

**USER GUIDE** 

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THE BANK TO TRUST





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- 1. Banking services that will only be available through CIB Business Online
- 2. How to register to CIB Business Online
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- 4. How to add a beneficiary
- 5. How to perform transactions through CIB Business Online



## **Banking Services that will** only be available through **CIB Business Online**

The following services will be performed through CIB Business Online Platform only for Business Banking customers starting 5 June 2022:

1. Internal fund transfer (between accounts) 2. Internal fund transfer (to other CIB accounts) 3. External transfer (EGP only) 4. Checkbook request 5. Draft check request 6. Historical statements 7. Credit card settlement

- Open www.cibeg.com
- Click log in, then choose "Business"
- Click on CIB Business Online
- Insert
- Your username
- Company ID
- Password that you received through a secure email
- Click on "Sign in"







## How to register for an OTP soft token?

- Download CIB Corporate Token from your store
- Log into your CIB Business Online account
- Insert National ID/passport number
- Insert your mobile number starting with +2
- You will receive an activation SMS that includes a:
- Serial number
- Activation Code
- Reactivation counter
- Open the link in the SMS
- OTP app will open automatically and all activation data will be filled
- Set your PIN code
- Enter the verification code generated from the OTP app into CIB **Business Online**
- Generate OTP and insert it to finalize activation

- 1. Press and hold the 😃 button for 2 seconds to turn it on
- 2. Create your token PIN number using the keypad (4 digits)
- 3. Re-enter PIN for confirmation
- 4. Press 1 "OTP" on the keypad to generate OTP
- 5. The OTP will generate a unique 6-digit One-Time Password to be used along with your username, company ID and password

#### How to register for an OTP hard token?











# How to add beneficiary



- A. Select 'Administration Option'
- B. Choose 'Data Maintenance' from the submenu





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\* You can search for any beneficiary using the below search criteria:

- 1. Product Type
- 2. Beneficiary Name
- 3. IBAN/Account Number

You will have permission to edit, review and delete beneficiaries

4- Click on 'Add'



ounterparties	Search Options		
Banks	Product Type: Swift	Payment -	
Accounts	Beneficiary Name:		2
Phrases	IBAN Number		3
Beneficiary Master			
Beneficiary File Upload	Sear	ch	
External Account Statements Upload	1 - 9 of 9 items	10   25   5	<b>;0</b>   100
Alerts Maintenance	Product Type	Beneficiary Name	IBAN / Account Number
Report Designer 🛛 👻	Swift Payment	Engi Mohamed Moustafa Gamal Eldin	EG140025007700000077018976013
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	Swift Payment	Assem Mohamed El sayed	01824090000453
	Swift Payment	H Test	01287520319663
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Threshold Amount	
	<b>2*</b>
	<b>*</b> *
EGP 999,999,999.00	
	<b>2*9</b>
	4 Add

**IC ( 1 )** ■

From the Beneficiary Master menu, you can access and manage your beneficiary lists and add, delete or edit beneficiaries 2. Third-Party Transfer: Allows you to add third-party

beneficiaries





Adding a beneficiary inside CIB

A. Insert the CIB account number and the name and currency will be filled automatically.

B. Insert the name in the 'description' field to be displayed on the portal if needed



Report Designer
Alerts Maintenance
Upload
External Account Statemen
Beneficiary File Upload
Beneficiary Master
Phrases
Accounts
Banks
Counterparties

iciary Details				
* Ponofician/ Nam	Active Flag		Max Transfer Limit Amount:	
Beneficiary Nam	e.			
num number of characters in e	each field is 35 in English letters and 17	/ characters in Arabic letters		
*Account No./IBA	N	)—A		
Beneficiary Currenc	v:			

#### Other Details (This is for Beneficiary Advice only)

processing or extra inquiry charges.

