

## E-Forms Guide

## ADMIN

Administrator token will have access to initiate e-Forms for the following requests by going to **Services -> E-Forms**

### iBusiness - Amendment Form

- Additional Token Request (Hard Token/ Soft Token Request)
- Clear PIN
- Add/ Modify Accounts on iBusiness Profile
- Re-issuance of Token
- Token Re-assignment

### iBusiness Amendment – Additional Token Request

1. Select Product Name: iBusiness
2. Select Service: Amendment Form
3. Select Request: Additional Token
4. Select Charge Account
5. Select Token Type: Hard or Soft

#### For Hard Token

- Enter new number of new hard tokens required
- Consignee Details: Enter Name and Address for token delivery
- Contact Number: Enter Contact Number for token delivery

#### For Soft Token

- Create the user ID first under user management
- Once user ID is created, select the user ID from the list
- Enter Device Binding ID (To generate, please follow the below steps)

#### **For Android users, download the RSA SecurID App**

- Device Binding ID will be available in the home screen
- Enter Device Binding ID, select the Device Operating System and enter the email address where the activation link will be sent.

#### **For IOS users, download the RSA SecurID App**

- Click on the Information button located at the lower right of the screen to get the Device Binding ID
- Enter Device Binding ID, select the Device Operating System and enter the email address where activation link needs to be sent.

6. Accept Terms and Conditions and click Initiate
7. Click submit and confirm by entering 4 digit pin and 6 digit token number

### Hard Token request

### Soft Token request

User ID	Device Binding ID	Device Operating System	Email
<input type="checkbox"/> abd03507	<input type="text"/>	Select	<input type="text"/>
<input type="checkbox"/> abou2	<input type="text"/>	Select	<input type="text"/>
<input type="checkbox"/> schalefs	<input type="text"/>	Select	<input type="text"/>
<input type="checkbox"/> ednan01	<input type="text"/>	Select	<input type="text"/>

### iBusiness Amendment – Clear Pin

1. Select Product Name: iBusiness
2. Select Service: Amendment Form
3. Select Request: Clear Pin
4. Select Charge Account
5. Select the user ID
6. Accept Terms and Conditions and click Initiate
7. Click submit and confirm by entering 4 digit pin and 6 digit token number

### Clear Pin

Commercial Bank of Dubai  
Welcome, ROCHELLE GLUREEN LEGASPI  
Last logged on 29-03-2018 12:30:11

Users & Roles Management | Account Setup | Bulk Management | Queue | Reports | Services

**iBusiness**  
29-03-2018 15:20:27 GMT +0530

Services > E-Requests

Product Name \* iBusiness

Service \* Amendment Form

Request \* Clear PIN

Charge Account \* 1000932234 AED CBD PCM  
Avt. Bal 1.26 AED

<input type="checkbox"/>	User ID	Name	Token Serial Number
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	anton3820	Antonio Vidal	000245903587
<input type="checkbox"/>	itsec3	IT SECURITY 3	000240659116
<input type="checkbox"/>	itsec4	IT SECURITY 4	000240659117

\* Indicates mandatory fields  
 I Accept Terms and Conditions

INITIATE

### iBusiness Amendment – Add/Modify Accounts on iBusiness Profile

1. Select Product Name: iBusiness
2. Select Service: Amendment Form
3. Select Request: Add/Modify Accounts on iBusiness Profile
4. Select Charge Account
5. Tick Add or Delink Account accordingly and select the account numbers
6. If New Account Number is to be added, Enter the Account Number
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

### Add/Modify Accounts on iBusiness Profile

Commercial Bank of Dubai  
Welcome, ROCHELLE GLUREEN LEGASPI  
Last logged on 29-03-2018 12:30:11

Users & Roles Management | Account Setup | Bulk Management | Queue | Reports | Services

**iBusiness**  
29-03-2018 15:20:27 GMT +0530

Services > E-Requests

Product Name \* iBusiness

Service \* Amendment Form

Request \* Add/Modify accounts

Charge Account \* 1000932234 AED CBD PCM  
Avt. Bal 1.26 AED

**Add Account(s)**

<input type="checkbox"/>	Account Number	Account Title	Currency
<input type="checkbox"/>			

