
Procedure for Submission of Cases to TOD through Regulatory Approval System



Treasury Operations Department
State Bank of Pakistan

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1. Introduction

This procedure is designed to provide detailed process for submission of electronic cases through Regulatory Approval System (RAS) to Treasury Operations Department (TOD). The instructions are provided along with screenshots of the system to explain the procedures to the user for the submission of the cases.

1.1. 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 pertaining to the system.

Instructions submitted via RAS will be considered as final and irrevocable (until & unless allowed by SBP).

It will be sole description of SBP to initiate processing those cases submitted through RAS by the Bank after prescribed cut-off time, on the date of case submission or on next working day.

1.2. Business Continuity

In case, RAS is not accessible for a bank due to any reason during business hours, banks will ensure to inform SBP by contacting TOD team through following numbers for permission to submit case through alternate channel. If permitted, Bank will subsequently submit the cases vide email (pdf file) at Reports.TOD@sbp.org.pk not later than 1 hour of prescribed time of case submission.

Query	Concerned Team	Telephone	Email
Business-related	TOD Business Team	021 33113944 021 33115863	Reports.TOD@sbp.org.pk

2. Procedure for submission of cases to TOD through RAS

2.1. Login

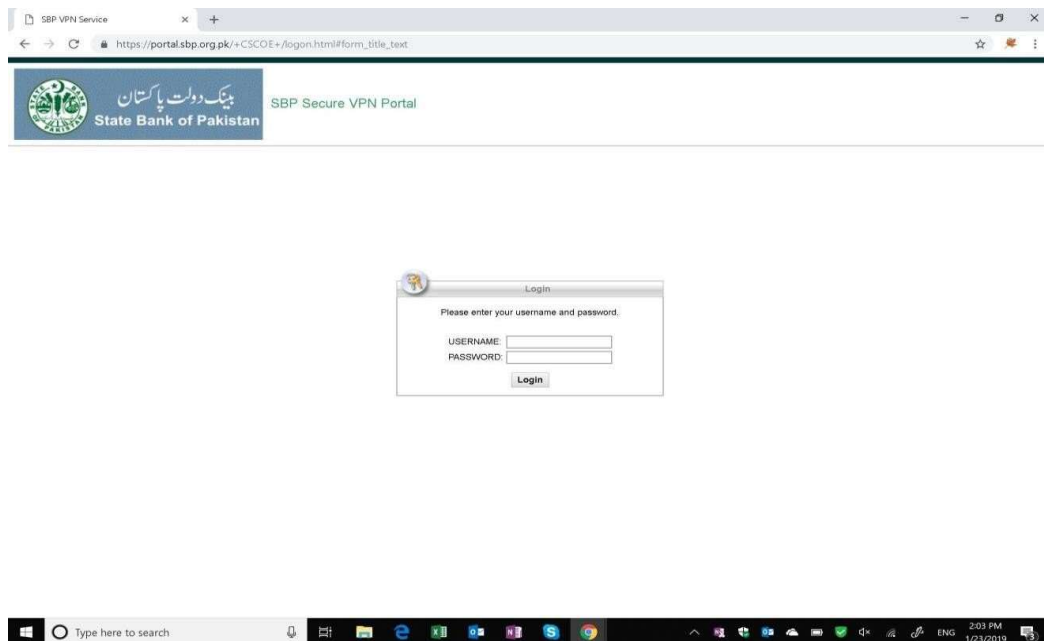
2.1.1. Functional Description

These steps will be used by the banks' users to login into the SBP RAS. In order to activate Administrator Rights for this facility, banks are instructed to provide details of user(s) to work as Administrator at Reports.TOD@sbp.org.pk. After Administrator account is approved, administrator will be required to assign user rights to relevant users by following internal procedure. It will be responsibility of the Bank to ensure that strict controls & procedures are in place for user management and case submission through this system.

