Central Bank of The United Arab Emirates

INTEGRATED ENQUIRY MANAGEMENT SYSTEM (IEMS)
Financial Intelligence Department

IEMS – FID

User Guide

AUTHOR:

REPORTING SYSTEM

1. DOCUMENT HISTORY

SNO	Version	Change Description	Created By	Date
1	1.0	User Guide for Reporting Entities	REPORTING SYSTEM	28/01/2019

2. TABLE OF CONTENT

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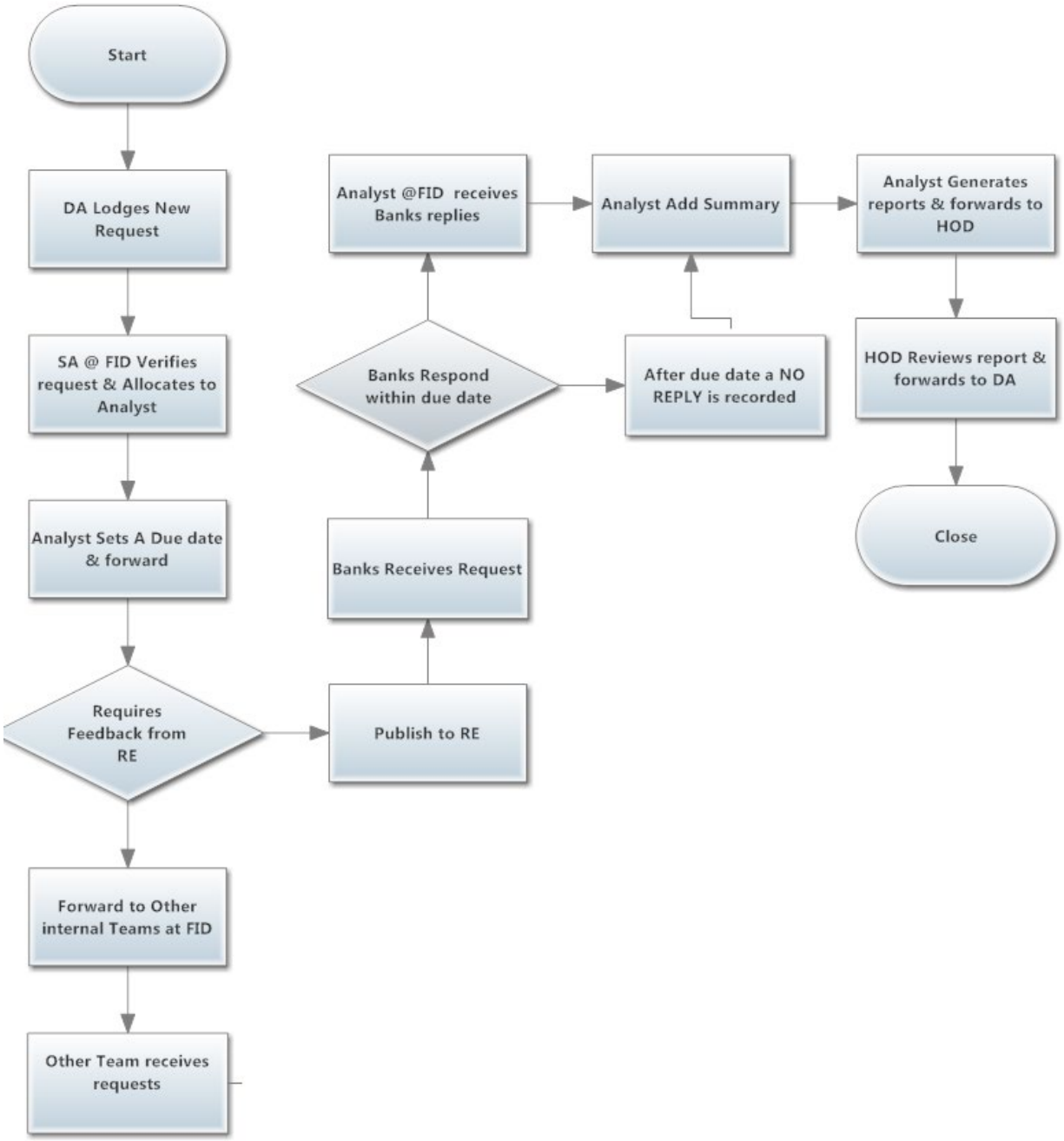
3. INTRODUCTION

The Financial Information Department at Central Bank is introducing a new system that would automate and facilitate the execution process of Requesting information, implementing decisions of public prosecutions and a certain type of requests regarding Combating Money Laundering and financing of Terrorism (AML/CFT) issued by all the Domestic authorities in the state.

This new system, called "Integrated Enquiries Management System – IEMS" that is built on top of an existing system called CCMS, intends to replace the existing Secure Email System currently used between the CBUAE and the banks in correspondence exchange (notices and letters issued by the Financial Information Department to banks electronically (sending / receiving), which involves a certain amount of manual processing. IEMS allows for an end-to-end automated process between the CBUAE and Domestic authorities and the Financial Institutions in the state, and offers a set of functionalities that would strengthen the execution and monitoring of the different domestic authorities, in addition to an adequate statistical reporting module.

4. GENERAL PROCESS FLOW



5. USERS AND ROLES

IEMS will have various types of user groups.

1. **ADMIN**
   This user group can manage all the users within their entity. They can create new users, assign roles and disable users.

2. **MAKER (INPUT USER)**
   The only user group that can reply to requests and add the relevant attachments to the requests.

