VICTORIA
COMMERCIAL BANK
EXPERIENCE THE ULTIMATE

eBanking
USER MANUAL

The E-banking solution provided by Victoria Commercial Bank Ltd allows customers to carry out transactions securely and to make inquiries or requests to the Bank quickly and easily.

Please speak to your Relationship Manager, or visit one of our branches in order for you to sign up for E-banking.
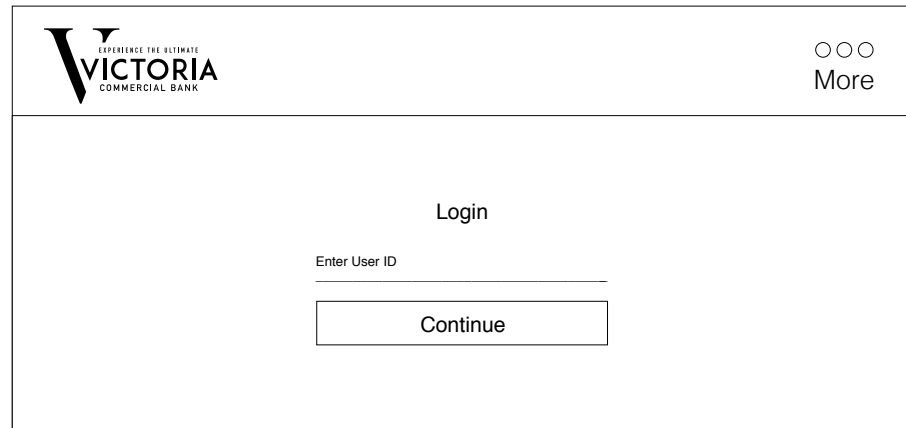
Accessing the E-banking link
After successful registration, the customer will be sent their username and password on their registered mobile phone number and email address as indicated on their form. Once received, users can log on to the secure site using the following address:

https://ibank.vicbank.com/VCB

1

Log onto the E-banking platform via this link: **https://ibank.vicbank.com/VCB/** You will be directed to the Login screen.

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○ ○ ○
More
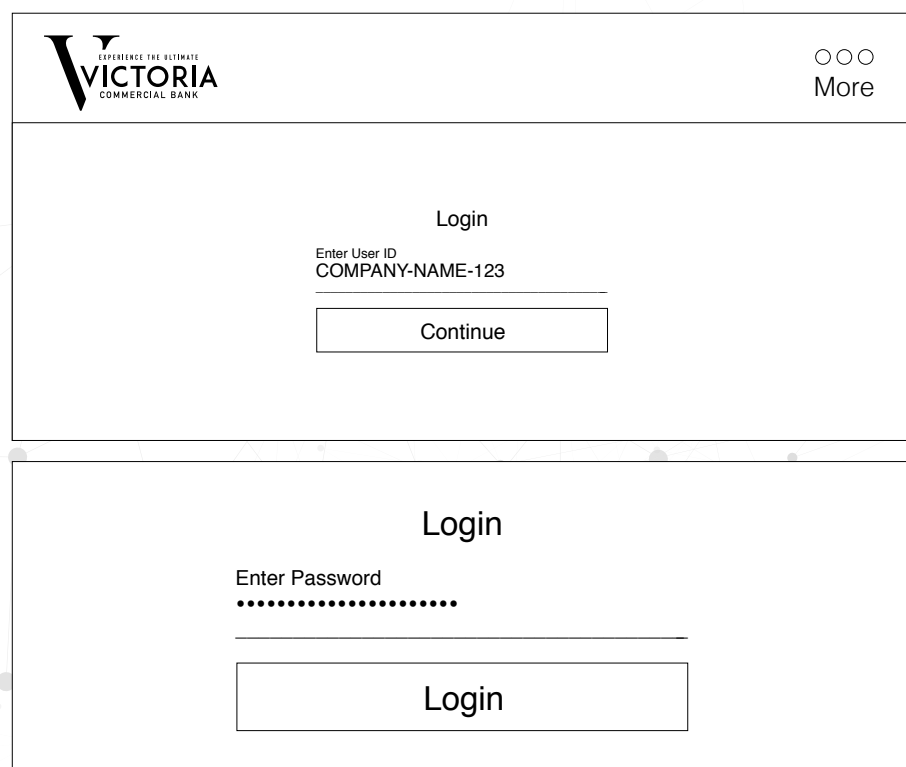
Login

Enter User ID

Continue

2

Key in your Username and Password as received on your mobile phone number and registered Email address.

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○ ○ ○
More

Login

Enter User ID
COMPANY-NAME-123

Continue

Login

Enter Password
••••••••••••••••••••

Login

3

Set your new Password:

Upon first time logon, you will be asked to reset your password. You will be asked to set your new Password as seen below.

```
Error

Your password has been expired. Please change
        the password and try again.

                                        OK
```

```
                    Set Password

        Enter Old Password
        ••••••••••••••••••••
        _____

        Enter new Password
        ••••••••••••••••••••
        _____

        Confirm New Password
        ••••••••••••••••••••
        _____
```

Enter Old password: This is the password that was sent to you on your mobile phone number or registered email address.

Enter New Password: Set up your new password (this must conform to the password requirements as below).

