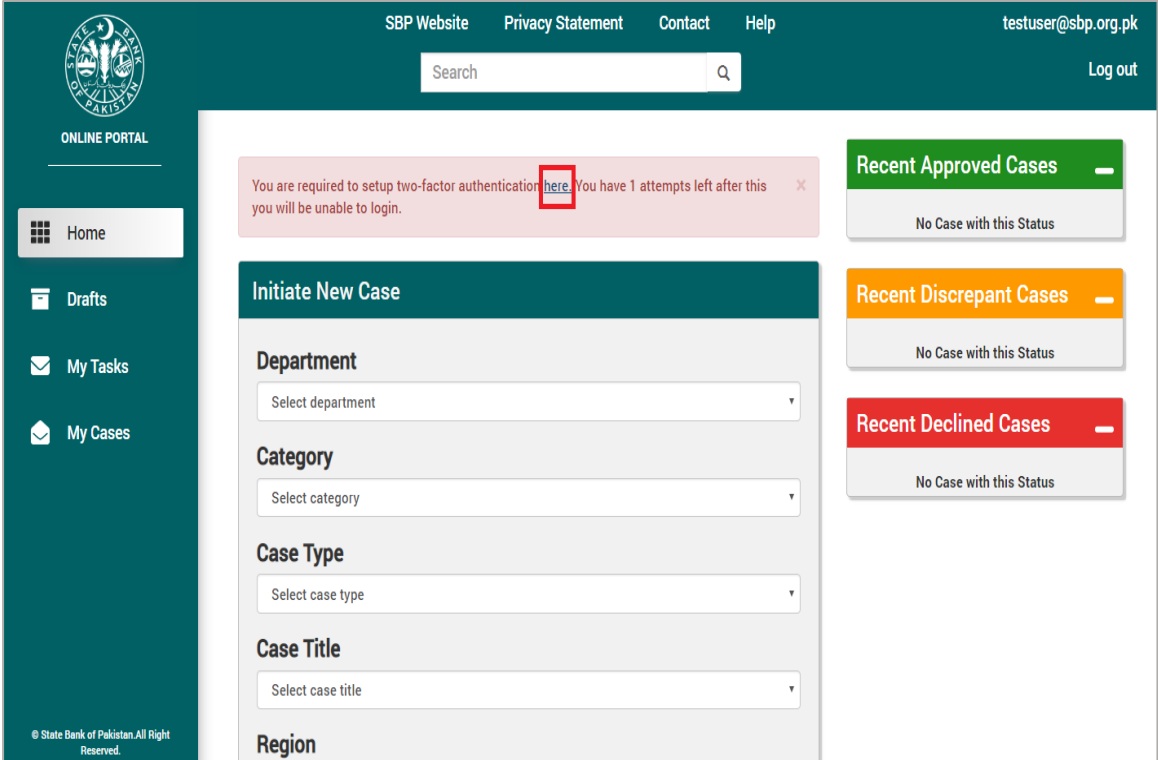
Recent Approved Cases
No Case with this Status

Recent Discrepant Cases
No Case with this Status

Recent Declined Cases
No Case with this Status

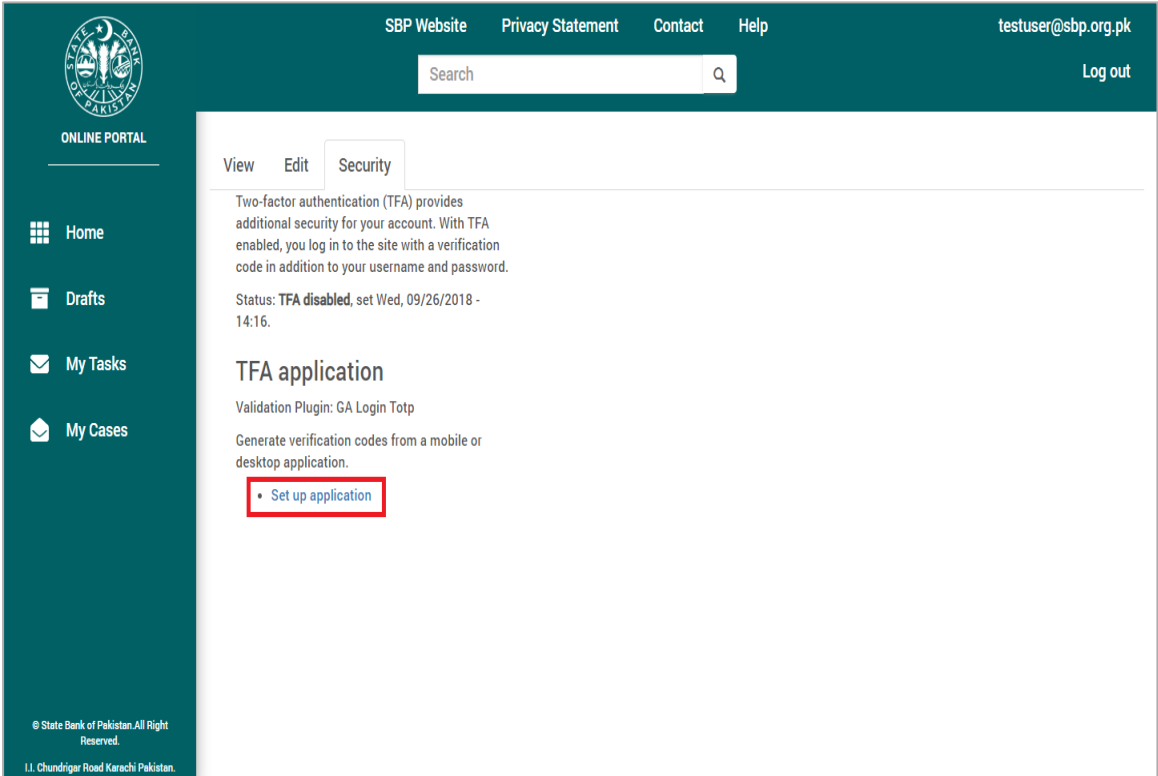
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I.I. Chundrigar Road Karachi Pakistan.

Step 15: After accepting Terms and Condition, user is asked to setup 2-Factor Authentication. If user does not setup the authentication in 3 login attempts, the user account will be blocked. Click on “Here” link displayed on dashboard



The screenshot shows the SBP Online Portal dashboard. At the top, there is a navigation bar with links for SBP Website, Privacy Statement, Contact, and Help, along with the user's email address (testuser@sbp.org.pk) and a Log out button. A search bar is also present. On the left, there is a sidebar with the SBP logo and the text "ONLINE PORTAL", and a menu with options: Home, Drafts, My Tasks, and My Cases. An orange arrow points to the "Home" option. The main content area features a notification banner: "You are required to setup two-factor authentication [here](#). You have 1 attempts left after this you will be unable to login." The word "here" is highlighted with a red box. Below the notification is a section titled "Initiate New Case" with several dropdown menus for Department, Category, Case Type, Case Title, and Region. On the right side, there are three summary cards: "Recent Approved Cases", "Recent Discrepant Cases", and "Recent Declined Cases", each showing "No Case with this Status".

Step 16: Click on setup Application link available on screen



The screenshot shows the SBP Online Portal Security page. The navigation bar and sidebar are identical to the previous screenshot. An orange arrow points to the "Security" tab in the main content area. The "Security" tab is active, and the page title is "TFA application". The content explains that Two-factor authentication (TFA) provides additional security and that the current status is "TFA disabled, set Wed, 09/26/2018 - 14:16". Below this, it says "Validation Plugin: GA Login Totp" and "Generate verification codes from a mobile or desktop application." A red box highlights a link that says "Set up application".

Step 17: Enter Password and click Confirm

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Current password

Confirm Cancel

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Step 18: Screen will display different methods to setup 2-Step Authentication. This process can be completed in number of ways such as Google Authenticator App in Smart Phones or GAAuth Authenticator on Desktop PCs. Here we are taking example of GAAuth Authenticator. Click on GAAuth Authenticator. GAAuth website will be open in new tab.

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Install authentication code application on your mobile or desktop device:

- Google Authenticator (Android/iPhone/BlackBerry)
- Authy (Android/iPhone)
- GAAuth Authenticator (desktop)

The two-factor authentication application will be used during this setup and for generating codes during regular authentication. If the application supports it, scan the QR code below to get the setup code otherwise you can manually enter the text code.

JIE63SZE5QJHQL66E

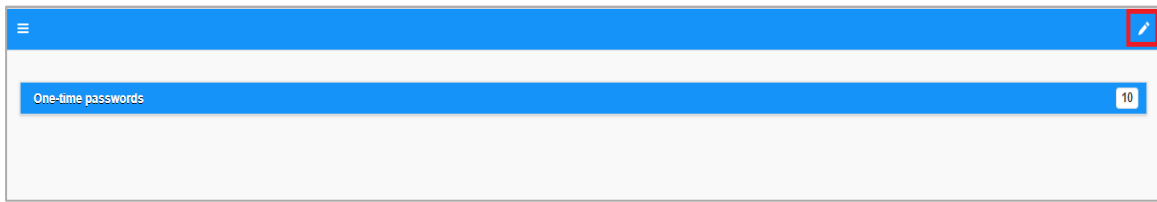
Enter this code into your two-factor authentication app or scan the QR code below.

Application verification code

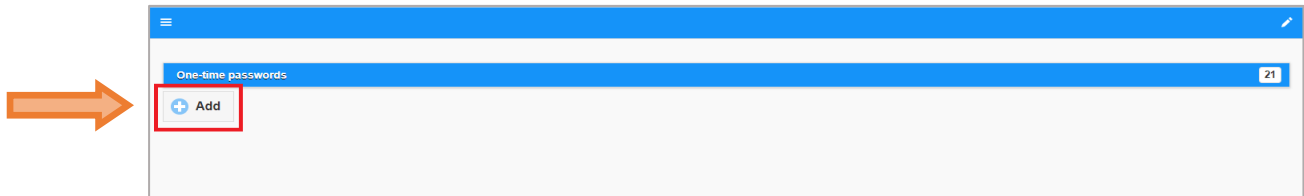
Verify and save Cancel

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11, Chundrigar Road Karachi Pakistan.

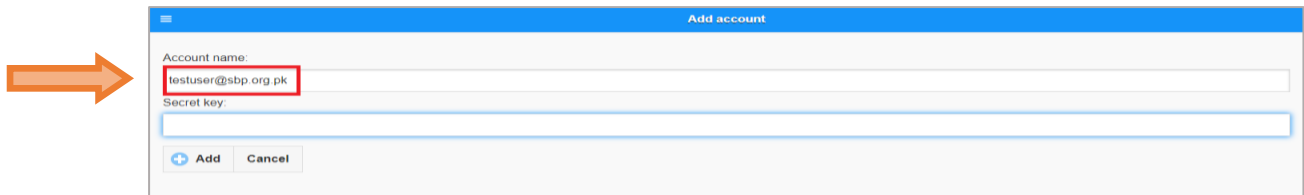
Step 19: Click on Edit Icon on Top Right Corner of Screen



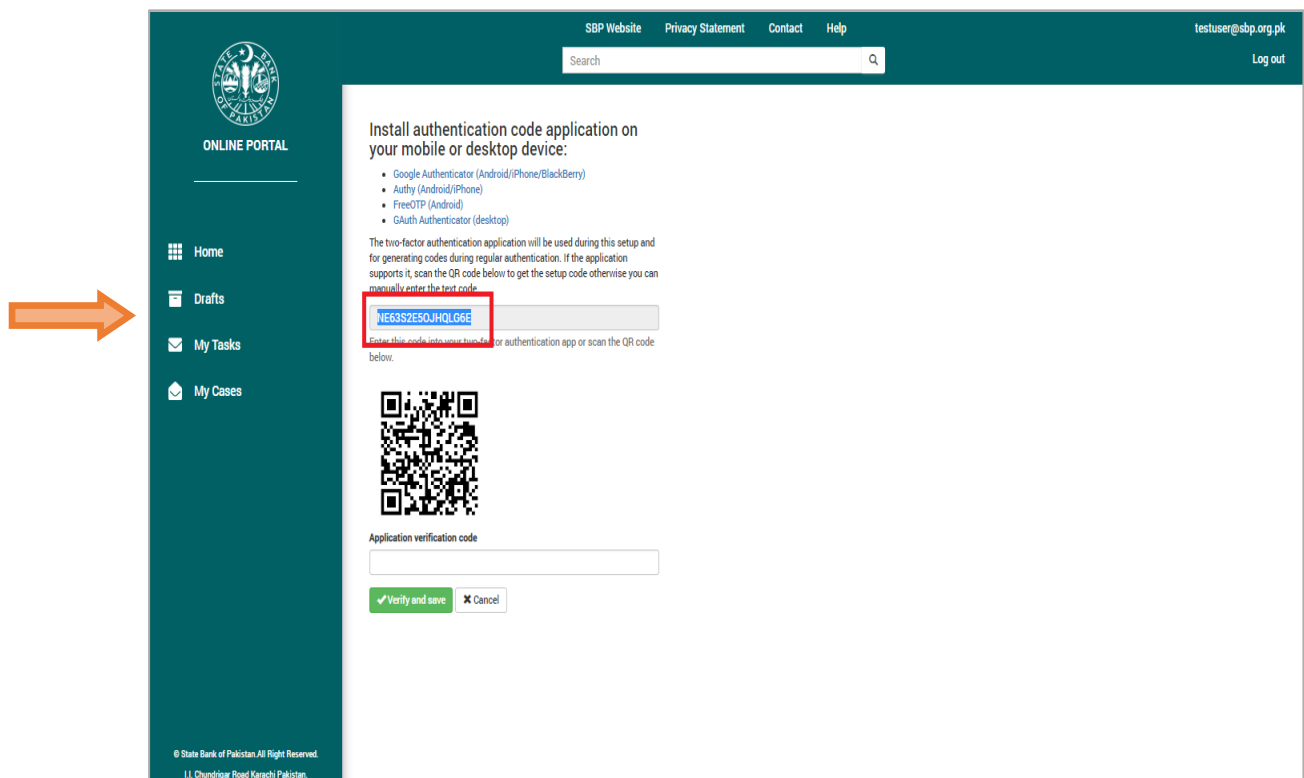
Step 20: Click on Add button



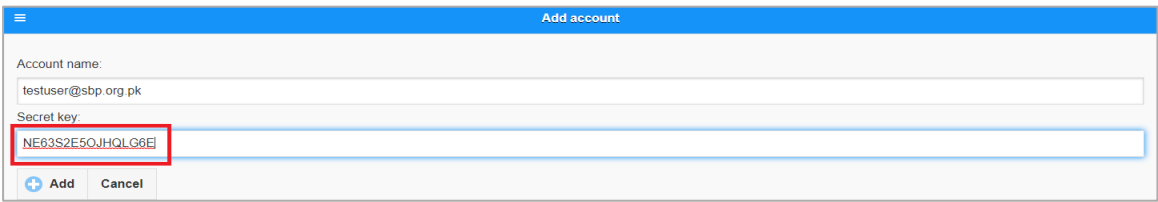
Step 21: Enter account name (Username)



Step 22: Go back to portal tab and copy Secret Key



Step23: Go to GAuth Tab and Paste the Secret key in Secret key field

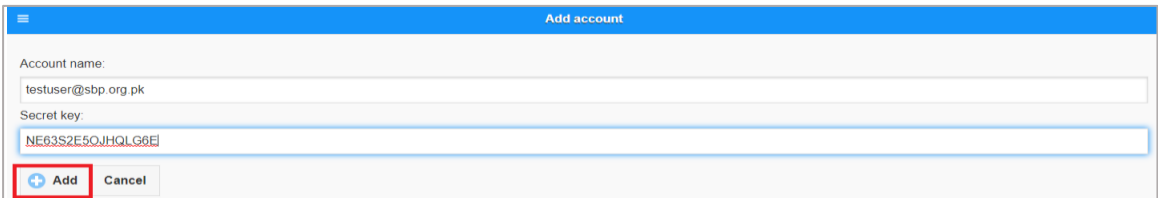


Account name:
testuser@sbp.org.pk

Secret key:
NE63S2E5OJHQLG6E

+ Add Cancel

Step 24: Click on Add button

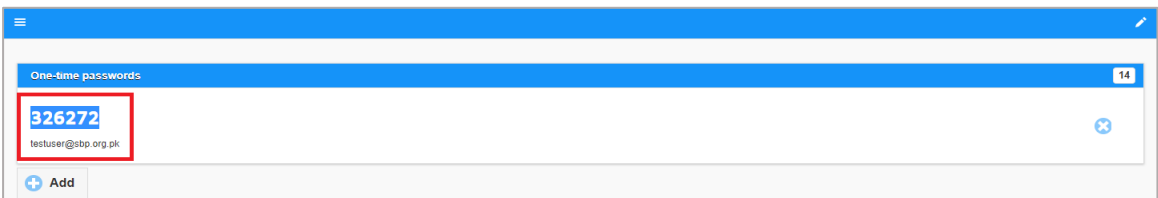


Account name:
testuser@sbp.org.pk

Secret key:
NE63S2E5OJHQLG6E

+ Add Cancel

Step 25: Account has been added and the Passcode will be displayed on screen for respective account name. Copy the code available on screen

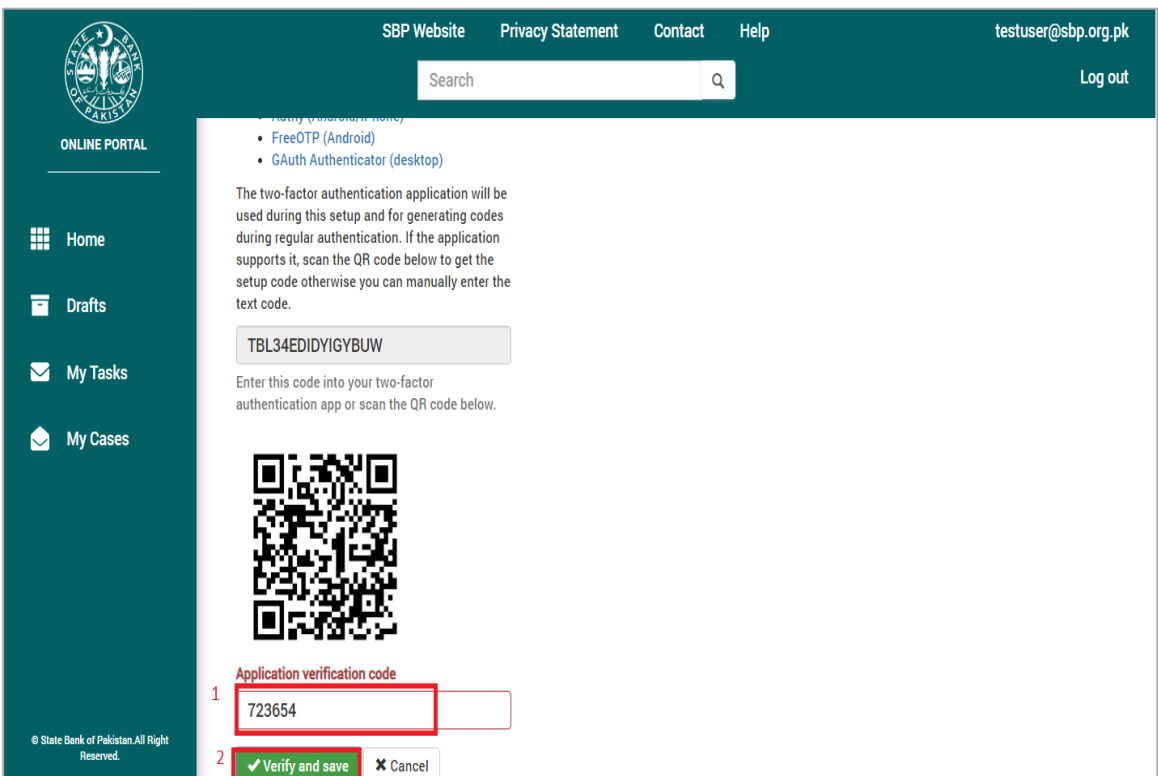


One-time passwords 14

326272
testuser@sbp.org.pk

+ Add

Step 26: Go back to Portal and paste the code in Application Verification Code field and Click Verify and Save button



SBP Website Privacy Statement Contact Help testuser@sbp.org.pk


Search Q Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases

TBL34EDIDYIGYBUW

Enter this code into your two-factor authentication app or scan the QR code below.