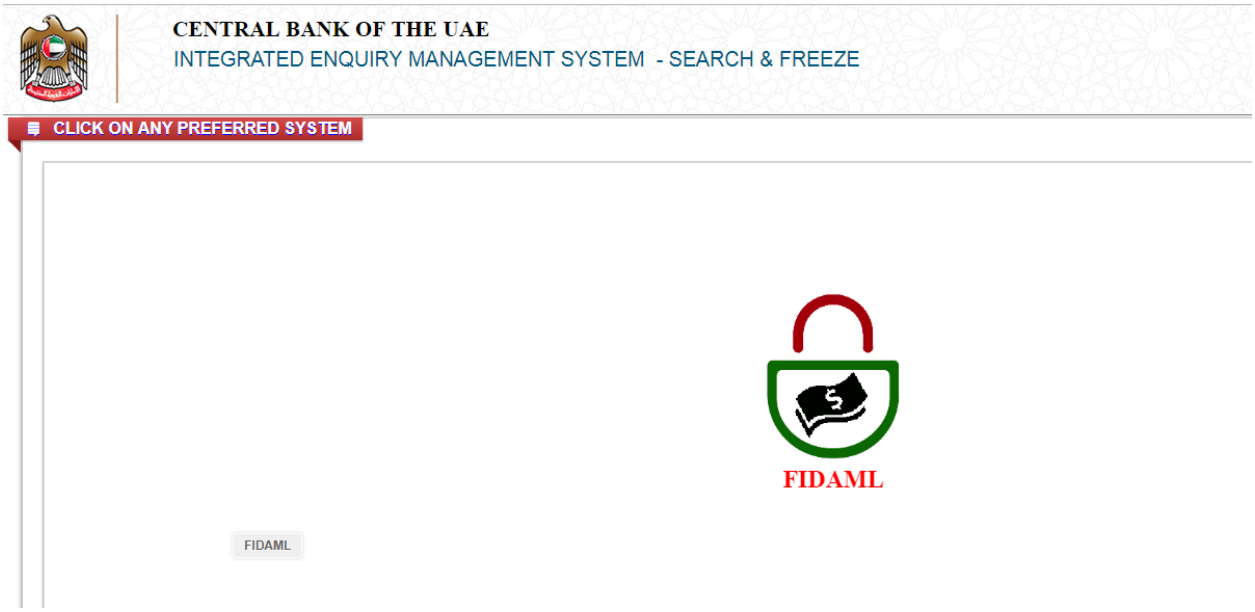
3. **CHECKER (AUTHORIZER)**
   This group user can only sign off or authorize the replies given to requests by the maker. They can also reject the reply if they find any discrepancy. The request will be returned back to MAKER user for amendment before authorizing the request.

4. **VIEWER**
   This group will be able to view all the requests lodged by FID.

