Online Corporate Banking Services

User Guide

Index

1. **Official Service Website:**

ecorp.kfhonline.com

2. **Contact and Technical Support:**

- Email: GCB-Ecorp@kfh.com

3. **Service Requirements:**

- Active Bank Account
- Mobile Number
- Valid Civil ID's for All Users

4.   Registration Types

Single Access:

Service will be provided to One user only who can utilize below limited services:

- Account Summary

- Advanced/Details Account Statement

- Salary Upload

- Merchant Reports

Dual Access:

Service will be provided to multiple users with different access levels Ensuring processing requests by a minimum of 2 users

- Corporate Service Admin (CSA):

    Main user of the service who will manage all users details and access level, in addition to having the privileges on approving submitted requests

- Initiator:

    User who initiates all Financial and Non-Financial requests

- Reviewer (Optional):

    User who reviews any request submitted by Initiator user and forward it to the higher user level

- Approver (Optional):

    User who acts on submitted request based on given privileges

Available services:

- User Management

- Accounts Summary

- Advanced/Details Account Statement

- Salary Upload

- Merchant Reports

- Transfers (own accounts, internal transfer, other bank transfer)

- Cheque Book Request

- Standing Order Management

- Monthly Account Statement Subscription

In Addition to more available services

5. New User Sign Up:

■ Select (New User Sign Up)

■ Fill in required information (Account Number (12 Digits))

■ Click on Send OTP, and enter it

■ Read and Accept the applicable Terms and Conditions

■ Enter Username

■ Choose Password and Select Password validity period

■ Redirect to Login page after successful registration

- Enter Username

- Enter Last 5 digits of account number

Please enter your User Name and 5 digits of your account number

عربي
New User Sign Up
Forgot your password
Service Knowledge

User Name :

Account No. : * * * * * * * *

Login

- Enter Site key answers

Site Key Registration

- Challenge questions help prevent unauthorized people from getting access to your KFHe-Corporate account because only you will know their answers.
- Every time you login, you will see one of these questions, which you will be asked to answer.
- In future logins, should you ever see a question that is strange to you and for which you did not provide an answer here, don't proceed with the login and contact Allo Baitak "1803333".

Please answer the following question

1. What was your dream job as a child

2. What is your favorite holiday destination

3. What is your favorite hobby

Submit   Cancel

- Select an Image

Site Key Registration

- Please choose one of the displayed images. The chosen image will appear every time you login to KFHe-Corporate.
- You should now remember and later recognize the chosen image to be sure that you are accessing the real KFHe-Corporate site every time you login.

Please choose one of the images and then click submit

Submit   Cancel

- Enter Image Description

Site Key Registration

- Please enter a title or a description for your image. When you see your personal Site Key image and title next time you login, it will help you verify the validity of the KFHe-Corporate website you visit.
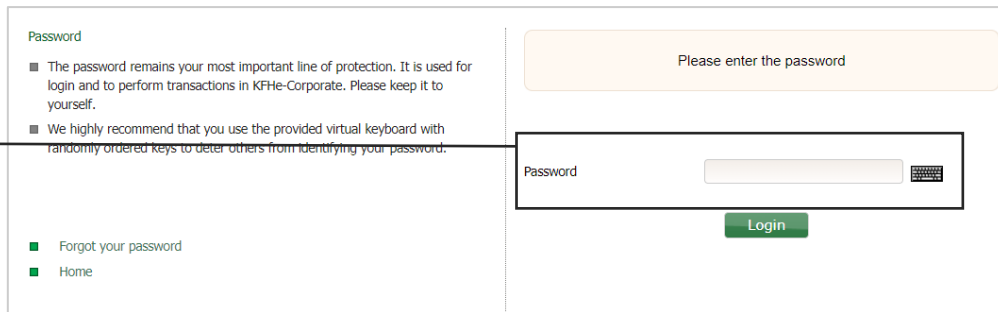- In future logins, should you not see the same image or title you select here, don't proceed with the login and contact Allo Baitak "1803333".

Please enter a title or a description for your image.

