SARAFU USER GUIDE

(For Customer's portal)

This document provides detailed, step by step instructions on how to effect various transactions and administrative tasks on Sarafu Client's Portal.

This guide is also available within the application; follow the help link on the main page.

Contents

1. LOGIN

The application uses the username-password authentication method.

1.1 Standard Login
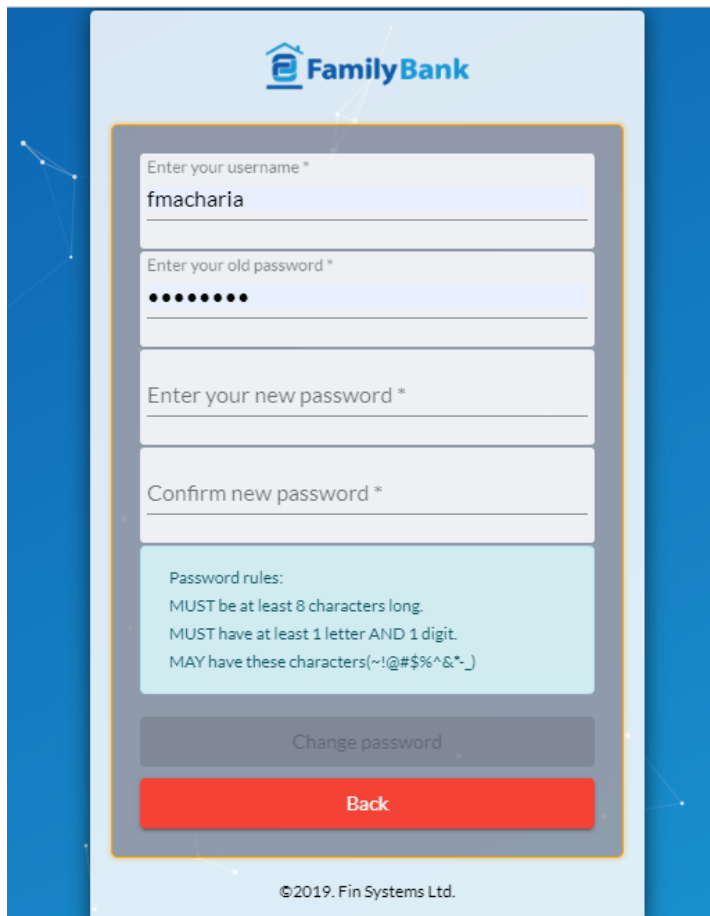
- On the homepage, enter your username and password and click on the login button to sign in.
- For the first time users, use the credentials sent to you via the registered email.

1.2 First time login

- During the initial login attempt for newly created profiles, the user will be prompted to change the password.
- Once the password is changed, the user will be redirected to login panel to supply the newly set login credentials.

1.3 Password change

- The user may change their current password at any time by clicking on 'Change Password' link on the login panel.
- Enter the username, old password, new preferred password and a confirmation of the new password
- Make sure to follow the password rules listed at the bottom of the panel
- Click on 'Change Password' button.
- The user will be redirected to the standard login panel on successful password change.

1.4 Forgotten password

- Where the user has forgotten the password, they may request for a

one-time-password (OTP) to enable the user to change to a new password.

- This is done by clicking on the 'Forgot Password' link on the login panel and entering their username on the supplied field.
- The OTP is sent to the registered email address of the user profile.
- Once the OTP request is successfully processed, the user is redirected to password change panel where they enter the emailed token and set the new password.

1.5 Locked profile

A locked profile may not be logged into. Locking of a profile may be caused by one of the following reasons:

- When a user enters the wrong password for 5 consecutive times.
- When the profile admin disables a user of the profile

Where the locking is due to wrong password, the user will send a request using the registered email to operations department for profile unlocking.