- Password should meet the required length i.e. 8-12 characters, it should also contain at least one numeric character
- Password should contain at least one special character e.g. $, #
- Password should include at least one uppercase and /or one lowercase letter

Confirm New Password: New Password: You will need to re-enter your preferred password as set above.
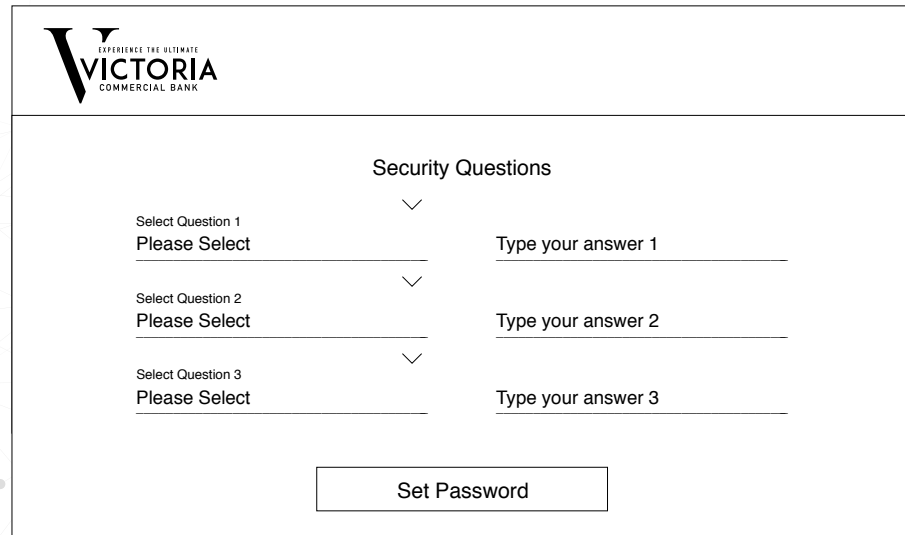
```
Information
            Password changed successfully

                                        OK
```
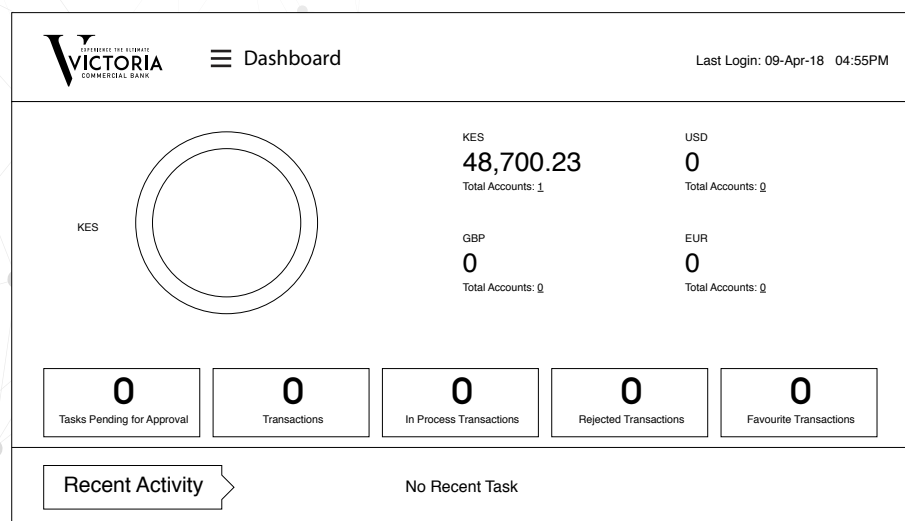
4

You will be asked to select 3 security questions along with the answers which will be used for password recovery.

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Security Questions

⌄

Select Question 1
Please Select   Type your answer 1

⌄

Select Question 2
Please Select   Type your answer 2

⌄

Select Question 3
Please Select   Type your answer 3

Set Password

5

Once the initial set up is done we are led to the dashboard.

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≡ Dashboard   Last Login: 09-Apr-18   04:55PM

KES

KES	USD
48,700.23	0
Total Accounts: 1	Total Accounts: 0

GBP	EUR
0	0
Total Accounts: 0	Total Accounts: 0

0	0	0	0	0
Tasks Pending for Approval	Transactions	In Process Transactions	Rejected Transactions	Favourite Transactions

Recent Activity   No Recent Task

USER MANAGEMENT

FORGOTTEN PASSWORD

Forgotten password: In case you forget your password:

Step 1: Enter your user ID on the log on screen
Step 2: Click on the 'Forgot Password?' button
Step 3:

Login

Enter Password
_____

Login

Forgot Password?

The option "Forgot Password" will assist the user in changing their password.

The user is asked to answer the security questions they had set up initially in order to proceed with the reset as seen below.

```
┌─────────────────────────────────────────────────────┐
│  VICTORIA                                             │
│  COMMERCIAL BANK                                      │
├─────────────────────────────────────────────────────┤
│                                                       │
│              Confirm Security Question                │
│                                                       │
│  Which was your first school?      _____   │
│                                                       │
│  What is your grandmother's name?  _____   │
│                                                       │
│     ┌─────────────────┐   ┌─────────────────┐         │
│     │     Cancel      │   │     Submit      │         │
│     └─────────────────┘   └─────────────────┘         │
│                                                       │
└─────────────────────────────────────────────────────┘
```

Step 5: Once you have successfully answered click on submit

Step 6: You will receive an OTP message on your registered mobile phone number you will receive a password on your registered email address.