Submit   Cancel

▪ Enter Password to Login
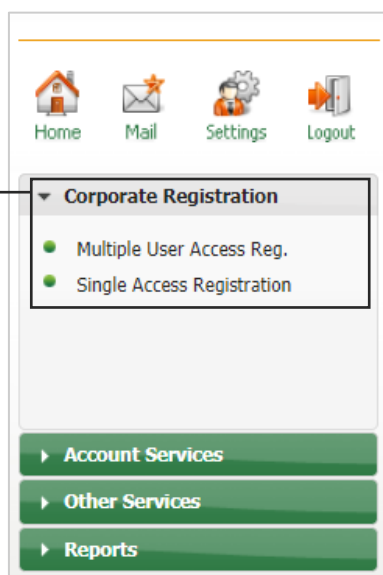
6. Select Registration Type:

▪ Go to Main Page

▪ Click on Corporate Registration
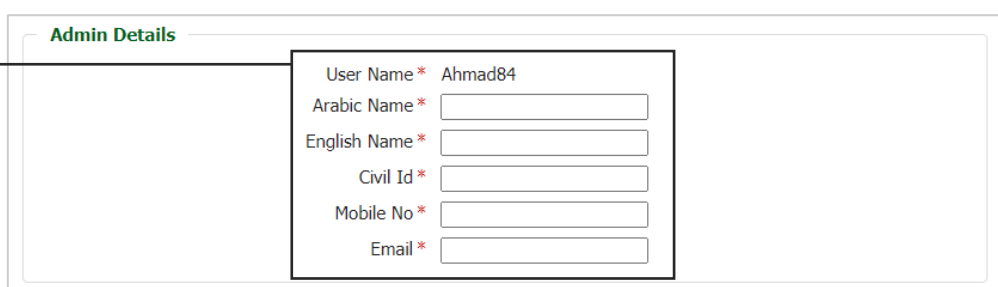
▪ Select Registration Type

  ▪ Single Access (Details)

- Dual Access (Details)

Admin Details

User Name *	Ahmad84
Arabic Name *	
English Name *	
Civil Id *	
Mobile No *	
Email *	

Initiator User Details

User Name *	
Arabic Name *	
English Name *	
Civil Id *	
Mobile No *	
Email *	
Password *	
Confirm Password *	

Services granted: Salary Upload, Account Summary

- Fill and submit all required information
- Print the required Form related to selected registration type and visit KFH branch for Activation
    - Single Access (Form)
    - Dual Access (Form)

7. Privileges Management:

- Login with Corporate Super Admin (CSA)
- Go to (Administration)

- Go to (Manage Departments)
    a. Enter the name of required department
    b. Click on (Add)

- Go to (Manage Groups)
    a. Select the required department
    b. Enter the name of required group
    c. Click on (Add)

- Go to (Manage Roles)
    a. Select the required department
    b. Select the required group
    c. Enter the name of required Role
    d. Click on (Add)

- New Role will be added in below table
- Click on (Manage)

Roles Management

Note: Required fields are marked with an asterisk (*)

Manage Roles

Department Name * `New Department`

Group Name * `New Group`

Role Name * `_____`

[Add]

Department Name	Group Name	Role Name			
New Department	New Group	New Role	Manage	Edit	Delete

- Select Role Type (Financial Services/Administrative Services)

Roles Management

Manage Roles

Choose Role Services Type

Note: Admin Roles Should be only for token holders.

Role Type

○ Administration Services

○ Financial Services

[Confirm] [Clear]

- Select the required services to grant the access for

Roles Management

New Role

Financial Services

All Financial Services		Applied Financial services	
KNET Payment Gateway-Private		Account Summary	
KNET Payment Gateway-Public		Advanced Statement	
Monthly Statements		Detailed Statement	
Multiple Payment		Own Accounts Transfer	
Open Time Deposit		Salary Processing	
Portfolio Position		Single Transfer	
Real Estate	>	Telex Transfer	
Report Lost Card	<		
Single Payment	>>		
Standing Order For Charity	<<		
Standing Orders			
Standing Orders Statement			
Subscribe Card 3D Secure Service			
Transaction Report			
Transfer for Charity			

[Submit] [Cancel]

- Select Each service and lick it to required account(s) all services should be linked to continue
- Click on (Save)

- Go to (User Roles)
  a. Select the user
  b. Select the required role

- Go to (Corporate Service Limits)

  User can set required limits related to each financial service.

