

# 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".

WELCOME, Step1 Step2 Step3 Step4

Customer Service > Bank Advise > Beneficiary and Template Maintenance 2021-05-17 17:14:56

Country: TAIWAN Customer Name:

Customer Id:

Transaction Type: \*

Template Type:

Beneficiary Id:

Beneficiary Account No.: \*

Beneficiary Bank Name:

Beneficiary Name:

Alias Name:

Search Create Beneficiary Template Create Transaction Template

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

Transaction Type: FCY Remittances

Beneficiary Id:

Beneficiary Account No.: \*

Alias Name:

Beneficiary Name: \*

Address:

Beneficiary Bank Country: \* AD - ANDORRA

Beneficiary Email Address:

Bank Charge: \* SHA

3. 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:	<input type="text"/>	
Clearing Code:	SWIFT	<input type="text"/>
Bank Name:	<input type="text"/>	
Address:	<input type="text"/>	

4. 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 Name: <input type="text"/>
Customer Id: <input type="text"/>	
Bank Country:*	US - UNITED STATES OF AMERICA <input type="text"/>
SWIFT Code: <input type="text"/>	
Bank Name: <input type="text"/>	
<input type="button" value="Search"/> <input type="button" value="Close"/>	

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

**Step1**

Records 1 to 20 of 50				
	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

**Step2**

Records 1 to 20 of 50	<input type="button" value=" &lt;&lt;"/>	<input type="button" value="&lt;&lt;"/>	Page 1 of 3	<input type="button" value="&gt;&gt;"/>	<input type="button" value=" &gt;&gt;"/>
<input type="button" value="Print"/> <input type="button" value="Download"/> <input type="button" value="Select"/>					

6. 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: \*



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

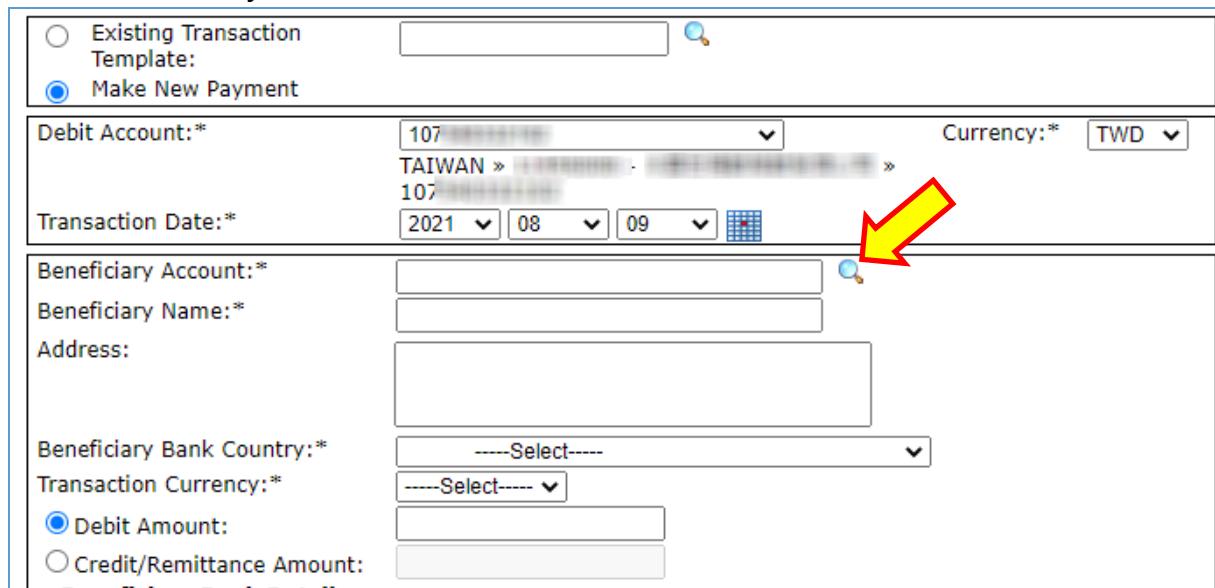
## Initiate the On-Line Transaction

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.