2. GENERAL APPLICATION LAYOUT

Labels on the figure:
- Menu expansion
- Currencies subscriptions
- User management
- Accounts management
- Currency quotes board Quotes streaming
- Historical deal ticket
- user's name
- user's email
- Client selling quote Bank's bid
- Client buying quote Bank's offer
- Currency chart panel
- Filled FX deals tab
- Forward and unsettled deals tab
- Cancelled deals tab

2.1. Currency Subscriptions Panel

The currency subscriptions panel shows all the currencies available for dealing and their streaming quotes.

The buy side is marked as 'Buy' and sell side as 'Sell' at the top of the panel.

2.2. Charts Panel

The application provides advanced charting panel that gives the users a 360 degree view of the market.
The charts offers both simple and sophisticated analytical features to keep the user informed.

2.3. Dealing History Panel

ticket			reference	status	side	currency	amount	rate	value date	side	currency	amount	user
			OD20190723R1546203	Filled	Buy	USD	5,557.00	103.1	23/07/2019	Sell	KES	572,926.70	fmmacharia1
			OD20190723R1546200	Filled	Buy	USD	5,556.00	103.1	23/07/2019	Sell	KES	572,823.60	fmmacharia1

The history panel, provides detailed records of deals initiated, completed and cancelled by the user.

3. PROFILE ADMINISTRATION

The application offers functionalities to admister user profiles. All users can manage the currencies visible for dealing. Admin users can disable users under their profiles and can maintain regular beneficiaries for SWIFT and RTGS deals.

3.1 Currency Subscriptions Filtering
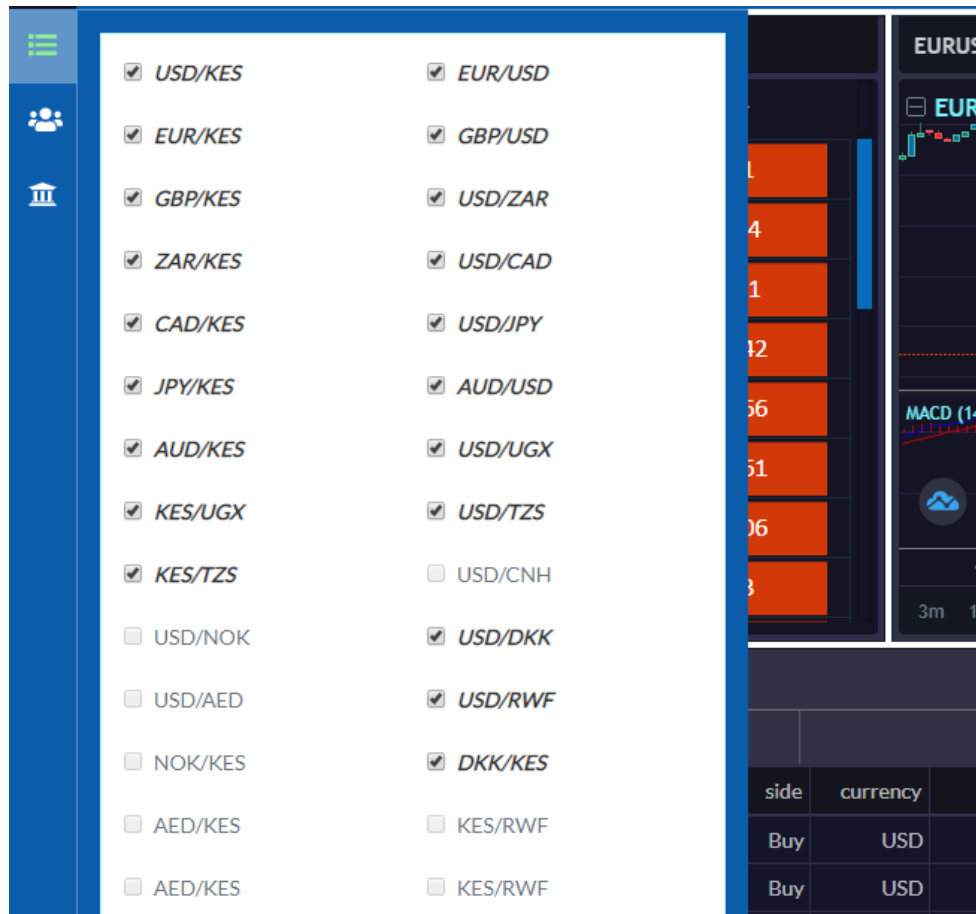
The user can control the currencies visible for dealing during their session.
The steps to follow are:

- To open the filtering panel press the list icon on the left toolbar. All the available currencies for dealing will be checked.
- To remove a pair from the subscriptions panel, uncheck the currency pair.
- To reinstate a currency pair, check it on the panel.

3.2 Users Administration

- To view the list of users authorized to use the current profile, press the 'Users' icon on the left toolbar.
- A user icon with a green badge indicates the user is enabled for dealing i.e. the user can initiate deals on the profile.
- To perform administrative actions on the user, click on the settings icon at the far right.
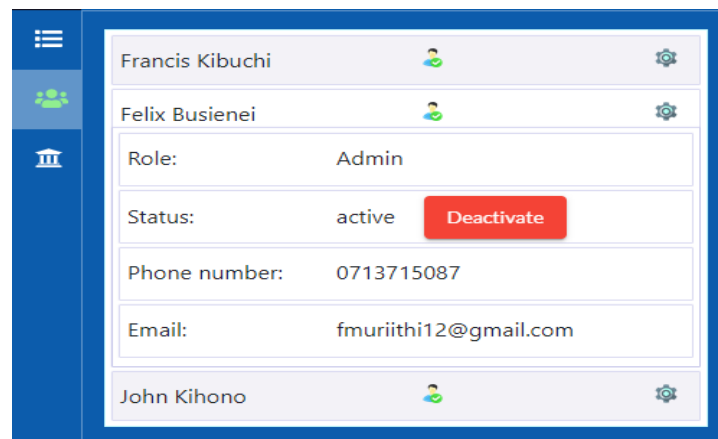
- Clicking on the settings icon expands that specific user's info panel. The only administrative action available is status change.
- To disable a profile user press the 'Deactivate' button.
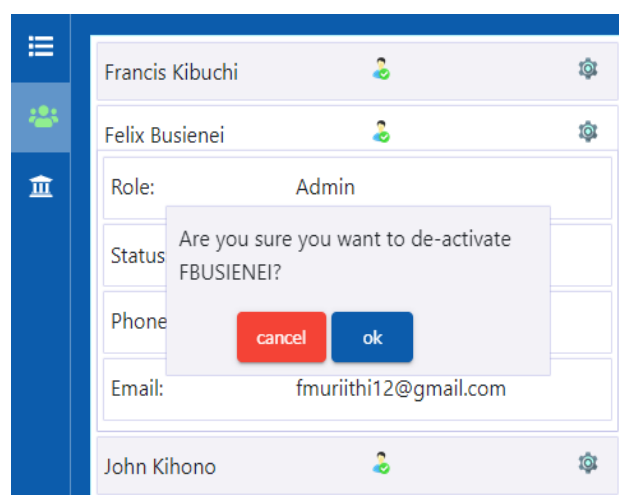
- On the confirmation pop-up click on 'OK' shown below. A disabled user's icon will have a red badge.
- To enable a user press the 'Activate' button then press 'OK' on the confirmation panel.