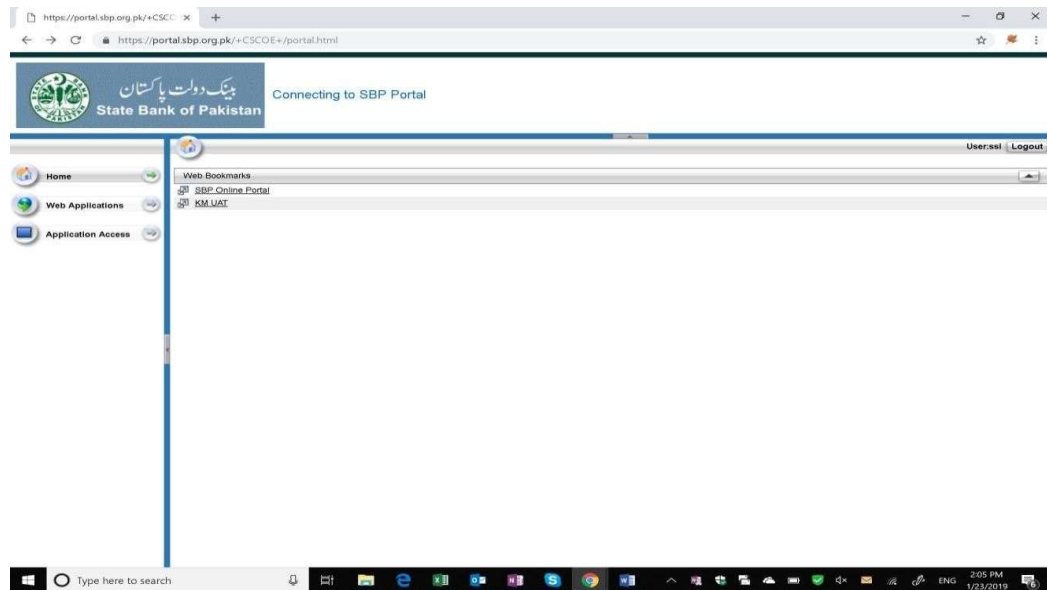
2.1.2. User Interface

Step 1: Open following link in Chrome: <https://portal.sbp.org.pk/km>

Step 2: On following login screen, provide user ID/password provided in second email and click on Login button.



Step 3: Select “SBP RAS” link in Web Bookmarks area.



Step 4: User will be landed to Login Page and following login screen will appear.

Step 5: Enter email

بنک دولت پاکستان
State Bank of Pakistan

Online Portal

Sign in

Email
UBL-DEMO@sbp.com.pk

Password

Continue →

[Forgot Password](#)

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Step 6: Enter Password

بنک دولت پاکستان
State Bank of Pakistan

Online Portal

Sign in

Email
UBL-DEMO@sbp.com.pk

Password

Continue →

[Forgot Password](#)

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Step 6: Enter OTP and Click continue

Step 7: After logging in 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.

2.2. Dashboard

2.2.1. 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 TOD end through 'My Cases'.

2.2.2. Procedure

2.2.2.1. Set-up and Initialization

User should be logged into the system.

2.2.2.2. 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.

2.2.3. User Interface

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

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-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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2.3. My Tasks

2.3.1. Functional Description

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

2.3.2. 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.

2.3.3. Procedure

2.3.3.1. Set-up and Initialization

User should be logged into the system.

2.3.3.2. 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 "MyTasks" 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.

2.3.4. User Interface

Step 1: Click on My Tasks option

The screenshot shows the SBP Online Portal interface. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, Change Role, and a user profile section with the email TODDemoUser1@sbp.com.pk and a Log out button. A search bar is also present. The left sidebar contains the ONLINE PORTAL logo and navigation links: Home, Drafts, My Tasks (highlighted with a red box), and My Cases. 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 at the bottom of the form. The right sidebar features three sections: 'Recent Submitted Cases' (blue header) showing a case with ID SBPHOK-TO-CBP-HBLNew-26458, 'Recent Approved Cases' (green header) showing a case with ID SBPHOK-TO-CBP-HBLNew-26556, and 'Recent Discrepant Cases' (orange header) showing 'No Case with this Status'. Each case entry includes details like Date, Dept, and Category, along with a 'View All' link.

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

The screenshot shows the SBP Online Portal interface. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, Change Role, and a user profile for TODemoUser1@sbp.com.pk with a Log out button. A search bar is also present. The left sidebar contains links for Home, Drafts, My Tasks (highlighted), and My Cases. The main content area is titled 'Tasks' and features a table with the following data:

Case Number	Department	Category	Status	Last Submitted On
SBPHOK-TO-CBP-HBLNew-26718	Treasury Operations	Cross Border Payments	Discrepant	3/04/2024 17:49:03
SBPHOK-TO-CBP-HBLNew-26717	Treasury Operations	Cross Border Payments	Discrepant	3/04/2024 17:39:22

At the bottom of the page, there is a footer with the text: © State Bank of Pakistan. All Rights Reserved. 11, Chundrigar Road Karachi Pakistan.