Step 7: Key in this password

Step 8: You will then have to set a new password

Step 9: Login normally to E-banking using the password set in step 8

```
┌─────────────────────────────────────────────────────┐
│  VICTORIA                                             │
│  COMMERCIAL BANK                                      │
├─────────────────────────────────────────────────────┤
│                                                       │
│               One Time Password                       │
│                                                       │
│   One Time Password                                   │
│                                                       │
│   ___  ___  ___  ___  ___  ___                        │
│     ┌───────────────────────────┐                     │
│     │          Confirm          │                     │
│     └───────────────────────────┘                     │
│                                                       │
│              Regenerate OTP                           │
│                                                       │
└─────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────┐  ┌──────────────────────────────┐
│ Information                   │  │ Information                   │
│                               │  │                               │
│   Password changed and mail   │  │   Password changed            │
│   has been sent to registered │  │   successfully                │
│   contact details.            │  │                               │
│                               │  │                               │
│                          OK   │  │                          OK   │
└──────────────────────────────┘  └──────────────────────────────┘
```

CHANGE PASSWORD

You can change your password by going to the change password tab under the settings menu.

⚙️ Settings		+
» Change Password		
» Security Questions		
» Favourite Transactions		

Information Required :

Old password: This is the current password.

New Password: This is the new password which must conform to the password standards i.e. at least one uppercase, one lower case, special character and or a number.

Re Enter New Password: User confirms the password to be changed by keying it again.

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☰   Dashboard - **Change Password**

Enter Old Password

Enter New Password   Confirm New Password

Cancel	Change

CHANGE OF SECURITY QUESTIONS

Users are encouraged to regularly change their security questions. This can be achieved in the settings tab in the "change security questions" tab.

We have securely stored your earlier set and answers. You can choose to reset them by entering new values below.

Select Question 1
Please Select ⌄ | Type your answer 1

Select Question 2
Please Select ⌄ | Type your answer 2

Select Question 3
Please Select ⌄ | Type your answer 3

Cancel | Change

FAVOURITE TRANSACTIONS

Under our user management in the settings tab, the user has the option of viewing their favourite transactions. The system would keep a copy of the transactions that are carried out regularly for the ease of the customer.

MENUS AVAILABLE

There are several menus available which can be seen when we click on the menu icon at the top left corner of the dashboard.

VICTORIA COMMERCIAL BANK	☰	Dashboard
Dashboard		+
Task List		+
Accounts Summary		+
Transfers		+
Payments		+
Bulk Upload		+
Services		+
Settings		+
Trade		+
Logout		+

Task List +

Task List	+
» Pending Transactions	+
» In Process Transactions	+
» Initiated Transactions	+
» Rejected Transactions	+

There are four options available through the Task list menu namely Pending Transactions, In Process Transactions, Initiated Transactions, Rejected Transactions.

Pending Transactions - These are transactions initiated by the inputter which are pending verification.

In Process Transactions - These are transactions that have been approved by the first authoriser and are awaiting approval by the other authorisers

Initiated Transactions (for corporate user) - These are transactions that have been initiated (by the inputter) and are pending verification from one or more authorisers. Once the authorisers verify the transaction then this will be processed by the system.

Rejected Transactions - The rejected transaction tab contains all the transactions that have been rejected by the authoriser due to a mistake at the initiators end or in case the customer does not want to process the transaction at that given time.

Accounts Summary +

The accounts summary tab contains the list of accounts held by the customer such as savings accounts, current accounts, loan accounts, deposit accounts. The accounts can be viewed online or a statement can be downloaded as a PDF or excel sheet.

Search By	Enter your Account Number		
KES	Account Number	Account Balance	Statement
	60000000001	48,700.23	View Statement

When the user clicks on the view statement option they are led to the mini statement page which shows the 10 most recent transactions carried out by the user as seen below.

Transaction Date	Instrument No.	Description	Debit	Credit
31-Mar-2018		60093066015:Int.Pd-01-032018 to 31-03-20	-	KES 108.93
31-Mar-2018		60093066015:Int.Pd-01-032018 to 31-03-20	KES 16.35	-
29-Mar-2018		BLK1522308503571 : Test Transfer	-	KES 10.00
24-Mar-2018	1		KES 5,000.00	-

On the same page there is an option to view your periodic statement which can be viewed for a specific period or for the last one, two or three months:
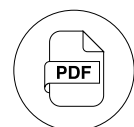
From Date	From Date	
DD-MM-YYYY	DD-MM-YYYY	View Statement
Or Choose For ○ **Last 1 Month** ○ **Last 2 Months** ○ **Last 3 Months**		Download

XLS   PDF
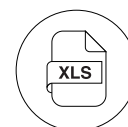
Transfers   +

⇄ Transfers	+
» Add Beneficiary	+
» View Beneficiary	+
» Within Bank	+
» Own Accounts	+
» Other Bank	+
» International	+
» Transfer History	+

TRANSFER TYPES

Below is the type of transfers that can be carried out through the

E-banking application:

• Transfer to own accounts within Victoria Commercial Bank Ltd

• Transfer to within bank accounts within Victoria Commercial Bank Ltd

• RTGS Payments

• EFT Payments – up to KES 999,999 per transaction

• International Telegraphic Transfers – where the debit account currency is same

as currency being remitted

BENEFICIARIES

Before any payment (Within Bank, EFT, RTGS or International transfers (TT) can be carried out, the user must create a beneficiary under the create beneficiary tab. Once a beneficiary is created it shall be stored on the banking application for the user's further reference. Once added the beneficiary can be viewed or deleted in the view beneficiaries tab.