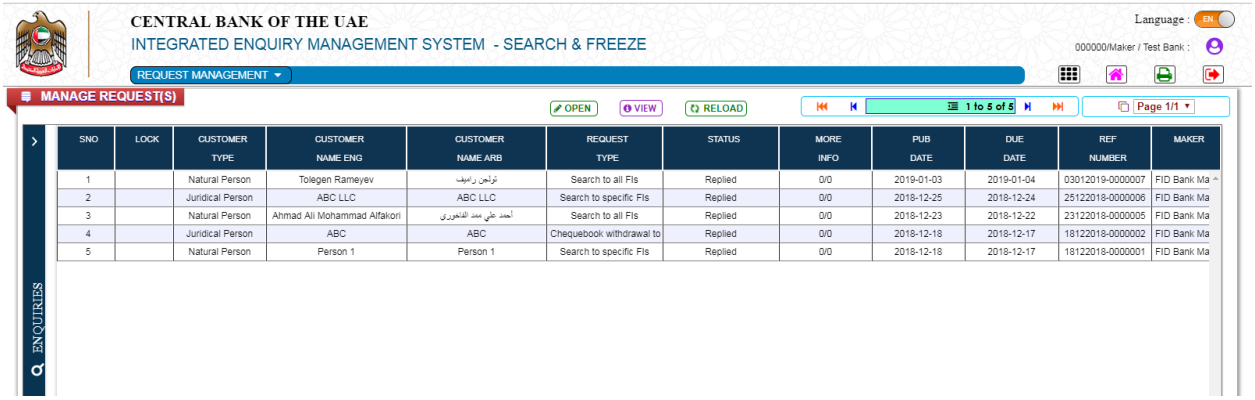
6. Maker System Actions

1. Logon to the system

2. Welcome Screen

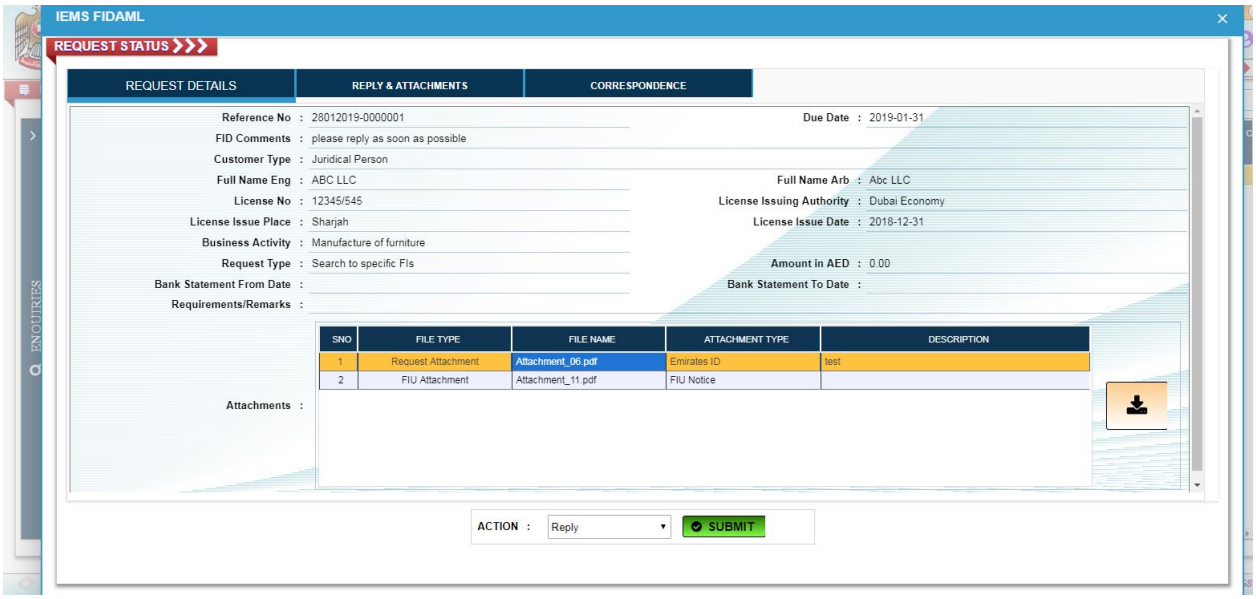


3. View Requests



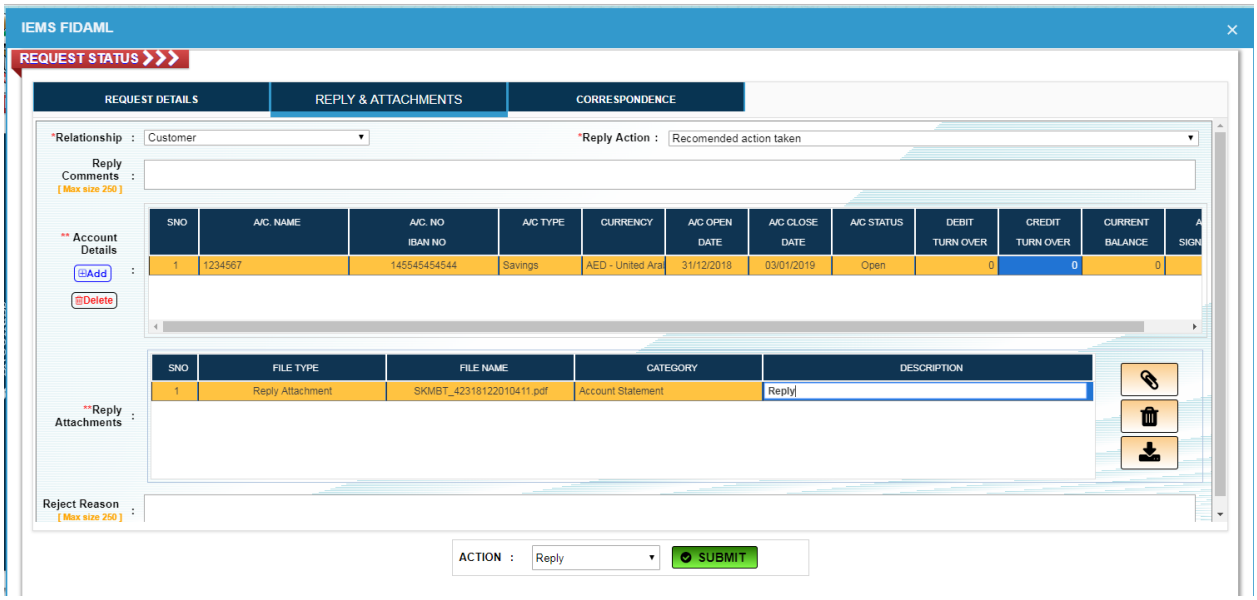
SNO	LOCK	CUSTOMER TYPE	CUSTOMER NAME ENG	CUSTOMER NAME ARB	REQUEST TYPE	STATUS	MORE INFO	PUB DATE	DUE DATE	REF NUMBER	MAKER
1		Natural Person	Tolegen Rameyev	تولجن راميف	Search to all FIs	Replied	0/0	2019-01-03	2019-01-04	03012019-0000007	FID Bank Ma
2		Juridical Person	ABC LLC	ABC LLC	Search to specific FIs	Replied	0/0	2018-12-25	2018-12-24	25122018-0000006	FID Bank Ma
3		Natural Person	Ahmad Ali Mohammad Alfakori	أحمد علي محمد الفاخوري	Search to all FIs	Replied	0/0	2018-12-23	2018-12-22	23122018-0000005	FID Bank Ma
4		Juridical Person	ABC	ABC	Chequebook withdrawal to	Replied	0/0	2018-12-18	2018-12-17	18122018-0000002	FID Bank Ma
5		Natural Person	Person 1	Person 1	Search to specific FIs	Replied	0/0	2018-12-18	2018-12-17	18122018-0000001	FID Bank Ma

4. Respond to the request



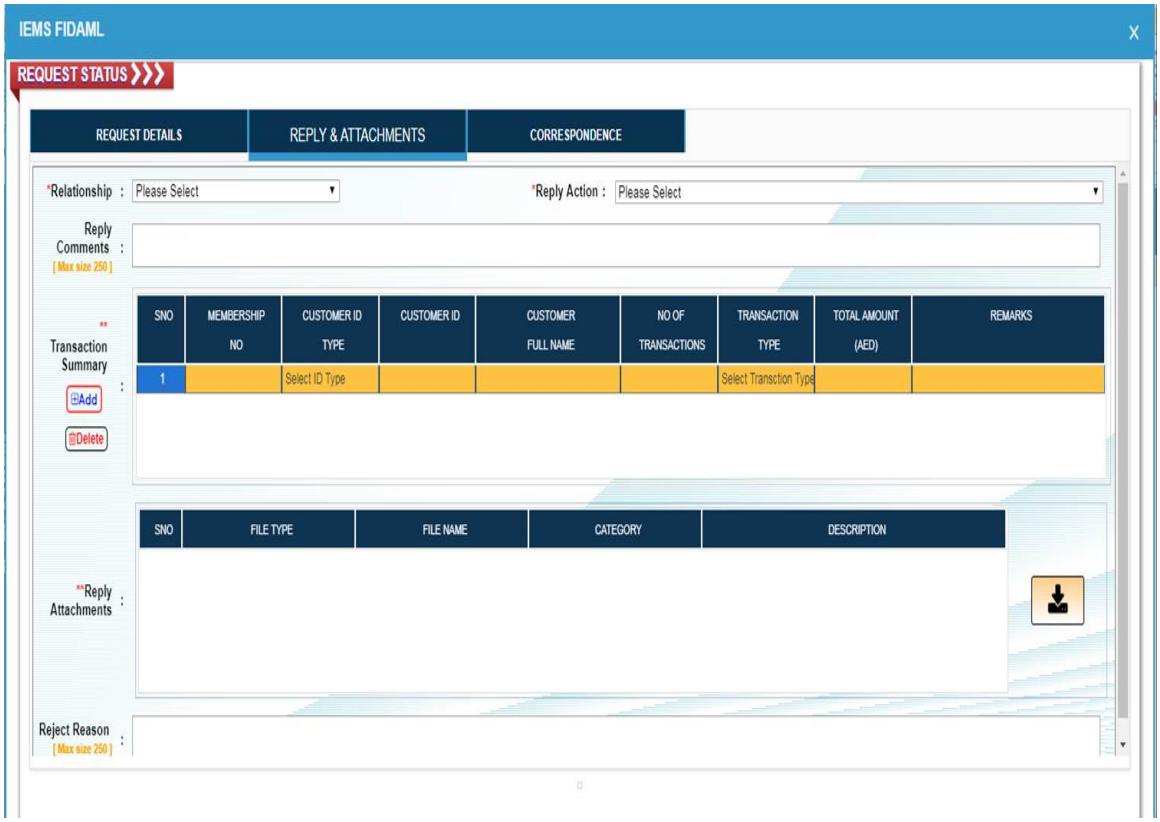
- While replying to the requests, the maker has to attach the relevant supporting documents

