

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

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V20220518

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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**.

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

Beneficiary Bank Details

SWIFT ID:

Clearing Code:

Bank Name:

Address:

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

Bank Details
2021-08-09 17:25:49

Country: TAIWAN
Customer Id: Customer Name:

Bank Country*:
SWIFT Code:
Bank Name:

Search Close

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

Step1

Records 1 to 20 of 50
Page 1 of 3

SWIFT Code	Bank Name	Bank Address	Beneficiary Bank Country
<input checked="" type="radio"/> CITIUS31RIM	CITIBANK N.A.	3800 ATTN GLOBAL TRADE TAMPA, FL 33610	US - UNITED STATES OF AMERICA
<input type="radio"/> CITIUS33LAX	CITIBANK INTERNATIONAL	LOS ANGELES, CA	US - UNITED STATES OF AMERICA
<input type="radio"/> CITIUS33MIA	CITIBANK N.A.	MIAMI, FL	US - UNITED STATES OF AMERICA

Records 1 to 20 of 50
Page 1 of 3
Step2

Print Download

Select

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

Beneficiary Bank Details

SWIFT ID: CITIUS31RIM

Clearing Code: SWIFT

Bank Name: CITIBANK N.A.

Address: 3800 ATTN GLOBAL TRADE TAMPA, FL 33610

Intermediary Bank Details

SWIFT ID:

Bank Name:

Address:

Template Level: * Customer

Back Add

- Verify beneficiary details, press **"Confirm"**.
- 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**.

☐ Existing Transaction Template:

☒ Make New Payment

Debit Account:* Currency:*

Transaction Date:*

Beneficiary Account:*

Beneficiary Name:*

Address:

Beneficiary Bank Country:*

Transaction Currency:*

☒ Debit Amount:

☐ Credit/Remittance Amount:

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

Beneficiary Details 2021-08-09 17:42:44

Country: TAIWAN

Customer Id: Customer Name:

Beneficiary Id: Beneficiary Name:

Alias Name: Bank Name:

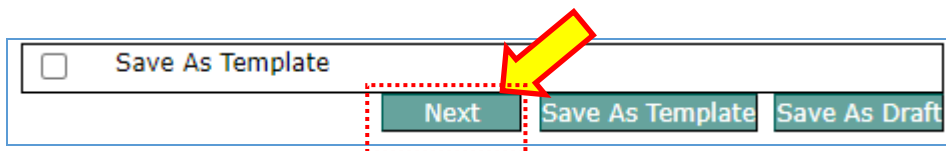
Bank Code:

Step1

Beneficiary Id	Beneficiary Name	Alias Name	Beneficiary Account	Beneficiary Bank SWIFT ID	Beneficiary Bank Name
<input type="radio"/> WILLYCASE	CASE3	CASE3	123456789012	FIRNZAJXXX	FIRSTRAND BANK LTD HEAD OFFICE INCL
<input type="radio"/> WILLYTSUI	WILLYTSUI	WILLYTSUI	123456789012	FIRNZAJXXX	FIRSTRAND BANK LTD HEAD OFFICE INCL
<input checked="" type="radio"/> WIN10IE11	WIN10IE11	WIN10IE11	123456789012	FIRNZAJXXX	FIRSTRAND BANK LTD HEAD OFFICE INCL

Step2 **Step3**

- 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.