Adding a Beneficiary

A beneficiary needs to be added for every type of transfer as follows:
• Within Bank Transfers
• Other Bank RTGS Transfers
• EFT Payments – up to KES 999,999 per transactions
• International Transfers (TT

When creating a Within Bank, Other Bank - RTGS and Other Bank - EFT the following information is required:

1. *Beneficiary Type*: select the payment method e.g. within bank, RTGS, EFT.
2. *Name:* : Full names of the Beneficiary to be paid.
3. *Beneficiary Account Number:* key in the beneficiary account number. (for within bank beneficiaries this will be validated against the system).

Bank and Branch - In case of RTGS, EFT payments the first three letters of the bank and branch needs to be keyed in after which a list of banks will appear for the user to choose from.

Within Bank	Other Bank - RTGS	Other Bank - EFT	International		Cancel	Add

Beneficiary Bank Details

Name _____

Account Number _____   *Re-Enter Account Number* _____   Currency
Please Select _____ ⌄

Beneficiary Bank Details

Name
TESTADDWITHINBANK

Account number
••••••••••••••

Re-Enter Account number
600000008

Currency
KES ⌄

Enter OTP

Regenerate OTP

____   ____   ____   ____   ____   ____

| Cancel | Submit |

✔

Beneficiary Authorised Successfully

Ref. No. BLK15233516811181

| ADD ANOTHER BENEFICIARY | OK |

Within Bank   *Other Bank - RTGS*   Other Bank - EFT   International

| Cancel | Add |

Beneficiary Bank Details

Name

Account Number   *Re-Enter Account Number*

Currency
Please Select ⌄

Charge Whom
Select ⌄   *Beneficiary Address*

🔍 *Bank*   🔍 *Branch*

🔍 *City*   🔍 *Country*

Bank and branch details can be entered by keying in the first two letters of the bank in which a selection appears in which we can select the bank our beneficiary holds their account.

16

Adding Beneficiary for International Beneficiary (only same currency transfers (TT)

Additional fields are allowed. Below are the additional required when creating a beneficiary in international payment (TT):

| Within Bank | Other Bank - RTGS | Other Bank - EFT | *International* | | Cancel |

Beneficiary Details

Name   *Address 1*

Address 2 (optional)   Q *City*   Q *Country*

Beneficiary Bank Details

Account Code ● **Account Number** ◯ **IBAN**

Account Number   *Re-Enter Account Number*

Charge Whom   Currency
Select   ∨   *Please Select*   ∨   *Account Details (optional)*

Account Info ● **Bank Code**   ◯ **Sort Code**   ◯ **FED Wire**

Enter Value

Q *Intermediary Bank (optional)*

Final Beneficiary Bank

On the beneficiary type the user must first choose International. Some fields like account number and name are similar as described above.

1. Beneficiary Bank country - The country in which the beneficiary holds his account.

2. Beneficiary Bank City - The city where the branch is located.

3. Beneficiary Bank Details: key in the beneficiary account number (or IBAN where the beneficiary has IBAN instead). In the event the beneficiary has both the account number and IBAN, select the IBAN. Enter the account number (or IBAN) in the "Account Number" field. You will be prompted to re-enter the number for accuracy checking. Some countries require use of IBAN number, for EUR payments, payments to UAE and other countries the IBAN Number must be included.

4. Charge whom:

Charge Whom
Select   ⌄
SHA
BENE
OURS

Select from the drop down who is to bear bank transfer charges:

SHA - Means shared between the remitter and the beneficiary this is the default always select this option

BENE - Means the beneficiary will receive transfer amount less beneficiary bank (and/or intermediary) bank charges.

OUR - means the beneficiary will receives full transaction amount.

5. Beneficiary currency – The currency in which the remittance is to be made e.g. USD, GBP, EUR. This is usually the currency of transfer amount

6. Beneficiary account Details (Optional) – this field is optional, but may be necessary especially where the beneficiary has an account with a sub-branch; enter the sub-branch name and/or code, whichever is available. Otherwise, leave blank.

7. Bank Code:

- BIC Code: SWIFT of the beneficiary bank- Fill the SWIFT Code of the beneficiary bank in "Enter Value" field.

- Sort Code: Sort Code is used for GBP payments to UK. Where the beneficiary has a Sort Code (Abbr: SC) select Sort Code instead. In this case, account number and NOT IBAN is required under "Account Information"

If user selects IBAN and Sort Code the application yields an error:

Error

For BAN, BIC Code should be selected

OK

To proceed with the use of sort code, first select "Account Number" under "Account Info" the click on Sort Code.

The following fields appear:

Beneficiary Bank Details

Account Info   ⦿ **Account Number**   ◯ **IBAN**

Account Number   *Re-Enter Account Number*

Charge Whom   Currency
Select   ⌄   *Please Select*   ⌄   *Account Details (optional)*

Account Code   ⦿ **BIC Code**   ◯ **Sort Code**   ◯ **FED Wire**

SC

Bank Name   *Bank Address*

Enter the six digits sort code number in field marked "SC" and after the SC so as to read the Sort Code as "SC123456". Fill in the Beneficiary bank name (not SWIFT Code) and address. To use FedWire, Select "Account Number" in "Account Info" the click on "FED Wire":

Beneficiary Bank Details

Account Info (●) **Account Number**   ( ) **IBAN**

Account Number _____   Re-Enter Account Number _____

Charge Whom
Select ⌄

Currency
Please Select ⌄

Beneficiary Account Details (optional)

Account Code (●) **BIC Code**   ( ) **Sort Code**   ( ) **FED Wire**

Enter Value
FW _____

Bank Name _____

Fill in the nine-digit FedWire number after the Letters FW to read as FW123456789 (FW is used for payments to the USA). Beneficiary bank name and address to be entered under "Bank Name" field. Correspondent Bank details- The Swift code should be included if the final beneficiary bank has a correspondent Bank (intermediary bank) for currency in which emittance is being made.

