

## Corporate Internet Banking Platform(CIB)

**ICICI Bank UK PLC** 

#### CIB

- 1. CIB old vs. New platform
- 2. Login
- 3. Transfers (GBP Only)
  - 1. Pay self & ICICI bank
  - 2. Scheduled Payments
  - 3. Same day Payments
  - 4. Chaps( Not realtime)
- 4. Profile
- 5. Accounts
- 6. Business FX Covered separately





## CIB Old vs New Comparison

#### **CIB Enhancements**

#### **CIB Old**

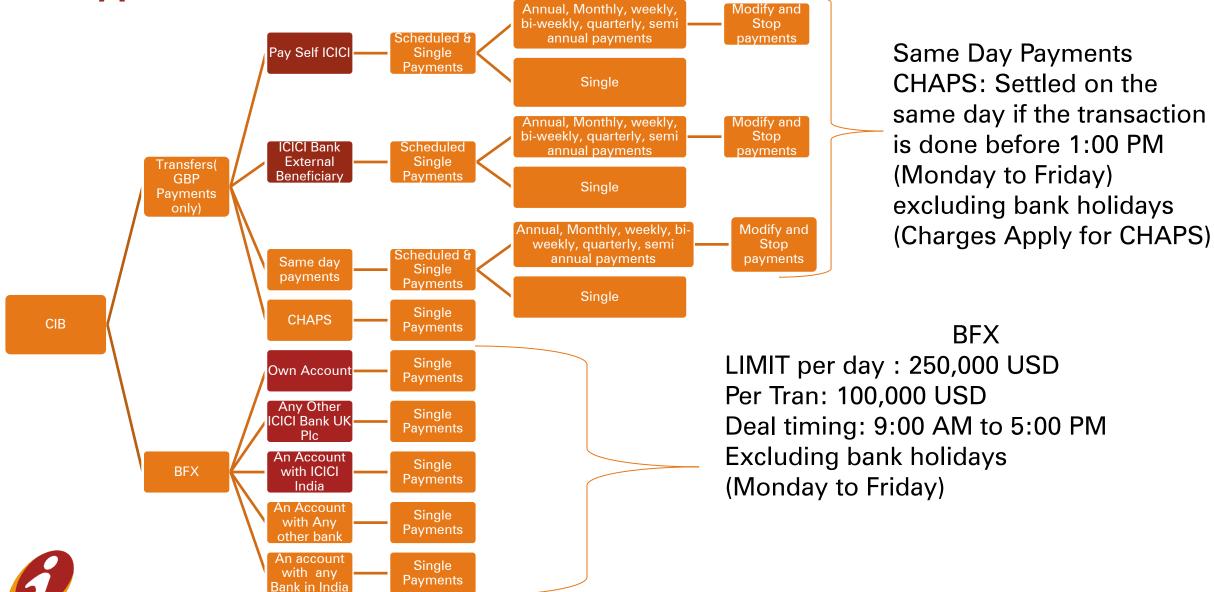
- Login using Corporate ID, User ID & password
- Authentication for payments and beneficiary addition using transaction password
- Approver to be selected manually by the checker
- Transaction/Beneficiary addition one by one
- Wire Transfer Remittance Tab available



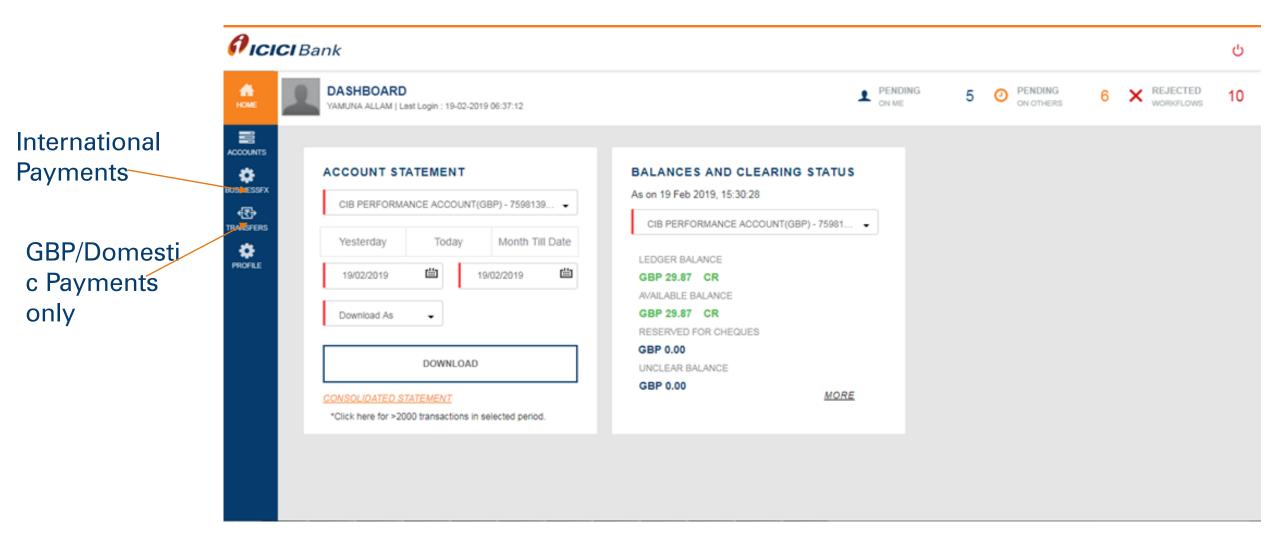
#### **CIB New**

- Login using User ID & password (New User ID will be Corporate ID.UserID)
- Transaction authentication using One Time Password (OTP)
- Approver facility at one go
- Multiple transactions/beneficiary approval facility at one go
- No Wire Transfer Remittance Tab, beneficiaries have been added under Same Day payments

**CIB Types of transactions** 



#### **CIB New - Types of Transactions**







### Login Module

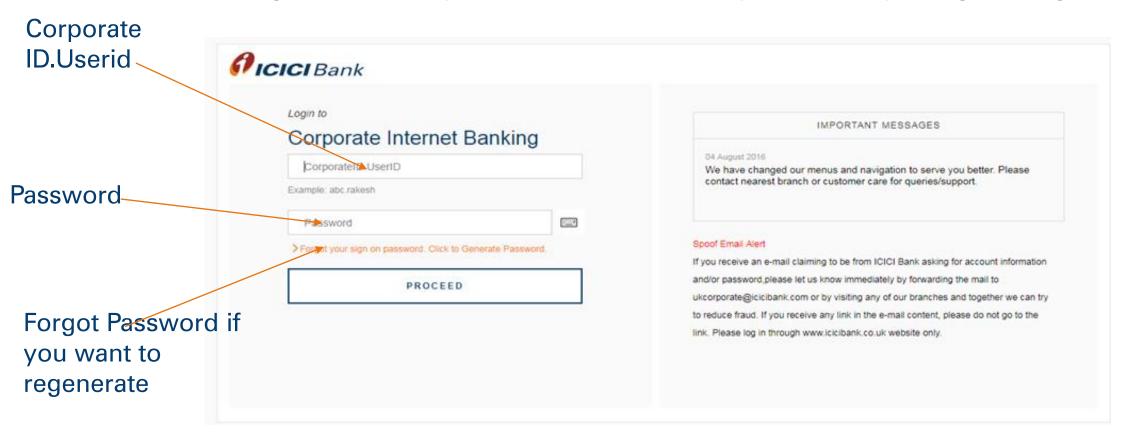
#### Login

- CIB login screen will remain the same for all customers migrated to new CIB platform. Path: ICICI Bank UK > Login > Business > Continue to Login Customer will be required to enter Corporate ID.User ID & Password
- Customer needs to enter Corporate ID.User ID
- The first box (Eg: If the corporate ID is 123 and User ID is abc, then customer will have to enter 123.abc) and login password in the second box to proceed
- Customer can change password if required



#### Forgot/Generate Password

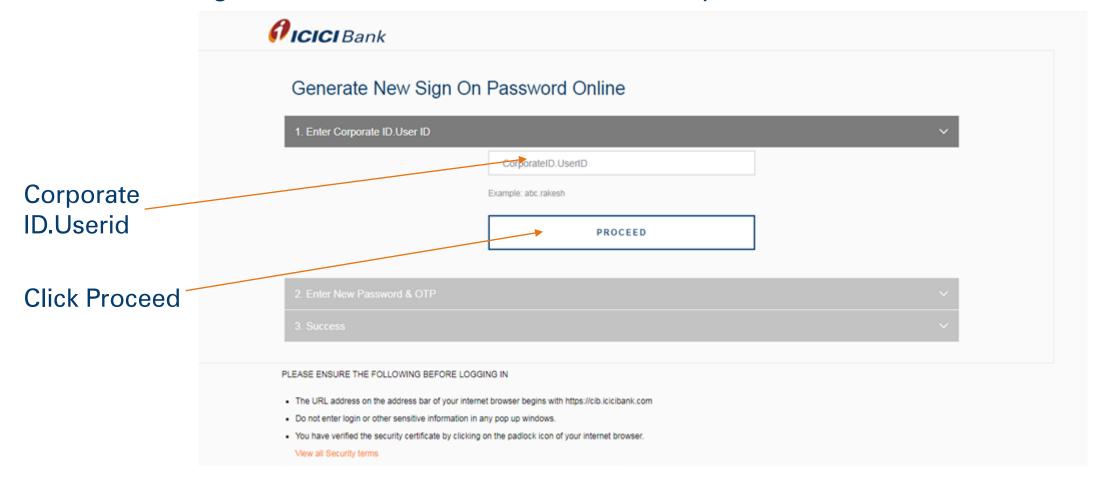
User can generate new password and reset the password by using this login





#### Forgot/Generate Password

Post clicking on the link, Customer has to enter Corporate ID. User ID





#### Forgot/Generate Password

Post clicking on proceed, below page will reflect where customer has to enter new password, confirm new password and the OTP

2. Enter New Password & OTP [105411] Please provide the One Time Password (OTP) sent to you for authentication. Please adhere to the The password cannot consist of all the characters as are in your Username. For e.g.lf your Username is "Bob", then your password cannot be "Bobby". guidelines for Only letters and digits are not afflowed. At least one of these should be a special character. Usually, the character you get when you type in while keeping the "SHIFT" button ed along with a number. For e.g. " # (SHIFT 3)". passwords: Spaces are not allowed in the password. It should not be The Password should contain a minimum of 8 characters and a maximum of 28 characters. Your new password cannot be the same as any of your previous 3 password(s). username The Password should contain at least 4 characters. .....7 **New Password**  Confirm Password -----Please Enter OTP here Enter OTP One Time Password Please wait for one minute to receive OTP SUBMIT

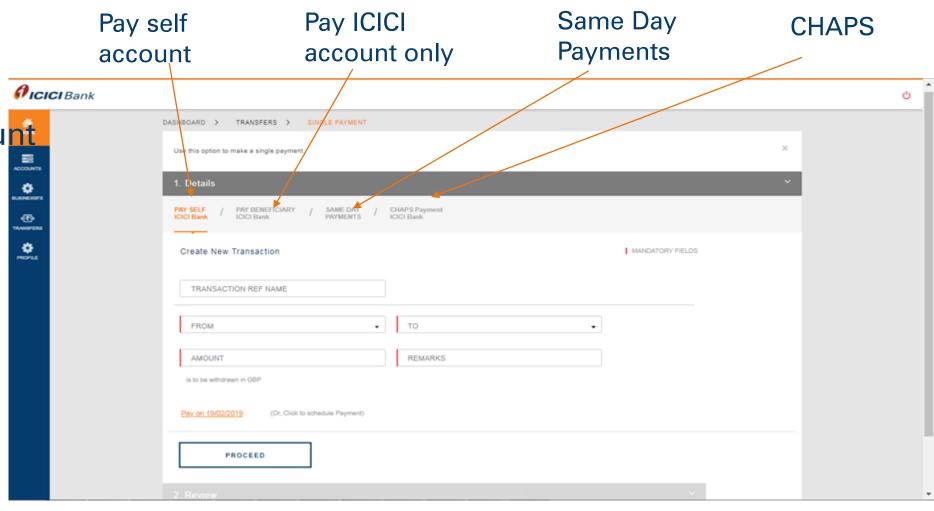




## Transfers Module GBP Payments

#### Transfers >> Payment options

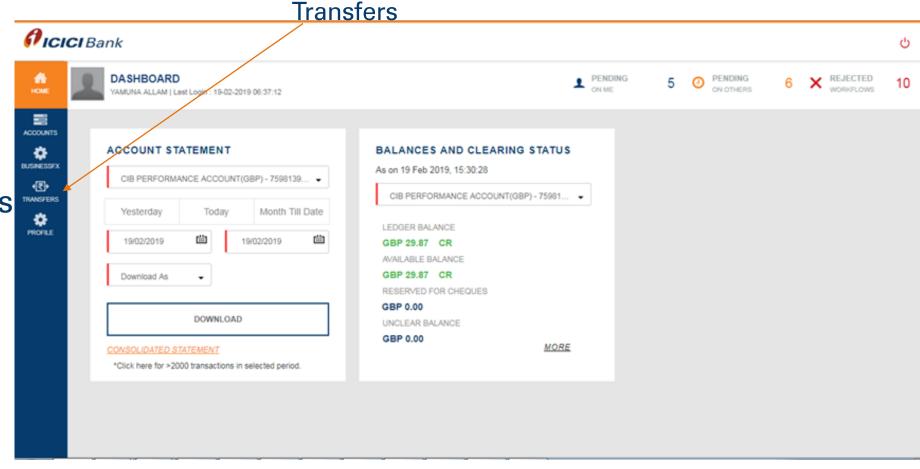
- Pay Self
- Pay ICICI Account
- Same Day
- CHAPS





#### Transfers Module >> functionalities

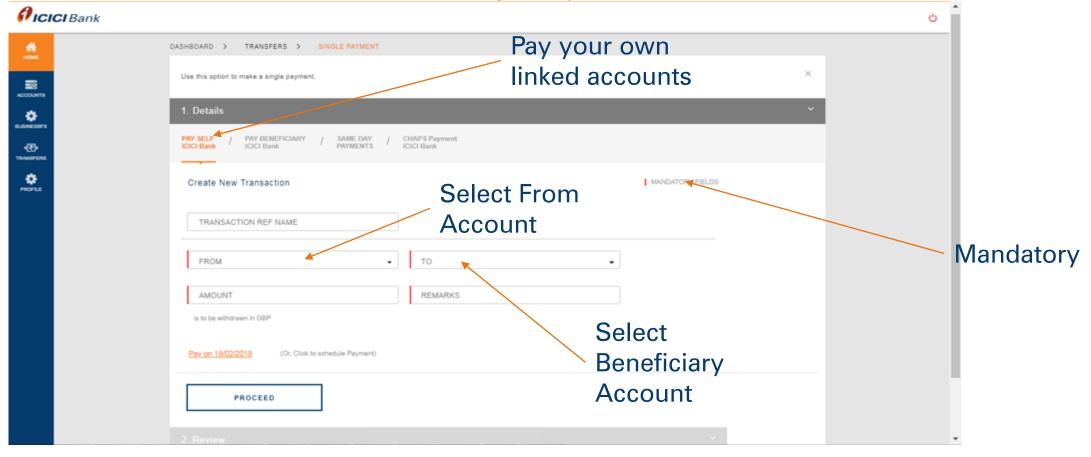
- Manage Payees
- Pending on me
- Pending on others
- Scheduled Payments
- Complete Payments
- View All Payments
- Recurring Payments





#### Transfers Module >> Pay self ICICI Bank

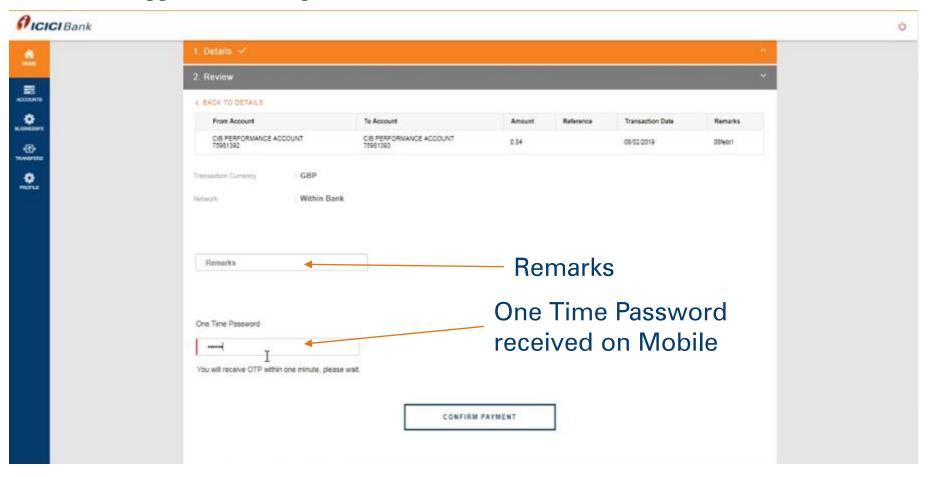
User can to do transactions within ICICI Bank for own accounts by using this link. User has to select from and to account from the dropdown. Post entering all required details, user has to click on proceed option





#### Transfers Module >> Pay self ICICI Bank

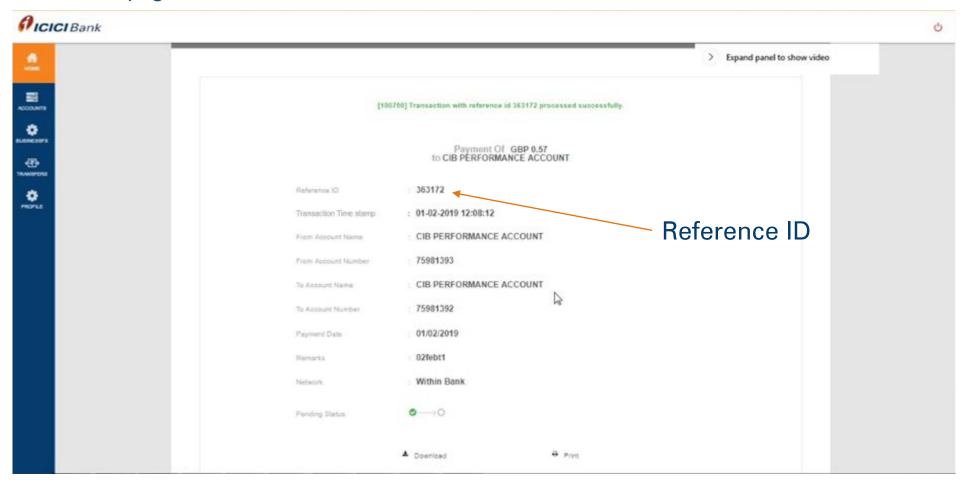
User has to select from and to account from the dropdown. Post entering all required details, user has to click on proceed option. Post clicking on proceed, it will redirect to OTP confirmation page. User has to enter OTP that triggered to his registered mobile number.