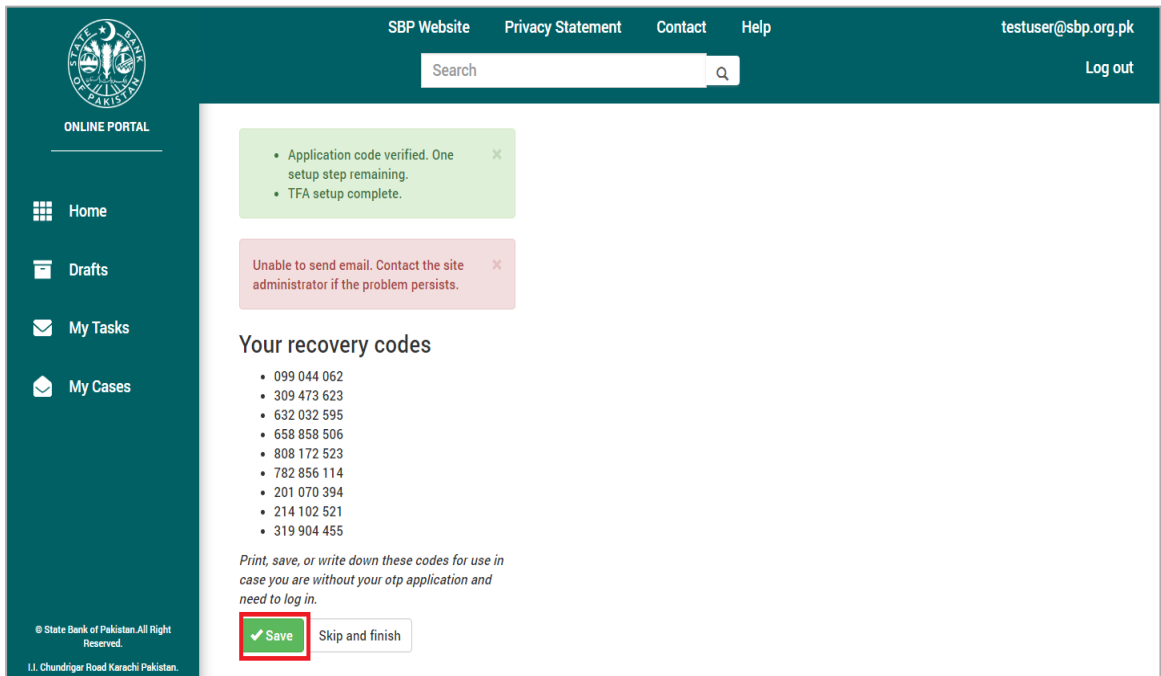
Application verification code

1 723654

2 ✓ Verify and save ✕ Cancel

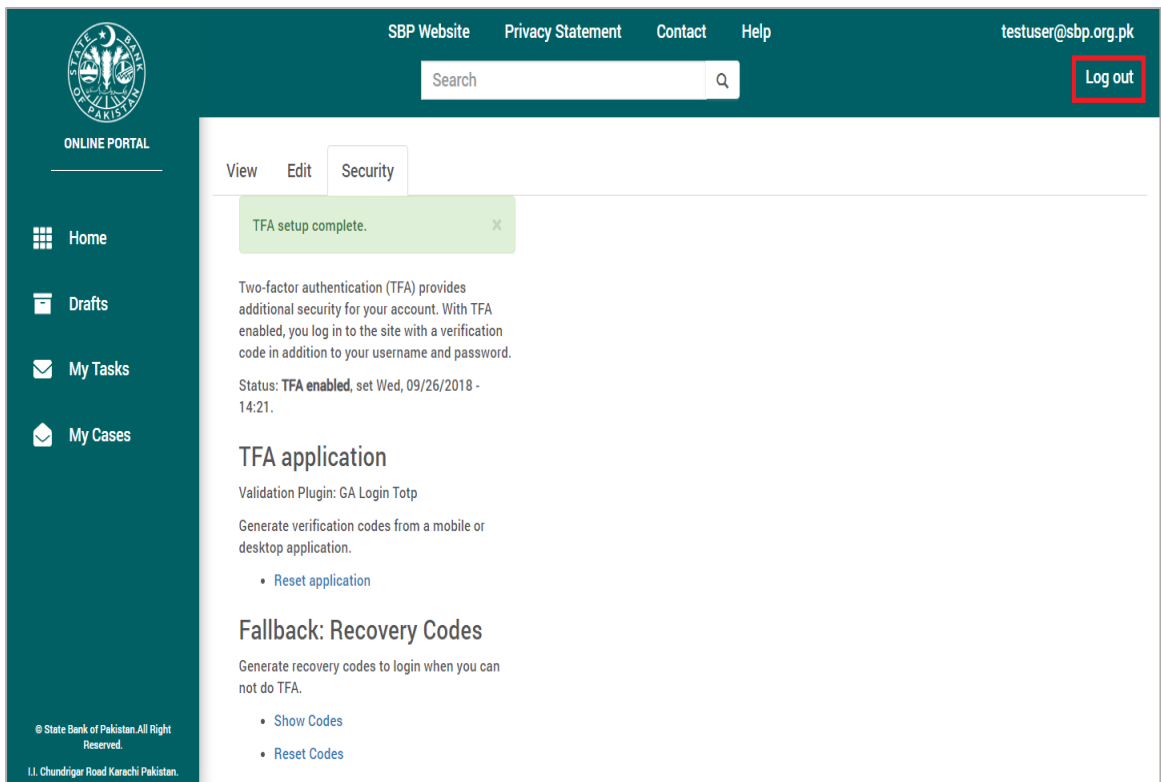
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Step 27: Screen shows recovery codes which can be used in place of OTP. In case User is not able to receive or generate OTP, User must input first recovery code as OTP. In case login is not allowed by first code User should try other codes until recovery code is accepted by the system. Please note that these recovery codes can be used for one time login only. After that User must setup new OTP. Click on Save button to save the recovery codes in system. It will be the responsibility of User to keep these recovery codes hidden from any other User(s).



The screenshot shows the SBP Online Portal interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help'. The user is logged in as 'testuser@sbp.org.pk'. A search bar is present. On the left, there is a sidebar with 'ONLINE PORTAL' and navigation options: Home, Drafts, My Tasks, and My Cases. The main content area displays a green notification: 'Application code verified. One setup step remaining. TFA setup complete.' Below this is a red notification: 'Unable to send email. Contact the site administrator if the problem persists.' The section 'Your recovery codes' lists seven codes: 099 044 062, 309 473 623, 632 032 595, 658 858 506, 808 172 523, 782 856 114, 201 070 394, 214 102 521, and 319 904 455. Below the codes is a note: 'Print, save, or write down these codes for use in case you are without your otp application and need to log in.' At the bottom, there are two buttons: 'Save' (highlighted with a red box) and 'Skip and finish'. An orange arrow points to the 'Save' button. Another orange arrow points to the right side of the page.

Step 28: User is redirected to settings screen. Click on Logout



The screenshot shows the SBP Online Portal settings screen. The navigation bar is the same as in Step 27. The user is logged in as 'testuser@sbp.org.pk'. A 'Log out' button is highlighted with a red box in the top right corner, with an orange arrow pointing to it. The sidebar is the same. The main content area has tabs for 'View', 'Edit', and 'Security'. A green notification says 'TFA setup complete.' Below this is text explaining Two-factor authentication (TFA) and its status: 'Status: TFA enabled, set Wed, 09/26/2018 - 14:21.' The section 'TFA application' shows 'Validation Plugin: GA Login Totp' and instructions to generate verification codes. A link 'Reset application' is provided. The section 'Fallback: Recovery Codes' explains that these codes are used for login when TFA is not possible. Links 'Show Codes' and 'Reset Codes' are provided. An orange arrow points to the right side of the page.

Step 29: User is redirected to the login screen. Enter Email, Password and click Continue button

State Bank of Pakistan
Online Portal

Sign in

Email
testuser@sbp.org.pk 1

Password
..... 2

Forget Password

Continue → 3

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Step 30: The user is redirected to Enter OTP screen. Go to GAuth tab and copy the code

One-time passwords

761069
testuser@sbp.org.pk

+ Add

Step 27: Paste the code in OTP field and Click Continue

State Bank of Pakistan
Online Portal

One Time Password

1

Verification code is application generated and 6 digits long.
Can not access your account? Use one of your recovery codes.

Having Trouble?

Continue → 2

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Step 31: User is logged in to the system. Click on I Agree button available on popup. By pressing I Agree button the end-user is confirming the compliance to Terms and Conditions section of SBPs' Web Portal. Two Step authentication setups completed and user redirects to the dashboard.

The screenshot displays the SBP Online Portal interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help', along with the user's email 'testuser@sbp.org.pk' and a 'Log out' button. A search bar is also present. The main content area is titled 'Initiate New Case' and contains several dropdown menus for 'Department', 'Category', 'Case Type', 'Case Title', and 'Region'. A 'Proceed' button is located at the bottom of this section. On the right side, there are three summary cards: 'Recent Approved Cases', 'Recent Discrepant Cases', and 'Recent Declined Cases', each showing 'No Case with this Status'. A central popup dialog titled 'Welcome to SBP' is overlaid on the form, containing the text: 'You have logged in to SBP. Do you want to comply with the terms and conditions?' and a link for 'Terms and conditions'. Below the text are two buttons: 'I Agree' (highlighted with a red box) and 'Cancel'. An orange arrow points from the left towards the 'I Agree' button. The footer includes the SBP logo and the text: '© State Bank of Pakistan. All Right Reserved. 11, Chundrigar Road Karachi Pakistan.'

3.2. Logout

3.2.1. Functional Description

These steps can be used to log out from SBP RAS. Once the user is log out, he/she will not able to perform any action before logging in.

3.2.2. Cautions and Warnings

1. All the data will be lost if user log out in middle of some activity

3.2.3. Procedure:

3.2.3.1. Set-up and Initialization

User must be logged into the system.

3.2.3.2. Navigational Steps

Step	Description	Navigation	Comments
1	Click on 'Logout'	Click on 'Logout' option in the Top Left of portal	User logout from the application and redirects to the Login screen

3.2.4. User Interface

Step 1: Click Logout. User will be redirected to login screen

The screenshot displays the SBP RAS Online Portal interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help'. A search bar is located in the center, and the user's email 'testuser@sbp.org.pk' is shown on the right. A 'Log out' button is highlighted with a red box and an orange arrow pointing to it from the right. The main content area is divided into two sections. On the left, there is a sidebar with navigation options: 'Home', 'Drafts', 'My Tasks', and 'My Cases'. The main content area is titled 'Initiate New Case' and contains several dropdown menus for 'Department', 'Category', 'Case Type', 'Case Title', and 'Region', along with a 'Proceed' button. On the right side, there are three summary cards: 'Recent Approved Cases', 'Recent Discrepant Cases', and 'Recent Declined Cases', each showing 'No Case with this Status'.

3.3.My Profile

3.3.1.Functional Description

User can view and update his/her Profile details like First name, Last Name, Phone Number, Mobile Number, Location etc. Bank and the concerned banks' User who is entering this information are responsible of the data. SBP / SBPBSC is not responsible for any consequences if the wrong information is filled intentionally or unintentionally.

3.3.2.Cautions and Warnings

1. The changes made by the user cannot be reversed.
2. The previous data will be lost if user saved the information

3.3.3.Probable Errors and Possible Causes

1. Some fields might not show in View Profile tab, because their value is not set. Please set their values from Edit tab first.

3.3.4.Procedure:

3.3.4.1. Set-up and Initialization

User should be logged into the system.

3.3.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on 'Username'	Click on "Username" at the top right corner of screen	<p>Application opens up the page with following fields as shown in the data dictionary.</p> <ul style="list-style-type: none">• Username• First Name• Last Name• Gender• Designation• DOB• Status• Phone Number• Mobile Number• Email Address• Location• Province• City• Address Line 1• Address Line 2 <p>All fields are view only, user cannot edit the fields here</p>

Step	Description	Navigation	Comments
2.	Click on Edit Tab	Click on 'Edit' tab available on screen	<p>Application opens up the page with following fields as editable:</p> <ul style="list-style-type: none"> • First Name • Last Name • Gender • DOB • Phone Number • Mobile Number • Location • State • City • Address Line • Address Line 2
3.	Edit Personal information	Click on the field where the user wants to add or make changes	
4.	Click on "Save" button	Click on "Save" button available at the bottom of screen	Fields are updated successfully.

3.3.5. User Interface:

Step 1: Click on Username at top right corner

SBP Website Privacy Statement Contact Help

testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

Initiate New Case

Department

Select department

Category

Select category

Case Type

Select case type

Case Title

Select case title

Region

Select region

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FEOD-FEA-UBL-781
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E. Allocation

Case No : SBPBSCHOK-FEOD-FEA-UBL-637
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E. Allocation

Case No : SBPBSCHOK-FEOD-FEA-UBL-908
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E. Allocation

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : WEBOC

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Step 2: Click on Edit Tab

SBP Website Privacy Statement Contact Help

testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

View Edit Security

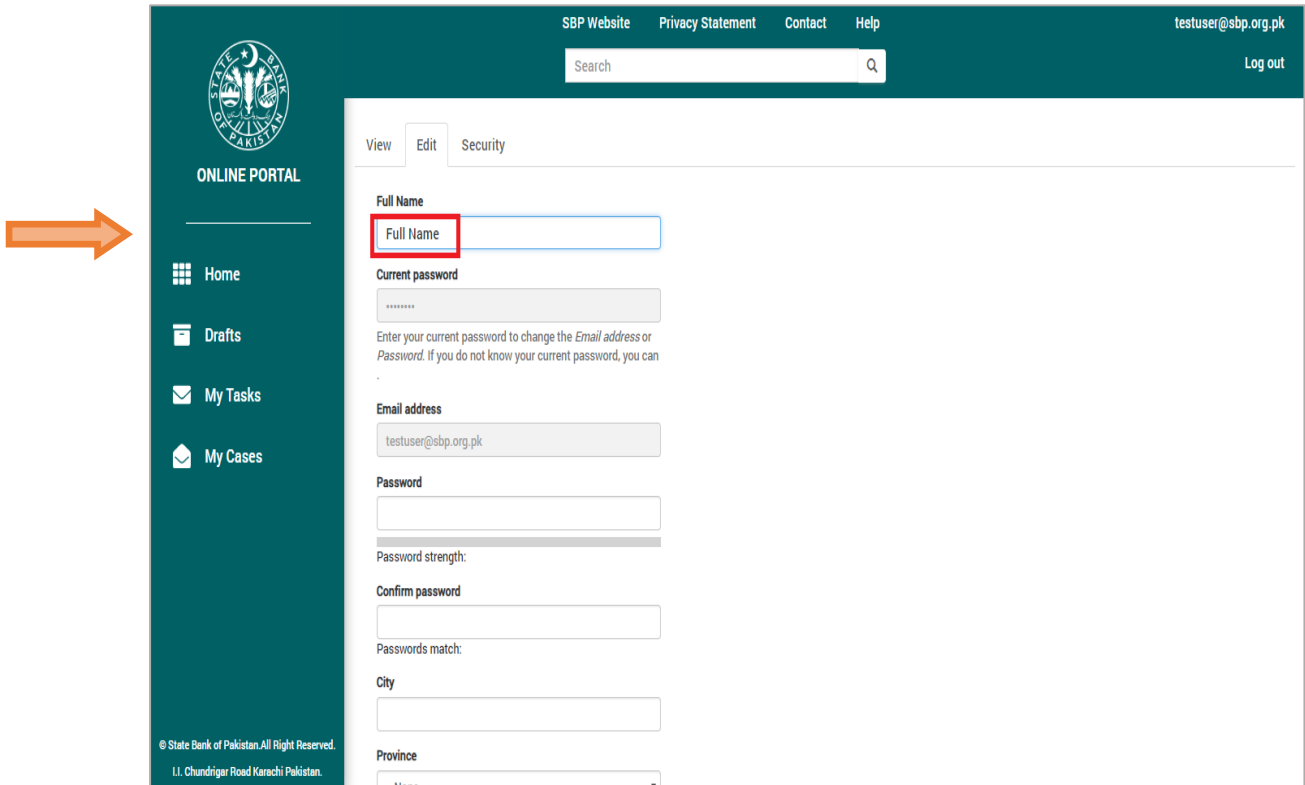
Full Name : Test

Mobile Number : 03111111111

Organization : UBL

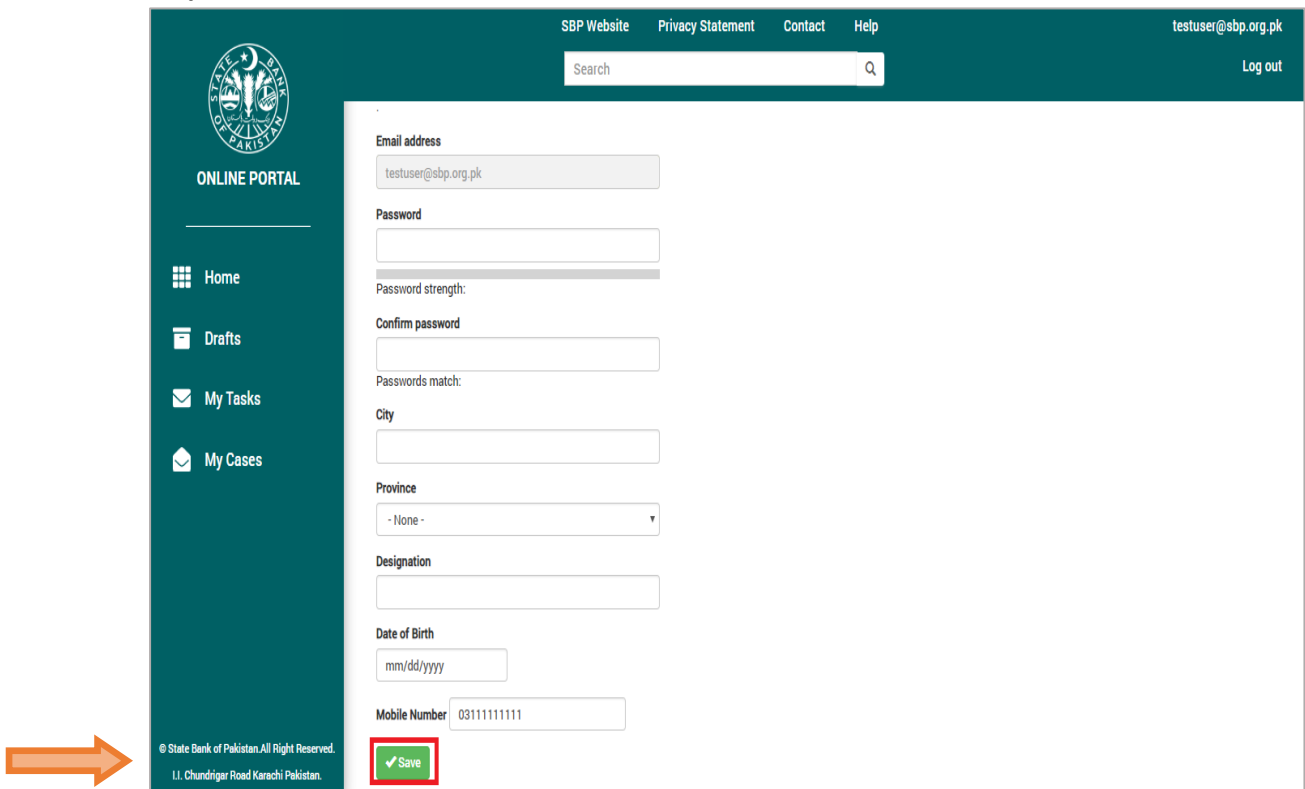
© State Bank of Pakistan. All Right Reserved.
11, Chundrigar Road Karachi Pakistan.

Step 3: Click on field where addition or updating is required



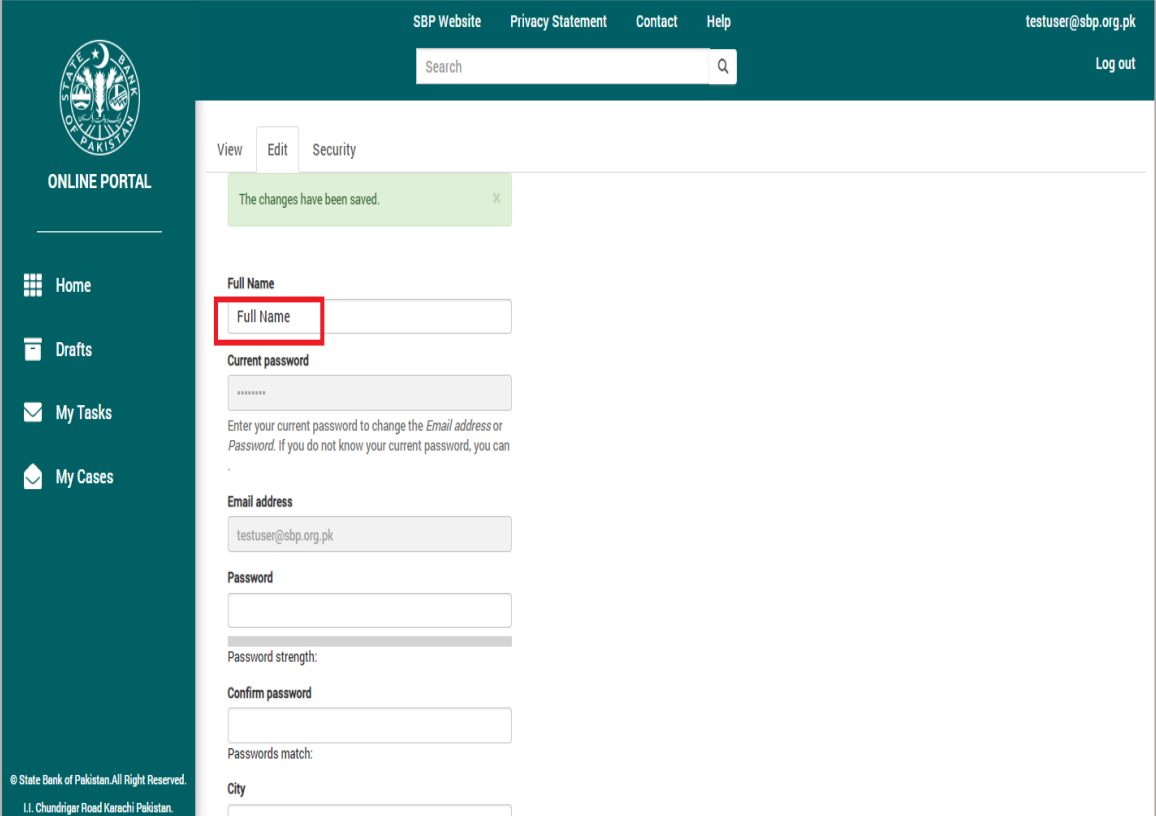
The screenshot shows the SBP Online Portal user profile page. The header includes the SBP logo, navigation links (SBP Website, Privacy Statement, Contact, Help), the user email (testuser@sbp.org.pk), and a search bar. The sidebar contains 'ONLINE PORTAL' and menu items: Home, Drafts, My Tasks, and My Cases. The main content area has tabs for 'View', 'Edit', and 'Security'. The 'Edit' tab is active, and the 'Full Name' field is highlighted with a red box. Other fields include 'Current password', 'Email address' (testuser@sbp.org.pk), 'Password', 'Confirm password', 'City', and 'Province'. The footer contains copyright information for the State Bank of Pakistan.