  - Select service from the list
  - Enter all required details
  - Click on (Save)
  - Repeat above steps for each service

Corporate Services Limits

Note: Required fields are marked with an asterisk (*)

Corporate Services Limits

Service	Minimum Limit (KWD)	Maximum Limit (KWD)	Transaction Limit (KWD)	Reset Counter (Days)	No. Of Transactions		
Single Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Delete
Telex Transfer	30.000	30,000.000	30,000.000	1	99	Edit	Delete
Own Accounts Transfer	1.000	30,000.000	20,000.000	1	99	Edit	Delete
Salary Processing	1.000	30,000.000	30,000.000	1	99	Edit	Delete
Transfer for Charity	1.000	30,000.000	30,000.000	1	99	Edit	Delete

Limits Definition

Field	Value	
Service *	Single Transfer	
Minimum Limit *	1.000	KFH Limit : 1.000 (KWD)
Maximum Limit *	30000.000	KFH Limit : 30,000.000 (KWD)
Transaction Limit *	30000.000	KFH Limit : 30,000.000 (KWD)
Reset Counter (Days)	1	
No. Of Transactions *	99	

Save

- Go to (Users Service Limits)

  User can set required limits related to each financial service for each user exclusively.

  - Select user
  - Select service from the list
  - Enter all required details and Click on (Save)
  - Repeat above steps for each service

Users Service Limits

Note: Required fields are marked with an asterisk (*)

User Services Limits

Service	Minimum Limit (KWD)	Maximum Limit (KWD)	Transaction Limit (KWD)	Reset Counter (Days)	No. Of Transactions		
Single Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Telex Transfer	30.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Salary Processing	1.000	100,000.000	100,000.000	1	99	Edit	Reset Limit
Own Accounts Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Transfer for Charity	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit

Limits Definition

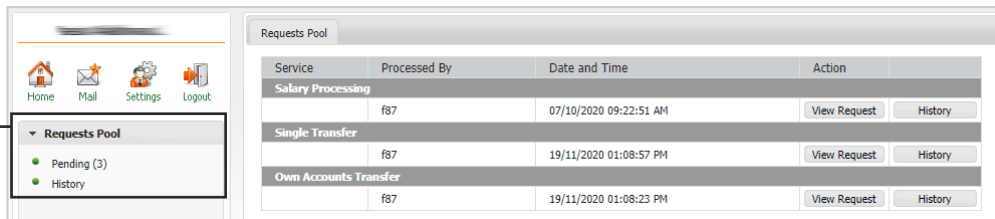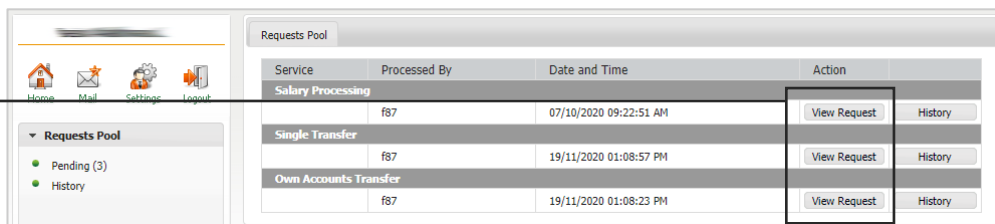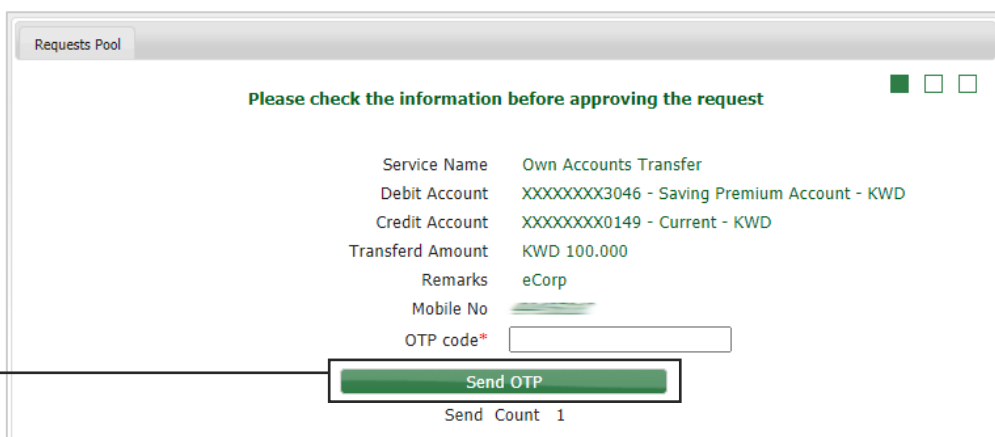| Field	Value	
Username *	f87	
Service *	-- Select Service --	
Minimum Limit *	0.000	Corporate Limit
Maximum Limit *	0.000	Corporate Limit
Transaction Limit *	0.000	Corporate Limit
Reset Counter (Days)	1	
No. Of Transactions *	0	