Within Bank   Other Bank - RTGS   Other Bank - EFT   *International* | **Cancel** | **Add** |

Beneficiary Details

Name _____   *Address 1* _____

Address 2 (Optional) _____   🔍 *City* _____   🔍 *Country* _____

Beneficiary Bank Details

Account Code (●) **Account Number**   ( ) **IBAN**

Account Number _____   *Re-Enter Account Number* _____

Charge Whom
Select ⌄

Currency
Please Select ⌄

Beneficiary Account Details (optional)

Bank Code (●) **BIC Code**   ( ) **Sort Code**   ( ) **FED Wire**

Enter Value _____

🔍 *Intermediary Bank (Optional)* _____

Final Beneficiary Bank _____

Authorizing the beneficiary creation

Like any other transaction/modification, creating a beneficiary also follows the maker checker concept where once the initiator has initiated it must be approved by the specified authorisers as determined on the registration form that was submitted. This can be viewed and authorized directly from the dashboard on the "transactions pending approval" option.

View beneficiary

This option allows us to view the beneficiaries which have been created over time.

There is also the option to delete the beneficiary in case an error is made during the creation or no longer requires the beneficiary.

	Within Bank	Other Bank - RTGS	Other Bank - EFT	International	Search By	Type Beneficiary name here

KES	Beneficiary Name	Account Number	Bank Name / Branch Code	
	TESTADWITHINBANK	60000000001	VCB	🗑

Are your sure you want to delete?

CANCEL   DELETE

Beneficiary Deleted Successfully

OK

Transfers ╋

Once a Within Bank Beneficiary is added we can proceed to process the payments using the appropriate payment option. The system automatically narrows down the beneficiary list of already added and existing beneficiaries according to the beneficiary type e.g. WIB, RTGS, EFT or International Transfer.

Within bank payment – Click on "Transfers" for a drop down and select "Within Banks" as shown below.

⇄ Transfers	╋
» Add Beneficiary	╋
» View Beneficiary	╋
» **Within Bank**	╋
» Own Accounts	╋
» Other Bank	╋
» International	╋
» Transfer History	╋

This leads to:

From Account *Please Select* ⌄ I KES	Cancel	Transfer

Beneficiary Name
Please Select ⌄   *Amount* _____

Payment Details _____

First select the account to transfer from to be able to select from a list of already saved within bank beneficiaries. This is used when the person you want a make a transfer to is also a VCB account holder. To add this beneficiary, you need to key in the Account holders name, Account number and Account currency, amount and payment details. Click on transfer. A confirmation message generates. Verify the details and, if satisfied, confirm. Once the correct details are keyed in you must click on the add option after which a confirmation page will appear requesting you to confirm the details and key in the OTP (one-time password) which has been sent to your registered mobile phone number.

EFT/RTGS - After creating the EFT/RTGS beneficiary select the option other bank under the transfers menu after which the page below is displayed and the appropriate transfer option e.g. RTGS or EFT is selected.

From Account	*Please Select* ∨

Transfer Type
○ **PesaLink**   ⦿ **RTGS**   ○ **EFT**

Beneficiary Name
Please Select ∨   Amount _____

Upload a PDF which contains all the supporting documents if possible.

| No File Selected | *Choose File* | ⬆ Upload | ⊘ |

From Account	*Please Select* ∨

Account Info
⦿ **PesaLink**   ○ **RTGS**   ○ **EFT**

Send To
⦿ **Mobile**   ○ **Account**   ○ **CARD**

Mobile Number _____   Amount _____

Transaction Currency   Bank
Please Select ∨   *Please Select* ∨

Payment Details _____

-The user needs to choose their debit account from the list of accounts, select beneficiary name.

- Key in the transfer amount along with payment details. There is an option to upload any supporting documents in pdf format. Once this is complete the user selects must be uploaded.

- Click on transfer on the top right corner of the page in order to transfer. A confirmation message generates.

Verify the details and, if satisfied, confirm. Enter the OTP served via your registered mobile number and proceed to submit.

INTERNATIONAL TRANSFERS

Under the transfers drop down shown below select "International"

⇄ Transfers		+
» Add Beneficiary		+
» View Beneficiary		+
» Within Bank		+
» Own Accounts		+
» Other Bank		+
» **International**		+
» Transfer History		+

Just like within Bank and RTGS payments, the Beneficiary must have been added for International transfers (TT). Follow the same steps as for paying a RTGS.

From Account	**_Please Select_** ∨	Cancel	Transfer

Name
Please Select ∨   Amount _____

Charge Whom
Please Select ∨   Payment Details _____

Upload a PDF which contains all the supporting documents.

| No File Selected | _Choose File_ | ⤒ Upload | ⊘ |

- Fill in the transfer amount and payment details and specify charge as SHA . Click on transfer. A confirmation message generates. Verify the details and, if satisfied, confirm. Enter the OTP served via your registered mobile number and proceed to submit.