Step 5: User has been redirected to the selected case number's details

The screenshot shows the SBP Online Portal interface with the details for case SBPHOK-TO-CBP-HBLNew-26718. The top navigation bar and left sidebar are the same as in Step 4. The main content area displays the case details:

Submitted by : TODemoUser1@sbp.com.pk Last Submitted on : 3/04/2024 17:49:03 Status : Discrepant

Case Information | SBPHOK-TO-CBP-HBLNew-26718

Department	Category	Region
Treasury Operations	Cross Border Payments	Head Office Karachi

Case Type	Case Title
Asian Clearing Union (ACU)	Transfer or Purchase of ACU Dollars

Case Form

- Fields with * are required

*Remitting Bank Name Habib Bank Limited

At the bottom of the page, there is a footer with the text: © State Bank of Pakistan. All Rights Reserved. 11, Chundrigar Road Karachi Pakistan.

2.4. My Cases

2.4.1. Functional Description

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

2.4.2. Cautions and Warnings

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

2.4.3. Procedure

2.4.3.1. Set-up and Initialization

User should be logged into the system.

2.4.3.2. 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.

2.4.4. User Interface

Step 1: Click on My Cases option

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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 : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

View All

Recent Approved Cases

Case No : SBPHOK-TO-CBP-HBLNew-26556 Date : 15/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

View All

Recent Discrepant Cases

Case No : SBPHOK-TO-CBP-

Step 2: All task assigned to login user has been shown in grid. Click on a Case Number

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Search

Log out

ONLINE PORTAL

Home

Drafts

My Tasks

My Cases

Cases

Export as Excel Sheet Search

Case Number	Department	Submitted By	Category	Status	Last Submitted On	Decision Date	Actions
SBPHOK-TO-CBP-HBLNew-26718	Treasury Operations	TODDemoUser1@sbp.com.pk	Cross Border Payments	Discrepant	3/04/2024 17:49:03		
SBPHOK-TO-CBP-HBLNew-26717	Treasury Operations	TODDemoUser1@sbp.com.pk	Cross Border Payments	Discrepant	3/04/2024 17:39:22		
SBPHOK-TO-CBP-HBLNew-26556	Treasury Operations	TODDemoUser1@sbp.com.pk	Cross Border Payments	Approved	15/03/2024 15:54:32	18/03/2024 10:14:35	
SBPHOK-TO-CBP-HBLNew-26458	Treasury Operations	TODDemoUser1@sbp.com.pk	Cross Border Payments	New	8/03/2024 11:58:14		

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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, Change Role), a search bar, and user information (TODDemoUser1@sbp.com.pk, Log out). The left sidebar contains navigation options: Home, Drafts, My Tasks, and My Cases. The main content area shows 'Case Information | SBPHOK-TO-CBP-HBLNew-26718'. A status bar indicates 'Last Submitted on : 3/04/2024 17:49:03' and 'Status : Discrepant'. Below this, the 'Case Information' section includes fields for Department (Treasury Operations), Category (Cross Border Payments), Region (Head Office Karachi), Case Type (Asian Clearing Union (ACU)), and Case Title (Transfer or Purchase of ACU Dollars). The 'Case Form' section follows, with a note 'Fields with * were required'. It contains fields for *Remitting Bank Name (Habib Bank Limited), *Currency (USD), and *Amount.

2.5. Create Case Request

2.5.1. Functional Description

User can create a case request and submit to TOD. This section gives a general description on preparation of cases.

2.5.2. Cautions and Warnings

1. All data will be lost if user closes SBP RAS or clicks the back button of browser. Users must save their work before closing the SBP RAS and also within every 10-15 minutes to avoid data loss.
2. Users will not be able to submit the request without signing.
3. All the documents & fields with '*' tag are mandatory.
4. 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).
5. All Optional and Mandatory Documents must be scanned in PDF Format on a DPI level of 150-200 and in grayscale.
6. The name of the file must exactly match with file name given on Portal.
7. Maximum file size of a single file can be upto 5 MB.
8. User is allowed to attach five (05) additional documents.

2.5.3. 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.

2.5.4. Procedure

2.5.4.1. Set-up and Initialization

User should be logged into the system.