5. Banks and FIC Reply Screen

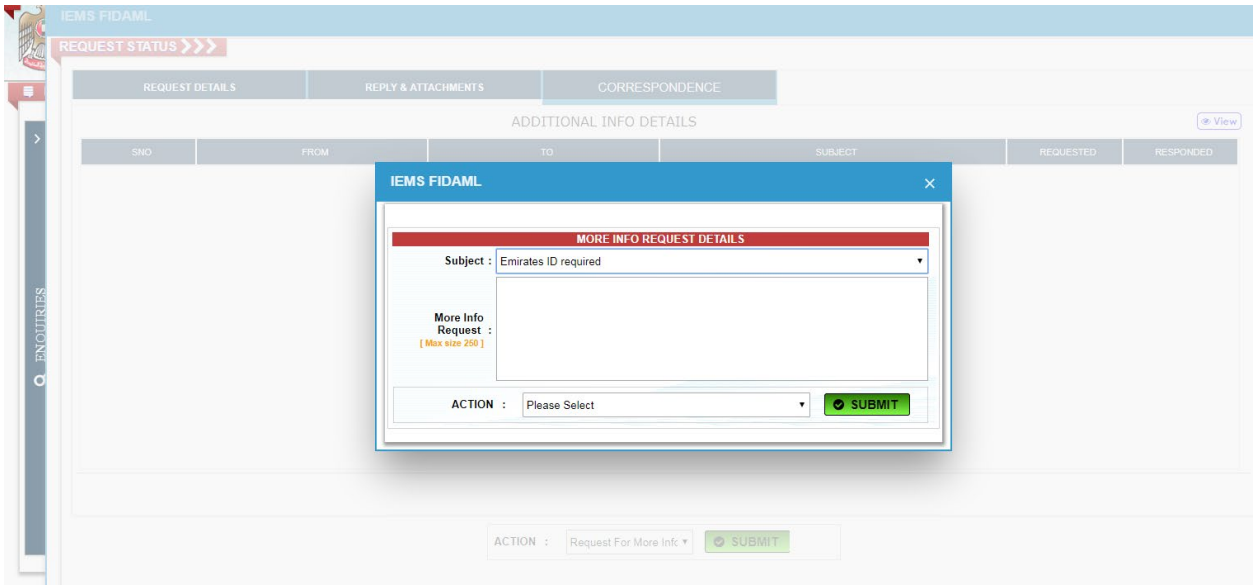


- The customer account details has to be entered if the request is an action against a customer.
- If the request is about a non customer, relevant relationship has to be selected.
- All the * marked field has to be entered.
- Supporting documents should be attached.