Step 4: Click on Save button



The screenshot shows the SBP Online Portal user profile page with the 'Save' button highlighted by a red box. The 'Full Name' field is no longer visible. The 'Email address' field contains testuser@sbp.org.pk. The 'Password' field is empty. The 'Confirm password' field is empty. The 'City' field is empty. The 'Province' dropdown menu is set to '- None -'. The 'Designation' field is empty. The 'Date of Birth' field is empty. The 'Mobile Number' field contains 0311111111. The 'Save' button is highlighted with a red box. The sidebar and header are the same as in the previous screenshot.

Step 5: User information has been updated



The screenshot displays the SBP Online Portal interface. At the top, there is a dark teal header with the SBP logo on the left, navigation links (SBP Website, Privacy Statement, Contact, Help) in the center, and the user email (testuser@sbp.org.pk) and a Log out link on the right. Below the header is a search bar. The main content area is titled 'View Edit Security' and contains a green notification box stating 'The changes have been saved.' Below this, the 'Full Name' field is highlighted with a red rectangle. Other fields include 'Current password', 'Email address' (testuser@sbp.org.pk), 'Password', 'Confirm password', and 'City'. A sidebar on the left contains navigation links: Home, Drafts, My Tasks, and My Cases. An orange arrow points to the 'Home' link. At the bottom left, there is a copyright notice: '© State Bank of Pakistan. All Right Reserved. 11, Chundrigar Road Karachi Pakistan.'

3.4. Forget Password

3.4.1. Functional Description

In case the User forgets his/her password and tries to set a new password User will click on the Forget Password button on the Main Login screen, a temporary password is sent to User via email on his/her registered email id through which he/she can login to the SBP RAS. The system will ask the user to change password.

3.4.2. Cautions and Warnings

1. After receiving a temporary password, user will not be able to login by using an old password.
2. User must immediately change the password as only 3 login attempts will be allowed by using temporary password.

3.4.3. Probable Errors and Possible Causes

1. If the email is invalid, screen will show an error message "Email do not exist".
2. User cannot login with an old password when the password is reset.

3.4.4. Procedure:

3.4.4.1. Set-up and Initialization

User should be able to access the SBP RAS.

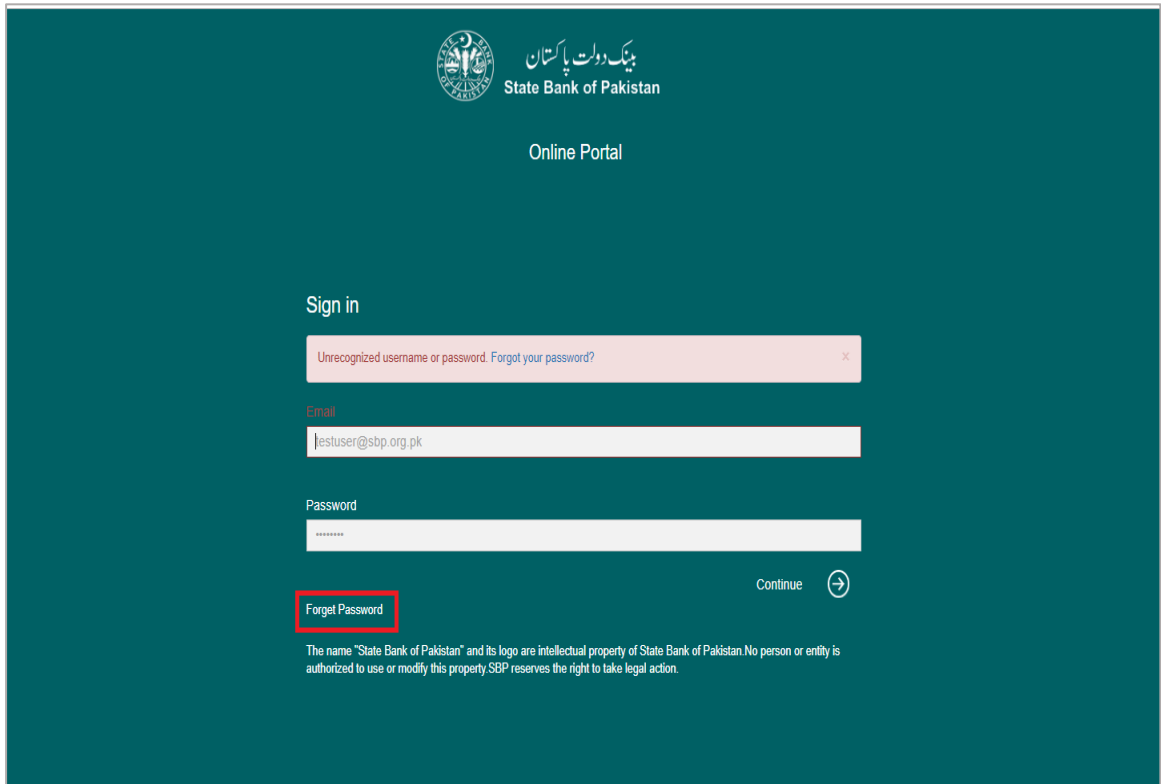
3.4.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on the SBP RAS Access link	Click on the access link provided in the email	User is redirected to the application login screen
2.	Click on 'Forget Password'	Click on 'Forget Password' option available below Login Area	User redirects to the 'Forget Password' screen
3.	Enter Username	Click on Username field and enter Username	Username: Email associated with the user account.
4.	Click 'Reset Password' button	Click on the 'Reset Password' button available on the screen	User is redirected to Verification Code screen
5.	Email containing Password Reset Code is Received.	Enter Code in Password Reset Code field and press continue	User is redirected to the login screen and email sent to the user's email with temporary password
6.	Login to Application	Login to the application as described in the login scenario with using "Temporary Password" sent on email	
7.	Enter OTP provided in the Google Authenticator or GAuth	Click on OTP field and enter OTP provided on the Google authenticator application	
8.	Click Continue button	Click on Continue button	User is redirected to the

Step	Description	Navigation	Comments
		available on screen	Edit Profile screen and the Change Password warning displayed on screen
9.	Enter Current password	Click on Current Password field and enter Current password	Current password will display in field in encrypted format e.g. <i>Current password = Temporary Password provided via email</i>
10.	Enter New Password as per Password Policy	Click on New Password field and enter New password	New password will be displayed in field in encrypted format
11.	Enter Confirm Password	Click on Confirm Password field and enter same password as new password	Confirm password will display in field in encrypted format Confirm Password: Same as New Password to confirm both passwords
12.	Click Save Button	Click on the 'Save' button available at the bottom of screen	The password has been changed and User is redirected to dashboard
13.	Click on Logout button	Click on Logout button available on screen	User logout from the application and redirected to login screen
14.	Login to the application with the new password	Enter email and password and click Continue button	User is redirected to the OTP screen
15.	Enter OTP provided in the Google Authenticator or GAuth	Click on OTP field and enter OTP provided on the google authenticator application	
16.	Click Continue button	Click on Continue button available on screen	User is redirected to the dashboard

3.4.5. User Interface:

Step 1: Go to application access link and Click on Forget Password




State Bank of Pakistan
Online Portal

Sign in

Unrecognized username or password. [Forgot your password?](#)

Email
|estuser@sbp.org.pk

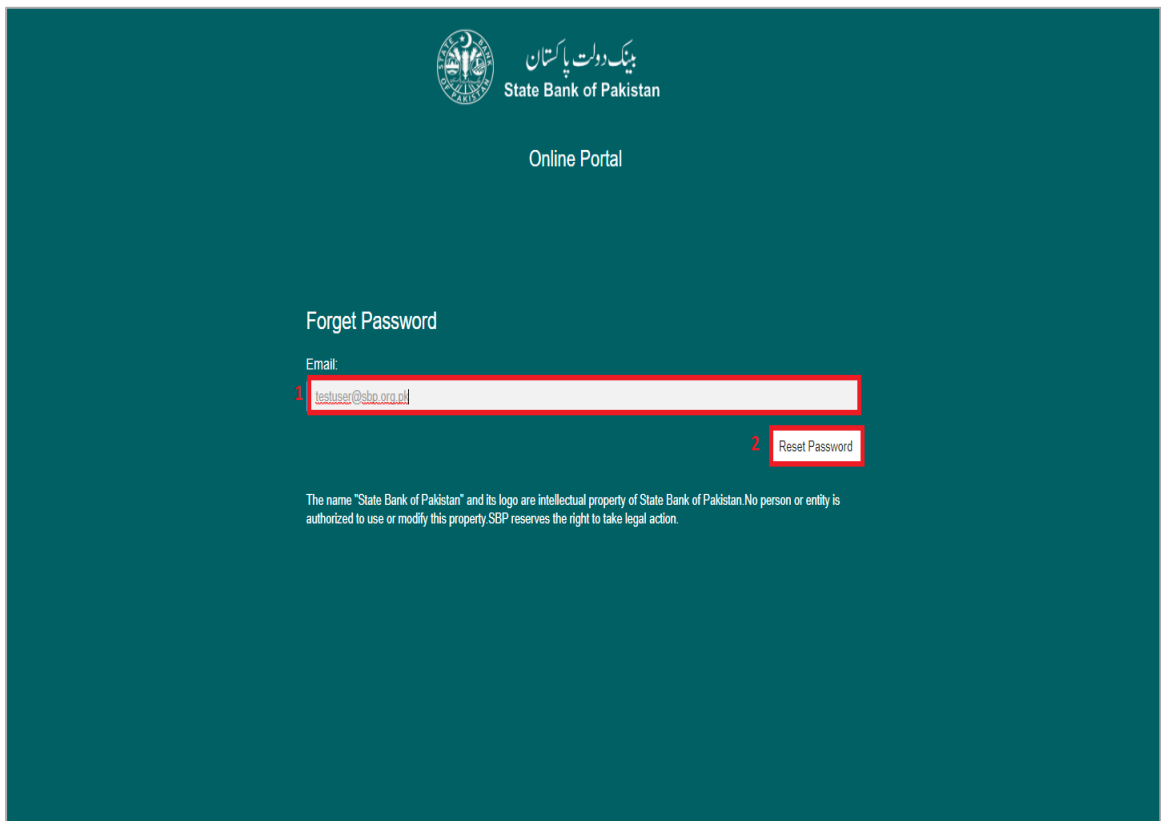
Password

Continue 

Forgot Password

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Step 2: Enter email and click Reset Password



State Bank of Pakistan
Online Portal

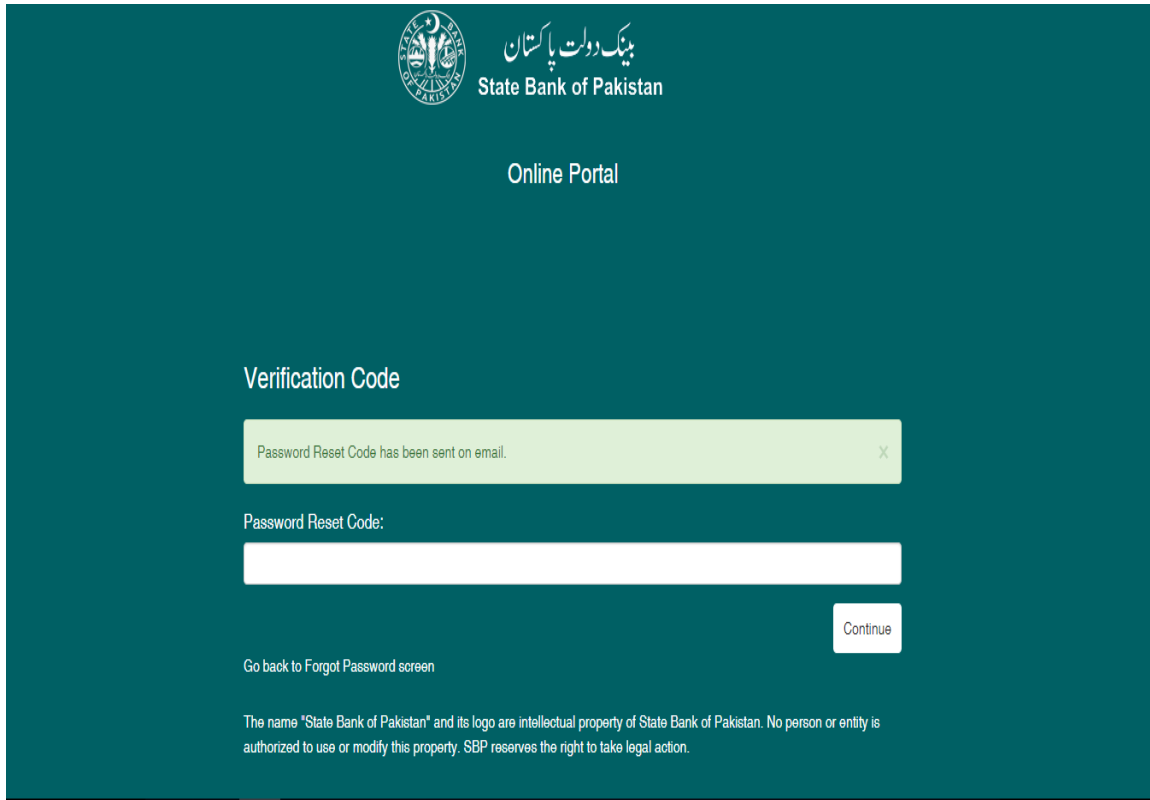
Forget Password

Email:
1 |estuser@sbp.org.pk

2 **Reset Password**

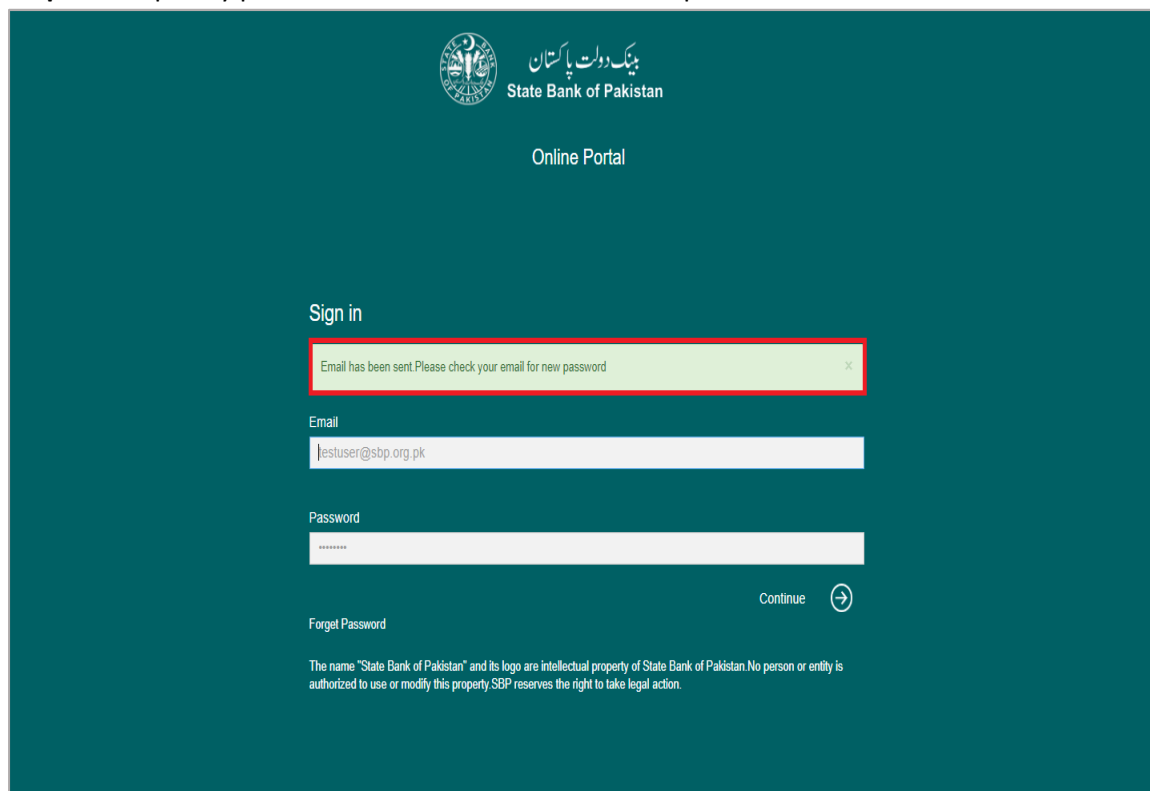
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Step 3: Enter Verification Code and Click continue



The screenshot shows the State Bank of Pakistan Online Portal. At the top, there is the bank's logo and name in Urdu and English. Below that, the text "Online Portal" is centered. The main heading is "Verification Code". A green notification box states "Password Reset Code has been sent on email." Below this is a text input field labeled "Password Reset Code:". To the right of the input field is a "Continue" button. At the bottom left, there is a link "Go back to Forgot Password screen". At the bottom, a disclaimer states: "The name 'State Bank of Pakistan' and its logo are intellectual property of State Bank of Pakistan. No person or entity is authorized to use or modify this property. SBP reserves the right to take legal action." Two orange arrows point towards the screen from the left and right sides.

Step 4: Temporary password has been sent to the email provided.



The screenshot shows the State Bank of Pakistan Online Portal. At the top, there is the bank's logo and name in Urdu and English. Below that, the text "Online Portal" is centered. The main heading is "Sign in". A green notification box states "Email has been sent. Please check your email for new password". Below this is an "Email" input field containing "jestuser@sbp.org.pk". Below that is a "Password" input field with masked characters. To the right of the password field is a "Continue" button with a right arrow icon. At the bottom left, there is a link "Forgot Password". At the bottom, a disclaimer states: "The name 'State Bank of Pakistan' and its logo are intellectual property of State Bank of Pakistan. No person or entity is authorized to use or modify this property. SBP reserves the right to take legal action." Two orange arrows point towards the screen from the left and right sides.

Step 5: Login to the email with Temporary password received on email

State Bank of Pakistan
Online Portal

Sign in

Email
testuser@sbp.org.pk 1

Password
..... 2

3 Continue →

Forget Password

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Step 6: Enter OTP and Click continue

State Bank of Pakistan
Online Portal

One Time Password

1

Verification code is application generated and 6 digits long.
Can not access your account? Use one of your recovery codes.

Having Trouble?

2 Continue →

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Step 7: Click on I agree button

The screenshot shows the SBP Online Portal interface. At the top, there are navigation links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help', along with a search bar and a 'Log out' button. The user is logged in as 'testuser@sbp.org.pk'. A notification banner at the top states: 'An administrator has required that you change your password. Please change your password to proceed.' Below this, a 'Welcome to SBP' dialog box is displayed, asking if the user wants to comply with terms and conditions. The 'I Agree' button is highlighted with a red box. On the left sidebar, an orange arrow points to the 'My Cases' menu item.

Step 8: Enter Current Password, Password and Confirm Password

The screenshot shows the SBP Online Portal interface with the password change form. The 'Current password' field is highlighted with a red box and labeled '1'. The 'Password' field is highlighted with a red box and labeled '2'. The 'Confirm password' field is highlighted with a red box and labeled '3'. The form also includes fields for 'Full Name', 'Email address', 'City', 'Province', 'Designation', and 'Date of Birth'. On the left sidebar, two orange arrows point to the 'My Tasks' and 'My Cases' menu items.

Step 9: Click on Save button

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home
Drafts
My Tasks
My Cases

Enter your current password to change the Email address or Password. If you do not know your current password, you can

Email address
testuser@sbp.org.pk

Password

Password strength: Weak

Confirm password

Passwords match: yes

City

Province
- None -

Designation

Date of Birth
mm/dd/yyyy

Mobile Number 03111111111

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Save

Step 10: Password has been updated and user redirects to dashboard

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home
Drafts
My Tasks
My Cases

The changes have been saved.

Initiate New Case

Department
Select department

Category
Select category

Case Type
Select case type

Case Title
Select case title

Region
Select region

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FE0D-FEA-UBL-781
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E.
Allocation

Case No : SBPBSCHOK-FE0D-FEA-UBL-637
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E.
Allocation

Case No : SBPBSCHOK-FE0D-FEA-UBL-508
Dept : Foreign Exchange Date : 1-10-2018
Operations Department | Category : F.E.
Allocation

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

Case No : SBPBSCHOK-FE0D-WEB0C-UBL-833
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : WEB0C

Case No : SBPBSCHOK-FE0D-WEB0C-UBL-841

Please select an item in the list.

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3.5.Change Password

3.5.1.Functional Description

User can Change Password. After the password has been changed the user will not be able to login with old password. The password policy is applicable on password change. Following is the current password policy:

- Minimum 4 characters of total length
- Must contain 4 types of characters
 - Upper Case Alphabets
 - Lower Case Alphabets
 - Numbers
 - Special Character

3.5.2.Cautions and Warnings

1. The Old Password and New Password should not be same.

3.5.3.Probable Errors and Possible Causes

1. If the current password was typed wrong the user will get the error. Password is not correct.
2. The password will change when the user clicks on Save button
3. User cannot login with an old password after the password is changed.

3.5.4.Procedure:

3.5.4.1. Set-up and Initialization

User should be registered account in the system.