#### Transfers Module >> Pay self ICICI Bank

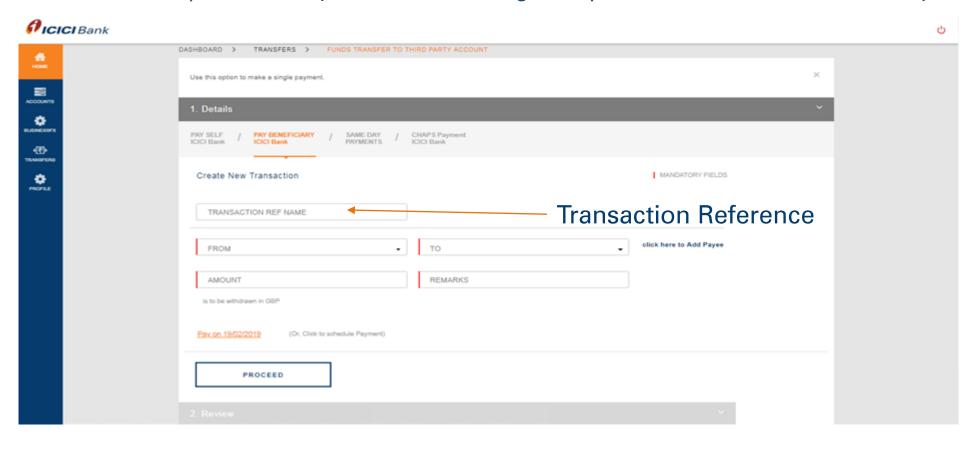
User has to select from and to account from the dropdown. Post clicking on confirm payment, transaction confirmation page will reflect with ref id.





#### Transfers Module >> Pay beneficiary ICICI Bank

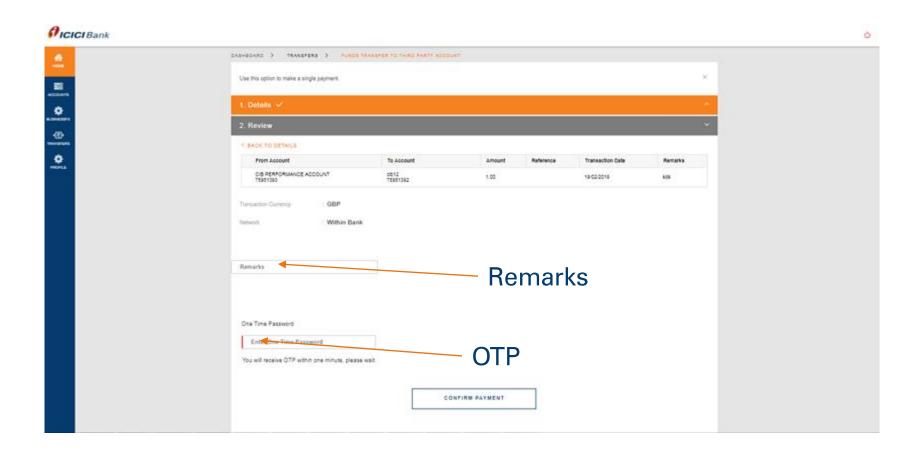
User can do transactions for external accounts within ICICI Bank by using this option User has to select **from** account and beneficiary from **To** dropdown. Post entering all required details, user has to click on proceed option.





#### Transfers Module >> Pay beneficiary ICICI Bank

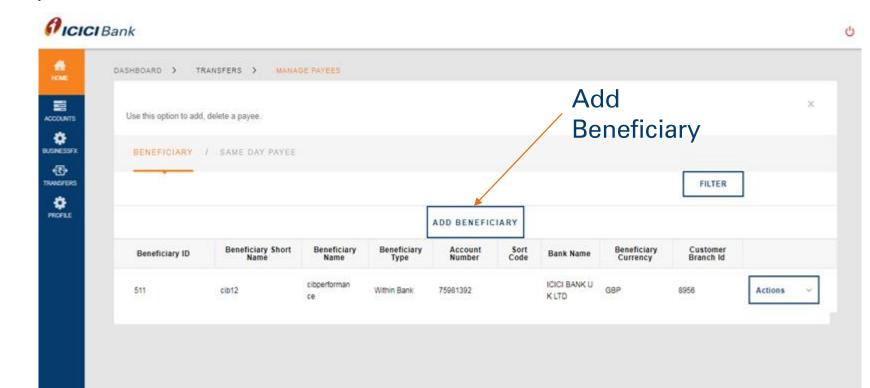
User Post clicking on proceed, it will redirect to OTP confirmation page.





#### Transfers Module >> Manage Payees

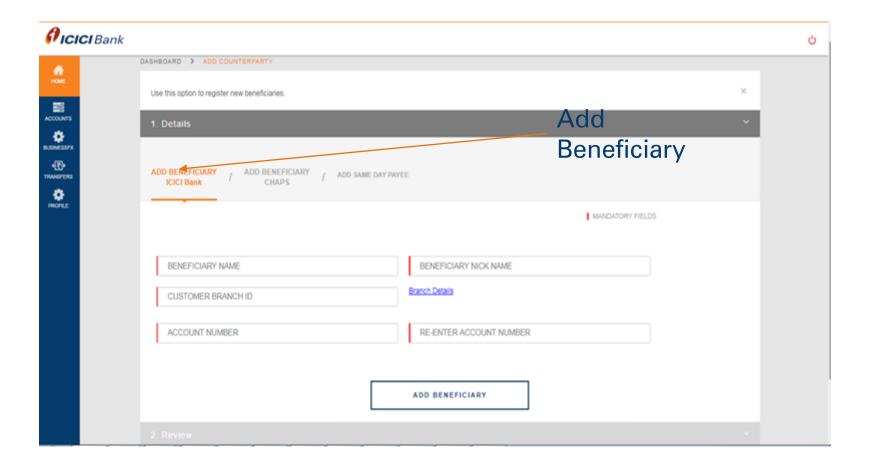
User can view the list of payee already added and user can add new payee for within ICICI Bank by clicking on ADD BENEFICIARY option.





#### Transfers Module >> Manage Payees

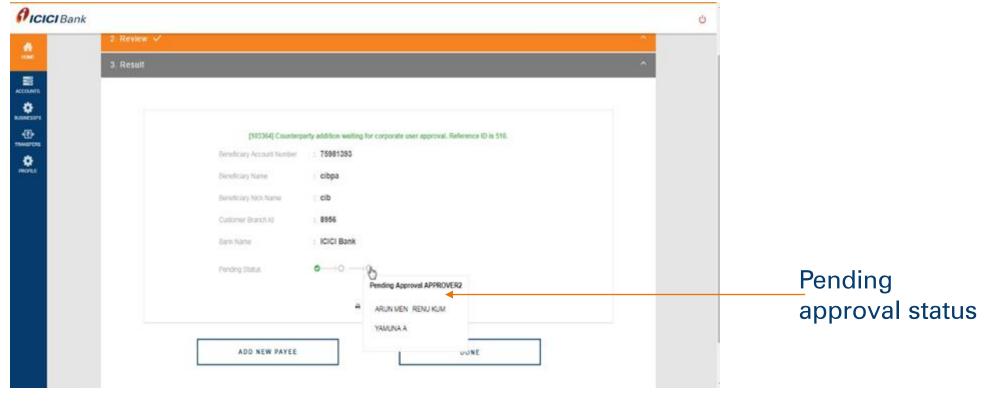
Post clicking on Add Beneficiary, user has to enter details in required fields and has to click on add beneficiary.





#### Transfers Module >> Manage Payees

Post clicking on add beneficiary, it will redirect to OTP confirmation page. User has to enter OTP that triggered to his registered mobile number. Post clicking on confirm details, Payee confirmation page will reflect with reference id. If workflow is not present, payee will get added successfully otherwise it will sent for further approval.

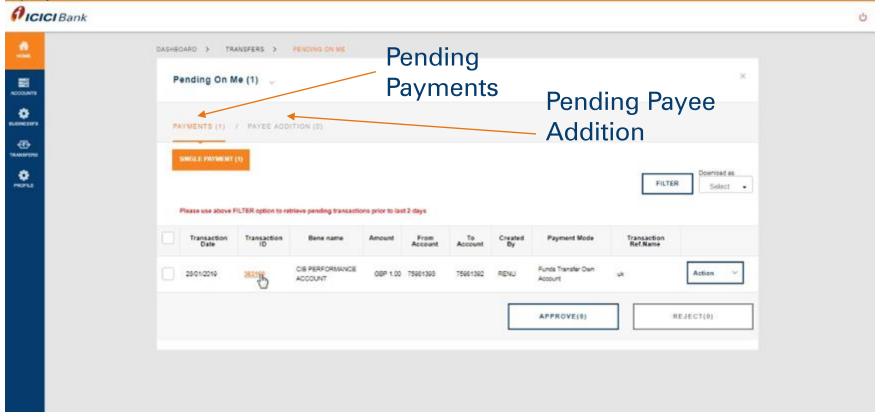




#### Transfers Module >> Pending on Me

User can view the list of records pending for the user(Self) approval. User can approve/reject the record by using options in the dropdown. For transaction related records, user has to click on payments and for payee addition user has to click on payments and for payee addition.

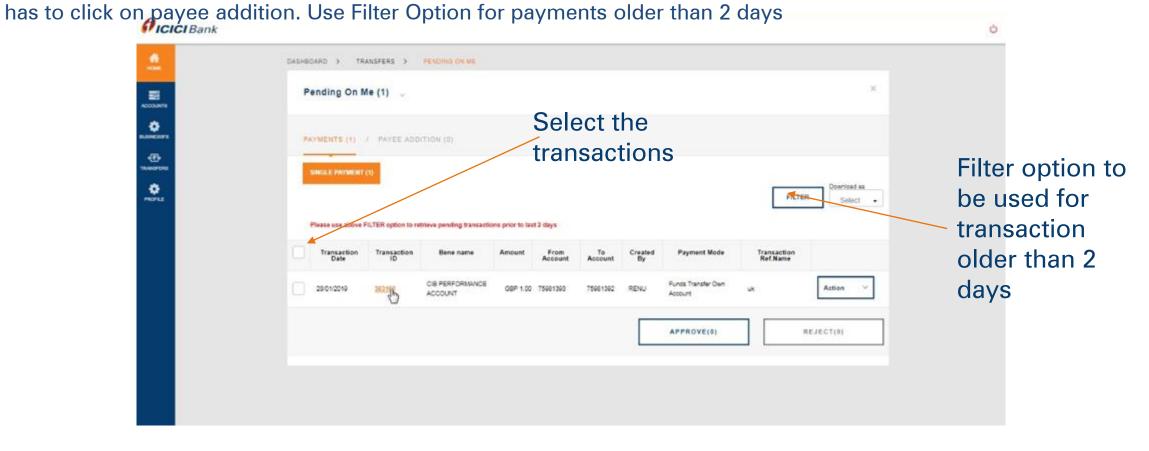
has to click on payee addition.





#### Transfers Module >> Pending on Me

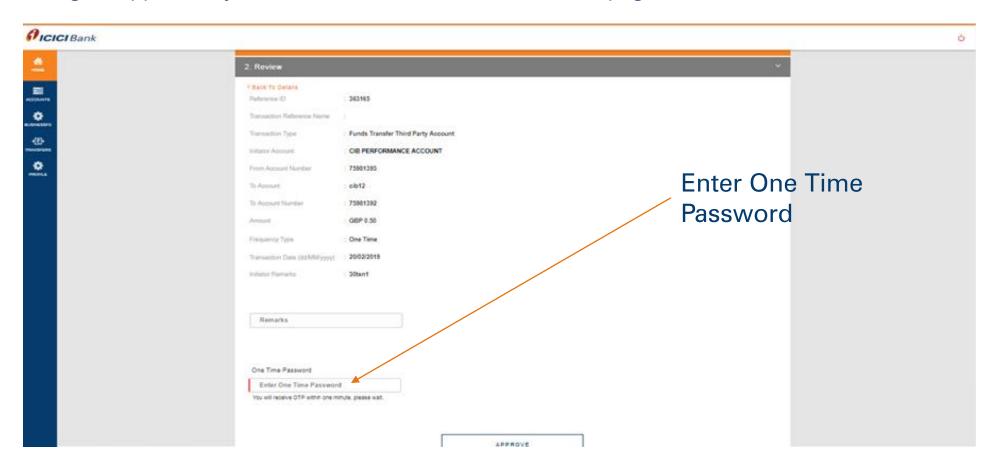
User can view the list of records pending for the user(Self) approval. User can **approve/reject** the record by using options in the dropdown. For transaction related records, user has to click on payee addition. Use Filter Option for payments older than 2 days





#### Transfers Module >> Pending on Me

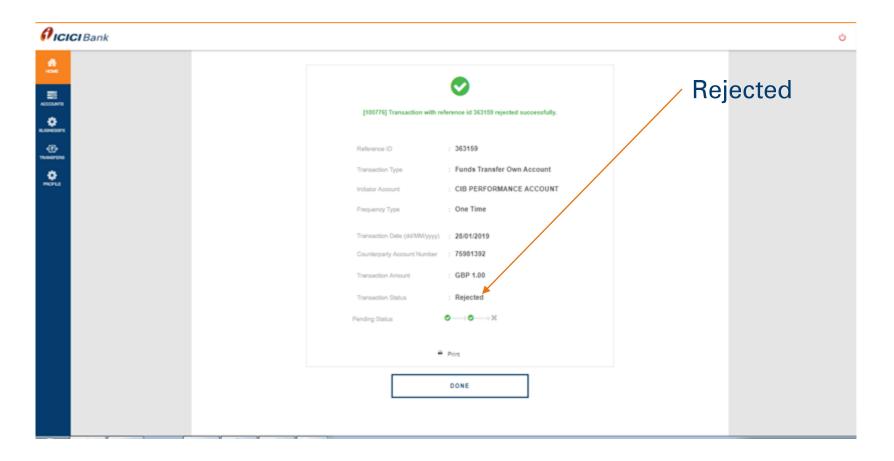
Post clicking on approve/reject, it will redirect to OTP confirmation page.





#### Transfers Module >> Pending on Me( Rejected Workflows)

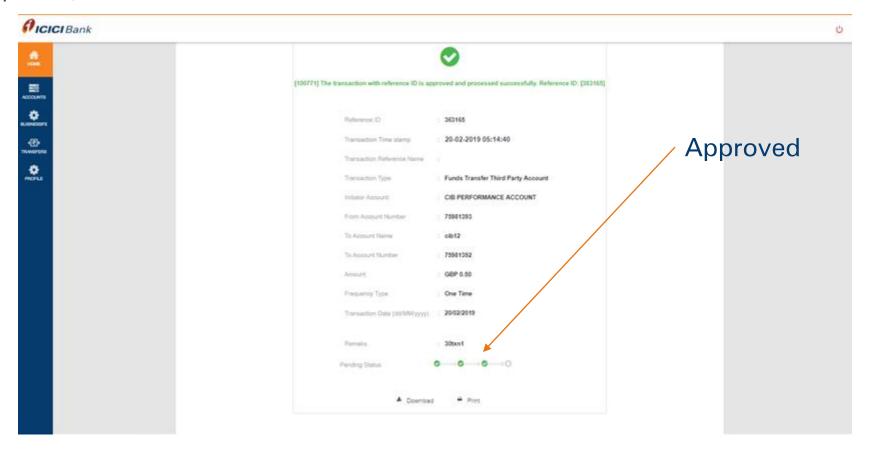
While approving, remarks field is not mandatory however while rejecting remarks is mandatory. Post entering OTP and clicking on approve/reject, transaction/Payee record is approved/rejected by the user successfully. If record is rejected, below screen will reflect





#### Transfers Module >> Pending on Me( Approved Workflows)

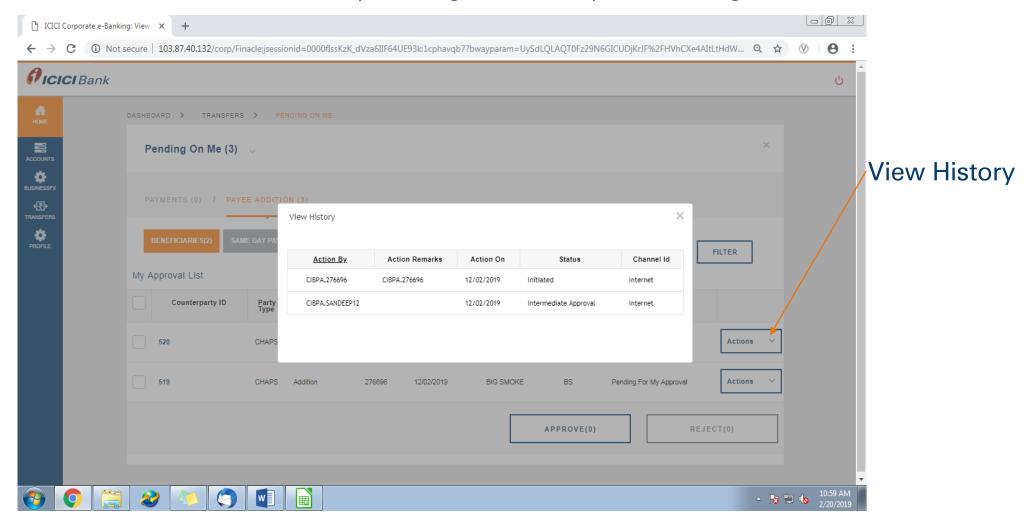
If record is approved, below screen will reflect





