بيت التمويل الكويتي
Kuwait Finance House

Online Corporate Banking Service (eCorp)

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

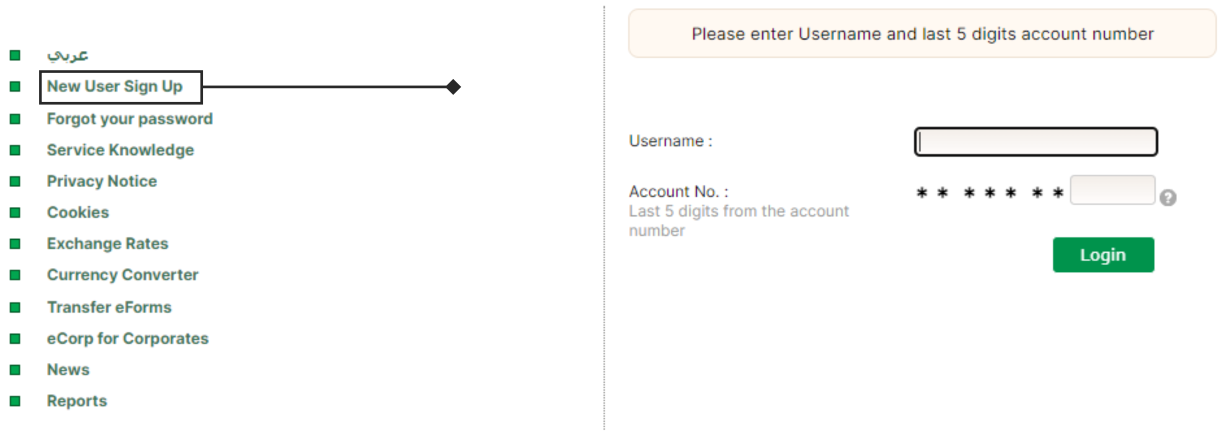
Available services:

- 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

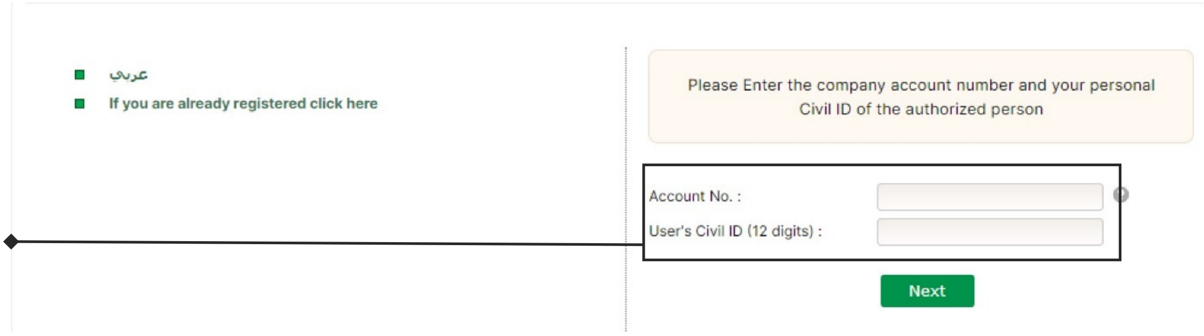
In Addition to more available services

5. New User Sign Up:

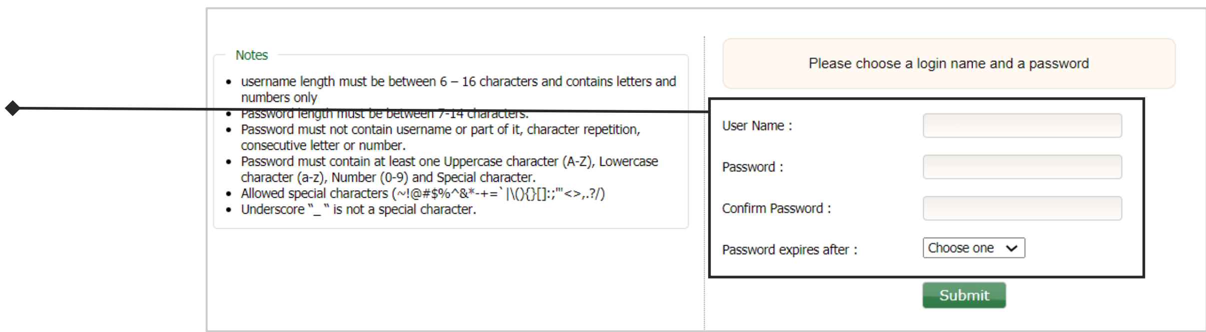
- Select (**New User Sign Up**)



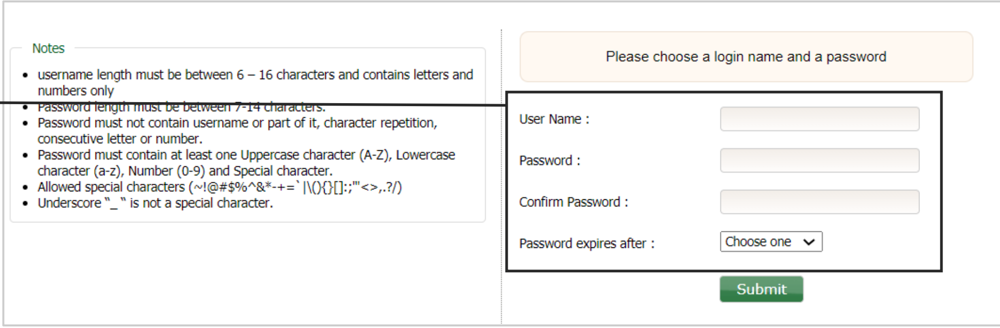
- Fill in required information **Account Number (12 Digits)**



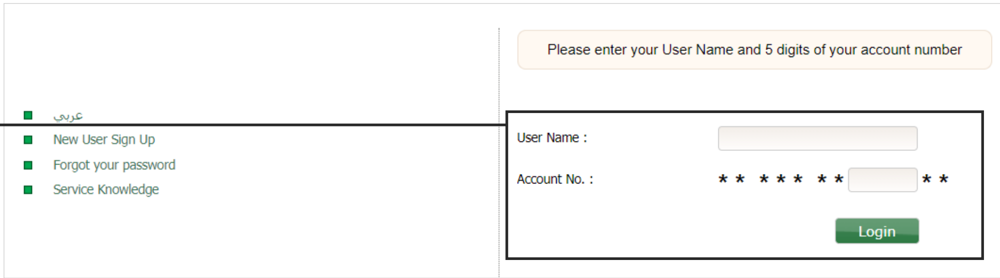
- Click on Send OTP, and enter it
- Read and Accept the applicable Terms and Conditions



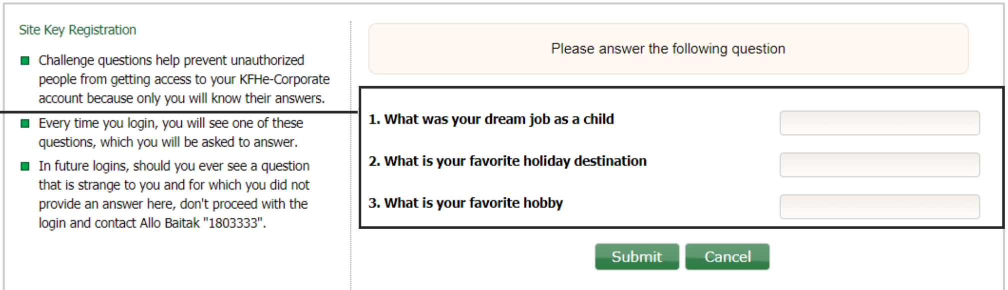
- Enter Username
- Choose Password and Select Password validity period



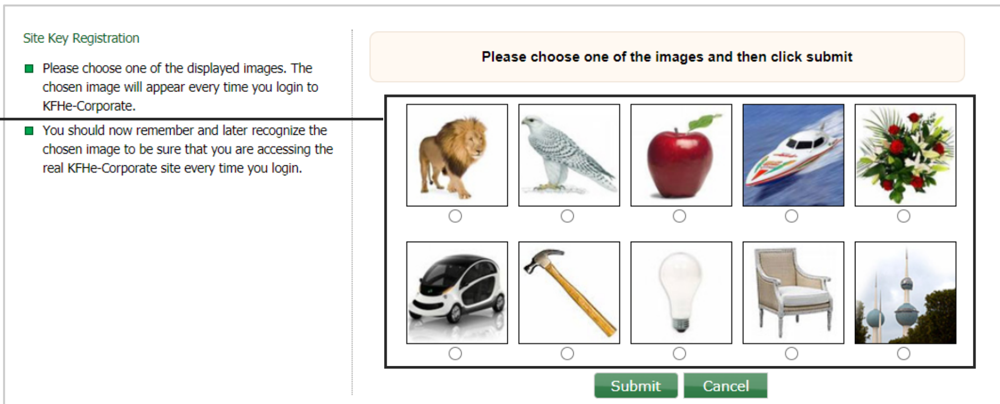
- Redirect to Login page after successful registration
- Enter Username
- Enter Last 5 digits of account number



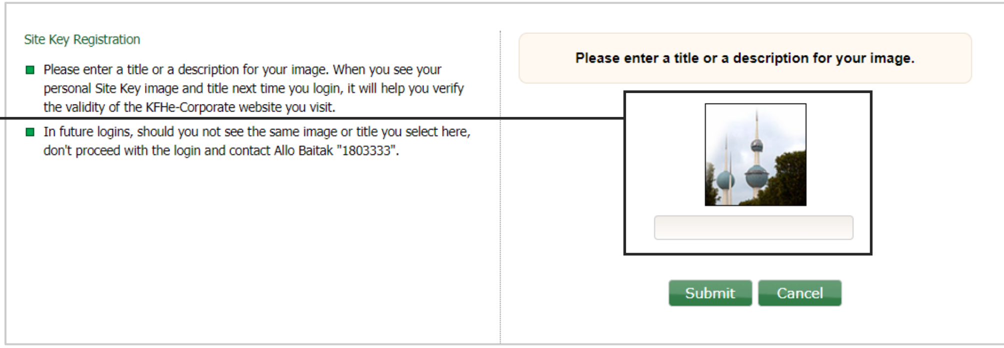
- Enter Site key answers



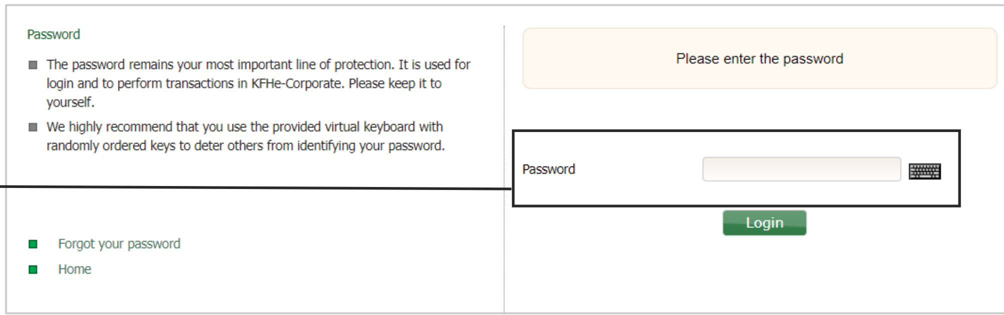
- Select an Image



- Enter Image Description

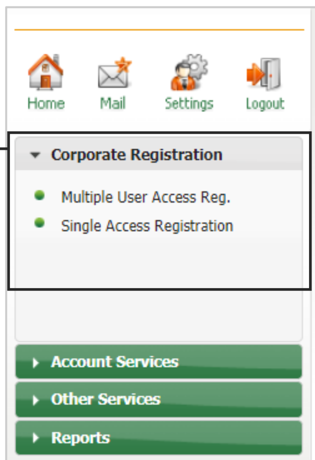


- Enter Password to Login



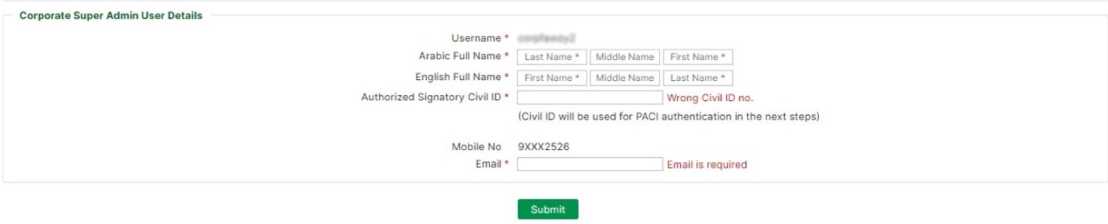
6. Select Registration Type:

- Go to Main Page
- Click on Corporate Registration

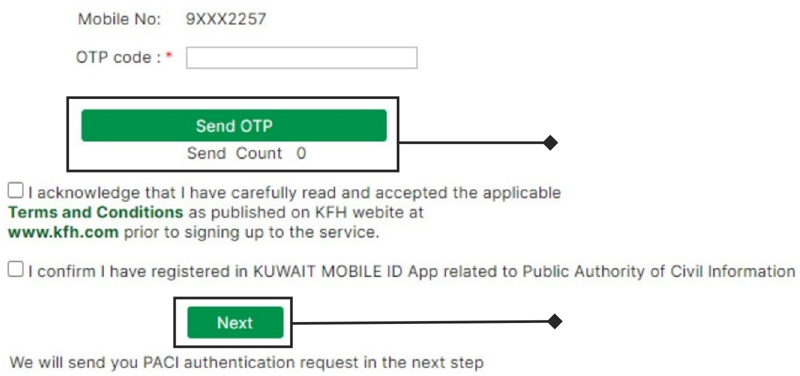


- Select Registration Type

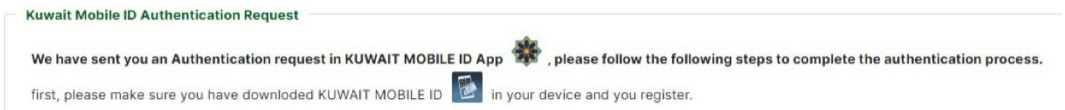
- **Single Access (Details)**

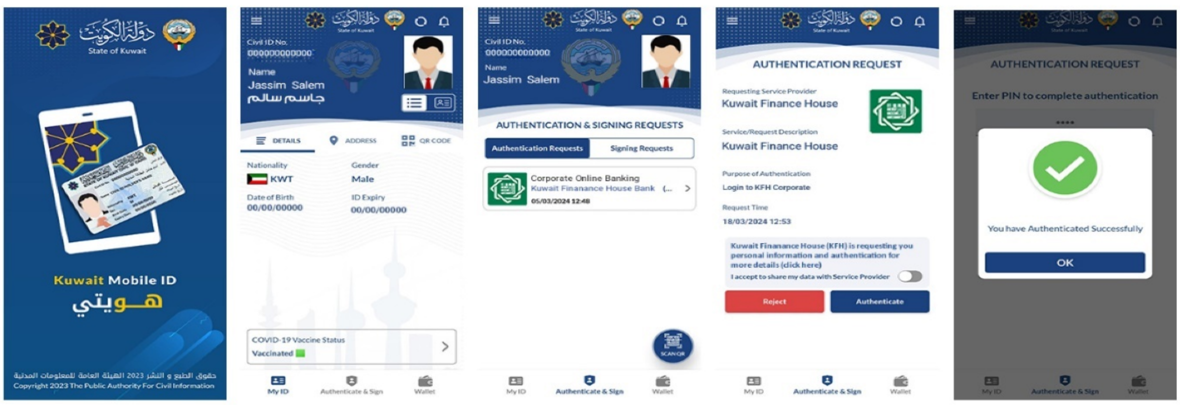


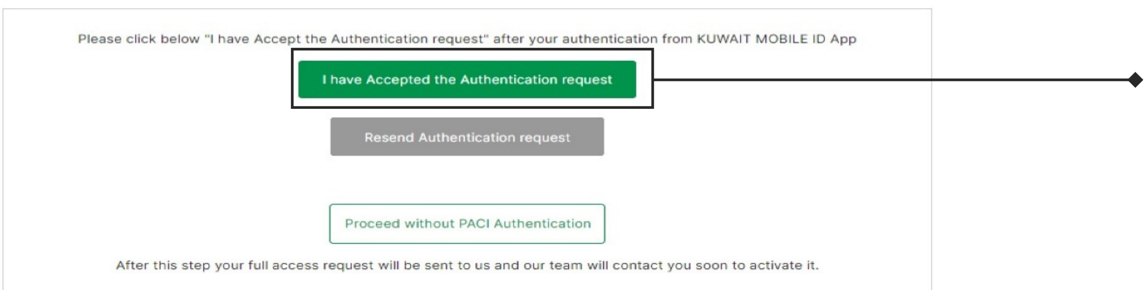
- Click **send OTP** to insert the code then to click on **Next** after confirming on T&C



- Follow the steps of the authentication on Kuwait Mobile ID App as shown below, then click on **I have Accepted the Authentication request**

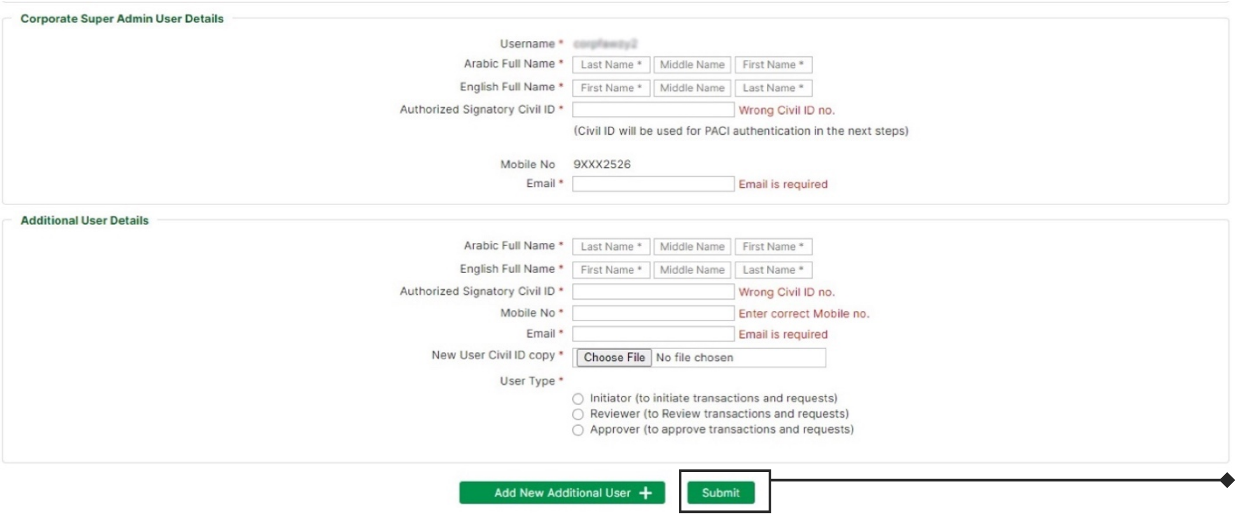




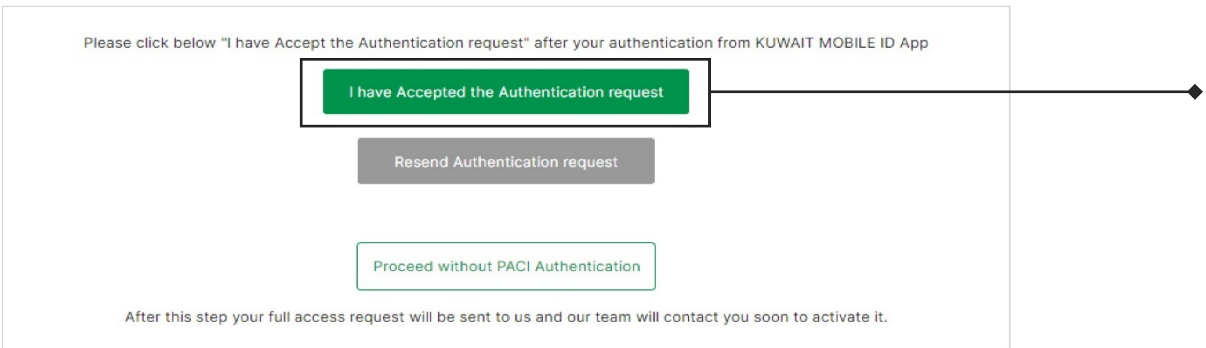


- After the authentication is successfully done, the concerned team will contact you soon to activate the service