Existing Transaction Template:  

Make New Payment

Debit Account: \*   Currency: \*  

Transaction Date: \*  

Beneficiary Account: \*  

Beneficiary Name: \*

Address:

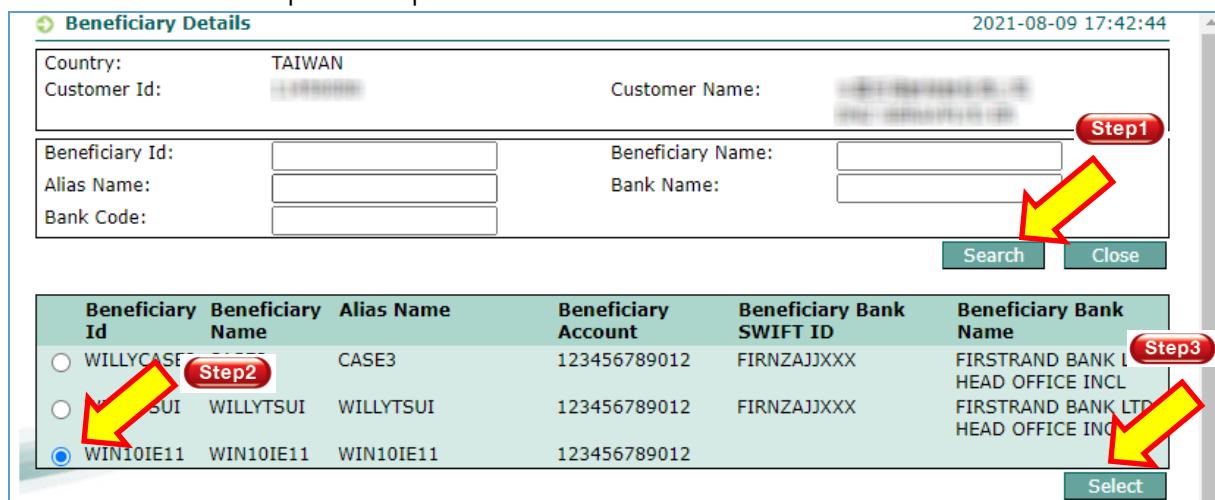
Beneficiary Bank Country: \*

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".

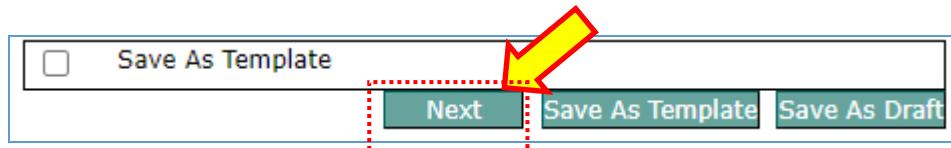


Beneficiary Details 2021-08-09 17:42:44

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

Step1  Step2  Step3 

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".

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

Country: TAIWAN Customer Id: Customer Name:

Country: TAIWAN Customer Id: Customer Name:

Debit Account: 1631 USD Transaction Date: 2021-08-09

Beneficiary Account: 1234567890 Bank Charge: SHA

Beneficiary Name: WILFRED

Address: 234 Taipei City

Beneficiary Bank Country: ZA - SOUTH AFRICA

Transaction Currency: USD

Debit Amount: 100.00 USD

Credit/Remittance Amount:

**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:

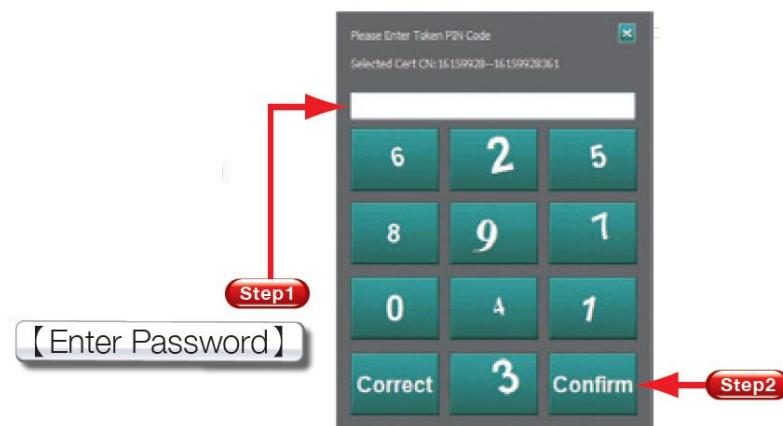
Email Address:

**Initiate** **Cancel**

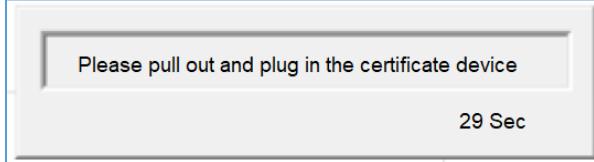
5. Verify transaction date in system message and transaction details, press "Confirm".

- 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.

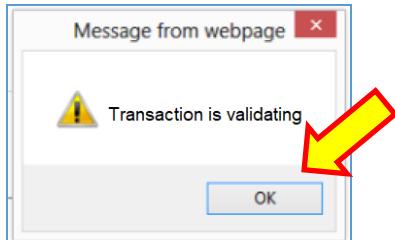
6. System pops up dynamic keyboard, please enter USB Key password and press "Confirm".



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:			
<input type="radio"/> Existing Transaction Template:			
<input checked="" type="radio"/> Make New Payment			
Debit Account:*	107540365564	Currency:*	TWD
Bank and Branch Code:	8220107	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		
<input checked="" type="radio"/> Debit Amount:			
<input type="radio"/> Credit/Remittance Amount:			
Payment Details:			
Invoice Number:			
Email Address:			
Tax Number:			

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** 2022-05-19 15:18:20

Country:	TAIWAN	Customer Id:	Customer Name:
Beneficiary Id:	<input type="text"/>	Beneficiary Name:	<input type="text"/>
Alias Name:	<input type="text"/>	Bank Name:	<input type="text"/>
Bank Code:	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="Close"/>	

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

3. Select Bank Charge, press "Initiate".

**Chinatrust Commercial Bank** Last Login :2022-05-17 15:30:39 Last Failed Login :2022-05-03 16:55:18 My Favorite Select 2022-05-19 15:23:38

**Cash Management** **Loan Management** **Trade Finance** **Authorization** **Customer Service**

**Cash Management > On-Line Transaction > LCY Remittance** Add to Favorites Set as Landing Help Print Logout

**LCY Remittance** 2022-05-19 15:23:38

Country:	TAIWAN	Customer Id:	Customer Name:		
Debit Account:	107540365564 TWD	Bank and Branch Code:	8220107	Bank Name:	中國信託商業銀行
Transaction Date:	2022-05-19				
Beneficiary Account:		Bank Charge:	<input type="button" value="OUR"/> <input type="button" value="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				
<input type="radio"/> Debit Amount:	122 TWD	<input type="radio"/> Credit/Remittance Amount:			
Payment Details:					
Invoice Number:					
Email Address:					
Tax Number:					

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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

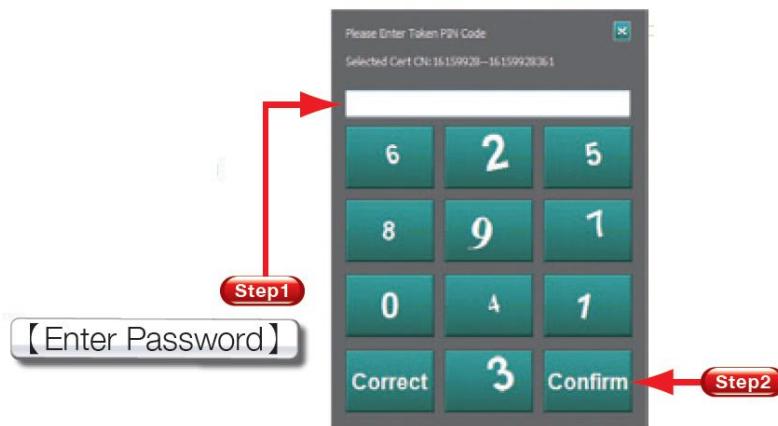
LCY Remittance - Verify 2022-05-19 15:22:12