3.5.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Login to the application	Login to the application as described in the login scenario	User redirects to the dashboard
2.	Click on 'username'	Click on 'Username' available at the top right corner of screen	User has been redirected to "View Profile" Screen
3.	Click on Edit Tab	Click on Edit Tab available on screen	User has been redirected to "Edit Profile" Screen
4.	Enter Current password	Click on Current Password field and enter Current password	Current password will display in field in encrypted format
5.	Enter New Password	Click on New Password field and enter New password	New password will display in field in encrypted format

Step	Description	Navigation	Comments
6.	Enter Confirm Password	Click on Confirm Password field and enter same password as new password	Confirm password will display in field in encrypted format Confirm Password: Same as New Password to confirm both passwords
7.	Click Save Button	Click on the "Save" button available on screen	User is shown a successful message New password is saved in the system and is ready to use User redirects to the view profile screen
8.	Click on Logout button	Click on Logout button available on screen	User logout from the application and redirected to login screen
9.	Login to the application with the new password	Enter email and password and click Continue button	User is redirected to the OTP screen
10.	Enter OTP provided in the Google Authenticator	Click on OTP field and enter OTP provided on the google authenticator application	
11.	Click Continue button	Click on Continue button available on screen	User redirects to the dashboard

3.5.5. User Interface:

Step 1: Click on username on top right corner

SBP Website Privacy Statement Contact Help

testuser@sbp.org.pk Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Initiate New Case

Department: Select department

Category: Select category

Case Type: Select case type

Case Title: Select case title

Region: Select region

Proceed

Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-FEA-UBL-781
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E. Allocation
- Case No : SBPBSCHOK-FEOD-FEA-UBL-637
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : F.E. Allocation
- Case No : SBPBSCHOK-FEOD-FEA-UBL-508
Dept : Foreign Exchange Date : 1-10-2018
Operations Department | Category : F.E. Allocation

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833
Dept : Foreign Exchange Date : 2-10-2018
Operations Department | Category : WEBOC

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Step 2: Click on Edit Tab

SBP Website Privacy Statement Contact Help

testuser@sbp.org.pk Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

View Edit Security

Full Name : Test

Mobile Number : 03111111111

Organization : UBL

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Step 3: Enter Current Password, Password and Confirm Password

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Full Name
Full Name

Current password
1 *****
Enter your current password to change the Email address or Password. If you do not know your current password, you can .

Email address
testuser@sbp.org.pk

Password
2 *****
Password strength: Strong

Confirm password
3 *****
Passwords match: yes

City

Province
- None -

Designation

Date of Birth
mm/dd/yyyy

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Step 4: Click on save button

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Enter your current password to change the Email address or Password. If you do not know your current password, you can .

Email address
testuser@sbp.org.pk

Password

Password strength: Weak

Confirm password

Passwords match: yes

City

Province
- None -

Designation

Date of Birth
mm/dd/yyyy

Mobile Number 03111111111

Save

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Step 5: Password has been changed and user is redirected to dashboard

SBP Website Privacy Statement Contact Help demo3.lahore@bank.com.pk

Search Q

Log out

View Edit Security

The changes have been saved. X

Full Name
Demo3 User

Current password

Email address
demo3.lahore@bank.com.pk

New Password
 Password strength:

Confirm New Password

Policy	Status	Constraint
Basic	Fail - Password must contain at least 4 types of characters from the following character types: lowercase letters, uppercase letters, digits, punctuation.	Minimum password character types: 4

City
Lahore

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3.6. Dashboard

3.6.1. Functional Description

User can view dashboard of SBP RAS to view the status of submitted request(s), check notifications, access incoming tasks from My Tasks and Cases finalized or pending at FEOD end through My Cases.

3.6.2. Probable Errors and Possible Causes

1. If User has not submitted any request then no Notifications will be shown on Notification Cards.

3.6.3. Procedure

3.6.3.1. Set-up and Initialization

User should be logged into the system.

3.6.3.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Login to the SBP RAS.	Login to the SBP RAS as described in the login scenario	User is redirected to the dashboard where he/she can access Drafts, My Cases, and My Tasks from side navigation menu and Notifications card from home screen

3.6.4. User Interface:

Step 1: User has been redirected to dashboard after logging in

The screenshot displays the SBP RAS Online Portal interface. At the top, there is a header with the SBP logo, navigation links (SBP Website, Privacy Statement, Contact, Help), a search bar, and a user profile (testuser@sbp.org.pk) with a Log out button. The left sidebar, titled 'ONLINE PORTAL', contains a grid icon and four menu items: Home, Drafts, My Tasks, and My Cases. The main content area is titled 'Initiate New Case' and contains several dropdown menus for Department, Category, Case Type, Case Title, and Region, along with a 'Proceed' button. On the right side, there are three panels: 'Recent Submitted Cases' (listing three cases), 'Recent Approved Cases' (showing 'No Case with this Status'), and 'Recent Discrepant Cases' (listing one case). An orange arrow points to the 'ONLINE PORTAL' header.

3.7.Notification Cards

3.7.1.Functional Description

User wants to view notifications displayed on notification cards available on dashboards.

3.7.2.Cautions and Warnings

1. Notifications cards of Submitted/Approved/Discrepant/Declined request(s) only contain request after the User has sent the request.
2. Only 10 requests per card are visible on dashboard. To view all requests, click on View All option available on dashboard.

3.7.3.Probable Errors and Possible Causes

1. Notifications will not show on Notification Cards, if User has not submitted any request.

3.7.4.Procedure

3.7.4.1. Set-up and Initialization

User should be logged into the system.

3.7.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on 'Notifications Card'	Click on "Notifications Cards" option available on the dashboard in form of cards	All notifications are visible on screen related to Approve/Decline/Discrepant Case request separately in form of cards
2.	Click on received notification	Click on a row in the notification Cards	Application redirects user to the screen for which notification has been received

3.7.5. User Interface:

Step 1: Notification cards has been displayed on right side of screen. Click on any notification in card

The screenshot shows the 'Initiate New Case' form with the following fields:

- Department: Select department
- Category: Select category
- Case Type: Select case type
- Case Title: Select case title (with a tooltip: "Please select an item in the list.")
- Region: Select region

On the right side, the 'Recent Submitted Cases' section contains three cards:

- Case No: SBPBSCHOK-FEOD-FEA-UBL-781, Dept: Foreign Exchange, Date: 2-10-2018, Operations Department | Category: F.E. Allocation
- Case No: SBPBSCHOK-FEOD-FEA-UBL-637 (highlighted with a red box and an orange arrow)
- Case No: SBPBSCHOK-FEOD-FEA-UBL-508, Dept: Foreign Exchange, Date: 1-10-2018, Operations Department | Category: F.E. Allocation

Below these are sections for 'Recent Approved Cases' (No Case with this Status) and 'Recent Discrepant Cases' (Case No: SBPBSCHOK-FEOD-WEBOC-UBL-833, Case No: SBPBSCHOK-FEOD-WEBOC-UBL-841).

Step 2: The user has been redirected to the selected request screen

The screenshot shows the 'Case Information' screen for case SBPBSCHOK-FEOD-FEA-UBL-637. The case details are as follows:

- Submitted on: 2-10-2018, Status: New
- Department: Foreign Exchange Operations Department
- Category: F.E. Allocation
- Region: Head Office Karachi
- Case Type: Govt Remittances
- Case Title: FE Allocation FE Permits

The 'Case Form' section includes the following fields:

- *Applicant Name
- *NTN
- *Applicant Address
- Applicant Email ID
- *Currency: Select any value
- *Amount

3.8.My Tasks

3.8.1.Functional Description

User can check his/her tasks under 'My Task' option available in application.

3.8.2.Cautions and Warnings

1. My Tasks lists the tasks/cases on which action is pending at the User's End.
2. Once the request is re-submitted, it will be removed from my tasks and shown in My Cases.

3.8.3.Probable Errors and Possible Causes

1. No tasks are showing on My Tasks screen. If user has not been assigned any task.

3.8.4.Procedure

3.8.4.1. Set-up and Initialization

User should be logged into the system.

3.8.4.2. Navigational Steps:

Step	Description	Navigation	Comments
1.	Click on 'My Tasks'	Click on 'My Task' option in the Side Navigation Bar or Side Menu available on screen	User has been redirected to "My Tasks" Screen where All Tasks shown in grid. Case Requests with Status = Discrepant are included in my Task
2.	Click on a Case Request	Click on any row in the Grid shown on screen	User is redirected to the details screen where the details of the selected Case Request will be shown to logged in user

3.8.5. User Interface:

Step 3: Click on My Tasks option

ONLINE PORTAL

- Home
- Drafts
- My Tasks**
- My Cases

Initiate New Case

Department: Select department

Category: Select category

Case Type: Select case type

Case Title: Select case title

Region: Select region

Proceed

Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1180 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC

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Step 4: All task assigned to login user has been shown in grid. Click on a Case Number

ONLINE PORTAL

- Home
- Drafts
- My Tasks**
- My Cases

Tasks

Case Number	Department	Category	Status	Created
SBPBSCHOK-FEOD-WEBOC-UBL-1172	Foreign Exchange Operations Department	WEBOC	Discrepant	9-10-2018
SBPBSCHOK-FEOD-GS-BAF-1176	Foreign Exchange Operations Department	Government Schemes	New	9-10-2018
SBPBSCHOK-FEOD-OD-JSB-1140	Foreign Exchange Operations Department	Operations	New	9-10-2018
SBPBSCHOK-FEOD-WEBOC-HBL-485	Foreign Exchange Operations Department	WEBOC	Discrepant	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-833	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-841	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-836	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-835	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-493	Foreign Exchange Operations Department	WEBOC	Discrepant	1-10-2018

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Step 3: User has been redirected to the selected case number details

The screenshot displays the SBP Online Portal interface. At the top, there is a header with the SBP logo, navigation links (SBP Website, Privacy Statement, Contact, Help), user information (testuser@sbp.org.pk), and a search bar. An orange arrow points to the 'ONLINE PORTAL' logo in the sidebar. The sidebar contains navigation options: Home, Drafts, My Tasks, and My Cases. The main content area shows case details for 'SBPBSCHOK-FEOD-WEBOC-UBL-1172', submitted on 9-10-2018 with a status of 'Discrepant'. Below this, there is a 'Case Information' section with fields for Department (Foreign Exchange Operations Department), Category (WEBOC), Region (Head Office Karachi), Case Type (WEBOC Cases), and Case Title (Addition/Deletion of Branches). A 'Case Form' section follows, with a note that fields with an asterisk are required. The form includes fields for Branch Code (11), Branch Name (11111), City (1111), Nature of Request (Addition), Phone No (111111111), and Recommendation of AD (a long string of 1s). A tooltip indicates that the Branch Code field requires an integer between 2 and 8. The footer contains copyright information for the State Bank of Pakistan.

3.9.My Cases

3.9.1.Functional Description

User can check Submitted/Approved/Declined/In-Process/Discrepant cases under ‘My Cases’ option available in SBP RAS.

3.9.2.Cautions and Warnings

1. My Cases lists all the cases which are submitted by the User and have been decided by FEOD or Decision is awaited.

3.9.3.Probable Errors and Possible Causes

1. No Cases are showing on My Cases screen, if user has not submitted any case request.

3.9.4.Procedure

3.9.4.1. Set-up and Initialization

User should be logged into the system.

3.9.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on ‘My Cases’	Click on ‘My Cases’ option in the Side Navigation Bar or Side Menu available on screen	User has been redirects to ‘My Cases’ Screen where All Cases shown in grid.
2.	Click on a Case Request	Click on any row in the Grid shown on screen	User redirects to the details screen where the details of the selected Case Request will be shown to logged in user

3.9.5.User Interface:

Step 1: Click on My Cases option

The screenshot shows the SBP ONLINE PORTAL interface. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and a search bar. The user is logged in as 'testuser@sbp.org.pk'. The left sidebar contains navigation options: Home, Drafts, My Tasks, and My Cases (highlighted with a red box and an orange arrow). The main content area is titled 'Initiate New Case' and contains a form with the following fields: Department (dropdown), Category (dropdown), Case Type (dropdown), Case Title (dropdown), and Region (dropdown). A 'Proceed' button is located at the bottom of the form. On the right side, there are three panels: 'Recent Submitted Cases' (blue header) showing three cases, 'Recent Approved Cases' (green header) showing 'No Case with this Status', and 'Recent Discrepant Cases' (orange header) showing one case. Each case entry includes Case No., Date, Dept., and Category.

3.10. Create Case Request

3.10.1. Functional Description

User can create a case request and submit to SBPBSC-FEOD. *This section gives a general description on preparation of cases. Specific instructions related to cases will be given category wise in Section 4.*

3.10.2. Cautions and Warnings

1. Select the values of Department/Category/Type/Title/Region related to the request user wants to create.
2. All data will be lost if user closed the SBP RAS or Go back to previous page. User must save their work before closing the SBP RAS and also within every 10-15 minutes to avoid data loss.
3. User will not be able to submit the request without signing.
4. All the fields with '*' tag are mandatory.
5. All fields must be filled in accordance to their Data type and Minimum/Maximum length criterion displayed in a black box on right side of respective field(s).
6. All the documents with "*" tag are mandatory. All documents must be attested by the authorized bank officials along with their names and stamps.
7. All Optional and Mandatory Documents must be scanned in PDF Format.
8. The name of the file must exactly match with file name given on Portal.
9. Maximum file size of a single file can be 5 MB. Total files of 100 MB can be attached with a single request.
10. User is allowed to attach 5 additional documents. File type and naming convention is not applicable on additional documents.

3.10.3. Probable Errors and Possible Causes

1. User is not able to submit the request because he/she didn't attach required documents.
2. User is not able to submit the request because he/she didn't fill the mandatory fields with exact data type and minimum length.

3.10.4. Procedure

3.10.4.1. Set-up and Initialization

User should be logged into the system.

3.10.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on Select Department field	Click on Select Department field and select department from the drop down	Department: All the departments of SBP and SBP-BSC. e.g. <i>Department = Foreign Exchange Operations Department</i>

Step	Description	Navigation	Comments
2.	Click on Select Category field	Click on Select Category field and select Category from the drop down.	Category: All categories related to the selected case department will appear e.g. <i>Category = Operations</i>
3.	Click on Select Type field	Click on Select Type field and select Type from the drop down list	Type: All types related to the selected case category e.g. <i>Type= Commercial Remittance</i>
4.	Click on Select Title field	Click on Select Title field and select case title from the drop down list	Title: All titles related to the selected case type
5.	Click on Select Region field	Click on Select Region field and select Region from the drop down	Region: All regions that handles the above case request e.g. <i>Region = Head Office Karachi</i>
6.	Click on 'Proceed' button	Click on 'Proceed' button available on screen below the region field.	The user is redirected to the create request form
7.	Enter Data	Enter data in all fields	
8.	Upload Required Documents	Click on the upload button available for each required document and select the documents from computer and upload them	The Documents have been uploaded successfully
9.	Click on 'Sign' button	Click on the 'Sign' button available at the bottom of screen	The Case Request has been digitally signed by user

Step	Description	Navigation	Comments
10.	Click on 'Submit' button	Click on the 'Submit' button available at the bottom of screen	<p>User Redirects to the dashboard and User prompted with message "Your request has been submitted" along with Case Request Number.</p> <p>Case status has been changed to "New"</p> <p>Case Request number generated should be in the specified format:</p> <p><i>e.g.</i></p> <p><i>SBPBSCHOK-FEOD-OD-2018-HBL0000000001</i></p> <p>Case request has been forwarded to specified region.</p>

3.10.5. User Interface:

Step 1: Select Department

The screenshot displays the SBP Online Portal interface. At the top, there are navigation links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help', along with a search bar and a 'Log out' button. The user is logged in as 'testuser@sbp.org.pk'. A notification banner at the top states: 'You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.'

The main content area is titled 'Initiate New Case'. It features three dropdown menus: 'Department', 'Case Title', and 'Region'. The 'Department' dropdown is highlighted with a red box, and 'Foreign Exchange Operations Department' is selected. Below these fields is a 'Proceed' button. The sidebar on the left contains navigation options: 'Home', 'Drafts', 'My Tasks', and 'My Cases'. An orange arrow points to the 'Home' button. The right sidebar shows three sections: 'Recent Submitted Cases' (with three case entries), 'Recent Approved Cases' (with 'No Case with this Status'), and 'Recent Discrepant Cases' (with one case entry).

Step 2: Select Category

The screenshot displays the SBP Online Portal interface, showing the 'Initiate New Case' form. The 'Department' dropdown is now set to 'Foreign Exchange Operations Department'. The 'Category' dropdown is highlighted with a red box, and 'WEBOC' is selected. The 'Region' dropdown remains empty. The 'Proceed' button is visible at the bottom of the form. The sidebar on the left shows 'My Cases' highlighted with an orange arrow. The right sidebar shows the same case lists as in Step 1.

Step 3: Select Type

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.

Initiate New Case

Department
Foreign Exchange Operations Department

Category
WEBOC

Case Type
Select case type
Select case type
WEBOC Cases
Select case title

Region
Select region

Proceed

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Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833 Date : 2-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-841

Step 4: Select Title

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search

Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.

Initiate New Case

Department
Foreign Exchange Operations Department

Category
WEBOC

Case Type
WEBOC Cases

Case Title
Select case title
Select case title
Addition/Deletion of Branches
Approval of New EIF/Settlement of EIF/Extension of Validity of EFE/EIF
Deletion/Edit of BCA/BDA
Other
Request for Changes in ID
Request for Creation/Cancellation of ID
Transfer EFE/EIF

Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC

View All

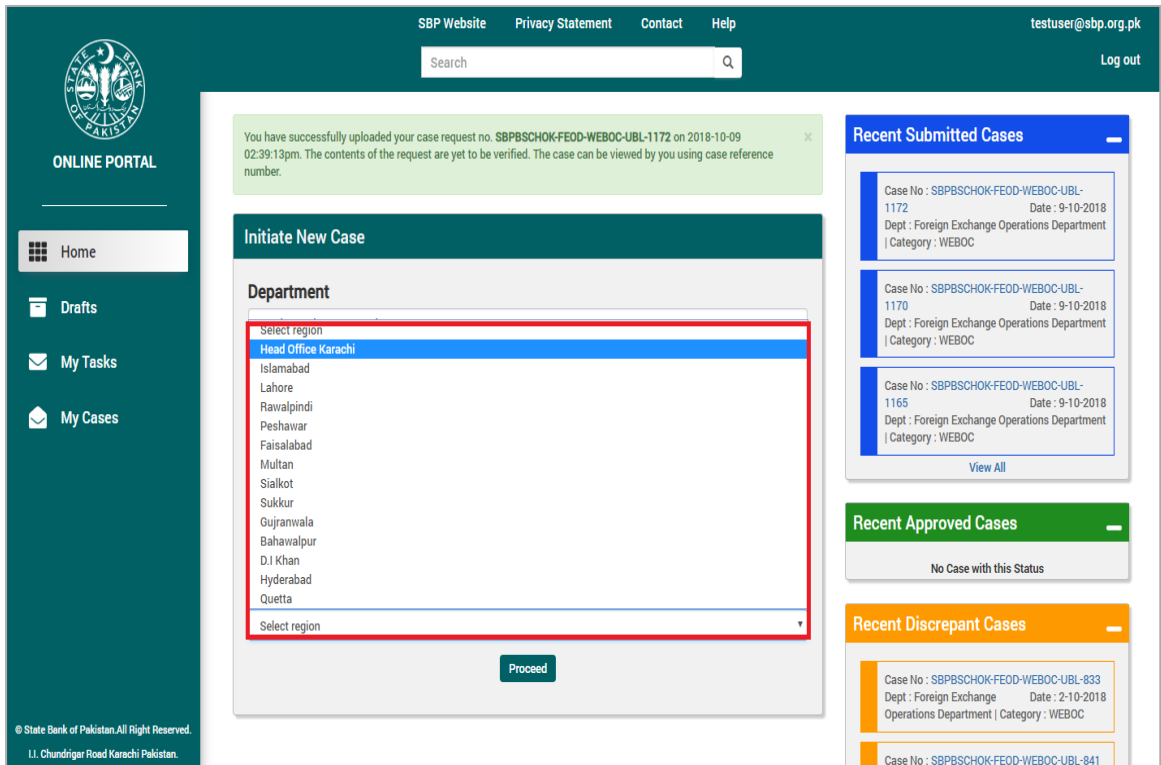
Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

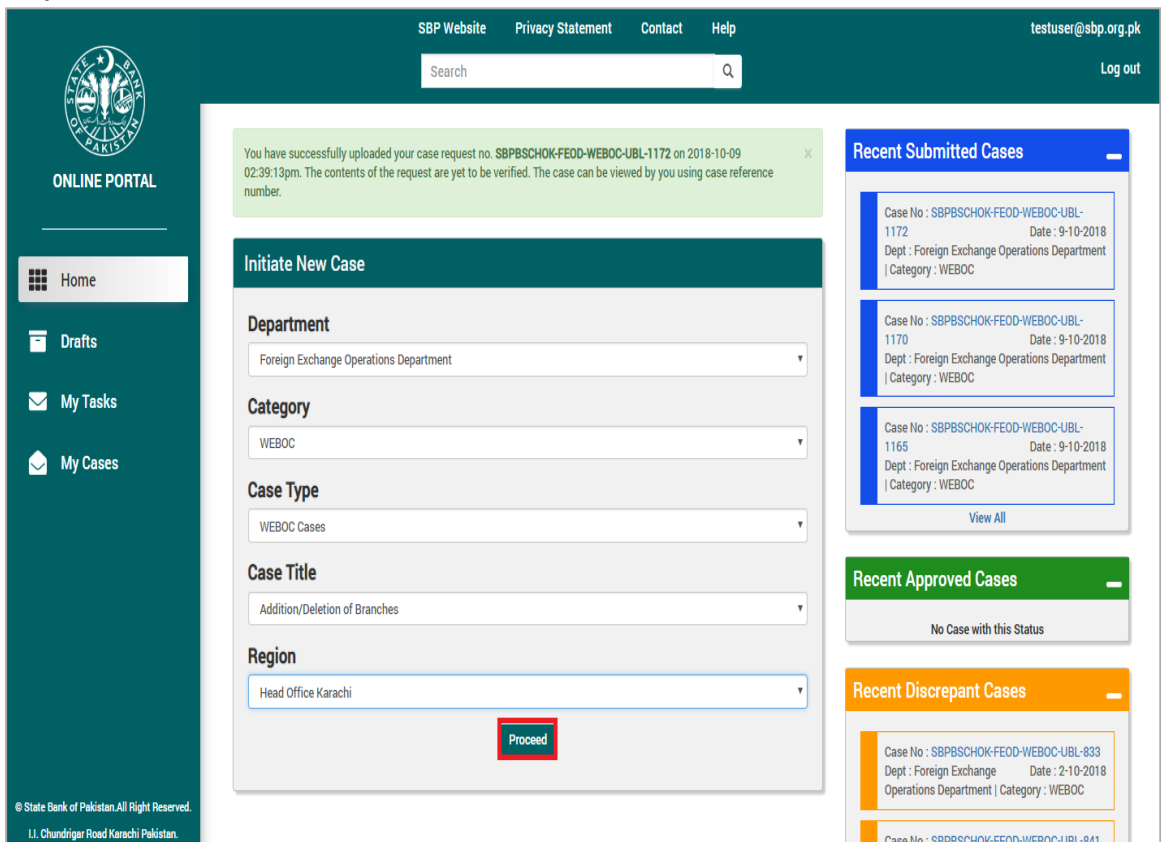
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833 Date : 2-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-841

Step 5: Select Region



The screenshot shows the SBP Online Portal interface. At the top, there is a navigation bar with links for SBP Website, Privacy Statement, Contact, and Help, along with a search bar and a user profile for testuser@sbp.org.pk. A green notification box at the top left states: "You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number." The main content area is titled "Initiate New Case" and contains a form with the following fields: Department (dropdown menu), Category (dropdown menu), Case Type (dropdown menu), Case Title (text input), and Region (dropdown menu). The Region dropdown menu is open, showing a list of regions: Head Office Karachi, Islamabad, Lahore, Rawalpindi, Peshawar, Faisalabad, Multan, Sialkot, Sukkur, Gujranwala, Bahawalpur, D.I Khan, Hyderabad, and Quetta. The "Head Office Karachi" option is highlighted in blue. A "Proceed" button is located at the bottom right of the form. On the right side of the page, there are three sections: "Recent Submitted Cases" (blue header), "Recent Approved Cases" (green header), and "Recent Discrepant Cases" (orange header). Each section contains a list of case details, including Case No., Date, Dept., and Category. An orange arrow points to the "Region" dropdown menu.