- **Dual Access: Super Admin User & Additional User (Details):**



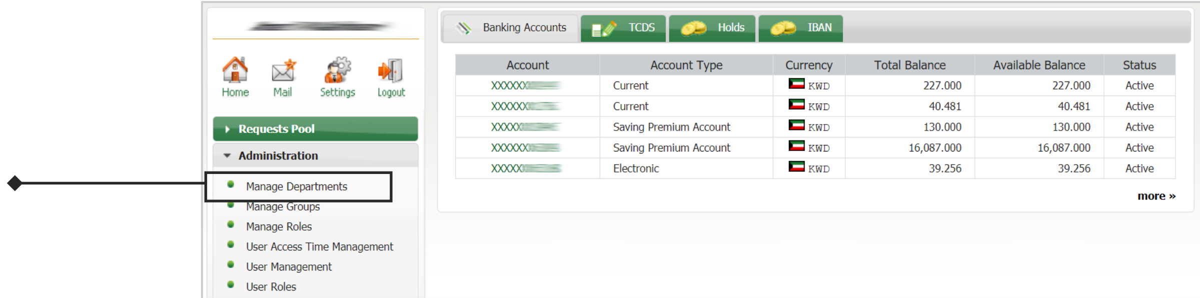
- Follow the steps of the authentication on Kuwait Mobile ID App as shown below, then click on **I have Accepted the Authentication request**



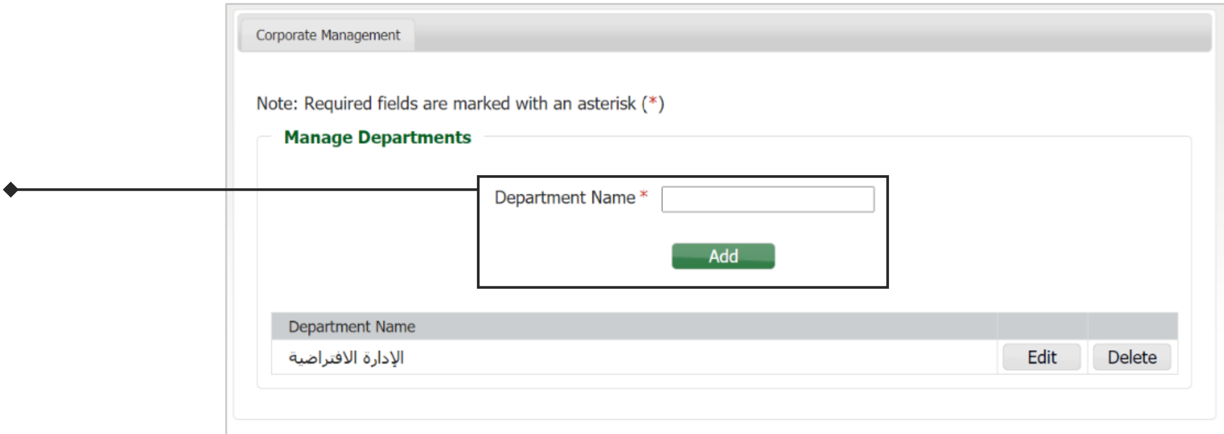
- After the authentication is successfully done, the concerned team will contact you soon to activate the service

7. Privileges Management:

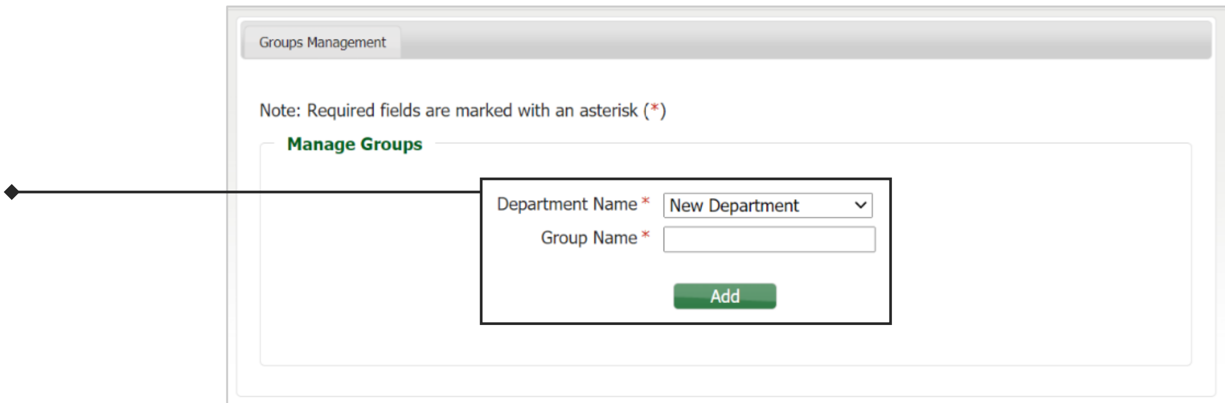
- Login with Corporate Super Admin (**CSA**)
- Go to (**Administration**)
- Go to (**Manage Departments**)



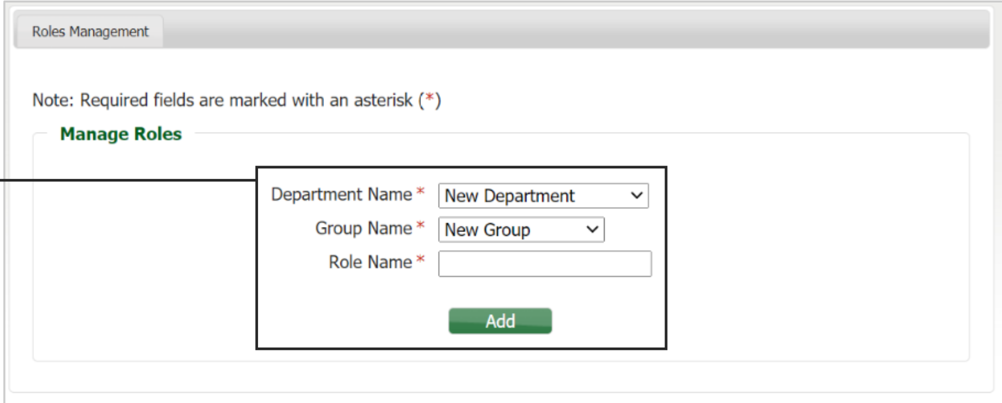
- Note: You can use the Default Department incase not willing to create a new department.
  - Enter the name of required department
  - Click on (**Add**)



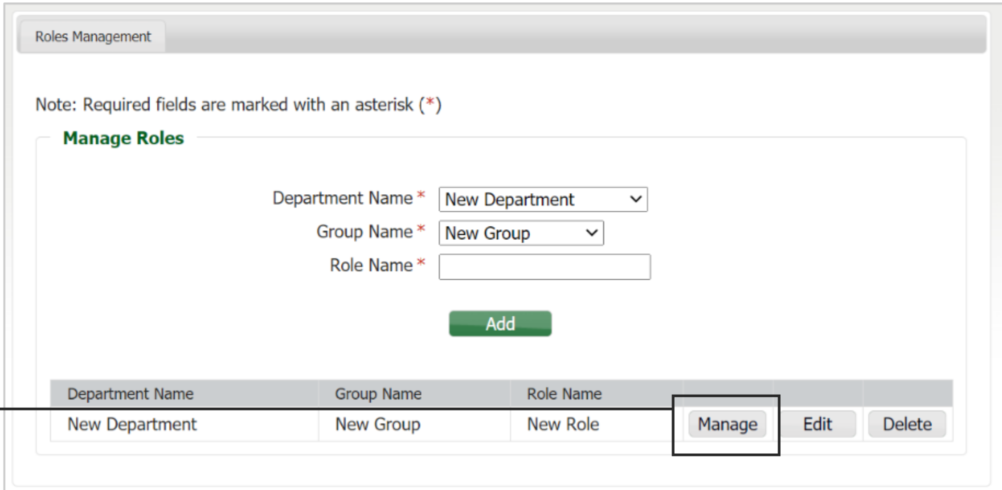
- Go to (**Manage Groups**)
  - Select the required department
  - Enter the name of required group
  - Click on (**Add**)



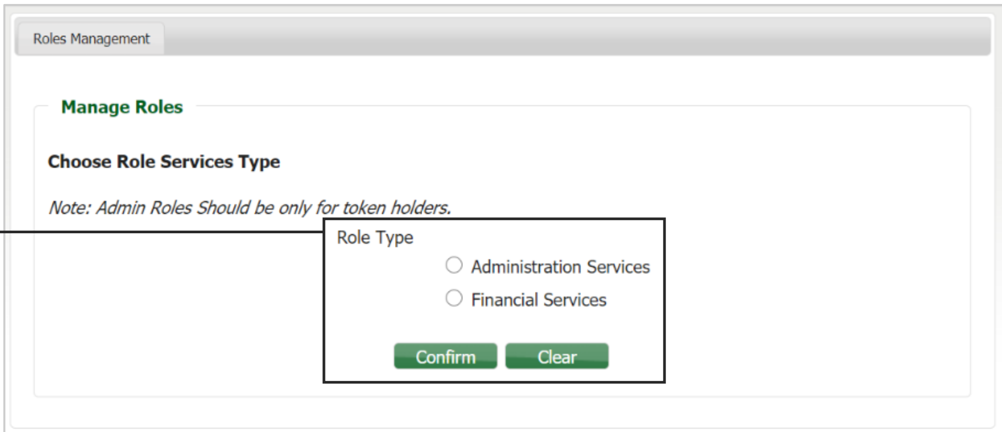
- Go to (**Manage Roles**)
  - Select the required department
  - Select the required group
  - Enter the name of required Role
  - Click on (**Add**)



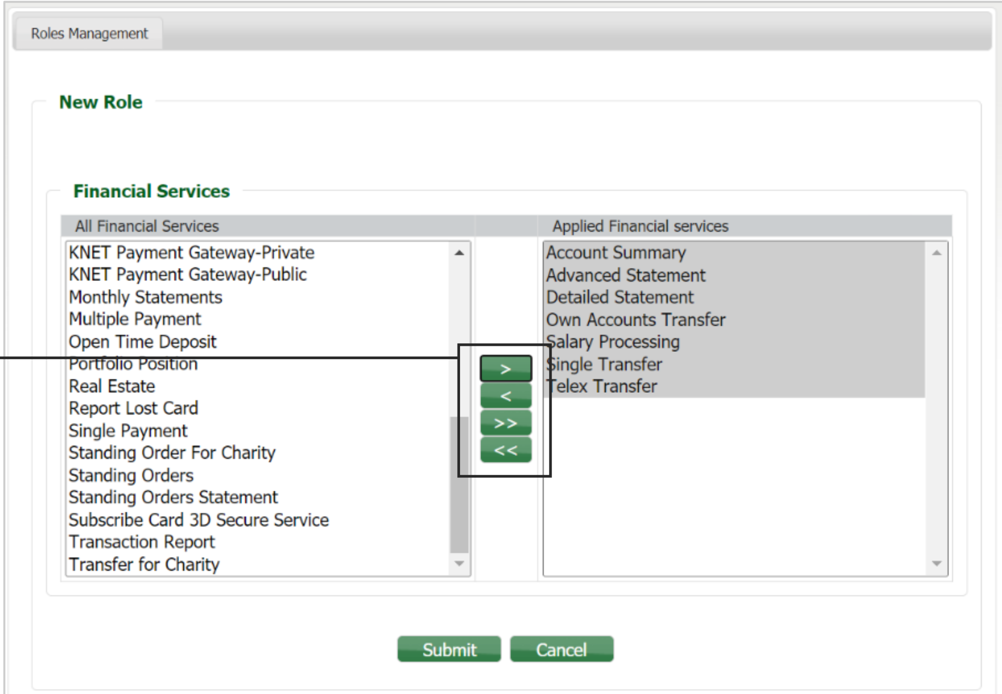
- New Role will be added in below table
- Click on (**Manage**)



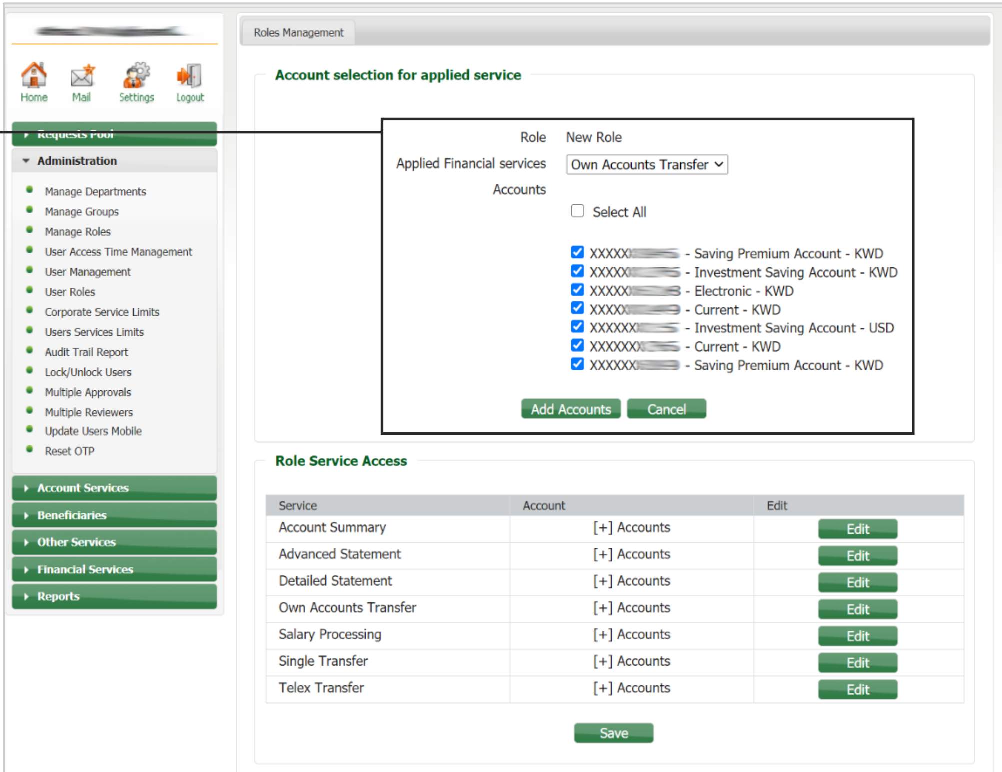
- Select Role Type (**Financial Services/Administrative Services**)



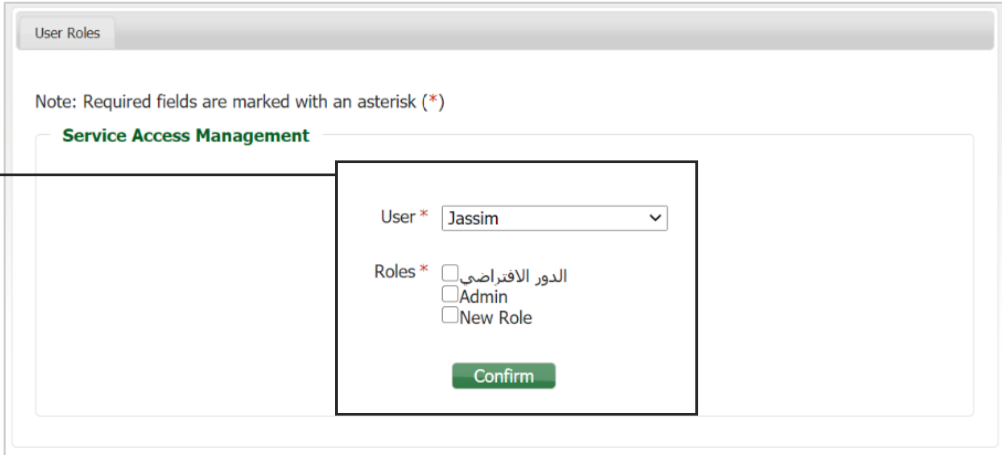
- Select the required services to grant the access for



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

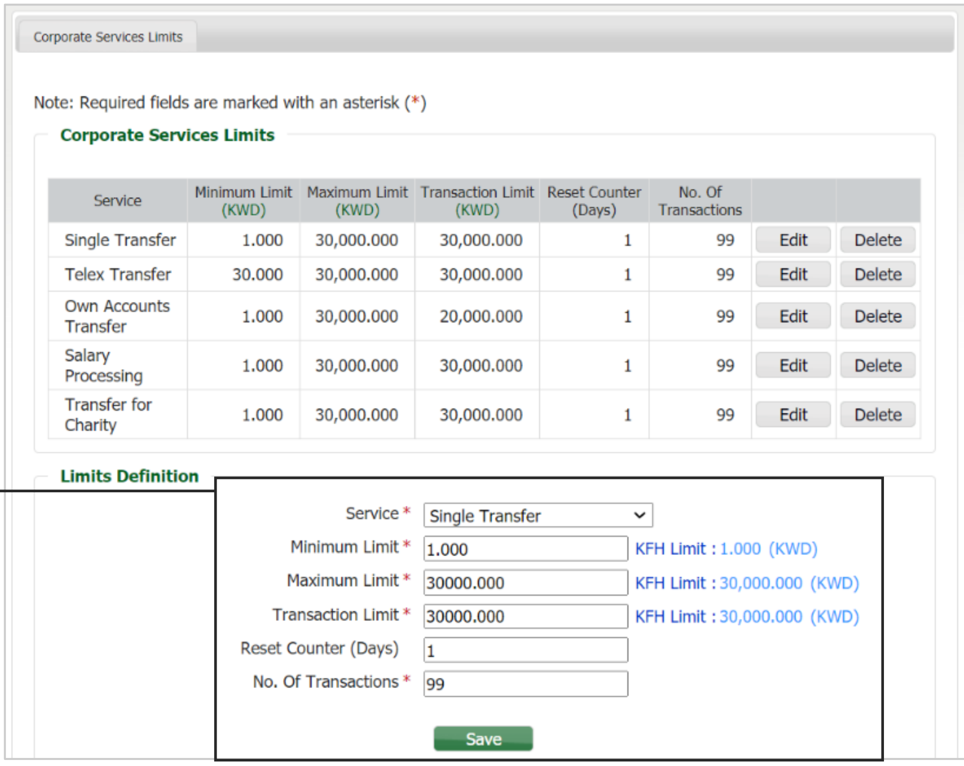


- Go to (**User Roles**)
  - Select the user
  - Select the required role



- 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

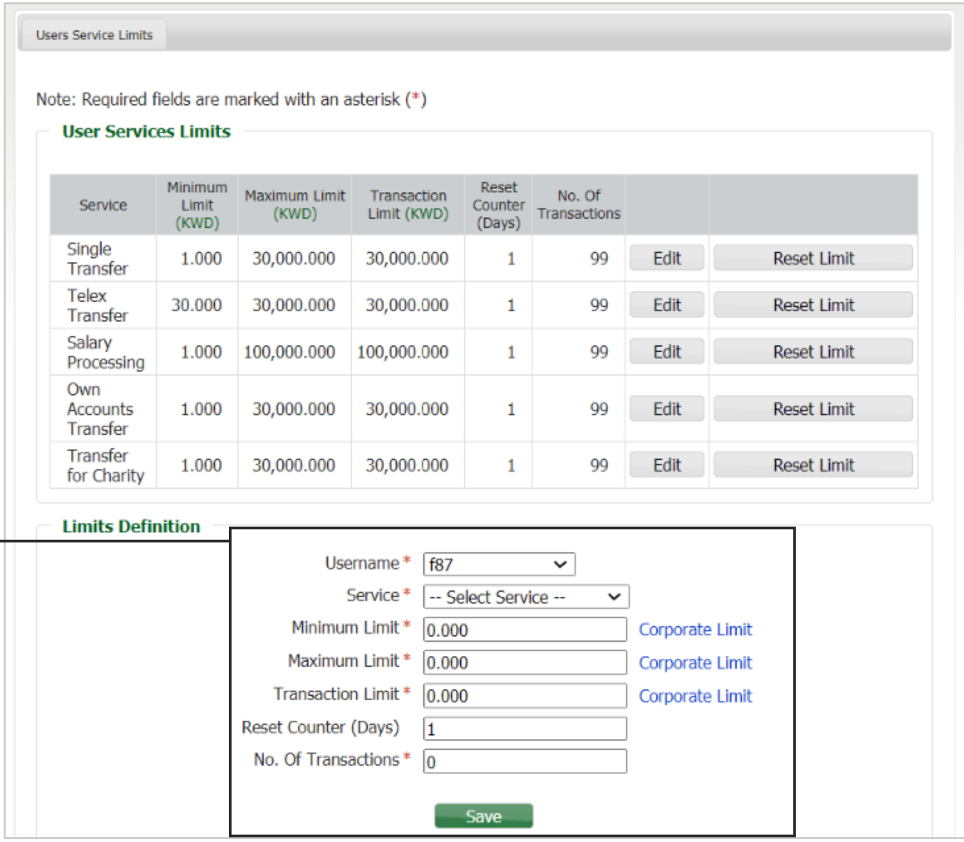


Service	Minimum Limit (KWD)	Maximum Limit (KWD)	Transaction Limit (KWD)	Reset Counter (Days)	No. Of Transactions		
Single Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Delete
Telex Transfer	30.000	30,000.000	30,000.000	1	99	Edit	Delete
Own Accounts Transfer	1.000	30,000.000	20,000.000	1	99	Edit	Delete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