Save

8. Approving Requests

- Login with (CSA/Approver) user

- Go to (Request Pool)

- Click on (Pending)
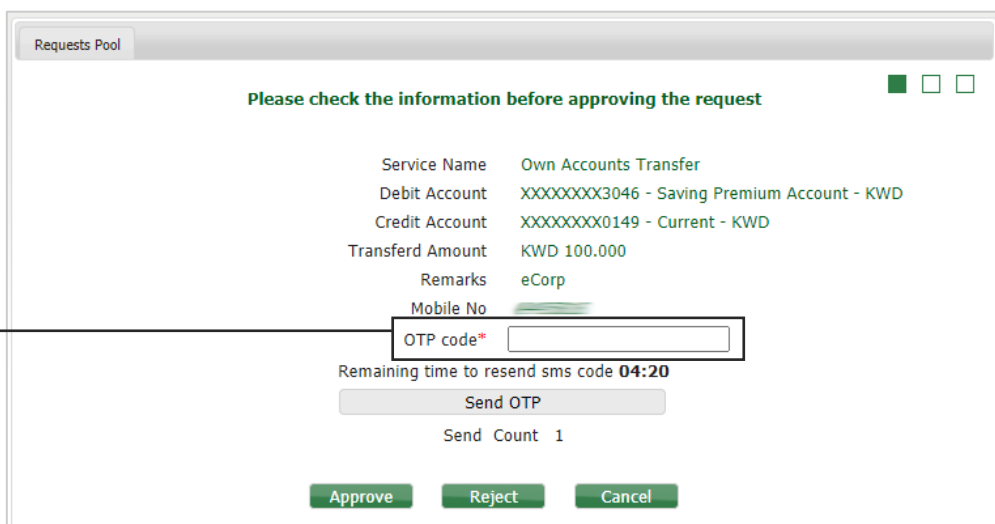

- Click on (View Request)

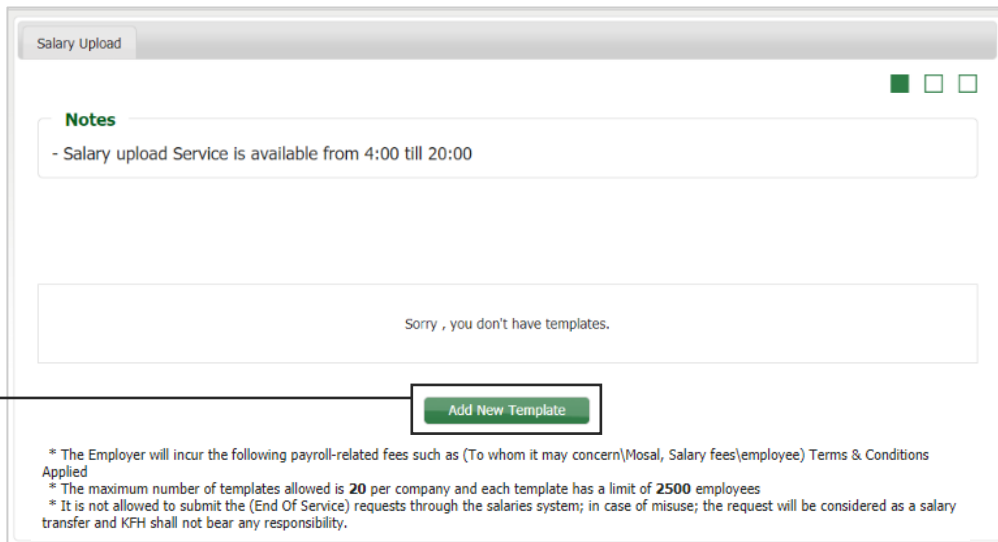- Check request details

- Click on (Send OTP)

- Enter (OTP)
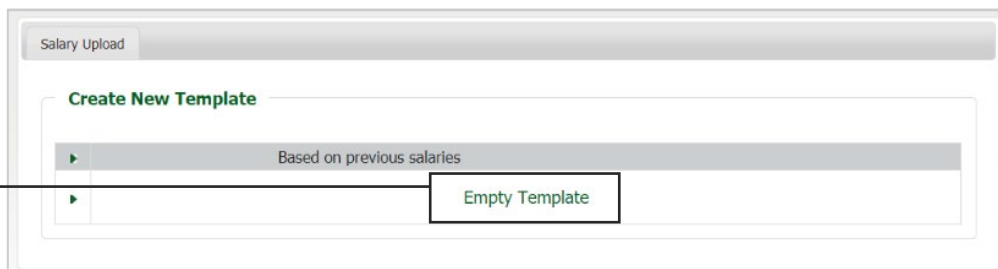
- Click on (Approve/Reject) request