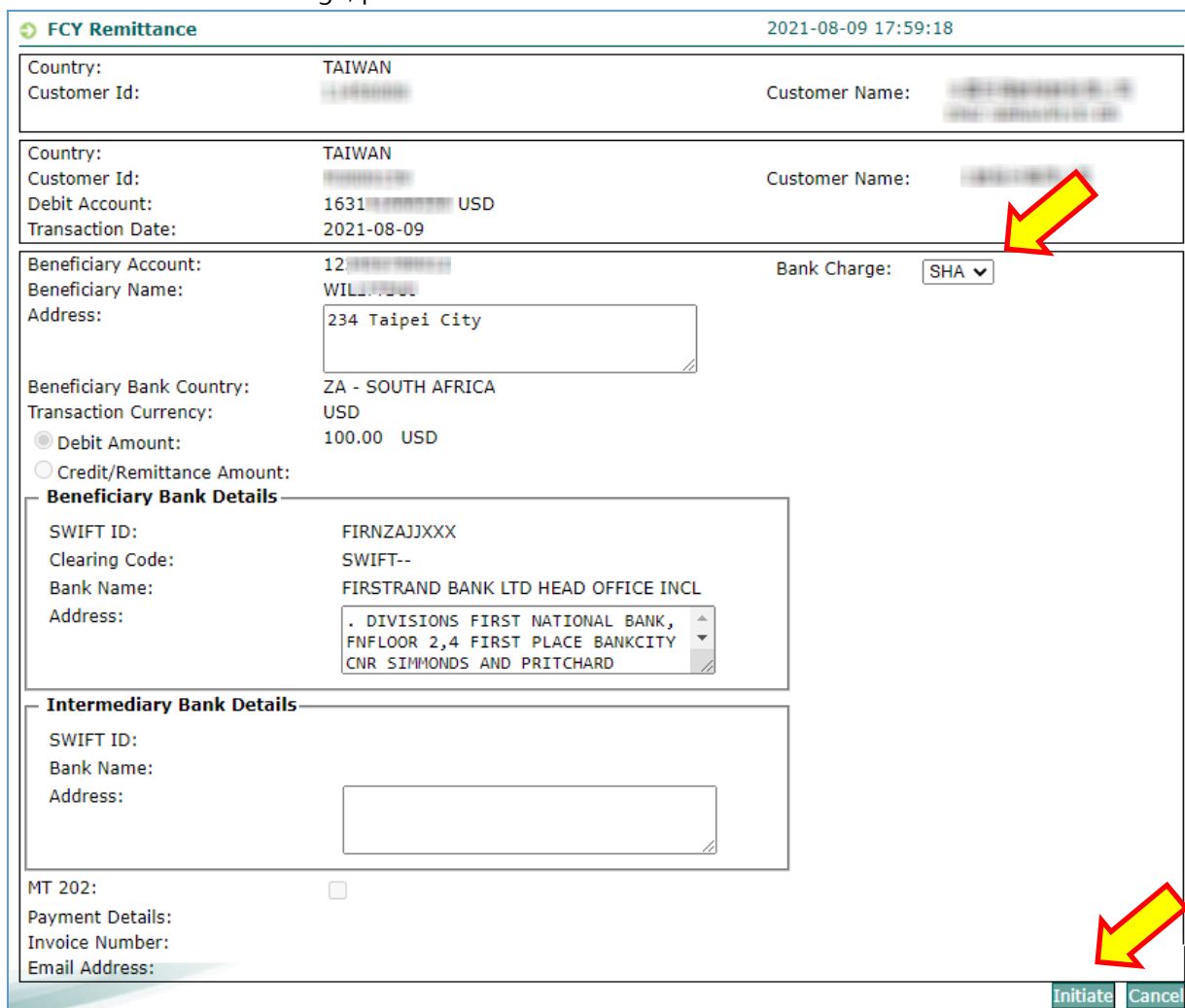


☐ Save As Template
 Next
 Save As Template
 Save As Draft

****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.

- Select Bank Charge, press "Initiate".



FCY Remittance 2021-08-09 17:59:18

Country: TAIWAN
 Customer Id: [REDACTED] Customer Name: [REDACTED]

Country: TAIWAN
 Customer Id: [REDACTED] Customer Name: [REDACTED]
 Debit Account: 1631 [REDACTED] USD
 Transaction Date: 2021-08-09

Beneficiary Account: 12 [REDACTED] Bank Charge: SHA
 Beneficiary Name: WILL [REDACTED]
 Address: 234 Taipei City

Beneficiary Bank Country: ZA - SOUTH AFRICA
 Transaction Currency: USD
 Debit Amount: 100.00 USD

Beneficiary Bank Details
 SWIFT ID: FIRZAJJXXX
 Clearing Code: SWIFT--
 Bank Name: FIRSTRAND BANK LTD HEAD OFFICE INCL
 Address: . DIVISIONS FIRST NATIONAL BANK, FN FLOOR 2,4 FIRST PLACE BANKCITY CNR SIMMONDS AND PRITCHARD

Intermediary Bank Details
 SWIFT ID:
 Bank Name:
 Address:

MT 202: ☐
 Payment Details:
 Invoice Number:
 Email Address:

Initiate Cancel

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.