	Beneficiary ID:
	Payee Reference:
	Customer Reference:
	E-mail 1:
	E-mail 2:
	Fax:
	Contact Number:
	Mailing Name:
B	Description:

### Swift payment

A. Select 'Swift Payment' to add Swift beneficiaries



Change Profile	0	51
Data Maintenance 🛛 🔥	Create a New Beneficial	ry
Counterparties	General detail	
Banks	*Product Type/Beneficiary Category:	
Accounts		Payment Order / Bank Draft
Phrases		Transfer to Other CIB Accounts
Beneficiary Master		
Beneficiary File Upload		
External Account Statements Upload		
Alerts Maintenance 🛛 👻		
Report Designer 🛛 👻		
Audit Queries 🔍		



### Swift payment

- B. Fill in all mandatory fields (with an asterisk beside them):
- 1. Select clearing system
- 2. Insert the beneficiary's name and address
- 3. Insert IBAN number
- 4. Select the account's currency
- 5. Insert the bank's name and address
- 6. Select the country of the beneficiary's bank

\*Note: Use the IBAN checker field to check the validity of the IBAN before adding it



Account Services	Administra	tion Cash Services Secure Email		
Data Maintenance	~	,		
Phrases		General detail		
Beneficiary Master		* Product Type/Beneficiary Category:	Swift Payment 👻	
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External Account Statements Upload		Beneficiary Details	Active Flag	* SWIFT BIC Code
Alerts Maintenance	~	* Clearing System		Clearing System II
Report Designer	~	Beneficiary Name and Address.		* Bank Name an
Audit Queries	~			2
		* Account No./IBAN * Beneficiary Currency:		* Country
		IBAN Checker		Branch Address

Max Transfer Limit Amount:



## To select the beneficiary's bank, choose one of the options below:

- 1. Swift 'BIC' Code
- 2. Clearing System ID
- 3. Bank Name
- 4. Search
- 5. The search result will be displayed in this format





### Adding Swift Beneficiary

E. Insert OTP for authorizer only



Account Services Administration Cash Services Secure Email

Max Transfer Limit An



nount:				
Code:				
tem ID				
Name:				
ountry:				
Bank				
		Submit	Cancel	Help

### **Beneficiary Master**

- From the Beneficiary Master menu, you can access and manage your beneficiary lists and add, delete or edit beneficiaries
- 2. Bank Draft Transactions: Allows you to add bank draft beneficiaries



Account Services Cash Services Trade Services Secure Email Administration     Change Profile   Data Maintenance   Counterparties   Banks   Accounts   Phrases   Beneficiary Master   Beneficiary File Upload   External Account Statements   Upload				Last successful login: 24/11/2021 03:54:2/
Account Services Cash Services Trade Services Secure Email Administration     Change Profile   Data Maintenance   Counterparties   Banks   Accounts   Phrases   Beneficiary Master   Beneficiary File Upload   External Account Statements   Upload     Alerts Maintenance				Unsucessfull Login Attempts: 0   Last Fai
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Account Services Cash Services Trade Services Secure Email Administration          Change Profile       Create a New Beneficiary         Data Maintenance       Image: Counterparties         Banks       Counterparties         Banks       Product Type/Beneficiary Category:         Phrases       Payment Order / Bank Draft         Beneficiary Master       Swift Payment         Beneficiary File Upload       Transfer to Other CIB Accounts         Atterts Maintenance       Image: Count Statements         Upload       Image: Count Statements				
Change Profile   Data Maintenance   Counterparties   Banks   Accounts   Phrases   Beneficiary Master   Beneficiary File Upload   External Account Statements   Upload	Account Services C	ash Services Trade Services S	ecure Email <u>Administration</u>	
Data Maintenance   Counterparties   Banks   Accounts   Phrases   Beneficiary Master   Beneficiary File Upload   External Account Statements   Upload	Change Profile			
Counterparties       General detail         Banks       * Product Type/Beneficiary Category:         Accounts       Payment Order / Bank Draft         Swift Payment       Transfer to Other CIB Accounts         Beneficiary Master       1         Beneficiary File Upload       1         External Account Statements       Upload	Data Maintenance 🛛 🔺	Create a New Benefic	iary	
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Alerts Maintenance	Beneficiary Master Beneficiary File Upload	-1		
	Beneficiary Master Beneficiary File Upload External Account Statements Upload			

