

# **VCB – IB@N KING USER GUIDE**

## **(For Corporate)**

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## Login

**Login System:** [www.vietcombank.com.vn](http://www.vietcombank.com.vn)

**Login VCB-iB@nking**

To login, you need your means of authorization :

- Username: printed on your registration form to use the service
- Password: sent to the email address you registered
- Number: enter characters displayed on the login screen

## Forgot password

In case of forgot password, please go to any transaction counters of VCB branches

## Note

For more information and further assistance, please contact VCC (Vietcombank Contact Center): 1900545413 or any Vietcombank branches)

Home | About | News & Event | Investors Search

Vietcombank PERSONAL CORPORATE PRIORITY Customer Service 24/7 1900 54 54 13

Corporates

CORPORATE Vietcombank > Corporates

Financial Institutions Corporates SMEs Card Services

Digital Banking VCB Digibank VCB iB@nking Personal Corporate

Financial Institutions
 

- Correspondent Banking
- Account services
- VCB-Money

Corporates
 

- Deposits
- International Payments - Trade Finance
- Payments & Cash management

SMEs
 

- Promotions
- Deposits
- Payments & Cash management

Card Services
 

- Card Payment Service
- Vietcombank American Express® Corporate Card
- Vietcombank Visa® Corporate Credit Card

ĐĂNG KÝ EBANK - RINH NHANH "XẾ XIN"

Từ 23/10/2019 đến 22/01/2020

Cơ hội trúng các giải thưởng: Ô tô Mazda CX-5, tour du lịch Châu Mỹ, xe máy Honda SH 150i, điện thoại iPhone 11 Pro Max và hàng nghìn giải thưởng tiền mặt khác.

Tổng giá trị giải thưởng hơn 07 tỷ đồng !!!

ONLINE BANKING VCB - iB@nking

Username Password Enter number Sign in

FAQ User guide (Corporates) User guide safe transfer Terms & conditions Contact

1900 545413

## Home/Navigation

### A – Inquiry area

Display information about Username, last login time

### B – Menu level 1

Display the main functions of the program, in this menu there will be sub-functions, serving different purposes of each service.

The menus are changed depending on the authority of each access code (Users: Accountant, Chief Accountant, Account Holder, Administration).

### C – Menu level 2

Displays the sub-functions of the level 1 menu, which change when selecting different tier 1 menus

### D – Menu level 3

Displays the sub-functions of the Level 2 menu, which change when selecting different tier 2 menus. Depending on the feature and information of the function, level 3 menus may or may not be available

### E – Content displayed

Display transaction information, transaction itinerary when customers choose any menu.

### F – Vietcombank Information

**ACCOUNT LIST**

**Debit Account**

ACCOUNT NUMBER	REMAIN	CURRENCY
10 002	54 9	VND
10 017	15 35	VND
10 021	0	VND
10 030	1 6	VND
10 019	8 2	VND
10 015	488 817	VND
10 018	126 20	VND
10 777	0	VND
10 775	0	VND
10 773	0	VND

**Fixed Deposit Account**

ACCOUNT NUMBER	DUE DATE (2)	REMAIN	CURRENCY
000 0910	30/03/2021	12 00	VND
000 0928	30/06/2020	11 00	VND
000 0932	30/03/2021	2	USD
000 0929	30/06/2020	1	VND

**Loan Negative Account**

ACCOUNT NUMBER	DUE DATE (2)	REMAIN	CURRENCY
000 0927	02/03/2020	89 89	VND
000 0928	03/08/2020	99 99	VND
000 0932	02/09/2021	12 799	VND

**Summary: 312,345,676 VND**

## Your first step on the VCB-iB@nking ACTIVATE/LOCK AUTHENTICATION

### Subjects of application

Users: Accountants, Chief accountant, Account holder (except Admin)

### Regist Smart OTP

- ❖ For users using Smart OTP application
- ❖ After selecting menu “**Smart OTP Registration**”, please select button “Regist”
- ❖ After registration, customer uses account holder users to approve registration

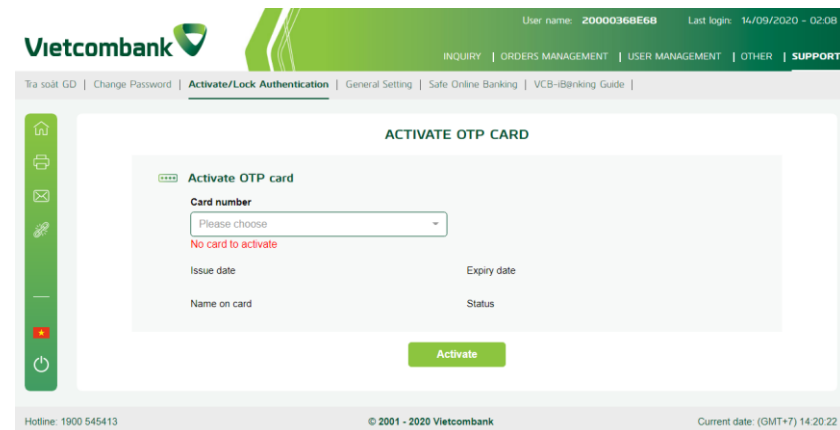
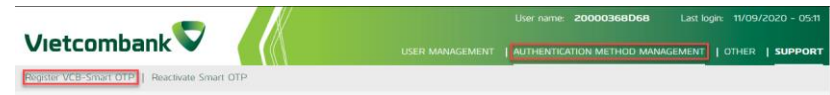
### Activate authentication (EMV card or Token or Advance Hard Token)

#### Activate EMV card

- ❖ For users using EMV card to get OTP
- ❖ After selecting menu “**Activate EMV card**”, please select button “Activate”

#### Activate E-token

- ❖ For users using E-token to get OTP
- ❖ You need to fill in the form and get OTP to activate Token. Fill in the following information: :
  - Token serial No



- VCB-ib@nking password (Password to login VCB-ib@nking program)
- Token password
- Click “Get OTP” and fill in the form to activate E-token.

### Activate Hard Advance Token

- ❖ For users using Hard Advance Token to get OTP
- ❖ Customers check information on the screen to activate

The screenshot shows the 'ACTIVATE TOKEN' page on the Vietcombank website. The header includes the Vietcombank logo, user name 'Z0000368E68', and last login '14/09/2020 - 02:21'. A navigation bar contains links for INQUIRY, ORDERS MANAGEMENT, USER MANAGEMENT, OTHER, and SUPPORT. Below this is a sub-navigation bar with links for Tra soát GD, Change Password, Activate/Lock Authentication (selected), General Setting, Safe Online Banking, and VCB-iB@nking Guide. The main content area is titled 'ACTIVATE TOKEN' and contains a 'Trading code' section with the following fields: Token type (dropdown menu showing 'eToken'), Token Serial No (text input), IB@nking password (text input), Token password (text input), and OTP (text input). The footer displays the hotline '1900 545413', copyright '© 2001 - 2020 Vietcombank', and current date 'Current date: (GMT+7) 14:28:54'.

The screenshot shows the 'ACTIVATE ADVANCE HARD TOKEN' page on the Vietcombank website. The header and navigation bars are identical to the previous screenshot. The main content area is titled 'ACTIVATE ADVANCE HARD TOKEN' and contains a section labeled 'Active VCB Hard token'. Below this label, a red error message states 'VCB hard token is not found'. The footer displays the hotline '1900 545413', copyright '© 2001 - 2020 Vietcombank', and current date 'Current date: (GMT+7) 14:20:52'.

## SET TRANSACTION LIMIT FOR EACH ACCOUNTANT

### Admin user (user D) set limit for each accountant

- ❖ Set transaction limit per day for each accountant
- ❖ The limit of accountant is not higher than your transaction limit.
- ❖ Choose **Quota management** menu and select accountant who you would like to set transaction limit
- ❖ Set limit: Enter limit with currency: VND and USD

### Account holder (user E) approves the limit:

- ❖ Choose **Quota management approval** menu
- ❖ Choose accountant user to approve limit
- ❖ Approve quota
- ❖ Select **OTP method**
- ❖ Enter **OTP** and **Confirm** to complete approving quota

### Quota

**User name**  
20000368G70

**Title**  
Accountant

**Quota**

VND

USD

Exit

#### QUOTA MANAGEMENT APPROVAL

USERNAME	TITLE	EMAIL	USER CREATE	QUOTA	CHANGE QUOTA
20000368G68	Accountant	uongds.ho@vietcombank.com.vn	20000368D68	1,000,000,000	<div style="display: inline-block; width: 15px; height: 15px; background-color: #28a745; border-radius: 50%;"></div> <div style="display: inline-block; width: 15px; height: 15px; background-color: #6c757d; border-radius: 50%;"></div>