- Go to (**Users Service Limits**)

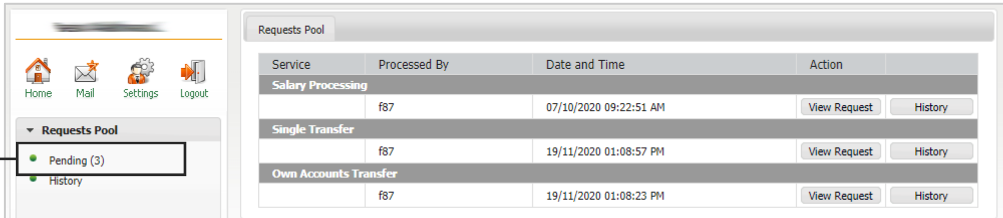
  User can set required limits related to each financial service for each user exclusively.

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

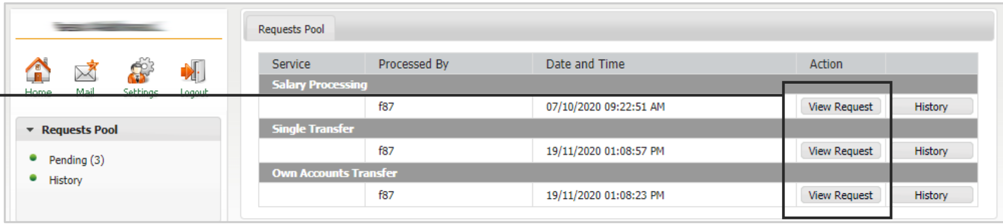


8. Approving Requests

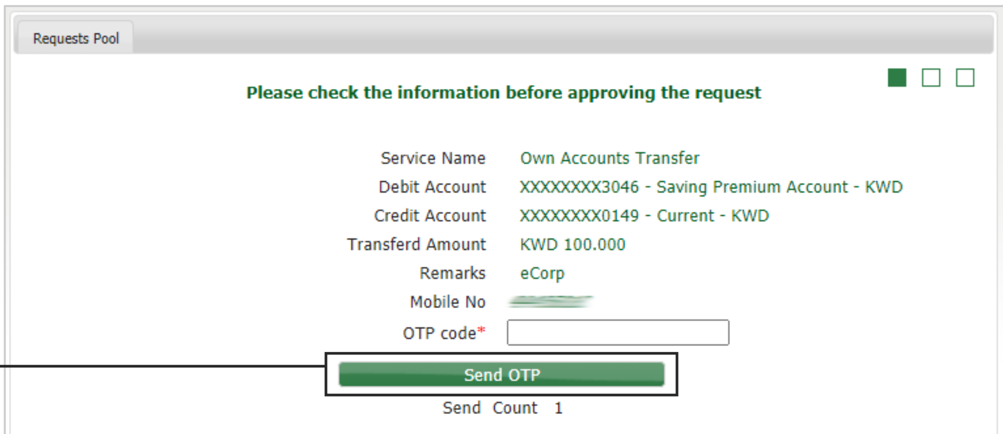
- Login with (**CSA/Approver**) user
- Go to (**Request Pool**)
- Click on (**Pending**)



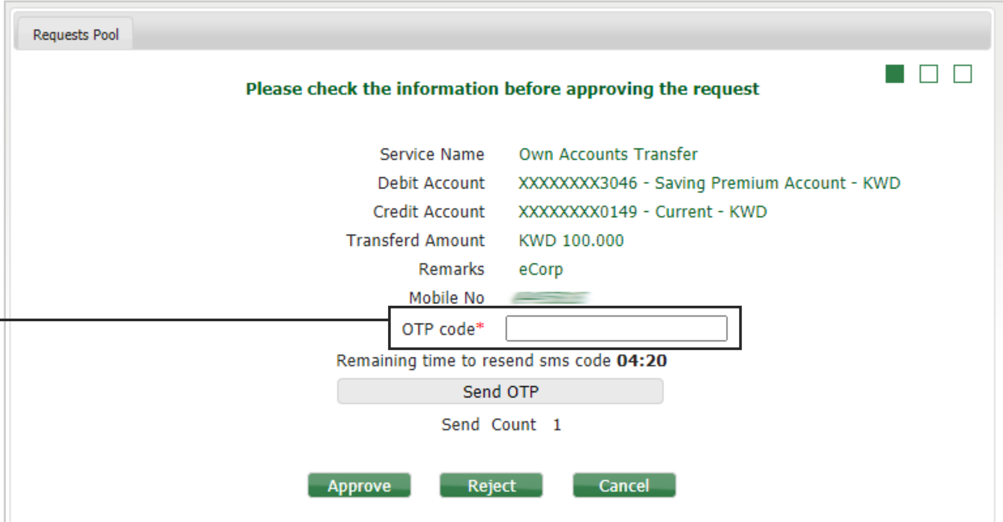
- Click on (**View Request**)



- Check request details
- Click on (**Send OTP**)



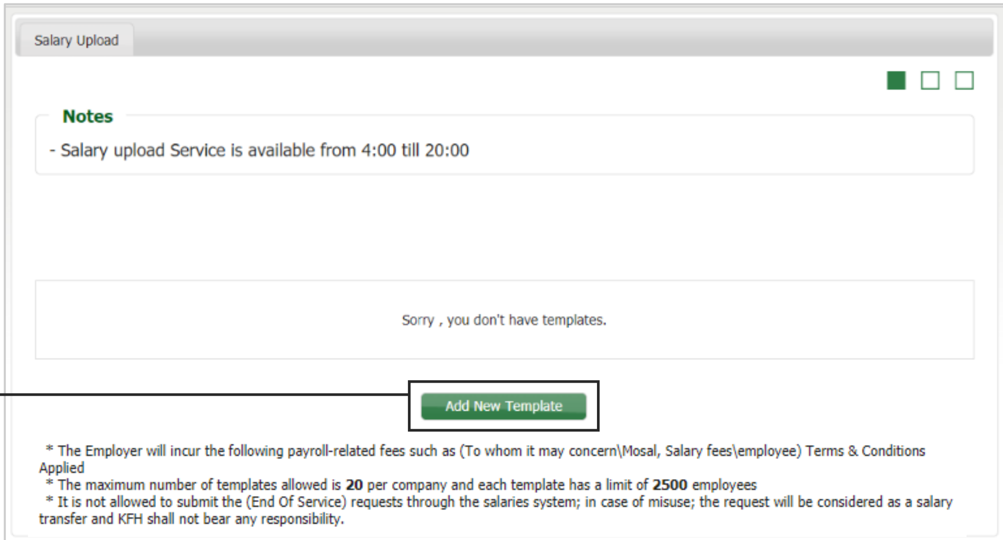
- Enter (**OTP**)
- Click on (**Approve/Reject**) request



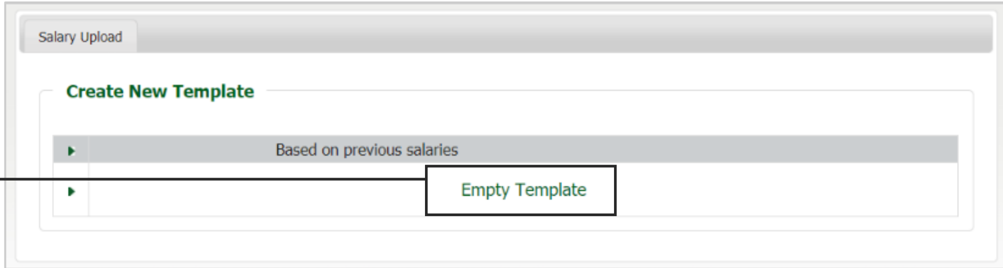
9. Salary Upload

Create New Template

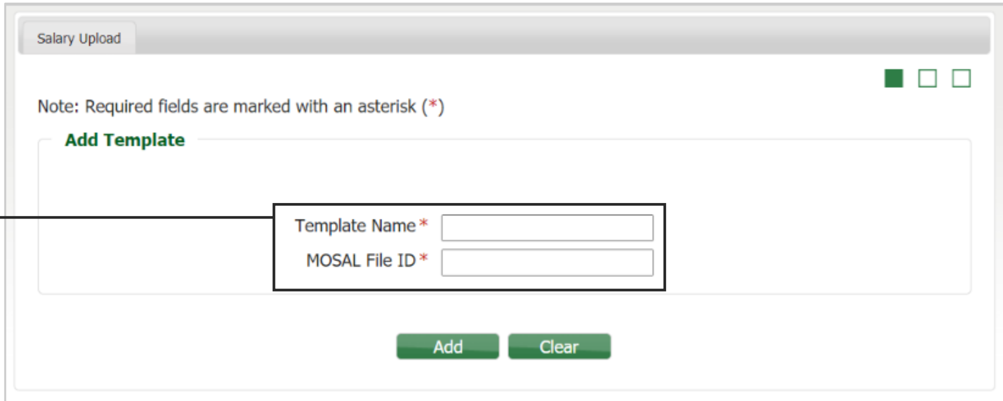
- Login with (**Initiator**) user
- Go to (**Salary Upload**)
- Click on (**Add New Template**)



- Select (**Empty Template**)

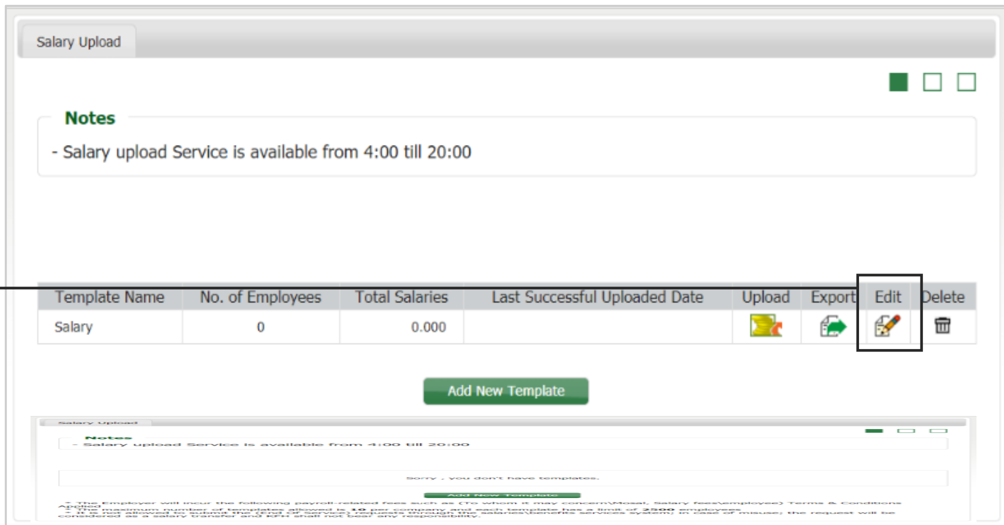


- Enter template name
- Enter MOSAL ID

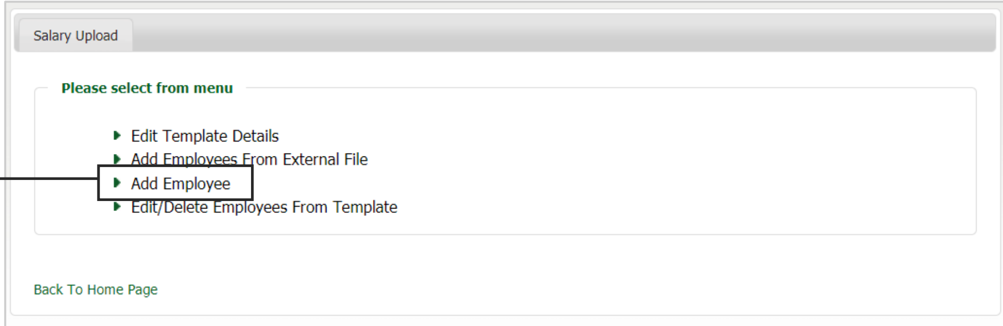


Add Employee(s) (Manual)

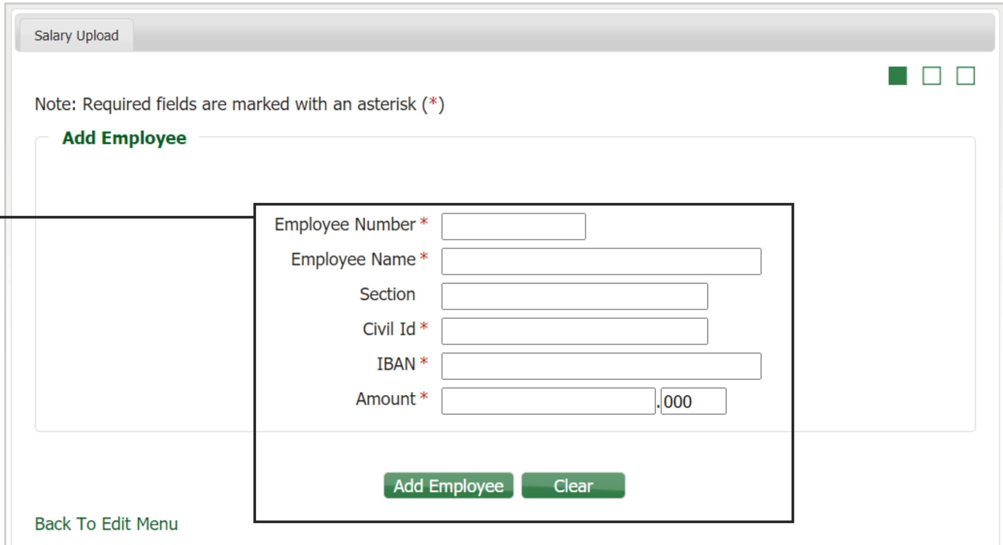
- Go to (**Salary Upload**)
- Click on (**Edit**) next to required template



- Select (**Add Employee**)

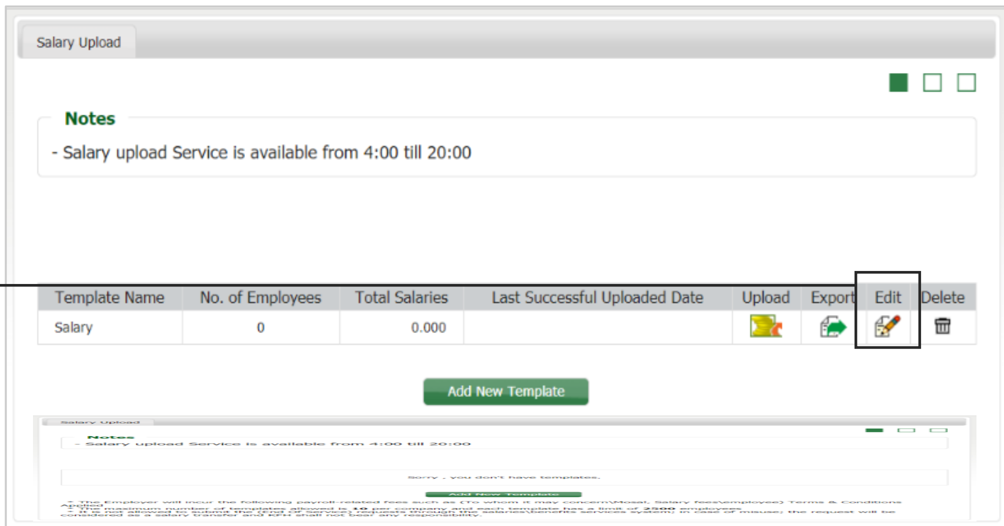


- Enter all required details
- Click on (**Add Employee**)

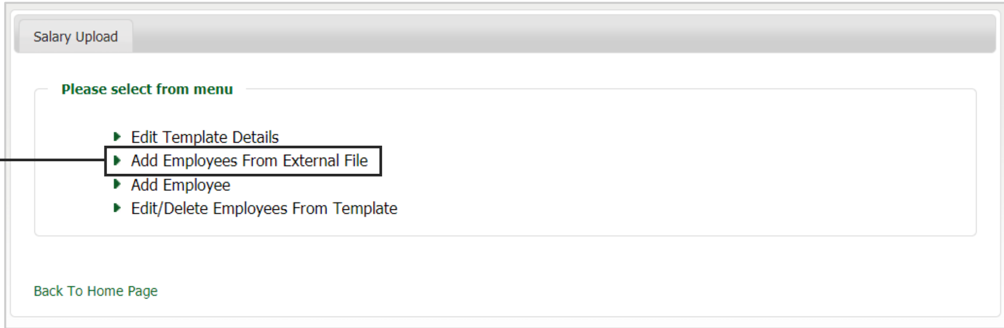


Add Employee(s) (Template)