9. Salary Upload

Create New Template

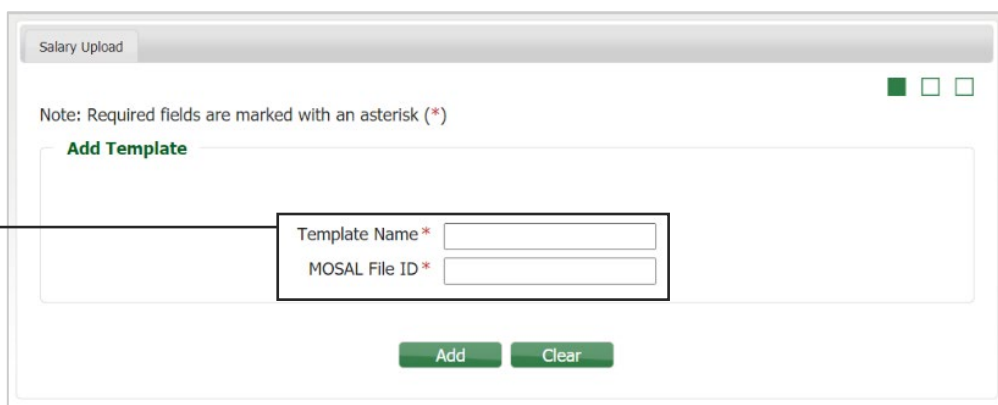- Login with (Initiator) user
- Go to (Salary Upload)
- Click on (Add New Template)

Salary Upload

■ □ □

Notes
- Salary upload Service is available from 4:00 till 20:00

Sorry , you don't have templates.

Add New Template

* The Employer will incur the following payroll-related fees such as (To whom it may concern\Mosal, Salary fees\employee) Terms & Conditions Applied
* The maximum number of templates allowed is **20** per company and each template has a limit of **2500** employees
* It is not allowed to submit the (End Of Service) requests through the salaries system; in case of misuse; the request will be considered as a salary transfer and KFH shall not bear any responsibility.

- Select (Empty Template)

Salary Upload

Create New Template

| ▶ | Based on previous salaries |
| ▶ | Empty Template |
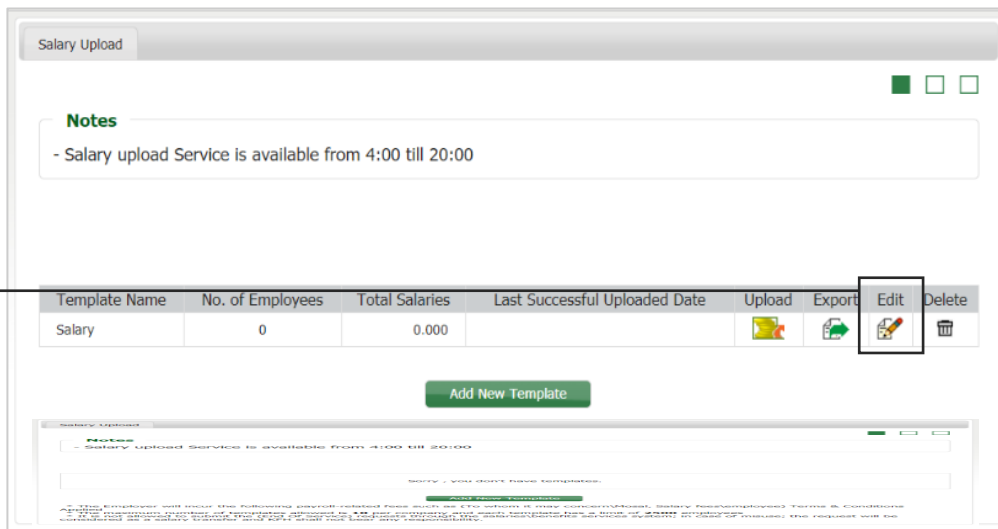
- Enter template name
- Enter MOSAL ID

Salary Upload

■ □ □

Note: Required fields are marked with an asterisk (*)
Add Template

Template Name * [   ]
MOSAL File ID * [   ]