3.3 Accounts and Beneficiaries Administration
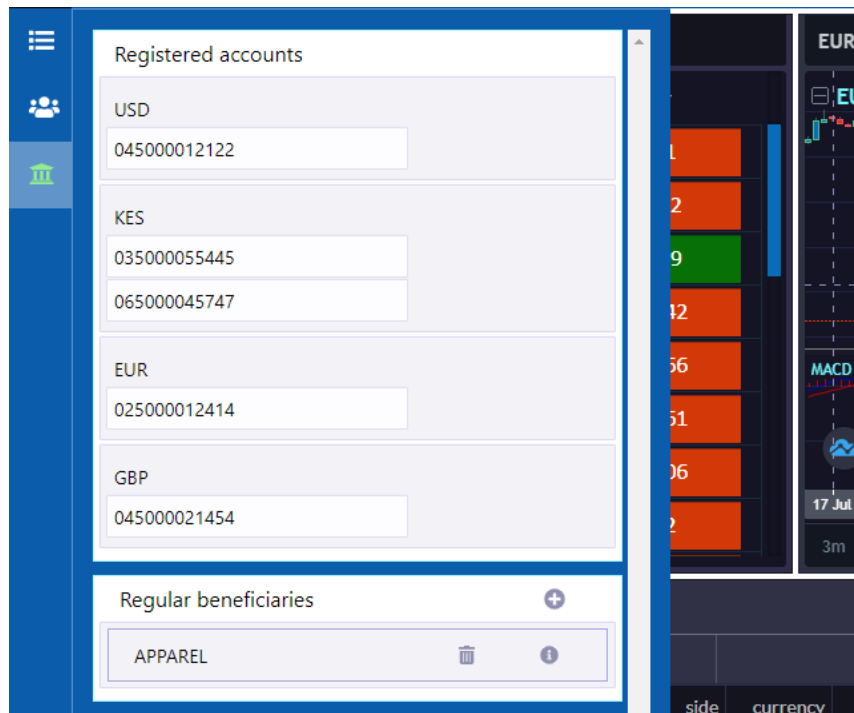
- To view the registered account numbers and regular beneficiaries, under the profile click on the bank icon on the left toolbar.
- To view the regular beneficiary's details, click on the info icon of the record.
- For administrators, to delete a regular beneficiary record, click on the bin icon on the record. The record will be purged from the list.
- To add a regular beneficiary, click on the add icon at the top. A pop-up will appear to enter the beneficiary's details. Fill in the details and submit. The new record will appear on the list.

Add regular beneficiary

Select currency ⇕	--Country-- ⇕
Alias/Identifier*	Bank name*
Swift code*	Branch
Beneficiary name*	Account number*
Routing Code	Physical address

Close   Add Ssi

4. DEALING

The primary purpose of the application is to facilitate the user to initiate FX deals with Family bank Limited. This section will delve in detail into the dealing functionalities of the application

4.1 Dealing Panel Layout

The dealing panel offers a number of options that the user can vary depending on their requirements. The user can select/change the deal type, settlement mode, selling/buying actions, amounts, effective accounts, value date, beneficiaries and more.

4.2 Quoting Convention

The currency subscriptions panel displays each currency alongside the selling and buying quotes.

For foreign currency against KES exchange rate, the currency is displayed only as foreign currency e.g. 'EUR', 'GBP' etc. For such, the quotes are straight-forward. The sell rate means the rate that the user can sell the foreign currency to Family Bank Ltd. The buy rate means the rate that the user can buy the foreign currency from Family Bank Ltd.

For foreign currency/foreign currency pairs both currencies are listed e.g. 'EUR/USD'. The first currency is called 'Base Currency' and the second currency the 'Quote Currency'. In this case, the sell rate means the rate that the user can sell the base currency to Family Bank Ltd

for the quote currency. The buy rates means the rate that the user can buy the base currency from Family Bank Ltd using the quote currency.

4.3 Deal Types

The application offers the user the capability to initiate various deal types. The deals are mainly classified depending on the beneficiary and settlement dates.

Based on the beneficiary type there are two types of deals:

- **Internal:** This is a deal where the beneficiary account is a Family Bank Account.
- **SWIFT/RTGS**: This is where the beneficiary account is with another institution other than Family Bank. RTGS for banks within EAC and SWIFT for other banks.