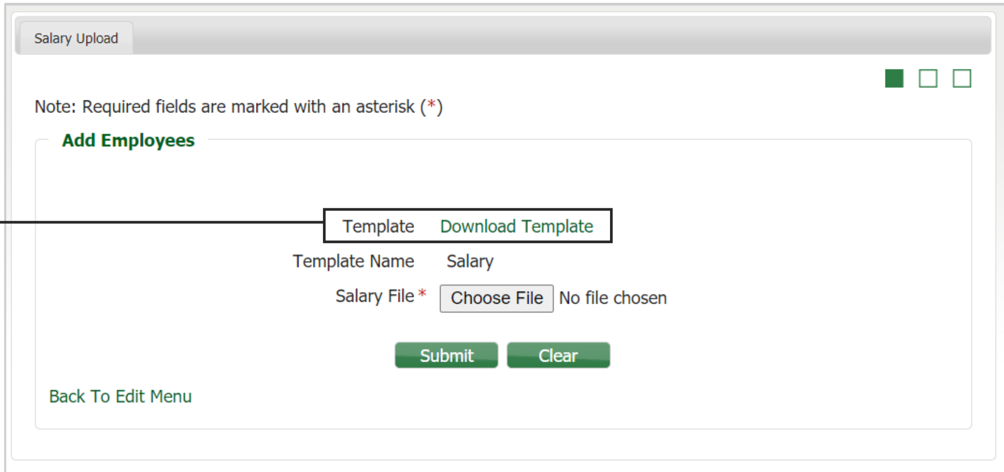
- Go to (**Salary Upload**)
- Click on (**Edit**) next to required template



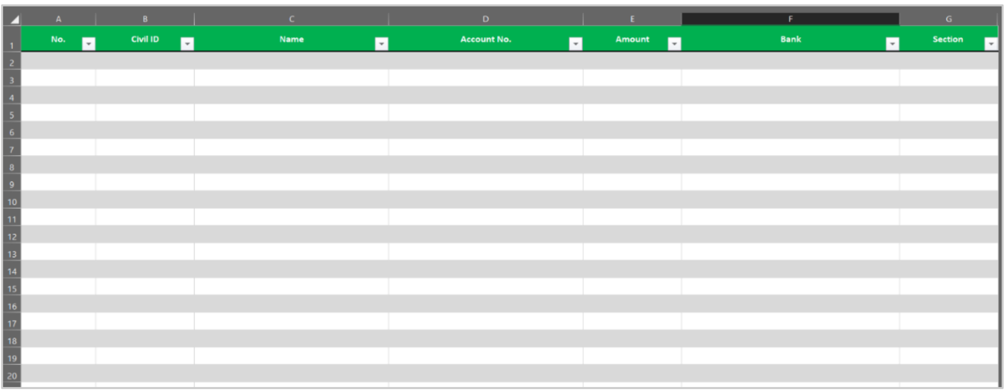
- Select (**Add Employees from External File**)



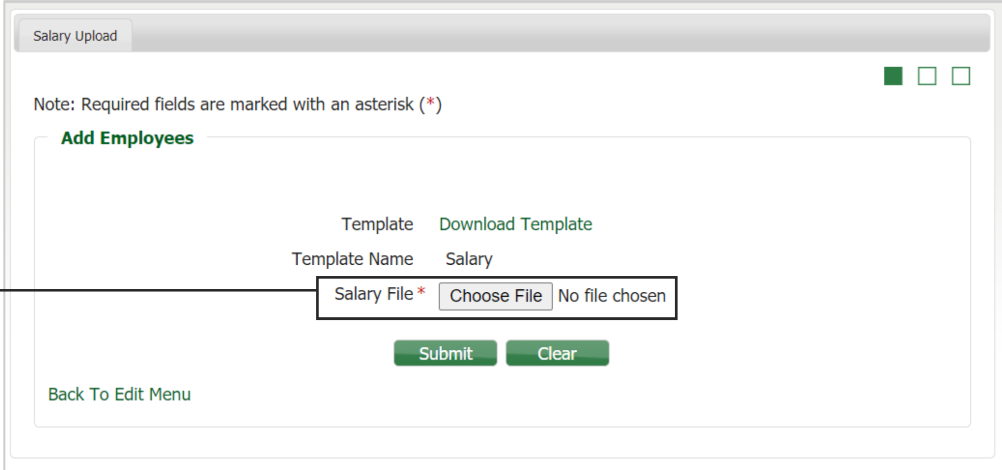
- Click on (**Download Template**)



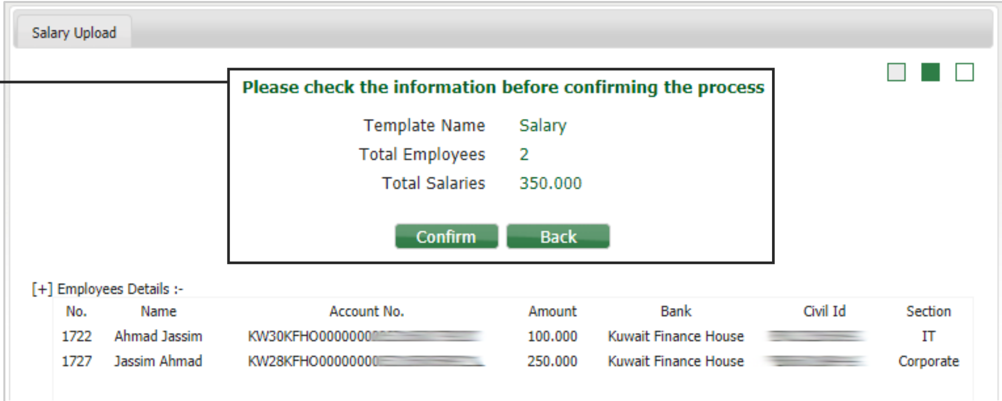
- Fill all template details



- Upload the updated template

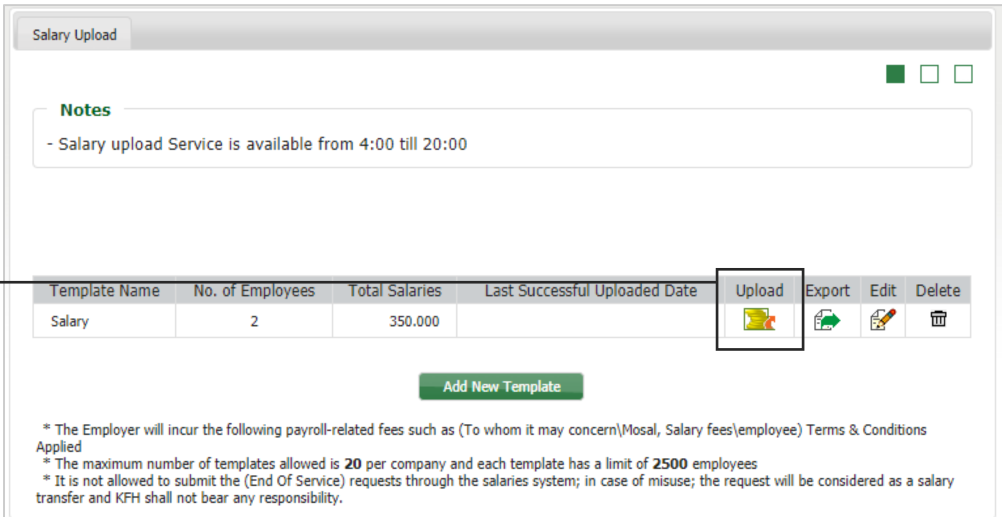


- Check and confirm all uploaded details

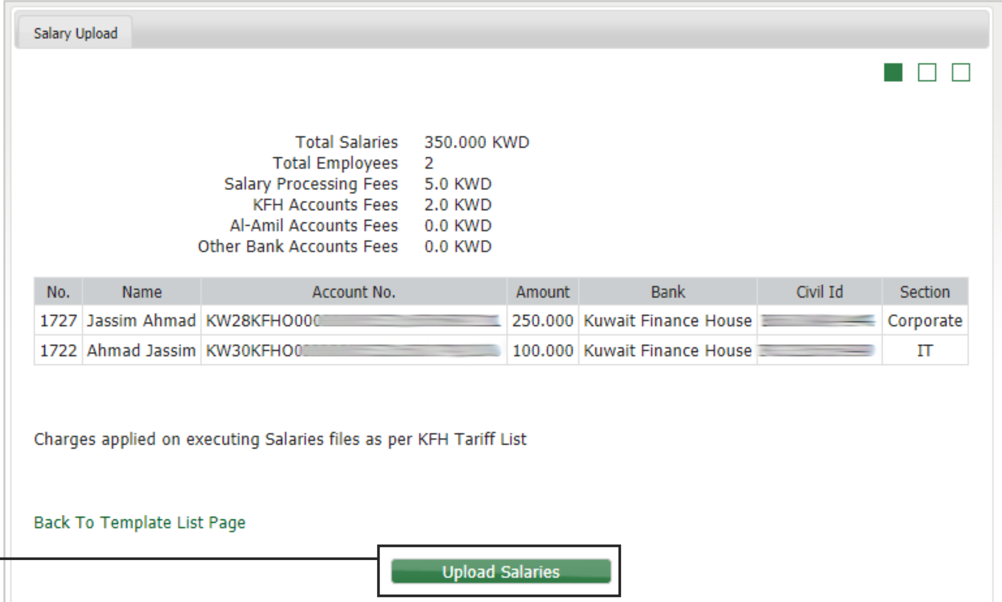


Salary Upload

- Go to (**Salary Upload**)
- Click on (**Upload**) next to required template



- Check all information
- Click on (**Upload Salaries**)



Salary Upload

Total Salaries	350.000 KWD
Total Employees	2
Salary Processing Fees	5.0 KWD
KFH Accounts Fees	2.0 KWD
Al-Amil Accounts Fees	0.0 KWD
Other Bank Accounts Fees	0.0 KWD

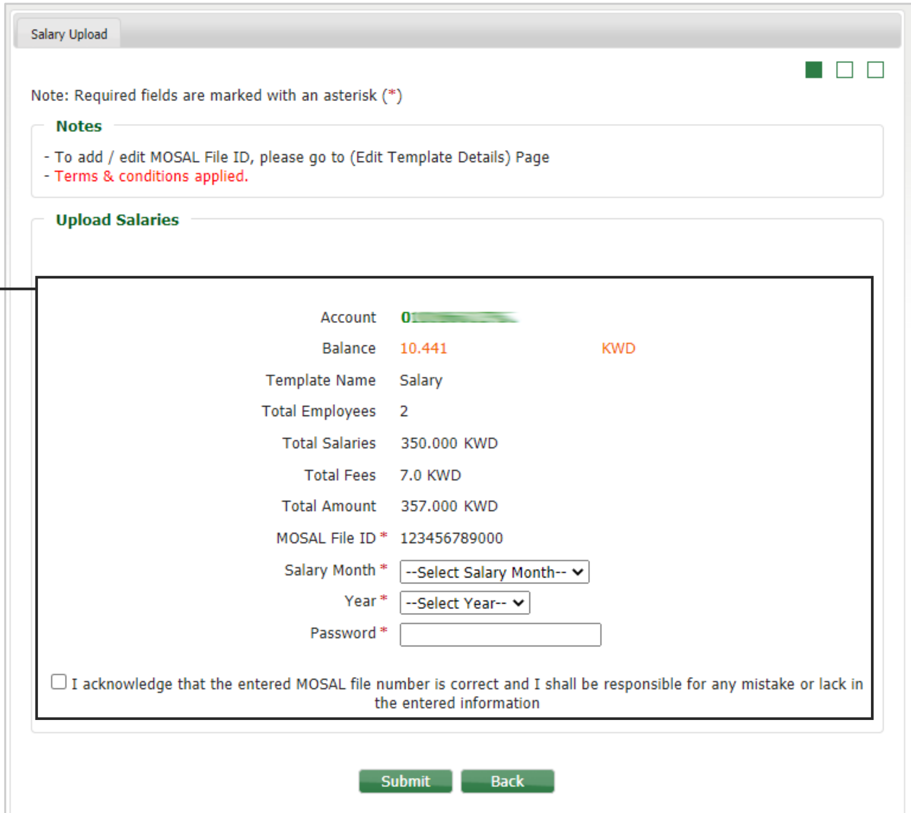
No.	Name	Account No.	Amount	Bank	Civil Id	Section
1727	Jassim Ahmad	KW28KFHO000	250.000	Kuwait Finance House		Corporate
1722	Ahmad Jassim	KW30KFHO0	100.000	Kuwait Finance House		IT

Charges applied on executing Salaries files as per KFH Tariff List

Back To Template List Page

Upload Salaries

- Select (**Month**) and (**Year**)
- Enter Password
- Read and Accept the Declaration



Salary Upload

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

Notes

- To add / edit MOSAL File ID, please go to (Edit Template Details) Page
- Terms & conditions applied.

Upload Salaries

Account	0
Balance	10.441 KWD
Template Name	Salary
Total Employees	2
Total Salaries	350.000 KWD
Total Fees	7.0 KWD
Total Amount	357.000 KWD
MOSAL File ID *	123456789000
Salary Month *	--Select Salary Month--
Year *	--Select Year--
Password *	

I acknowledge that the entered MOSAL file number is correct and I shall be responsible for any mistake or lack in the entered information

Submit Back

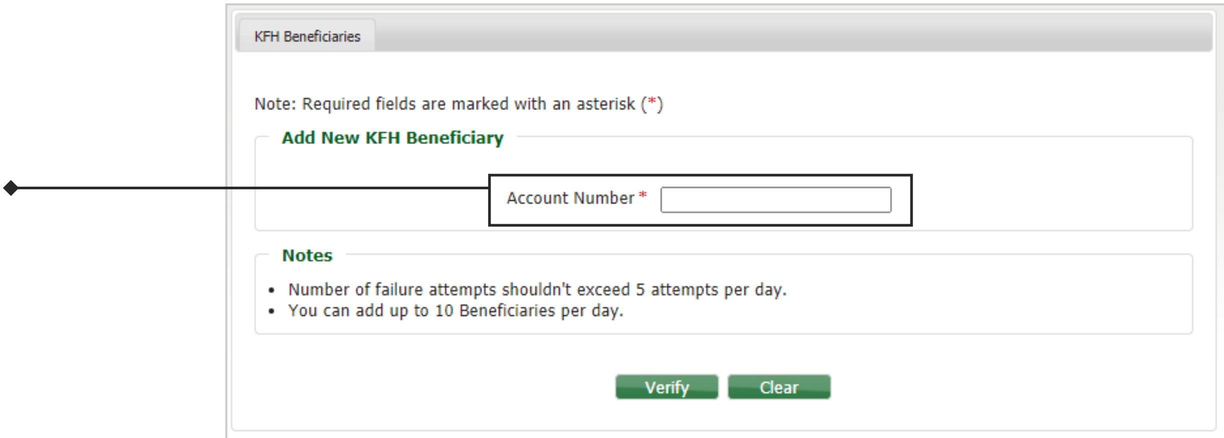
- System will redirect the request to CSA for required action

10. Beneficiaries Management

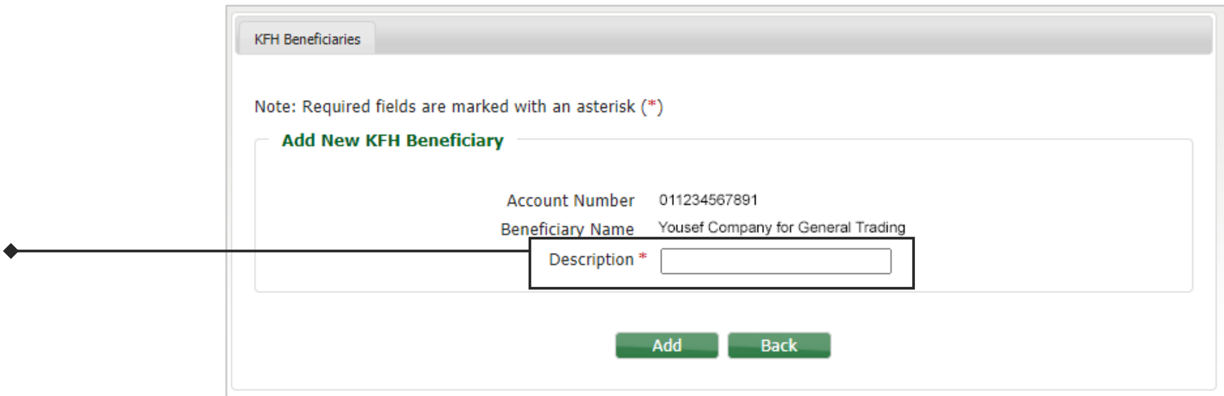
Add KFH Beneficiary

- Login with (**Initiator**) user
- Go to (**Beneficiaries**)
- Click on (**KFH Beneficiaries**)
- Click on (**Add New KFH Beneficiary**)

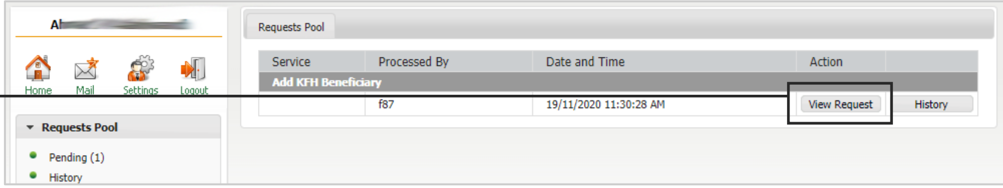
- Enter beneficiary account number (**12 Digits**)



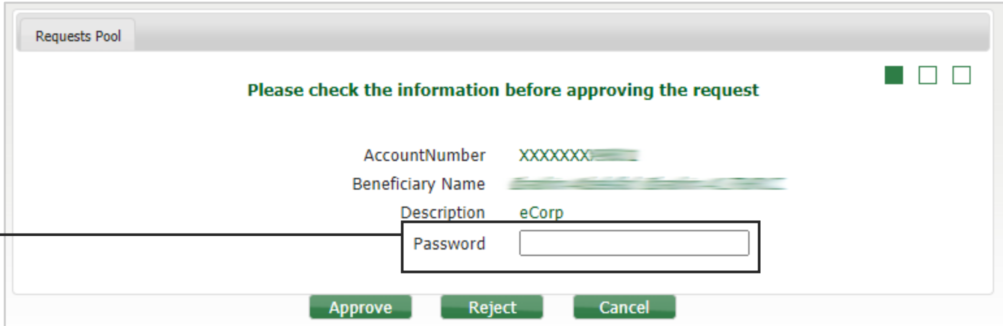
- Add Description for the beneficiary



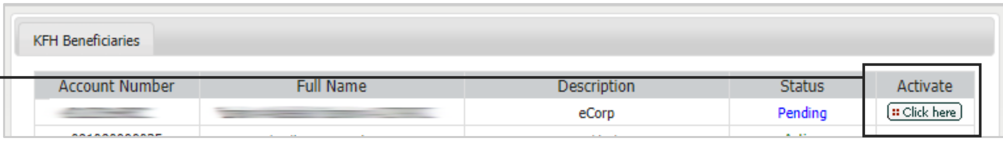
- Login with CSA/Approver to approve the request
- Click on (**Request Pool**)
- Click on (**View Request**)