FCY Remittance - Verify2021-08-09 17:59:43

Country:	TAIWAN	Customer Name:	王明輝先生
Customer Id:	11000000000000000000		

Country:	TAIWAN	Customer Name:	王明輝先生
Customer Id:	11000000000000000000		
Debit Account:	163 11000000000000000000 USD		
Transaction Date:	2021-08-09		

Beneficiary Account:	121 11000000000000000000
Beneficiary Name:	WILLIAMS
Address:	234 Taipei City
Beneficiary Bank Country:	ZA - SOUTH AFRICA
Transaction Currency:	USD
Debit Amount:	100.00 USD
Credit/Remittance Amount:	100.00 USD
Bank Charge:	SHA

Beneficiary Bank Details

SWIFT ID:	FIRNZAJJXXX
Clearing Code:	SWIFT--
Bank Name:	FIRSTRAND BANK LTD HEAD OFFICE INCL
Address:	. DIVISIONS FIRST NATIONAL BANK, FNFLOOR 2,4 FIRST PLACE BANKCITY CNR SIMMONDS AND PRITCHARD

Intermediary Bank Details

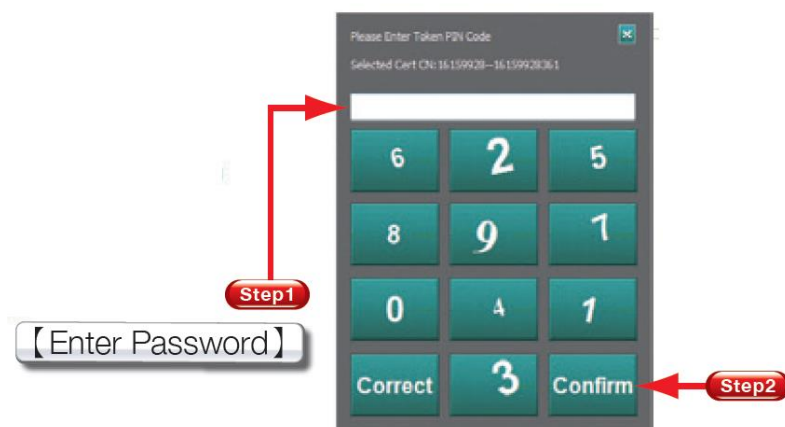
SWIFT ID:	
Bank Name:	
Address:	

MT 202: ☐

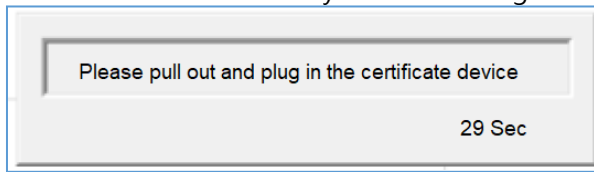
Payment Details:
Invoice Number:
Email Address:

ConfirmCancel

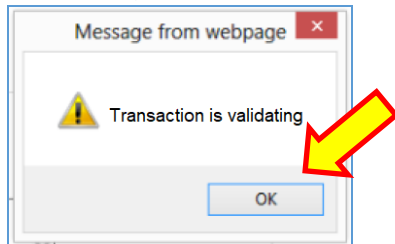
6. System pops up dynamic keyboard, please enter USB Key password and press "**Confirm**".



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**.

LCY Remittance 2022-05-19 15:07:56

Country: TAIWAN		Customer Name: 	
Customer Id: 			
<div><input type="radio"/> Existing Transaction Template: </div> <div><input checked="" type="radio"/> Make New Payment</div>			
Debit Account:*	<div>107540365564 </div>	Currency:*	<div>TWD </div>
Bank and Branch Code:	<div>8220107 </div>	Bank Name:	<div>中國信託商業銀行 </div>
Transaction Date:*	<div>2022 05 19 </div>		
Beneficiary Account:*	<div> </div>		
Beneficiary Name:*	<div></div>		
Beneficiary Id:	<div></div>		
Beneficiary Bank/Branch Code:*	<div>0520960 </div>		
Beneficiary Bank/Branch Name:	<div>渣打國際商業銀行北高雄分行 </div>		
Transaction Currency:*	<div>TWD </div>		
<input checked="" type="radio"/> Debit Amount:	<div></div>		
<input type="radio"/> Credit/Remittance Amount:	<div></div>		
Payment Details:	<div></div>		
Invoice Number:	<div></div>		
Email Address:	<div></div>		
Tax Number:	<div></div>		

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

2022-05-19 15:18:20

Beneficiary Details

Country:	TAIWAN	Customer Name:	
Customer Id:			
Beneficiary Id:		Beneficiary Name:	
Alias Name:		Bank Name:	
Bank Code:			