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### 💶 🔎 🖽 🧀 🍋 🛤 💁 🧔 🦉 💭 🖼 📓 👔





A. Insert the beneficiary's name in Arabic

or English

B. Insert the beneficiary's address

C. Fill the 'description' field with the needed name to be displayed on the portal



Phrases	General detail		
Beneficiary Master	* Product Type/Beneficiary Category:	Payment Order / Bank Draft 🔍	
Beneficiary File Upload			
External Account	Beneficiary Details		
Statements Upload		Active Flag	Max Transfer Limit Amount:
Alerts Maintenance 🛛 👻	* Beneficiary Name:		
Report Designer 🛛 💙	(This is not applicable for Demand Draft)		
Audit Queries 🛛 👻	*	Egypt	

Beneficiary ID:	
Payee Reference:	
Customer Reference:	
E-mail 1:	
E-mail 2:	
Fax:	
Contact Number:	
Mailing Name:	



## **General Notes for Adding Beneficiary**

- Make sure to add a swift code for all beneficiaries outside CIB
- The intermediary bank should be different from the beneficiary bank
- Insert beneficiary once and avoid duplication
- For bank draft beneficiaries, make sure to limit the beneficiary's name to 17 characters per field. If inserting it in English, the limit is 35 characters per field. The rest of the details can be added to the transaction remark section
- Make sure that the account is valid and consists of 12 digits if the beneficiary is a third-party
- Use the IBAN Checker field to check the validity of the IBAN before adding it
- Choose the sort code type in the Clearing System field if the currency is GBP or the destination is England
- If the beneficiary has a multi-currency account, add the beneficiary with the master currency and change the beneficiary currency from the transaction itself
- The full name of the beneficiary should match the commercial register (if it's a company) or match the beneficiary's name in his/her ID or passport (if it's an individual)
- The beneficiary's account number should match the account structure in the beneficiary's bank





## **1. Internal & External Transfer**

(between own accounts - other CIB accounts - outside CIB)

# Transfer

- 1. Internal Fund Transfer (between own accounts - other CIB accounts)
- 1. From the homepage, choose 'Cash Services', then select 'Fund Transfers

### Step-by-step guide on how to perform transactions on CIB Business Online

Â	Account Services	Cash Services	Secure Email	Administration
News		Fund Transfers		
	Dear CIB Digital Ban	Mutual Fund	s	
- I out	Kindly be informed that	Transfer outside CIB	Ramdan, the cut-	off time for processing all your transactions will be 1.
	Dear CIB Digital Ban	Paper Instruments	S	t undates // au thi for user 2010) monoting the regio
registrati	on and safekeeping service	Term Deposit	their shareholde	rs. To get the service and for more information, pleas
'cib.gss(	§cibeg.com"	Cheque Services		
	Dear CIB Digital Ban Due to system maintena	Bulk Services	s palances and more	vements might not be updated



stration of your corporation at the central deposito ase contact your account officer or directly contact 1. From 'Initiation', select 'Transfer Between My Accounts'

2. Select the account you want to transfer from

3. Select the account you want to transfer to

4. Insert currency and amount

5. Insert transaction purpose

6. Add attachment if needed

7. Click on 'Submit'

### Internal Fund Transfer (between my accounts)

Accounts	An Internal transfer is a transfer made to another acce	ount of the current customer in the same bank.	
Transfer to other CIB Accounts	Constal datail		Save Submit Template Cancel He
Credit Card Settlement	General detain		
From Template	* Transfer From:	2	System ID: FT21110003057097
Copy From	Description:		Template ID:
Edit Transaction	Available Balance:		Application Date: 25/11/2021
Retrieve Unsigned			
Pending FTs			
FT Inquiry	Transfer To Details		
Maintain Future Payments	* Transfer To:	3	
Rejected and Cancelled FTs			
Maintenance 🗸 🗸	Transaction Details		
Transfer outside CIB	* Amount:	4	Customer Reference:
Paper Instruments	* Transfer Date: 25/11/2021	·	Beneficiary Reference:
Cheque Services 🛛 👻	* Payment Details :	<b>-</b> 5	
Recurring Payment			