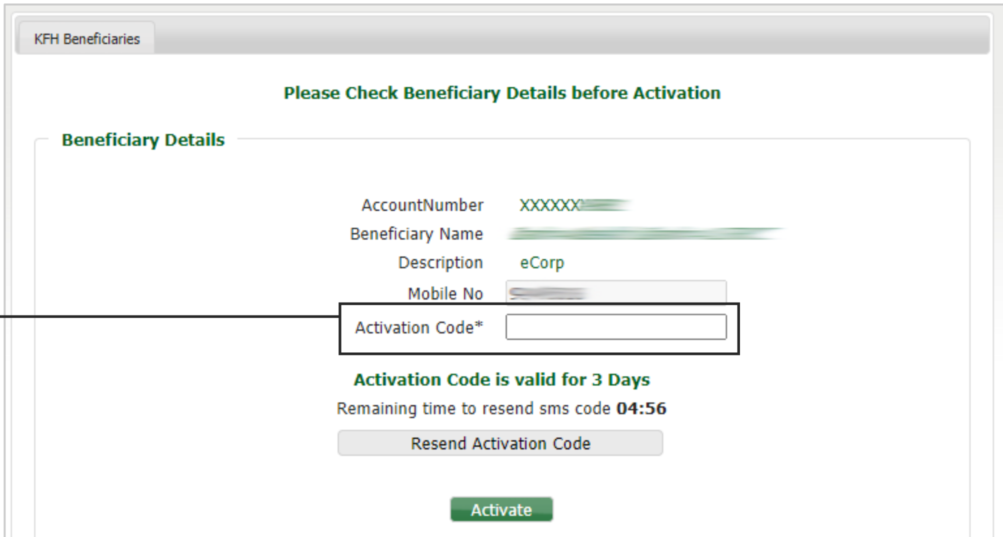
- Check Information
- Enter Password



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

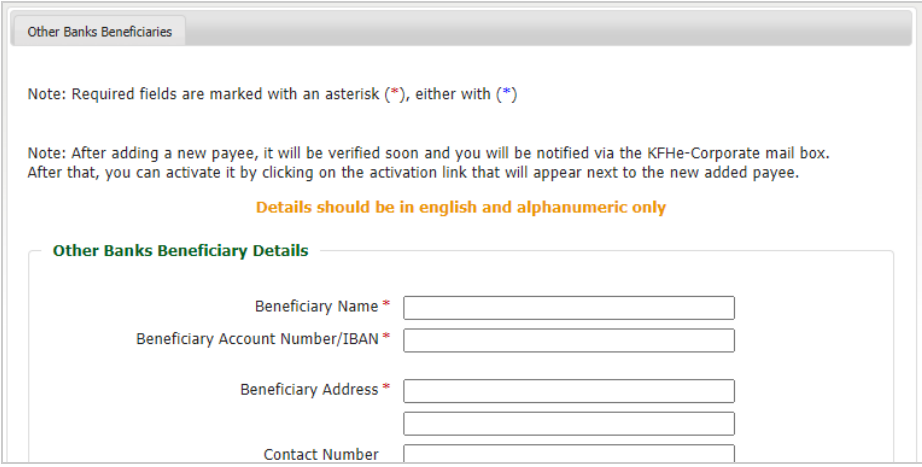


- Enter OTP and Click on (**Activate**)

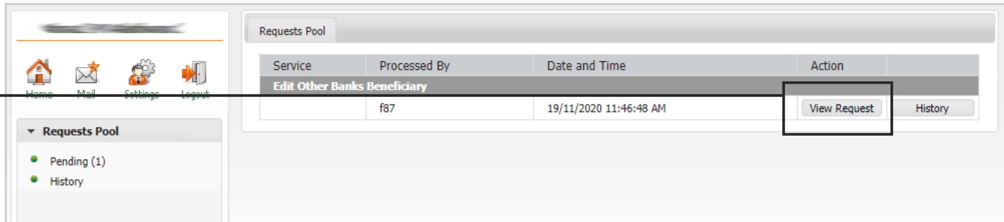


Add Other Banks Beneficiary

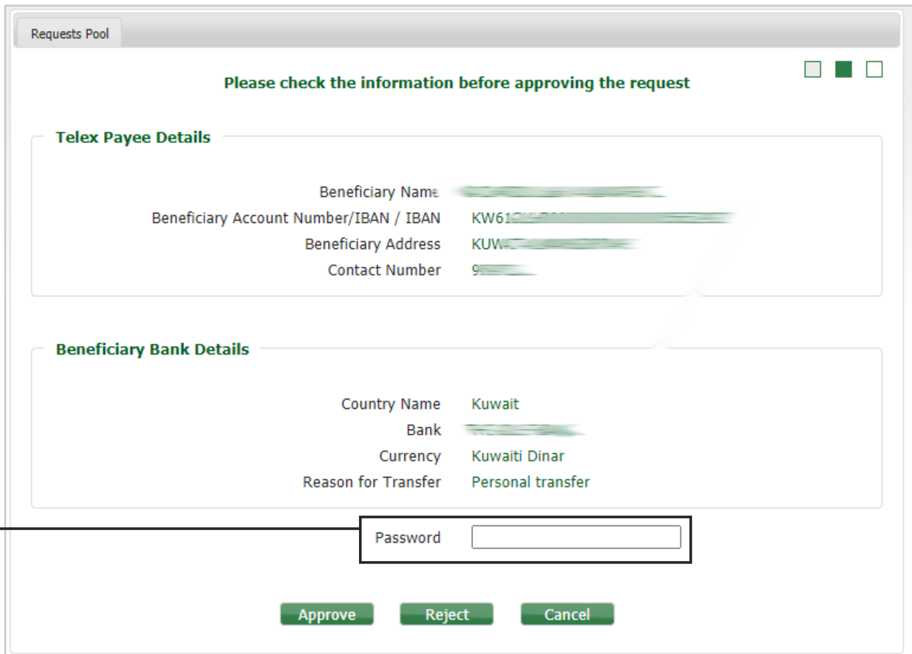
- Login with (**Initiator**) user
- Go to (**Beneficiaries**)
- Click on (**Other Banks Beneficiaries**)
- Click on (**Add New Other Banks Beneficiary**)
- Enter all beneficiary details



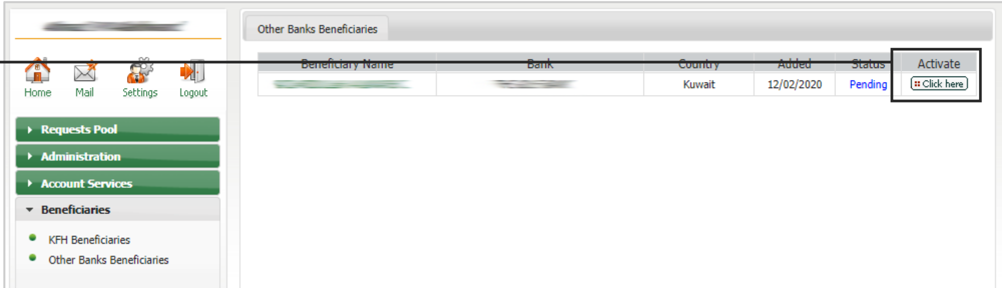
- Login with CSA/Approver to approve the request
- Click on (**Request Pool**)
- Click on (**View Request**)



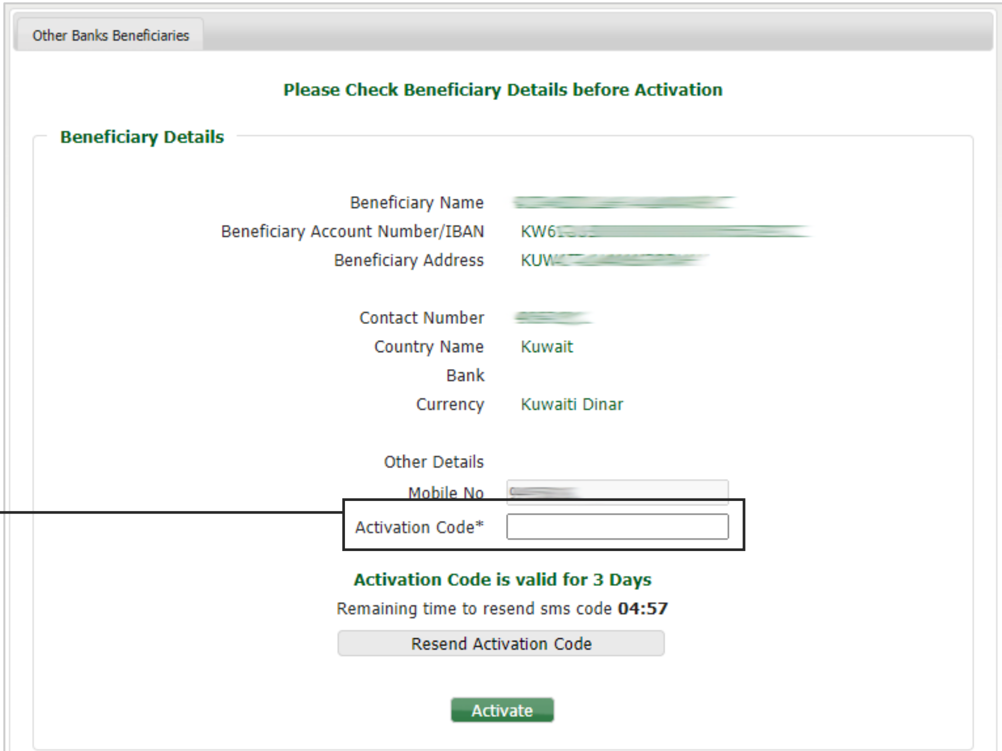
- Check Information
- Enter Password



- 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

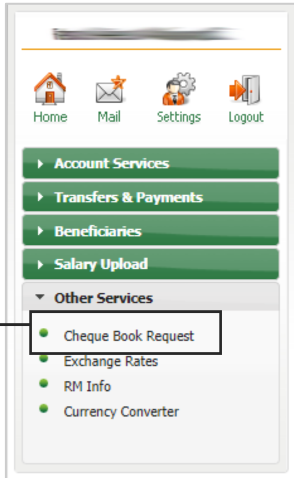


- Enter OTP and Click on (**Activate**)

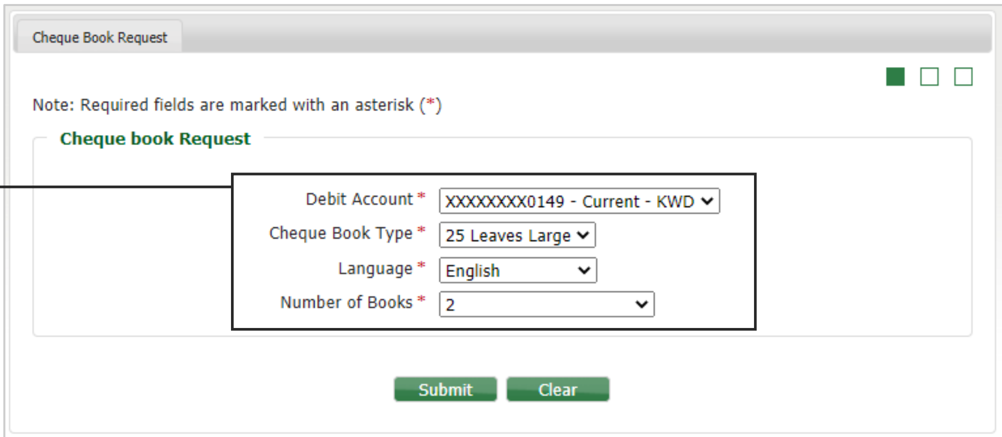


11. Issue Cheque Book

- Login with (**Initiator**) user
- Go to (**Other Services**)
- Select (**Cheque Book Request**)



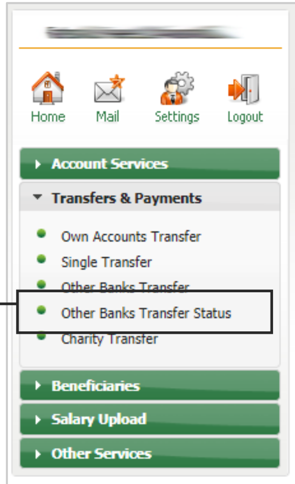
- Select account number (**Current Account Only**)
- Select book specification (**size and count**)
- Choose language of the book
- Select number of cheque books required



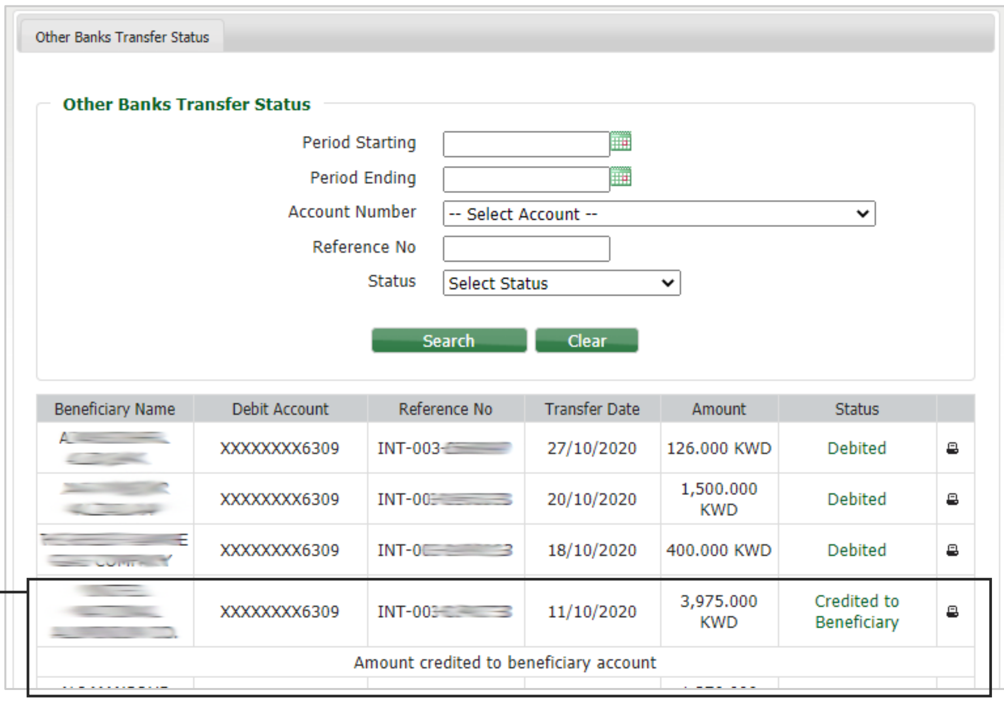
- Login with (**CSA/Approver**) user to approve the request
- Clients collect the cheque book from their related branch after 3 business days

12. Other Banks Transfer History

- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Select (**Other Banks Transfer History**)



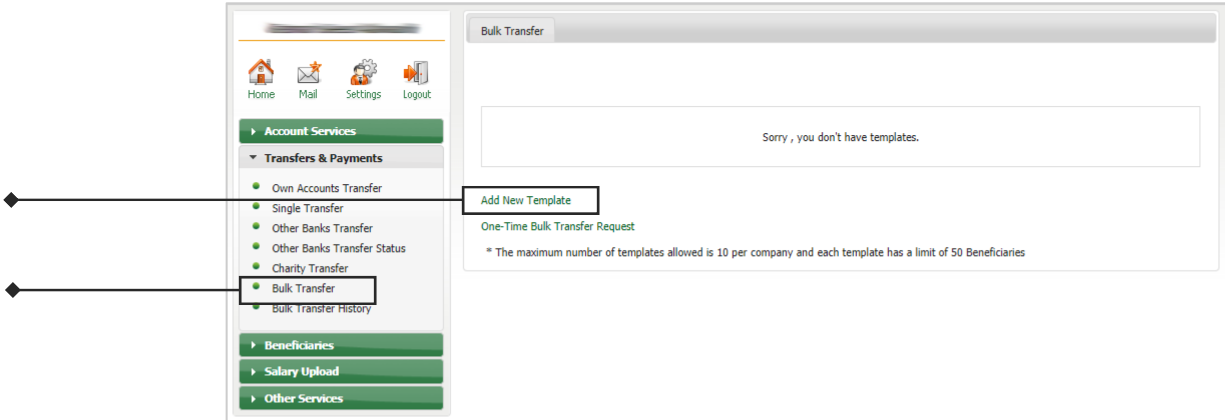
- Search for the required transaction and click on (**Status**) to view more details



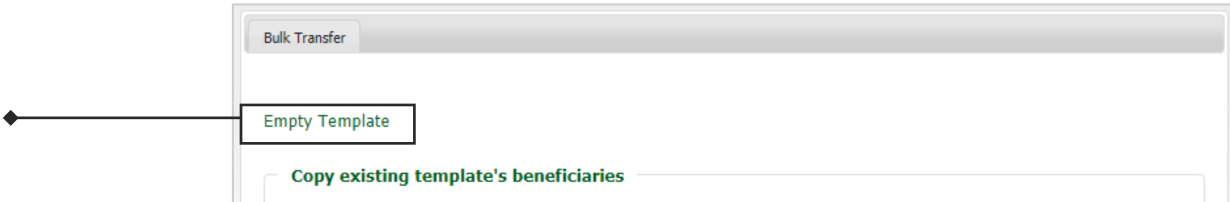
13. Bulk Transfer

Template Management:

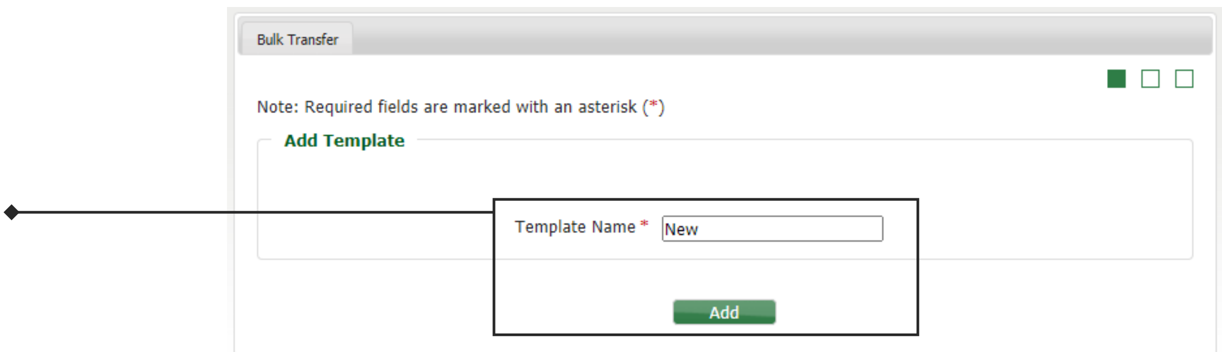
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Bulk Transfer**)
- Click on (**Add new Template**)



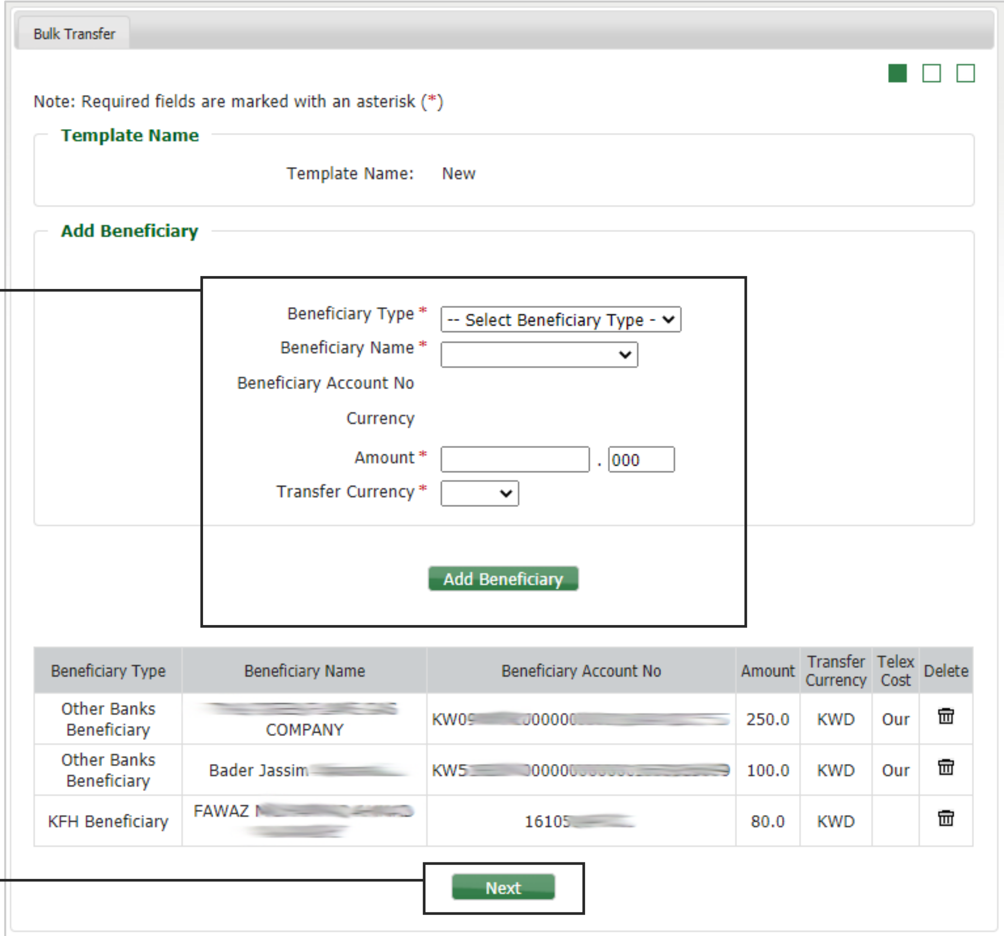
- Click on (**Empty Template**)