## GENERAL FUNCTION

### INQUIRY

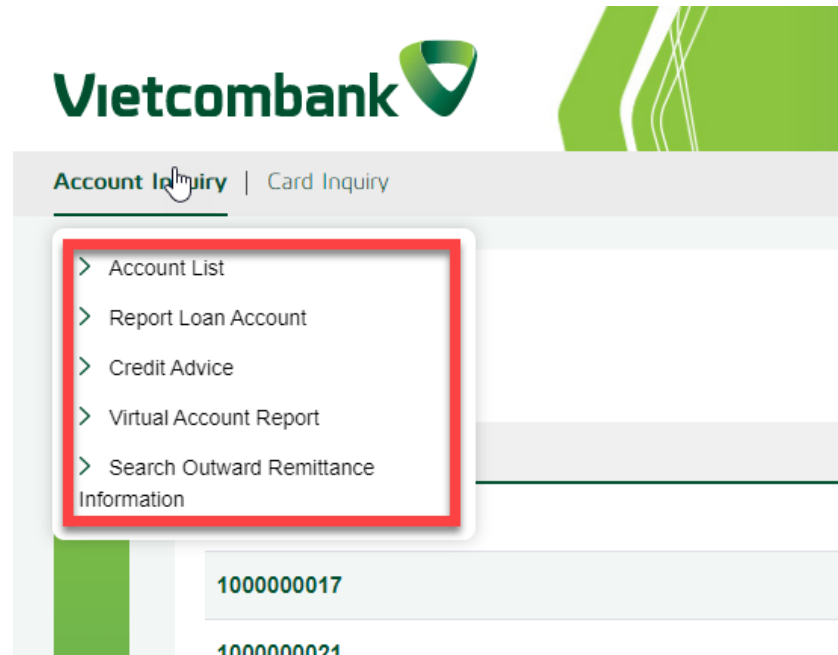
#### ACCOUNT INQUIRY

Function to support Customers in querying all details of account operations

❖ In the Inquiry menu, select menu “Account Inquiry”

❖ Customer selects the corresponding detail menu to inquiry, include :

- Account List
- Report Loan Account
- Credit Advice
- Virtual Account Report
- Search Outward Remittance Information



## ACCOUNT LIST

The system displays a list according to each type of Customer's account, including::

- ❖ Debit Account
- ❖ Fixed Deposit Account
- ❖ Loan Negative Account

**ACCOUNT LIST**

**Debit Account**

ACCOUNT NUMBER	REMAIN	CURRENCY
10 022	04 9	VND
10 017	15 35	VND
10 021	0	VND
10 020	1 6	VND
10 019	8 2	VND
10 016	4,88 812	VND
10 016	126 20	VND
10 777	0	VND
10 775	0	VND
10 773	0	VND

**Fixed Deposit Account**

ACCOUNT NUMBER	DUE DATE	REMAIN	CURRENCY
000 0930	30/03/2021	12 00	VND
000 0928	30/06/2020	11 00	VND
000 0932	30/03/2021	2	USD
000 0929	30/06/2020	1	USD

**Loan Negative Account**

ACCOUNT NUMBER	DUE DATE	REMAIN	CURRENCY
000 0827	02/03/2020	88 88	VND
000 0828	03/08/2020	99 99	VND
000 0832	02/08/2021	12 709	VND

**Summary: 312,345,678 VND**

Allow filtering of lists

**ACCOUNT LIST**

**Debit Account**

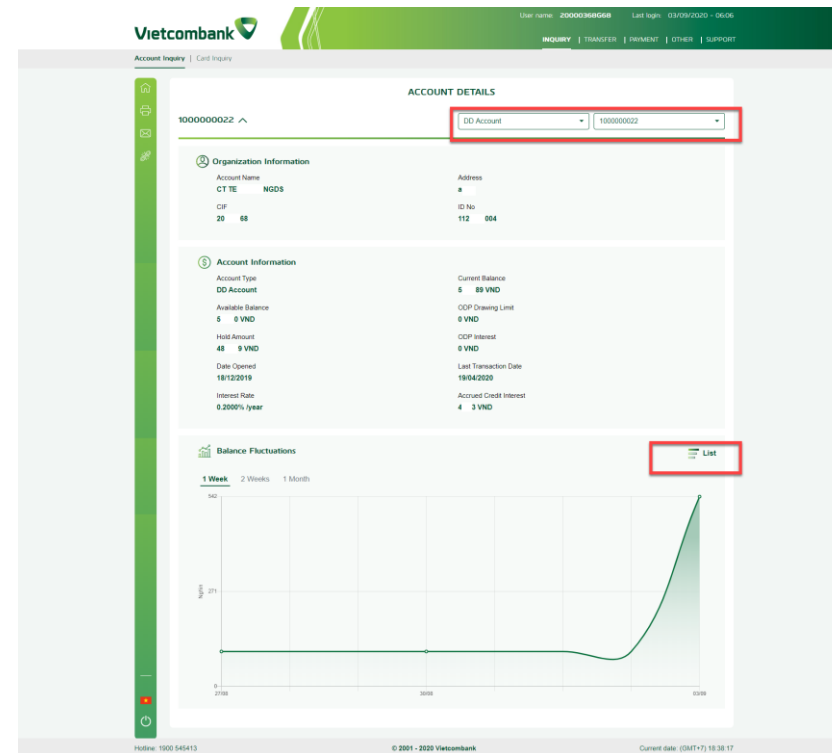
ACCOUNT NUMBER	REMAIN
100 22	541,289
100 17	15,627.735
100 21	0
100 20	10,016
100 19	810,062
100 15	4,886,495,812
100 16	126,274,328
100 77	0

**Filter Dialog:**

- Account Number: [Dropdown]
- Currency: [Dropdown]
- Remain Range From: [Text]
- Remain Range To: [Text]
- Buttons: Cancel, Apply

## Account Details screen

- ❖ Allow you to choose the type of account and account to view account details
- ❖ The system supports view account details according to the chart
- ❖ The system supports view account details by list



- Statement in excel/MT 940/MT 940-Swift/Excel FDB format

*Note: The maximum time for saving a statement is 1 year.  
Customer can query the statement in about 3 month*

- Print debit/credit note: Select the date you need to print (from date - to date), then press Print credit note or Print debit note. You can print individual credit or even click on the Print icon next to transaction statement

*Note: To print more than one debit/credit note, please select a period of about 10 days from T-1*

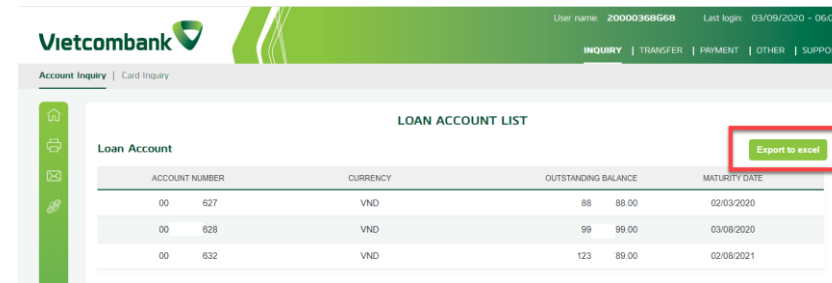
The screenshot displays the Vietcombank Account Inquiry page. The top navigation bar includes the Vietcombank logo and user information: User name: 20000308568, Last login: 03/09/2020 - 06:06. The main header shows 'Account Inquiry | Card Inquiry'. The 'ACCOUNT DETAILS' section includes a dropdown for 'DD Account' and a search field with '1000000022'. Below this, the 'Organization Information' section shows 'CT 1 NGDS' and 'ID No 11 0004'. The 'Account Information' section displays 'Account Type DD Account', 'Current Balance 541,289 VND', 'Available Balance 6 86 VND', 'ODP Drawing Limit 8 VND', 'Hold Amount 4 39 VND', 'ODP Interest 8 VND', 'Date Opened 18/12/2019', 'Last Transaction Date 18/04/2020', 'Interest Rate 6.2000% /year', and 'Accrued Credit Interest 4 3 VND'. A red box highlights the 'Balance Fluctuations' section, which includes a date range selector (01/06/2020 to 13/06/2020), a 'View' button, and buttons for 'Print debit report', 'Print credit report', 'Excel', and 'Export'. Below this, a table lists transactions with columns for Transaction Date, Reference, Debit Amount, Credit Amount, Description, and Print. The table shows three transactions from 2020-04-19, each with a debit amount of 6 VND and a credit amount of 8 VND. The footer includes the hotline number 1900 545413, copyright information for 2020 Vietcombank, and the current date and time: 03/09/2020 18:39:23.