- 1. From 'Initiation', select 'Transfer to Other CIB Accounts'
- 2. Select the account you want to transfer from
- 3. Select the account you want to transfer to
- 4. Insert currency and amount
- 5. Insert transaction purpose
- 6. Add attachment if needed
- 7. Click on 'Submit'

### Internal Fund Transfer (to other CIB accounts)



Cours Cubrait Tamalata Concel Liala
CIB FT21110003057100
25/11/2021
7
Save Submit Template Cancel Help

- 1. From 'Transfer Outside CIB', select 'Swift Payments'
- 2. Select the account you want to transfer from
- 3. Insert beneficiary details





d Public Holidays.	
Save Submit Template Cancel He	elp
003057103	
021	
Clearing System ID	
n Address	

- 4. Insert currency and amount
- 5. Select 'Swift Charge'
- 6. Insert transaction purpose
- 7. Upload attachment if needed
- 8. Click on 'Submit'



*Remittance An		*Processing Date: 25/11/2021
* Charge O	Dotion: SHA - Only BANK charges to be paid by me	
Customer Refer	rence:	
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Instruction to Bank:		
Beneficiary Notificatio	bn .	
	Send email notification to beneficiary	
	Use default beneficiary email	
	Use alternative email:	
	(Reference is used within Business Internet Banking only):	
Transaction Remarks		
Transaction Remarks		
Transaction Remarks		
File Upload Details (M	ax 2 files and 5 Mb each)	
File Upload Details (M	ax 2 files and 5 Mb each)	
File Upload Details (M	ax 2 files and 5 Mb each)	







## 2. Checkbook Request



### 1. Select 'Cash Services'

2. Select 'Cheque Services'



B	1	
Account Services	Cash Services	Secure Email Administration
lews	Fund Transfers	
Dear CIB Digital Bar	Mutual Fund	s
Kindly be informed that	Transfer outside CIB	Ramdan, the cut-off time for processing all your transactions will be 1.3
Dear CIB Digital Bar	Paper Instruments	8
gistration and safekeeping servi	Term Deposit	I their shareholders. To get the service and for more information, pleas
ib.gss@cibeg.com*	Cheque Services	-2
Dear CIB Digital Bar Due to system mainten	Bulk Services	s palances and movements might not be updated

#### CIB Digital Banking / GTS Subscribers

Outgoing Transfer Mandatory Data: 1. The full name of the beneficiary(It should be same as recorded in the commercial register ( if company ) or same as t assport ( if Individual )) 2. The beneficiary account number (It should be Same as account structure in beneficiary bank) 3. The purpose of the wire transfer (It should be Same as account structure in beneficiary bank) 3.

### CIB The Rate is Indicative Only

Please be informed that The rates on CIB Business Online are indicative only. The declared rates only by the bank will be applied and for special rates plea

### Predefined Beneficiary Communication

To guarantee the fastest and safest way of communication and process, Kindly note that adding predefined beneficiaries request from now on will be only the

Last successful log Unsucessful Login

30PM Cairo Local Time

stration of your corporation at the cen use contact your account officer or dir

- 1. Click on the magnifying glass to choose account number
- 2. Insert the number of requested checkbooks
- 3. Select 'Collect From Branch' in 'Delivery Mode' then select the pickup branch
- 4. Select number of leaves
- 5. Click on 'Submit'









## **3.Draft Check Request**



- 1. Select 'Cash Services'
- 2. Select 'Paper Instruments'