#### Transfers Module >> Pending on Me( For approval)

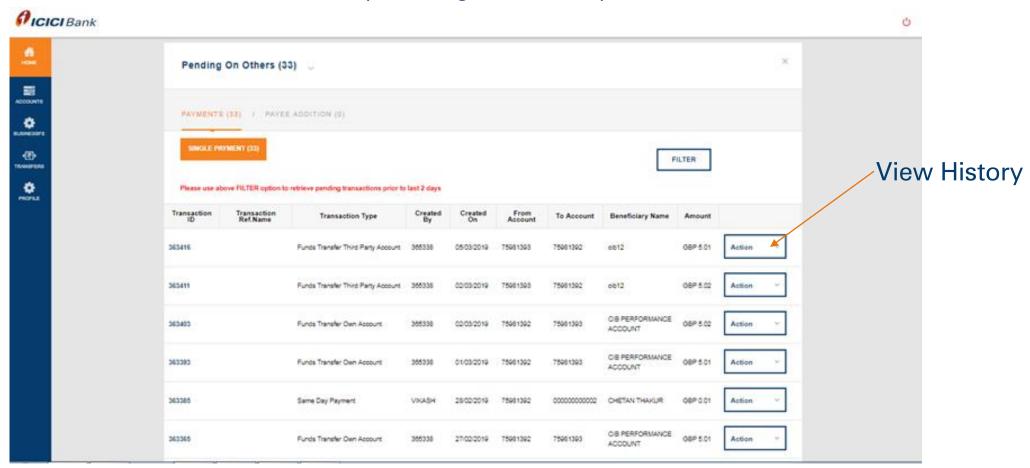
User can view the details of the transaction by selecting "View History" after clicking actions





#### Transfers Module >> Pending on Others( For Approval)

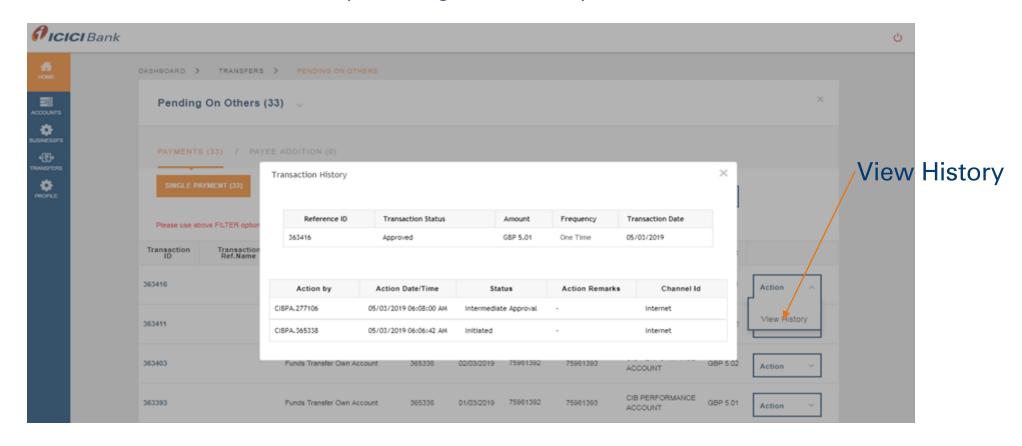
User can view the details of the transaction by selecting "View History"





#### Transfers Module >> Pending on Others

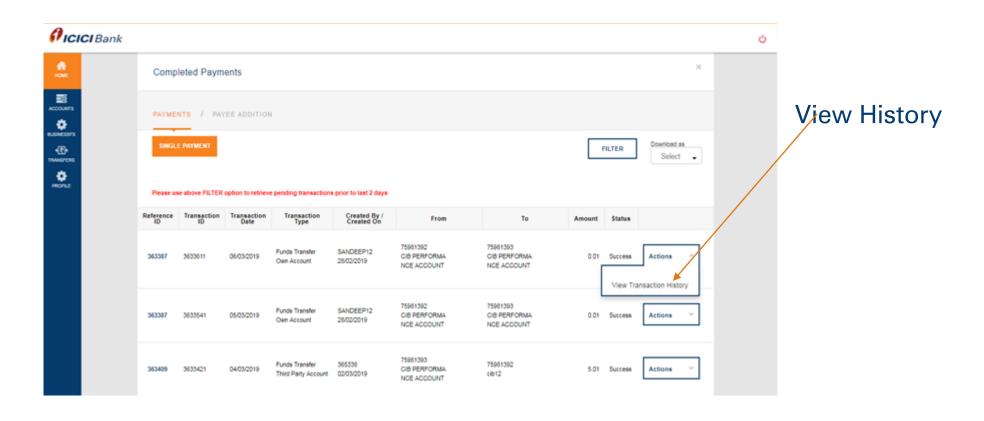
User can view the details of the transaction by selecting "View History" under actions





#### Transfers Module >> Complete Payments

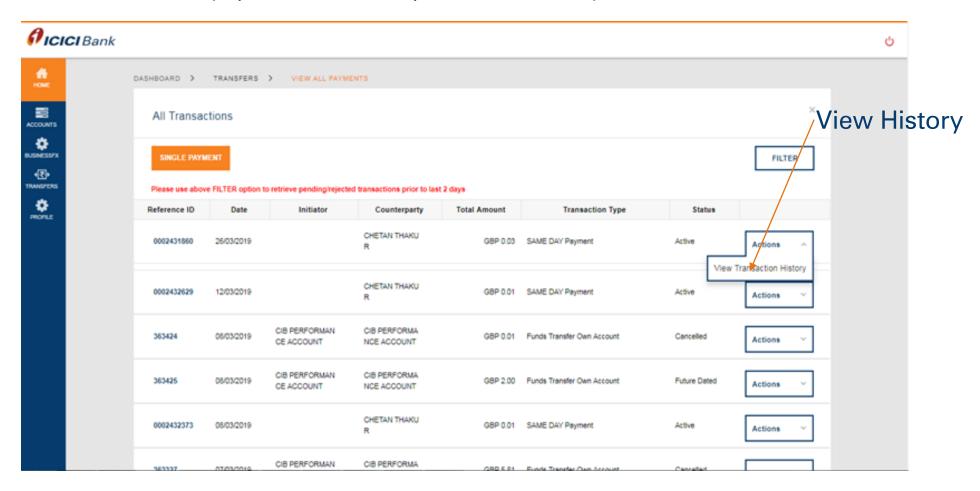
User can view the list of complete payments in this option and user can view details of transaction using "view transaction history" option.





#### Transfers Module >> View All Payments

User can view the list of all payments initiated by the user in this option



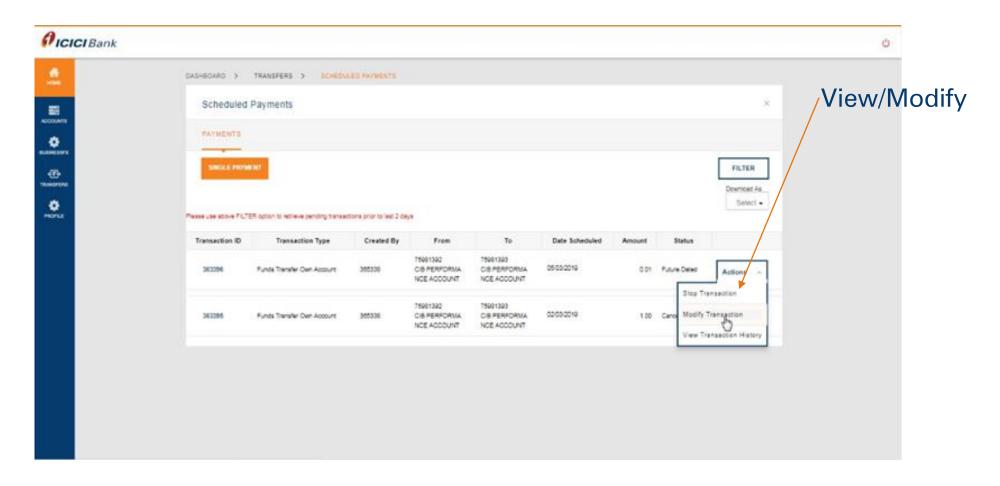




# Scheduled Transfers (Within and outside ICICI Bank)

#### Transfers Module >> Scheduled Payments

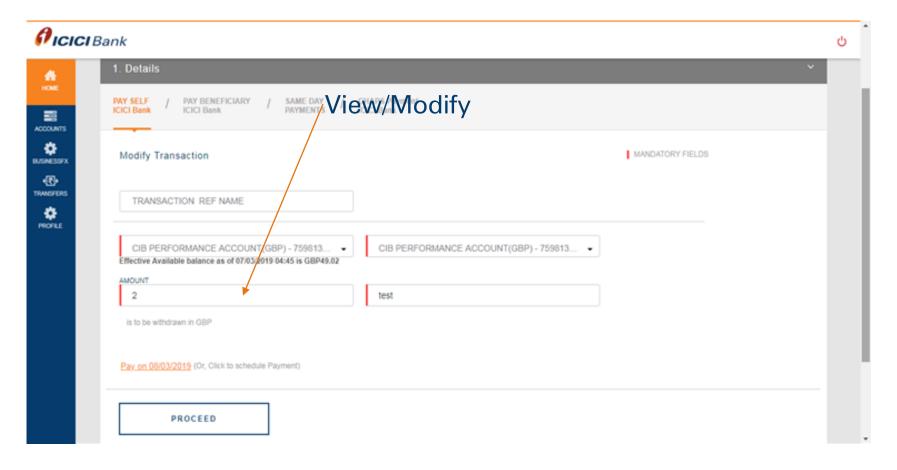
User can view list of scheduled payments (One-time only) in this option. User can stop and modify transaction with OTP authentication and can view the details of transaction using view transaction history. You can schedule the payments minimum two days in Advance and Maximum till one years





#### Transfers Module >> Scheduled Payments

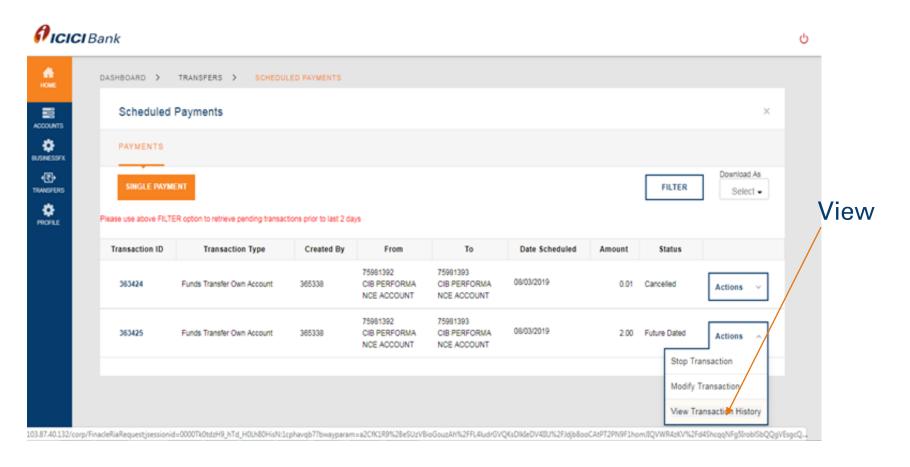
User can view list of scheduled payments (One-time only) in this option. User can modify transaction with OTP authentication and can view the details of transaction using view transaction history.





#### Transfers Module >> Scheduled Payments

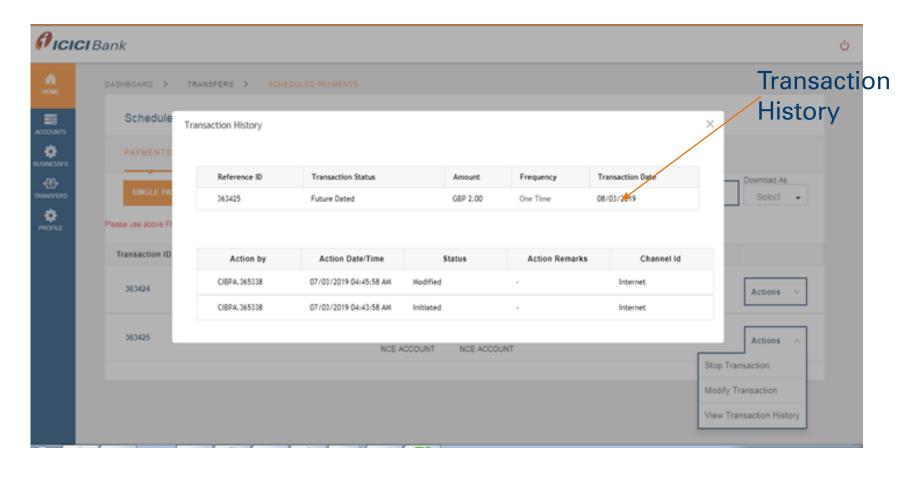
User can view the details of transaction using view transaction history.





### Transfers Module >> Scheduled Payments

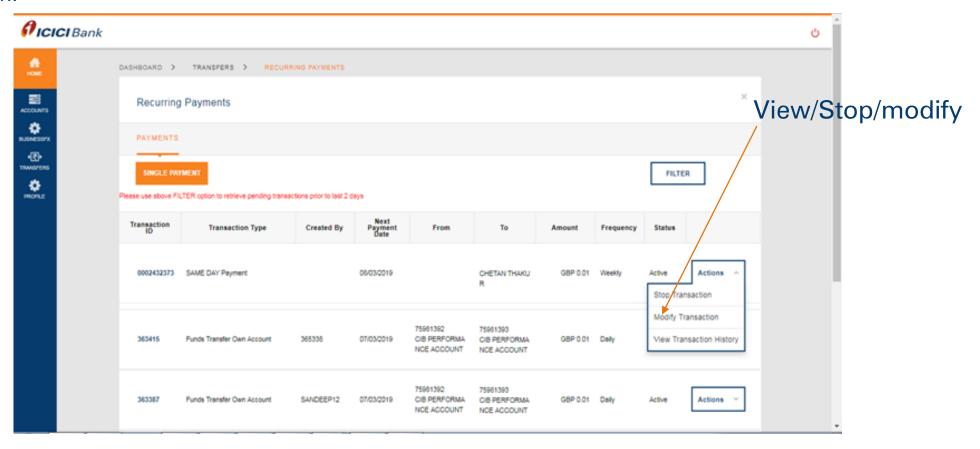
User can view the details of transaction using view transaction history.





### Transfers Module >> Recurring Payments

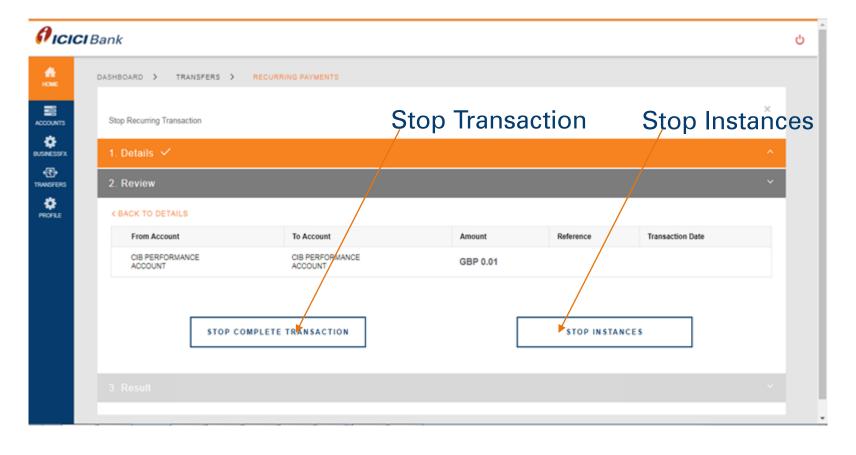
User can view the list of recurring payment records in this option. User can stop, modify and view details of transaction.