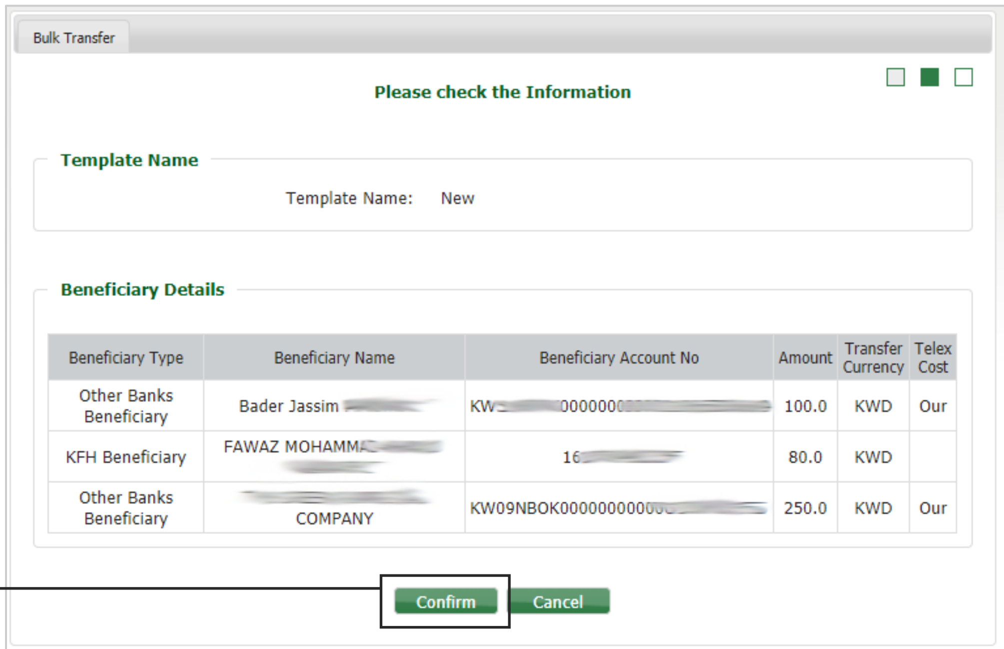
- Type the new template name and click on (**Add**)



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

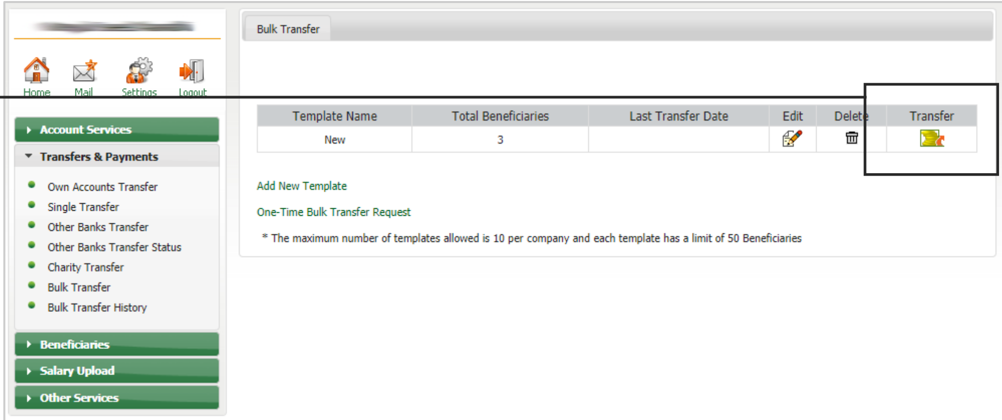


- Check the Information and Click on (**Confirm**)

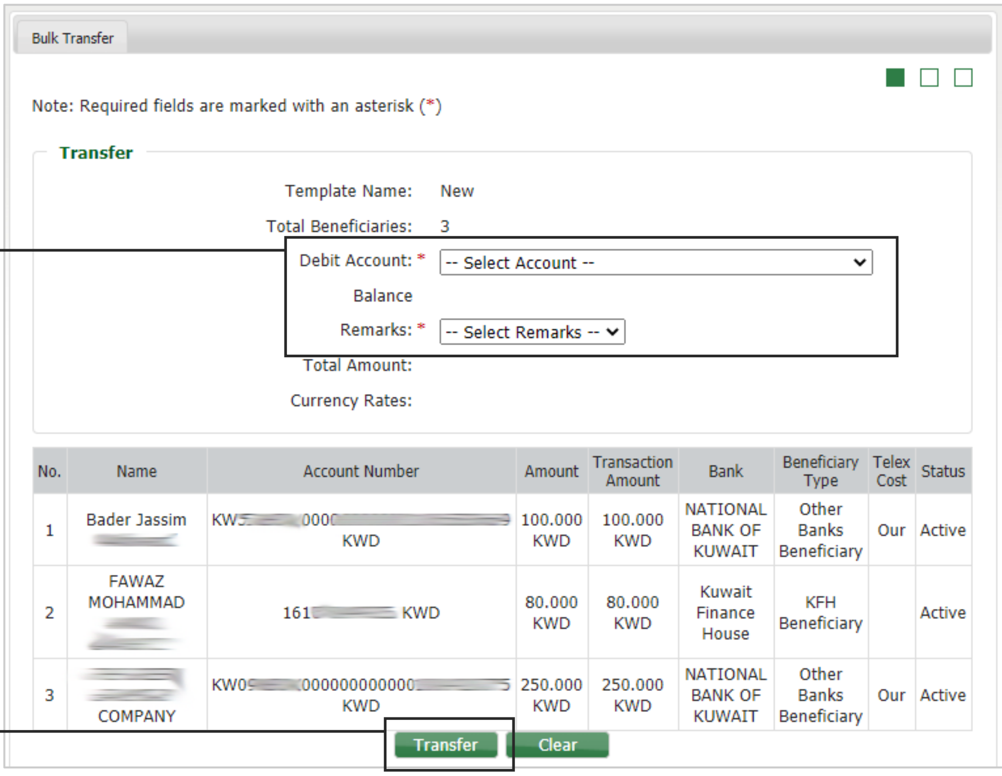


Initiate Bulk Transfer Request:

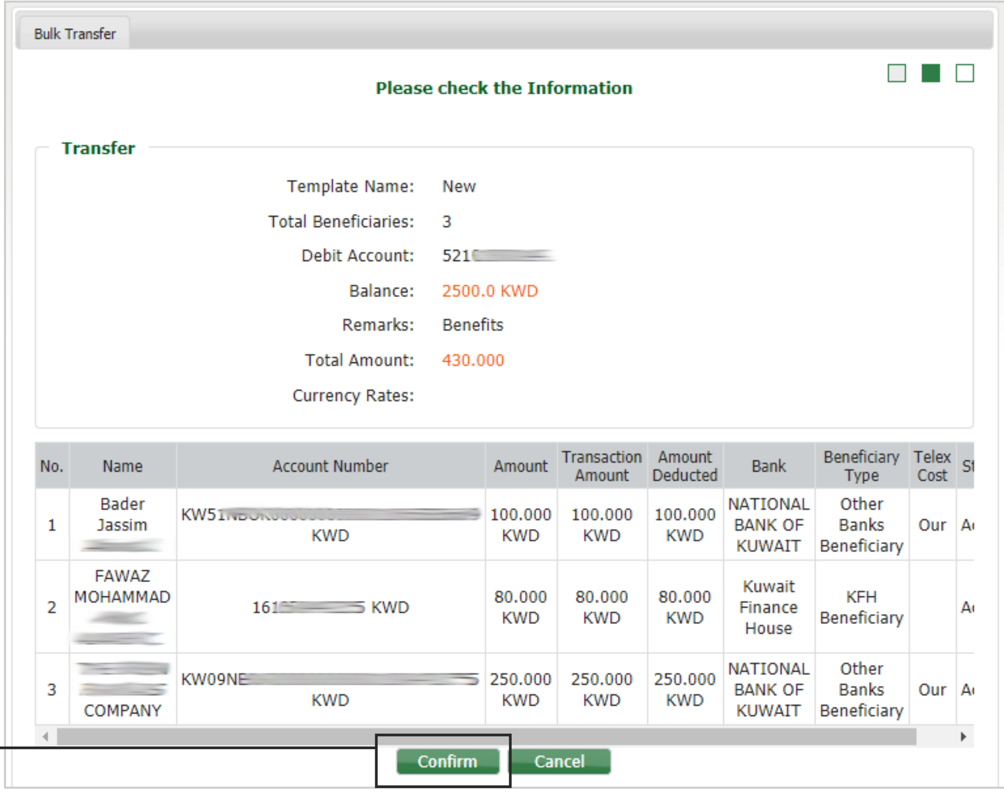
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Bulk Transfer**)
- Click on (**Transfer**)



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

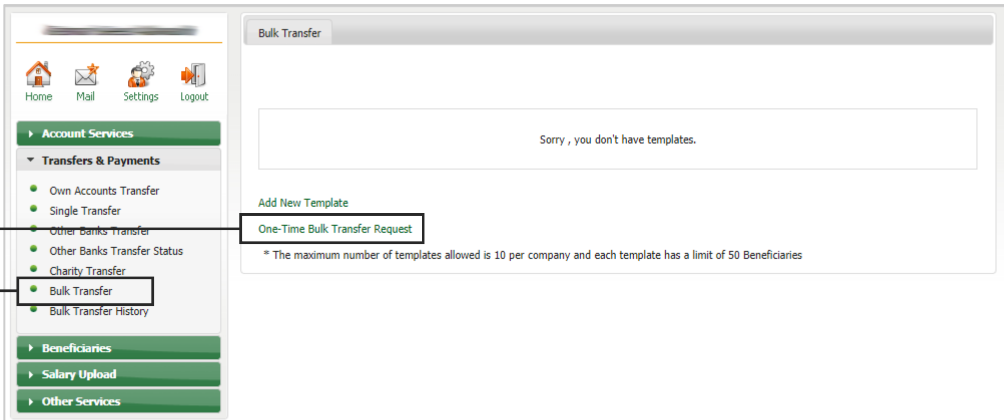


- Check the Information and Click on (**Confirm**)
- Maker/Check workflow will be initiated to process the request.

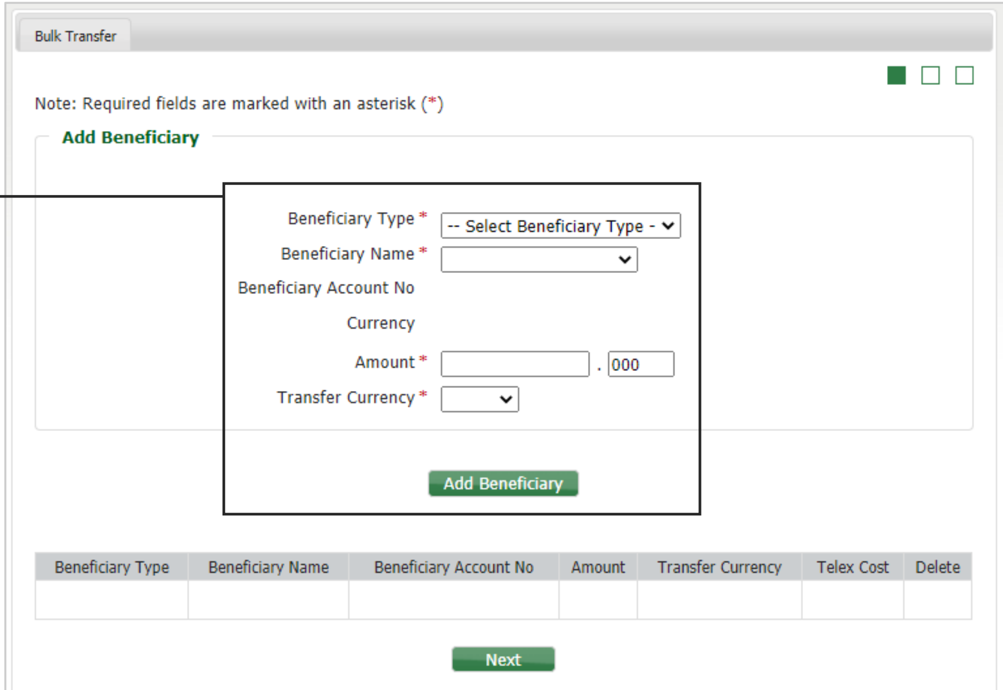


One Time Bulk Transfer

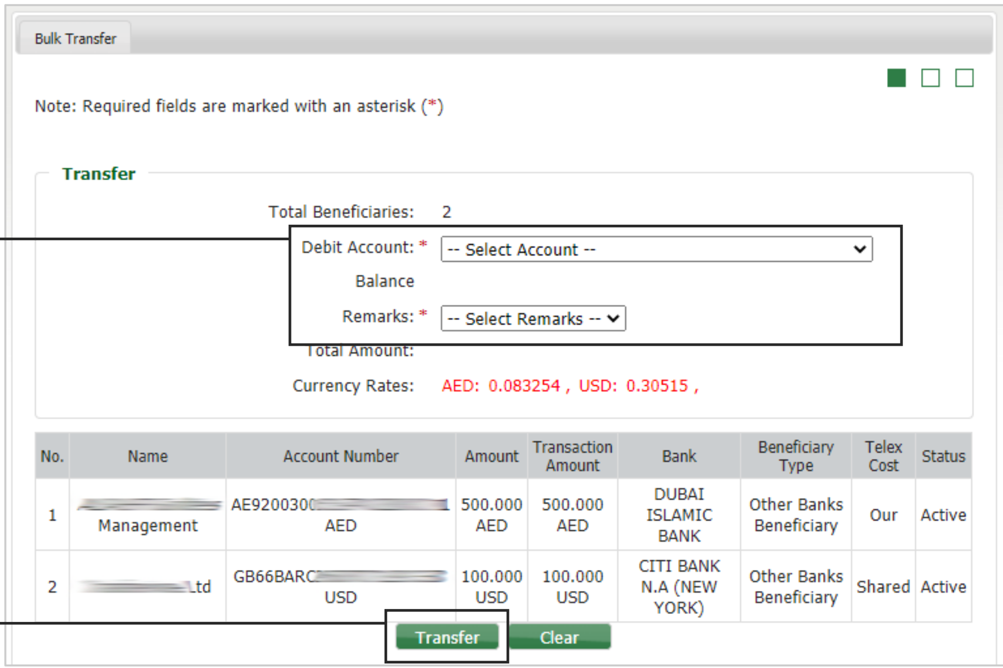
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Bulk Transfer**)
- Click on (**One-Time Bulk Transfer Template**)



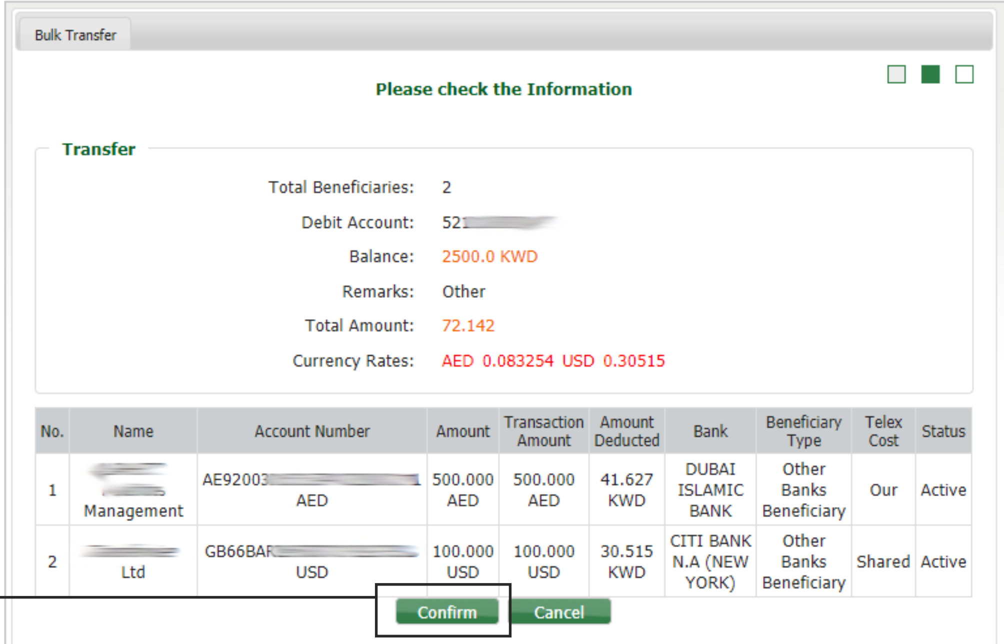
- Add required beneficiaries (**Note: Beneficiaries should be added and in Active status**)
- Click on (**Next**)



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

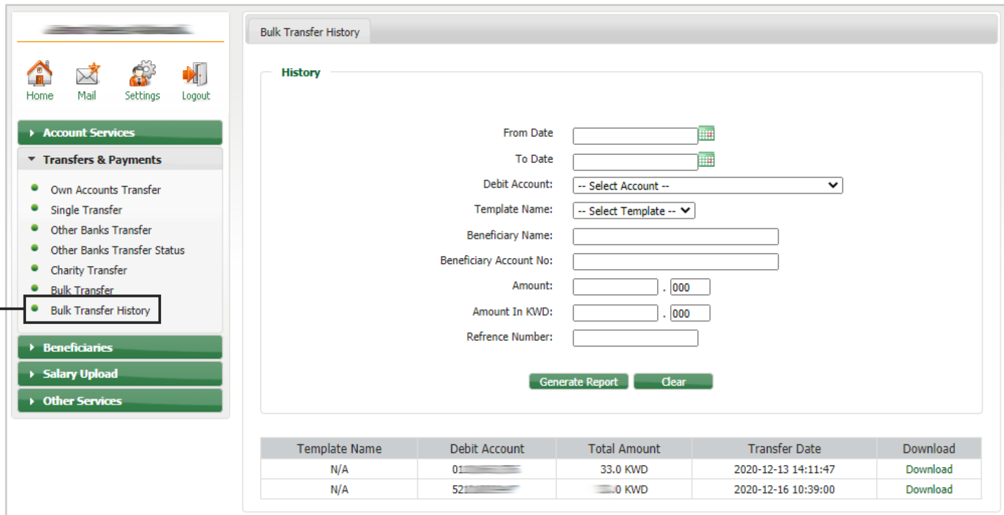


- Check the Information and Click on (**Confirm**)
- Maker/Checker workflow will be initiated to process the request