Based on the settlement date there are two types of deals:

- **Spot deals** :
  These deals settle within two days. Within this category there are two available settlement modes:
  1. **Instant settlement**. This is where the amount from the source account (the currency the user is selling) is debited instantly on confirmation of the deal and credited into the beneficiary account (the currency the user is buying) or remitted via SWIFT/RTGS.
  2. **Future settlement**. This is a deal where a rate is booked but the amount is not debited instantly. The amount is debited at the end of the value date or at any time before the value date by the user. The value date may not exceed two business days. This type of deal may require the user to commit a percentage of the value of the deal in the account at the time of confirmation.
- **Forward deals**:
  These are deals with value dates beyond two business days. This kind of a deal is only available for select currencies. Where available the application will compute the forward rate for the selected period.
  The settlement for such deals will happen at the end of the business day on the value date.
  A forward deal may be an internal deal or a SWIFT/RTGS deal.
  This type of a deal may require the user to commit a percentage of the value of the deal at the time of confirmation.

4.4 Instant Deals

This is where the amount from the source account (the currency the user is selling) is debited instantly on confirmation of the deal and credited into the beneficiary account (the currency the user is buying) or a SWIFT/RTGS remittance initiated.

4.4.1 Internal Transfer Instant Deals

- On the currency subscriptions panel, click on the rate matching the action you wish to perform (buy/sell) e.g. buy USD. The trading panel will appear as shown above.
- Enter the amount you wish to buy in the amount input. e.g. 4,000.00.
- Confirm the accounts you wish to transact on. In this case, USD and KES accounts.
- Once satisfied everything is OK, press the 'Deal' button.
- The user will be prompted to confirm the deal details.
- If you press 'Confirm' the deal will be effected a confirmation ticket pops up.
- A confirmation will also be sent via SMS and an e-mail sent to the user.
- In case of any errors, such as insufficient funds, an error message will pop-up.

Please confirm deal

You buy EUR	4,000.00
Rate (Approx.)	114.83
For KES	459,320.00
From KES account	035000055445
To EUR account	025000012414
Value date	24/07/2019

Back   **Confirm**

Deal confirmation receipt

Deal Reference	OD20190724R1546206
Transaction type	Internal transfer
You bought USD	4,000.00
Rate	103.1
For KES	412,400.00
From KES account	035000055445
To USD account	045000012122

Print   **Done**

4.4.2 RTGS/SWIFT Instant Deals

- On the currency subscriptions panel, click on the rate matching the action you wish to perform (buy/sell) e.g. buy USD.
- Once the default trading panel pops up, select 'Swift/RTGS' at the top bar. 'Pricing' and 'Beneficiary' tabs will appear with pricing as the default selection.
- Enter the amount you wish to buy in the amount input. e.g. 4,000.00.
- Select the 'Beneficiary' tab to enter the beneficiary details.
- The panel shown in the next page will appear.

- If the beneficiary is one of the regular beneficiaries, click on 'Select Beneficiary' field and select the preferred beneficiary.

- Once selected, the applicable fields will be auto-populated as shown in the next page.

- Scroll to the bottom of the panel using the blue scrollbar on the right.

- Enter the purpose of remittance, confirm the completeness of the beneficiary form and press 'Confirm Details'.
- The action will take you back to the pricing tab.
- Confirm the amounts, source account and press 'Deal'.
- A deal confirmation panel pops up.

Please confirm deal

You buy USD	4,000.00
Rate (Approx.)	103.1
For KES	412,400.00
From KES account	035000055445
Value date	24/07/2019
Transfer USD to	
Bank name	BANK OF AMERICA
SWIFT code	BOFAUS3N
Branch	NY
Beneficiary name	KENWOOD
Beneficiary account	5645464
Purpose	PAYMENT OF INVOICE 235452154

Back   Confirm

- Confirm the details again and press 'Confirm' once satisfied.
- A deal confirmation ticket will pop up and a deal reference generated if the deal is successful and an SMS and e-mail confirmation sent to the user.
- In the event of an error e.g. insufficient funds, the user will be notified via a pop up error message.

