User Guide

Initiate Digital Approval related to Trade and Foreign Remittance Transactions through

HBL Fusion



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Introduction

HBL has developed an online "HBL Fusion" portal to facilitate its valued customers to submit their request remotely for SBP approvals related to trade and foreign remittance transactions.

HBL Fusion has been developed with special focus on:

- a. Customer convenience
- b. Fast Turn Around Time
- c. Transparency

By using this portal, the customer will get many benefits like:

- a. Digital & Hassle-free submission of application
- b. Real-time electronic status updates.
- c. Customized reports

Customers may log in to portal through following link.

https://hblfusion.hbl.com/customer/portal

Login Screen

The user will log in to the system by entering the provided credentials over the HBL provided link. The required credentials are CUSTOMER ID, USER ID & Password.



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First Page After Login

After successful login on the portal, the user will be prompted to the below page. This page contains two portlets by the name of **Transactions in Process & Status of Submitted Cases**.



	Upcoming Events		
	Transactions in Process		
System ID	Product Status	Dat	e
SE2007000002818	Incomplete	06/07/	2020
SE2006000002603	Incomplete	24/06/	2020
SE2005000002418	Incomplete	19/05/	2020
SE2005000002388	Incomplete	13/05/	2020
	Status of Submitted Cases		See
System ID	Bank Ref	Date	Status
SE2006000002649	SE2006000002649	15/07/2020	Discrepancy By HBL
SE2006000002649	SE2006000002649	15/07/2020	Approved By SBP
SE2006000002651		15/07/2020	Discrepancy By SBP
SE2007000002672		15/07/2020	Approved By SBP
1			•
			See

Transaction in Process

This portlet shows all the transactions which are either initiated and saved by the customer or the transactions which have been created by the maker and need to be supervised.

Status of Submitted Cases

This portlet shows all the transactions which have been submitted by the customer to the HBL Middle Office. The status of the submitted transactions can also be seen. The status will be appearing as;

- Discrepancy By HBL

For this status, the customer will open the case, remove the mentioned discrepancy and have the case re-submitted.

- Sent to SBP

This status informs to the customer that the particular case has passed through HBL Middle Office and has been forward to SBP for approval.

Discrepancy By SBP

This status will appear when the case submitted by the customer was sent from HBL Middle Office to SBP, but SBP has marked some discrepancy for that specific case.



- Approved By SBP

This status will appear when the customers case has been approved by SBP.

Creating New Case

To create a new case, the customer will click the SBP Cases appearing in the menu bar.



On clicking the SBP Cases Menu, below vertical options will appear

SBP CASES
CREATE A NEW CASE
EDIT TRANSACTIONS
RETRIEVE UNSIGNED
UPLOAD INQUIRY
PENDING TRANSACTIONS

Create a New Case

This option allows the user to create a new CASE.

Edit Transaction

Allows user to edit the case that was saved at the user end but not released to HBL.

Retrieve Unsigned

Allows user to authorize the unauthorized transactions at the checker's end to be released to the bank.

Upload Inquiry

Allows the user to inquire about a transaction.

Pending Transaction

Allows the user to view and edit if the transaction status is incomplete or uncontrolled.



Transaction Initiation From Customer level A (Maker of Transaction)

Step 1:



		o	ongoing Tasks		R	<		A	ugust			>
						м	Т	w	T	F	S	s
System ID	Туре	Date	Issuer	Description							1	2
						3	4	5	6	7	8	9
			No Tasks Found.			10	11	12	13	14	15	16
						Aghiv	aise	Vilin	dov	V21	22	23
						Go to	Settin 25	26	27	28	29	30
ost:1001/portal/screen/Sec	cureEmailScreen?option=FILE	UPLOAD_HOME_ACTION	utstanding Amount			31	1					

- Log in to the portal from the user.
- Navigate to SBP Cases and proceed to step 2.

Step 2:



- Create a new case
- Proceed to step 3.



Step 3: Case Submission

	Create a new SBP Pre Approval	
EDIT TRANSACTIONS		Save Submit Cancel Help
RETRIEVE UNSIGNED	Bank Details	
UPLOAD INQUIRY PENDING TRANSACTIONS	Bank Name EBLPARISTAN Issuer's Reference CCEMUS.ZONE1.HBLMAIN.0786	
CONTACT HELPDESK	General Details	
MESSAGE INQUIRY MESSAGE TO BANK	System ID SE2008000011159 Application Date 05/08/2020	
	Correspondence Details	
	Where and with which name would you like to receive your email and SMS Applicant Name Applicant Email ID Applicant Contact No (Phone)	
	File Upload Details	
	No files	Activate Windows Go to Settings to activate Windows
		2010190 10 0001010 111100101

- Select the case type and case title
- Fill in the relevant fields, attach the documents required, and proceed to step 4.
- When the user clicks the CREATE NEW CASE menu item, the below screen will be populated.