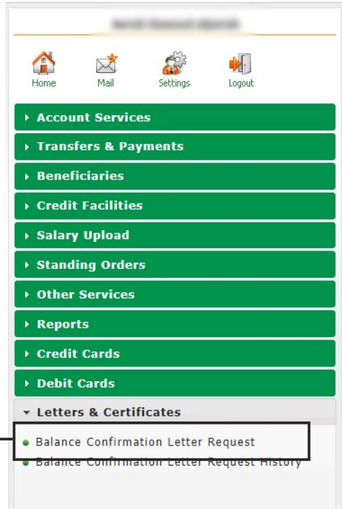
Bulk Transfer History

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

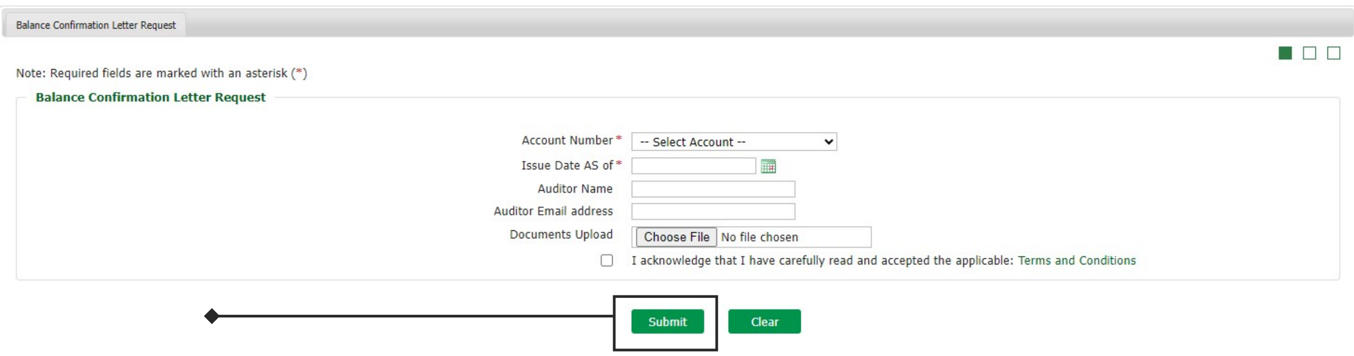


14. Balance Confirmation Letter:

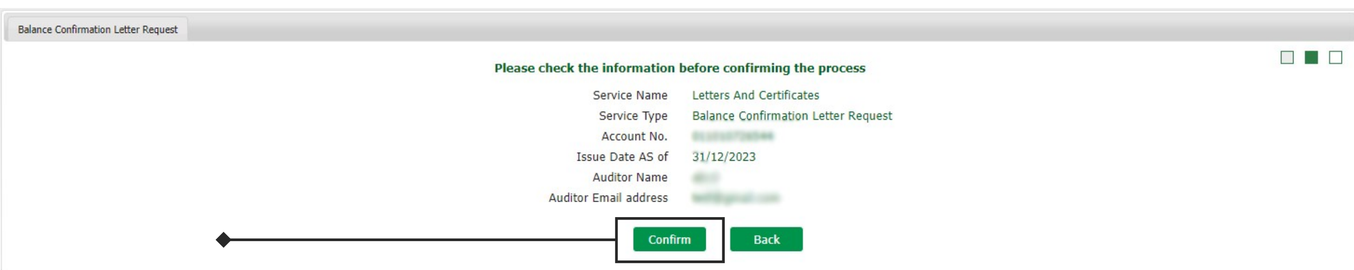
- Login with (**Initiator**) user
- Go to (**Letters & Certificates**)
- Click on (**Balance Confirmation Letter Request**)



- Fill in required information
- Accept Terms & Conditions
- Click (**Submit**)

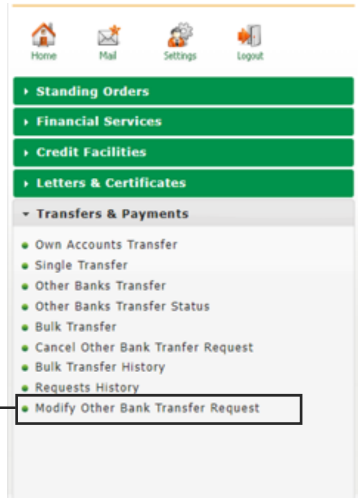


- Please review all inserted data
- Click (**Confirm**)

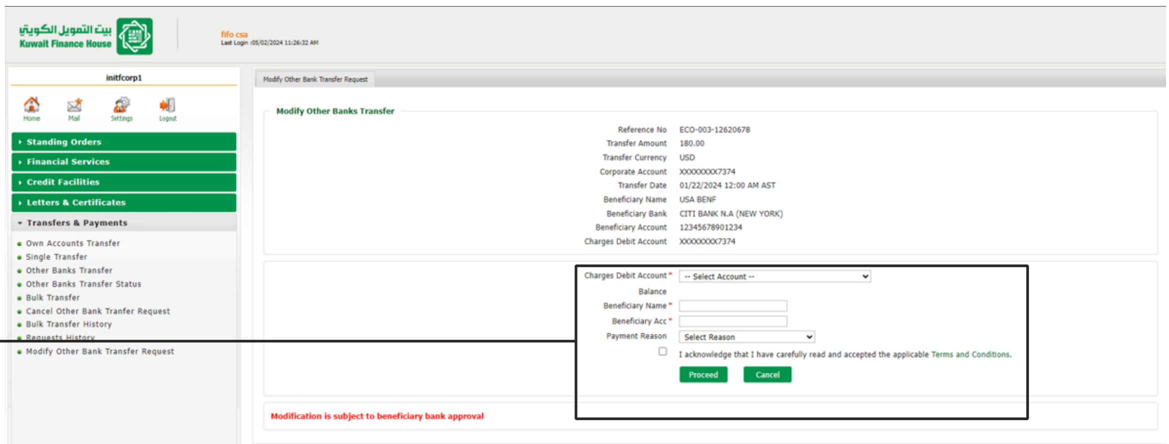


15. Modify Other Bank Transfer:

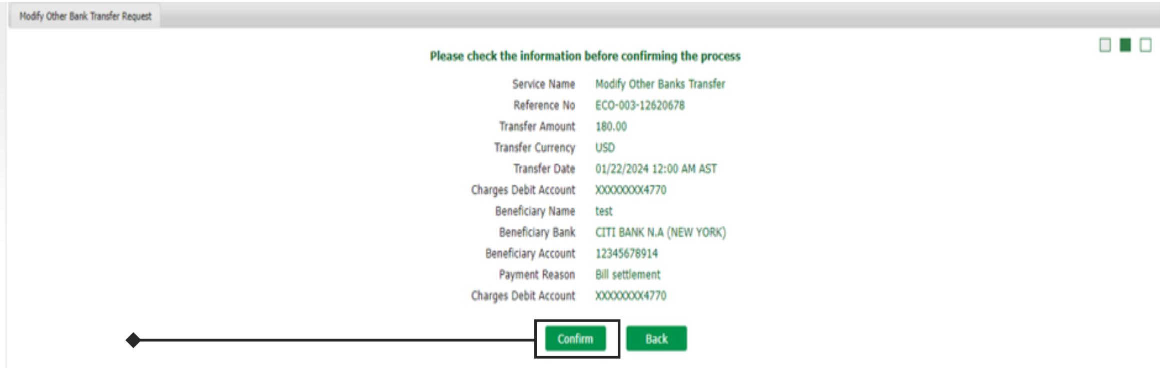
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Modify Other Banks Transfer Request**)
- Search for the desired transfer to modify.



- After Choosing the desired transfer, fill in the necessary information and click (**Proceed**).

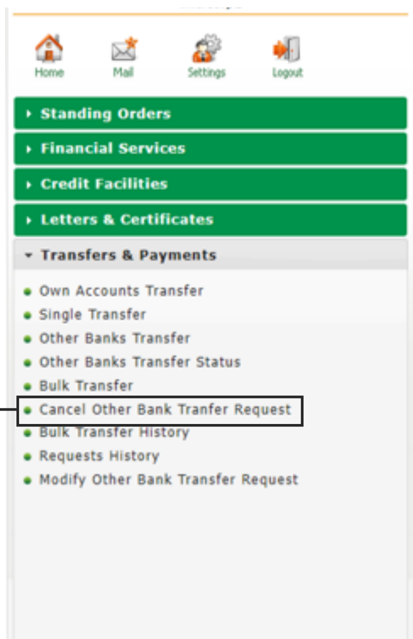


- Check the confirmation and click (**Confirm**) to send the request.

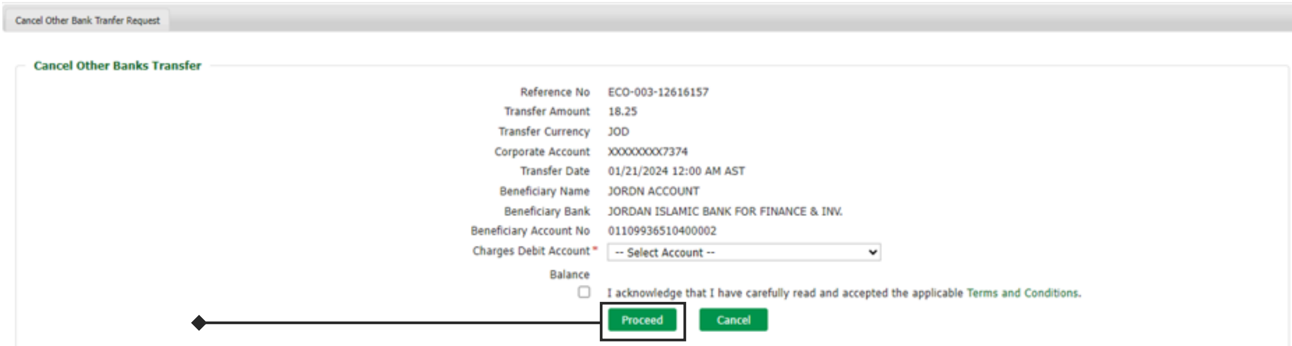


16. Cancel Other Bank Transfer:

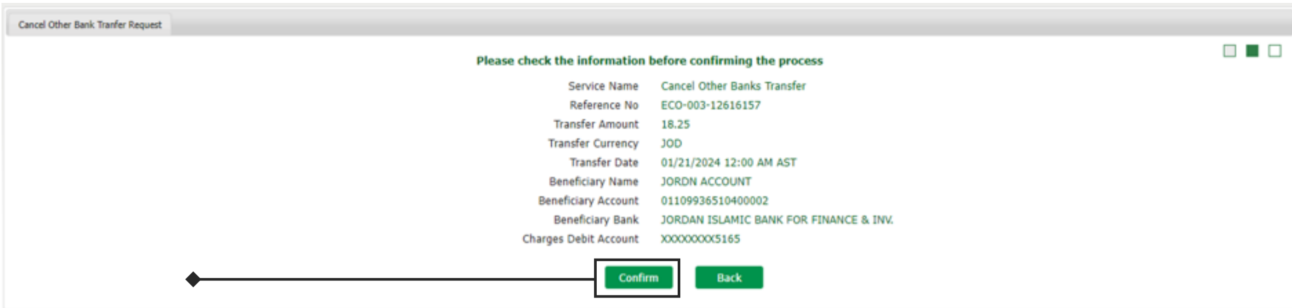
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Cancel Other Banks Transfer Request**)
- Search for the desired transfer to cancel.



- Select the Debit Account to charge from and click (**Proceed**).

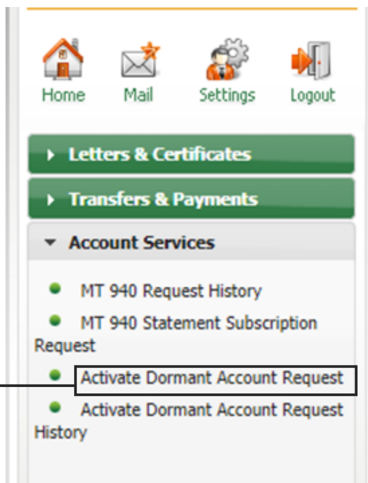


- Check information and then click (**Confirm**) to send your request.

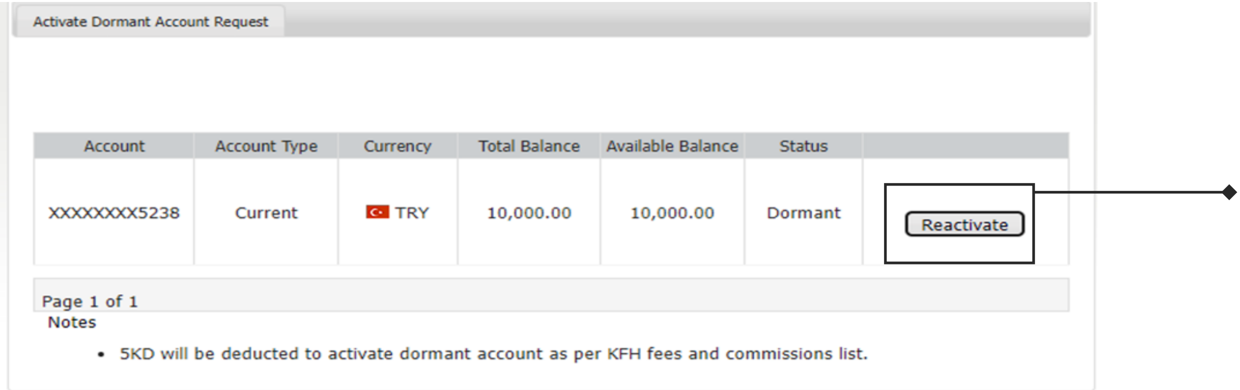


17. Activate Dormant Account:

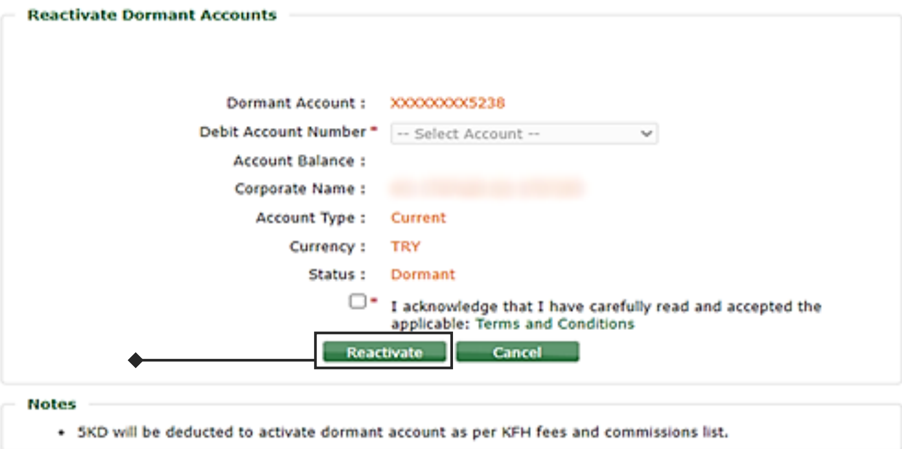
- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Activate Dormant Account Request**).



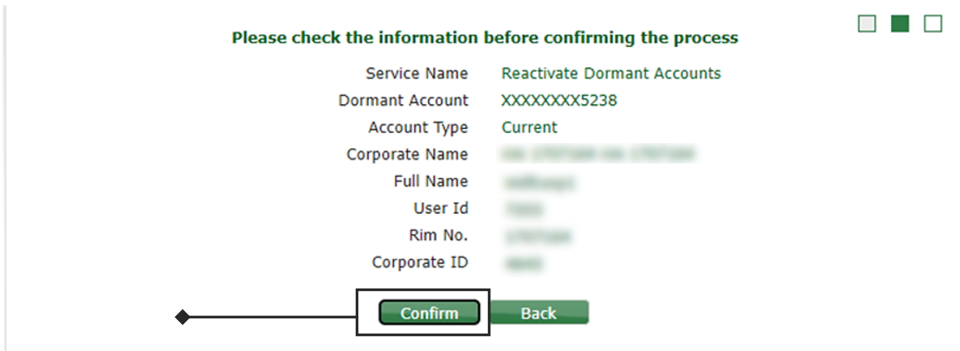
- Find the request account to reactivate and click (**Reactivate**)



- Choose the account to charge from.
- Confirm with Acknowledgement check box.
- Click (**Reactivate**).

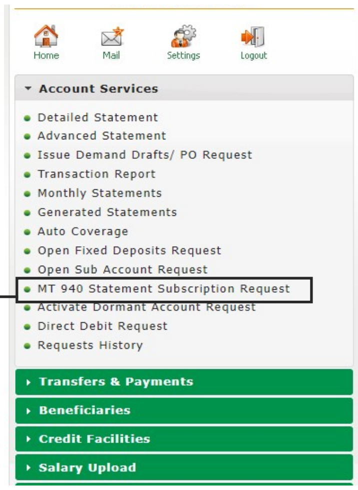


- Check the information and click (**Confirm**) to reactivate.

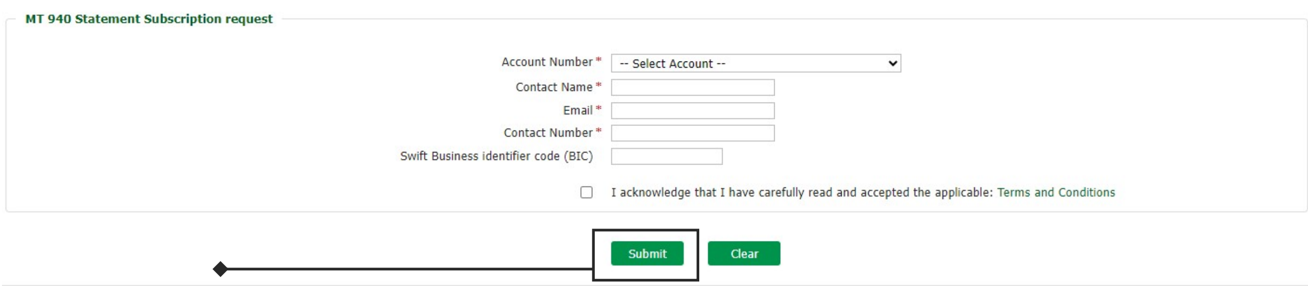


18. MT940 Subscription request:

- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**MT940 Statement Subscription Request**).

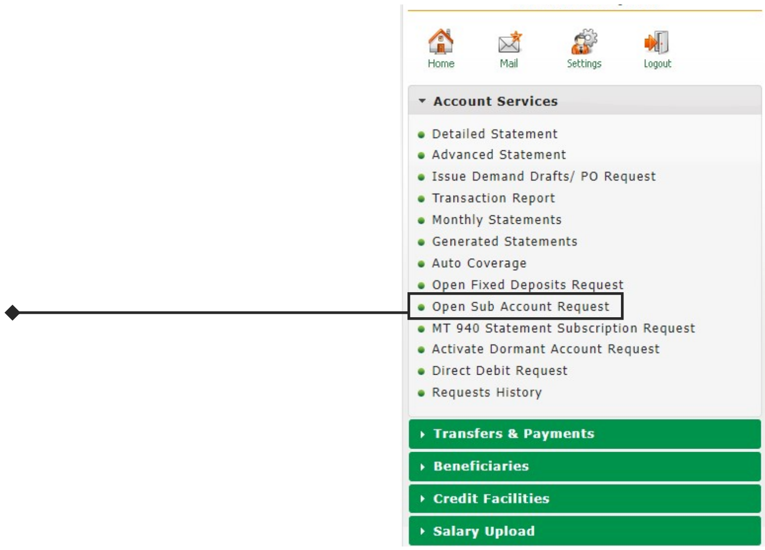


- Fill in the necessary information.
- Acknowledge.
- Click on (**Submit**) to send the request.