Add   Clear

Add Employee(s) (Manual)

- ■ Go to (Salary Upload)

- ■ Click on (Edit) next to required template
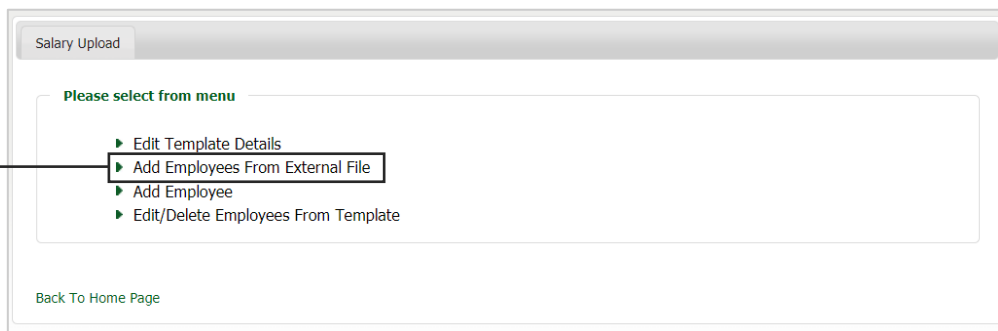

- ■ Select (Add Employee)

- ■ Enter all required details

- ■ Click on (Add Employee)

Add Employee(s) (Template)

- Go to (Salary Upload)

- Click on (Edit) next to required template

- Select (Add Employees from External File)

- Click on (Download Template)

- Fill all template details

No.	Civil ID	Name	Account No.	Amount	Bank	Section

- Upload the updated template

Salary Upload

Note: Required fields are marked with an asterisk (*)

Add Employees

Template   Download Template

Template Name   Salary

Salary File *   [Choose File] No file chosen

[Submit]   [Clear]

Back To Edit Menu

- Check and Confirm all uploaded details

Salary Upload

Please check the information before confirming the process

Template Name   Salary
Total Employees   2
Total Salaries   350.000

[Confirm]   [Back]

[+] Employees Details :-

No.	Name	Account No.	Amount	Bank	Civil Id	Section
1722	Ahmad Jassim	KW30KFHO00000000	100.000	Kuwait Finance House		IT
1727	Jassim Ahmad	KW28KFHO00000000	250.000	Kuwait Finance House		Corporate

Salary Upload

- Go to (Salary Upload)

- Click on (Upload) next to required template

- Check all information

- Click on (Upload Salaries)

- Select (Month) and (Year)

- Enter Password

- Read and Accept the Declaration

- System will redirect the request to CSA for required action

10. Beneficiaries Management

Add KFH Beneficiary

- Login with (Initiator) user

- Go to (Beneficiaries)

- Click on (KFH Beneficiaries)

- Click on (Add New KFH Beneficiary)

Account Number	Full Name	Description	Status	Edit	Delete
011234567891	Jassim Ahmad	-	Active	✎	🗑
022225456689	Rakan Company	Test	Active	✎	🗑

add new kfh beneficiary »

- Enter beneficiary account number (12 Digits)

KFH Beneficiaries

Note: Required fields are marked with an asterisk (*)

Add New KFH Beneficiary

Account Number * [   ]

Notes
- Number of failure attempts shouldn't exceed 5 attempts per day.
- You can add up to 10 Beneficiaries per day.

Verify   Clear

- Add Description for the beneficiary

KFH Beneficiaries

Note: Required fields are marked with an asterisk (*)

Add New KFH Beneficiary

Account Number   011234567891
Beneficiary Name   Yousef Company for General Trading
Description * [   ]

Add   Back

- Login with CSA/Approver to approve the request
- Click on (Request Pool)
- Click on (View Request)

Requests Pool

Home   Mail   Settings   Logout

Service	Processed By	Date and Time	Action	
Add KFH Beneficiary				
	f87	19/11/2020 11:30:28 AM	View Request	History

▼ **Requests Pool**
- Pending (1)
- History

- Check Information
- Enter Password

- Go to (Beneficiaries List)
- Click on (Activate) next to the required beneficiary

- Enter OTP and Click on (Activate)

Add Other Banks Beneficiary

- Login with (Initiator) user
- Go to (Beneficiaries)
- Click on (Other Banks Beneficiaries)
- Click on (Add New Other Banks Beneficiary)