**Delink Account(s)**

<input type="checkbox"/>	Account Number	Account Title	Currency
<input type="checkbox"/>	1000932242	CBD PCM Test Business 2	AED
<input type="checkbox"/>	1000932234	CBD PCM Test Business 1	AED

**Add New Account(s)**

Account Number

\* Indicates mandatory fields  
 I Accept Terms and Conditions

INITIATE

## iBusiness Amendment – Re-issuance of Token

1. Select Product Name: iBusiness
2. Select Service: Amendment Form
3. Select Request: Reissue Token
4. Select Charge Account
5. Select Token Type: Hard or Soft

### For Hard Token

Consignee Details: Enter Name and Address for token delivery

Contact Number: Enter Contact Number for token delivery

### For Soft Token

Select the user ID from the list

Enter Device Binding ID (To generate, please follow below steps)

#### **For Android users, download the RSA SecurID Application**

- Device Binding ID will be available in the home screen
- Enter Device Binding ID, select the Device Operating System and enter the email address where activation link needs to be sent.

#### **For IOS users, download the RSA SecurID Application**

- Click on the Information button located at the lower right of the screen to get the Device Binding ID
- Enter Device Binding ID, select the Device Operating System and enter the email address where activation link needs to be sent.

8. Accept Terms and Conditions and click Initiate
9. Click submit and confirm by entering 4 digit pin and 6 digit token number

## Hard Token

User ID	Existing Token Serial Number
Adnan01	000244712538
Ahmedtrade01	000244640905
anton3820	000245903587

## Soft Token

User ID	Device Binding ID	Device Operating System	Email
Adnan01	<input type="text"/>	Select	<input type="text"/>
Ahmedtrade01	<input type="text"/>	Select	<input type="text"/>
anton3820	<input type="text"/>	Select	<input type="text"/>
itsec3	<input type="text"/>	Select	<input type="text"/>
itsec4	<input type="text"/>	Select	<input type="text"/>
Sumaya01	<input type="text"/>	Select	<input type="text"/>
Tbinit	<input type="text"/>	Select	<input type="text"/>

\* Indicates mandatory fields  
 Accept Terms and Conditions

## iBusiness Amendment – Token Re-assignment

1. Select Product Name: iBusiness
2. Select Service: Amendment Form
3. Select Request: Map User ID to Token
4. Select Charge Account
5. Select New User ID from the dropdown
6. Enter Old User ID
7. Enter Token Serial No.
8. Accept Terms and Conditions and click Initiate
9. Click submit and confirm by entering 4 digit pin and 6 digit token number

## Token Re-assignment

The screenshot displays the iBusiness web application interface for token re-assignment. The page header includes the bank's logo and name in Arabic and English, along with a user welcome message for ROCHELLE GLUREEN LEGASPI. A navigation menu at the top contains options like 'Users & Roles Management', 'Account Setup', 'Bulk Management', 'Queue', 'Reports', and 'Services'. The main content area shows a form titled 'E-Forms' with a sidebar menu. The form fields are as follows:

- Product Name \***: iBusiness
- Service \***: Amendment Form
- Request \***: Map User ID to Token
- Charge Account \***: 1000932234 AED CBD PCM (Avt. Bal 1.26 AED)
- New User ID \***: roch7189
- Old User ID \***: (empty field)
- Token Serial Number \***: (empty field)

At the bottom of the form, there is a checkbox for 'I Accept Terms and Conditions' and an 'INITIATE' button. A note indicates that an asterisk (\*) denotes mandatory fields.

## E-Forms Guide

## Corporate User

Administrator can give access to the corporate user to enable E-Forms options by mapping the role to the user and allowing account access to E-Forms.