### Transfers Module >> Recurring Payments >> Stop Payments

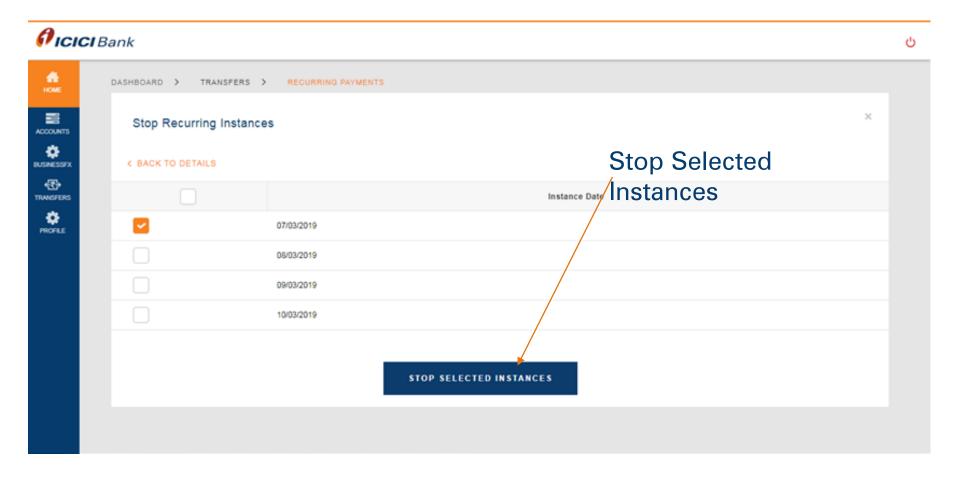
In this we are stop any one of the instance of the recurring payment by using stop instance option



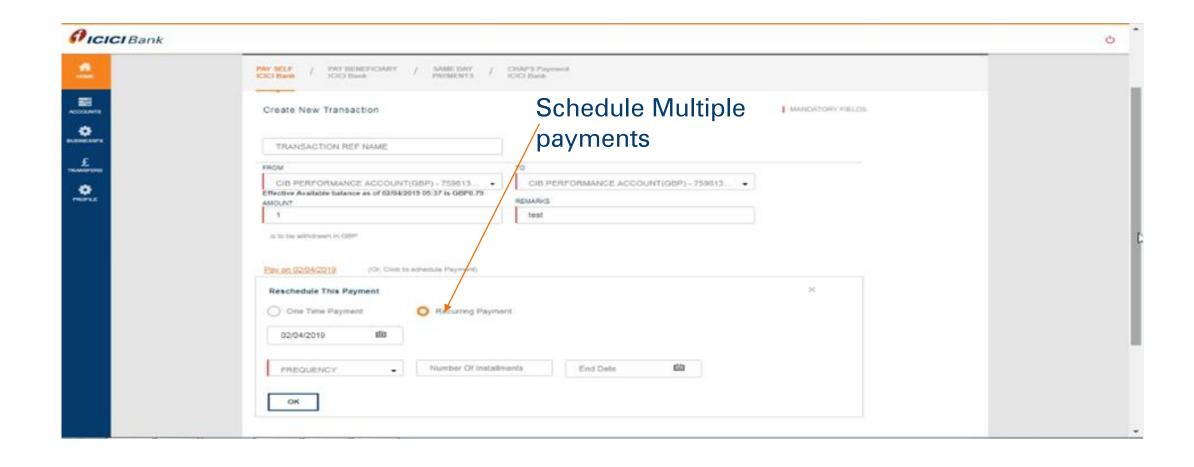


### Transfers Module >> Recurring Payments >> Stop Payments

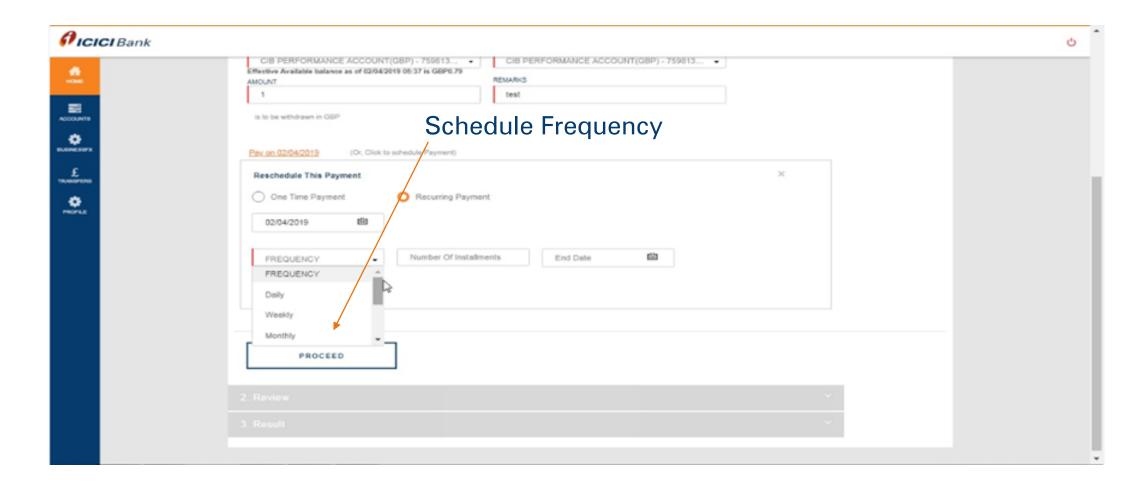
In this we can stop any one of the instance of the recurring payment by using stop instance option