6. Exchange House Reply Screen

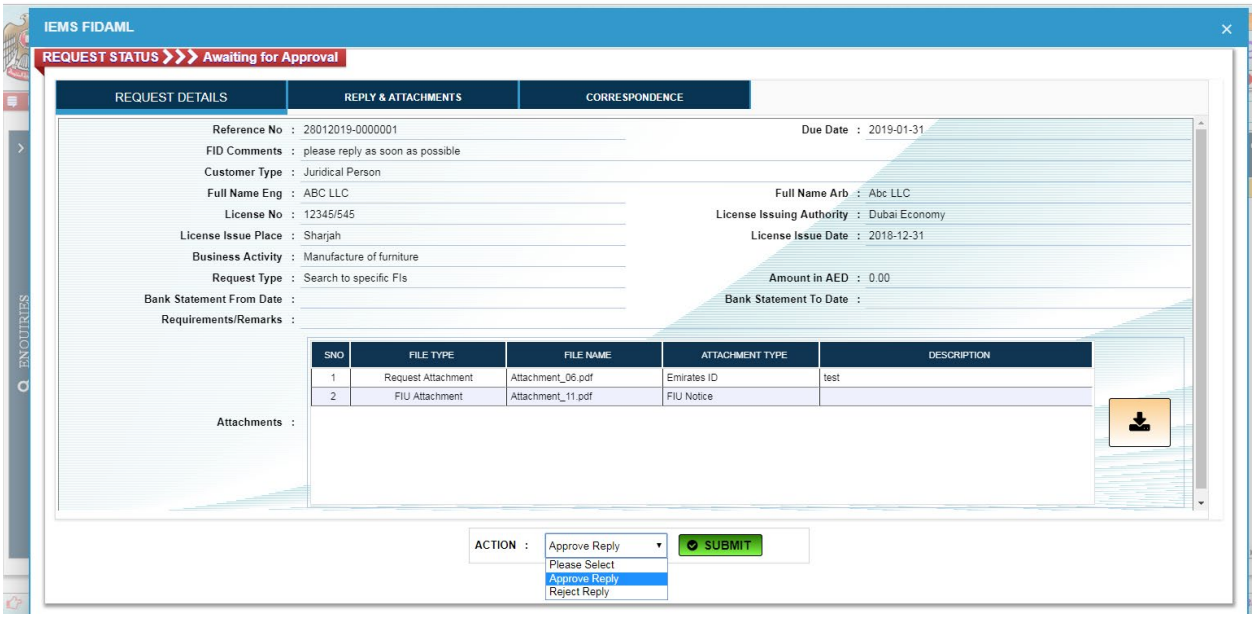


7. Correspondence

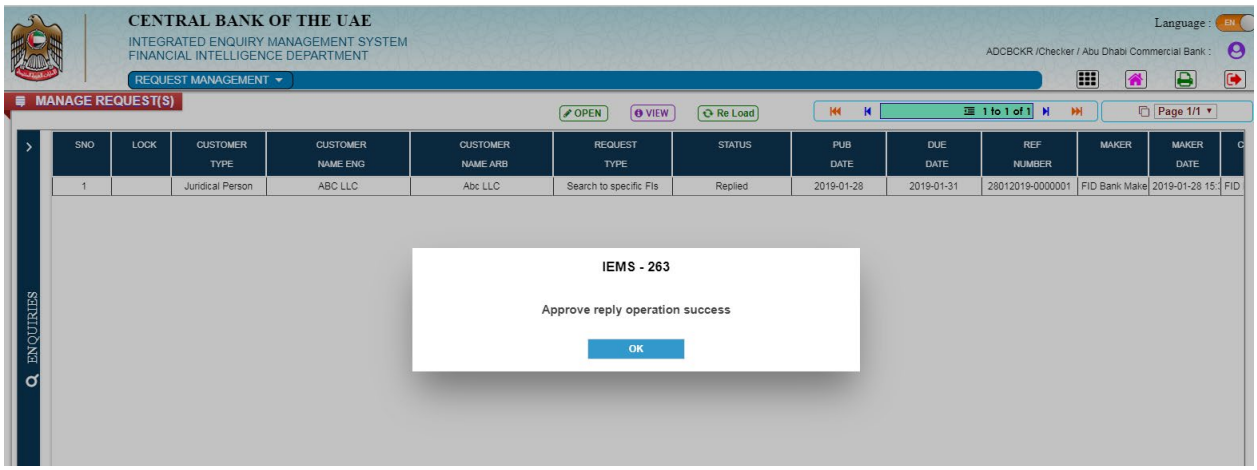


- In the correspence tab, extra information can be requested back to the FID.
- IEMS is a bilingual system wherein requests against individuals/corporates can be enquired by the FID.
- Suitable action will be registered for freezing, unfreezing etc.

7. Checker System Actions

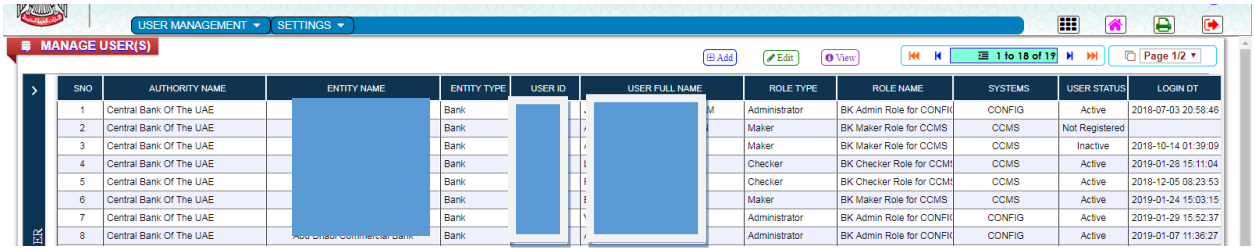


- The checker will then login to the IEMS system and approve/reject the reply to the request.
- FID will provide the request order as attachment to enquire about banks/individuals/companies.