Country:	TAIWAN	Customer Name:	
Customer Id:			
Debit Account:	102510305501 TWD	Bank Name:	中國信託商業銀行
Bank and Branch Code:	00251030	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		
<input checked="" type="radio"/> Debit Amount:	122 TWD		
<input type="radio"/> Credit/Remittance Amount:	122 TWD		
Bank Charge:	OUR		
Payment Details:			
Invoice Number:			
Email Address:			
Tax Number:			

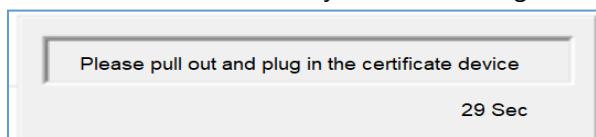
**Confirm** **Cancel**



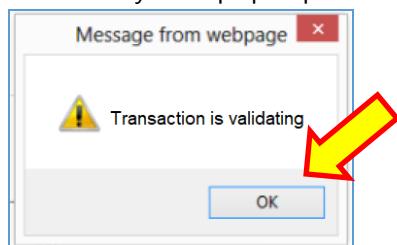
5. System pops up dynamic keyboard, please enter USB Key password and press "Confirm".



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

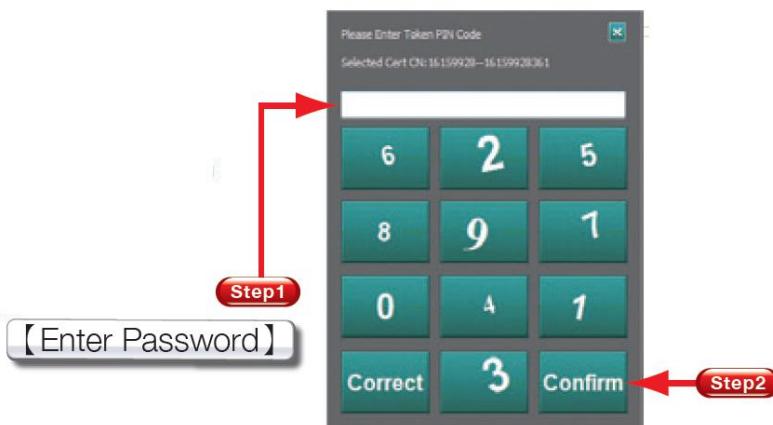


Transaction Type	Amount	Currency	Count
A0001 Salary Transfer	29,418	TWD	1 (File Level)
Beneficiary Upload	0	TWD	5 (File Level)

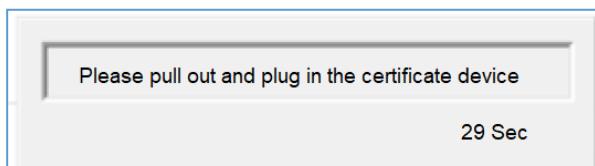
4. Click on the authorize button shown in lower right corner to process authorization



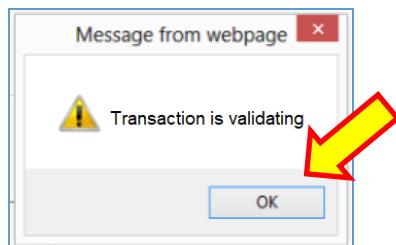
5. System pops up dynamic keyboard, please enter USB Key password and press "Confirm".



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



- 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

- Select Transaction Date、Transaction Type、Query Type and enter the text you want to indicate in the message box.
- Press "Submit For Authorization" to send a request for the next authorization.

WELCOME,

- > My Services
- > Customer Service
- > Bank Advise
- > Beneficiary And Template Maintenance
- > File Download
- > Electronic Form
- > Download
- > CA/Token
- > Automated Message Notification Services

Step2 Customer Service > Bank Advise > Electronic Form Step3 Step1 Step4 Step5

Step3

Step1

Step4

Step5

Reset Submit For Authorization

## 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



**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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