- Enter all beneficiary details

- Login with CSA/Approver to approve the request
- Click on (Request Pool)
- Click on (View Request)

- Check Information
- Enter Password

- Beneficiary will be reviewed and approved by KFH Backoffice within 2 business hours
- Go to (Beneficiaries List)
- Click on (Activate) next to the required beneficiary
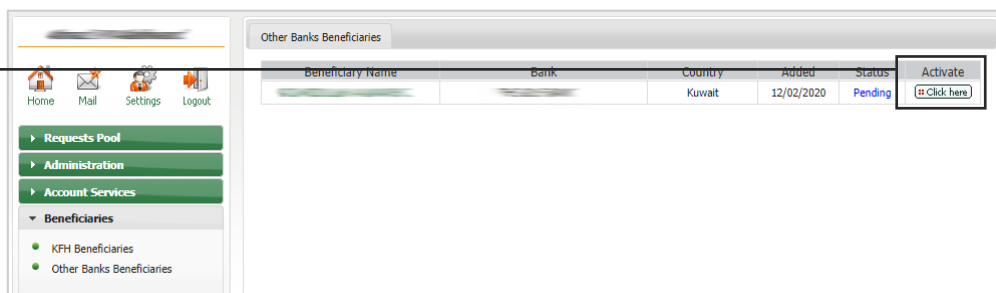
- Enter OTP and Click on (Activate)

- Login with (Initiator) user

- Go to (Other Services)

- Select (Cheque Book Request)
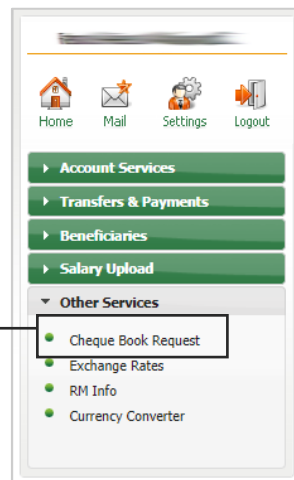
- Select account number (Current Account Only)

- Select book specification (size and count)

- Choose language of the book
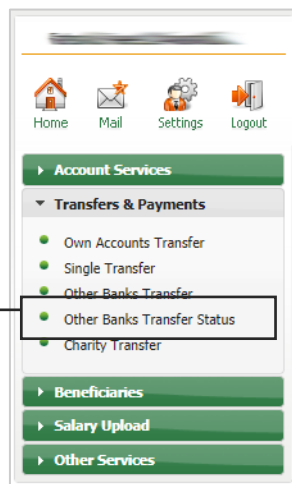
- Select number of cheque books required

- Login with (CSA/Approver) user to approve the request

- Clients collect the cheque book from their related branch after 3 business days

- Login with (Initiator) user

- Go to (Transfers & Payments)

- Select (Other Banks Transfer History)

- Search for the required transaction and click on (Status) to view more details

Template Management:

- ▪ Login with (Initiator) user
- ▪ Go to (Transfers & Payments)
- ▪ Click on (Bulk Transfer)
- ▪ Click on (Add new Template)
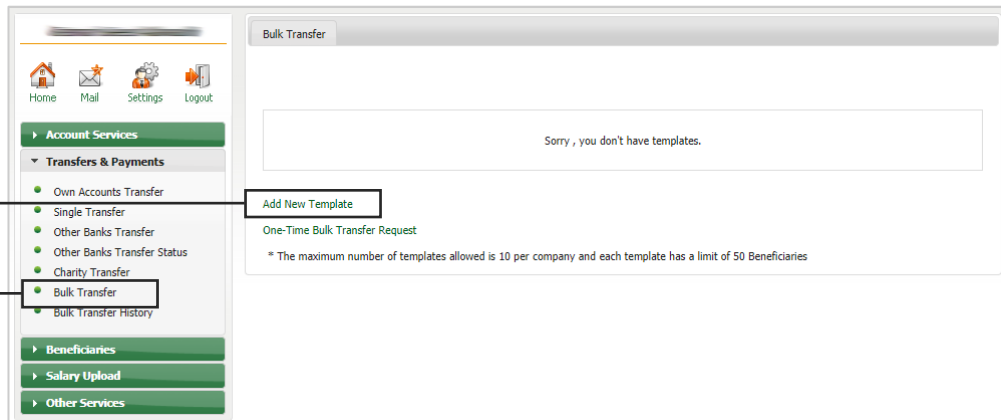
- ▪ Click on (Empty Template)
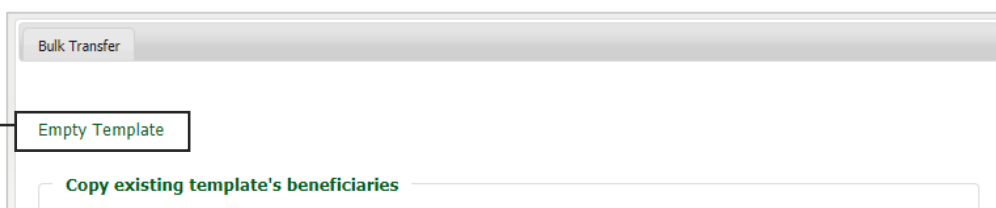
- ▪ Type the new template name and click on (Add)