Step 6: Click Proceed



The screenshot shows the SBP Online Portal interface, similar to the previous one. The "Initiate New Case" form is now filled out with the following values: Department: Foreign Exchange Operations Department, Category: WEBOC, Case Type: WEBOC Cases, Case Title: Addition/Deletion of Branches, and Region: Head Office Karachi. The "Proceed" button at the bottom right of the form is highlighted with a red box. An orange arrow points to the "Proceed" button.

Step 7: Enter Data in Form Fields. For instruction of Field Data Type and length see black box on the right side of Field.

The screenshot shows the SBP Online Portal interface. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and 'testuser@sbp.org.pk'. A search bar is present. The left sidebar contains 'ONLINE PORTAL' and navigation links: Home, Drafts, My Tasks, and My Cases. The main content area is divided into 'Case Selection' and 'Case Form' sections.

Case Selection:

- Department: Foreign Exchange Operations Department
- Category: WEBOC
- Region: Head Office Karachi
- Case Type: WEBOC Cases
- Case Title: Addition/Deletion of Branches

Case Form:

- * Fields with * are required.
- *Branch Code: (Tooltip: Please enter an Integer between 2 and 8)
- *Branch Name:
- *City:
- *Nature of Request: Select any value (dropdown menu)
- *Phone No:
- *Recommendation of AD:
- Waiver or Special Permission:

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Step 8: Upload required documents

The screenshot shows the SBP Online Portal interface, similar to Step 7. The 'Case Form' section is now filled with data:

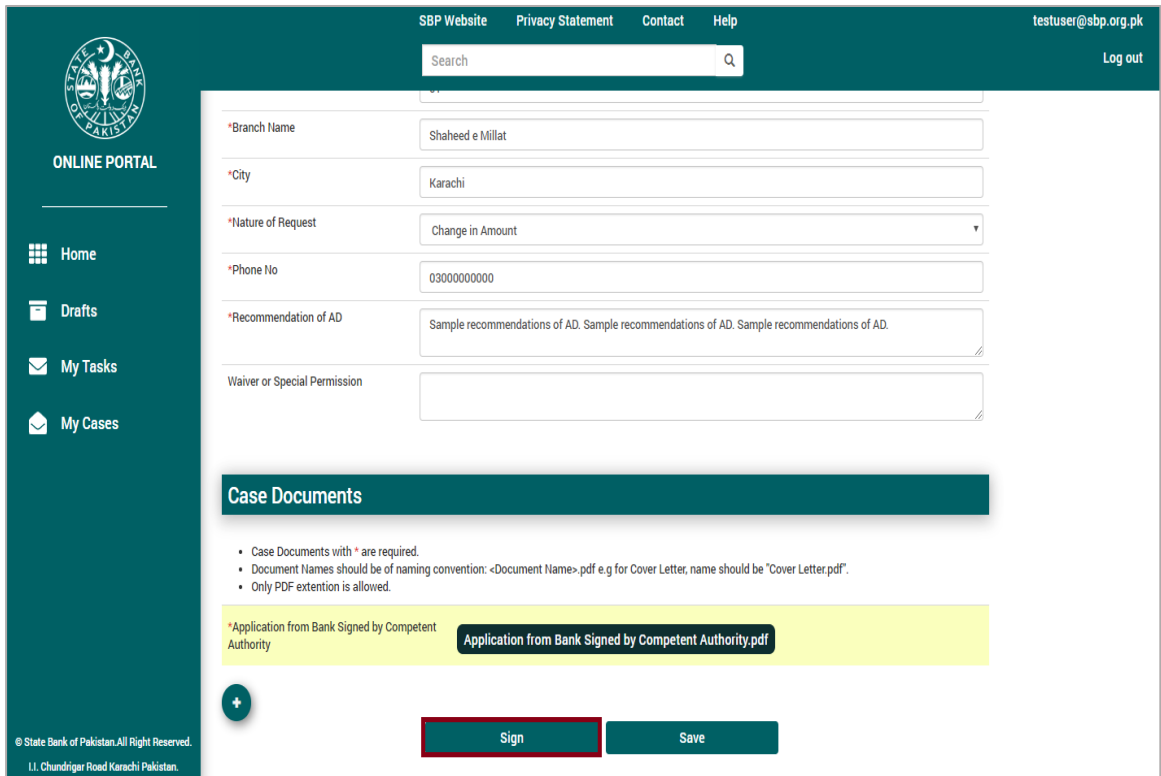
- *Branch Code: 01
- *Branch Name: Shaheed e Millat
- *City: Karachi
- *Nature of Request: Change in Amount
- *Phone No: 0300000000
- *Recommendation of AD: Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.
- Waiver or Special Permission: (Tooltip: Please enter text between 10 and 100)

Case Documents:

- * Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.
- *Application from Bank Signed by Competent Authority: (Value: Application from Bank Signed by Competent Authority.pdf)

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Step 9: Click on Sign button



SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search Q Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases

*Branch Name: Shaheed e Millat

*City: Karachi

*Nature of Request: Change in Amount

*Phone No: 03000000000

*Recommendation of AD: Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.

Waiver or Special Permission

Case Documents

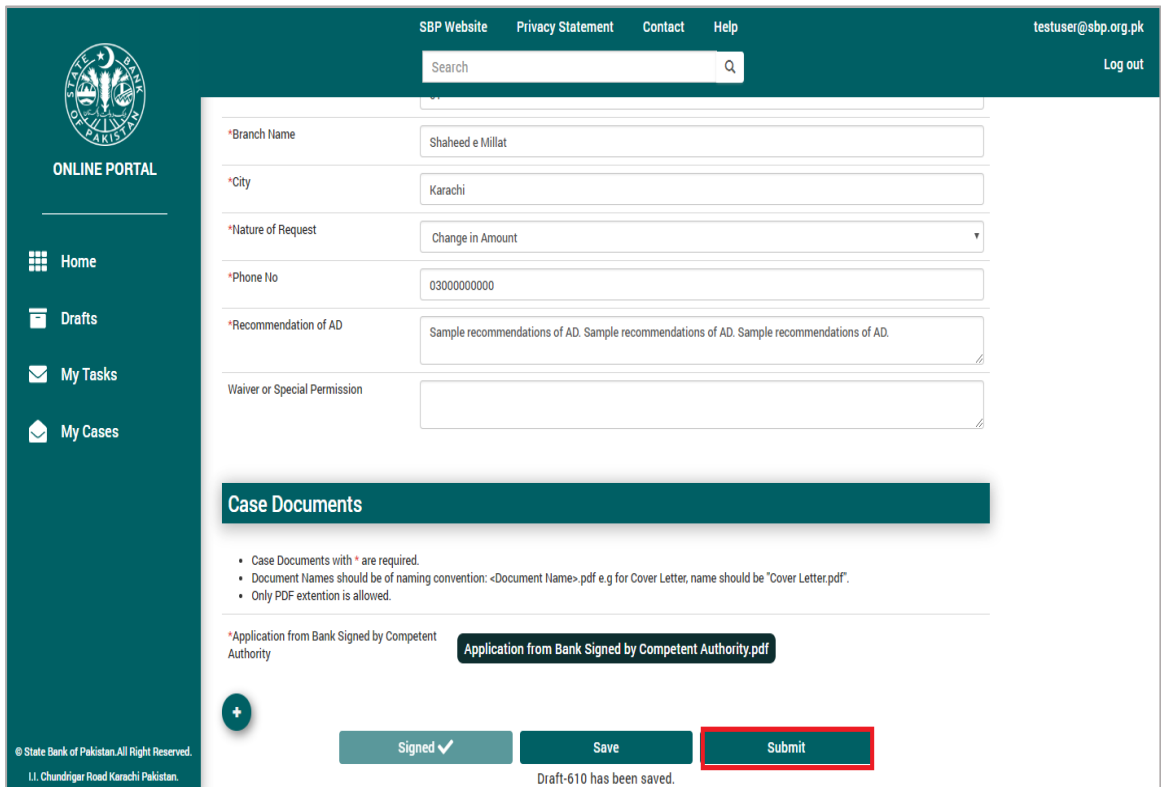
- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Application from Bank Signed by Competent Authority: Application from Bank Signed by Competent Authority.pdf

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Sign Save

Step 10: Click on Submit button



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Search Q Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases

*Branch Name: Shaheed e Millat

*City: Karachi

*Nature of Request: Change in Amount

*Phone No: 03000000000

*Recommendation of AD: Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.

Waiver or Special Permission

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Application from Bank Signed by Competent Authority: Application from Bank Signed by Competent Authority.pdf

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Signed ✓ Save **Submit**


Draft-610 has been saved.

Step 11: Request has been submitted and user redirects to dashboard



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Search Q Log out


ONLINE PORTAL

Home
Drafts
My Tasks
My Cases

You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1180 on 2018-10-09 02:45:44pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.

Initiate New Case

Department
Select department

Category
Select category

Case Type
Select case type

Case Title
Select case title

Region
Select region

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1180	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

[View All](#)

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833	Date : 2-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-841	
--	--

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3.11. Save as Draft Request

3.11.1. Functional Description

User can save Case Request as Draft at any time during case preparation. The draft case is viewable in Draft tab of dashboard.

3.11.2. Probable Errors and Possible Causes

1. User did not save his/her case therefore unable to view in Draft tab.

3.11.3. Procedure

3.11.3.1. Set-up and Initialization

User should be logged into the system.

3.11.3.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Select a case type by following above mentioned procedure.	After selection of case type, click on 'Proceed' button available on screen below the region field.	The user redirects to the create request form
2.	Enter Data	Enter data in all fields	
3.	Upload Required Documents	Click on the upload button available for each required document and select the documents from computer and upload them	The Documents has been uploaded successfully
4.	Click on 'Sign' button	Click on the 'Sign' button available at the bottom of screen	The Case Request has been digitally signed by user
5.	Click on 'Save' button	Click on the 'Save' button available at the bottom of screen	Request has been saved and Draft No. is generated at bottom of screen. Case is accessible from Draft option from side navigation.
6.	Click on Draft Tab	Click on Draft tab on side navigation.	All saved Drafts of User are shown.

3.11.4. User Interface:

Step 1: Click Proceed

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Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.

Initiate New Case

Department: Foreign Exchange Operations Department

Category: WEBOC

Case Type: WEBOC Cases

Case Title: Addition/Deletion of Branches

Region: Head Office Karachi

Proceed

Recent Submitted Cases

- Case No: SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date: 9-10-2018 Dept: Foreign Exchange Operations Department | Category: WEBOC
- Case No: SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date: 9-10-2018 Dept: Foreign Exchange Operations Department | Category: WEBOC
- Case No: SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date: 9-10-2018 Dept: Foreign Exchange Operations Department | Category: WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No: SBPBSCHOK-FEOD-WEBOC-UBL-833 Date: 2-10-2018 Dept: Foreign Exchange Operations Department | Category: WEBOC
- Case No: SBPBSCHOK-FEOD-WEBOC-UBL-841

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Step 2: Enter Data in Form Fields

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Search Q Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

Case Selection

Department: Foreign Exchange Operations Department Category: WEBOC Region: Head Office Karachi

Case Type: WEBOC Cases Case Title: Addition/Deletion of Branches

Case Form

Fields with * are required.

*Branch Code Please enter an Integer between 2 and 8

*Branch Name

*City

*Nature of Request

*Phone No

*Recommendation of AD

Waiver or Special Permission

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Step 3: Upload required documents

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Search Q

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases

Fields with * are required.

*Branch Code: 01

*Branch Name: Shaheed e Millat

*City: Karachi

*Nature of Request: Change in Amount

*Phone No: 0300000000

*Recommendation of AD: Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.

Waiver or Special Permission: Please enter text between 10 and 100

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Application from Bank Signed by Competent Authority: Application from Bank Signed by Competent Authority.pdf

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Step 4: Click on Sign button

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Search Q

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases

*Branch Name: Shaheed e Millat

*City: Karachi

*Nature of Request: Change in Amount

*Phone No: 0300000000

*Recommendation of AD: Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.

Waiver or Special Permission:

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Application from Bank Signed by Competent Authority: Application from Bank Signed by Competent Authority.pdf

+

Sign Save

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Step 5: Click on Save button. A Draft number will appear at the bottom of screen.

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Search

ONLINE PORTAL

Home Drafts My Tasks My Cases

*Branch Name Shaheed e Millat

*City Karachi

*Nature of Request Change in Amount

*Phone No 0300000000

*Recommendation of AD Sample recommendations of AD. Sample recommendations of AD. Sample recommendations of AD.

Waiver or Special Permission

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Application from Bank Signed by Competent Authority Application from Bank Signed by Competent Authority.pdf

Signed ✓ Save Submit

Draft-610 has been saved.

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Step 6: Saved drafts are accessible through Draft Tab. Further Saved Drafts can be deleted also.

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Search

ONLINE PORTAL

Home Drafts My Tasks My Cases User Management

Drafts

Search

Draft Number	Department	Category	Status	Created on	Actions
Draft-1556	Foreign Exchange Operations	WEBOC	Draft	3-01-2019	Delete
Draft-1170	Foreign Exchange Operations	Operations	Draft	15-11-2018	Delete

< >

3.12.Re-Submit Case Request

3.12.1. Functional Description

User can resubmit a discrepant case request after removing all discrepancies on the case.

3.12.2. Cautions and Warnings

1. The Document which are declined by State Bank are required to be re-attached before resubmitting the case request.
2. All instructions of Section 3.10.2 are applicable.

3.12.3. Probable Errors and Possible Causes

1. All instructions of Section 3.10.3 are applicable.

3.12.4. Procedure

3.12.4.1. Set-up and Initialization

User should be logged into the system.

3.12.4.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on 'My Tasks' or "Recent Discrepant Case" Notification Card.	Click on 'My Tasks' option in the Side Navigation Bar or Side Menu available on screen or "Recent Discrepant Case"	User has been redirects to "My Tasks" Screen where All Tasks shown in grid. Case Requests with Status = Discrepant are included in my Task
2.	Click on a Case Request where Status = Discrepant	Click on any row in the Grid shown on screen where Status = Discrepant	User is redirected to the details screen where the details of the selected Case Request displayed and all fields are editable
3.	Upload the documents that are marked discrepant.	Click on the upload button available for each declined document and select the documents from computer and upload them.	The Documents has been uploaded successfully.
4.	Enter Comments and reply to queries	Click on the comments section available at the bottom of screen	Comments/reply has been added
5.	Click on 'Sign' button	Click on the 'Sign' button available at the bottom of screen	The Case Request has been digitally signed by user

Step	Description	Navigation	Comments
6.	Click on 'Submit' button	Click on the 'Submit' button available at the bottom of screen	<p>User is Redirected to the dashboard and User prompted with message "Your request has been submitted" along with Case Request Number.</p> <p>Case status will be changed to "Re-Submitted"</p>

3.12.5. User Interface:

Step 1: Click on My Tasks or Recent Discrepant Cases

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Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks**
- My Cases

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Initiate New Case

Department
Select department

Category
Select category

Case Type
Select case type

Case Title
Select case title

Region
Select region

Proceed

Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1180 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018
Dept : Foreign Exchange Operations Department | Category : WEBOC

Step 2: Click on a Case number where Status = Discrepant

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Search

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ONLINE PORTAL

- Home
- Drafts
- My Tasks**
- My Cases

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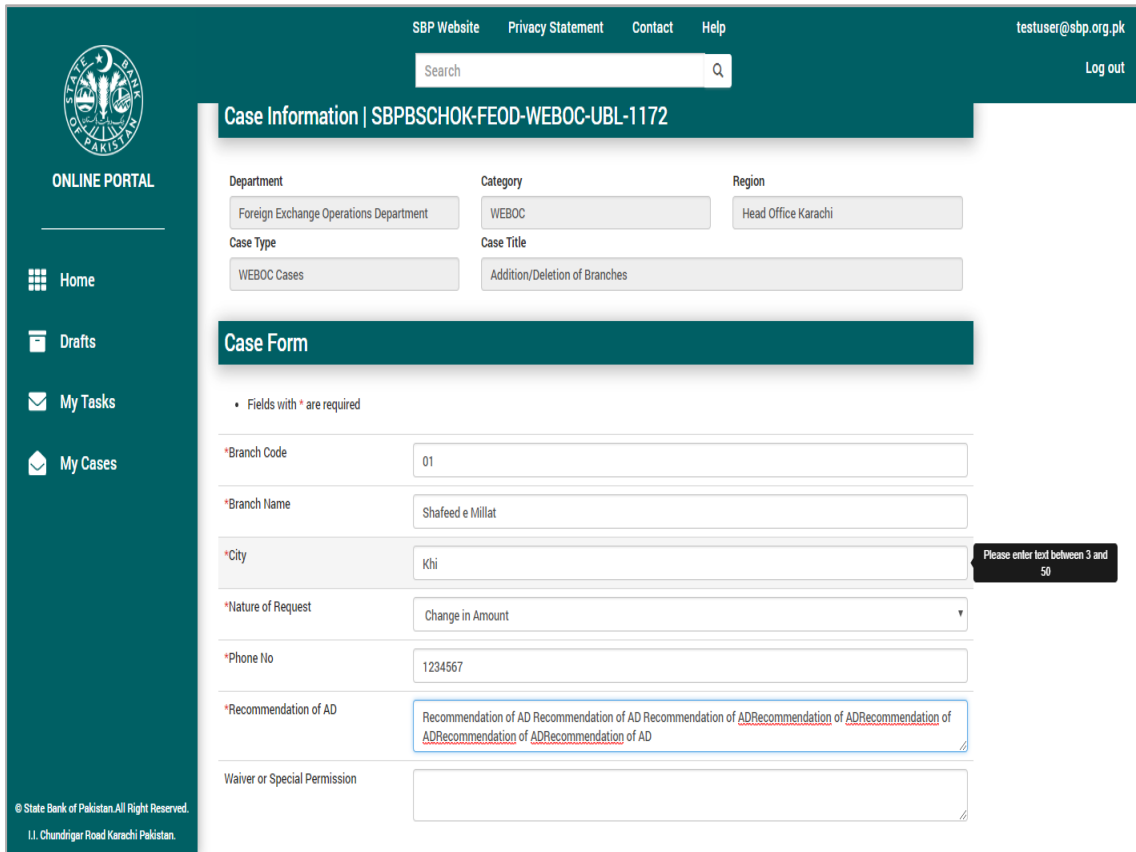
Tasks

Search

Case Number	Department	Category	Status	Created
SBPBSCHOK-FEOD-WEBOC-HBL-485	Foreign Exchange Operations Department	WEBOC	Discrepant	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-833	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-841	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-836	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-835	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-493	Foreign Exchange Operations Department	WEBOC	Discrepant	1-10-2018

< >

Step 3: Request will be opened in editable mode.