User will have E-Form access to the following options:

### 1. iBusiness

- Change Module/Package
- Change Debit Account for iBusiness Charges
- MT940 External Bank Statement Reporting
- MT942 External Bank Statement Reporting

### 2. iCollect (Cheque Scanning Solution)

- iCollect Registration (Including iDoc)
- iCollect Amendment  
Modify – User/Account  
Request Additional Scanner

### 3. iConnect (Host-to-Host Solution)

- iConnect Registration
- iConnect Amendment  
Add/Modify Accounts  
Add/Modify Users  
Other Amendment Requests e.g. Client Tool Installation

### 4. SMS Service

- Add New Mobile Numbers
- Notification and Alerts

### 5. Attijari E-Advise

- Add new email address
- Modify existing email address
- Add new account numbers for alerts

### Role Mapping to Existing User

1. Log-in to iBusiness using Administrator Token
2. Go to Users and Roles Management
3. Click on Modify User
4. Enter the User ID and click Search
5. Select the User ID
6. Click Submit on the first 3 pages, on the 4<sup>th</sup> page, select E-Form
7. Click submit and confirm by entering 4 digit pin and 6 digit token number

### Assigning role to the user

### Map E-Forms Access for Users

1. Go to Account Setup
2. Enter the user ID which requires access to E-Forms
3. Select the user ID
4. Once Selected, you will be routed to Initiate Account Setup Screen
5. Click on the word "Transactions" then tick the box beside Account Transactions
6. Click submit and confirm

Account Number	CBR	PTC	CDA	RCD	IPR	IBZ	SMS	RCP
1000932234 (R0000983203) (T001)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1000932242 (R0000983203) (T001)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
99394355 (484190*****1096) (R0000983203) (T001)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99394363 (486675*****3339) (R0000983203) (T001)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99394367 (484190*****1032) (R0000983203) (T001)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99394368 (486675*****1015) (R0000983203) (T001)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Create Authorization Rules

1. Go to Authorizations Management
2. Click on Authorization Rules
3. Select Corporate User and Click on Create
4. Select the options accordingly as follows:
  - For Single Authorization, tick on “Authorization required” and select the approver user ID under the first List ID Field.
  - For Multiple Authorizations, tick on “Authorization required” and select the approver user IDs under List ID fields.
  - Note: The authorization rule should be according to the account’s bank matrix. If same is not followed, E-Form request will be rejected
5. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'Create Rule' form in the iBusiness system. The form is for a 'CORPORATE USER' and is titled 'Create Rule'. The form includes the following fields and options:

- User Type:** CORPORATE USER
- Rule ID:** generated by the application
- Note:** \*Internet Channel
- Maker:** All (dropdown)
- Customer ID:** All (dropdown)
- Currency:** AED(AED) (dropdown)
- Amount From\*:** (text input)
- Transaction:** All (dropdown)
- Account ID:** All (dropdown)
- Amount To\*:** (text input)
- Authorisation Required:**
- List ID:** Five dropdown menus, each with 'Select' as the current value.
- Buttons:** CANCEL and SUBMIT (green buttons)

### iConnect Registration request

1. Select Product Name: iConnect
2. Select Service: iConnect Registration / Amendment
3. Select Request: iConnect Registration
4. Select Charge Account
5. Select the account(s) to be registered
6. In Subscription Details: Select iConnect Subscription Type
7. Select File Processing type
8. Select the products to be registered in iConnect
9. Enter the Contact details for Implementation
10. In case of iPrint required via iConnect, Please select the appropriate option. (optional)
11. Accept Terms and Conditions and click Initiate
12. Click submit and confirm by entering 4 digit pin and 6 digit token number

Commercial Bank of Dubai

Welcome, Selvendran Raja  
Last logged on 03-06-2018 11:01:0

Home Enquire Transact Queue Trade & Guarantees **Services**

**iBusiness**  
05-06-2018 10:36:15 GMT +0530

Cheque Book Request  
Rateb Card Activation  
Domestic Standing Order  
International Standing Order  
PCM Products  
WPS Registration  
Value Added Tax (VAT) ✓  
**E-Forms**  
Internal Standing Order

Services > E-Forms

Product Name \* iConnect  
Service \* iConnect - Registration / Amendmen  
Request \* iConnect Registration  
Charge Account \* Select

Account Number	Account Title	Currency
<input type="checkbox"/> 1000932234	CBD PCM Test Business 1	AED
<input type="checkbox"/> 1000932242	CBD PCM Test Business 2	AED