V SBP CASES	Create a new	SBP Pre Approval
CREATE A NEW CASE EDIT TRANSACTIONS		Sive Submit Cancel Help
RETRIEVE UNSIGNED UPLOAD INQUIRY PENDING TRANSACTIONS	Bank Name ItBLENKISTAN *Issuer's Reference SBP TEST USER *	t Details
MESSAGE INQUIRY	Gener	al Details
MESSAGETO BANK	System ID SE200900002899 Application function Correspon Correspon Where and with which name workly you like to recorke your email and SHS *Applicant Email ID *Applicant Email ID *Applicant Email ID *Applicant Email ID *Applicant Email ID	dence Details
	File Up	oad Details
	No files Add a Tie	Sive Submit Cancel Help

Here the user will select the specific Case Type & Case Title. For an example, the Case Type being selected id "Designation Acknowledgement" and Case Title being selected is "IT related Designations". The system will populate all the required fields & Documents which will be entered by the customer.

					Save	Submit	Cancel	Help
			Bank Details					
Bank Name	HBLPAKISTAN							
Issuer's Reference	SBP TEST USER							
			General Details					
System ID Application Date	SE2008000002889 24/08/2020							
Case Type	Designation Acknowledgement							
Case Title	IT Related Designation							
* Applicant Name								
* NTN / CNIC								
 Applicant Address]						
]						
*Applicant Brief Profile								
Applicant Email ID								
Applicant Ownership Structure								
Authorized Dealer Designated								
Any Previous Designation								
Previous AD Designated								
incheasite beinginies	*Covering Letter							
	Add a file							
	*Applicant Request							
	Add a file							
	NOC from Previous Designated Bank							
	Add a file							

*refers to the mandatory fields & documents.

All the documents being attached MUST be of the same name e.g. When the user is attaching "Covering Letter", the document being attached should have the same name i.e. "Covering Letter.pdf"

When user has filled all the fields and attached the relevant documents, the user will press the submit button.

Submit Secure Email Initiation The transaction with Transaction ID SE2008000002891 has been saved and not released to the bank. Kindly contact the authorizer. Review and print the transaction details.

Step 4:

• The authorization matrix is set to A->B, therefore the transaction waits for the authorizer to authorize.

From Customer level B (Checker of the Transaction)

Step 1:

When the checker user logs on to the portal, the transaction which was initiated by the maker can be seen in the Transactions in Process.





Step 2:

User will click the System ID to view the details entered and the documents attached

SBP CASES		Open Unsigned File Upload		
MESSAGE TO BANK			Submit Re	turn Prevlew Cancel Help
		Bank Details		
	Bank Name HBLPAKI STAN			
	Issuer's Reference SBP TEST USER			
		General Details		
	System ID SE2008000002891			
	Application Date 26/08/2020			
	Case type Designation Acknowledgement Case THMP IT Related Designation			
	Applicant Name TEST APPLICANT			
	NTN / CNIC 5210157662055			
	Applicant Address KARACH I Likeplicant Brief Brother F/DOPTED_OF_COODE			
	Applicant Email ID SULFIQAR.NAQVI@HBL.COM			
	Applicant Ownership Structure Individual			
	Authorized Dealer Designated Askari Bank Limited			
	Any Previous Designation Citi Bank N.A. Provinus AD Designation Favoral Bank Limited			
	Territorio responso a spana para com			
		Correspondence Details		
	Where and with which name would you like to receive your email and SMS			
	Applicant Name TEST APPLICANT			
	Applicant Email IDFIQAR . NAQVI @HBL . COM			
	Applicant Contact No (Phone) 03322369496			
		Comments (for return)		
		File Upload Details		
	. Title	File Name	FileDescription	
	CL	Covering Letter.pdf	Covering Letter	
	AR	Applicant Request.pdf	Applicant Request	↔

The checker will review the details entered, if correct the checker will Submit the transaction. Else the checker will return the transaction and the same will be returned back to the maker of the transaction.

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SBP CASES	Submit Secure Email Initiation	
MESSAGE INQUIRY	Your \$2008000000289 has been successfully released to the bank. Review and print the transaction details.	

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From here the CASE initiated has been submitted to HBL Middle Office. The bank staff will further review and process the case.