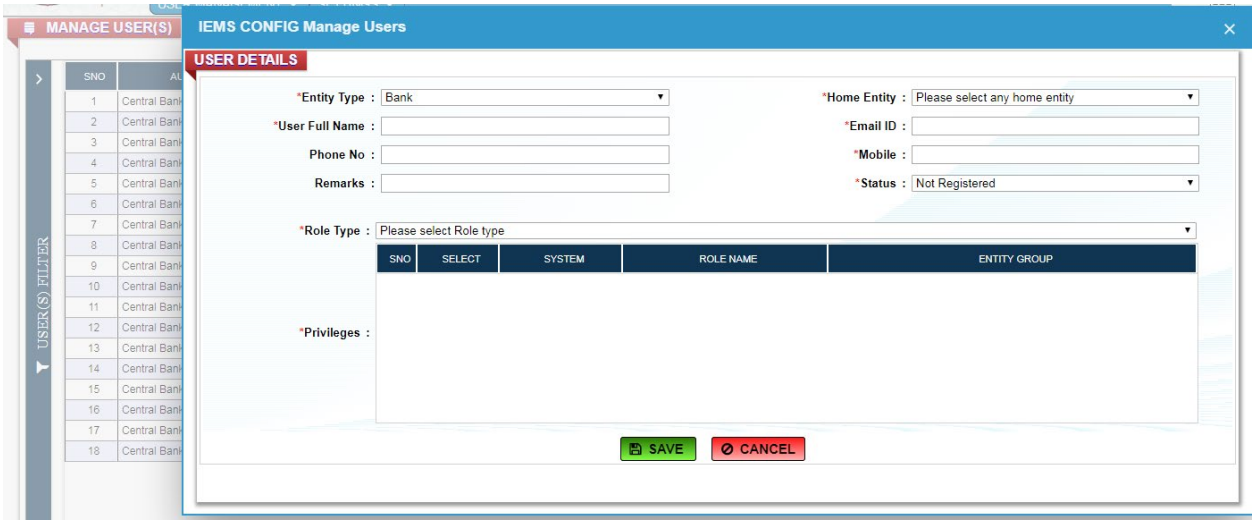
8. Admin System Actions

1. Add Users

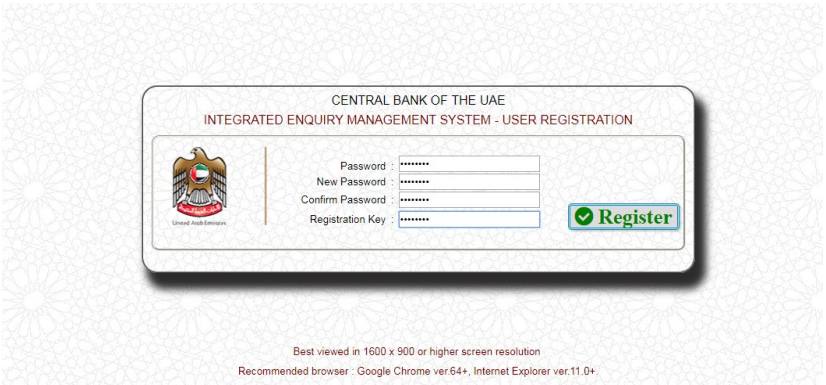


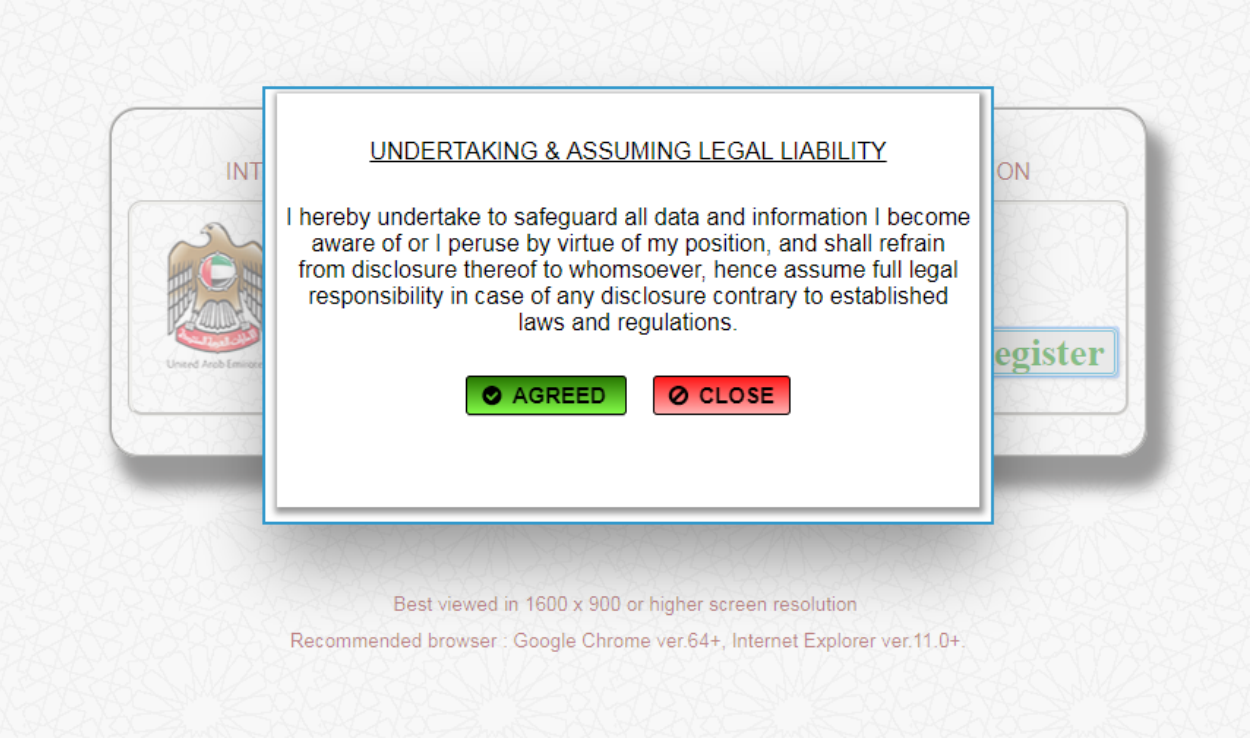
- Use the Add button to create new users