## REPORT LOAN ACCOUNT

In menu “Inquiry/Inquiry account”, select “**Report Loan Account**”

The screen displays the list of loan accounts

Choose to export the excel file if needed



Loan Account

ACCOUNT NUMBER	CURRENCY	OUTSTANDING BALANCE	MATURITY DATE
00 527	VND	88 88.00	02/03/2020
00 528	VND	99 99.00	03/09/2020
00 532	VND	123 89.00	02/08/2021

Export to excel

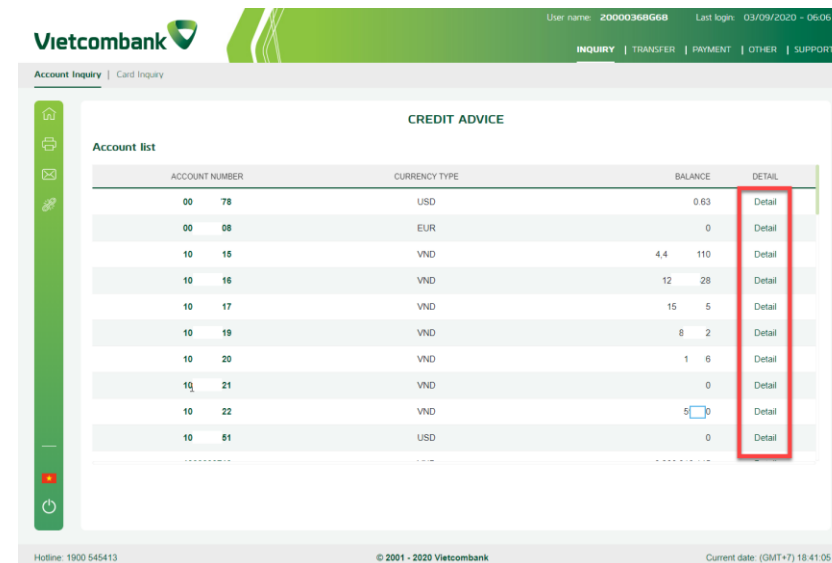
## CREDIT ADVICE

Function to support customers in querying credit transactions for online credit advice accounts

*Note: This function is only available for customers who have registered for online credit advice at the counter*

In menu “Inquiry/Inquiry account”, select “**Credit Advice**”

The screen displays a list of credit advice accounts



CREDIT ADVICE

ACCOUNT NUMBER	CURRENCY TYPE	BALANCE	DETAIL
00 78	USD	0 63	Detail
00 08	EUR	0	Detail
10 15	VND	4,4 110	Detail
10 16	VND	12 28	Detail
10 17	VND	15 5	Detail
10 19	VND	8 2	Detail
10 20	VND	1 6	Detail
10 21	VND	0	Detail
10 22	VND	5 0	Detail
10 51	USD	0	Detail

- ❖ Select the account, click on "Details"

**Vietcombank** User name: 20000368G68 Last login: 03/09/2020 - 06:06

INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

Account Inquiry | Card Inquiry

**CREDIT ADVISE**

**Account info**

Credit account number: 00 78  
Balance: 11 3

Credit account name: CT T GDS  
Currency type: USD

**Transaction detail**

03/09/2020 03/09/2020 Search Excel Export

DATE	REF NUMBER	CREDIT MONEY	NAME OF BENEFICIARY	CREDIT ACCOUNT	TRANSFER NAME	CONTENT	VIEW DETAIL	MT
------	------------	--------------	---------------------	----------------	---------------	---------	-------------	----

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:42:08

- ❖ Select the time period you want to see available, and select "Search"

*Note: The system only allows searching in the nearest 10 days compared to the current date*

- ❖ To download transaction list with excel/PDF format, Customer select "Export"

- ❖ To download detailed information of each transaction, customer "selects "Export PDF" or "Export MT"

**Vietcombank** User name: 20000368G68 Last login: 03/09/2020 - 06:06

INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

Account Inquiry | Card Inquiry

**CREDIT ADVISE**

**Account info**

Credit account number: 00 778  
Balance: 11 3

Credit account name: CT T GDS  
Currency type: USD

**Transaction detail**

03/09/2020 03/09/2020 Search Excel Export

DATE	REF NUMBER	CREDIT MONEY	NAME OF BENEFICIARY	CREDIT ACCOUNT	TRANSFER NAME	CONTENT	VIEW DETAIL	MT
------	------------	--------------	---------------------	----------------	---------------	---------	-------------	----

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:42:08

## VIRTUAL ACCOUNT REPORT

Function support customers to query detailed information of secondary payment accounts

*Note: This function is only available for customers who have registered for Virtual account Report service at the Counter*

In menu “Inquiry/Inquiry account”, select “**Virtual Account Report**”

❖ To view virtual account report :

- Select Primary Account
- Enter information related to the virtual account to query: Account Number, Ref No
- Select the time period to query
- Select "View report"

❖ The screen displays detailed listings according to search criteria

❖ To download detailed transaction list, select "Export Excel file”

The screenshot displays the Vietcombank web interface for the 'VIRTUAL ACCOUNT REPORT' function. At the top, the user is logged in as '20000368G68' on '03/09/2020 - 06:06'. The navigation menu includes 'INQUIRY', 'TRANSFER', 'PAYMENT', 'OTHER', and 'SUPPORT'. The main content area is titled 'VIRTUAL ACCOUNT REPORT' and contains a search form. The form has a 'Main Account' dropdown menu (showing '00 15'), a 'Virtual Account' text input, a 'From' date input (showing '03/09/2020 18:43'), and a 'REF NO' text input. A green 'Search' button is located below the form. Below the search form, there is a section titled 'Detailed bulk' with an 'Export excel' button. Below this is a table header with the following columns: STT, SOURCE, TRANSACTION DATE, TELL SEQ, DEBIT ACCOUNT, DEBIT NAME, CREDIT NAME, VIRTUAL ACCOUNT, MAIN ACCOUNT, AMOUNT, and CURRENCY. The footer of the page includes the hotline '1900 545413', copyright '© 2001 - 2020 Vietcombank', and the current date 'Current date: (GMT+7) 18:43:47'.

## SEARCH OUTWARD REMITTANCE INFORMATION

Function help customer in querying detailed outward remittance

*Note: This function is only available for customers who have registered for service at the Counter*

In menu “Inquiry/Inquiry account”, select “**Search outward remittance information**”

❖ To view order::

- Select Account to view
- Enter details of remittance orders: Ref Number, UETR Number
- Select the time, amount to view
- Select "Search" ord “Reset” to reset infomation

❖ The system screen will display a list of money remittance orders according to the search criteria

❖ To view details of each transaction, select "Details"

❖ To download detailed transaction list, select "Export Excel file"

The screenshot shows the Vietcombank web interface for searching outward remittance information. The header includes the Vietcombank logo and navigation links: INQUIRY, TRANSFER, PAYMENT, OTHER, and SUPPORT. The user's name (20000368668) and last login (14/09/2020 - 02:05) are displayed. The main content area is titled 'SEARCH OUTWARD REMITTANCE INFORMATION' and contains a form with the following fields:

- Account:** A dropdown menu showing '100 017'.
- UETR No./Sender's ref:** A text input field.
- REF No:** A text input field.
- Instructed date:** A dropdown menu showing '14/09/2020'.
- Amount:** Two text input fields labeled 'From' and 'To'.

At the bottom of the form are two buttons: 'Reset' and 'Search'. The footer of the page displays the hotline number (1900 545413), copyright information (© 2001 - 2020 Vietcombank), and the current date (GMT+7) 15:05:06.

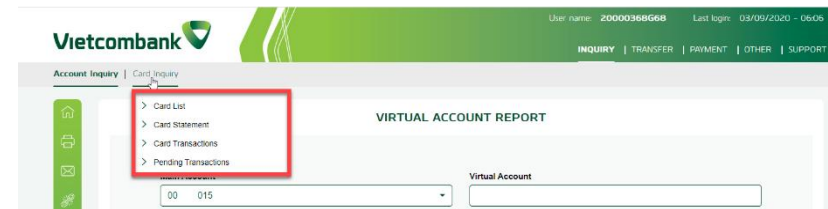
## CARD INQUIRY

Function to support Customers in querying card information of Company

In menu “Inquiry”, select “Card Inquiry”

The customer selects the corresponding detail menu to query, including:

- ❖ Card List
- ❖ Card Statement
- ❖ Card Transactions
- ❖ Pending Transactions
- ❖ Report Amex Card Corporate



## CARD LIST

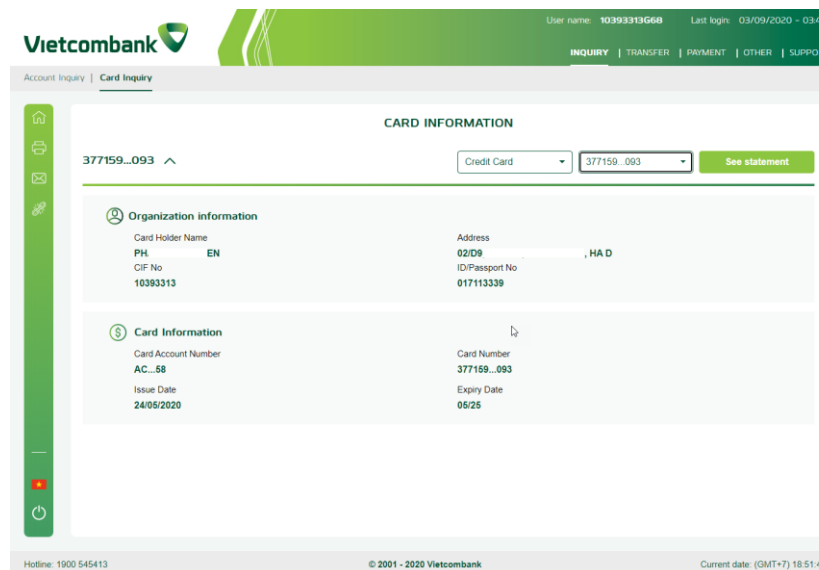
In menu “Inquiry/Card Inquiry”, select “**Card List**”

The system displays a list according to each type of card of the Customer, including :