3. Select 'Bank Draft'





<b>*</b>	Account Services	Cash Services	Secure Email	Admini
ews		Fund Transfers		
ews	The Rate is Indicativ	Mutual Fund		
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and gain		Paper Instruments		
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Pendin	ig FTs	Paper instrum	nents modu	le Pres
FT Inq	uiry	From this screen, you are You can transfer funds fo	able to access the Pap	per Instrume
Mainta	in Future Payments			
Rejecte	ed and Cancelled FTs			
Mainte	nance 🛛 👻			
Transfe	er outside CIB 🛛 👻			
Paper	Instruments	)2		
Payme	nt Order			
Bank D	Draft 3			



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drafts u

4. From 'Transfer From', select the ordering account

### Braft Check Request



5. From 'Beneficiary Details', select the predefined beneficiary name

### Braft Check Request

From Template	Product Typ * Transfer Fro	m: EGP 10001497	: 5033 S	aving Account	
Copy From					Te Applic
Retrieve Unsigned	List of beneficia	aries			
Cheque Services	Des	Account:			
Recurring Payment	Account C	Currency: Currency: Currency			
	Beneficiary Name	Account	Ссу	Address	Description
		Not Applicable	Not Appl icabl e	egypt	
	Transacti	Not Applicable	Not Appl icabl	EGYPT	المطس الأعلى للآثار
5-	المينس الاحقى تاريان		е		
5-	المجس (دھی تریان م د		e	1	1



6. Under 'Transaction Details', insert the desired amount

7. Select 'Collect From Branch' in 'Delivery Mode'

### Braft Check Request

Postal Code:	Country:		
Transaction Details			
*Remittance Amount:	EGP 1,000.00 0	* Value Date:	29/10/2
Drawn On Country:			
Customer Reference:			
* Delivery Mode:	· · · · · · · · · · · · · · · · · · ·		
* Purpose of Transaction	Mail to Applicant 🗾		
(Informat	Mail to Beneficiary		
	Collect from Branch	-77	

#### File Upload Details Max 10 files and 5 Mb each

No files

Add a file



- 8. Select pickup branch by clicking on the magnifying glass
- 9. Insert:
  - Collector's name and ID
  - Purpose of the transaction
  - The beneficiary's full name in Arabic



	*Remittance Amount:	EGP 1,000.00	* Value Date: 29/1	10/2
	Drawn On Country:			
	Customer Reference:			
	* Delivery Mode:	Collect from Branch		
	* Pickup Branch	CIB EG0010001 8		
	Collector's Name:	Mahmoud Sami		
	Collector's Identification:	289*********	9	
	* Purpose of Transaction	Test		
	(Informati	on will be printed on the Demand Draft Advice)		
rai	nsaction Remarks (Refere	ence is used within Business Internet Banking only):		

### File Upload Details Max 10 files and 5 Mb each



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### Braft Check Request

*Remittance Amount:	EGP 1,000.00	*Value Date: 29/
Drawn On Country:		
Customer Reference:		
* Delivery Mode:	Collect from Branch	
*Pickup Branch	CIB EG0010001	
Collector's Name:	Mahmoud Sami	
Collector's Identification:	289**********	
* Purpose of Transaction:	Test	
(Informati	on will be printed on the Demand Draft Advice)	

### Transaction Remarks (Reference is used within Business Internet Banking only):

أسم المستغيد: الهيئة العامه للتأمينات

### File Upload Details Max 10 files and 5 Mb each

No files

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## **4. Historical Statements**

- 1. Select 'Account Services'
- 2. Select 'Electronic Account Statement'
- 3. Click on the magnifying glass to choose the account number
- 4. Click on 'Search'
- 5. Select the desired month and year









# **5.Credit Card Settlement**

1. From the homepage, choose 'Cash Services', then select 'Fund Transfers'

#### **Credit Card Settlement**



1. From 'Initiation', select 'Credit Card Settlement'

2. Choose the account you want to transfer from

3. Choose the credit card you want to settle

- 4. Insert currency and amount
- 5. Insert purpose of transaction
- 6. Click on 'Submit'





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3 211100030570 /11/2021	82			

# THANKS

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