**Subscription Details**

iConnect Subscription Type  Semi iConnect  Full iConnect  
File Processing Type<sup>1</sup>  Partial File processing  Full File processing  
Products  Payments  iPrint(Host to Host)  iDirect(Host to Host)  
 WPS  WPS Refund  Internal Rate Salary  
 External Salaries  FTP Pension  Bill Payments

### iConnect Amendment request

1. Select Product Name: iConnect
2. Select Service: iConnect Registration / Amendment
3. Select Request: iConnect Amendment
4. Select Charge Account
5. Select the account(s) to be added in registration or Select the accounts to be delinked if they are to be removed from the registered account list.
6. Enter the Contact details for Implementation
7. In case of iPrint required via iConnect, Please select the appropriate option. (optional)
8. Accept Terms and Conditions and click Initiate
9. Click submit and confirm by entering 4 digit pin and 6 digit token number

Commercial Bank of Dubai

Welcome, Selvendran Raja  
Last logged on 03-06-2018 11:01:0

Home Enquire Transact Queue Trade & Guarantees **Services**

**iBusiness**  
05-06-2018 10:36:15 GMT +0530

Cheque Book Request  
Rateb Card Activation  
Domestic Standing Order  
International Standing Order  
PCM Products  
WPS Registration  
Value Added Tax (VAT) ✓  
**E-Forms**  
Internal Standing Order

Services > E-Forms

Product Name \* iConnect  
Service \* iConnect - Registration / Amendmen  
Request \* iConnect Registration  
Charge Account \* Select

Account Number	Account Title	Currency
<input type="checkbox"/> 1000932234	CBD PCM Test Business 1	AED
<input type="checkbox"/> 1000932242	CBD PCM Test Business 2	AED

**Subscription Details**

iConnect Subscription Type  Semi iConnect  Full iConnect  
File Processing Type<sup>1</sup>  Partial File processing  Full File processing  
Products  Payments  iPrint(Host to Host)  iDirect(Host to Host)  
 WPS  WPS Refund  Internal Rate Salary  
 External Salaries  FTP Pension  Bill Payments



## SMS Registration/Modification request

1. Select Product Name: SMS
2. Select Service: SMS Service
3. Select Request: SMS Service Update/Modify
4. Select Charge Account
5. In case of modify, Select the account number/card number for which the SMS to be updated.
6. In case of adding the mobile number, please add the mobile number and click on Add.
7. Select the Type of SMS notification required, i.e. Balance notification, Cheque and Clearing notification, Deposit notification, reminders and alerts & withdrawals notification.
8. Accept Terms and Conditions and click Initiate
9. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'E-Forms' section for SMS registration. The form includes the following fields and options:

- Product Name \***: SMS
- Service \***: SMS Service
- Request \***: SMS Service Update/Modify
- Charge Account \***: Select
- Account Number/Credit Card Number \***: Select
- Mobile Number**: [Input field] **ADD**
- Balance Notifications**:
  - Account Balance Notifications (Frequency, Date, Day, Time)
  - Last Five Transactions(Acct) (Frequency, Date, Day, Time)
- Cheque & Clearing Notifications**:
  - Cheque Bounce
  - Cheque return

Footer: Site best viewed at minimum 1024x768 pixels resolution. Copyright © 2017 CBD. All Rights Reserved.

## E-Advice Registration/Modification request

1. Select Product Name: Attijari E-Advice
2. Select Service: Attijari E-Advice
3. Select Request: E-Advice New / Update registration
4. In case of modify, Select the account number and enter new email address
5. In case of de-register, Select the account number and select Disable to de-activate the E-Advice.
6. In case of subscribing an email for an account, please select the account and enter the email address to be registered.
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'E-Forms' section for E-Advice registration. The form includes the following fields and options:

- Product Name \***: Attijari E-Advice
- Service \***: Attijari E-Advice
- Request \***: E-Advice New/Update Registration
- Modify Subscription(s)**:
 