- ❖ Credit Card
- ❖ Debit Card

Select the corresponding card number to view detail

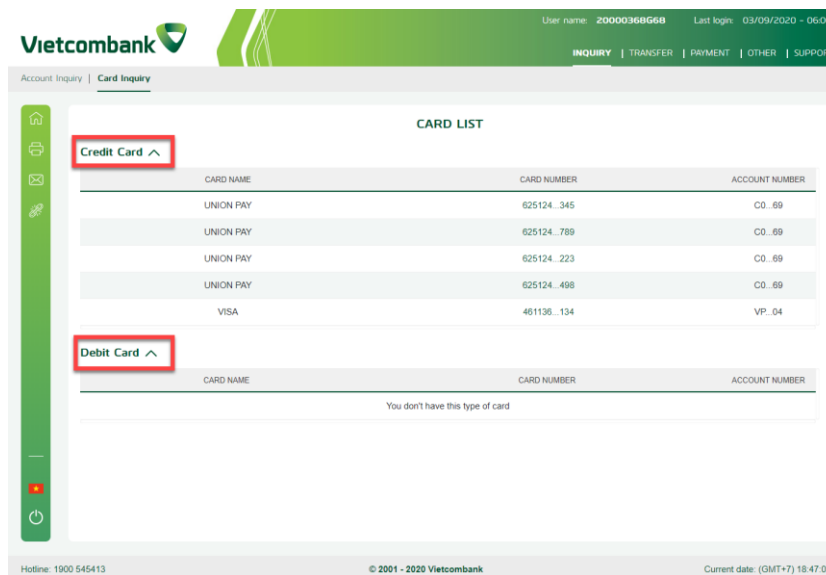
- ❖ To view statement, select “Statement”
- ❖ To download card information, select “Export”
- ❖ To change card information to be queried, customers select the card type and card number again, click “Statement”



The screenshot shows the Vietcombank 'CARD INFORMATION' page. At the top, the user name is 10393319G68 and the last login is 03/09/2020. The page has a sidebar with icons for home, account, and support. The main content area shows the card number 377159...093 and a dropdown menu set to 'Credit Card'. Below this, there are two sections: 'Organization information' and 'Card Information'. The 'Organization information' section includes fields for Card Holder Name, PH, EN, Address, ID/Passport No, and CIF No. The 'Card Information' section includes fields for Card Account Number, Card Number, Issue Date, and Expiry Date.

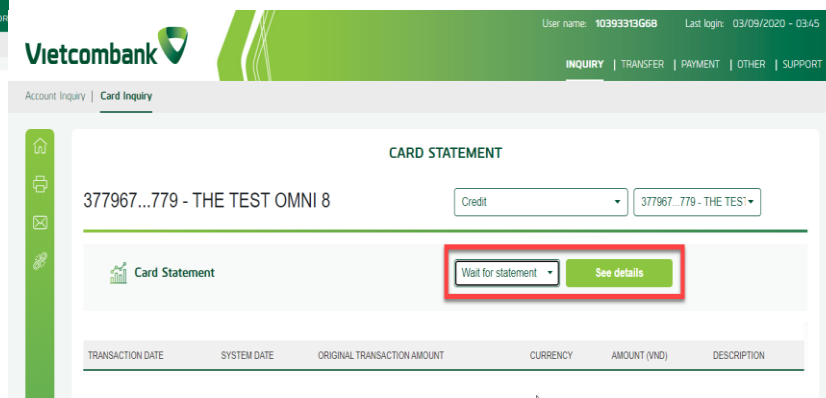
Organization information	
Card Holder Name	PH EN
Address	02/D9, HA D
ID/Passport No	017113339
CIF No	10393313

Card Information	
Card Account Number	AC...58
Card Number	377159...093
Issue Date	24/05/2020
Expiry Date	05/25



The screenshot shows the Vietcombank 'CARD LIST' page. The user name is 20000368G68 and the last login is 03/09/2020. The page has a sidebar with icons for home, account, and support. The main content area shows a table of cards. The 'Credit Card' tab is selected, showing a list of cards with columns for CARD NAME, CARD NUMBER, and ACCOUNT NUMBER. The 'Debit Card' tab is also visible, showing a message 'You don't have this type of card'.

CARD NAME	CARD NUMBER	ACCOUNT NUMBER
UNION PAY	625124...345	CO...69
UNION PAY	625124...789	CO...69
UNION PAY	625124...223	CO...69
UNION PAY	625124...498	CO...69
VISA	481136...134	VP...04



The screenshot shows the Vietcombank 'CARD STATEMENT' page. The user name is 10393319G68 and the last login is 03/09/2020. The page has a sidebar with icons for home, account, and support. The main content area shows the card number 377967...779 and the card name 'THE TEST OMNI 8'. There are dropdown menus for 'Credit' and '377967...779 - THE TEST'. Below this, there are buttons for 'Wait for statement' and 'See details'. At the bottom, there is a table with columns for TRANSACTION DATE, SYSTEM DATE, ORIGINAL TRANSACTION AMOUNT, CURRENCY, AMOUNT (VND), and DESCRIPTION.

TRANSACTION DATE	SYSTEM DATE	ORIGINAL TRANSACTION AMOUNT	CURRENCY	AMOUNT (VND)	DESCRIPTION
------------------	-------------	-----------------------------	----------	--------------	-------------

## CARD STATEMENT

In menu “Inquiry/Card Inquiry”, select “**Card Statement**”

- ❖ To view details of card statement :
  - Select information of the card to be queried: Card type, card number, statement period
  - Select “Details”

Account Inquiry | Card Inquiry

User name: 1039331G68 Last login: 03/09/2020 - 03:45

INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

### CARD STATEMENT

377967...779 - THE TEST OMNI 8

Credit

377967...779 - THE TEST

Card Statement

Waiting for progress

See details

TRANSACTION DATE	SYSTEM DATE	ORIGINAL TRANSACTION AMOUNT	CURRENCY	AMOUNT (VND)	DESCRIPTION
------------------	-------------	-----------------------------	----------	--------------	-------------

## CARD TRANSACTIONS

In menu “Inquiry/Card Inquiry”, select “**Card Transaction**”

- ❖ To view details of transactions :
  - Select information of the card to be queried: Card type, card number, statement period
  - Select "View details"
- ❖ The system allows you to select status type to view details of card statement

Account Inquiry | Card Inquiry

625124...345 - UAT 11

Credit

625124...345 - UAT 11

Card Statement

Wait for statement

See details

TRANSACTION DATE	SYSTEM DATE	ORIGINAL TRANSACTION AMOUNT	CURRENCY	AMOUNT (VND)	DESCRIPTION
------------------	-------------	-----------------------------	----------	--------------	-------------

### PENDING TRANSACTION

In meu “Inquiry/Card Inquiry”, select “**Pending Transaction**”

- ❖ To view details transactions pending of card :
  - Select information of the card to be queried: Card type, card number, statement period
  - Select "View details"

Account Inquiry | Card Inquiry

PENDING TRANSACTIONS

625124...345 - UAT 11 Credit 625124...345 - UAT 11

Card Statement See Statement 2019-06-21 See details

TRANSACTION DATE	SYSTEM DATE	ORIGINAL TRANSACTION AMOUNT	CURRENCY	AMOUNT (VND)	DESCRIPTION
------------------	-------------	-----------------------------	----------	--------------	-------------

### REPORT AMEX CARD CORPORATE

In meu “Inquiry/Card Inquiry”, select “**Report Amex Card Corporate**”

- ❖ To view card statement, select “Statement”
- ❖ To download card information, select "Export "

Vietcombank

User name: 10393313E68 Last login: 03/09/2020 - 11:22

INQUIRY | ORDERS MANAGEMENT | USER MANAGEMENT | OTHER | SUPPORT

Account Inquiry | Card Inquiry

CARD INFORMATION

Credit Card See statement

Organization information

Card Holder Name Address  
CIF No ID/Passport No

Card Information

Card Account Number Card Number  
Issue Date Expiry Date

Export card report

Company's name Short's name  
Customer Information File Address  
Telephone No  
Cardmember Activity Export report

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:58:06

## SUPPORT

### CHANGE PASSWORD

Function support customer to change login password on VCB-ib@nking program .

❖ To change the program login password, customers fill in all required information on the screen::

- Current password
- New password
- Confirm password
- Security number
- Select “Submit” to change password

❖ After successfully changing the password, the system requires customers to re-login the program with a new password

The screenshot shows the Vietcombank 'CHANGE PASSWORD' interface. At the top, the Vietcombank logo is on the left, and user information (User name: 20000368E68, Last login: 14/09/2020 - 02:21) is on the right. A navigation bar contains links for INQUIRY, ORDERS MANAGEMENT, USER MANAGEMENT, OTHER, and SUPPORT. Below this is a secondary navigation bar with links for Tra soát GD, Change Password (active), Activate/Lock Authentication, General Setting, Safe Online Banking, VCB-iBanking Guide, and a red 'X' icon. The main content area is titled 'CHANGE PASSWORD' and includes a security notice: 'To enhance level of security, please change the password which must be 7 to 20 characters, including a mix of lower and uppercase letters and numbers or a mix of letters, numbers and special characters'. Below the notice are three input fields labeled 'Current Password', 'New password', and 'Confirm password'. The 'Current Password' field is pre-filled with '20000368E68'. At the bottom, there is a footer with 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date: (GMT+7) 15:51:07'.