EFT BULK PAYMENT OPTION

The system has the option of EFT bulk payment where the user can upload an excel file with the list of people they want to pay, account number, bank and branch code, amount as seen below.

The user needs to upload an excel file which is needed in a particular format as seen below:

Code	Amount	Debit Account	Debit Bank	Debit Branch	Employee Account	Employee Bank	Employee Branch	Employee Name	Reference	Status
54	1.00	6009306015	54	001	123456789	30	019	Josh Smith	XYX Co. Ltd	-

TRANSFER HISTORY

This option provides history details of the transactions the customer has carried out over a period of time.

Available Balance: KES 48,700.23   **Sender Name**

Name
Test Payment   ⌄   *Amount*

Payment Details

Beneficiary Name   **Beneficiary Account No.**   **Customer Branch iD: 001**

PAYMENTS   +

PAYMENTS

The payments menu has the options of adding a biller (Nairobi County, Nairobi Water, NHIF), view biller, view and pay biller, iTax, MPesa, airtime top up and payment history.

Payments	+
» Add Biller	
» View Biller	
» View & Pay Biller	
» iTax	
» MPesa	
» Airtime Top Up	
» Payment History	

Add Biller - Currently the application allows for billers such as Nairobi Water, Nairobi County and NHIF. The field are to be completed as seen below after which the customer clicks on add on the top right corner of the page.

<div>

Cancel   Add

Biller
Nairobi County   ⌄

Stream
Daily Parking   ⌄

Biller Name   Biller Name
TESTPARKING TESTPARKING

Parking Name
PRIVATE

Unit Cost
0

Plate No.
KZZ 999 Z

Zone
UPPER_HILL

Mobile Number
+254 717 00

Paid By
TEST

Payment Type: Cash

✔

Biller Added Successfully

OK

</div>

26

View Biller - The customer can view the billers which they have previously created.

Biller Name	Biller	Stream
KBK	Nairobi County	Daily Parking
Test Parking	Nairobi County	Daily Parking

Payments - **View Biller**

View & Pay Biller - This is the option to view and pay the biller. Once the beneficiary is set up the user can pay the biller user this menu option.

Payments - **View & Pay Biller**

From Account   *Please Select*   ⌄

Biller
Please Select   ⌄   Please Select   ⌄

Generate Bill

User selects the biller type and stream of biller e.g. daily parking.

The biller name appears under the selected biller option. The customer can proceed to pay this biller after filling in the details and selecting the debit account. Once selected the customer needs to click on the generate bill icon in order to make the payment.

Account Number   *Please Select* ˅

Biller
Please Select   ˅   Please Select   ˅

Biller Name
TEST PARKING   ˅

Generate Bill

Payment Details
TEST

Fee Type: PRIVATE   Unit Cost: 0

No. KZZ 999 Z   Mobile No. +254 771 00

Payment Type: Cash

Cancel   Pay

ITAX Payment –You can pay your tax obligations using this option. Key in the PRN number and click on search to populate the tax details. Once processed a receipt will be generated ready for download.

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☰   Payments - **iTax**

iTax PRN Number

Search e-Slip

MPESA Payments - Using the M-PESA payments menu the customer can transfer money to a mobile number from their account in a matter of seconds. You will need to select the account to be debited, key in the amount up to a maximum of KES70,000, enter the mobile number to which you would like to transfer and enter a narration for the payment details then click on transfer, key in the OTP.

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≡   Dashboard - **MPesa**

From Account   *Please Select*   ⌄

Amount   Mobile Number

Payment Details

Charge: KES

AIRTIME TOP UP

The system allows for airtime top up i.e. Safaricom, Airtel. This allows the customer to purchase airtime through their account quickly through their accounts.

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≡   Dashboard - **AirTime Top Up**

From Account   *Please Select*   ⌄

Mobile Number   Please Select   ⌄

Please Select   ⌄   Amount

Generate Bill

PAYMENT HISTORY

This menu contains all the past transactions that were carried out by the customer. This helps to keep track of the transactions carried out by the customer over a period of time.

SERVICES

The services menu allows the customer to request for services such as cheque book request, cheque status enquiry, Banker's cheque request, stop payment, view cheque image, demand draft request.

🗑 Services	+
» Cheque Book Request	
» Cheque Book Enquiry	
» Banker's Cheque Request	
» Stop Payment	
» View Cheque Image	
» Demand Cheque Request	

Online services - services such as cheque status inquiry, stop payment, view cheque image requests are online requests are detailed on the services menu.

Offline requests - services such as cheque book request, banker's cheque request, demand draft requests are not acted upon immediately.

N/B: All requests follow the workflow and once the initiator initiates the transaction it needs to be verified by the authorizer to take effect.

TRADE $+$

The Trade Menu option allows one to make application for Letters of Credit and Bank Guarantees online .

You can apply for Bank Guarantees and Letter of Credit and attach all related documents then submit your application through the internet banking system. The requests can be accessed under the Trade menu shown below:

Trade	$+$
» LC	
» BC	
» Drafts	

APPLICATION FOR A LETTERS OF CREDIT

To apply for a letter of credit click on the Option LC. This opens the LC Application Form. The user has an option of creating a draft that can be re-used in future with amendment appropriate to a particular case. Alternatively, the user can issue the LC directly without having to create a draft. After creating the Lc one can safe it under favourites for future use.