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Search Q Log out

Case Information | SBPBSCHOK-FEOD-WEBOC-UBL-1172

Department: Foreign Exchange Operations Department Category: WEBOC Region: Head Office Karachi

Case Type: WEBOC Cases Case Title: Addition/Deletion of Branches

Case Form

- Fields with * are required

*Branch Code: 01

*Branch Name: Shafeed e Millat

*City: Khi Please enter text between 3 and 50

*Nature of Request: Change in Amount

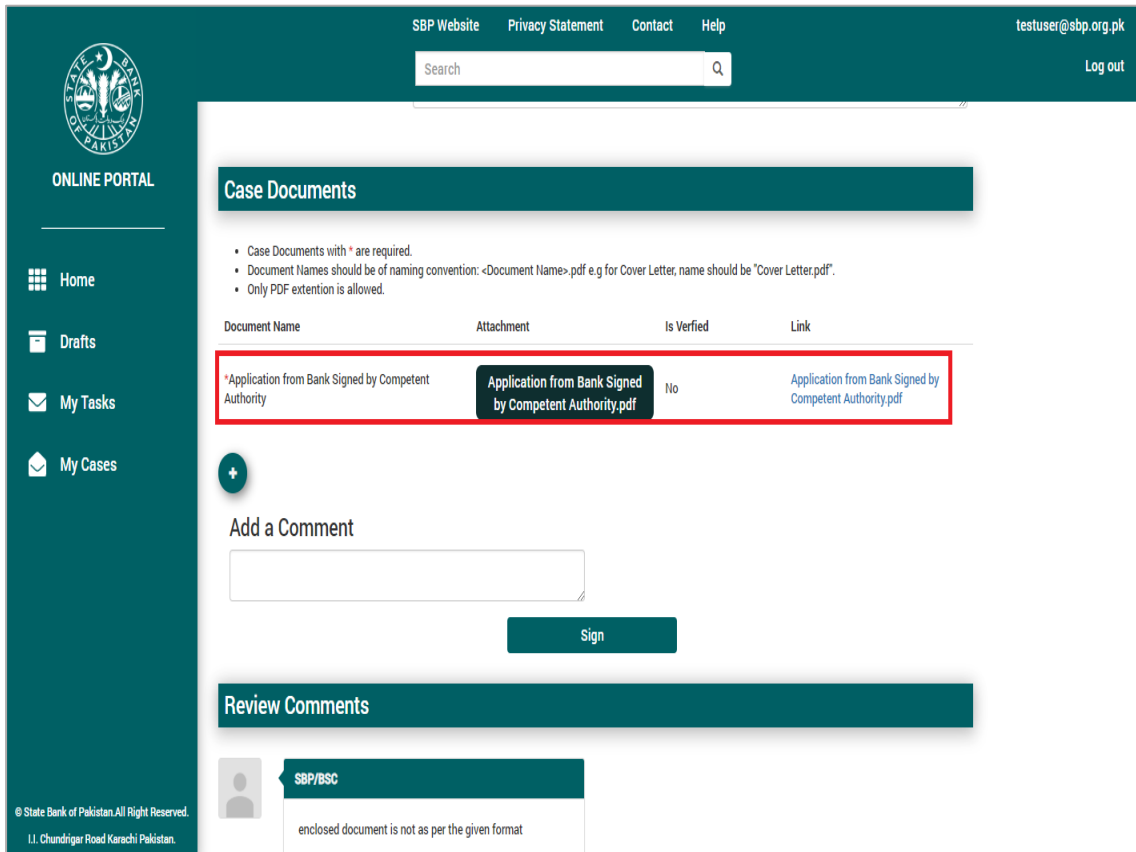
*Phone No: 1234567

*Recommendation of AD: Recommendation of AD Recommendation of AD Recommendation of ADRecommendation of ADRecommendation of ADRecommendation of AD

Waiver or Special Permission

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Step 4: Attach documents where Status = Discrepant



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Search Q Log out

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

Document Name	Attachment	Is Verified	Link
*Application from Bank Signed by Competent Authority	Application from Bank Signed by Competent Authority.pdf	No	Application from Bank Signed by Competent Authority.pdf

+ Add a Comment

Sign

Review Comments

SBP/BSC

enclosed document is not as per the given format

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Step 5: Add Comments/replies and click on Sign button

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Search Q Log out

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

Document Name	Attachment	Is Verified	Link
*Application from Bank Signed by Competent Authority		Yes	Application from Bank Signed by Competent Authority.pdf
Additional Document 1	Addendum if any.pdf	No	Additional Document 1.pdf
Additional Document 2		Yes	Additional Document 2.pdf

+ Add a Comment

1 Additional documents has been updated as per given instructions

2 Sign

Review Comments

SBP/BSC

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Step 6: Click on submit button

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Search Q Log out

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

Document Name	Attachment	Is Verified	Link
*Application from Bank Signed by Competent Authority		Yes	Application from Bank Signed by Competent Authority.pdf
Additional Document 1	Addendum if any.pdf	No	Additional Document 1.pdf
Additional Document 2		Yes	Additional Document 2.pdf

+ Add a Comment

Additional documents has been updated as per given instructions

Signed ✓ Submit

Case is signed by testuser@sbp.org.pk at 10-10-2018 15:24:34

Review Comments

SBP/BSC

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Step 7: Request has been submitted and user redirects to dashboard

The screenshot displays the SBP Online Portal dashboard. At the top, there is a navigation bar with links for SBP Website, Privacy Statement, Contact, and Help. The user is logged in as testuser@sbp.org.pk. A search bar is located in the top right. A green notification banner at the top left states: "You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1180 on 2018-10-09 02:45:44pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number." The main content area is titled "Initiate New Case" and contains several dropdown menus for Department, Category, Case Type, Case Title, and Region, followed by a "Proceed" button. On the right side, there are three panels: "Recent Submitted Cases" (blue header) listing three cases with details like Case No., Date, Dept., and Category; "Recent Approved Cases" (green header) showing "No Case with this Status"; and "Recent Discrepant Cases" (orange header) listing two cases. A left sidebar contains navigation options: Home, Drafts, My Tasks, and My Cases. The footer includes the SBP logo and text: "ONLINE PORTAL", "© State Bank of Pakistan. All Right Reserved.", and "11, Chundrigar Road Karachi Pakistan."

3.13.View Case Request and Download Decision Letter of Case

3.13.1. Functional Description

User can view case request after case has been Approved /Declined/Closed and download the Decision letter of case requests.

3.13.2. Procedure

3.13.2.1. Set-up and Initialization

User should be logged into the system.

3.13.2.2. Navigational Steps

Step	Description	Navigation	Comments
1.	Click on 'My Cases' or Recent Approved/ Recent Declined Notification Card.	Click on 'My Cases' option in the Side Navigation Bar or Side Menu available on screen	User is redirected to My Cases Screen where All Cases are shown in grid
2.	Click on a Case Request where Status = Approved/Decline/Closed	Click on any row in the Grid shown on screen where Status = Approved/Decline/Closed	User is redirected to the details screen where the details of the selected Case Type displayed where user can download the Decision Letter.
3.	Click on the "Decision Letter- Case Number"	Click on Decision Letter file link in Decision Document section	The case request Decision will be opened in new tab
4.	Right click on Decision Letter file link	Go back to application tab and right click on Decision Letter file link	
5.	Click on Save link as option	Click on save link as option available after right click	The Decision Letter file is downloaded on desired location

3.13.3. User Interface:

Step 1: Click on My Cases or Recent Approved/Recent Declined Notification Card

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Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases**

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Initiate New Case

Department
Select department

Category
Select category

Case Type
Select case type

Case Title
Select case title

Region
Select region

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1180 Date : 9-10-2018
Dept : Foreign Exchange Operations Department
Category : WEBOC

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018
Dept : Foreign Exchange Operations Department
Category : WEBOC

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018
Dept : Foreign Exchange Operations Department
Category : WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018
Dept : Foreign Exchange Operations Department
Category : WEBOC

Step 4: Click on a case number where Status = Approved

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Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases**

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Cases

Search

Case Number	Department	Category	Status	Created on
SBPBSCHOK-FEOD-WEBOC-UBL-1180	Foreign Exchange Operations Department	WEBOC	In-Process	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-1165	Foreign Exchange Operations Department	WEBOC	In-Process	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-1172	Foreign Exchange Operations Department	WEBOC	Approved	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-1170	Foreign Exchange Operations Department	WEBOC	New	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-1164	Foreign Exchange Operations Department	WEBOC	New	9-10-2018
Draft-523	Foreign Exchange Operations Department	WEBOC	Draft	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-584	Foreign Exchange Operations Department	WEBOC	In-Process	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-583	Foreign Exchange Operations Department	WEBOC	In-Process	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-833	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018

Step 7: Right Click on Decision Letter and click on Save link as. The Decision Letter will be downloaded.

The screenshot displays the SBP Online Portal interface. At the top, there is a navigation bar with links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help', along with a search bar and a 'Log out' button. The user is logged in as 'testuser@sbp.org.pk'. The main content area is divided into 'Case Documents' and 'Decision Documents' sections. In the 'Decision Documents' section, a link titled 'Draft for Approval file' is highlighted with a red box, and a right-click context menu is open over it. The menu options include 'Open link in new tab', 'Open link in new window', 'Open link in incognito window', 'Save link as...', 'Copy link address', and 'Inspect'. An orange arrow points to the 'My Cases' menu item in the left sidebar. The footer contains the text '© State Bank of Pakistan All Right Reserved.'

3.14. Search Case Request from My Cases

3.14.1. Functional Description

User can search case requests details created by him/her using Case Request Number. Administrator of a Bank can view all cases of his/her bank in read-only format.

3.14.2. Cautions and Warnings

1. The Case request number should be valid to search a case request.
2. Partial request numbers can also be used to search a case request.

3.14.3. Probable Errors and Possible Causes

1. The entered case request number does not exist.
2. The entered case request number is not created by logged in User except in case of Administrator.
3. In case of bank administrator, the entered case number does not belong to his user group.

3.14.4. Procedure

3.14.4.1. Set-up and Initialization

User should be logged into the system.

3.14.4.2. Navigational Steps:

Step	Description	Navigation	Comments
1.	Login to the SBP RAS.	Login to the SBP RAS as described in the login scenario	User is redirected to the dashboard
2.	Click on 'My Cases'	Click on 'My Cases' option in the Side Navigation Bar or Side Menu available on screen	User is redirected to My Cases Screen
3.	Enter Case Request Number in Search Box	Click on Search field available above the Case Request grid and Enter Case Request Number	Case Request Number: Case Request number generated at the time of submission
4.	Enter Keyword Search Box	Click on Search field available above the Case Request grid and Enter Case Request Number	Keyword: Keyword defined in meta data or tagged with document
5.	Click on a search record	Click on a Search record appear in grid	Application opens up the detailed Case request in a separate screen where all data will be read-only.

3.14.5. User Interface:

Step 1: Click on My Cases.

SBP Website Privacy Statement Contact Help testuser@sbp.org.pk

Search

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases**

Initiate New Case

Department: Select department

Category: Select category

Case Type: Select case type

Case Title: Select case title

Region: Select region

Proceed

Recent Submitted Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1180 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC
- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

- Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172 Date : 9-10-2018 Dept : Foreign Exchange Operations Department | Category : WEBOC

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Step 4: Enter Case request number in the search box available above my cases grid

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Search

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases**

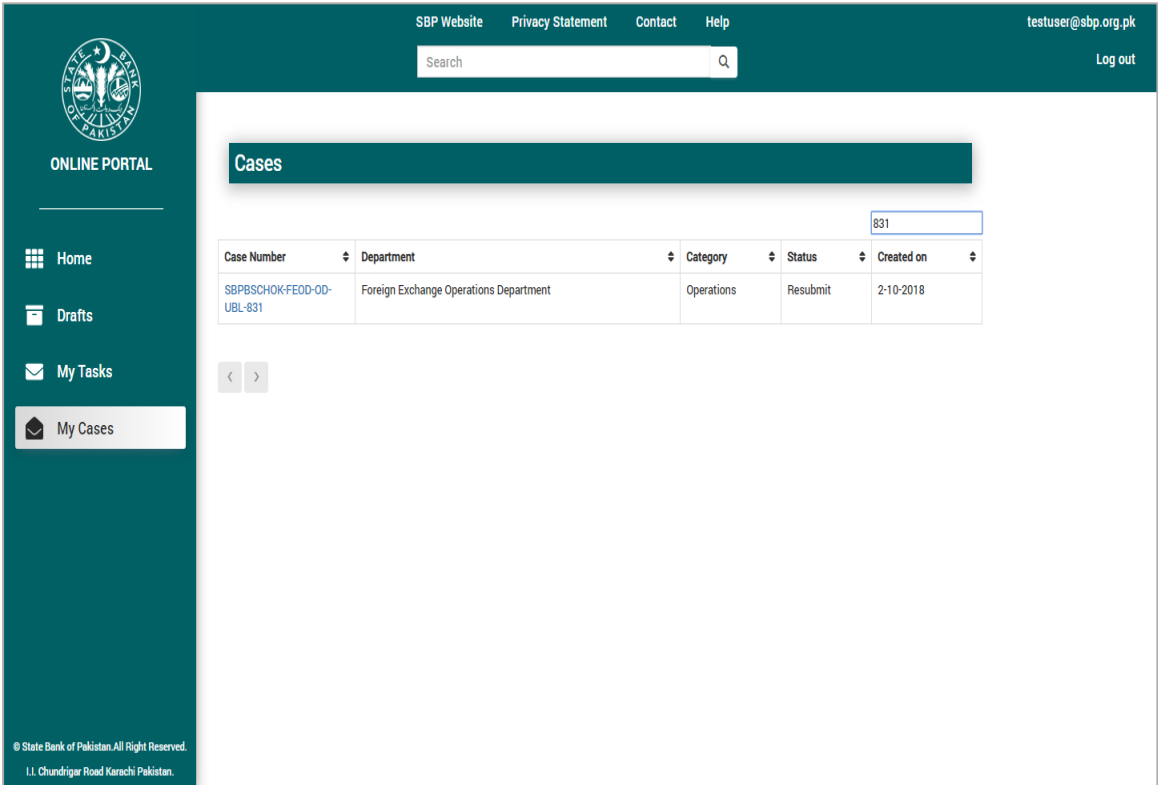
Cases

Search

Case Number	Department	Category	Status	Created on
Draft-523	Foreign Exchange Operations Department	WEBOC	Draft	9-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-584	Foreign Exchange Operations Department	WEBOC	In-Process	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-583	Foreign Exchange Operations Department	WEBOC	In-Process	1-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-833	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-841	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-836	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-WEBOC-UBL-835	Foreign Exchange Operations Department	WEBOC	Discrepant	2-10-2018
SBPBSCHOK-FEOD-OD-UBL-831	Foreign Exchange Operations Department	Operations	Resubmit	2-10-2018
Draft-202	Foreign Exchange Operations Department	WEBOC	Draft	2-10-2018
SBPBSCHOK-FEOD-FEA-UBL-781	Foreign Exchange Operations Department	F.E. Allocation	New	2-10-2018

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Step 5: Request has been searched successfully and shown in grid



The screenshot displays the SBP Online Portal interface. At the top, there are navigation links for 'SBP Website', 'Privacy Statement', 'Contact', and 'Help'. The user is logged in as 'testuser@sbp.org.pk'. A search bar is visible with the text 'Search' and a magnifying glass icon. The main content area is titled 'Cases' and shows a table with one row of data. The table has columns for 'Case Number', 'Department', 'Category', 'Status', and 'Created on'. The case number is 'SBPBSCHOKFEOD-00-UBL-831', the department is 'Foreign Exchange Operations Department', the category is 'Operations', the status is 'Resubmit', and the creation date is '2-10-2018'. A search filter '831' is applied to the Case Number column. The left sidebar contains navigation options: 'Home', 'Drafts', 'My Tasks', and 'My Cases'. An orange arrow points to the 'My Cases' option. The footer contains the text: '© State Bank of Pakistan. All Right Reserved. I.I. Chundrigar Road Karachi Pakistan.'

Case Number	Department	Category	Status	Created on
SBPBSCHOKFEOD-00-UBL-831	Foreign Exchange Operations Department	Operations	Resubmit	2-10-2018

4. Category Specific Instructions

4.1.Functional Description

In this section, instructions related to specific case categories, types and title will be described. Please note that these instructions must be read with other instructions of section 2 and 3.

4.2.Operations

User can create any case by using instructions given in Section 3.10 above. Here we will address specific issues related to each case type/title.

4.2.1.Bank Guarantees or SBLC

User can create case(s) related to BG or SBLC by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Bank Guarantees or SBLC
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form in the SBP RAS system. The form is set against a dark green header with the SBP logo and navigation links. The form fields are as follows:

- Department:** Foreign Exchange Operations
- Category:** Operations
- Case Type:** Bank Guarantees or SBLC
- Case Title:** Issuance of FCY Bank Guarantee for Performance / Advance Payment / Bid Bond (Para 24 Ch...
- Region:** Head Office Karachi

A red box highlights the 'Proceed' button at the bottom of the form. To the right of the form, there are two sections: 'Recent Submitted Cases' and 'Recent Approved Cases'. The 'Recent Submitted Cases' section shows two cases with details like Case No., Date, Dept., and Category. The 'Recent Approved Cases' section shows one case with similar details.

Banks must ensure to comply with following instructions while preparing BG or SBLC requests:

- User can create request for fresh issuance, extension, Change in Amount, etc. of BG or SBLC. Make sure that proper selection is made in “Nature of Request” field.
- In case of Extension, Change in Amount etc. details of all previous BGs or SBLC are required. User can input data of latest Extension, Change in Amount etc. in Form Fields however, in case more than one extension, Change in amount etc. have been made previously details of all such changes are required as per format given at Annexure M. This format must be signed, scanned and attached while submitting case as “Detail of

Previous Bank Guarantees". This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

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Search Q Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

Reference of Clause of Agreement

*Total Contract Amount

Reference of Clause

*Security Arrangement

*Reference of FE Instruction

*Recommendation of AD

Waiver or Special Permission

Last BG or SBLC No

BG or SBLC Issuance Date mm/dd/yyyy

Last BG or SBLC Expiry Date mm/dd/yyyy

BG or SBLC SBP Approval No

BG or SBLC Approval Date mm/dd/yyyy

BG or SBLC Claim Lodged Select any value

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Search Q Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

*Format of BG or SBLC Choose File

Copy of Issued BG or SBLC Choose File

Beneficiary Request Choose File

No Claim Certificate Choose File

Previous SBP Approval Choose File

Certificate of Incorporation Choose File

Pattern of Share Holding Choose File

Detail of Previous Bank Guarantees Choose File

Additional Document 1 Choose File

+ Sign Save

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4.2.2. Commercial Remittances

User can create case(s) related to Commercial Remittances by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Commercial Remittance
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' interface on the SBP RAS portal. The form includes the following fields:

- Department:** Foreign Exchange Operations
- Category:** Operations
- Case Type:** Commercial Remittances
- Case Title:** Business Management Fee
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. To the right, the 'Recent Submitted Cases' section lists three cases:

- Case No: SBPBSCHOK-FEOD-GS-HBL-3456
Dept: Foreign Exchange Operations Date: 9/01/2019
Category: Government Schemes
- Case No: SBPBSCHOK-FEOD-GS-HBL-3375
Dept: Foreign Exchange Operations Date: 8/01/2019
Category: Government Schemes
- Case No: SBPBSCHOK-FEOD-GS-HBL-3373
Dept: Foreign Exchange Operations Date: 8/01/2019
Category: Government Schemes

The 'Recent Approved Cases' section lists two cases:

- Case No: SBPBSCLSB-FEOD-00-HBL-1772
Dept: Foreign Exchange Date: 15/11/2018
Operations | Category: Operations
- Case No: SBPBSCLHR-FEOD-00-HBL-1578
Dept: Foreign Exchange Date: 13/11/2018
Operations | Category: Operations

Banks must ensure to comply with following instructions while preparing Commercial Remittances requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Applicant and Beneficiary Brief Profile
 - ❖ Relationship between applicant and beneficiary
 - ❖ Purpose of Agreement
 - ❖ Nature and Scope of Services
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
- System cannot validate different amounts given in Form Fields such as Requested Amount, Invoice Amount, PO Amount, Contract Amount etc. User must carefully write these values in the respective fields and verify them prior to submission of case(s). Common mistakes in regard can be as following:
 - ❖ Invoice Amount is greater than PO Amount.
 - ❖ Invoice amount, Contract amount is less than requested amount etc.
- Tax rate must be carefully written in respective form field. Tax rate must written as 12.5 and not as 12.5% or 0.125. If tax is exempted write 0.0 as tax rate.

4.2.3. Designation & Acknowledgement

User can create case(s) related to Designation and Acknowledgement by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Designation & Acknowledgement
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form in the SBP RAS system. The form is titled 'Initiate New Case' and contains the following fields:

- Department:** Foreign Exchange Operations
- Category:** Operations
- Case Type:** Designation & Acknowledgement
- Case Title:** Royalty & Technical Assistance Agreements
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. To the right of the form, there are two sections: 'Recent Submitted Cases' and 'Recent Approved Cases'. The 'Recent Submitted Cases' section lists three cases with their respective Case No., Dept., Date, and Category. The 'Recent Approved Cases' section lists two cases with their respective Case No., Dept., Date, and Category.

Banks must ensure to comply with following instructions while preparing Designation & Acknowledgment requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Applicant and Beneficiary Brief Profile
 - ❖ Relationship between applicant and beneficiary
 - ❖ Brief of licensed products or services of the company
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
 - ❖ Acknowledgement Type
 - ❖ Rate of Royalty
- In case of Extension in Acknowledgement or Addendum in Agreement details of all previous Extensions and addendums are required. User can input data of latest Acknowledgement and Addendum in Form Fields however, in case more than one Acknowledgement and Addendum have been made previously details of all such changes are required as per format given at Annexure N or P. This format must be signed, scanned and attached while submitting case as “Detail of Addendums and Extensions”.

This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

The screenshot shows the SBP Online Portal interface. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and a search bar. The user is logged in as 'demo3.lahore@bank.com.'. The left sidebar contains the 'ONLINE PORTAL' logo and navigation menu items: Home, Drafts, My Tasks, My Cases, and User Management. The main content area is a form with the following fields: Agreement Date (mm/dd/yyyy), Validity Period of Agreement, Rate of Royalty or License Fee, Reference Clause of Agreement, Total Number of Extensions, SBP Extension Approval No, SBP Extension Approval Date (mm/dd/yyyy), Total Number of Addendums, SBP Addendum Approval No, SBP Addendum Approval Date (mm/dd/yyyy), Payment remitted so far since last acknowledgment, and Down Payment If Any (Select any value). A red bracket highlights the 'Total Number of Extensions', 'SBP Extension Approval No', 'SBP Extension Approval Date', 'Total Number of Addendums', and 'SBP Addendum Approval No' fields.