## ACTIVATE/LOCK AUTHENTICATION

### ACTIVATE E-TOKEN

For users using E-Token to get OTP

In menu “Support/Activate,Lock Authentication”, select “**Activate E-token**”

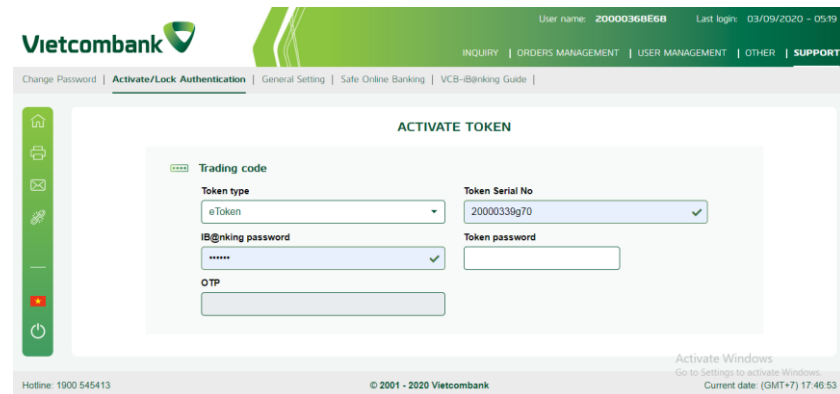
❖ Filling in the form and get OTP to activate Token. Fill in the following information:

- Token serial No
- VCB-ib@nking password (Password to login VCB-ib@nking program)
- Token password
- Click “Get OTP” and “Activate

❖ Detailed user guide for e-Token: [click here](#).



Tai lieu huong dan  
su dung eToken (Kh

A screenshot of the Vietcombank 'ACTIVATE TOKEN' web form. The page has a green header with the Vietcombank logo and navigation links. The form itself is white with a green border. It contains several input fields: 'Token type' (a dropdown menu showing 'eToken'), 'Token Serial No' (a text box with '20000339g70' and a checkmark), 'IB@nking password' (a text box with '\*\*\*\*\*' and a checkmark), 'Token password' (an empty text box), and 'OTP' (an empty text box). There are also links for 'Change Password', 'Activate/Lock Authentication', 'General Setting', 'Safe Online Banking', 'VCB-ib@nking Guide', and 'SUPPORT'. At the bottom, there is a footer with 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date: (GMT+7) 17:46:53'.

## ACTIVTE EMV CARD

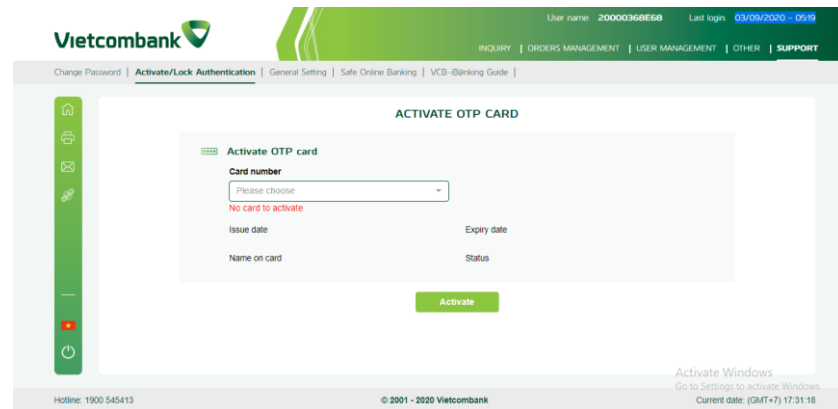
For users using EMV OTP card to get OTP

In menu “Support/Activate,Lock Authentication”, select “**Activate EMV card**”

- ❖ Check with card information and click “Activate””
- ❖ Detailed user guide for EMV card: click here



HDSD THE EMV  
(1).PDF

A screenshot of the Vietcombank online banking interface for activating an OTP card. The page has a green header with the Vietcombank logo and user information (User name: 20000368E60, Last login: 03/09/2020 - 09:09). Below the header is a navigation bar with links: Change Password, Activate/Lock Authentication (selected), General Setting, Safe Online Banking, VCB-Banking Guide, INQUIRY, ORDERS MANAGEMENT, USER MANAGEMENT, OTHER, and SUPPORT. The main content area is titled 'ACTIVATE OTP CARD' and contains a form with the following fields: Card number (a dropdown menu showing 'Please choose'), Issue date, Expiry date, Name on card, and Status. A red error message 'No card to activate' is displayed below the Card number field. An 'Activate' button is located at the bottom right of the form. The footer of the page includes the Hotline: 1900 545413, Copyright: © 2001 - 2020 Vietcombank, and a Windows activation notice: 'Activate Windows Go to Settings to activate Windows. Current date: (GMT+7) 17:31:18'.

## ACTIVATE HARD ADVANCED TOKEN

For users using hard advance Token to get OTP

In menu “Support/Activate,Lock Authentication”, select “**Activate Hard advance Token**”

- ❖ Check information and click “Active”

## LOCK SMART OTP/ADVANCE HARD TOKEN

In menu “Support/Activate,Lock Authentication”, select “**Lock Smart OTP/Advance Hard Token**”

- ❖ Confirm to lock authentication method
- ❖ Click “Submit” and confirm to authentication method

**LOCK OTP**

Username:

Serial:

Method type: Smart OTP

Status: Activated

[Submit](#)

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

Activate Windows  
Go to Settings to activate Windows.  
Current date: (GMT+7) 17:41:11

## CHANGE VCB M-TOKEN TO SMART OTP

Select menu Support/Activate,Lock Authentication/Change VCB m-Token to Smart OTP

- ❖ Check the information, enter the OTP to change authentication method

## USER GUIDE

The function provides detailed instructions on the operation performed on the program

The program supports customers to search for information by menu of level 1, level 2 and level 3.

**CHANGE METHOD OTP**

Information Migration

Username: 200 68

Phone number:

Current method: m-Token

New method: VCB Smart OTP

☐ I have read, fully understood and agreed to comply with Vietcombank Electronic Banking Services Agreement and all policies and terms of Vietcombank related to the service

OTP method:

OTP:

Challenge: 202471

[Submit](#)

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

Activate Windows  
Go to Settings to activate Windows.  
Current date: (GMT+7) 17:45:12

## FUNCTIONS FOR ACCOUNTANT USER

### TRANSFER

#### DOMESTIC MONEY TRANSFER

Function that allows accountant users to make money transfer to VND domestically..

In menu “Transfer”, select “Domestic Money Transfer”

Customers choose the respective transaction type: :

- ❖ VCB Account
- ❖ Another Vietnamese’s Bank Account
- ❖ Beneficiary Collects Cash at VCB
- ❖ Quick Transfer to other Local bank 24/7
- ❖ Mass Payment

*Note: After transactions are successfully made by the accountant users, Chief Accountant users/ Account Holder users must be approved according to the decentralized model of the client to complete the transaction.*

The screenshot shows the Vietcombank web interface for Domestic Money Transfer. The top navigation bar includes the Vietcombank logo and user information: User name: 20000368G68, Last login: 03/09/2020 - 03:34. The main menu includes INQUIRY, TRANSFER, PAYMENT, OTHER, and SUPPORT. The 'Domestic Money Transfer' section is active, showing a sidebar menu with options: VCB Account, Another Vietnamese's Bank Account, Beneficiary Collects Cash At VCB, Quick Transfer To Other Local Bank 24/7, and Mass Payment. The main area displays a progress bar with three steps: 1. Enter Information (active), 2. Confirm Information / OTP, and 3. Completed. Below the progress bar, the 'Sender Information' section shows a debit account dropdown set to '100 22' and a balance of '5 9 VND'. The 'Beneficiary Information' section has a credit account dropdown, a 'Virtual account' checkbox, and a 'Save Beneficiary' checkbox. The 'Transaction Information' section is partially visible at the bottom.

## VCB ACCOUNT

Function that allows accountant users to create remittance transactions in VND in VCB system

In menu “Transfer/Domestic Money Transfer”, select “VCB Account”.

❖ To create order:

- Filling full information on screen:

- ✓ Sender Information: choose debit account
- ✓ Beneficiary Information: Enter yourself or choose from a list of predefined beneficiaries
  - In case of self-input information: Input the beneficiary's account number by yourself
  - In case of choosing from predefined list of beneficiaries: Select the button "Select from list" to search and select information of beneficiaries to use
- ✓ Transaction Information: Enter transaction-related information:
  - Amount, Content
  - Charge: (i)Exclude; (ii) Include
  - Transfer:MethodImmediately Transfer/Future Transfer. For future transfer, customers need to enter an effective date
- Select “Next”

**Vietcombank** User name: 20000368G68 Last login: 03/09/2020 - 03:34  
INQUIRY | **TRANSFER** | PAYMENT | OTHER | SUPPORT

Domestic Money Transfer | Bulk Payment

**VCB ACCOUNT**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**Sender Information**

Debit account: 10 022 Balance: 54,9 VND

**Beneficiary Information**

Credit account: [dropdown] ☐ Virtual account  
☐ Save Beneficiary

**Transaction Information**

Ref No: [text field]  
Amount: 0 Currency: VND  
Charge: Exclude  
Transfer Method: Immediately transfer  
Content: [text field]

Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 15:40:18

- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

**VCB ACCOUNT**

1 Enter Information    2 Confirm Information / OTP    3 Completed

**Sender Information**

Debit account: 100 17    Balance: 15,627,735 VND

**Beneficiary Information**

Credit account type: Your VCB account    Beneficiary name: CT T D S  
 Credit account: 100 22

**Transaction Information**

Ref No:    Amount In Text: Một đồng  
 Amount: 10 0 VND    Charge Amount: 0 VND  
 Charge Type: Exclude  
 Content: ok

**OTP**

OTP method: EMV card    Challenge: 162792  
 OTP: 1

Back    Next

**Vietcombank**

User name: 20000368G68    Last login: 03/09/2020 - 03:44

**VCB ACCOUNT**

1 Enter Information    2 Confirm Information / OTP    3 Completed

**You have successfully set up a money transfer order VCB Account**

Ref No:	030 021
Debit account:	10 17
Amount:	10 0 VND
Credit account:	10 22
Fee:	0 VND
Fee type:	Exclude
Transaction date:	15:54 03/09/2020

Create more    Print

## ANOTHER VIETNAMESE'S BANK ACCOUNT

Function that allows Accountants user to create remittance transactions in VND outside the VCB system

In menu “Transfer/Domestic Money Transfer”, select “Another vietnamese’s bank account”.