The LC application process takes 3 steps as explained with the screens below:

Save as Draft	Continue

Step ① ② ②

Form of Documentary Credit
Please Select ⌄

Confirmation
Please Select ⌄

Applicant Details

Applicant

Applicant Address

Beneficiary Details

Beneficiary

Beneficiary Address

Step 1: Initial step of completing the LC application form:

- User is required to input all the details necessary to issue the Letter of credit

Form of Documentary Credit – Here the applicant will specify whether the LC is Irrevocable, Transferrable or a Standby LC (SBLC)

Confirmation: From the drop-down menu, specify whether the Credit is to be confirmed or Not Confirmed

Applicant Details: captures Applicant Name and Address i.e. the name and address of the Organization on whose behalf the credit is to be issued.

Beneficiary Details: Captures Name and Address of the LC beneficiary. i.e. the organization in whose favour the LC is to be issued.

Transaction Details

Debit Account Number
Please Select ⌄

Transaction Amount *Amount (in words)* Currency
Please Select ⌄

Description of Goods *Country of Goods Origin*

Debit Account Number: Specify the account to be debited _ for LC processing fees

Transaction Amount: this is the value of the LC in figures and in Words under the 'Amount (in Words)' Field, and in the currency specified under the 'currency' field

Currency: Select the currency of the LC amount

Description of Goods: enter details of the goods description exactly as in the proforma invoice

Country of Goods Origin: Indicate from which country the goods originate (this can be difference from the country of shipment.)

Support Document Details

IDF Number *Invoice Number* *Invoice Number* 🗓

LC Expiry Date 🗓 *Place of Presentation* *Expiry Date*

☐ Terms and Conditions

Tolerance Percentage Tolerance Type
Please Select ⌄

IDF Number: Enter the Import Declaration Form Number (IDF)

Proforma Invoice Number: Fill the reference number of the proforma invoice number related to the application.

Proforma Invoice Date: This is the date of the proforma Invoice

LC Expiry Date: this is the date the LC shall expire normally it shall be 21 days from the latest shipment date.

Place of Presentation: indicate the country/state of LC beneficiary.

Expiry Place: If the LC is confirmed indicate the country in which the confirming bank is domiciled. For an unconfirmed LC indicate the country of the LC beneficiary.

Terms and conditions: read all the terms and conditions and accept them by ticking in the box before the 'Terms and Conditions' this is a mandatory field to tick

Tolerance Percentage: indicate if quantity and value of goods will be delivered as specified or allowance for more or less is acceptable. If allowable indicate the percentage acceptable subject to a maximum limit of 10.%. If disallowable indicate 0. Select tolerance type from the drop-down. The tolerance type applies to quantity and value of the goods.

Payment Terms and Terms of Sale

Payment Terms – Select from the drop-down menu the Conditions of payment agreed with the LC Beneficiary.

Payment Terms
Please Select ⌄
By Payment at Sight
By Acceptance of Drafts
Mixed Payment Terms

Payment

Payment by Sight - payment due on demand. A sight payment will require payment by the LC applicant (part or full payment) to the LC Beneficiary immediately upon the presentation of compliant documents .

By acceptance of drafts – Documents value drawn on the LC will be payable at a determinable future date after presentation of compliant documents . The LC Applicant acknowledges in writing the obligation to pay at maturity. If Payment Terms are "By acceptance of drafts" as shown below.

Payment Terms
By Acceptance of Drafts ⌄
Draft Accept Days

Then fill "Draft Accept Days" e.g. 90 (or 120, 150, 180) Days from Bill of Lading Date.

Other terms like Drafts at _____ acceptable days from delivery date or from invoice date are acceptable.

If Payment Terms is "Mixed Payment Terms" describe the payment terms as required below:

Payment Terms
Mixed Payment Terms ⌄
Please Enter Terms of Sale

Terms of Sale: Select from the drop-down menu shown below the delivery and payment terms agreed with the LC Beneficiary. This specifies the obligations, risks, and costs of both the LC Applicant and Beneficiary in the transaction. This should be as per the latest INCOTERMS.

Terms of Sale

Please Select ⌄

| Ex-Works |
| Cost, Insurance and Freight (CIF) |
| Free on Board (FOB) |
| Cost and Freight (C&F) |
| Other Terms |

Shipment Terms: The user is required to enter Port of Shipment, the latest date of shipment, Destination (including final destination) place and whether or not transhipment and/or partial shipment is acceptable.

Shipment Terms

Loading Port _____

Destination Place _____

Define Your Final Destination _____

Latest Date of Shipment _____ 📅

Partial Shipment Allowed
◯ Allowed   ◯ Not Allowed

Transhipment Allowed
◯ Allowed   ◯ Not Allowed

Documents required: - Documents required: - this refers to sets of related shipment documents defined in originals and copies as shown below:

Documents Required

Submit Within (in Days)   Number of Invoice (Original)   Number of Invoice (Photocopy)
Normal is 21 days

Number of Packing List (Originals)   Number of Packing List (Photocopy)

Transport Documents
Please Select   ⌄

Marked Type   Insurance Covered By
◯ Collect   ◯ Freight Pre-Paid   ◯ Buyer   ◯ Seller

Number of Original   Number of Analysis   Number of Health

Number of PVOC Inspection   Other Documents

Submit within (In days) – user specifies period in days for presentation of shipment documents to the LC applicant (this is normally 21 days).