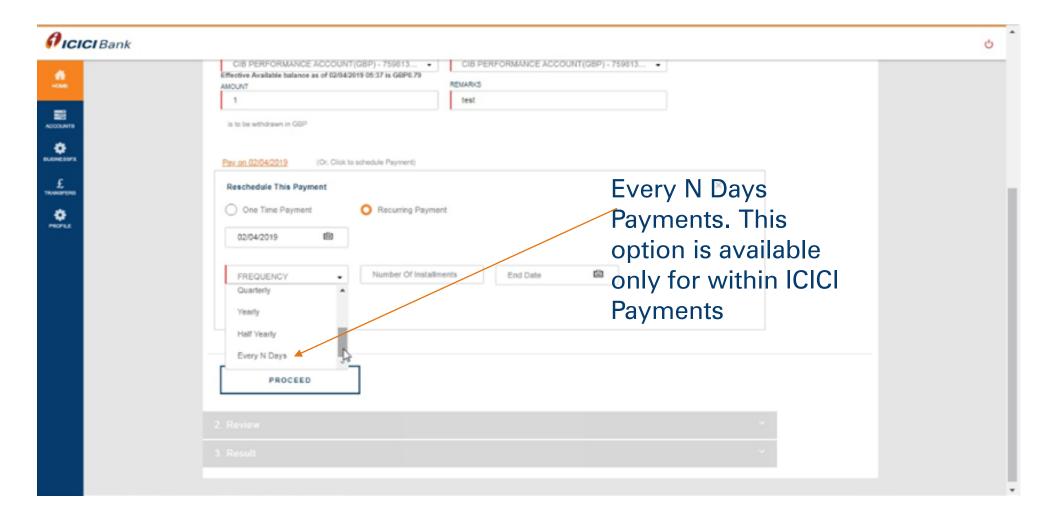




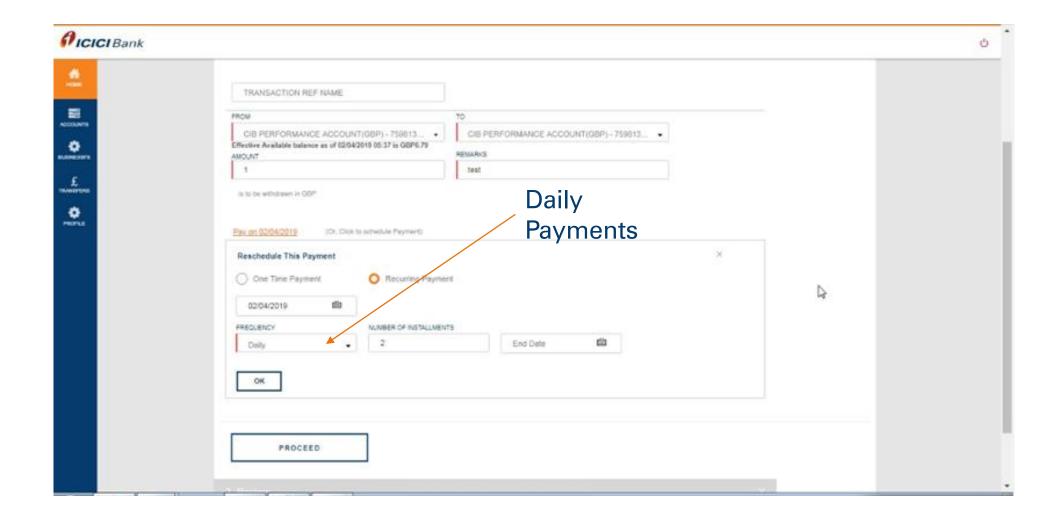




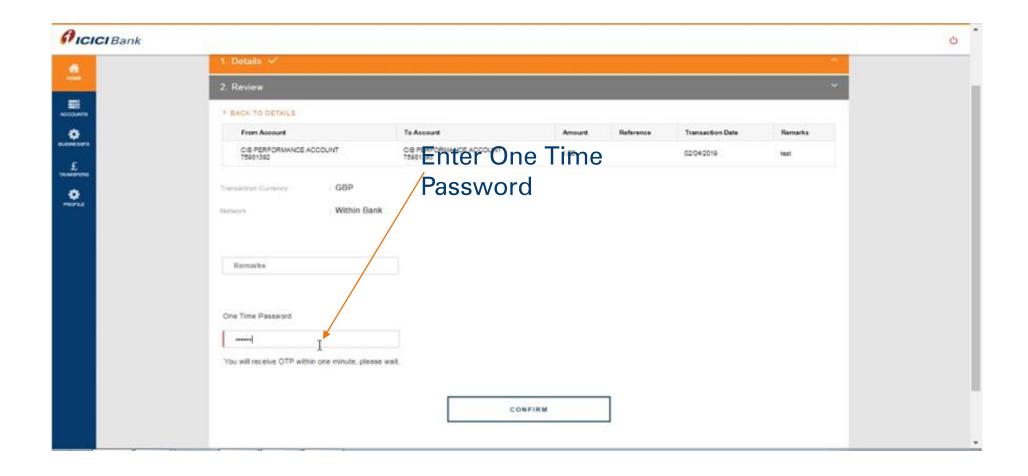








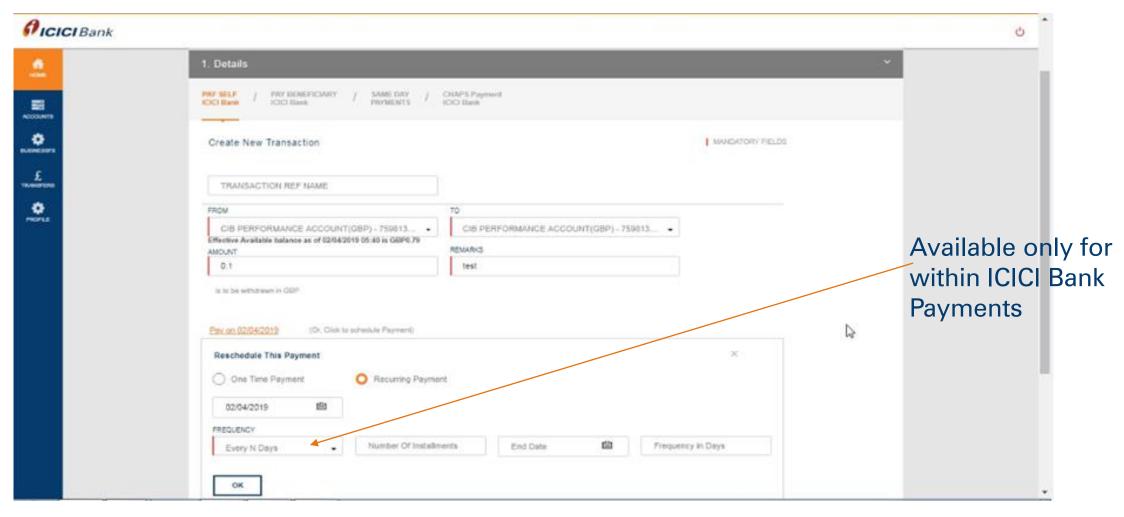




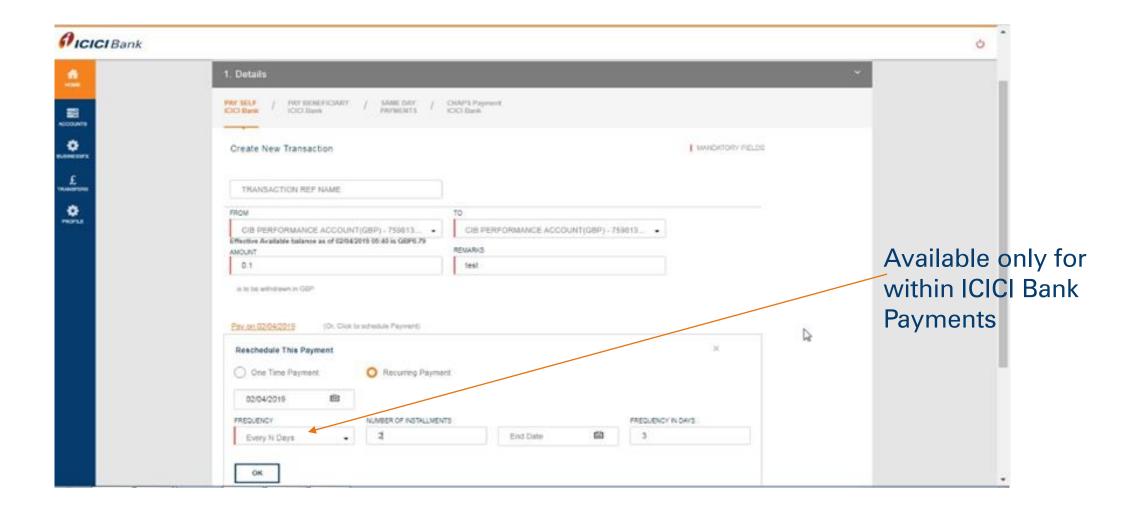




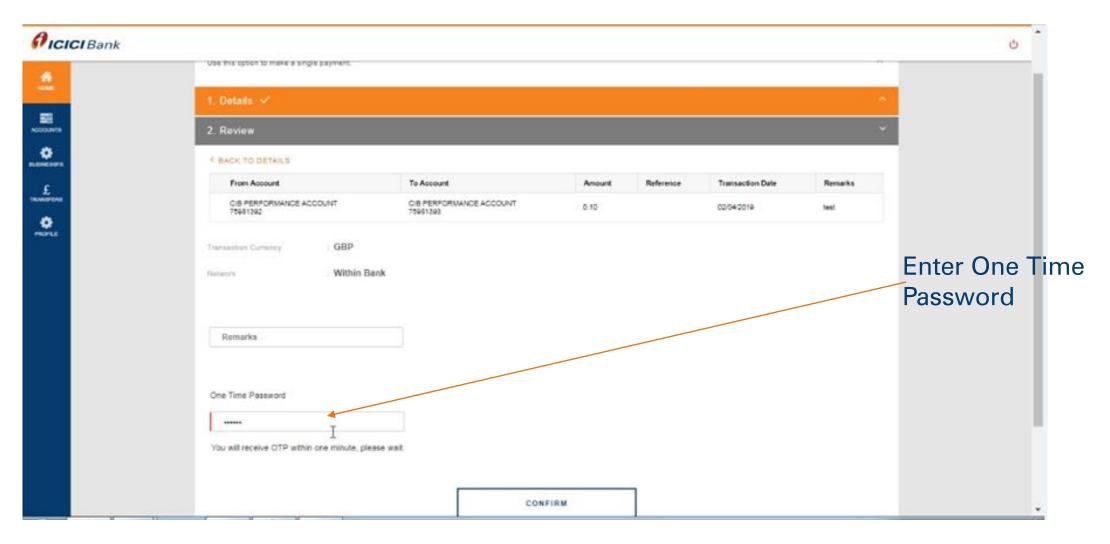




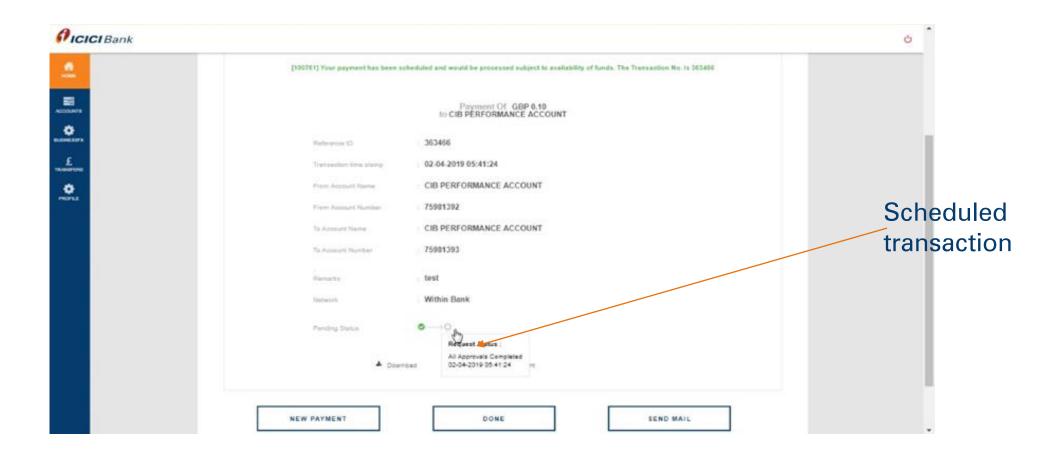






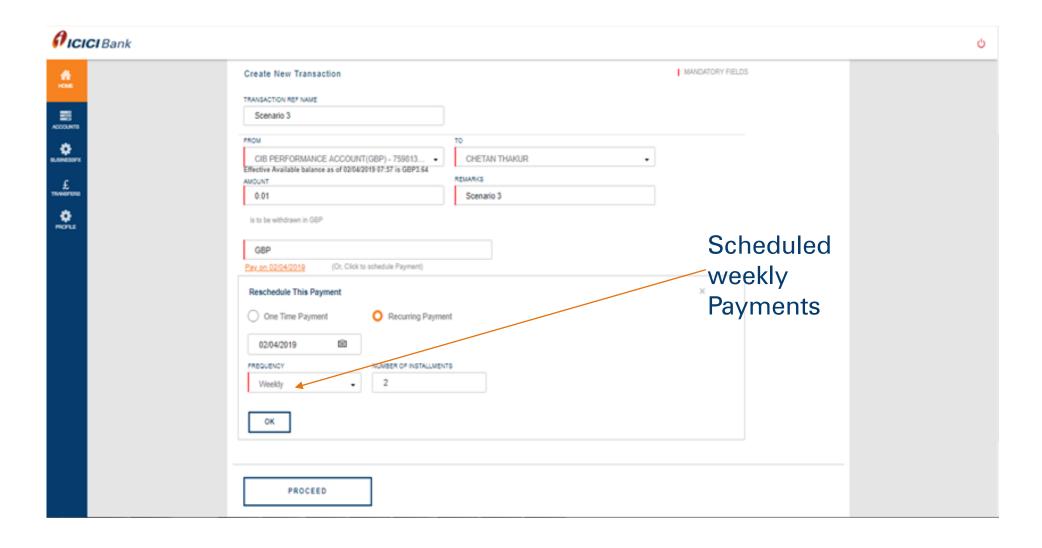






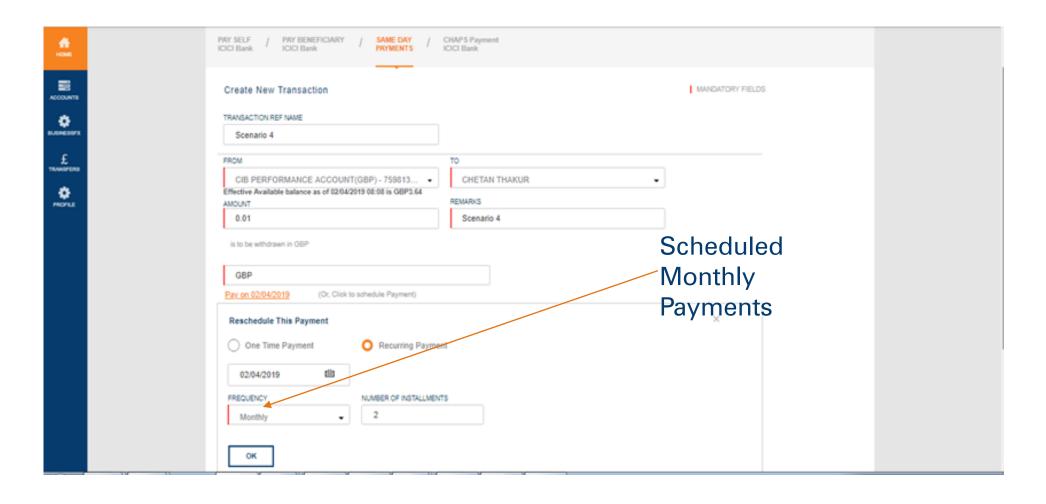


### Scheduled Payments-weekly



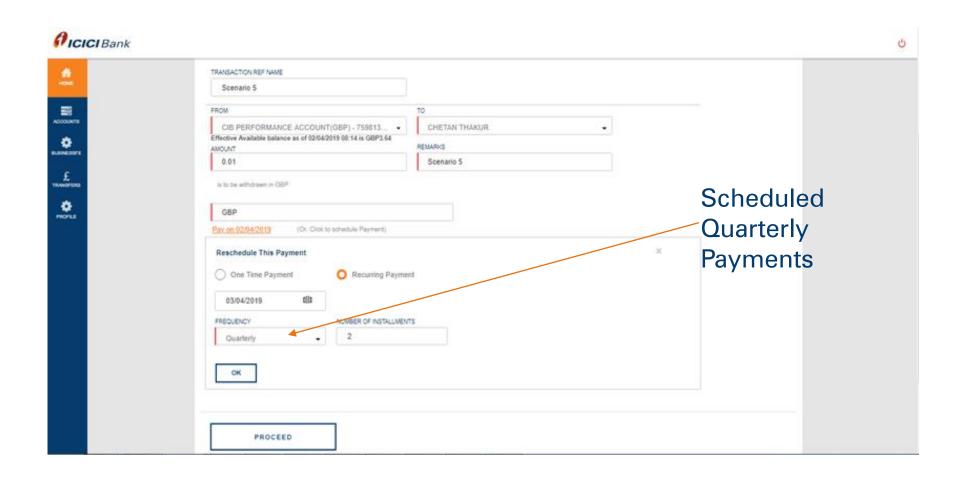


### **Scheduled Payments-Monthly**



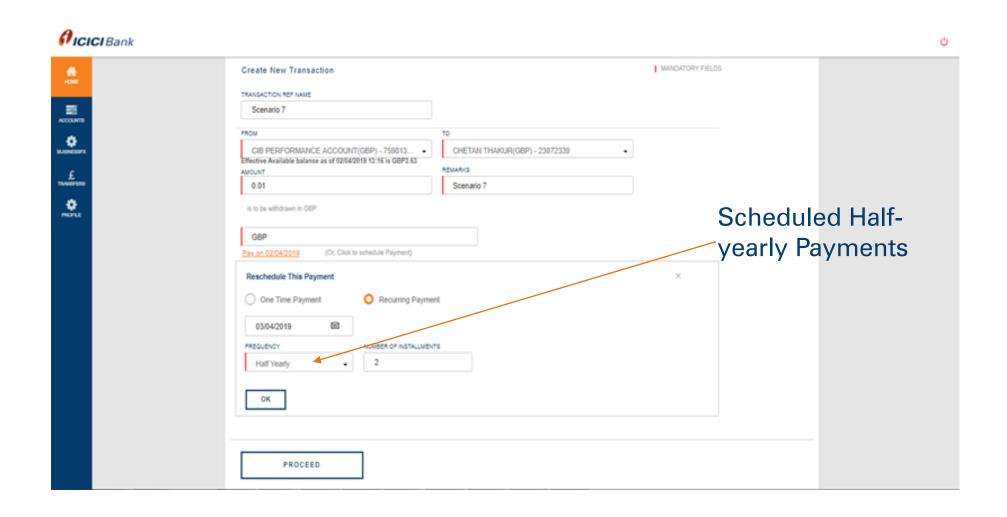


# Scheduled Payments-Quarterly



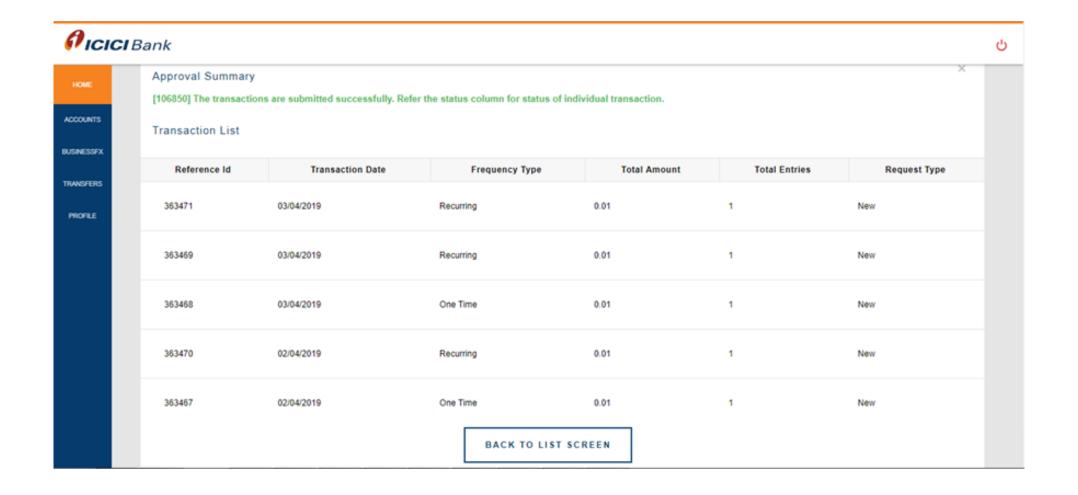


# Scheduled Payments >> Half yearly



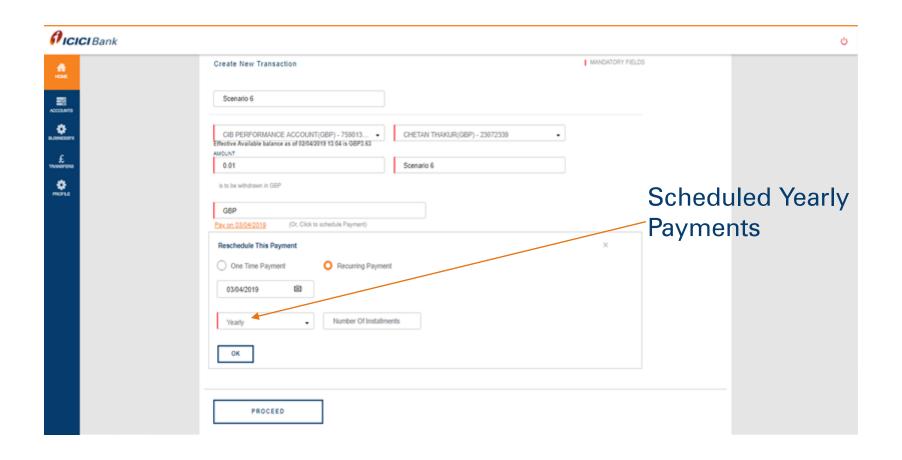


### Scheduled Payments >> Half Yearly





### Scheduled Payments>> Yearly

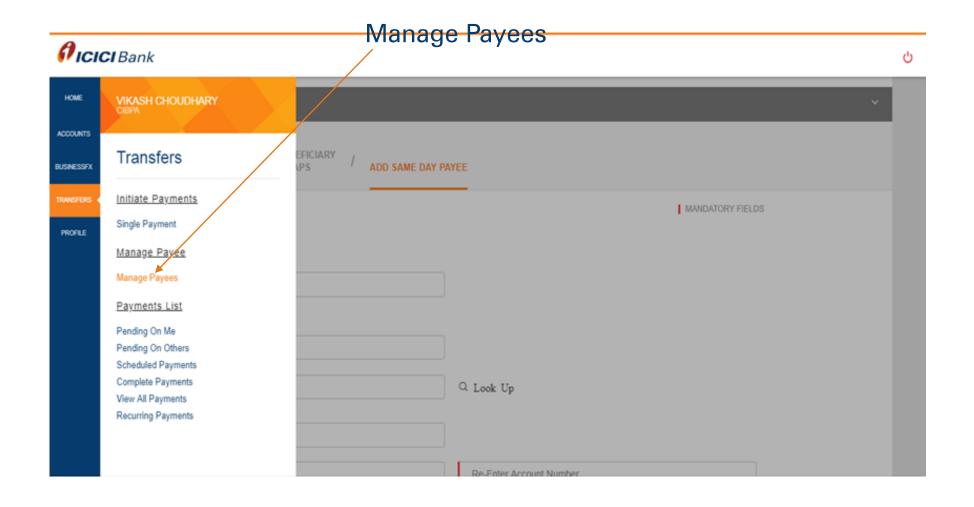






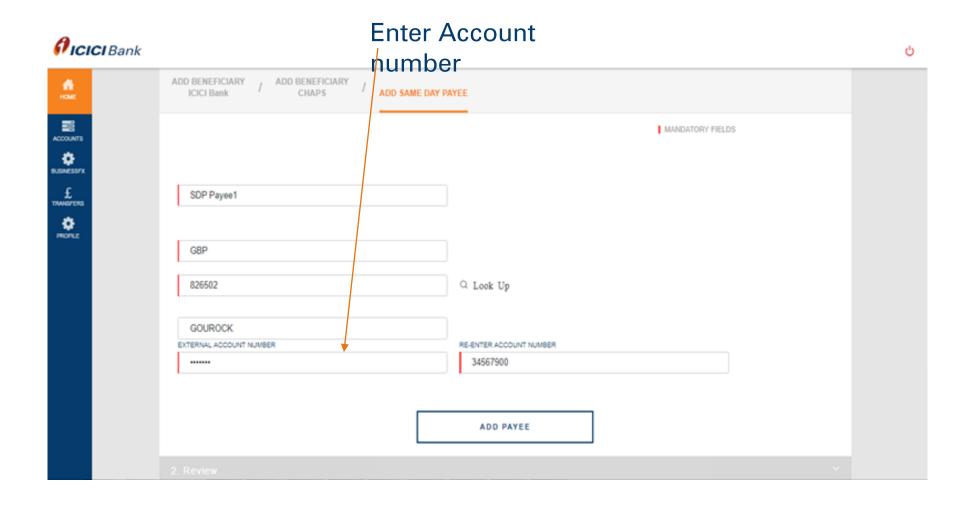
# Same day Payments

### Same Day Payments>> Manage Payee



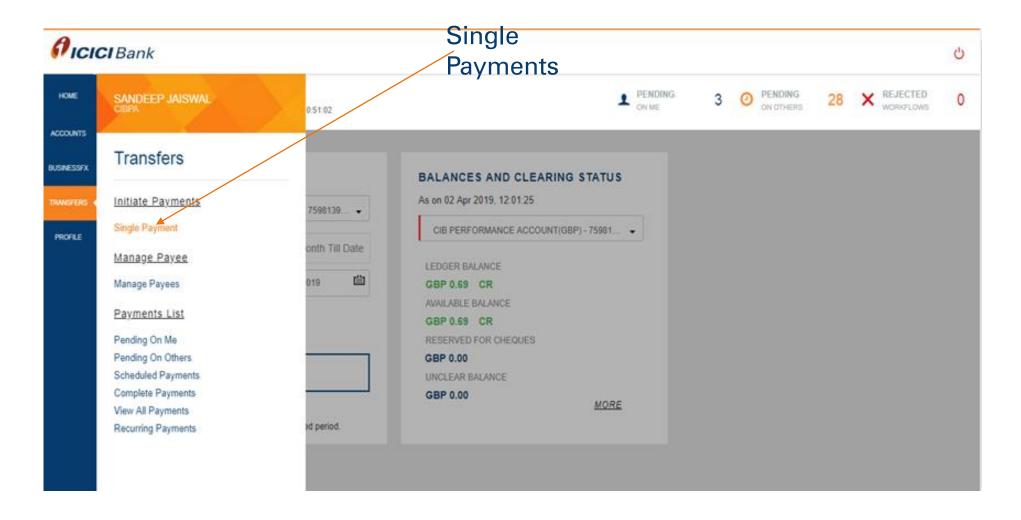


### Same Day Payments>> Add same day Payee



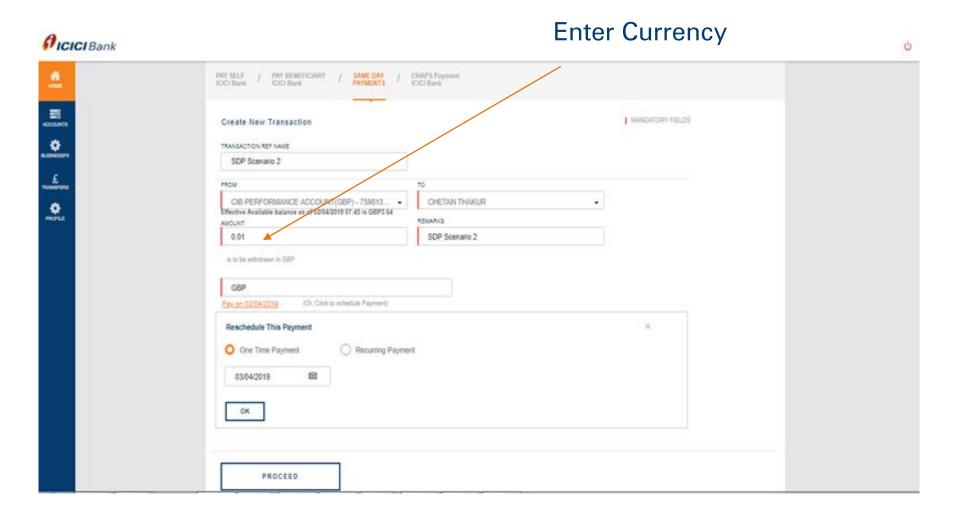


### Same Day Payments >> Single Payments



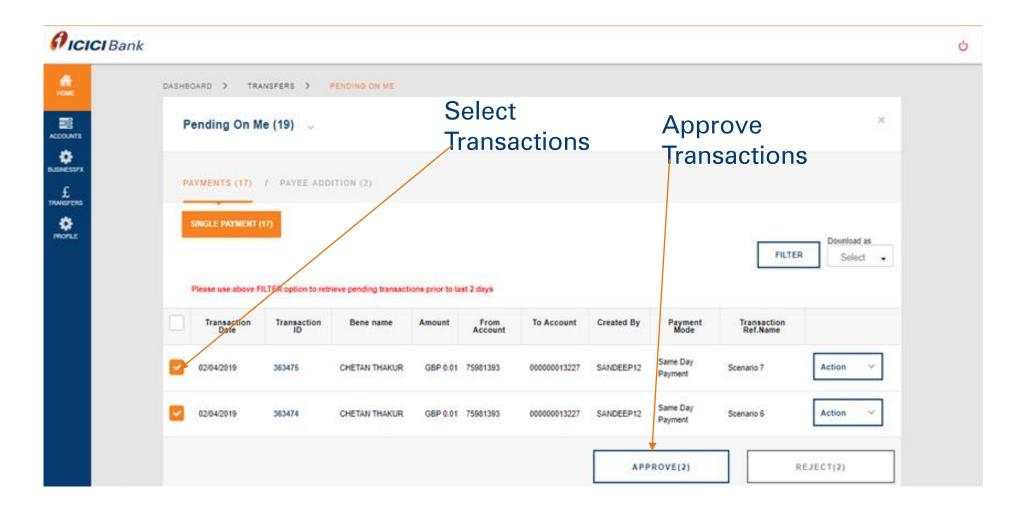


### Same Day Payments >> Single Payments



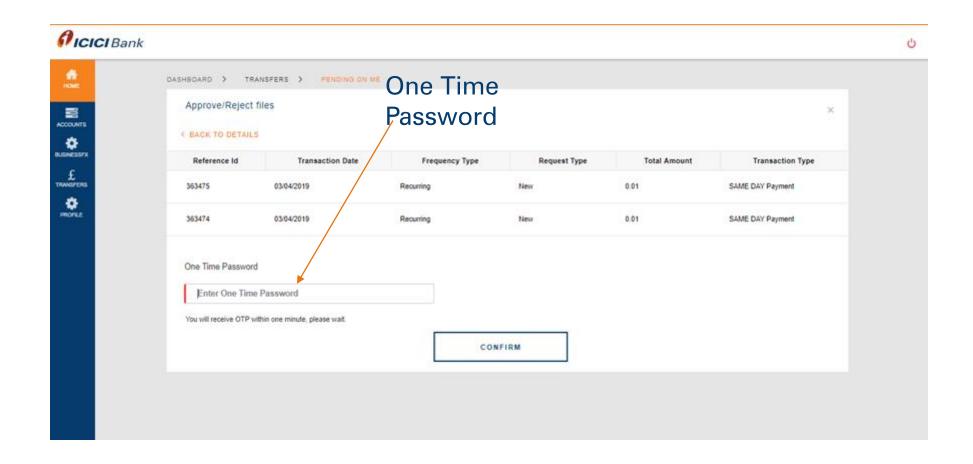


### Same Day Payments >> Approval



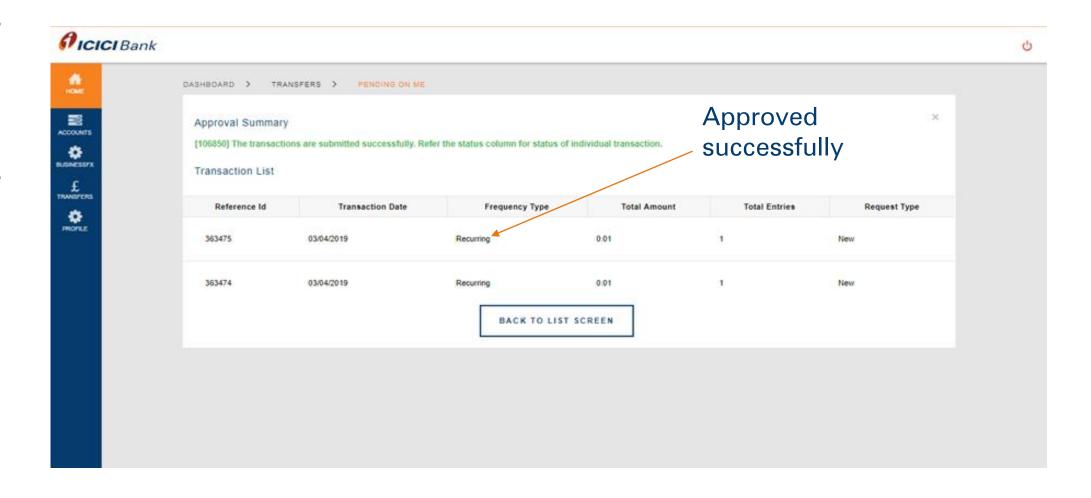


### Same Day Payments >> Approval





### Same Day Payments >> Approval



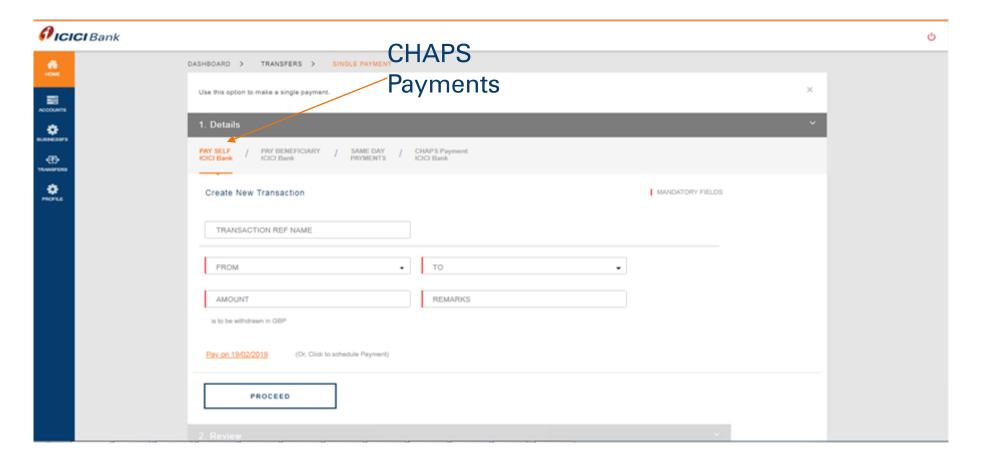




# **CHAPS**(Transactions)

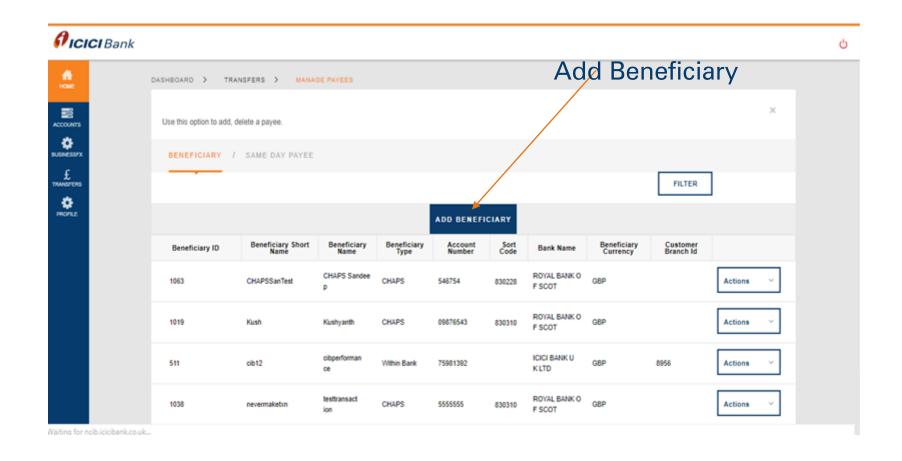
#### **CHAPS**

CHAPS: Settled on the same day if the transaction is done before 1:00 PM (Monday to Friday) (Charges Apply for CHAPS)





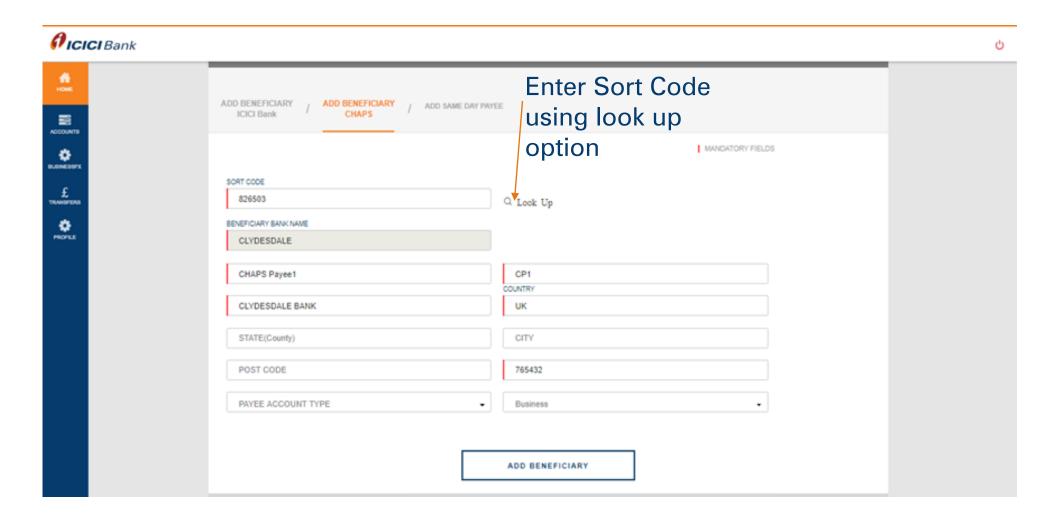