❖ To create order::

- Filling full information on screen
  - ✓ Sender Infomation: choose debit account
  - ✓ Beneficiary Infomation: Enter yourself or choose from a list of predefined beneficiaries
    - In case of self-input information: Input the beneficiary's account number by yourself
    - In case of choosing from predefined list of beneficiaries: Select the button "Select from list" to search and select information of beneficiaries to use
  - ✓ Transaction Infomation: Enter transaction-related information:
    - Amount, content
    - Charge: (i)Exclude; (ii) Include
    - Transfer:MethodImmediately Transfer/Future Transfer. For future transfer, customers need to enter an effective date
- Select “Next”

The screenshot displays the Vietcombank web interface for creating a remittance transaction. The page is titled "ANOTHER VIETNAMESE'S BANK ACCOUNT" and shows a three-step process: 1. Enter Information, 2. Confirm Information / OTP, and 3. Completed. The first step is active. The form is divided into three main sections: Sender Information, Beneficiary Information, and Transaction Information. The Sender Information section includes a Debit account dropdown (showing "100 22") and a Balance of "5 0 VND". The Beneficiary Information section includes fields for Credit account, Beneficiary name, Beneficiary bank name (with a dropdown), Province/City, and Branch. The Transaction Information section includes fields for Ref number, Amount (showing "0"), Currency type (showing "VND"), Charge type (showing "Exclude"), Transfer method (showing "Immediately transfer"), and Content. A "Confirm" button is at the bottom right of the form.


- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 03:44  
INQUIRY | **TRANSFER** | PAYMENT | OTHER | SUPPORT

Domestic Money Transfer | Bulk Payment

**ANOTHER VIETNAMESE'S BANK ACCOUNT**

1 Enter Information 2 Confirm Information / OTP Completed



**You have successfully set up a money transfer order Another Vietnamese's Bank Account**

Ref No:	030	022
Debit account:	10	22
Amount:	2	0 VND
Credit account:	12	98
Bank name:	BANGKOK BANK tai HN	
Fee:	22.000 VND	
Fee type:	Exclude	
Transaction date:	16:00 03/09/2020	

Create more Print

## BENEFICIARY COLLECTS CASH AT VCB

Function that allows accountant users to create remittance transactions in VND for beneficiaries to receive by ID card / passport / citizen identification / military ID

In menu “Transfer/Domestic Money Transfer”, select “**Beneficiary collects cash at VCB**”.

❖ To create order:

- Filling full information on screen
  - ✓ Sender Information: choose debit account
  - ✓ Beneficiary Information: :
    - Beneficiary name;
    - Identification Document Type
    - ID/Passport No
    - Date of issue, Place of issue
  - ✓ Transaction Information: Enter transaction-related information:
    - Amount, content
    - Charge: (i)Exclude; (ii) Include
    - Transfer:MethodImmediately Transfer/Future Transfer. For future transfer, customers need to enter an effective date
- Select “Next”
- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 03:44  
Domestic Money Transfer | Bulk Payment

**BENEFICIARY COLLECTS CASH AT VCB**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**Sender Information**

Debit account: 100 22 Balance: 54 9 VND

**Beneficiary Information**

Beneficiary name:

Identification Document Type: ID ID/Passport no:

Date of issue: DDMMYYYY Place of issue:

**Transaction Information**

Ref No:  Charge: Exclude

Amount: 0 Currency: VND

Content:

Transfer Method: Immediately transfer

**Next**

- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

The screenshot displays the Vietcombank web interface for a money transfer transaction. The top navigation bar includes the Vietcombank logo, user name (20000368G68), last login (03/09/2020 - 03:44), and links for INQUIRY, TRANSFER, PAYMENT, OTHER, and SUPPORT. The main content area is titled 'BENEFICIARY COLLECTS CASH AT VCB' and shows a progress bar with three steps: 1. Enter Information, 2. Confirm Information / OTP, and 3. Completed. A large green checkmark icon is centered above a red-bordered box containing the confirmation message: 'You have successfully set up a money transfer order Beneficiary Collects Cash At VCB'. Below this message, the transaction details are listed: Ref No: 03C 023, Debit account: 100 22, Amount: 10 0 VND, ID/Passport: 17 39, Fee: 22,000 VND, Fee type: Exclude, and Transaction date: 16:05 03/09/2020. At the bottom of the red box are two buttons: 'Create more' and 'Print'.

**BENEFICIARY COLLECTS CASH AT VCB**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**You have successfully set up a money transfer order Beneficiary Collects Cash At VCB**

Ref No: 03C 023  
Debit account: 100 22  
Amount: 10 0 VND  
ID/Passport: 17 39  
Fee: 22,000 VND  
Fee type: Exclude  
Transaction date: 16:05 03/09/2020

Create more Print

## QUICK TRANSFER TO OTHER LOCAL BANK 24/7

Function that allows accountant to create a quick transfer to other local bank 24/7 in VND

In menu “Transfer/Domestic Money Transfer”, select “Quick Transfer to other local bank 24/7”..

❖ To create order:

- Filling full information on screen
  - ✓ Sender Information: choose debit account
  - ✓ Beneficiary Information:
    - Account Number
    - Select the beneficiary bank from the list
  - ✓ Transaction Information: Enter transaction-related information:
    - Amount, content
    - Charge: (i)Exclude; (ii) Include
- Select “Next”
- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

The screenshot displays the Vietcombank web interface for a quick transfer. At the top, the user is logged in as '2000036868' on '03/09/2020 - 04:20'. The navigation menu includes 'INQUIRY', 'TRANSFER', 'PAYMENT', 'OTHER', and 'SUPPORT'. The main heading is 'QUICK TRANSFER TO OTHER LOCAL BANK 24/7'. A progress bar shows three steps: 1. Enter Information (active), 2. Confirm Information / OTP, and 3. Completed. The 'Enter Information' section is divided into three parts, each highlighted with a red box: 
 

- Sender Information:** Includes a 'Debit account' dropdown menu showing '10 022' and a 'Balance' of '5 000 VND'.
- Beneficiary Information:** Includes a 'Credit account' input field and a 'Beneficiary bank name' dropdown menu showing 'Ngân hàng TMCP Bản Việt'.
- Transaction Information:** Includes a 'Ref number' input field, an 'Amount' input field showing '0', a 'Charge type' dropdown menu showing 'Exclude', a 'Loại tiền' (Currency) dropdown menu showing 'VND', and a 'Content' input field.

 A green 'Submit' button is located at the bottom right of the form. The footer contains the hotline '1900 545413', copyright '© 2001 - 2020 Vietcombank', and the current date and time '(GMT+7) 10:50:49'.

Home

Transfer

Payment

Account

Card

Loan

Insurance

Investment

Other

Support

Vietcombank

User name: 20000368G68 | Last login: 04/09/2020 - 09:54

Domestic Money Transfer | Bulk Payment

INQUIRY | **TRANSFER** | PAYMENT | OTHER | SUPPORT

1

2

3

Enter Information

Confirm Information / OTP

Completed

Sender Information

Debit account  
100 17

Balance  
15 35 VND

Beneficiary Information

Credit account type  
Quick transfer via account number

Credit account  
01 294

Beneficiary bank name  
Ngân hàng TMCP Đông Á

Beneficiary name  
NGUYEN VAN NAPAS

Transaction Information

Ref No  
Amount  
20 0 VND

Charge Type  
Exclude

Content  
ck

Amount In Text  
Hai đồng

Charge Amount  
22,000 VND

OTP

OTP method  
EMV card

OTP

Challenge  
638130

Back

Next

## MASS PAYMENT

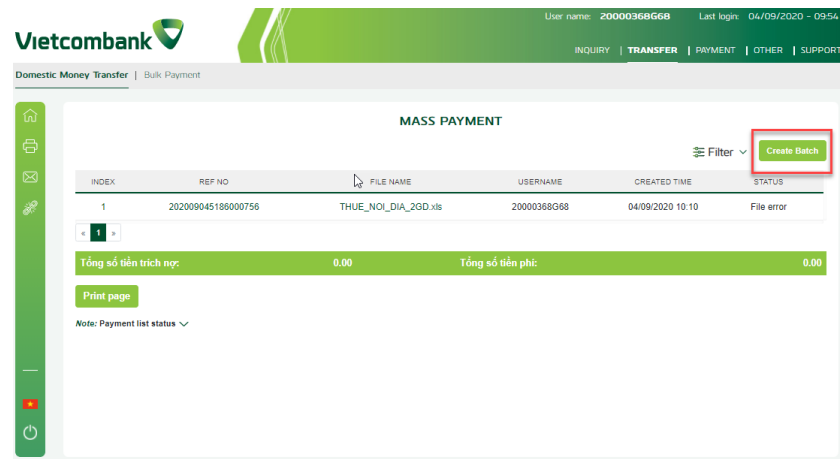
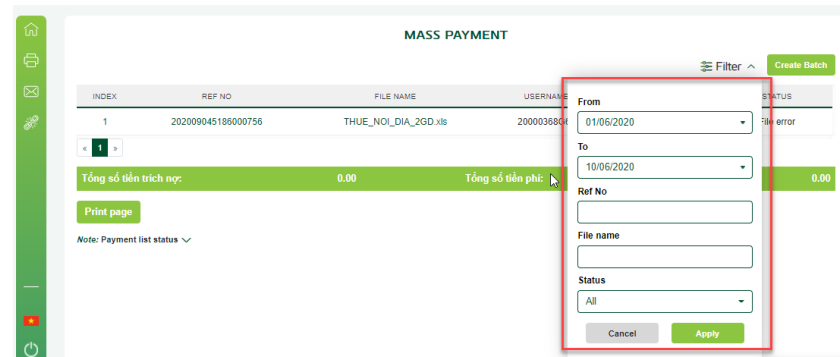
Function that allows accountant user to create money a mass payment in VND by uploading order lists according to the standard form of VCB.