Fill in the field with figures to specify: Number of Invoice (Original), Number of Invoice(Photocopies), Number of Packing List (Original), Number of Packing List (Photocopies), Number of Certificates of Origin, Certificates of Analysis, Health Certificates, PVCO Inspection Certificates, Inspection Certificates and Any other documents that as per agreement between Applicant and Beneficiary of LC or Government regulations in the import and export countries Transport Documents: select from the drop-down shown below:

Transport Documents: Consists of the drop-down shown below:

Transport Documents

Please Select   ⌄

| Marine / Ocean Bill of Lading |
| Airway Bill |
| Truckway Bill |
| Others |

Select the transport document to be used.

Specify the Marked Type and Bearer of Marine Insurance Cost.

Charges to Be Borne By:

Charges to be borne by

All Charges within Kenya
◯ Applicant ◯ Beneficiary

Outside Kenya Charges
◯ Applicant ◯ Beneficiary

Confirmation Charges (if applicable)
◯ Applicant ◯ Beneficiary

Please Select   ⌄

Tick appropriately in the boxes. In case of a confirmed LC (or if LC may be confirmed) select from the drop down "A" or "B" (A for Applicant and B for Beneficiary) who shall bear confirmation charges.

Other Conditions: This is an optional field for entering any other detail incidental to the transaction and that must be included in the LC.

On filling all the fields user can save as draft or proceed to Step 2

Saving a Draft: Click on Save as Draft located at the top right end of the page.

Confirmation

Do you want to Save the form?

DISCARD   SAVE

The draft is saved when you click on SAVE. Note that the draft can be saved at any stage when filling the details in Step 1 without having to fill all the fields. Saved Drafts list under "Drafts" in Trade Menu.

User can use saved drafts to make a new LC request or revise a saved draft.

To make a new request using already saved drafts or to proceed from a previously incomplete draft Click on Drafts and select the desired LC draft.

Step 2

Step 2 of the making a LC request involves upload of documents. The documents to be uploaded are listed as shown above. To upload a document, click on "Choose File" to access the document from your PC. The title of the document selected appears on the box next to Upload File name.

To change the document in case you selected a wrong document click on "Choose file" again and select the desired file from your PC. On selecting the document to be uploaded click on "Upload". A green tock appears to notify you that the document is successfully uploaded. Once all the required documents have been successfully uploaded as shown below.

... click on "Continue" to proceed to Step 3

Step 3

Step 3 displays all the entered details including the uploaded documents without allowing any modification.

To modify click on "Back" to move to Step 1

If satisfied with proceed by clicking on "Confirm". Here you will be required to enter OTP sent to your mobile phone and submit.

Enter OTP	*Regenerate OTP*
____ ____ ____ ____ ____ ____	
	Cancel	Submit

On successful submission the message below displays:

✔

Beneficiary Authorised Successfully

Ref. No. BLK15233516811181

Set as Favourites

CLOSE

This shows that the LC request is submitted to the Checker for authorization. At this stage, user has an option to "Save As Favourite" and be able to access the same LC application from the List of Favourite Transactions in case you want to request for another LC with similar (Beneficiary) details. In case you do not want to Save as Draft just close the page.

Until verified by the Checker (Authorizer), the request will be queueing under

"Initiated Transactions" of the Maker Dashboard.

BANK GUARANTEES

Step 1

Bank guarantee request follows a 3-Step process . To apply for a bank guarantee, select BG under the Trade Menu. This opens (Step 1 of) the guarantee application form. The application may be saved as a draft without having to complete all the required field. To retrieve and resume from a saved draft go to Drafts under Trade Menu and select the desired draft.

Applicant – enter name of the organization on whose behalf the guarantee is to be issued by the bank.

Address and Phone Number – refers to the physical/postal address, and phone number of the applicant.

Contact person Details – enter contact details, preferably mobile/telephone number of the organization's (applicant's) contact person.

Method of communication – select a method via which the bank guarantee letter is to be delivered.

Validity – enter start and expiry date of the bank Guarantee enter the "Tenor" e.g 180days

Beneficiary Details - Name and address of the person or organization in whose favour the guarantee is requested.

Tender Details – This requires description of the tender contract, tender reference, description of goods and their purpose and a specification of the BG Type

BG Type is selected from the drop down under "BG Type" shown below:

BGI Type
Please Select ⌄
Bid / Tender
Performance Bid
Advance Payment Guarantee
Customs Bond
Immigration Bond
Payment Guarantee
Retention Guarantee
Others

Tender details also include the amount of the BG input in figures and in word. The Currency of the amount is selected from Currency drop-down.

Terms and condition – open to read the terms and conditions and accept by ticking in the box

Debit account number – Account to be debited for the ibank charges on issuance of Bank Guaranrtee.

Additional details – any other information relevant to be included in the BG letter may be entered here.

User has an option to upload documents related/relevant to the BG request, for instance, a special format for the BG letter specified by the beneficiary.

Step 2

In step 2 user can only view the details they have entered. In case you want to amend a record, click on Back to move back to step 1. Uploaded documents may not be viewed at step 2 though they have already uploaded.

Step 3

If the entered details are satisfactory as viewed in step 2, click on "Confirm" to submit the request. OTP is required at this step.

On submitting user can save the request as Favourite to be used in future.

Until it is verified by the checker (authorizer) the application appears under Initiated Transactions on the Maker dashboard.

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