### CHAPS>> Add beneficiary





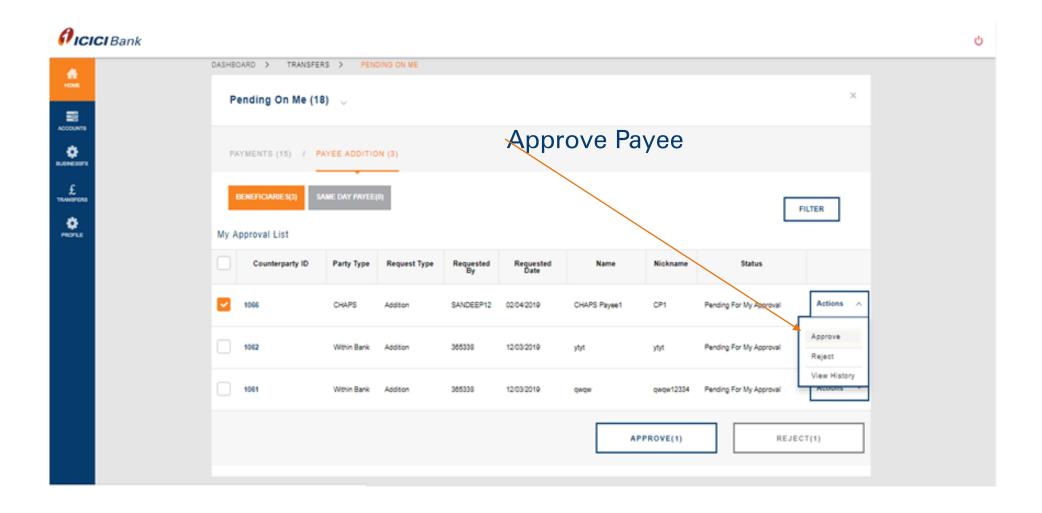
67

## **CHAPS>> Add Beneficiary**



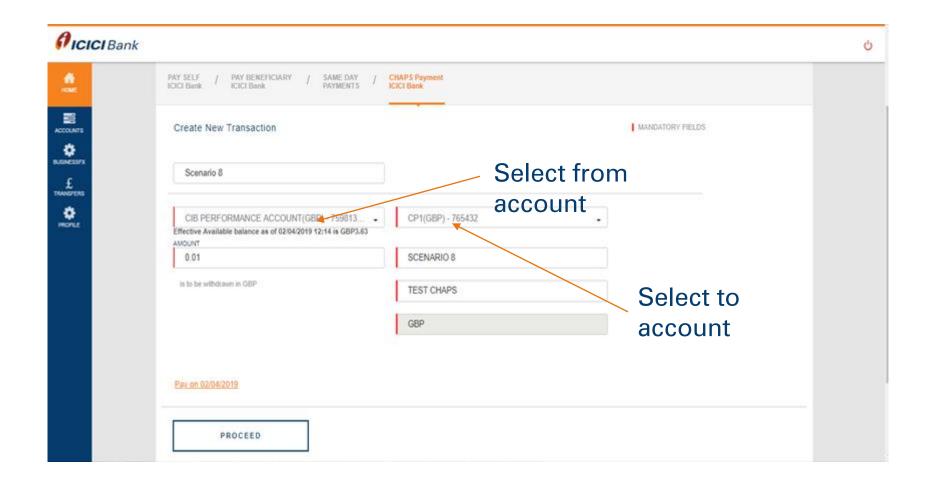


### CHAPS>>Approve Payee



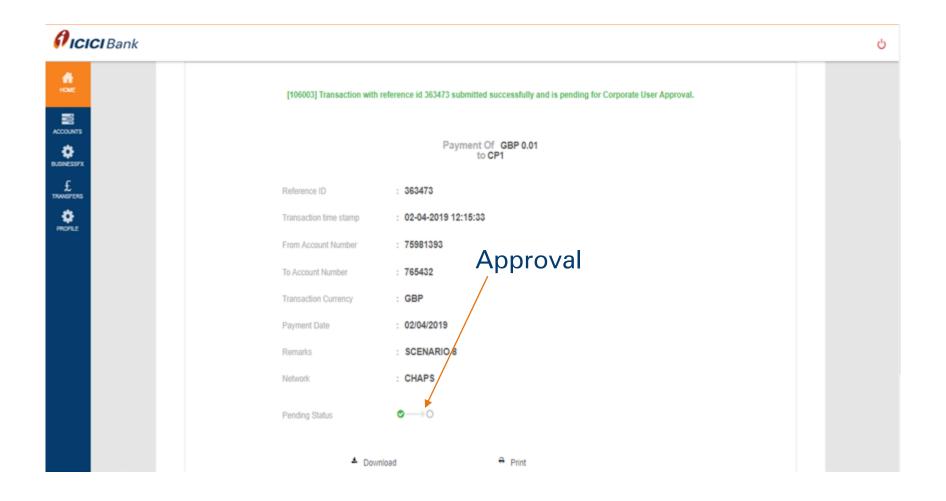


### **CHAPS>> Initiate Payments**





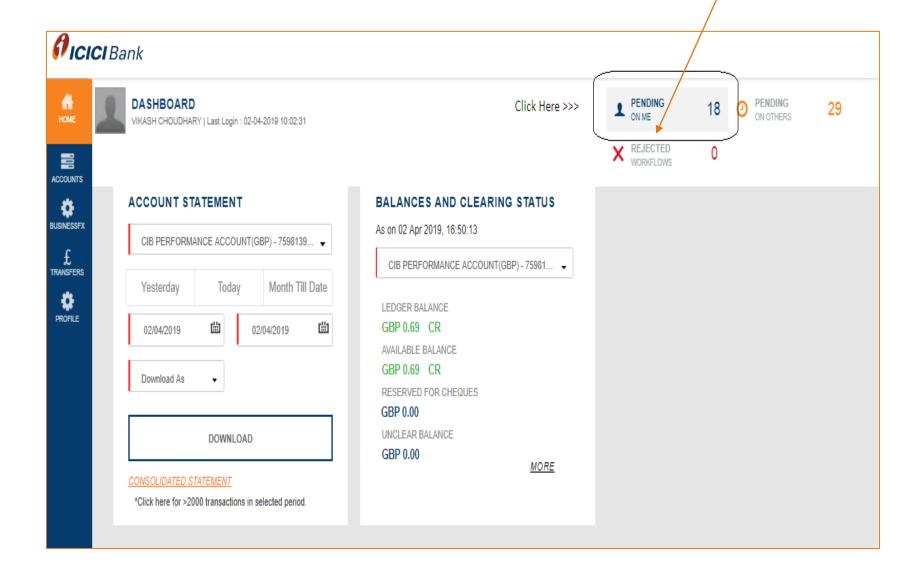
### **CHAPS>> Make Payments**





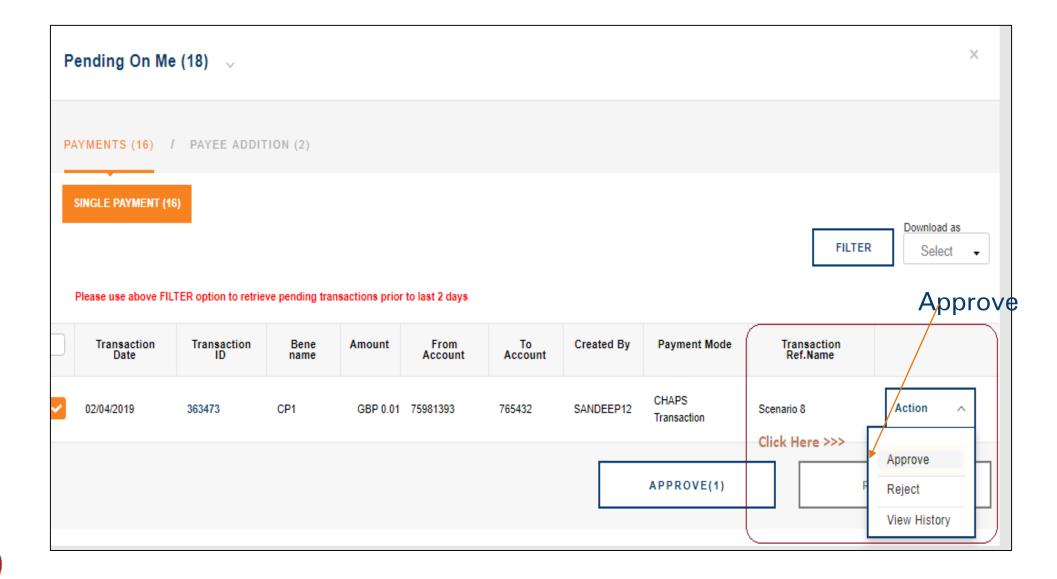
### CHAPS>>Approval

#### Pending on Me





## CHAPS>> Approval



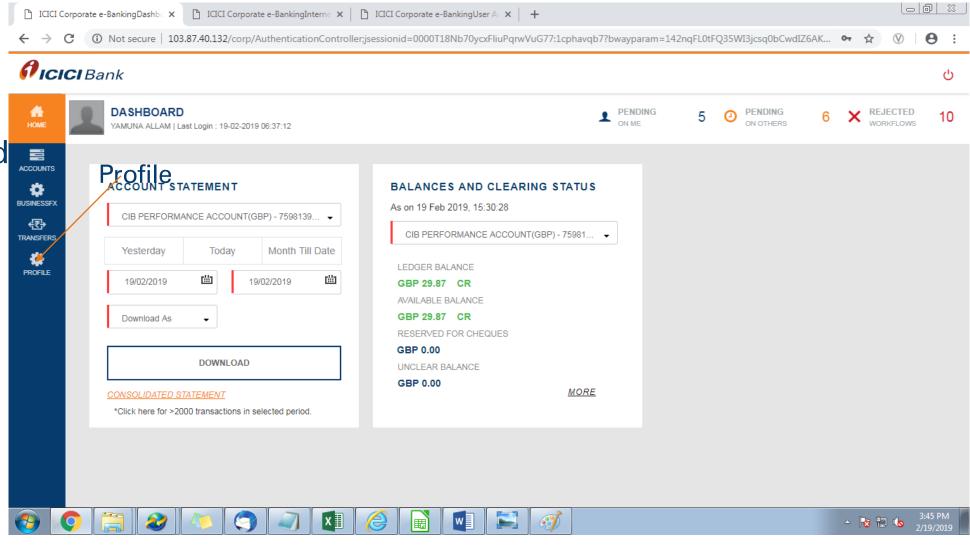




# **Profile**

### **Profile**

- Personal Details
- Change Password
- Change Alerts
- Set Preferences





## Profile >> Change Password

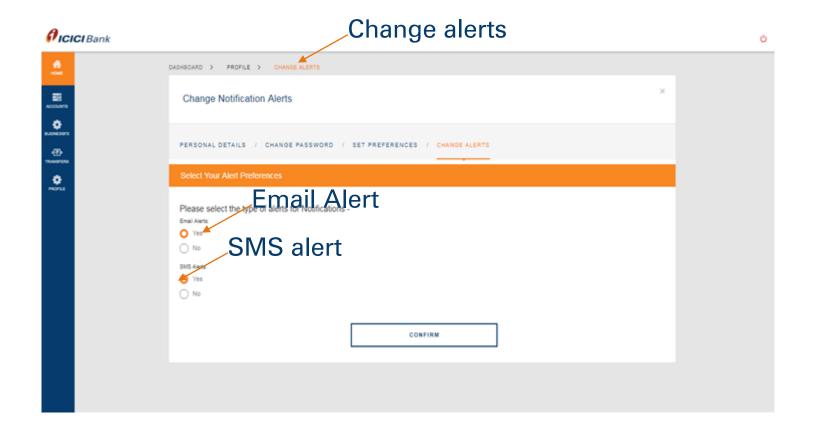
In this option user can change password by using this option with OTP authentication

Personal details Change Password O ICICI Bank Set preferences Change password The passence carries of all the characters as are to pine Germane. For e.g. if your University is "Bob", their your passence carries by "Bob", Drig witners and digital are real altiment. At least one of these obtained has a special character, Usually, the character you get when you type in white lengthing the "DATP" button present along with a number. The Passwort should company emmorrous of 8 characters and a manmon of 28 characters. Your new password cannot be the same as any of your previous 3 passwords The Rainman'd United contain at least 4 discussion Change Internet Login Password Oid Password **C3** Old Password Nex Payeoid 03 Pletype New Password E3 Retype New Password: One Time Password OTP authentication Enter One Time Password You will receive OTF within one mitude, please sust. SAVE CHANGES



## **Profile** >> Change Alerts

User can register/de-register for both SMS and Email alert for this option..