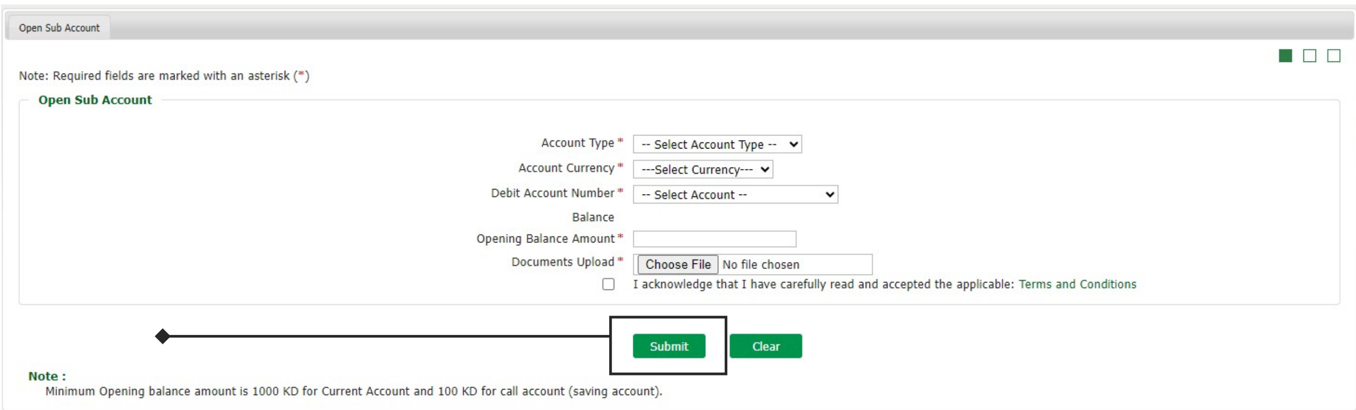


19. Open Sub Account:

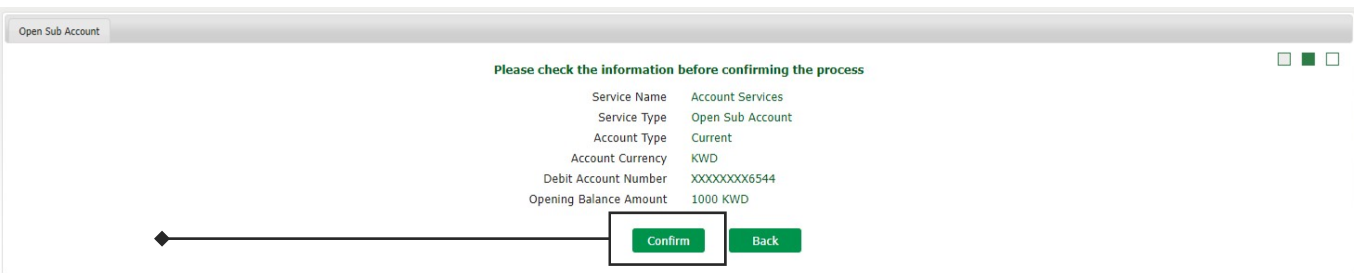
- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Open Sub Account Request**).



- Fill in the necessary information.
- Acknowledge.
- click (**Submit**).

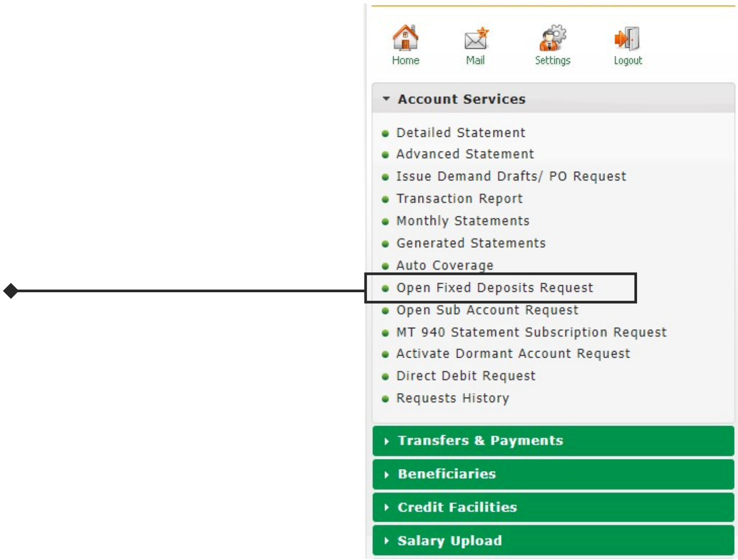


- Check the information, then click on (**Confirm**) to send the request.

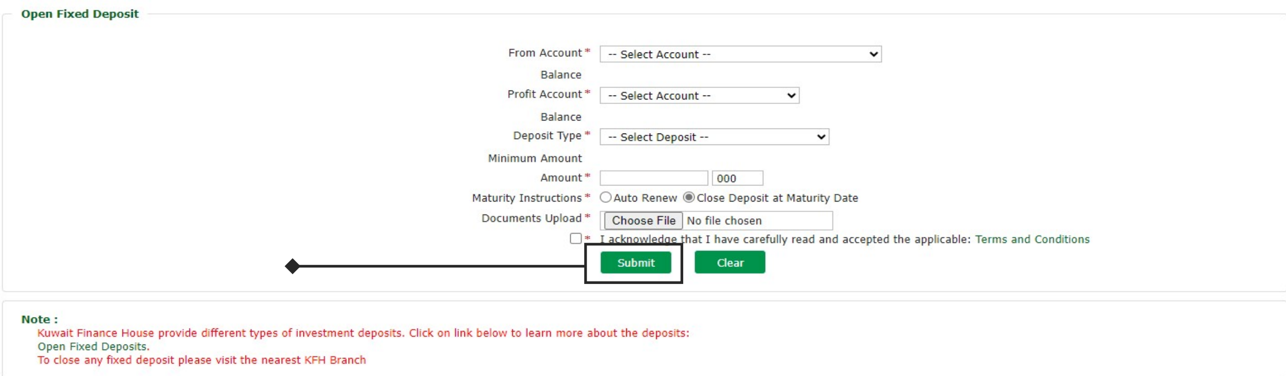


20. Open Fixed Deposit:

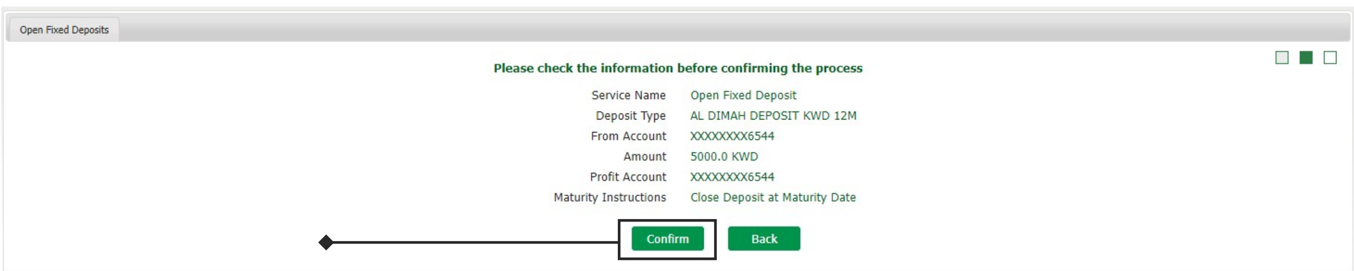
- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Open Fixed Deposits Request**).



- Fill in the necessary information.
- Acknowledge.
- Click (**Submit**).

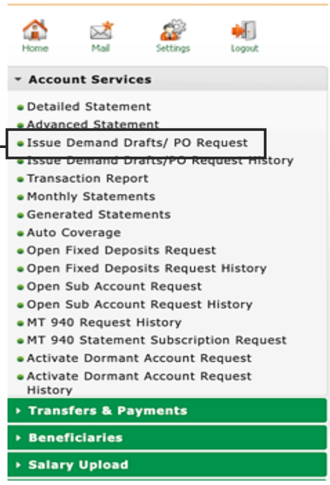


- Check the information.
- Click (**Confirm**) to send the request.

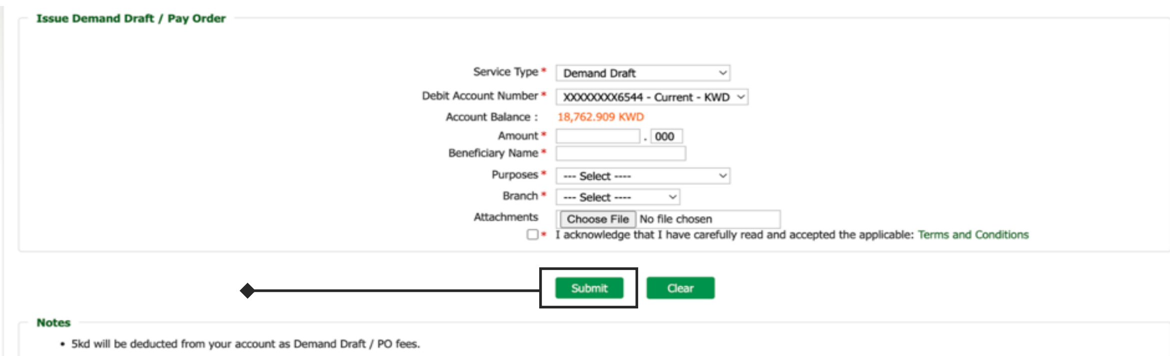


21. Issue Demand Drafts / PO Request:

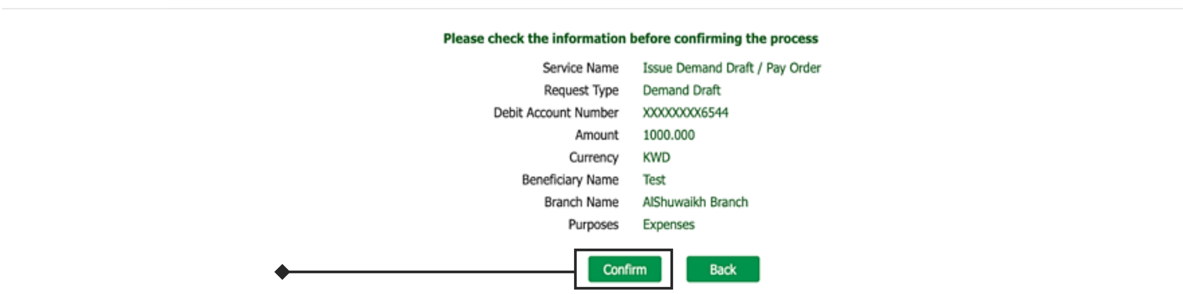
- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Issue Demand Drafts / PO Request**).



- Fill in the necessary information.
- Acknowledge.
- Click (**Submit**).

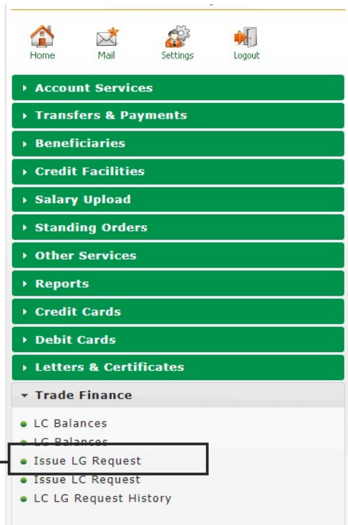


- Check the information.
- Click (**Confirm**) to send the request.

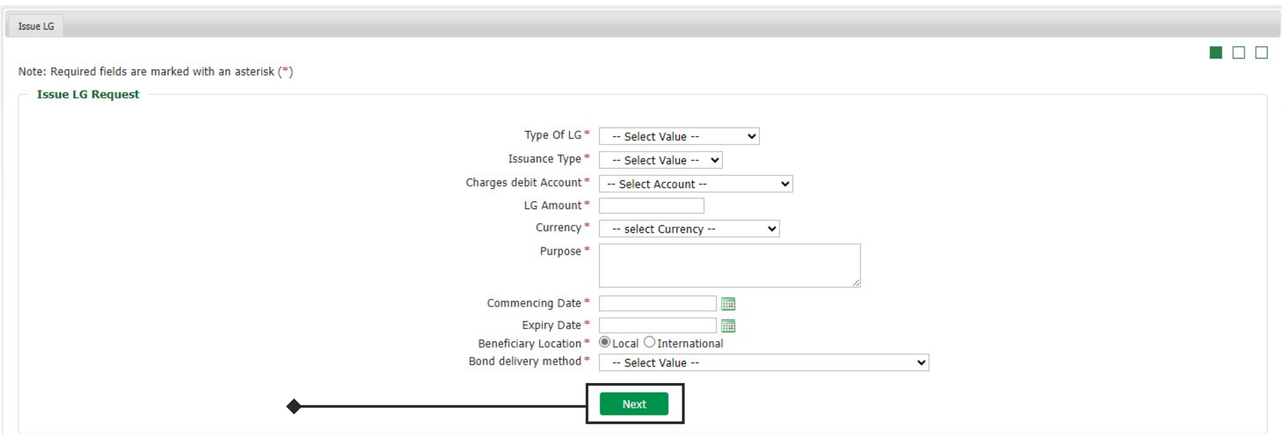


22. Issue LG Request:

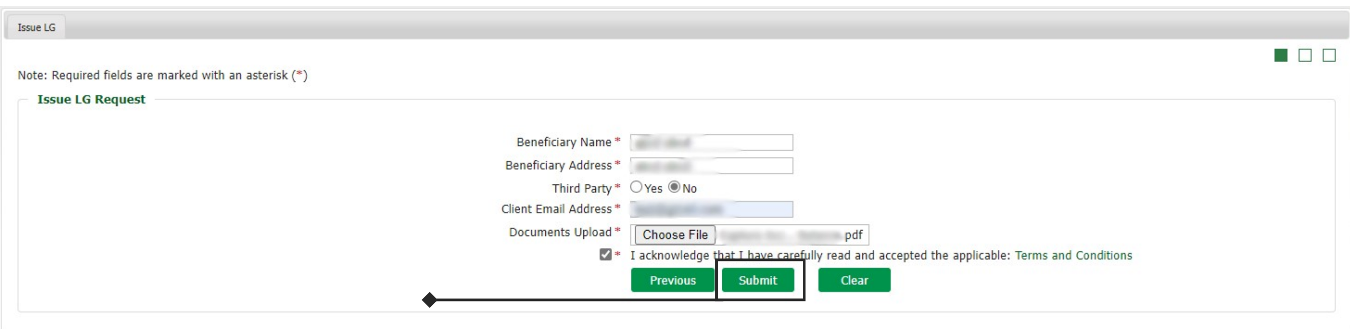
- Login with (**Initiator**) user
- Go to (**Trade Finance**)
- Click on (**Issue LG Request**)
- Choose type of LG and fill in all required information



- Click on (**Next**)

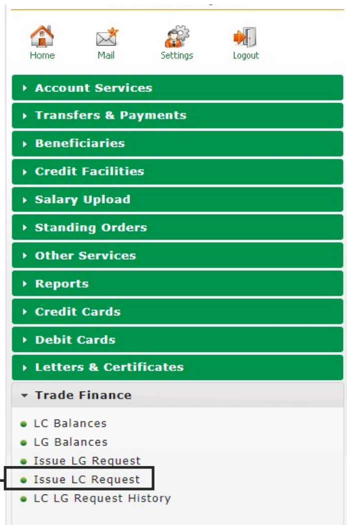


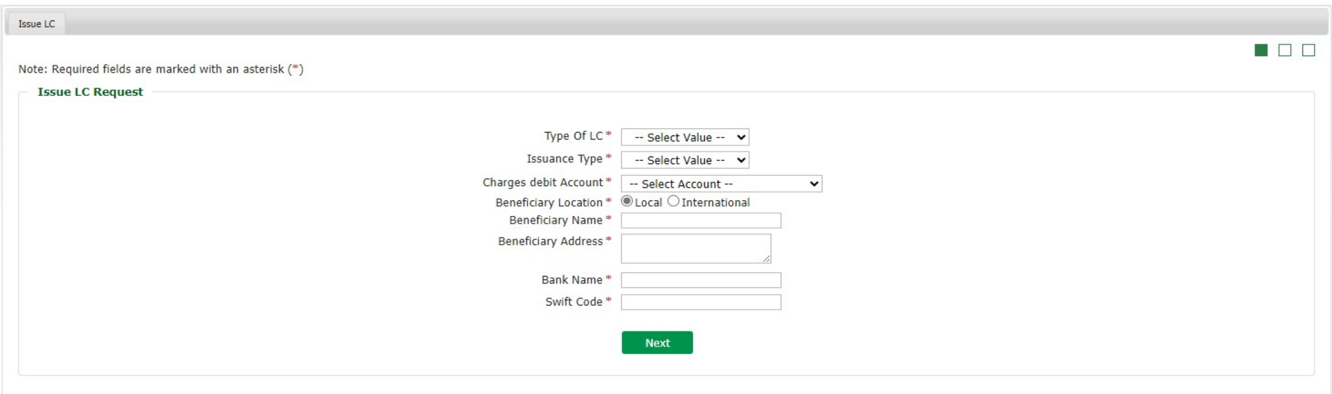
- Insert the beneficiary information then click on (**Submit**)



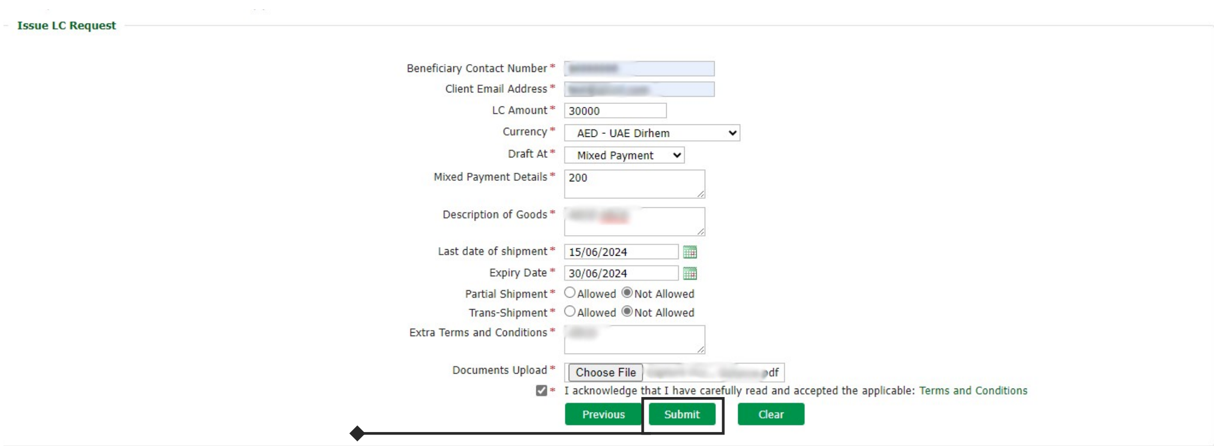
23. Issue LC Request:

- Login with (**Initiator**) user
- Go to (**Trade Finance**)
- Click on (**Issue LC Request**)





- Choose type of LG and fill in all required information



- Click on (**Next**)
- Insert the beneficiary information then click on (**Submit**)