Account Number	Account Title	Email	Status
<input type="checkbox"/>	1000932234	CBD PCM Test Business 1	Disable
<input type="checkbox"/>	1000932242	CBD PCM Test Business 2	Disable
- Add Subscription(s)**:
 

Account Number	Account Title	Email
<input type="checkbox"/>		

Footer: \* Indicates mandatory fields.  I Accept Terms and Conditions. **INITIATE**

### iCollect Registration request

1. Select Product Name: iCollect
2. Select Service: iCollect Registration / Amendment
3. Select Request: iCollect Registration
4. Select Charge Account
5. Select the account(s) to be registered under Link account(s)
6. Enter the scanner details and address
7. Enter the iDoc details
8. Add any special instructions, if required or helpful (optional)
9. Accept Terms and Conditions and click Initiate
10. Click submit and confirm by entering 4 digit pin and 6 digit token number

بنك دبي التجاري  
Commercial Bank of Dubai

Welcome, FIRST NAME 108315 LAST NAME 108315  
Last logged on 19-06-2018 15:20:31

Home Enquire Transact Queue Trade & Guarantees Services

**iBusiness**  
19-06-2018 17:56:09 GMT +0530

Cheque Book Request  
Rateb Card Activation  
Domestic Standing Order  
International Standing Order  
iPrint App  
WPS Registration  
Value Added Tax (VAT)   
**E-Forms**  
Internal Standing Order

Services > E-Forms

Product Name \* iCollect  
Service \* iCollect - Registration / Amend  
Request \* iCollect Amendment  
Charge Account \* 1000000777 AED RIM NO 58

**Delink Account(s)**

Account Number	Account Title
<input type="checkbox"/> 1000084572	RIM NO 6664
<input type="checkbox"/> 1001461415	RIM NO 999012

**Link Account(s)**

Account Number	Account Title
<input type="checkbox"/> 1000000777	RIM NO 587
<input type="checkbox"/> 1000055572	RIM NO 566
<input type="checkbox"/> 1000055580	RIM NO 584
<input type="checkbox"/> 1000055598	RIM NO 585
<input type="checkbox"/> 1000055614	RIM NO 600

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### iCollect Amendment request

1. Select Product Name: iCollect
2. Select Service: iCollect Registration / Amendment
3. Select Request: iCollect Amendment
4. Select Charge Account
5. Select the account(s) to be delinked under Delink Account(s)
6. Select the account(s) to be registered under Link account(s)
7. Enter the additional scanner details and address
8. Enter the iDoc details (if required to be changed)
9. Add any special instructions, if required or helpful (optional)
10. Accept Terms and Conditions and click Initiate
11. Click submit and confirm by entering 4 digit pin and 6 digit token number

بنك دبي التجاري  
Commercial Bank of Dubai

Welcome, Selvendran Rajan  
Last logged on 03-06-2018 11:01:07

Home Enquire Transact Queue Trade & Guarantees Services

**iBusiness**  
05-06-2018 10:36:15 GMT +0530

Cheque Book Request  
Rateb Card Activation  
Domestic Standing Order  
International Standing Order  
PCM Products  
WPS Registration  
Value Added Tax (VAT)   
**E-Forms**  
Internal Standing Order

Services > E-Forms

Product Name \* iCollect  
Service \* iCollect - Registration / Amend  
Request \* iCollect Amendment  
Charge Account \* Select

**Delink Account(s)**

Account Number	Account Title
<input type="checkbox"/> 1000932234	CBD PCM Test Business 1
<input type="checkbox"/> 1000932242	CBD PCM Test Business 2

**Link Account(s)**

Account Number	Account Title
<input type="checkbox"/>	

**Scanner Details and Address**

**iDoc (Corporate Cheque Collection)**

Same Address as Scanner Delivery

## MT940/942 external bank reporting Registration / Amendment

1. Select Product Name: iBusiness
2. Select Service: Amendment form
3. Select Request: MT940/942 External Bank reporting
4. Select Charge Account
5. Select the account(s) to be modified (if required)
6. In order to add the account, kindly select the type, add the account number, account name, Bank Swift code
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the iBusiness portal interface. The user is logged in as Selvendran Rajan. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area is titled 'Services > E-Forms'. On the left, there is a sidebar menu with options like 'Cheque Book Request', 'Rateb Card Activation', 'Domestic Standing Order', 'International Standing Order', 'PCM Products', 'WPS Registration', 'Value Added Tax (VAT)', 'E-Forms', and 'Internal Standing Order'. The 'E-Forms' section is active. The main form area contains the following fields:

- Product Name \* (Dropdown): iBusiness
- Service \* (Dropdown): Amendment Form
- Request \* (Dropdown): MT 940/942 External Bank Re
- Charge Account \* (Dropdown): Select

Below these fields, there are two sections: 'Modify' and 'Add New'. Each section has a table with columns: Type, Account Number, Account Name, and Bank Code / Swift ID. The 'Add New' section has a dropdown menu set to 'MT 940'. At the bottom right, there are 'INITIATE' and 'UPDATE' buttons. A checkbox for 'I Accept Terms and Conditions' is also present.

## iBusiness Package Amendment request

1. Select Product Name: iBusiness
2. Select Service: Amendment form
3. Select Request: Change Module/package
4. Select Charge Account
5. Select the type of Module to be subscribed or removed
6. Accept Terms and Conditions and click Initiate
7. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the iBusiness portal interface for the 'iBusiness Package Amendment request'. The user is logged in as Selvendran Rajan. The navigation menu is the same as in the previous screenshot. The main content area is titled 'Services > E-Forms'. The sidebar menu is the same. The main form area contains the following fields:

- Product Name \* (Dropdown): iBusiness
- Service \* (Dropdown): Amendment Form
- Request \* (Dropdown): Change Module/ Package
- Charge Account \* (Dropdown): Select

Below these fields, there is a table with columns: Module and Add / Delete. The table lists various modules with a dropdown menu for each:

Module	Add / Delete
A/C Transfer	Select
Bill Payments	Select
Bulk Transactions	Select
Cash Online	Select
Enquiry	Select
PCM Products	Select
Rateb Card Activation	Select
Remittance	Select

### iBusiness Change Charge Account request

1. Select Product Name: iBusiness
2. Select Service: Amendment form
3. Select Request: Change Charge Account
4. Select the new Charge Account
5. Accept Terms and Conditions and click Initiate
6. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the iBusiness web portal interface. The user is logged in as Selvendran Rajan. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the 'E-Forms' section with the following fields:

- Product Name: iBusiness
- Service: Amendment Form
- Request: Change Charge Account
- New Charge Account: Select

There is a checkbox for 'I Accept Terms and Conditions' and an 'INITIATE' button.

### Audit Confirmation Letter request

1. Select Product Name: Audit Confirmation/Balance confirmation
2. Select Service: Request and Download Letter
3. Select Request: Audit Confirmation Letter
4. Select Account number, Month, Year
5. Enter the Auditor Dispatch Address
6. Accept Terms and Conditions and click Initiate
7. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the iBusiness web portal interface for the 'Audit Confirmation Letter' request. The user is logged in as Selvendran Rajan. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the 'E-Forms' section with the following fields:

- Product Name: Audit Confirmation / Balance C
- Service: Request and Download Letter
- Request: Audit Confirmation Letter

Under 'Select Details', there are dropdown menus for:

- Account Number
- Month
- Year

Under 'Auditor Dispatch Address', there are input fields for:

- Auditor Full Name
- PO Box
- Contact Number
- Building Name / Number
- Area
- Landmark

## Liability and No Liability Letter request

1. Select Product Name: Audit Confirmation/Balance confirmation
2. Select Service: Request and Download Letter
3. Select Request: Liability and No Liability Letter
4. Select the Charge Account
5. Select the type of the letter required
6. Select the Active account number or Closed Account Number
7. Select the Other bank details
8. Attach the required documents
9. Enter any note or information that will be useful
10. Accept Terms and Conditions and click Initiate
11. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'iBusiness' portal interface for a 'Liability and No Liability Letter' request. The user is logged in as 'Selvendran Rajan'. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the following form fields:

- Product Name \***: Audit Confirmation / Balance Confir
- Service \***: Request and Download Letter
- Request \***: Liability and No Liability Letter
- Charge Account \***: Select
- Select Details**:
  - Type**:  Liability Letter  No Liability Letter
  - Account Number**: Select
  - Closed Account Number**: [Text Input]
- Customer Dispatch Address**:
  - Other Bank**:
- File Upload**:
  - Attach File**: Choose File | No file chosen
  - Notes**: Type your remarks here

## Rateb Card Corporate Registration request

1. Select Product Name: Rateb Cards
2. Select Service: Rateb Card Registration/Maintenance
3. Select Request: Rateb Company Registration
4. Select the Charge Account
5. Enter Employer/Corporate Information
6. Enter Card and Pin Custodian details (please note that both persons have to be different.)
7. Enter the account details
8. Accept Terms and Conditions and click Initiate
9. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'iBusiness' portal interface for a 'Rateb Card Corporate Registration' request. The user is logged in as 'Ovais Siddiqui'. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the following form fields:

- Product Name \***: Rateb Cards
- Service \***: Rateb Card Registration/Maint
- Request \***: Rateb Company Registration
- Charge Account \***: Select
- Employer Information**:
  - Company Name \***: [Text Input]
  - Company Embosing Name \***: [Text Input]
  - PO Box \***: [Text Input]
  - Address \***: [Text Input]
  - City \***: [Text Input]
  - Phone1**: [Text Input]

### Rateb Card Employee Registration request

1. Select Product Name: Rateb Cards
2. Select Service: Rateb Card Registration/Maintenance
3. Select Request: Rateb Employee Registration
4. Select the Charge Account
5. Select Company details and MOL ID to be linked(in case of WPS)
6. Upload the employee registration file as per CBD format
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'iBusiness' portal interface. The user is logged in as 'Ovais n Siddiqui'. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the 'E-Forms' section for 'Rateb Cards'. The form fields are as follows:

- Product Name \*: Rateb Cards
- Service \*: Rateb Card Registration/Maint
- Request \*: Rateb Employee Registration
- Charge Account \*: Select
- Select Company Details:
  - Account Number \*: Select
  - Company Name \*: Select
  - MOL ID:  Select MOL ID  No MOL ID

### Rateb Card Employee Amendment request

1. Select Product Name: Rateb Cards
2. Select Service: Rateb Card Registration/Maintenance
3. Select Request: Rateb Maintenance
4. Select the Charge Account
5. Select the type of request e.g. re-issuance, temporary blocking etc.
6. Enter the Company details
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot shows the 'iBusiness' portal interface. The user is logged in as 'Ovais n Siddiqui'. The navigation menu includes Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The main content area displays the 'E-Forms' section for 'Rateb Cards'. The form fields are as follows:

- Product Name \*: Rateb Cards
- Service \*: Rateb Card Registration/Maint
- Request \*: Rateb Maintenance
- Charge Account \*: Select
- Type:
  - Type \*: Select
- Company Details:
  - Account Number \*: Select

### Rateb Card change company charge account request

1. Select Product Name: Rateb Cards
2. Select Service: Rateb Company Amendments
3. Select Request: Rateb company Amendment
4. Select the new Charge Account
5. Select the Company Account
6. Select the company registered account title
7. Accept Terms and Conditions and click Initiate
8. Click submit and confirm by entering 4 digit pin and 6 digit token number

The screenshot displays the iBusiness online banking interface. At the top, there is a navigation menu with options: Home, Enquire, Transact, Queue, Trade & Guarantees, and Services. The 'Services' menu is active. The main content area shows the 'E-Forms' section with a list of services on the left and a form on the right. The form is titled 'Rateb Card change company charge account request' and contains the following fields:

- Product Name \* (Dropdown menu: Rateb Cards)
- Service \* (Dropdown menu: Rateb Company Amendments)
- Request \* (Dropdown menu: Rateb Company Amendment)
- Charge Account \* (Dropdown menu: Select)
- Company Account \* (Dropdown menu: Select)
- Company Name \* (Text input field)

Below the form, there is a checkbox for 'Accept Terms and Conditions' and a note: '\* Indicates mandatory fields'.