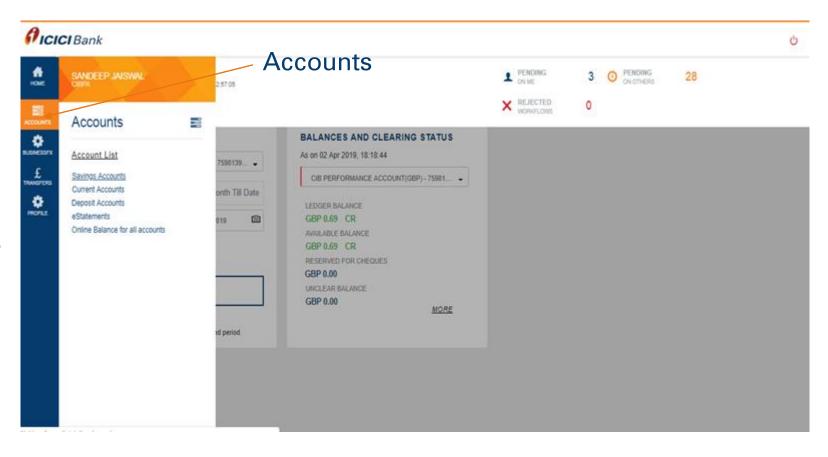




# **Accounts**

## **Accounts**

- Savings Accounts
- Current Accounts
- Deposit Accounts
- E-statements
- Online Balance for Accounts





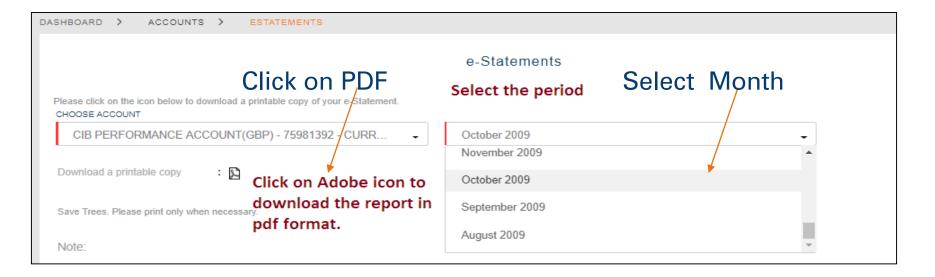
### Accounts>> e-statements

Æ SANDEEP JAISWAL SAVINGS ACCOUNTS HOME Accounts Estatement \* BUSINESSFX Account List :51:26 Savings Accounts TRANSFERS Current Accounts tails and get statement by clicking on Account Number or via Actions menu \* Deposit Accounts << Click Here PROFILE eStatements do not have any accounts linked for the given criteria Online Balance for all accounts



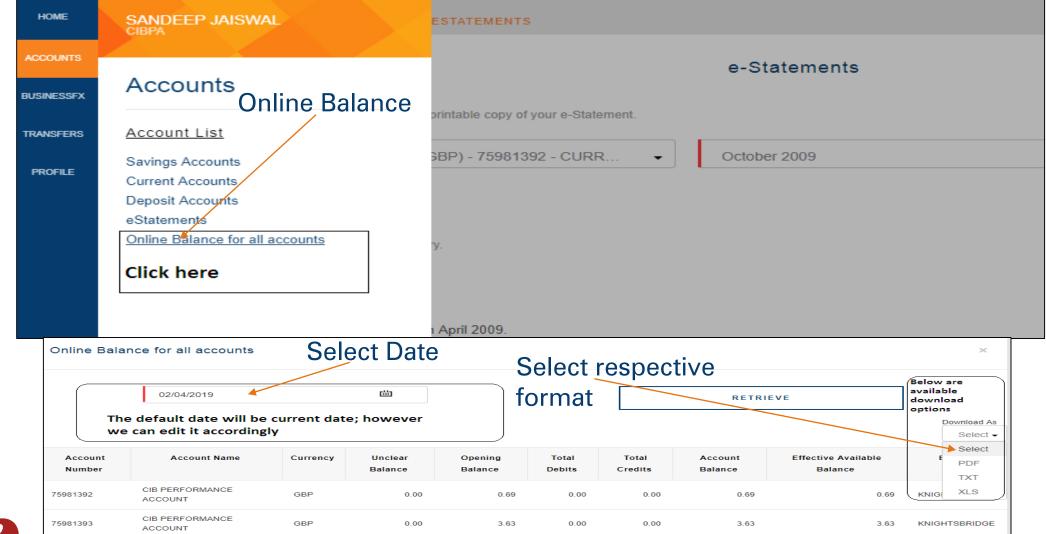
### Accounts>> e-statements







## Accounts>>online balance







# Thank You





BusinessFX: A fully digitalized solution for cross-currency payments across the globe

**BusinessFX** 

User Guide March 2019

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#### 1 Getting Started:

System prerequisite: Recommended browser is Chrome, IE 11 (or above).

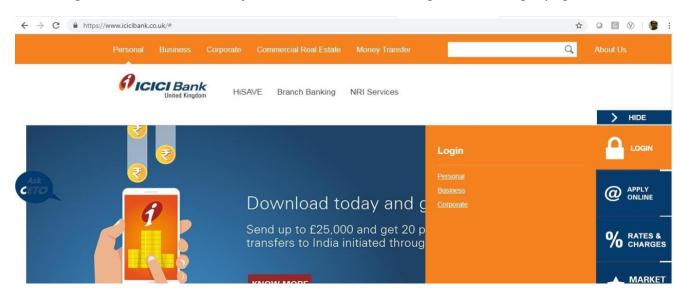
#### **Key Features:**

- Online Foreign Exchange (FX) Quotes
- Real-time Payments and Transfers
- Transaction History for tracking payments
- One-Time Beneficiary Registration
- One Time Password (OTP) for added application security
- Single/ multiple signatory workflows as per customer requirement

#### 1.1 How can a user navigate to Business FX platform?

Business FX is hosted on Corporate Internet Banking (CIB) website https://www.icicibank.co.uk/#

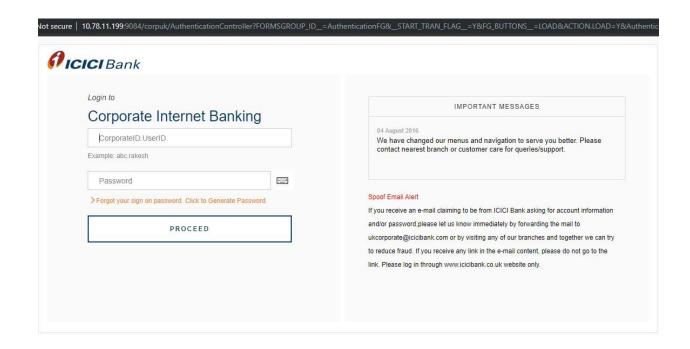
Under login section, click on Corporate or Business to navigate to CIB login page.



#### Functionality:

#### 2.1: Customer login

Customer has to enter Corporate ID. User ID & Password in login section to proceed further. (as shown below)



#### Landing Page of BusinessFX → (as shown below)



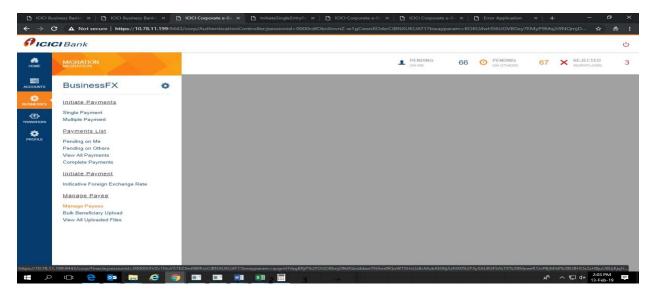
#### 2.2: Beneficiary addition

Customer needs to click on Single payment option under Initiate payment section and fill all the mandatory fields to register beneficiary on platform.

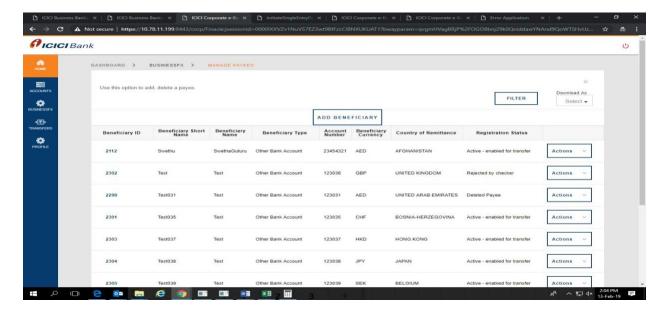
We have separate customized beneficiary addition module for adding beneficiary details for one time registration. Following are the various modules:

- 1. Module for adding beneficiary having account with ICICI Bank UK
- 2. Module for adding beneficiary having account with ICICI Bank in India
- 3. Module for adding beneficiary having account with Non-ICICI Bank in India
- 4. Module for adding beneficiary having account with any bank across the globe

Click on Manage Payee tab to add beneficiary: (as shown below)



Further click on Add beneficiary tab to register beneficiary: (as shown below)

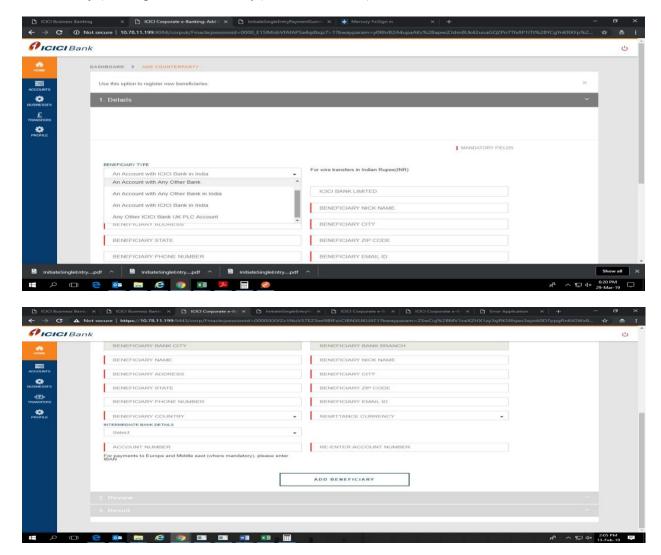


Now Under beneficiary type dropdown, customer has the customized beneficiary addition module for adding beneficiary details for one-time registration. Following are the various modules:

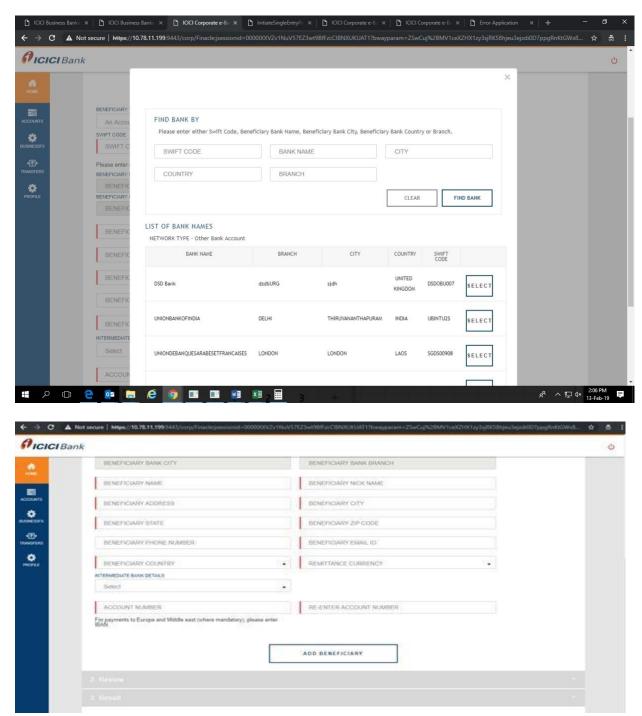
- 1. Module for adding beneficiary having account with ICICI Bank UK
- 2. Module for adding beneficiary having account with ICICI Bank in India
- 3. Module for adding beneficiary having account with non-ICICI Bank in India
- 4. Module for adding beneficiary having account with any other bank across the globe

Taking through the beneficiary registration process for adding beneficiary having account with any other bank across the globe below:

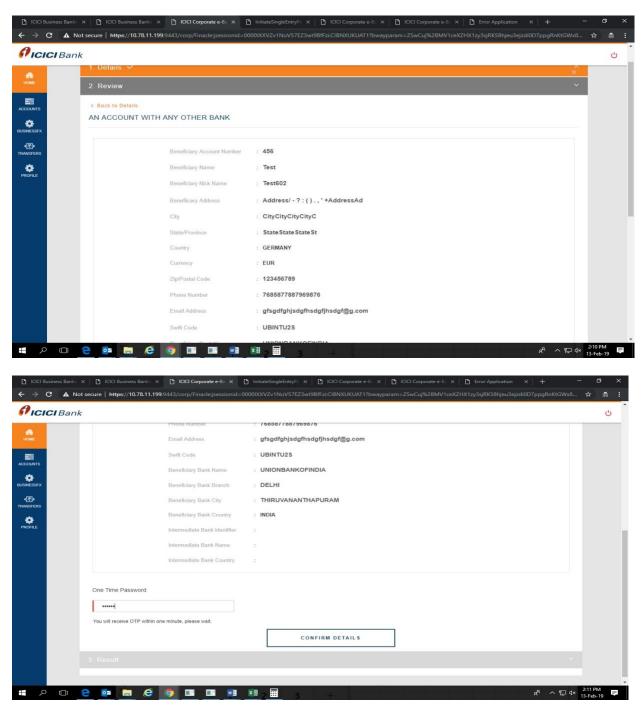
Customer needs to select "An account with any other bank" in beneficiary type dropdown and fill all mandatory details (fields highlighted (starting with vertical red bar) are mandatory.) to register beneficiary(as shown below)



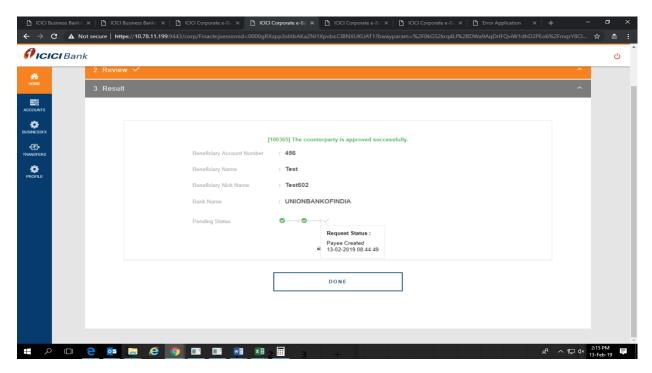
For capturing SWIFT details of Bank, customer has option to choose SWIFT and select records. There is search lookup option available as well to get SWIFT details. So for example, customer has SWIFT search option available based on either of SWIFT code, Bank Name, city, country, branch (as shown below)



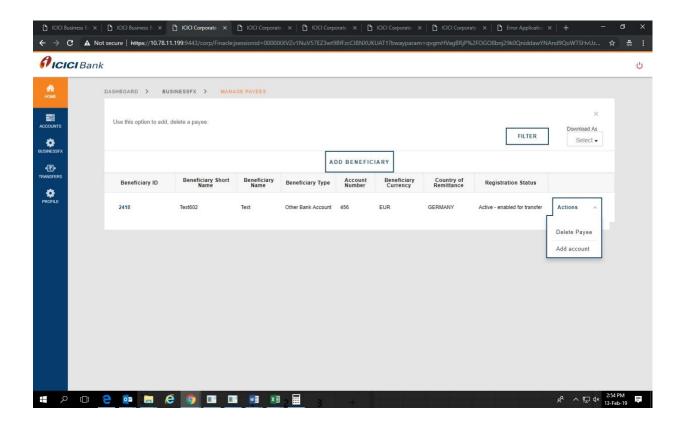
Once customer will submit all the beneficiary details, it will direct to approval page for registration of beneficiary where customer need to input **OTP** and register beneficiary. Customer will get appropriate confirmation message on screen accordingly.



In case of single user workflow i.e (single user company), customer will get confirmation message "Counterparty is approved successfully" (As shown below)



Customer have option to delete existing beneficiary at any point of time. Under Add beneficiary section, customer can select "Delete Payee" under Action tab dropdown to delete beneficiary.



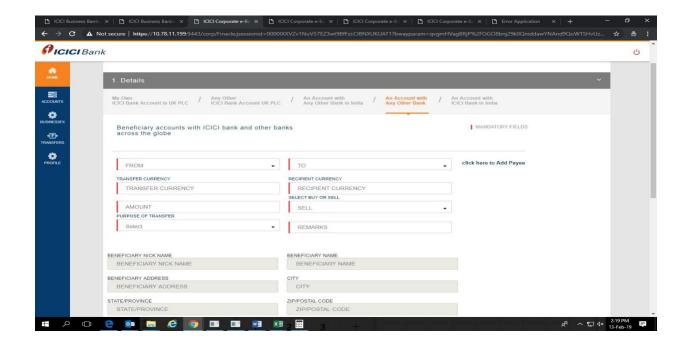
#### 2.3: Initiating transfer

Customer needs to click on Single payment option under Initiate payment section and fill all the mandatory fields to initiate transaction on Business FX platform.