2.5.4.2. Navigational Steps

Step	Description	Navigation	Comments
1	Click on Select Department field	Click on Select Department field and select department from the drop down	Select Treasury Operations Department from the drop down list. <i>Department = Treasury Operations</i>
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, select Cross Border Payments e.g. <i>Category = Cross Border Payments</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= Asian Clearing Union (ACU)</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: Select "Head Office Karachi" in region field.

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.	If there is any formatting error in the data fields, system will prompt it for correction. It will be SBP's discretion to execute, return or hold the transaction in case of any discrepancy is identified in forms and attached documents.
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.
10	Click on 'Submit' button.	Click on the 'Submit' button available at the bottom of screen.	User is redirected to the dashboard and user is prompted with message "Your request has been submitted" along with Case Request Number. Case status has been changed to "New" Case Request number generated will be in the specified format: e.g. <i>SBPHOK-TO-CBP-BNKNEW- 26458</i> Case request has been forwarded to relevant officer.

2.5.5. User Interface

Step 1: Select Department

The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The form includes fields for Department, Case Type, Case Title, and Region. The 'Department' dropdown is open, and 'Treasury Operations' is selected. A red arrow points to the 'My Tasks' link in the left sidebar.

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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

Select department

Treasury Operations

Select category

Case Type

Select case type

Case Title

Select case title

Region

Select region

Proceed

Recent Submitted Cases

Case No : SBPHOK-TO-CBP-
HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

No Case with this Status

Recent Declined Cases

No Case with this Status

Step 2: Select Category

The screenshot shows the 'Initiate New Case' form in the SBP Online Portal. The 'Department' dropdown is set to 'Treasury Operations'. The 'Category' dropdown is open, and 'Cross Border Payments' is selected. A red arrow points to the 'My Cases' link in the left sidebar.

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Search

Log out

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Home

Drafts

My Tasks

My Cases

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Initiate New Case

Department

Treasury Operations

Category

Select category

Select category

Cross Border Payments

Select case type

Case Title

Select case title

Region

Select region

Proceed

Recent Submitted Cases

Case No : SBPHOK-TO-CBP-
HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

No Case with this Status

Recent Declined Cases

No Case with this Status

Step 3: Select Type

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ONLINE PORTAL

Home Drafts My Tasks My Cases

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Initiate New Case

Department
Treasury Operations

Category
Cross Border Payments

Case Type
Select case type
Asian Clearing Union (ACU)
FE-2 Local US Dollar Instrument Collection And Settlement Account
FE-25 CRR And SCRR

Region
Select region

Proceed

Recent Submitted Cases

Case No : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments
[View All](#)

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

No Case with this Status

Recent Declined Cases

No Case with this Status

Step 4: Select Title

SBP Website Privacy Statement Contact Help Change Role TODemoUser1@sbp.com.pk Log out

ONLINE PORTAL

Home Drafts My Tasks My Cases

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Initiate New Case

Department
Treasury Operations

Category
Cross Border Payments

Case Type
Asian Clearing Union (ACU)

Case Title
Select case title
Repatriation Or Surrender of ACU Dollars
Transfer Or Purchase of ACU Dollars
Select region

Proceed

Recent Submitted Cases

Case No : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments
[View All](#)

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

No Case with this Status

Recent Declined Cases

No Case with this Status

Step 5: Select Region (Always Head Office Karachi for cases belonging to TOD)

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

- Department:** Treasury Operations
- Category:** Cross Border Payments
- Case Type:** Asian Clearing Union (ACU)
- Case Title:** Transfer Or Purchase of ACU Dollars
- Region:** A dropdown menu is highlighted with a red box and a red arrow. It shows 'Select region' and 'Head Office Karachi'.

On the right side, there are four panels for case status:

- Recent Submitted Cases:** Case No : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024 Dept : Treasury Operations | Category : Cross Border Payments. View All
- Recent Approved Cases:** No Case with this Status
- Recent Discrepant Cases:** No Case with this Status
- Recent Declined Cases:** No Case with this Status

Step 6: Click Proceed

The screenshot shows the 'Initiate New Case' form with the 'Region' dropdown set to 'Head Office Karachi'. The 'Proceed' button is highlighted with a red box and a red arrow pointing to it.

