# CTBC eTrust Netbank On-Line Transaction and Electronic Form Instruction For Maker As Checker

(Index)                                                                                                    V20220518

## How to create Beneficiary Template

    Creating a beneficiary template can be useful if you always make payments to the same beneficiary.

**The asterisk (*) indicates a required item.**

Go to **Customer Service** > **Bank Advise** > **Beneficiary And Template Maintenance**

1.  Select **Transaction Type** (eg. FCY Remittance)、**Template Type**, press "**Create Beneficiary Template**".



2.  Input **Beneficiary Account No**、**Beneficiary Name** ,then select **Beneficiary Bank Country** and **Bank Charge**.

3. Input the **Beneficiary Bank Details** or click on the magnifier icon after **SWIFT ID** field to inquiry and bring out beneficiary bank details.



4. Select **Bank Country** and input part of **SWIFT ID** or **Bank Name**, then press "**Search**".



5. Search result displays bank details in list. Select one bank details, then press "**Select**".

6. Bank details will bring out to Beneficiary Bank Details, then press "**Add**" to create a beneficiary template.



7. Verify beneficiary details, press "**Confirm**".
8. System message displays "**Beneficiary created successfully**".

## Initiate the On-Line Transaction

Go to **Cash Management>On-Line Transaction**

- **Internal Transfer**：CTBC (local) to CTBC (local)

- **Internal Remittance**：CTBC (local) to CTBC (other country)

- **LCY Remittance**：CTBC (local) to local bank (in local currency)

- **FCY Remittance**：CTBC (local) to local/overseas bank (in foreign currency)

## FCY Remittance

1. Select **Debit Account**、**Currency**、**Transaction Date**, click on magnifier icon after **Beneficiary Account.**



2. This page will pop up a **Beneficiary Details Box**, then Press "**Search**" to get the result, choose a template and press "**Select**".

3. The system will take you back to the "**Make new payment** "page. Then you will see three buttons at the bottom of the page. Please click on the" **Next**" button to proceed with the transaction.
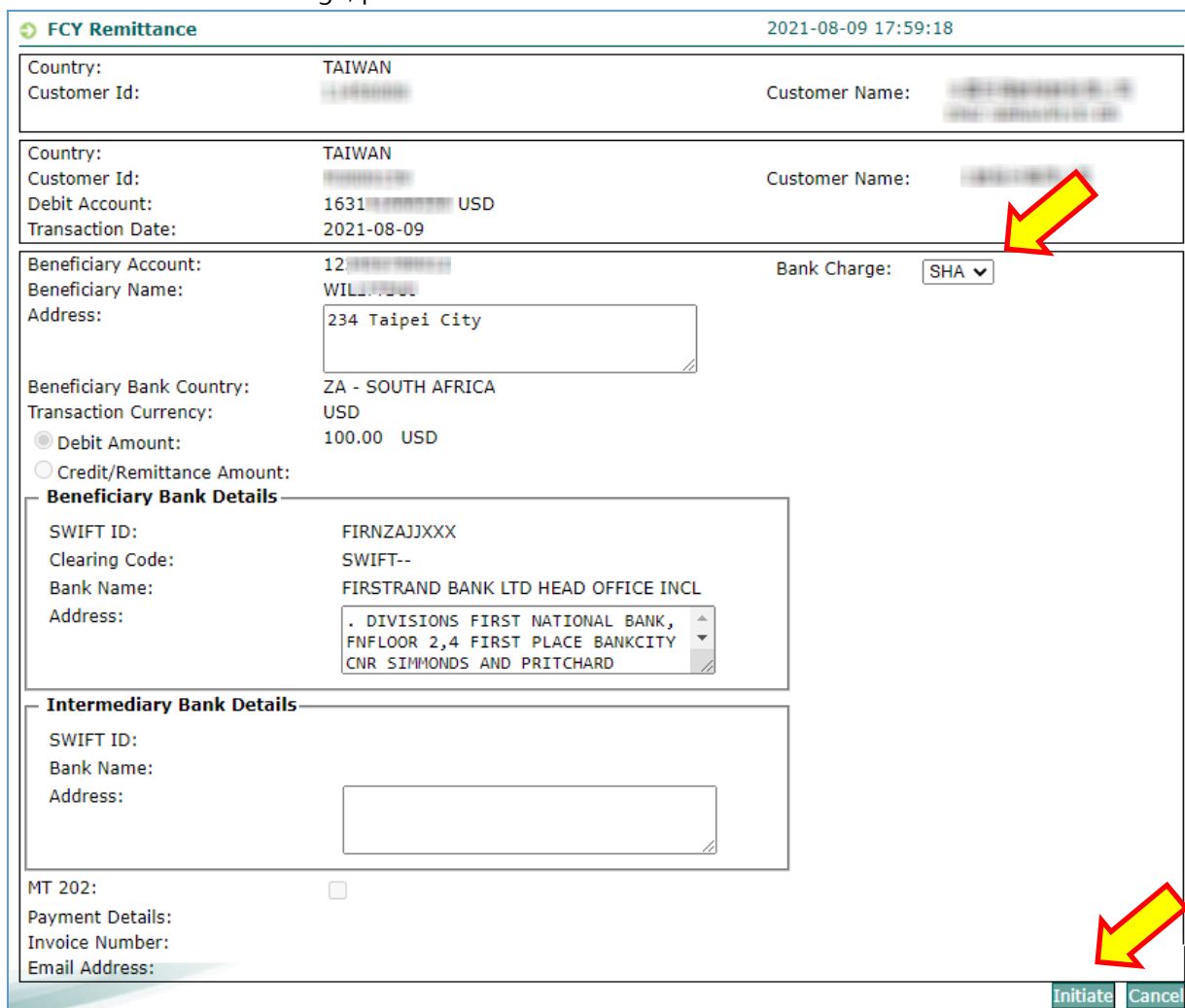