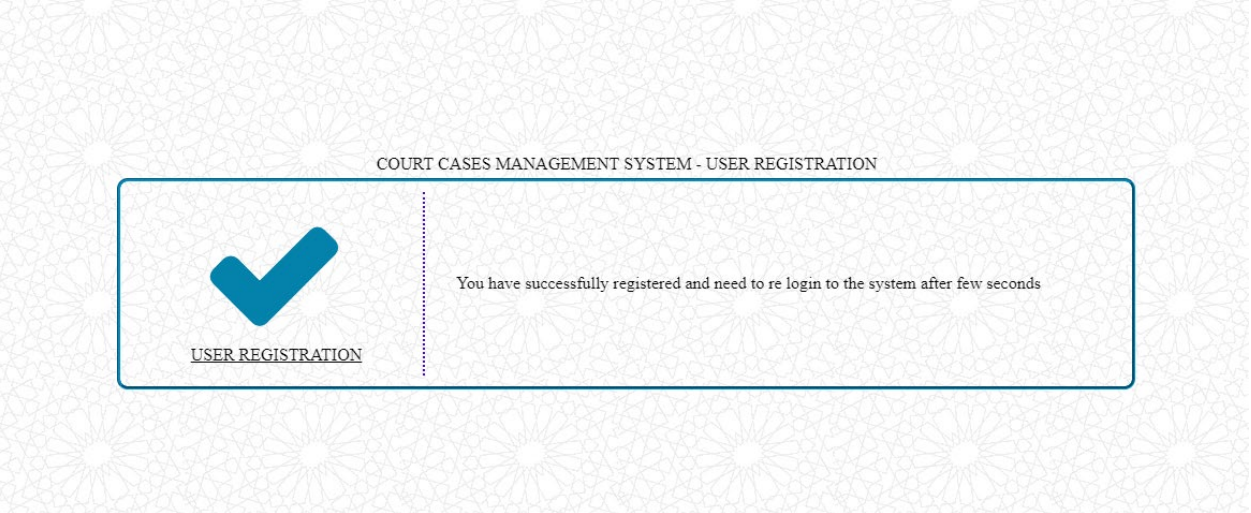
2. User Creation Screen



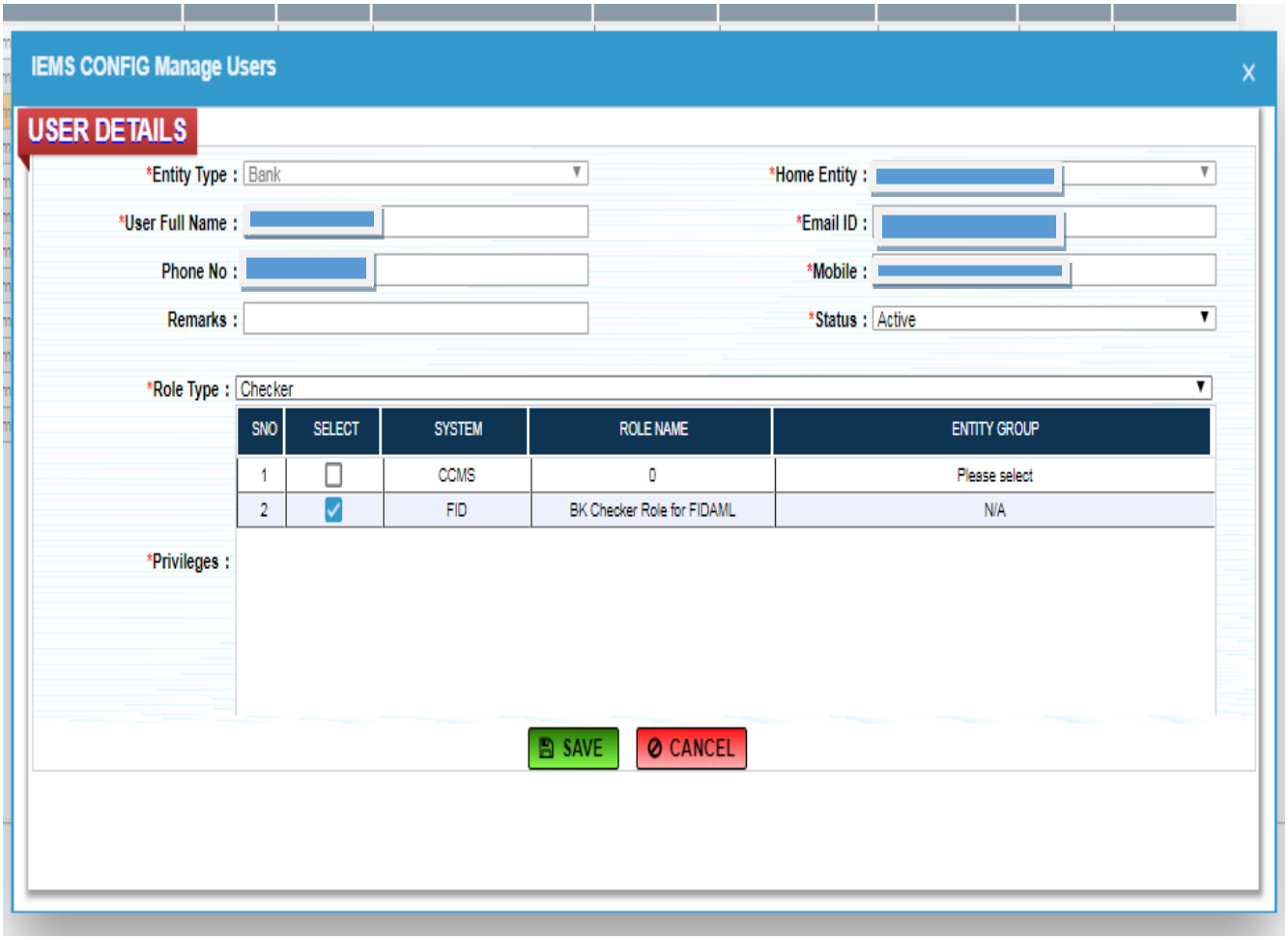
The new user for IEMS will receive email and sms regarding the user credentials




UNDERTAKING & ASSUMING LEGAL LIABILITY
I hereby undertake to safeguard all data and information I become aware of or I peruse by virtue of my position, and shall refrain from disclosure thereof to whomsoever, hence assume full legal responsibility in case of any disclosure contrary to established laws and regulations.
AGREED
CLOSE
Best viewed in 1600 x 900 or higher screen resolution
Recommended browser : Google Chrome ver.64+, Internet Explorer ver.11.0+.


COURT CASES MANAGEMENT SYSTEM - USER REGISTRATION
USER REGISTRATION
You have successfully registered and need to re login to the system after few seconds

- The Admin can assign the users to each system as per department



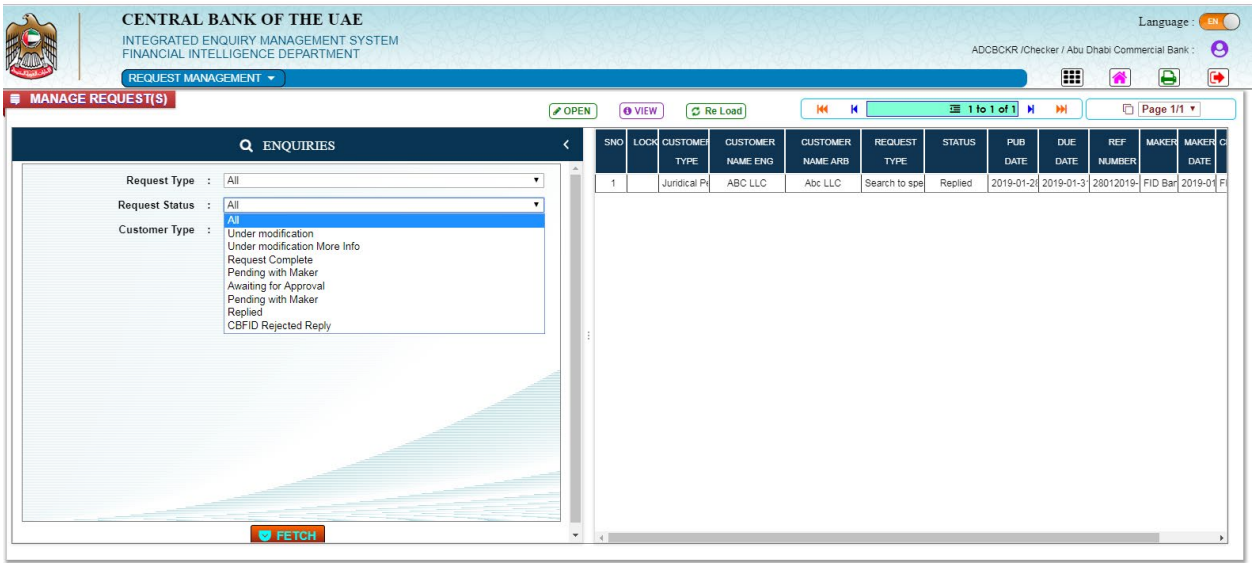
- You can assign different roles to SAME person by creating separate user profiles. e.g.
- 050M1200 - Maker - CCMS - Ahmed
- 050C1201 - Checker - FID - Ahmed