The screenshot shows the 'Case Documents' section of the SBP Online Portal. The top navigation bar and sidebar are identical to the previous screenshot. The main content area has a title 'Case Documents' and a list of instructions: 'Case Documents with * are required.', 'Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".', and 'Only PDF extension is allowed.'. Below the instructions is a list of document types, each with a 'Choose File' button: *Applicant Request, *Agreement, *Detail of Addendums and Extensions, Addendum if any, *Appendix V 52, Appendix V 53 - Auditors Certified, Previous SBP Approval, and Certificate of Incorporation. A red bracket highlights the *Agreement, *Detail of Addendums and Extensions, and Addendum if any rows.

4.2.4. Exchange Entitlement Certificate

User can create case(s) related to EEC by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Exchange Entitlement Certificate
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form in the SBP RAS system. The form fields are: Department (Foreign Exchange Operations), Category (Operations), Case Type (Exchange Entitlement Certificate), Case Title (Equity Related Cases), and Region (Head Office Karachi). A 'Proceed' button is located at the bottom of the form. The form is highlighted with a red bracket. To the right, there are sections for 'Recent Submitted Cases' and 'Recent Approved Cases'.

Banks must ensure to comply with following instructions while preparing EEC requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Type of Industry
 - ❖ Name of Lender/Parent Company/Supplier
 - ❖ SBP Registration No
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
- EEC cases are complex in nature and may require longer time for processing. Therefore banks must scrutinize the cases prior to its submission. Further, banks must convey to their clients that EEC cases require more time than normal cases.

4.2.5.Export Related Cases

User can create case(s) related to Export by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Export Related Case
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form on the SBP RAS portal. The form fields are: Department (Foreign Exchange Operations), Category (Operations), Case Type (Export Related Cases), Case Title (Permission for Refund of Advance Payment), and Region (Head Office Karachi). A 'Proceed' button is at the bottom. To the right, there are sections for 'Recent Submitted Cases' and 'Recent Approved Cases'.

Banks must ensure to comply with following instructions while preparing Export Related Case requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Exporter and Importer Brief Profile
 - ❖ Relationship between applicant and beneficiary
 - ❖ Reason of Non-Utilization of Advance Payment
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
- In case FEOD approval is required for more than one Advance Payment in a single request or multiple shipments have been made against a single or multiple Advance Payment(s) the information in following Form Fields should be provided as per following instruction:
 - ❖ Sum of All APV Amount: Provide sum of all APVs for which request has been made.
 - ❖ Total Number of APVs: Provide number of APVs for which request has been made.
 - ❖ APV Numbers: Provide all APV numbers in this text field in a comma separated format e.g. APVSBP001, APVSBP002... (Extra care must be exercised to provide this information as data will be used for reports)

- ❖ E-Form Numbers: Provide details of all E-Forms used against APVs in a comma separated format e.g. SBP-2019-1234567890, SBP-2018-4567891230..... (Extra care must be exercised to provide this information as data will be used for reports).

- System cannot validate different amounts given in Form Fields. User must carefully write these values in the respective fields and verify them prior to submission of case(s). Common mistakes in regard can be as following:
 - ❖ Amount requested for utilization or refund is greater than Total Unutilized amount of APVs.
- Since all data regarding utilization of APVs cannot be captured in Form Fields, therefore utilization information is required as per format given at Annexure O. This format must be signed, scanned and attached while submitting case as “Details of All APVs”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:

4.2.6.Import Related Cases

User can create case(s) related to Import by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Import Related Case
- Case Title: Import Open Account
- Region: Head Office Karachi.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP RAS system. The form fields are: Department (Foreign Exchange Operations), Category (Operations), Case Type (Import Related Cases), Case Title (Open Account Imports), and Region (Head Office Karachi). A 'Proceed' button is located at the bottom of the form. The page also features a sidebar with 'ONLINE PORTAL' and navigation links (Home, Drafts, My Tasks, My Cases, User Management). On the right, there are two panels: 'Recent Submitted Cases' and 'Recent Approved Cases', each showing a list of cases with details like Case No., Dept., Date, and Category.

Banks must ensure to comply with following instructions while preparing Import Open Account requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Importer Brief Profile
 - ❖ GD Information
 - ❖ Transport Document Information
 - ❖ EIF Information
 - ❖ Commodity Information
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
- System cannot validate different amounts given in Form Fields. User must carefully write these values in the respective fields and verify them prior to submission of case(s). Common mistakes in regard can be as following:
 - ❖ Amount requested is greater than Invoice amount or assessed value.

4.2.7. Private Remittances

User can create case(s) related to Private Remittances by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Operations
- Case Type: Private Remittance
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP RAS system. The form fields are: Department (Foreign Exchange Operations), Category (Operations), Case Type (Private Remittances), Case Title (Remittance relating to Medical Expenses), and Region (Head Office Karachi). A 'Proceed' button is located at the bottom of the form. The page also features a sidebar with 'ONLINE PORTAL' and navigation links, and two side panels: 'Recent Submitted Cases' and 'Recent Approved Cases'.

Banks must ensure to comply with following instructions while preparing Private Remittances requests:

- Provide clear and elaborate information in all field especially in important field such as:
 - ❖ Applicant and Beneficiary Brief Profile
 - ❖ Relationship between applicant and beneficiary
 - ❖ Purpose of Agreement
 - ❖ Nature and Scope of Services
 - ❖ Reference of FE Instructions
 - ❖ Recommendation of AD
- System cannot validate different amounts given in Form Fields such as Requested Amount, Invoice Amount, PO Amount, Contract Amount etc. User must carefully write these values in the respective fields and verify them prior to submission of case(s). Common mistakes in regard can be as following:
 - ❖ Invoice Amount is greater than PO Amount.
 - ❖ Invoice amount, Contract amount is less than requested amount etc.
- Tax rate must be carefully written in respective form field. Tax rate must written as 12.5 and not as 12.5% or 0.125. If tax is exempted write 0.0 as tax rate.

4.3.FE Overdue Monitoring and Enforcement

Case requests pertaining to Export Overdues, Import Advance Payment and Exchange Gain are available for selection under “FE Overdue Monitoring and Enforcement” category.

4.3.1.Export Overdue Cases

Cases specific to export Overdues i.e. Submission of Pre-Adjudication Information, Submission of PRC & other allied requests are available under “Export Overdue Cases” type.

4.3.1.1. Adjustment of Overdue Cases against Advance Payment

User can create case(s) related to adjustment of export overdue cases with advance payment by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Adjustment of Overdue Cases against Advance Payment
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Export Overdue Cases), Case Title (Adjustment of Overdue Cases against Advance Payment), and Region (Head Office Karachi). A 'Proceed' button is highlighted with a red box. To the right, there are sections for 'Recent Submitted Cases' and 'Recent Approved Cases'.

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit single request for the adjustment of export overdue bills of an exporter where Advance Payments are received from single remitter. In case of multiple remitters, separate case requests needs to be submitted to FEOD.
- Total Advance Payment Received in Equiv. USD, Total Number of Advance Payment Vouchers and their Total Un-utilized Amount in Equiv. USD will be provided in the respective form field. APV Numbers in proper format separated by “,” will be provided in the field “APV Numbers”.

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Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

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*Remitter Country

Sum of all APV Amount

*Total Number of APVs

APV Numbers

*Total Un Utilized Balance of APV

*Total No of E Forms

*E Form Numbers

*Total Outstanding Amount

*Recommendation of AD

Waiver or Special Permission

➤ The format for “Details of APVs” is given at Annexure ‘A’. This format must be signed, scanned and attached while submitting case as “Details of APV”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

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Search

Log out

ONLINE PORTAL

- Home
- Drafts
- My Tasks
- My Cases
- User Management

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Applicant Request

*Undertaking from the Exporter

*Details of All APVs

*Details of E-Forms

*E-Forms

*GD Forms

*Commercial Invoices

- Total No. of E-Forms and their Outstanding Amount in Equiv. USD will be provided in the respective form fields. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form No”.

The screenshot shows the SBP Online Portal interface. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and a user email 'abladmin1@bank.com.pk'. A search bar is present. The left sidebar contains 'ONLINE PORTAL' with menu items: Home, Drafts, My Tasks, My Cases, and User Management. The main content area is a form with the following fields:

- *Remitter Country: Select any value (dropdown)
- *Sum of all APV Amount: Text input
- *Total Number of APVs: Text input
- *APV Numbers: Text input
- *Total Un Utilized Balance of APV: Text input
- *Total No of E Forms: Text input (highlighted with a red bracket)
- *E Form Numbers: Text input (highlighted with a red bracket)
- *Total Outstanding Amount: Text input
- *Recommendation of AD: Text input
- Waiver or Special Permission: Text input

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- The format for “Details of E-Forms” is given at Annexure ‘B’. This format must be signed, scanned and attached while submitting case as “Details of E-Forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

The screenshot shows the 'Case Documents' section of the SBP Online Portal. The top navigation bar is identical to the previous screenshot. The left sidebar is also identical. The main content area has a header 'Case Documents' and a list of documents to be uploaded:

- *Applicant Request: Choose File
- *Undertaking from the Exporter: Choose File
- *Details of All APVs: Choose File
- *Details of E-Forms: Choose File (highlighted with a red box)
- *E-Forms: Choose File
- *GD Forms: Choose File
- *Commercial Invoices: Choose File

 The footer contains 'State Bank of Pakistan. All Right Reserved. 11, Chundrigar Road Karachi Pakistan.'

4.3.1.2. Closure of E-Form in EORS or WEBOC

User can create case(s) related to closure of E-Forms from EORS by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Closure of E-Form from EORS or WeBOC
- Region: Head Office Karachi

The same is shown in following screen shot:

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Initiate New Case

Department
Foreign Exchange Operations

Category
FE Overdue Monitoring and Enforcement

Case Type
Export Overdue Cases

Case Title
Closure of E-Form from EORS or WeBOC

Region
Head Office Karachi

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FEOD-WEBOC-ABL-3101 Date : 2/01/2019
Dept : Foreign Exchange Operations | Category : WEBOC

Case No : SBPBSCLHR-FEOD-FEOME-ABL-1368 Date : 9/11/2018
Dept : Foreign Exchange Operations | Category : FE Overdue Monitoring and Enforcement

Case No : SBPBSISB-FEOD-WEBOC-ABL-1366 Date : 9/11/2018
Dept : Foreign Exchange Operations | Category : WEBOC

[View All](#)

Recent Approved Cases

Case No : SBPBSCHOK-FEOD-OD-ABL-1237
Dept : Foreign Exchange Date : 10/10/2018
Operations | Category : Operations


Recurring Case

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit single request for the closure of export overdue bills of an exporter where shipments are send to same foreign buyer. In case of different foreign buyers, separate case requests needs to be submitted to FEOD.
- Total No. of E-Forms, Outstanding Amount in Equiv. USD and Total Requested Write-off amount in Equiv. USD will be provided in the respective form fields. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form Numbers”.
- The format for “Details of E-Forms” is given at Annexure ‘B’. This format must be signed, scanned and attached while submitting case as “Details of E-Forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

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*Importer Name

*Destination Country

*Total No of E Forms

*E Form Numbers

*Outstanding Amount of E Form

*Requested Write Off Amount


*Reason for Write Off of Export Bills

*Recommendation of AD

Waiver or Special Permission

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Applicant Request

*Details of E-Forms

*E Form

*GD Form

*Commercial Invoice

*Transport Document

Bill of Entry

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4.3.1.3. Extension in Realization Period of E Forms

User can create case(s) related to Extension in Realization Period of E-Forms by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Extension in Realization Period of E Forms
- Region: Head Office Karachi

The same is shown in following screen shot:


The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Export Overdue Cases), Case Title (Extension in Realization Period of E Forms), and Region (Head Office Karachi). A 'Proceed' button is at the bottom. To the right, there are sections for 'Recent Submitted Cases' and 'Recent Approved Cases'.

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit single request for the extension in realization of E-Forms of an exporter where shipments are sent to same foreign buyer. In case of different foreign buyers, separate case requests needs to be submitted to FEOD.
- Total No. of E-Forms and their Outstanding Amount in Equiv. USD will be provided in the respective form fields. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form Number”.
- The format for “Details of E-Forms” is given at Annexure ‘B’. This format must be signed, scanned and attached while submitting case as “Details of E-Forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

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*Applicant Brief Profile	<input type="text"/>
*Applicant Email ID	<input type="text"/>
*Importer Name	<input type="text"/>
*Destination Country	Select any value <input type="button" value="v"/>
*Total No of E Forms	<input type="text"/>
*E Form Numbers	<input type="text"/>
*Outstanding Amount of E Form	<input type="text"/>
*Month of Reporting of E Form in EORS	mm/dd/yyyy <input type="text"/>
*Reason for Delay in Repatriation of Exports Proceeds	<input type="text"/>
*Extension Required Till Date	mm/dd/yyyy <input type="text"/>
*Recommendation of AD	<input type="text"/>

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- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Applicant Request	<input type="button" value="Choose File"/>
*Details of E-Forms	<input type="button" value="Choose File"/>
*E Form	<input type="button" value="Choose File"/>
*GD Form	<input type="button" value="Choose File"/>
*Commercial Invoice	<input type="button" value="Choose File"/>
*Transport Document	<input type="button" value="Choose File"/>
Correspondence with foreign buyer	<input type="button" value="Choose File"/>
Credential Report of foreign buyer	<input type="button" value="Choose File"/>

4.3.1.4. Modification in EORS

User can create case(s) related to Modifications in EORS by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Modification of EORS
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form on the SBP Online Portal. The form fields are as follows:

- Department:** Foreign Exchange Operations
- Category:** FE Overdue Monitoring and Enforcement
- Case Type:** Export Overdue Cases
- Case Title:** Modification in EORS
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. The right sidebar shows 'Recent Submitted Cases' and 'Recent Approved Cases'.

Recent Submitted Cases:

- Case No : SBPBSCHOK-FEOD-WEBOC-ABL-3101 Date : 2/01/2019
Dept : Foreign Exchange Operations | Category : WEBOC
- Case No : SBPBSCLHR-FEOD-FEOME-ABL-1368 Date : 9/11/2018
Dept : Foreign Exchange Operations | Category : FE Overdue Monitoring and Enforcement
- Case No : SBPBSISB-FEOD-WEBOC-ABL-1366 Date : 9/11/2018
Dept : Foreign Exchange Operations | Category : WEBOC

Recent Approved Cases:

- Case No : SBPBSCHOK-FEOD-OD-ABL-1237 Date : 10/10/2018
Dept : Foreign Exchange Operations | Category : Operations

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit single request for the modification of E-Forms pertaining to V-20/V-21 statement of a particular reporting month. In case misreporting pertains to different reporting months, separate case requests needs to be submitted to FEOD.
- Total No. of E-Forms against which details have been misreported by the bank in EORS will be provided in respective field. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form Numbers”
- The format for “Details of Modifications Required” is given at Annexure ‘C’. This format must be signed, scanned and attached while submitting case as “Details of Modifications Required”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shots are given below:

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Case Form

- Fields with * are required.

*Number of modifications required	
*E Form Numbers	
*Month of Reporting of E Form in EORS	mm/dd/yyyy
*Recommendation of AD	
Waiver or Special Permission	

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Details of Modifications Required	<input type="button" value="Choose File"/>
*E Form	<input type="button" value="Choose File"/>
*GD Form	<input type="button" value="Choose File"/>
Commercial Invoice	<input type="button" value="Choose File"/>
Transport Document	<input type="button" value="Choose File"/>
V11 Statement	<input type="button" value="Choose File"/>
FEA Court Consent or Decision	<input type="button" value="Choose File"/>

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4.3.1.5. Re-Import of Exported Goods

User can create case(s) related to Re-import of Exported Goods where E-Form has already been reported to FEOD as Export Overdue in V-20 Statement by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Re-Import of Exported Goods
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Export Overdue Cases), Case Title (Re-Import of Exported Goods), and Region (Head Office Karachi). A 'Proceed' button is at the bottom. To the right, there are sections for 'Recent Submitted Cases' and 'Recent Approved Cases'.

Case No	Date	Dept	Category
SBPBSCHOK-FEOD-WEBOC-ABL-3101	2/01/2019	Foreign Exchange Operations	WEBOC
SBPBSCLHR-FEOD-FEOME-ABL-1368	9/11/2018	Foreign Exchange Operations	FE Overdue Monitoring and Enforcement
SBPBSISB-FEOD-WEBOC-ABL-1366	9/11/2018	Foreign Exchange Operations	WEBOC
SBPBSCHOK-FEOD-OD-ABL-1237	10/10/2018	Foreign Exchange Operations	Operations


Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit single request for the Re-import of Exported Goods of an exporter where shipments were returned by same foreign buyer. In case shipments were returned by different foreign buyers, separate case requests needs to be submitted to FEOD.
- Total No. of E-Forms and their Outstanding Amount in Equiv. USD will be provided in the respective form fields. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form Numbers”

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*Importer Name	<input type="text"/>
*Destination Country	Select any value
*Total No of E Forms	<input type="text"/>
*E Form Numbers	<input type="text"/>
*Outstanding Amount of E Form	<input type="text"/>
*Reason of Re import of goods	<input type="text"/>
*Total Number of Bill of Entry	<input type="text"/>
*Bill of Entry Numbers	<input type="text"/>
*Value of Goods Called back	<input type="text"/>
*Recommendation of AD	<input type="text"/>
Waiver or Special Permission	<input type="text"/>

- The format for “Details of E-Forms” is given at Annexure ‘B’. This format must be signed, scanned and attached while submitting case as “Details of E-Forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Applicant Request	Choose File
*Details of E-Forms	Choose File
*E Form	Choose File
*GD Form	Choose File
*Commercial Invoice	Choose File
*Transport Document	Choose File
Bill of Entry	Choose File

- Total No. of Bill of Entry and their Total Value of Called Back Goods in Equiv. USD will be provided in the respective form fields. All Bill of Entry Numbers in proper format and separated by “,” will be provided in the field “Bill of Entry Numbers”.

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*Importer Name

*Destination Country

*Total No of E Forms

*E Form Numbers

*Outstanding Amount of E Form

*Reason of Re import of goods

*Total Number of Bill of Entry

*Bill of Entry Numbers

*Value of Goods Called back

*Recommendation of AD

Waiver or Special Permission

- The format for details of Goods Called Back is given at Annexure ‘D’. This format must be signed, scanned and attached while submitting case as “Details of Goods Called Back”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Applicant Request	<input type="button" value="Choose File"/>
*Detail of Goods Called Back	<input type="button" value="Choose File"/>
*E Form	<input type="button" value="Choose File"/>
*GD Form	<input type="button" value="Choose File"/>
*Commercial Invoice	<input type="button" value="Choose File"/>
*Transport Document	<input type="button" value="Choose File"/>
*Bill of Entry	<input type="button" value="Choose File"/>

4.3.1.6. Reply to Show Cause Notice by FEOD to AD

User can give reply to any show-cause notice issued by FEOD by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Reply to Show Cause Notice Issued by FEOD to AD
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to submit reply to any show cause notice issued by FEOD within time specified in the show cause letter.
- Reply to the Show Cause Notice must be properly signed, scanned and attached as "Reply to Show Cause Notice Issued by FEOD". Screen shot is given below:

4.3.1.7. Submission of PRC of EOD Cases

User can submit PRC of realized export overdue cases to FEOD by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Submission of PRC of EOD Cases
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Export Overdue Cases), Case Title (Submission of PRC of EOD Cases), and Region (Head Office Karachi). A 'Proceed' button is highlighted at the bottom. To the right, there are three summary boxes: 'Recent Submitted Cases' (No Case with this Status), 'Recent Approved Cases' (listing two cases with details like Case No, Date, Dept, and Category), and 'Recent Discrepant Cases' (No Case with this Status). The left sidebar shows navigation options like Home, Drafts, My Tasks, My Cases, and User Management.

Banks must ensure to comply with following instructions while preparing the case:

- ADs can submit multiple PRCs against multiple outstanding E-Forms of an exporter. However, in case PRCs are of different exporters, separate case will be submitted to FEOD.
- Total No. of Realized E-Forms and their Total Realized Value in Equiv. USD will be provided in the respective form fields. All E-Form Numbers in proper format and separated by “,” will be provided in the field “E-Form Numbers”.
- The format for “Details of Realized E-Forms” is given at Annexure ‘E’. This format must be signed, scanned and attached while submitting case as “Details of Realized E-Forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:



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Case Type

Case Title

Export Overdue Cases

Submission of PRC of EOD Cases

Case Form

• Fields with * are required.

*Exporter Name

*NTN of Exporter

*Business Address

*Total Number of Realized E-Forms

*E Form Numbers

*Total Realized Amount in Equiv USD

4.3.1.8. Submission of Pre-Adjudication Information of EOD Cases

User can submit Pre-Adjudication Information of export overdue cases to FEOD by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Export Overdue Cases
- Case Title: Submission of Pre-Adjudication Information of EOD Cases
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form on the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Export Overdue Cases), Case Title (Submission of Pre-Adjudication Information of EOD Cases), and Region (Head Office Karachi). A 'Proceed' button is located at the bottom of the form. To the right of the form, there are three panels: 'Recent Submitted Cases' (No Case with this Status), 'Recent Approved Cases' (two cases listed with details like Case No, Date, Dept, and Category), and 'Recent Discrepant Cases' (No Case with this Status). The SBP logo and navigation menu are on the left.

Banks must ensure to comply with following instructions while preparing the case:

- ADs are advised to create separate cases for the submission of pre-adjudication information against each E-form.
- Scanned legible copies of both sides of CNICs of Proprietor/Partners/Directors will be attached in a single PDF file.
- The format of details of Proprietor/Partners/Directors of exporter is given at Annexure 'F'. This format must be signed, scanned and attached while submitting case as "Details of Proprietor/Partners/Directors". This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:



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- Case Documents with * are required.
- Document Names should be of naming convention: -Document Name-.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Details of Proprietor or Partners or Directors [Choose File](#)

*CNIC of Exporter [Choose File](#)

*FEOD Show Cause Notice [Choose File](#)

*E Form [Choose File](#)

*GD Form [Choose File](#)

Commercial Invoice [Choose File](#)

Transport Document [Choose File](#)

4.3.1.9. Verification of Original E-Forms

User can provide verification status of Original E-Forms by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Manual E-Form Verification
- Case Title: Verification of Original E-Forms
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP Online Portal. The form fields are as follows:

- Department:** Foreign Exchange Operations
- Category:** FE Overdue Monitoring and Enforcement
- Case Type:** Export Overdue Cases
- Case Title:** Verification of Original E-Forms
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. The right sidebar contains three sections: 'Recent Submitted Cases' (No Case with this Status), 'Recent Approved Cases' (listing two cases with details like Case No, Date, Dept, and Category), and 'Recent Discrepant Cases' (No Case with this Status).