Search **Close**

Beneficiary Id	Beneficiary Name	Alias Name	Beneficiary Account	Bank,Branch Code	Bank,Branch Name
<input type="radio"/>				0520960	渣打國際商業銀行北高雄分行
<input type="radio"/>				8060080	元大商業銀行三重分行
<input type="radio"/>				0130785	國泰世華商業銀行永春分行
<input type="radio"/>				8061102	元大商業銀行高雄分行
<input type="radio"/>				0098164	彰化商業銀行北高雄分行
<input type="radio"/>				0071026	第一商業銀行西門分行
<input type="radio"/>				0061494	合作金庫商業銀行北屯分行
<input type="radio"/>				8080358	玉山商業銀行大雅分行

3. Select Bank Charge, press "Initiate".

中國信託銀行
CTBC BANK

Last Login :2022-05-17 15:30:39 Last Failed Login :2022-05-03 16:55:18 My Favorite Select

Cash Management Loan Management Trade Finance Authorization Customer Service

WELCOME, 謝岳
Account Information
Collection And Remittance
On-Line Transaction
Internal Transfer
Foreign Exchange And Transfer
Foreign Exchange Settlement Without Internal Remittance
LCY Remittance
FCY Remittance
Alliance Express (MT101)
LCY Remittance(Multiple)
FCY Demand Draft
Open Term Deposits
Term Deposits Closure
Bulk Payment

Cash Management » On-Line Transaction » LCY Remittance

Add to Favorites Set as Landing Help Print Logout

2022-05-19 15:23:38

LCY Remittance

Country:	TAIWAN	Customer Name:	
Customer Id:			
Debit Account:	107540365564 TWD	Bank Name:	中國信託商業銀行
Bank and Branch Code:	8220107		
Transaction Date:	2022-05-19		
Beneficiary Account:		Bank Charge:	OUR
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:			
Payment Details:			
Invoice Number:			
Email Address:			
Tax Number:			

Initiate **Cancel**

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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

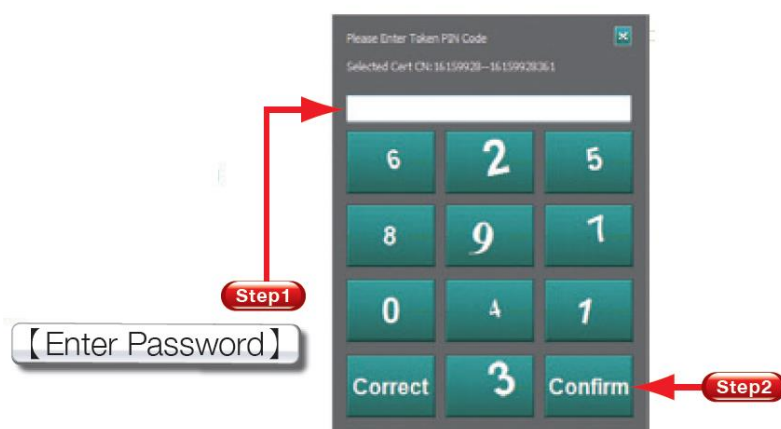
⚠ Your transaction will be processed on value date of 2022-05-19 as within business hours

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

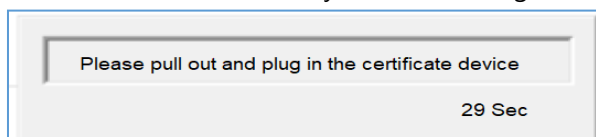
Country:	TAIWAN	Customer Name:	
Customer Id:			
Debit Account:	1035100055561 TWD	Bank Name:	中國信託商業銀行
Bank and Branch Code:	0220107		
Transaction Date:	2022-05-19		
Beneficiary Account:			
Beneficiary Name:			
Beneficiary Id:			
Beneficiary Bank/Branch Code:	0520960		
Beneficiary Bank/Branch Name:	渣打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

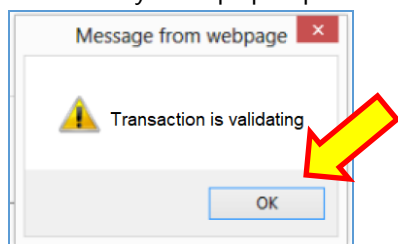
5. System pops up dynamic keyboard, please enter USB Key password and press "**Confirm**".