Deal confirmation receipt	
Deal Reference	OD20190724R1546209
Transaction type	SWIFT/RTGS transfer
You bought USD	4,000.00
Rate	103.1
For KES	412,400.00
From KES account	035000055445
Transfer USD to	
Bank name	BANK OF AMERICA
Swift code	BOFAUS3N
Branch	NY
beneficiary name	KENWOOD
Account number	5645464
IBAN	
Sort Code	

Print   **Done**

4.5 Future Settlement Deals

These are deals where settlement happens after the deal has been confirmed. The deal could be spot or forward deal.

4.5.1 TOD/TOM/Spot Deals

These deals settle within two business days.

- On the currency subscriptions panel, click on the rate matching the action you wish to perform (buy/sell) e.g. buy USD.
- The trading panel will appear as shown above.
- Enter the amount you wish to buy in the amount input. e.g. 4,000.00.
- Confirm the accounts you wish to transact on. In this case, USD and KES accounts.
- Select future settlement and press 'Deal' if you wish to settle the deal by the end of the day.
- If you wish to settle on another day, click on the calendar icon on the 'Value Date' field and select the day you wish to settle.
- Any day greater than spot will generate a forward rate. If you wish to deal at the spot rate, ensure the selected date is not more than two business days.
- Once satisfied everything is OK, press the 'Deal' button and proceed as in **4.4.2.**

4.5.1.2 SWIFT/RTGS Transfers

Future settlement deal procedure is similar to **4.4.3** but with one difference.

Before you press deal after input of all relevant information, change settlement mode to 'Future Settlement' from 'Instant Settlement'. Alternatively, the user may change the date on the calendar as shown below.

Any day greater than spot will generate a forward rate. If you wish to deal at the spot rate, ensure the selected date is not more than two business days.

The deal may require a percentage of the deal value to be available in the account as security/margin. To get an exception for security, the user should apply for a credit line from Family Bank Ltd.

Proceed as documented at **4.4.3.**

4.5.2 Forward FX Deals
These are deals with value dates beyond two business days. This kind of a deal is only available for select currencies. Where available the application will compute the forward rate for the selected period.

4.5.2.1 Internal Transfers
These deals are similar to **4.5.1.1** but the value date is more than two business days from the confirmation/dealing date.

4.5.2.2 SWIFT/RTGS Transfers
These deals are similar to **4.5.1.2** but the value date is more than two business days from the confirmation/dealing date

4.5.3 Supporting/AML Docs Upload

For SWIFT/RTGS deals with amount greater than USD 10,000.00, an extra step of uploading supporting documents must be completed.

Once the ticket is generated, there will be an 'Upload Docs' button at the bottom. Click on it to move to the docs upload panel.

Next:

Click on 'Browse' to select the supporting documents. Alternatively you can drag and drop the files on the grey area. NB: Only pdf, png and jpg files are allowed.
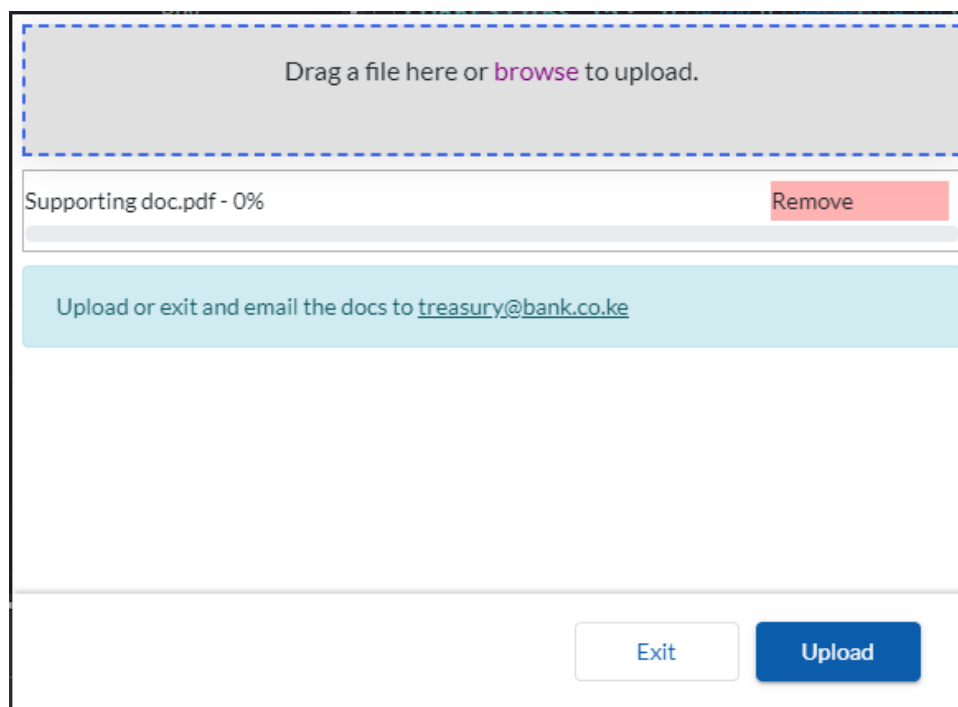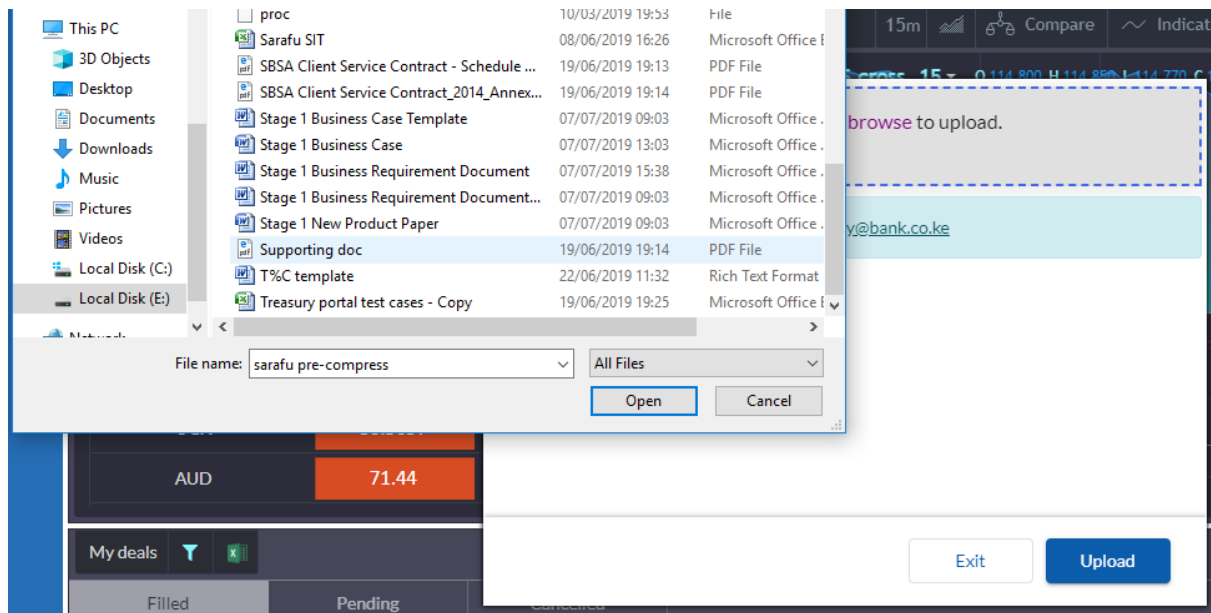
- Press 'Remove' if you selected the wrong file.
- Once the correct file is selected, press 'Upload' to initiate file upload. NB: Don't exit before the upload is completed.
- Once done, Press 'Exit' and complete the deal.
- The user can still exit and upload supporting documents later, or on request from the operations department of the bank.