On the right side, there are four panels for case status:

- Recent Submitted Cases:** Case No : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024 Dept : Treasury Operations | Category : Cross Border Payments. View All
- Recent Approved Cases:** No Case with this Status
- Recent Discrepant Cases:** No Case with this Status
- Recent Declined Cases:** No Case with this Status

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

The screenshot shows the SBP Online Portal interface. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, Change Role, and a user profile for TODDemoUser1@sbp.com.pk with a Log out button. A search bar is also present. The left sidebar contains links for Home, Drafts, My Tasks, and My Cases. The main content area displays a form with the following fields: Bank Name, Currency (a dropdown menu), Requested Amount, BIC of Account with Bank, Bank Name and Country of Account with Bank, Beneficiary BIC, Beneficiary Account No, Name of Beneficiary Bank, and Remarks. A note at the top of the form states: "Fields with * are required."

Step 8: Choose & Upload required documents

This screenshot shows the document upload section of the SBP Online Portal. The form fields from the previous step are partially filled: Beneficiary Account No (22205250447), Name of Beneficiary Bank (BANK ALHABIB LIMITED KARACHI PAKISTAN), and Remarks (TRF/SCB/61566). Below these fields is a section titled "Case Documents" which contains 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".", "Document Names should not contain any special characters i.e ! \$ % ^ * + | ~ = ' { } [] : \ / ; < > ? " @ #", and "Only PDF extension is allowed. (For additional documents doc, docx, xls, xlsx, pdf, txt, csv, ppt, pptx extensions are allowed)". A field for "Bank authority letter (Annexure A)" is shown with a "Choose File" button highlighted by a red box and a red arrow. At the bottom of the form are buttons for "Sign" and "Save".

Step 9: Click on Sign button

The screenshot shows the SBP Online Portal interface. The header includes the SBP logo, navigation links (SBP Website, Privacy Statement, Contact, Help, Change Role), the user ID 'TODDemoUser1@sbp.com.pk', and a 'Log out' link. The main form contains fields for 'Beneficiary Account No' (22205250447), 'Name of Beneficiary Bank' (BANK ALHABIB LIMITED KARACHI PAKISTAN), and 'Remarks' (TRF/SCB/61566). Below these is a 'Case Documents' section with instructions and a list of documents, including 'Bank authority letter (Annexure A).pdf'. At the bottom, there are three buttons: 'Signed' (highlighted with a checkmark), 'Save', and 'Submit'.

Step 10: Click on Submit button

This screenshot shows the same SBP Online Portal interface as Step 9, but with a loading overlay. A dark grey semi-transparent box covers the entire form area. At the top of this box, it says 'LOADING...'. Below that, in white text, it reads 'PLEASE WAIT: THIS MAY TAKE UPTO 10 MINUTES DEPENDING ON CASE SIZE AND INTERNET SPEED'. The background form fields and buttons are visible but dimmed. The 'Submit' button is highlighted with a checkmark.

Step 11: Request has been submitted and user is redirected to the dashboard.

The screenshot displays the SBP Online Portal dashboard. The top navigation bar includes links for SBP Website, Privacy Statement, Contact, Help, Change Role, and a user profile section with the email TODDemoUser1@sbp.com.pk and a Log out button. A search bar is also present. The left sidebar contains a grid icon and links to 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, each with a 'Select' option. A red arrow points to the Department dropdown. Below these fields is a 'Proceed' button. To the right of the form, there are three sections: 'Recent Submitted Cases' (highlighted with a red box), 'Recent Approved Cases', and 'Recent Discrepant Cases'. The 'Recent Submitted Cases' section lists two cases with details like Case No., Date, Dept., and Category. The other two sections show 'No Case with this Status'.

SBP Website Privacy Statement Contact Help Change Role TODDemoUser1@sbp.com.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 : SBPHOK-TO-CBP-HBLNew-26556 Date : 15/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

Case No : SBPHOK-TO-CBP-HBLNew-26458 Date : 8/03/2024
Dept : Treasury Operations |
Category : Cross Border Payments

View All

Recent Approved Cases

No Case with this Status

Recent Discrepant Cases

No Case with this Status

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2.6. Save as Draft Request

2.6.1. 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.

2.6.2. Probable Errors and Possible Causes

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

2.6.3. Procedure

2.6.3.1. Set-up and Initialization

User should be logged into the system.

2.6.3.2. 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.	If any formatting error then system will prompt it.
3	Upload Required Documents	Click on the upload button available for each required document, and browse & 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 visible.