**\*\*The three buttons represent three different meanings：**

- " **Next** " →Continue initiating the payment, till the system displays 'Please enter CA password' page.
- " **Save as Template** " →Save the current payment information on current page as template for future use.
- " **Save as Draft** " →Temporally save the unfinished payment information and not yet send to authorization.

4. Select Bank Charge, press "**Initiate**".

5. Verify transaction date in system message and transaction details, press "**Confirm**".
● Insert USB Key before submit the transaction.
● Over the cut-off time, system message will show that value date will be postponed to next value date.
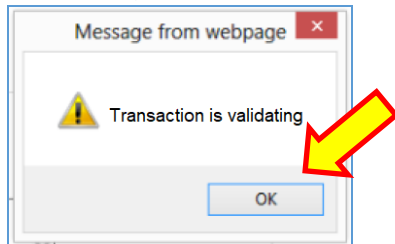


6. System pops up dynamic keyboard, please enter USB Key password and press "**Confirm**".

7.   Take out USB Key and insert it again within 30 secs.
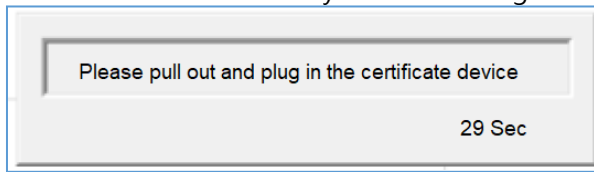


8.   System pops up "**Transaction is validating**" message, press "OK".



9.   System message displays that Transaction has been submitted with reference  No. and wait for Checker's authorization according to mandate setup.

## LCY Remittance

1.   Select **Debit Account**、**Currency**、**Transaction Date** and click on magnifier icon after **Beneficiary Account**.

2. This page will pop up a **Beneficiary Details Box**, then Press "**Search**" to get the result, choose a template and press "**Select**".



3. Select Bank Charge, press "**Initiate**".

4. Verify transaction date in system message and transaction details, press "**Confirm**".
- Insert USB Key before submit the transaction.
- Over the cut-off time, system message will show that value date will be postponed to next value date.
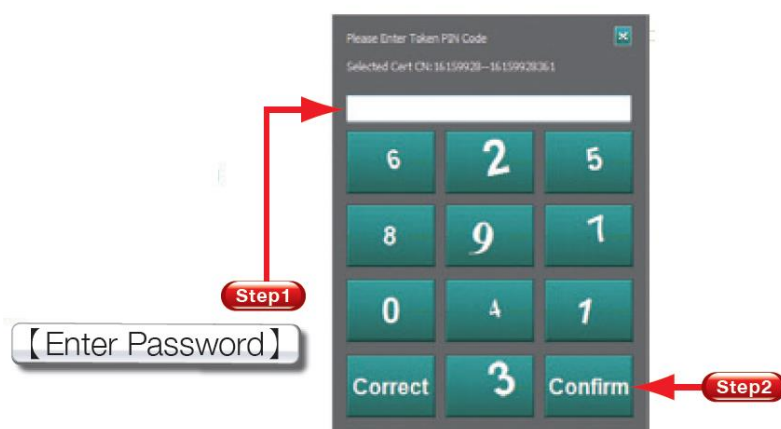


*Status Messages*
⚠ Your transaction will be processed on value date of 2022-05-19 as within business hours

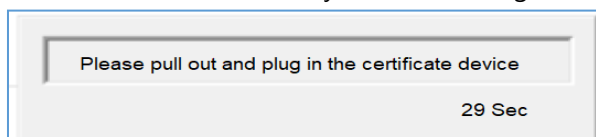➤ **LCY Remittance - Verify**                                        2022-05-19 15:22:12

| | | | |
|---|---|---|---|
| Country: | TAIWAN | | |
| Customer Id: | | Customer Name: | |

| | | | |
|---|---|---|---|
| Debit Account: | | | |
| Bank and Branch Code: | | Bank Name: | 中國信託商業銀行 |
| Transaction Date: | 2022-05-19 | | |