Mass payment transactions after successful transaction is created by the accountant users, each order in the list corresponds to an independent order and steps for approval of transaction orders of the code of Account Holder users / Chief Accountant users (if any) is unchanged.

In menu “Transfer/Domestic Money Transfer”, select “Mass Payment”

### ❖ To create mass payment::

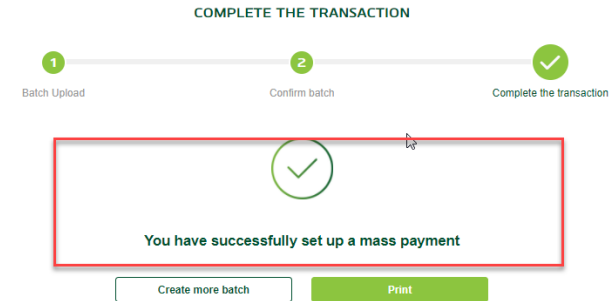
- Upload: Customer presses "Select file" to upload orders to the program (In cases where the batch has not been created yet, customers need to perform the step "Create batch" before "Load batches").
- Select “Next”
- Based on the information entered by the customer, the customer waits for the system to check the validity of the orders in the batch (usually within 5 minutes). Depend on the batch inspection status to take next steps:
  - ✓ File error: The system cannot check the file uploaded by the customer. The client performs reloading of the batch in this case.



- ✓ Waiting for check: The system is receiving the batches
- ✓ Checking: the system is checking the order batch
- ✓ Checked: The system has checked the commands

- Customer chooses the batch with Checked status to check details of orders in the batch
  - ✓ In case all orders in the batch are valid: the client proceeds to the next step
  - ✓ In case 1 or more orders in the batch are error: customer directly selects each faulty order and corrects the order, and at the same time saves it so that the order is valid

- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction



❖ Instructions for creating batches

- Select “Create batch” .(Note: Customer downloads the sample batch using the available form of VCB (file xls, xlsx))
- Fill in the information needed to creat orders. (unsigned Vietnamese)). Các trường thông tin trong file:
  - ✓ M: Required field for all transactions, in addition:
    - M1: Required for internal and external transfers
    - M2: Required for beneficiaries collect cash at VCB
  - ✓ O: The field is not required to enter

STT	Fields	Description		M/O	Note
1	STT	Numerical order		M	
2	Cus Ref ( option)	Ref of each order is specified by you		O	
3	Debit account (Text)	Debit account		M	
4	Beneficiary account (Text)	Beneficiary account		M1	

5	Beneficiary name (Text)	Beneficiary name		M	
6	ID No/Passport No (Text)	ID No/Passport No		M2	
7	Date of issue (Text)	Date of issue		M2	
8	Place of issue (Text)	Place of issue		M2	
9	Bank code (Text)	Bank code		M1	Please see bank list
10	Bank name (Text)	Bank name		M1	Enter only the beneficiary bank code or the name of the beneficiary bank
11	Amount (số)	Amount		M	
12	Currency (Text)	Currency		M	Credit currency is VND
13	Charge (Text)	Charge		M	(*) OUR: The payer pays - BEN: The receiver pays.
14	Effective date (Text)	DD/MM/YYYY		O	Blank if immediate payment
15	Content (Text)	Content		O	

## FOREIGN TRANSFER

*(The program only supports viewing and performing this function with customers who have signed a foreign currency transfer-currency conversion contract on VCB-ib @ nking with VCB)*

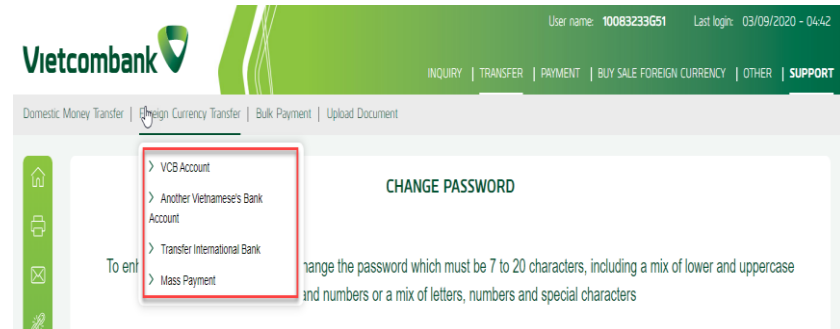
Function that allows accountant users to create orders for domestic beneficiaries and overseas beneficiaries .

In menu “Transfer”, select “**Foreign Transfer**”

Customers choose the corresponding transaction type,:

- ❖ VCB Account
- ❖ Another Vietnamese’s Bank Account
- ❖ Transfer overseas
- ❖ Mass Payment

*Note: After transactions are successfully made by the accountant users, Chief Accountant users/ Account Holder users must be approved according to the decentralized model of the client to complete the transaction.*



## VCB ACCOUNT

Function that allows Accountants users to create transactions in foreign currency (original currency) for beneficiaries in the VCB system

In menu “Transfer/Foreign Transfer”, select “**VCB Account**”

❖ To create order:

- Filling full information on screen
  - ✓ Sender Infomation: choose debit account
  - ✓ Beneficiary Infomation: Enter yourself or choose from a list of predefined beneficiaries
    - In case of self-input information: Input the beneficiary's account number by yourself
    - In case of choosing from predefined list of beneficiaries: Select the button "Select from list" to search and select information of beneficiaries to use
  - ✓ Transaction Infomation: Enter transaction-related information:
    - Ref No (Option)
    - Amount.
    - Currency: original currency.
    - Charge: (i)Exclude; (ii) Include
    - Transfer:MethodImmediately  
Transfer/Future Transfer. For future

The screenshot shows the Vietcombank VCB ACCOUNT interface for Foreign Currency Transfer. The interface is divided into three main sections: Sender Information, Beneficiary Information, and Transaction Information. The Sender Information section includes a Debit account dropdown (003 668) and a Balance field (7 80 USD). The Beneficiary Information section includes a Credit account dropdown, a Virtual account checkbox, and a Save Beneficiary checkbox. The Transaction Information section includes a Ref No field, an Amount field (0), a Currency dropdown (USD), a Charge dropdown (Exclude), a Transfer option dropdown (Foreign currency transfer), a Payment purpose dropdown (Payment for import goods (including costs related)), a Transfer Method dropdown (Immediately transfer), and a Content field. A Next button is located at the bottom right of the Transaction Information section. The interface also features a top navigation bar with links for Domestic Money Transfer, Foreign Currency Transfer, Bulk Payment, and Upload Document. The bottom of the interface displays the Hotline: 1900 545413, Copyright: © 2001 - 2020 Vietcombank, and Current date: (GMT+7) 16:59:43.

transfer, customers need to enter an effective date c

- Money transfer purpose: select a purpose according to the available list on the program
- Content
- Select “Next”
- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

**Vietcombank** User name: 10083233651 Last login: 03/09/2020 - 04:42

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

**VCB ACCOUNT**

1 Enter Information 2 **Confirm Information / OTP** 3 Completed

**Sender Information**

Debit account 00 668 Balance 71 80 USD

**Beneficiary Information**

Credit account type Another VCB account  
Credit account 100 748 Beneficiary name CT TEST DUONGDS D6 USD

**Transaction Information**

Ref No  
Transfer option Foreign currency transfer  
Amount USD Amount in Text USD  
Charge Type Exclude  
Content  
Payment purpose Payment for import goods (including costs related to import goods)

**OTP**

OTP method EMV card  
OTP  
Challenge 601374

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17.02.21

**Vietcombank** User name: 10083233651 Last login: 03/09/2020 - 04:42

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

**VCB ACCOUNT**

1 Enter Information 2 Confirm Information / OTP 3 **Completed**

**You have successfully set up a money transfer order VCB Account**

Ref No 030 001  
Debit account 003 668  
Amount USD  
Credit account 10 748  
Fee 0 USD  
Fee type Exclude  
Transaction date 17.03.03/09/2020

Create more Print

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17.04.11

## ANOTHER VIETNAMESE'S BANK ACCOUNT

Function that allows Accountants users to create transactions in foreign currency (original currency) for beneficiaries at another vietnamese's bank

In menu “Transfer/Foreign Transfer”, select **“Another vietnamese's bank account”**