We have separate customized payment module for doing transaction. Following are the various modules:

- 1. Transfer to my own account with ICICI Bank UK
- 2. Transfer to any beneficiary having account with ICICI Bank UK
- Transfer to any beneficiary having account with ICICI Bank India (Payments in INR only)
- 4. Transfer to any beneficiary having account with Non-ICICI Bank India (Payments in INR only)
- 5. Transfer to any beneficiary having account with any bank across the globe (For swift/ wire transfers to India and other countries)



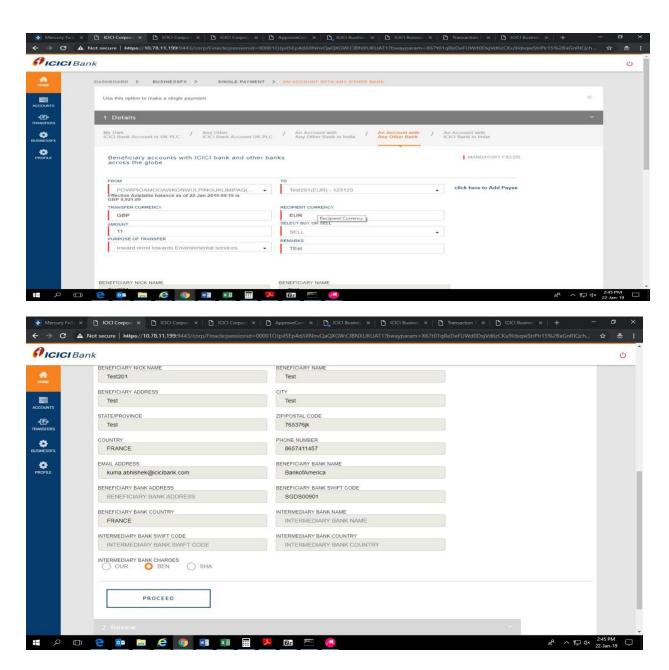


Taking through the payment process for transfer to any beneficiary having account with any bank across the globe below:

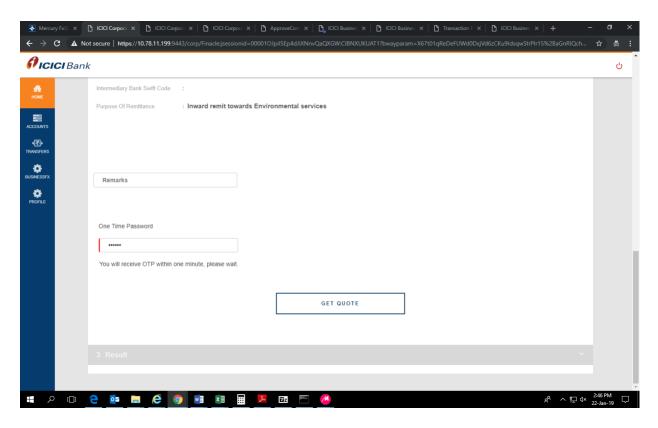
Customer needs to click "An account with any other bank" and fill all mandatory details (fields highlighted (starting with vertical red bar) are mandatory.) to register beneficiary. (as shown below)

Select From & To account from dropdown. As soon as customer selects From account it will fetch and reflect balance.

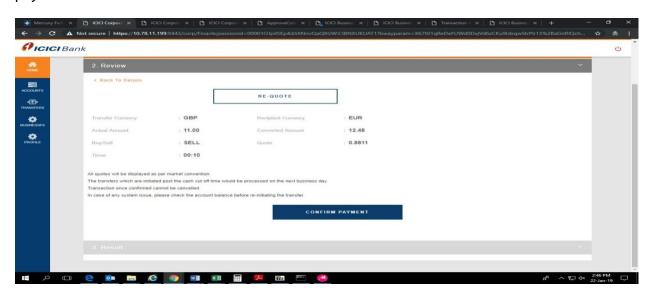
Customer first needs to select either "SELL" or "BUY" currency and then fill Amount accordingly. Also, Purpose of transfer is dropdown to be selected.



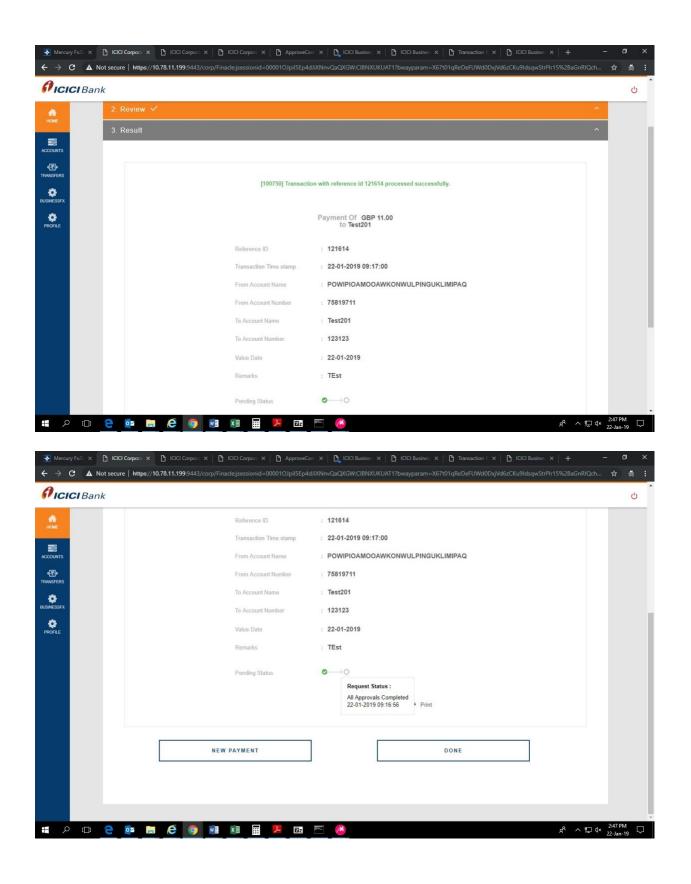
Once customer will submit all the details, it will direct to approval page for transfer where customer need to input **OTP** and move to final quote page to submit transaction.



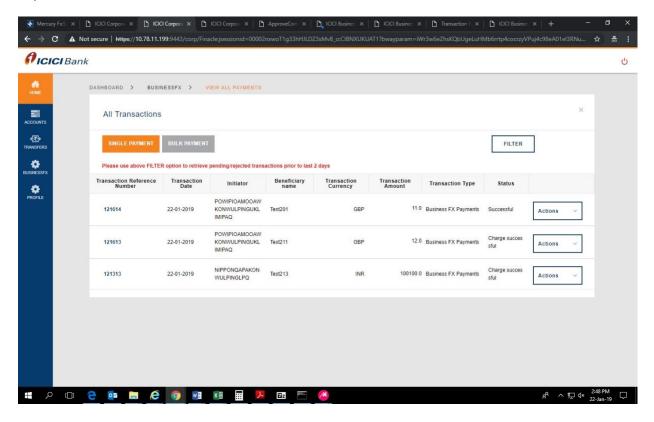
Customer will see live rate on final confirmation page along with timer. Customer can click on "RE-QUOTE" button to fetch live rate again once the time is over as per the timer.. Customer will get appropriate confirmation message on screen once he clicks on Confirm payment.

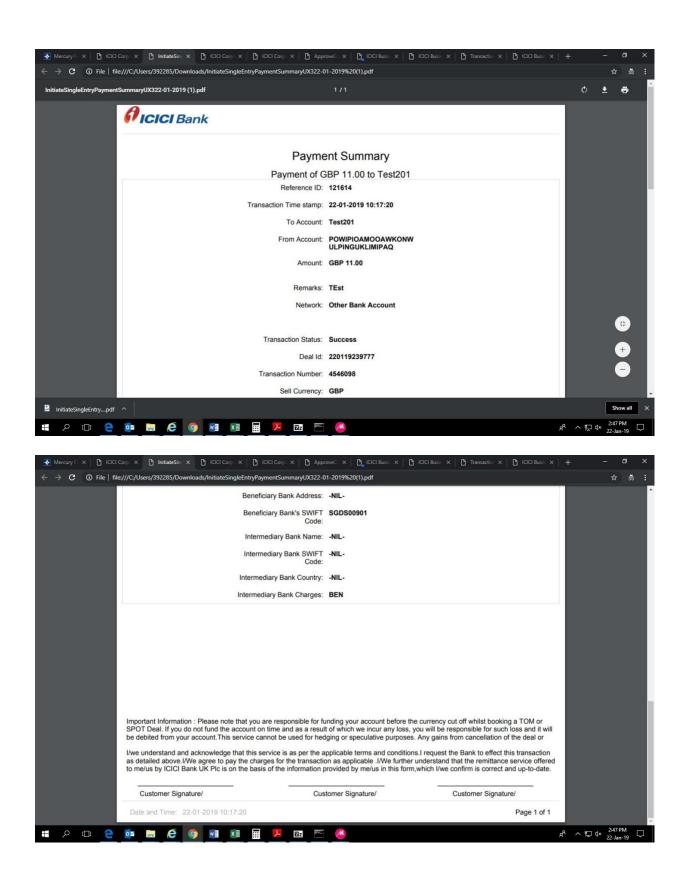


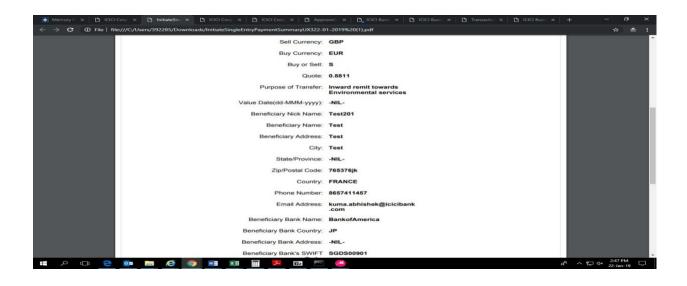
#### Payment confirmation:



**Transaction slip:** Customer can navigate to transaction page and under Action dropdown, he can further who has initiated transaction along with time stamping .Also, on clicking Transaction reference number client can view transaction details and download transaction slip.

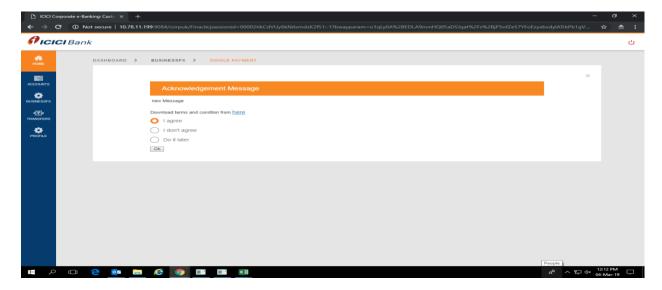






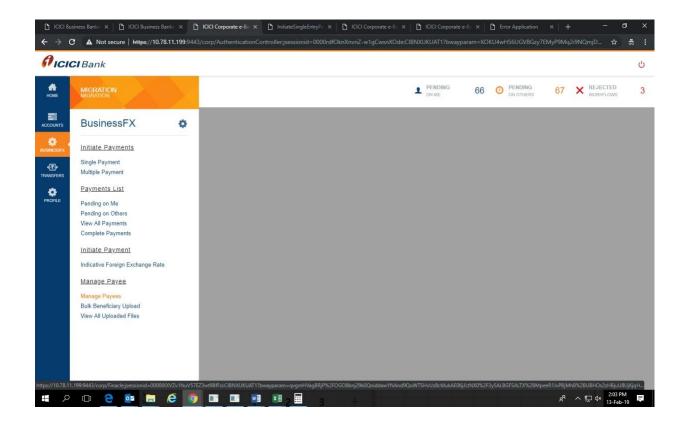
#### 2.6 Online Terms & Conditions acknowledgement

Customer will get online pop-up on screen regarding terms and condition for using Business FX (forex conversion service). This is one time activity before initiating 1<sup>st</sup> transaction. Once customer agrees by selecting "I agree" option, the same will get captured and customer can now access complete Business FX functionality.

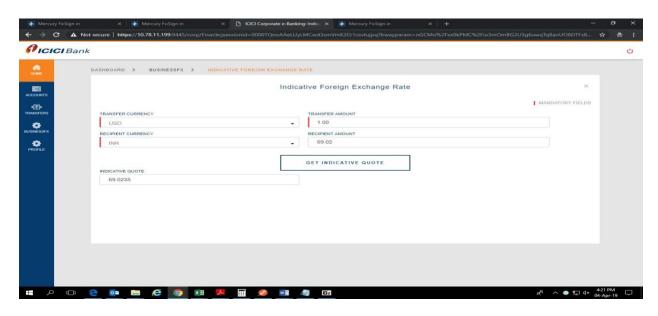


#### 2.7 Indicative quote check

Customer has this add-on feature to check current market rate for various currency pairs. Customer needs to click on the "Indicative foreign exchange rate" tab (as shown below).



Customer just needs to fill transfer amount after selecting the currencies from dropdown and click on "GET INDICATIVE QUOTE" button for live market rate of respective currencies. Please note this is live market rate, the term indicative is used as this rate might vary by the time customer actually goes to transfer page to lock rate and initiate transaction.



#### 3.1 FAQs

#### What is Business FX transfers Service?

FX transfer Service provides a consolidated platform for the straight-through processing of FX transfer and SWIFT payments. Users can add beneficiaries online, perform FX conversions and route payments on a real time basis. Users can also view transaction history for all successful transactions.

#### What all currencies are allowed for FX transfer service?

Users can convert funds from their current account in USD, EUR, GBP, CHF,AUD,SGD (as source currencies) to USD, EUR, GBP, HKD, INR, AUD, SGD, CAD, JPY,AED,CHF (as destination currencies). Users can simultaneously remit funds in the destination currencies to beneficiaries across the globe through the SWIFT network.

#### What is the transaction limit and daily transaction limit for each Client?

Our standard transaction limit & daily transaction limit for cross currency transfers are USD 100,000 USD 250,000 respectively for each client. However, these limits are subjected to change as decided by ICICI Bank from time to time.

#### What is the advantage of FX transfers service?

- You have Multi-currency online remittance platform for FX transfers.
- You can access live FX rates to perform FX conversions and payments through Swift network will be routed to the beneficiary bank on a real time basis.
- You can have easy access to transaction history with the facilities of saving and printing the Advice slip.

#### How can I enroll for FX transfers service?

For enrolment, please contact your Relationship Manager

Can I enter the buy/sell amount in the destination currency?

Yes, User has an option to enter the buy/sell amount in either source or destination currencies while doing transaction

Where can I check indicative FX rates without going to transfer page?

Yes, Users can check indicative FX rates via "Indicative Foreign Exchange Rate" feature.

What will be the value date of the forex transaction that I would be initiating?

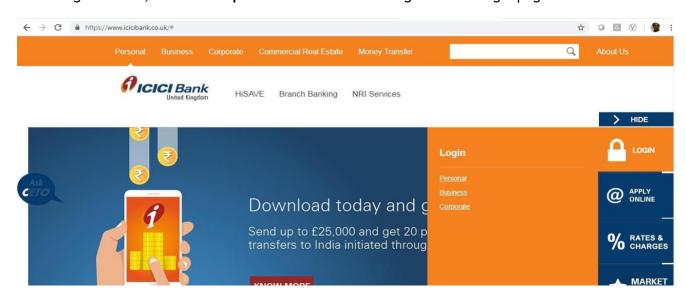
The value date would be the same day for the transactions initiated before cash cut-off of currency and would be the next business day in case transaction is initiated after cash-cut off of currency. Cut-off timings for currencies will be decided solely by ICICI Bank. For further details, you can speak to your Relationship Manager

#### 3.2 Basic system troubleshooting

Please make sure the Recommended browser is Chrome, IE 11 (or above) for accessing the CIB UK login instance.

Business FX is hosted on Corporate internet banking website https://www.icicibank.co.uk/#

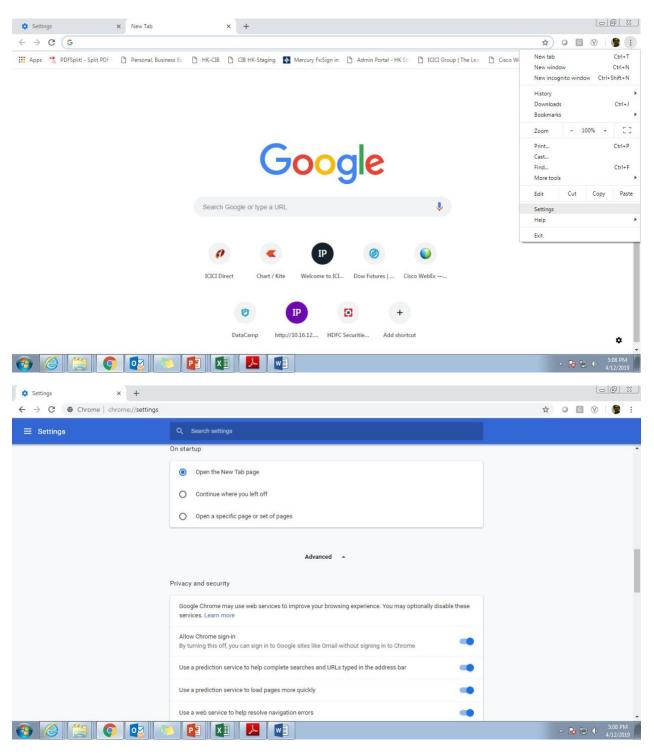
Under login section, click on Corporate or Business to navigate to CIB login page.



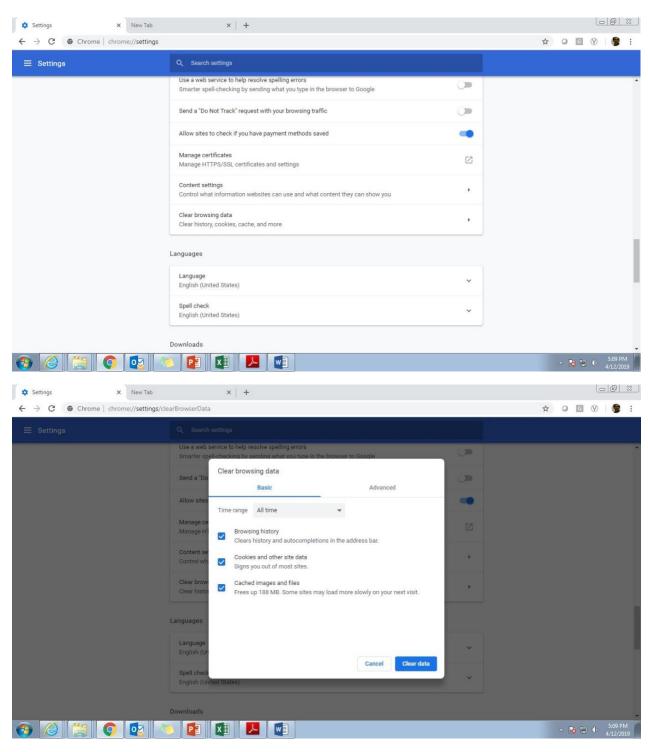
#### How to troubleshoot application slowness issue?

It is recommended to clear cache and browsing history in case customer is facing application slowness issue in navigating different tab.

Navigate to settings of browser-----→click on Advance



Further select clear browsing data----->click on clear data from beginning (Browsing history, cache &cookies) to troubleshoot.



Kindly re login to CIB application once this is completed.