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



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

WELCOME, 測試ESTEY

Account Information

Transactions

Authorization > Account Information > Transactions

Transaction Type Amount Currency Count

A0001 Salary Transfer	29,418	TWD	1 (File Level)
Beneficiary Upload	0	TWD	5 (File Level)

Search

Customer: All Currency: All

Transaction Type: All Date Type: Transaction Creation Date

Date From: Select Select Select Date To: Select Select Select

EBanking Reference No.: User Reference Number:

Account Number: Status: All

Records 1 to 6 of 6

None/All	Transaction Type	Status	User Reference No.	Total File Amount	Total Records	Total Rejected Record	Transaction Currency	Debit Cust id	Charge Type
<input type="checkbox"/>	A0001 Salary Transfer	Pending Authorization		29,418	1	-	TWD		

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

Print Download

Authorize Reject

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

Please Enter Token PIN Code

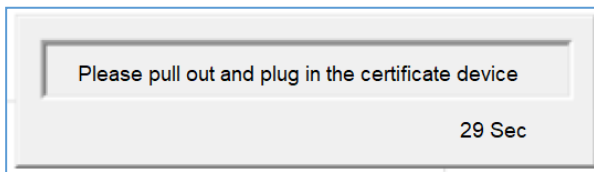
Selected Cert Chu: 16159928-16159928361

Step1

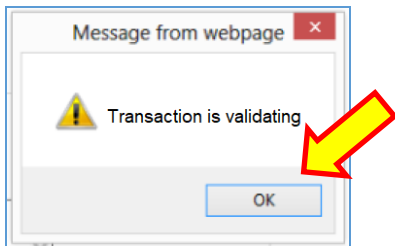
【Enter Password】

Step2

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.

A screenshot of the CTBC Bank web portal. The top navigation bar includes "Cash Management", "Loan Management", "Trade Finance", "Authorization", and "Customer Service". The "Customer Service" menu is expanded, showing "Bank Advise" and "Electronic Form". The "Electronic Form" page has a left sidebar with "My Services", "Customer Service", "Bank Advise", "Beneficiary And Template Maintenance", "File Download", "Electronic Form", "Download", "CA/Token", "Automated Message", and "Notification Services". The main content area shows a form with fields for "Country" (TAIWAN), "Customer Id", "Customer Name", "Transaction Date*", "Transaction Type*", "Query Type*", and "Message*". Red dashed boxes and numbered steps (Step 1 to Step 5) are overlaid on the form. Step 1 points to the "Customer Name" field. Step 2 points to the "Transaction Date*" field. Step 3 points to the "Transaction Type*" field. Step 4 points to the "Query Type*" field. Step 5 points to the "Message*" text area. At the bottom right, there are "Reset" and "Submit For Authorization" buttons.


Notice :

- Account owner is allowed to change corporate infrastructure name (in terms of Limited Corporation, Limited Company, Branch, pre-opening office) and complex word, assemble word, and switch around for 2 Chinese characters in first name.
- Account name and account number is prohibited to change at the same time
- Amount is prohibited to change
- Password reset for authorization personal, must have company owner' s signature and company approval stamp
- Termination of a scheduled transaction must take place one day before the business day. It is NOT allowed for same day termination and deletion
- Chinatrust has the right to refuse service for any against regulation' s bulk file payment.
- Amendment instruction of remittance transaction will be processed on business date.



Quick Access Hotline Service

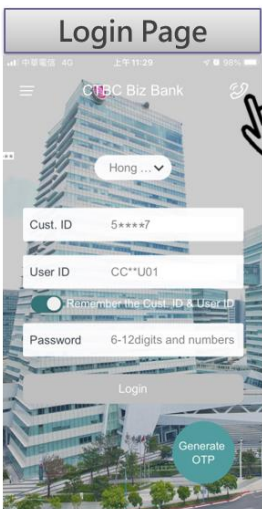
STEP 1 Scan & Download



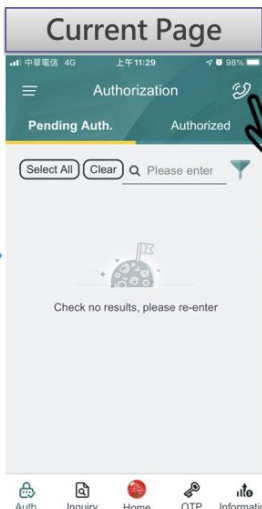
Download on the App Store
ANDROID APP ON Google Play

STEP 2

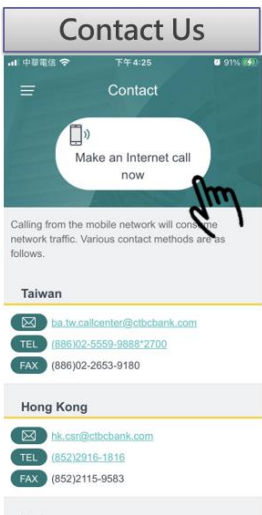
Login Page



Current Page



Contact Us



Reminder :

- **When the connection signal is unstable, please call the local customer service telephone line and get problems solved.**

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

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