- So Maker in CCMS can be checker in FID but with DIFFERENT user id

- Similarly same person with same ID can only have SAME role in CCMS & FID e.g.
- 050M1300 Maker CCMS - Ahmed
- 050M1300 Maker FID - Ahmed

- So Maker in CCMS will be Maker in FID but with SAME user id
- Likewise Checker in CCMS will be Checker in FID but with SAME user id
- For same existing user id you can edit and assign one or both systems to the same user id / role

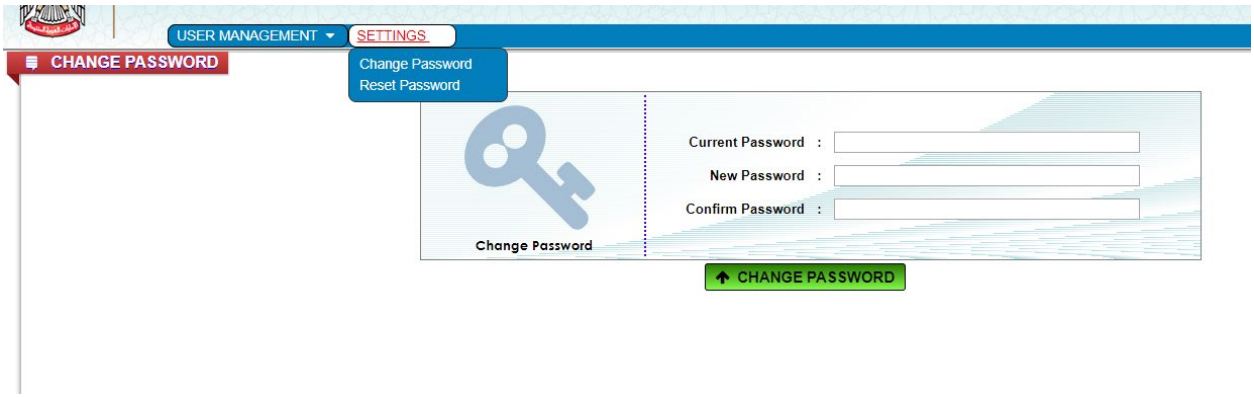
9. Enquiries



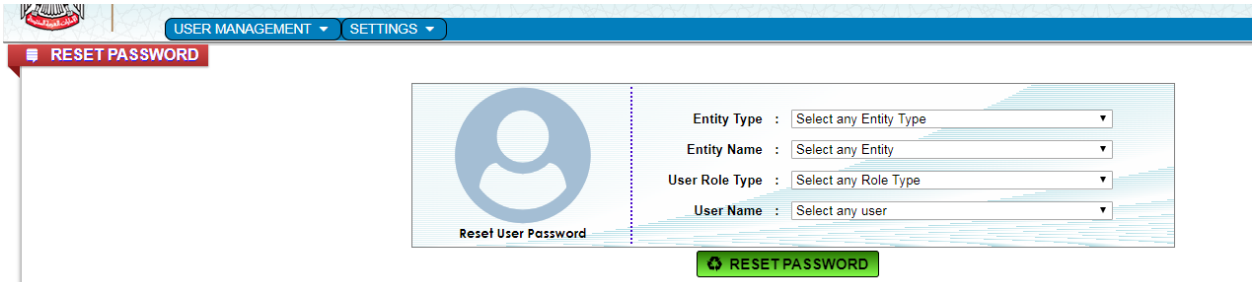
- The enquiries screen will show the user the status of each request.
- The overall status of requests- published, pending, additional info, replied and not read can be seen on the request status screen.

10. Maintenance Screen

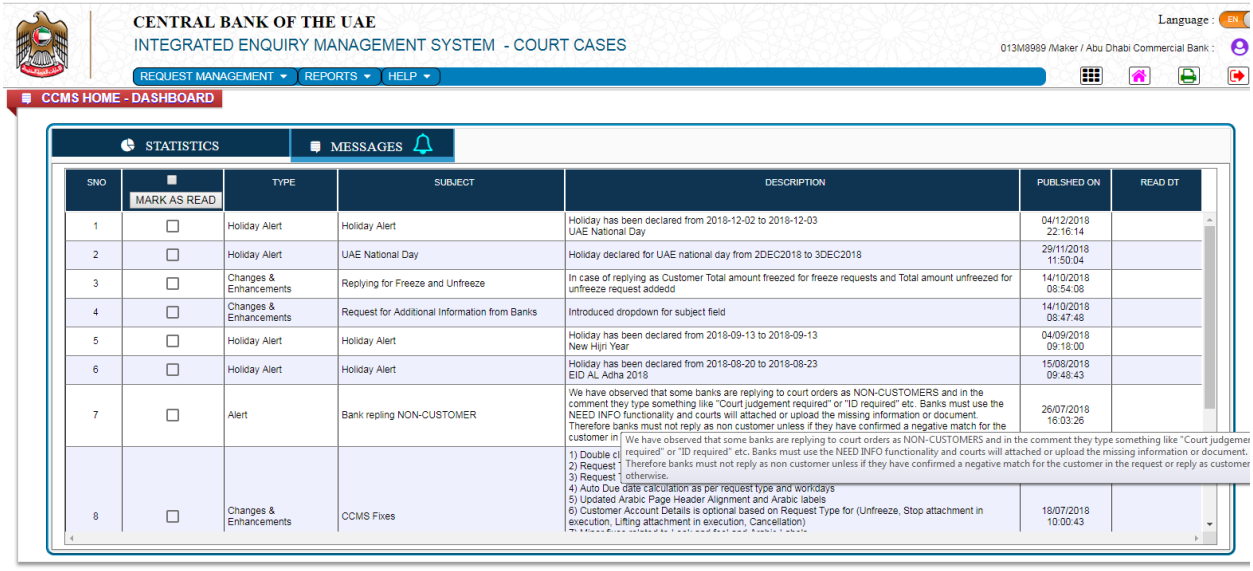
1. Change Password



2. Reset Password



3. Alert Screen



11. Feedback and IT enquiries

IT Division – CBITD

ITD is responsible for facilitating the IEMS to all internal and external entities.

All application related questions may forwarded to repsys.support@cbuae.gov.ae.

All connectivity related queries may be forwarded to network.support@cbuae.gov.ae