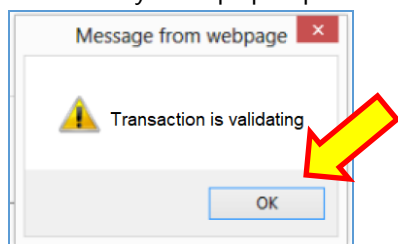| | |
|---|---|
| Beneficiary Account: | |
| Beneficiary Name: | |
| Beneficiary Id: | |
| Beneficiary Bank/Branch Code: | 0520960 |
| Beneficiary Bank/Branch Name: | 渣打國際商業銀行北高雄分行 |
| Transaction Currency: | TWD |
| ⦿ Debit Amount: | 122 TWD |
| ◯ Credit/Remittance Amount: | 122 TWD |
| Bank Charge: | OUR |
| Payment Details: | |
| Invoice Number: | |
| Email Address: | |
| Tax Number: | |

[Confirm] [Cancel]

5. System pops up dynamic keyboard, please enter USB Key password and press "**Confirm**".



6. Take out USB Key and insert it again within 30 secs.



Please pull out and plug in the certificate device

29 Sec

7. System pops up "**Transaction is validating**" message, press "OK".



Message from webpage

⚠ Transaction is validating

OK

8. System message displays when transaction submit with reference No. and wait for Checker's authorization according to mandate setup

## Authorization the Transactions

1. Go to **Authorization** > **Transaction** >**Pending Transaction**
2. Filtered by authorization status
3. Select all items to complete transaction authorization at a time



4. Click on the authorize button shown in lower right corner to process authorization



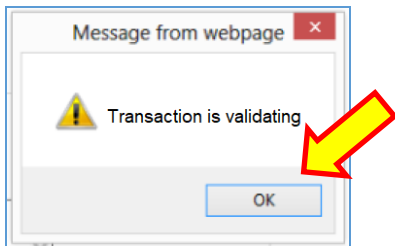5. System pops up dynamic keyboard, please enter USB Key password and press "**Confirm**".

6. Take out USB Key and insert it again within 30 secs.
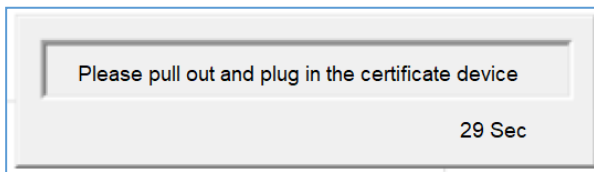


7. System pops up "**Transaction is validating**" message, press "OK".



## Use Electronic Form to cancel the Processing Transactions

Go to **Customer Service**>**Bank Advise**>**Electronic Form**

1. Select Transaction Date、Transaction Type、Query Type and enter the text you want to indicate in the message box.

2. Press "**Submit For Authorization**" to send a request for the next authorization.

## Quick Access Hotline Service

**STEP 1** Scan & Download    **STEP 2**
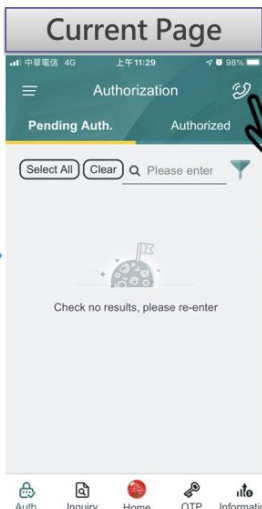
**Reminder：**
- **When the connection signal is unstable, please call the local customer service telephone line and get problems solved.**

**Login Page**

CTBC Biz Bank

Hong … ▾

Cust. ID    5****7
User ID    CC**U01
Remember the Cust. ID & User ID
Password    6-12digits and numbers

Login

Generate OTP

**Current Page**

Authorization

Pending Auth.    Authorized

Select All  Clear  Q Please enter

Check no results, please re-enter

Auth.  Inquiry  Home  OTP  Informatio

**Contact Us**

Contact

Make an Internet call now

Calling from the mobile network will consume network traffic. Various contact methods are as follows.
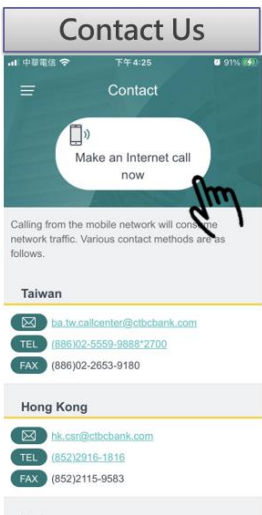
**Taiwan**
✉ ba.tw.callcenter@ctbcbank.com
☎ (886)02-5559-9888*2700
FAX (886)02-2653-9180

**Hong Kong**
✉ hk.csr@ctbcbank.com
☎ (852)2916-1816
FAX (852)2115-9583

Customer Service
- TW ：(886)3327-7777#2700 OR 0800-017-888
- HK ：(852)2916-1816
- SG ：(65) 6351-4888
- NY ：(212) 457-8903
- VN ：(84)-8-39-101-888#301~303
- IN ：(91) 11-43688888
- JP ：(03) 6742-0968