- Add required beneficiaries (Note: Beneficiaries should be added and in Active status)
- Click on (Next)

Bulk Transfer

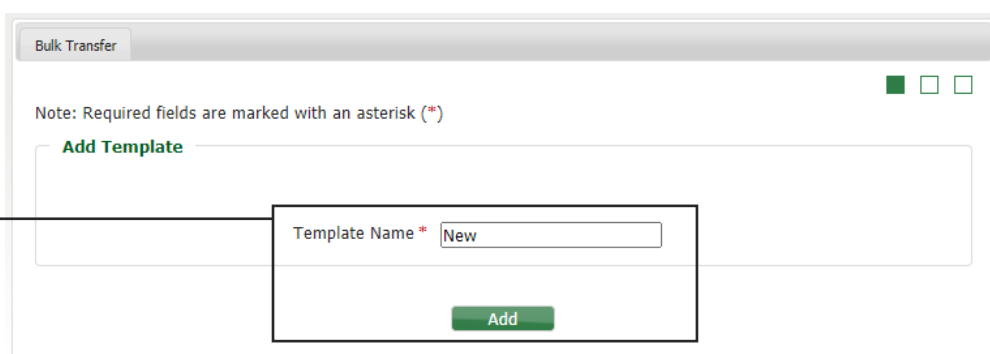Note: Required fields are marked with an asterisk (*)

Template Name

Template Name: New

Add Beneficiary

Beneficiary Type *	-- Select Beneficiary Type - ∨
Beneficiary Name *	∨
Beneficiary Account No	
Currency	
Amount *	. 000
Transfer Currency *	∨

Add Beneficiary

Beneficiary Type	Beneficiary Name	Beneficiary Account No	Amount	Transfer Currency	Telex Cost	Delete
Other Banks Beneficiary	COMPANY	KW09_____000000_____	250.0	KWD	Our	🗑
Other Banks Beneficiary	Bader Jassim_____	KW5_____00000_____	100.0	KWD	Our	🗑
KFH Beneficiary	FAWAZ _____	16105_____	80.0	KWD		🗑

Next

- Check the Information and Click on (Confirm)

Bulk Transfer

Please check the Information

Template Name

Template Name: New

Beneficiary Details

Beneficiary Type	Beneficiary Name	Beneficiary Account No	Amount	Transfer Currency	Telex Cost
Other Banks Beneficiary	Bader Jassim _____	KW_____0000000_____	100.0	KWD	Our
KFH Beneficiary	FAWAZ MOHAMMA_____	16_____	80.0	KWD	
Other Banks Beneficiary	COMPANY	KW09NBOK00000000000_____	250.0	KWD	Our

Confirm   **Cancel**

Initiate Bulk Transfer Request:

- Login with (Initiator) user
- Go to (Transfers & Payments)
- Click on (Bulk Transfer)
- Click on (Transfer)

- Selects (Debit Account)
- Select transfer (Remarks)
- Click on (Transfer)

- Check the Information and Click on (Confirm)
- Maker/Check workflow will be initiated to process the request.

One Time Bulk Transfer

- Login with (Initiator) user
- Go to (Transfers & Payments)
- Click on (Bulk Transfer)
- Click on (One-Time Bulk Transfer Template)

- Add required beneficiaries (Note: <u>Beneficiaries</u> should be added and in Active status)
- Click on (Next)

- Selects (Debit Account)
- Select transfer (Remarks)
- Click on (Transfer)

- Check the Information and Click on (Confirm)
- Maker/Check workflow will be initiated to process the request

Bulk Transfer History

- Login with (Initiator) user
- Go to (Transfers & Payments)
- Click on (Bulk Transfer History)
- User Can select search criteria to display the related record