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of Verified E-Forms will be provided in the respective form field. All E-Form Numbers in proper format and separated by “,” will be provided in the field “Verified E-Form Numbers”.
- If needed, total No. of Fake E-Forms will be provided in the respective form field. Similarly Fake E-Form Numbers separated by “,” will be provided in the field “Fake E-Form Numbers”.
- The format for the details of Original E-Forms is given at Annexure ‘G’. This format must be signed, scanned and attached while submitting case as “Details of Verified E-forms”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- For E-forms with outstanding export proceeds, scanned legible copies of both sides of CNICs of Proprietor/Partners/Directors of exporters will be attached in a single PDF file. Screen shot is given below:

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Case Form

- Fields with * are required.

*FEOD Letter Reference Number

*Date of Letter

*Total Number of Verified E-Forms

*Verified E Form Numbers

Total Number of Fake E-Forms

Fake E Form Numbers

Reason for delay in submission of reply to FEOD if applicable

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of reply to FEOD if applicable

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Reply to FEOD Letter

*Details of Original EForms

CNIC of Exporter

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4.3.2.Import Advance Payment Cases

Cases specific to Import Advance Payments, Penalty of FE-25 Loans & Exchange Gains on repatriation of funds by Hajj/Umrah Organizers are given at “Import Advance Payment” type.

4.3.2.1. Import Advance Payment - Penalty Recovered & Deposited

User can submit Import Advance Payment Cases where penalty has been deducted and submitted to SBP by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Import Advance Payment Cases
- Case Title: Import Advance Payment - Penalty Recovered & Deposited
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot shows the 'Initiate New Case' form on the SBP Website. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Import Advance Payment Cases), Case Title (Import Advance Payment - Penalty Recovered & Deposited), and Region (Head Office Karachi). A 'Proceed' button is at the bottom. On the right, there are three panels: 'Recent Submitted Cases' (No Case with this Status), 'Recent Approved Cases' (listing two cases with details like Case No, Date, Dept, and Category), and 'Recent Discrepant Cases' (No Case with this Status). The SBP logo and navigation menu are on the left.

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of EIFs and total Amount of Penalty Deducted will be provided in the respective form field. All EIF Numbers & RTGS Advice Numbers in proper format and separated by “,” will be provided in the field “EIF No” & “RTGS Advice No.” respectively.
- The format for the details of Penalties Deducted is given at Annexure ‘H’. This format must be signed, scanned and attached while submitting case as “Details of Penalties Deducted”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- Scanned Copy of RTGS Advice containing all relevant details must be attached at “RTGS Advice”. Screen shot is given below:

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Case Form

• Fields with * are required.

*Reporting Month

*Number of EIFs

*EIF No

*Total Amount of Penalty Deducted

*RTGS Advice No

*AD Remarks

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Case Documents

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*CNIC of Importer

I Form

Swift Message MT103 of Advance Payment

RTGS Advice

Details of Penalties Deducted

Bill of Entry

Swift Message MT103 of Repatriated Amount

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4.3.2.2. Import Advance Payment - Penalty Not Recovered

User can submit Import Advance Payment Cases where penalty has not been recovered by ADs by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Import Advance Payment Cases
- Case Title: Import Advance Payment - Penalty Not Recovered
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP Online Portal. The form fields are as follows:

- Department:** Foreign Exchange Operations
- Category:** FE Overdue Monitoring and Enforcement
- Case Type:** Import Advance Payment Cases
- Case Title:** Import Advance Payment - Penalty Not Recovered
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. To the right of the form, there are three panels:

- Recent Submitted Cases:** No Case with this Status
- Recent Approved Cases:** Two cases are listed with details: Case No, WEBOC-HBL, Date, Dept, and Category.
- Recent Discrepant Cases:** No Case with this Status

Banks must ensure to comply with following instructions while preparing the case:

- Scanned legible copies of both sides of CNICs of Proprietor/Partners/Directors will be attached in a single PDF file.
- The format of details of Proprietor/Partners/Directors of exporter is given at Annexure 'F'. This format must be signed, scanned and attached while submitting case as "Details of Proprietor/Partners/Directors". This information must also be saved as MS Excel file and sent as Additional Document along with the case request. Screen shot is given below:



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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Details of Proprietor or Partners or Directors

Choose File

*CNIC of Importer

Choose File

*I Form

Choose File

*Swift Message MT103

Choose File



Sign

Save

4.3.2.3. Penalty on Export Loans Under FE-25 Scheme

User can submit Cases where penalty has been deducted and submitted to SBP on Export Loans under FE-25 Scheme by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Import Advance Payment Cases
- Case Title: Penalty on Export Loans Under FE-25 Scheme
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form in the SBP Online Portal. The form fields are as follows:

- Department:** Foreign Exchange Operations
- Category:** FE Overdue Monitoring and Enforcement
- Case Type:** Import Advance Payment Cases
- Case Title:** Penalty On Export Loans Under FE-25 Scheme
- Region:** Head Office Karachi

A 'Proceed' button is located at the bottom of the form. To the right, the 'Recent Submitted Cases' panel lists three cases:

- Case No: SBPBSCHOK-FEOD-FEOME-HBL-6196 Date: 2/05/2019 Dept: Foreign Exchange Operations | Category: FE Overdue Monitoring and Enforcement
- Case No: SBPBSCHOK-FEOD-FEOME-HBL-6193 Date: 2/05/2019 Dept: Foreign Exchange Operations | Category: FE Overdue Monitoring and Enforcement
- Case No: SBPBSCHOK-FEOD-FEOME-HBL-6191 Date: 2/05/2019 Dept: Foreign Exchange Operations | Category: FE Overdue Monitoring and Enforcement

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of loans and total Amount of Penalty Deducted will be provided in the respective form field. Total No of loans & RTGS Advice Numbers in proper format and separated by “,” will be provided in the field “No of loans” & “RTGS Advice No.” respectively.
- The format for the details of Penalties Deducted is given at Annexure ‘I’. This format must be signed, scanned and attached while submitting case as “Details of Penalties Submitted”. This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- Scanned Copy of RTGS Advice containing all relevant details must be attached at “RTGS Advice”. Screen shot is given below:

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Department: Foreign Exchange Operations | Category: FE Overdue Monitoring and Enforcem | Region: Head Office Karachi

Case Type: Import Advance Payment Cases | Case Title: Penalty On Export Loans Under FE-25 Scheme

Case Form

- Fields with * are required.

*Reporting Month

*No of Loans Against which Penalty being Submitted

*Total amount of Penalty

*RTGS Advice No

AD Remarks

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AD Remarks

Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.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, csv, ppt, pptx extensions are allowed)

*Details of Penalty Submitted

*RTGS Advice

4.3.2.4. Exchange Gain On Repatriation Of Advance Payments On Behalf Of Umrah Organizers

User can submit Cases where Exchange Gain on Repatriation of Advance Payments On Behalf Of Umrah Organizers is submitted to SBP by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Import Advance Payment Cases
- Case Title: Exchange Gain On Repatriation Of Advance Payments On Behalf Of Umrah Organizers
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form on the SBP Online Portal. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Import Advance Payment Cases), Case Title (Exchange Gain On Repatriation Of Advance Payments On Behalf Of Umrah Organizers), and Region (Head Office Karachi). A 'Proceed' button is highlighted at the bottom. To the right, a 'Recent Submitted Cases' sidebar shows three cases with details like Case No., Date, Dept., and Category. A 'View All' link is at the bottom of the sidebar. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and 'demo3.islamabad@bank.com.pk'. A search bar and 'Log out' link are also present.

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of Cases and total Amount of Exchange Gain being submitted will be provided in the respective form field. Total No of Cases & RTGS Advice Numbers in proper format and separated by “,” will be provided in the field “No of loans” & “RTGS Advice No.” respectively.
- The format for the details of Exchange Gains Deducted is given at Annexure ‘J’. This format must be signed, scanned and attached while submitting case as “Details of Exchange Gain” This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- Scanned Copy of RTGS Advice containing all relevant details must be attached at “RTGS Advice”. Screen shot is given below:

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Department: Foreign Exchange Operations Category: FE Overdue Monitoring and Enforcemc Region: Head Office Karachi

Case Type: Import Advance Payment Cases Case Title: Exchange Gain On Repatriation Of Advance Payments On Behalf Of Umrah Organizers

Case Form

- Fields with * are required.

*Reporting Month

*No of Cases against which Exchange Gain being Submitted

*Total amount of Penalty

*RTGS Advice No

AD Remarks

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AD Remarks

Case Documents

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

Details of Exchange Gain

RTGS Advice

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4.3.2.5. Exchange Gain On Repatriation Of Advance Payments On Behalf Of Hajj Organizers

User can submit Cases where Exchange Gain on Repatriation of Advance Payments On Behalf Of Hajj Organizers is submitted to SBP by making the following selections on RAS:

- Department: Foreign Exchange Operations
- Category: FE Overdue Monitoring and Enforcement
- Case Type: Import Advance Payment Cases
- Case Title: Exchange Gain On Repatriation Of Advance Payments On Behalf Of Hajj Organizers
- Region: Head Office Karachi

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form on the SBP Website. The form fields are: Department (Foreign Exchange Operations), Category (FE Overdue Monitoring and Enforcement), Case Type (Import Advance Payment Cases), Case Title (Exchange Gain On Repatriation Of Advance Payments on Behalf Of Hajj Group Organizers), and Region (Head Office Karachi). A 'Proceed' button is highlighted at the bottom. To the right, 'Recent Submitted Cases' are listed with details like Case No., Date, Dept, and Category. A 'View All' link is below the list. The left sidebar shows navigation options like Home, Drafts, My Tasks, My Cases, and User Management. The top navigation bar includes SBP Website, Privacy Statement, Contact, Help, and a search bar.

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of Cases and total Amount of Exchange Gain being submitted will be provided in the respective form field. Total No of Cases & RTGS Advice Numbers in proper format and separated by “,” will be provided in the field “No of loans” & “RTGS Advice No.” respectively.
- The format for the details of Exchange Gains Deducted is given at Annexure ‘K’. This format must be signed, scanned and attached while submitting case as “Details of Exchange Gain” This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- Scanned Copy of RTGS Advice containing all relevant details must be attached at “RTGS Advice”. Screen shot is given below:

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Department: Foreign Exchange Operations Category: FE Overdue Monitoring and Enforcement Region: Head Office Karachi

Case Type: Import Advance Payment Cases Case Title: Exchange Gain On Repatriation Of Advance Payments On Behalf Of Umrah Organizers

Case Form

• Fields with * are required.

*Reporting Month

*No of Cases against which Exchange Gain being Submitted

*Total amount of Penalty

*RTGS Advice No

AD Remarks

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AD Remarks

Case Documents

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

*Details of Exchange Gain

*RTGS Advice

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4.4.FE Allocation

User can create case(s) related to Government Remittances by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: FE Allocation
- Case Type: Government Remittances
- Case Title: As per request of the applicant
- Region: As per geographic location of Bank.

The same is shown in following screen shot:

The screenshot displays the 'Initiate New Case' form on the SBP RAS portal. The form includes the following fields:

- Department:** Foreign Exchange Operations
- Category:** FE Allocation
- Case Type:** Govt Remittances
- Case Title:** FE Allocation FE Permits
- Region:** Select region

A 'Proceed' button is located at the bottom of the form. To the right of the form, there are two panels:

- Recent Submitted Cases:** This panel lists three cases with details such as Case No., Dept., and Category.
- Recent Approved Cases:** This panel lists two cases with details such as Case No., Dept., Date, and Category.


Banks must ensure to comply with following instructions while preparing Government remittances requests:

- User can create request for FE permits, import of goods, services, loan repayment and remittances against FE allocation etc. under the head of Government Remittances. Make sure that proper selection is made under case title field in accordance with nature of request.
- In case of multiple remittances against single contract user may input the details of latest payment/installment along with details of last SBP approval (if any) in respective form fields. Consolidated detail of all previous remittances along with SBP approvals (if any) under the same contract/agreement may be provided as per format given at Appendix V-28. This format must be signed, scanned and attached while submitting case as "Detail of Previous payments/installments". This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- The same is shown in following screen shot:

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*Mailing Address

*Profile of company

Work Contract No if applicable

*Currency

Amount of Work Contract

*Invoice No

*Amount of Invoice

*Validity Period reference of clause

Detail of Addendum if applicable

*Detail of services rendered by beneficiary

*Form M No

*Total Payment to be made as Service Charges Payment under the Agreement


Reference No of previous SBP approval

Reference Date of previous SBP approval

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Case Documents

- Case Documents with * are required.
- Document Names should be of naming convention: <Document Name>.pdf e.g for Cover Letter, name should be "Cover Letter.pdf".
- Only PDF extension is allowed.

*Request letter of AD

*Applicant Request

*Form M

Invoice

*Loan repayment general information from Economic Affairs Division

*Repayment Schedule

Additional Document 1

4.5. Government Schemes

User can create case(s) related to Government Schemes by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Government Schemes
- Case Type: User can select any case type from the following
 - Textile
 - Non-Textile
 - Sugar
 - Urea
 - Wheat
- Case Title: User may select Title as per request of the applicant
- Region: As per geographic location of Bank. (The Region will be linked to the Location of User)

The same is shown in following screen shot:

Banks must ensure to comply with following instructions while preparing Government remittances requests:

- Banks must adhere to timelines for submission of cases as per EPD Circular(s) and SRO(s). Specific Case title will become inactive once a timeline has passed and banks will not be able to submit their requests of claims and subsidies.
- For case title “Freight Support against Export of Sugar” in case of multiple e-forms in a single claim, all e-form numbers may be entered in respective field as comma (,) separated values. Further, all other amounts/quantities in “Case Form” may be entered as sum pertaining to respective e-forms i.e. Approved Quantity MT, invoice value, Shipped Quantity MT, Realized Amount FCY. Besides, consolidated detail of the above may also be provided in given Annexure ‘Q’ both in PDF and Excel formats as additional documents. This annexure (PDF) must be signed and stamped by the bank.

4.6.WEBOC

User can create case(s) related to WeBOC by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: WeBOC
- Case Type: WeBOC Cases
- Case Title: User can select one of the following as per request of the applicant
 - Add or Delete Branches
 - Deletion/Edit of BCA/BDA
 - Request for changes in ID
 - Request for creation/cancellation of ID
 - Settlement, Validity Extension and approval of New EIF & EFE
 - Transfer EIF/ EFE
 - Other
- Region: Users are allowed to select the region “Head Office Karachi” only.

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Search Q Log out

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Home Drafts My Tasks My Cases

You have successfully uploaded your case request no. SBPBSCHOK-FEOD-WEBOC-UBL-1172 on 2018-10-09 02:39:13pm. The contents of the request are yet to be verified. The case can be viewed by you using case reference number.

Initiate New Case

Department
Foreign Exchange Operations Department

Category
WeBOC

Case Type
WeBOC Cases

Case Title
Addition/Deletion of Branches

Region
Head Office Karachi

Proceed

Recent Submitted Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1172	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1170	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-1165	Date : 9-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-833	Date : 2-10-2018
Dept : Foreign Exchange Operations Department Category : WEBOC	

Case No : SBPBSCHOK-FEOD-WEBOC-UBL-841	
--	--

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4.7>Returns & Automation

User can create case(s) related to ITRS revisions by making the following selections on SBP RAS:

- Department: Foreign Exchange Operations
- Category: Returns & Automation
- Case Type: Remittances Verification
- Case Title: ITRS Revisions
- Region: Users are allowed to select the region “Head Office Karachi” only.

The screenshot shows the SBP RAS 'Initiate New Case' form. The form fields are: Department (Foreign Exchange Operations), Category (Returns & Automation), Case Type (Remittances Verification), Case Title (ITRS Revisions), and Region (Head Office Karachi). A 'Proceed' button is at the bottom. To the right, there is a 'Recent Submitted Cases' section showing three cases with details like Case No., Date, Dept, and Category. A 'View All' link is below. At the bottom right, there is a 'Recent Approved Cases' section.

Banks must ensure to comply with following instructions while preparing the case:

- Total No. of revisions required in each schedule will be mentioned in respective fields.
- The format for the details of revisions required is given at Annexure ‘L’. This format must be signed, scanned and attached while submitting case as “Details of Revisions” This information must also be saved as MS Excel file and sent as Additional Document along with the case request.
- Scanned Copy of relevant documents will be attached in respective list of documents. Screen shot is given below:

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Case Form

- Fields with * are required.

No of A101 Revisions	<input type="text"/>
No of A202 Revisions	<input type="text"/>
No of E2P2 Revisions	<input type="text"/>
No of J03 Revisions	<input type="text"/>
No of E4P4 Revisions	<input type="text"/>
No of Other Revisions	<input type="text"/>
AD Remarks	<input type="text"/>

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***Details of Revisions**

*Details of Revisions	<input type="button" value="Choose File"/>
F Form	<input type="button" value="Choose File"/>
APV Details	<input type="button" value="Choose File"/>
I Form	<input type="button" value="Choose File"/>
Form R	<input type="button" value="Choose File"/>
Form M	<input type="button" value="Choose File"/>
GD Form	<input type="button" value="Choose File"/>
Transport Document	<input type="button" value="Choose File"/>
Commercial Invoice	<input type="button" value="Choose File"/>

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4.8.Recurring Cases

Cases which involve multiple remittances to same beneficiary from an applicant under same agreement/contract, must be processed through recurring cases category. Bank will ensure all the following:

- Recurring cases can be made for those cases which have been approved by FEOD and customer wants to make remaining payments/installments.
- Banks will input case number of the first case approved for all future installment requests. This will ensure that all recurring cases are tagged with first approved case. If banks fail to input first case number it will create a new case and its tracking will become difficult. This can cause delays in processing of case(s). Further, it may result in duplicate payments and if detected will attract penal action.
- Necessary form fields & documents e.g. Invoice etc. should be updated with the case while submitting it through recurring case.

The screenshot displays the SBP Online Portal interface. The main content area features a form for creating a recurring case. The form includes a dropdown for 'Select case type', a 'Case Title' section with a 'Select case title' dropdown, and a 'Region' section with a 'Select region' dropdown. A 'Proceed' button is located below these fields. Below the main form is a section titled 'Recurring Case' with a 'Recurring Case Number' field containing the text 'SBPBSCHOK-FEOD-FEA-HBL-1515' and an 'Open' button. The sidebar on the left contains navigation options: Home, Drafts, My Tasks, My Cases, and User Management. The top navigation bar includes 'SBP Website', 'Privacy Statement', 'Contact', 'Help', and a search bar. The top right corner shows the user's email 'Demo6.lahore@bank.com.p' and a 'Log out' link. A 'Case No : SBPBSCHOK-FEOD-WEBOC-HBL-4925 Date : 31/12/2018 Dept : Foreign Exchange Operations | Category : WEBOC' is displayed in a green box. Below this are sections for 'Recent Discrepant Cases' and 'Recent Declined Cases', both showing 'No Case with this Status'.



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Drafts

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Case Selection

Recurring Case : SBPBSCHOK-FEOD-FEA-HBL-1515

Department

Foreign Exchange Operations

Category

F.E. Allocation

Region

Head Office Karachi

Case Type

Govt Remittances

Case Title

FE Allocation FE Permits

Case Form

• Fields with * are required.

*Applicant Name

Johnson Doe

*NTN

11111111

4.9.Revalidation

Once a remittance request has been approved by FEOD, bank can remit the amount in 30 days. In case remittance is not effected within 30 days, banks will be required to submit a revalidation request to FEOD. The Module for revalidation is under development. Detailed instructions will be conveyed to banks in due course.

5. Business Continuity Planning

5.1. Functional Description

Any event that could negatively impact operations at department end. A Business Continuity Plans' SOP outlines a range of disaster scenarios and the steps the department will take in any particular scenario to return to normal course of business. The disaster can originate from internal as well as external factors.

Scenario 1

Any outage of accessibility to the SBP RAS at bank end. i.e. Bank users are unable to access SBP RAS due to their internal disaster or outage of the system/network etc.

Steps to be followed

AD will check whether they can access the system from any alternate site, and in case they are able to access the system from alternate site, they will submit the case from there. However, the unavailability of the system from a given work site should be communicated to SBP on given email address or through Service Desk.

In case, ADs are unable to access the SBP RAS from multiple locations, they are advised to bring non-accessibility of the system to SBP's notice through email/phone/service desk on priority basis. In this duration, the following alternatives can be adopted:

- Any case of immediate nature may be submitted to FEOD in hard form along with the undertaking that "The case is submitted in hard form due to unavailability of the Online Case Submission System and the subject case will be submitted online once the system is accessible by our Bank." After the resolution of issue and once the bank has gained access to the system, the cases submitted in the hard form will be uploaded on the system by the bank.

Scenario 2

Internal disaster/issue at SBP's end might result into unavailability of SBP RAS to ADs for 24-48 hours depending upon issue at hand. It may also result into loss of data of up to 4 hours that was uploaded by the banks during the time issue occurred.

Steps to be followed

In case, ADs are unable to access the SBP RAS, they are advised to bring non-accessibility of the system to SBP's notice through email/phone/service helpdesk on priority basis. In this duration, any case of immediate nature may be submitted to FEOD in hard form along with the undertaking that "The case is submitted in hard form due to unavailability of the Online Case Submission System and the subject case will be submitted online once the system is accessible by our Bank."

After the resolution of issue and once the bank has gained access to the system, the cases submitted in the hard form will be uploaded on the system by the bank.