- To upload documents on completed deals, locate the deal on the history blotters at the bottom of the application.
- Once located, press on the 'Upload Docs' icon on the deal and upload the documents.

Example: On the deal blotter below, additional docs can be uploaded on deal 'OD20190724R1546212'

4.5.4 Future Settlement Deal Margin

All future settlement FX deals will require the source account to be funded with at least 10% of the deal value. This amount is put under lien to act as performance margin of the transaction in the event of non-settlement by the user/customer.

The user may apply for a credit line to be exempted from the margin requirement. Where such margin is granted, the customer may initiate deals non-secured deal up-to 10 times the value of the credit line. All deals above that value will require performance margin.

4.6 Future Settlement Deal Administration

The application offers functionality to settle and cancel pending deals before settlement date.

4.6.1 Deal Cancellation

A user can cancel a future settlement deal before the settlement date/time. The deal will be cancelled at the prevailing interbank rate to the detriment or favour of the customer.

To cancel a deal, press the 'Process Deal' icon of the deal to cancel. The process deal icon is only active on pending deals.

On the pop up that appears, press the 'Select' field at the top of the pop up. Select the 'Cancel Deal' option.

The application will compute the cancellation rate and cancellation cost then enable the cancellation button. Press the 'Cancel Deal' button to cancel the deal.

4.6.2 Deal Settlement

Future settlement deals, may be settled by the user earlier than the settlement date. This is done by, navigating to the 'Pending Deals' tab of the deals blotter then pressing the process deal icon of the deal to be settled.

A settlement panel will pop up.

Press the 'Settle' button to settle the deal.

Once settled, the deal record will move from 'Pending' tab to 'Filled' tab.

4.7 Deal Confirmation/Notification

Upon confirmation of a deal, a deal reference number and ticket is generated. The ticket can be printed for records. In addition, SMS and e-mail confirmations are sent to the registered phone number and email(s) respectively.

5. DEALING HISTORY

5.1 Filtering

The deal blotter has deal filtering capability using various criteria.

To apply the deals filter, press the 'Filter' icon at the blotter menu bar. On the filtering box that appears, apply the preferred filtering options.
Press 'OK' to apply the filter.

5.2 Excel Reports

To generate an excel report of the active blotter tab, press on the 'Excel' icon and download the excel file.

5.3 Deal Type Lists

The deal blotter displays three categories of deals (tabs):

- **Filled deals: -** These are deals that have been settled and are being processed or already processed by the bank.
- **Pending deals: -** These are deals that have been confirmed and are awaiting settlement
- **Cancelled deals: -** These are deals that had been confirmed then cancelled later by the customer or the bank.

6. CURRENCY CHARTS

The application has advanced charting capability that offer insight to the users so they can make informed decisions.

6.1 Basic Chart Interpretation

The blue area represents the historical price action.

6.2 Changing the Currency in View

To change the currency in view, click on the top left input where the currency symbol appears. Once the user starts typing, a hints dropdown list will pop up.
Select the currency pair to view.
The chart will automatically load the chart.

6.3 Quick Duration Changes

To change the duration of view, the charts offer a quick way to do it.
At the bottom left of the charts panel press '3m' to view 3 months, '1m' to view 1 month, '5d' to view the last five days and '1d' to view the day's action.

6.4 Advanced Charting Functions

The charts support advanced analytical functionality among them:

- **Indicators:** Tens of indicators and overlays for trend analysis
- **Chart types:** Different chart types to suit users preferences e.g. bars, candlesticks etc.

- **Time frames**: Supports 1m, 5m 15m, 1h, 4h and 1D timeframes
- **Currencies comparison:** Supports overlays of different currencies for comparison.

7.0 LOG OUT

Once the user is done with the session, the user should make sure they log out to prevent further unauthorized activity.