❖ To create order:

- Filling full information on screen
  - ✓ Sender Infomation: choose debit account , enter information of the sender, address of sender, additional information (if any)
  - ✓ Beneficiary Infomation: Enter yourself or choose from a list of predefined beneficiaries
    - In case of self-input information: Input the beneficiary's account number, beneficiary's name, beneficiary'bank
    - In case of choosing from predefined list of beneficiaries: Select the button "Select from list" to search and select information of beneficiaries to use
  - ✓ Transaction Infomation: Enter transaction-related information:
    - Ref No
    - Amount.
    - Currency: Original Currency

The screenshot shows the Vietcombank web interface for creating a foreign currency transfer. The page title is "ANOTHER VIETNAMESE'S BANK ACCOUNT". The interface includes a progress bar with three steps: 1. Enter Information (checked), 2. Confirm Information / OTP, and 3. Completed. The form is divided into three main sections, each highlighted with a red border:

- Sender Information:**
  - Debit account: 003 668 (dropdown)
  - Balance: 71 30 USD
  - Ordering information: CTN NGNGHI CH
  - Additional information: (empty field)
  - Sender Address: 139 DONG TAY, KCN VSIP, THUY NGUYEN, NPH
  - Country: VIETNAM
- Beneficiary Information:**
  - Credit account: (empty field)
  - Beneficiary name: (empty field)
  - Save beneficiary: ☐
  - Beneficiary bank name: Please select a beneficiary bank (dropdown)
  - Province/City: (empty field)
  - Branch: (empty field)
- Transaction Information:**
  - Ref number: (empty field)
  - Amount: 0
  - Loại tiền: USD
  - Payment purpose: Payment for import goods (including costs related) (dropdown)
  - Charge type: Exclude (dropdown)
  - Transfer option: Foreign currency transfer (dropdown)
  - Transfer method: Immediately transfer (dropdown)
  - Content: (empty field)

A green "Confirm" button is located at the bottom right of the form. The footer includes the hotline number 1900 545413, copyright information © 2001 - 2020 Vietcombank, and the current date (GMT+7) 17/09/20.

- Charge: (i) Exclude; (ii) Include
- Transfer: Immediately Transfer/Future Transfer. For future transfer, customers need to enter an effective date
- Money transfer purpose: select a purpose according to the available list on the program
- Content
  - Select “Next”
  - The system displays the information automatically for customers to check detail
  - Choose OTP method and enter the OTP
  - Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
  - Select “Back” if you do not want to create a transaction

**Vietcombank** User name: 10083233021 Last login: 03/09/2020 - 06:42

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

INQUIRY | **TRANSFER** | PAYMENT | BUY/SALE FOREIGN CURRENCY | OTHER | SUPPORT

**ANOTHER VIETNAMESE'S BANK ACCOUNT**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**Sender Information**

Debit account: 003 668	Balance: 71 80 USD
Ordering information: CTN HONGHIE CH	Additional information:
Sender Address: 139 DONG TAY, KCN VSIP, THUY NGUYEN, HPH	Country: VIETNAM

**Beneficiary Information**

Credit account type: Another Vietnamese bank's account	Beneficiary name: NGUYEN VAN ANH
Credit account: 100 17	
Beneficiary bank name: A CHAU (ACB)	Branch: NHYMCP A CHAU CN AN GIANG
Province/City: An Giang	

**Transaction Information**

Ref No:	
Transfer option: Foreign currency transfer	
Amount: USD	Amount in Text: USD
Charge Type: Exclude	
Content:	
Payment purpose: Payment for import services (including costs related to import services)	

**OTP**

OTP method: EMV card

OTP: Challenge: 073915

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17:11:32

**Vietcombank** User name: 10083233051 Last login: 03/09/2020 - 06:42

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

INQUIRY | **TRANSFER** | PAYMENT | BUY/SALE FOREIGN CURRENCY | OTHER | SUPPORT

**ANOTHER VIETNAMESE'S BANK ACCOUNT**

1 Enter Information 2 Confirm Information / OTP 3 Completed

You have successfully set up a money transfer order Another Vietnamese's Bank Account

Ref No:	030 41002
Debit account:	003 668
Amount:	USD
Credit account:	100 17
Bank name:	A CHAU (ACB)
Fee:	0 USD
Fee type:	Exclude
Transaction date:	17:11 03/09/2020

Create more Print

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17:12:55

## TRANSFER OVERSEA

Function that allows Accountants users to create transactions in foreign currency (original currency) for overseas beneficiaries

In menu “Transfer/Foreign Transfer”, select “Transfer oversea”.

❖ To create order:

- Filling full information on screen
  - ✓ Sender Infomation: choose debit account, enter information of the sender, address of sender, additional information (if any)
  - ✓ Beneficiary Infomation
    - Account Number
    - Account Name;
    - Beneficiary bank
    - Bank code
  - ✓ Transaction Infomation: Enter transaction-related information:
    - Ref No
    - Amount.
    - Currency: Original currency.
    - Charge:
      - ✚ In case customers transfer money in USD: (i) OUR fee; (ii) Fee Ben; (iii) SHA Fees; (iv) No Deduct Fee

The screenshot displays the Vietcombank web interface for international bank transfers. The top navigation bar includes links for INQUIRY, TRANSFER, PAYMENT, BUY SALE FOREIGN CURRENCY, OTHER, and SUPPORT. The main heading is 'TRANSFER INTERNATIONAL BANK'. The process is divided into three steps: 1. Enter Information (active), 2. Confirm Information / OTP, and 3. Completed. The 'Enter Information' step is highlighted with a red box and contains three main sections: Sender Information, Beneficiary Information, and Transaction Information. The Sender Information section includes fields for Debit account (0031 0668), Ordering information (CTN NGONHI CH), Country (VIETNAM), and Sender Address (138 DONG TAY, KCN VSIP, THUY NGUYEN, HPH). The Beneficiary Information section includes fields for Credit account, Beneficiary name, Beneficiary bank name, and Beneficiary bank code. The Transaction Information section includes fields for Ref number, Amount (0), Currency type (USD), Purpose Transfer (Payment for import goods (including costs related)), Charge type (Exclude), Content, and Additional Information. A Submit button is located at the bottom right of the form.

- ✚ In case customers transfer money in a foreign currency other than USD: (i) OUR fee; (ii) Fee Ben; (iii) SHA Fees
  - Transfer: Immediately Transfer/Future Transfer. For future transfer, customers need to enter an effective date
  - Money transfer purpose: select a purpose according to the available list on the program
  - Content
  - Additional information (if any)
- Select “Next”
- The system displays the information automatically for customers to check details
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

**Vietcombank** User name: 1008323051 Last login: 03/09/2020 - 09:40

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

**TRANSFER INTERNATIONAL BANK**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**Sender Information**

Debit account: 003 668  
 Ordering information: CTN NGONH CH  
 Sender Address: 139  
 THUY NGUYEN, HPH  
 Country: VIETNAM

Balance: 71 80 USD  
 Additional information:

**Beneficiary Information**

Credit account type: Foreign bank account  
 Credit account: 02 687  
 Beneficiary bank name: tien phong bank  
 Beneficiary name: NGUYEN DINH PHONG  
 Beneficiary bank code:

**Transaction Information**

Ref No:  
 Amount: USD  
 Charge Type: Exclude  
 Content: thanh loan  
 Payment purpose: Payment for compensation, discounts and reasonable expenses related to export goods and services  
 Amount in Text: USD

**OTP**

OTP method: EMV card  
 OTP:   
 Challenge: 558276

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17:17:34

**Vietcombank** User name: 1008323051 Last login: 03/09/2020 - 09:40

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | Upload Document

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

**TRANSFER INTERNATIONAL BANK**

1 Enter Information 2 Confirm Information / OTP 3 Completed

**You have successfully set up a money transfer order Transfer International Bank**

Ref No: 030 17003  
 Debit account: 003 668  
 Amount: USD  
 Credit account: 02 87  
 Bank name: tien phong bank  
 Bank code:  
 Fee: 0 USD  
 Fee type: Exclude  
 Transaction date: 17:17 03/09/2020

Create more Print

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17:20:00

## FOREIGN MASS PAYMENT

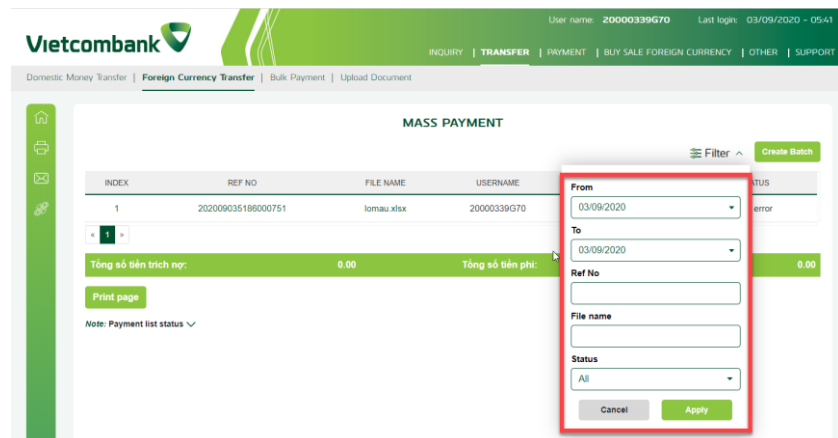
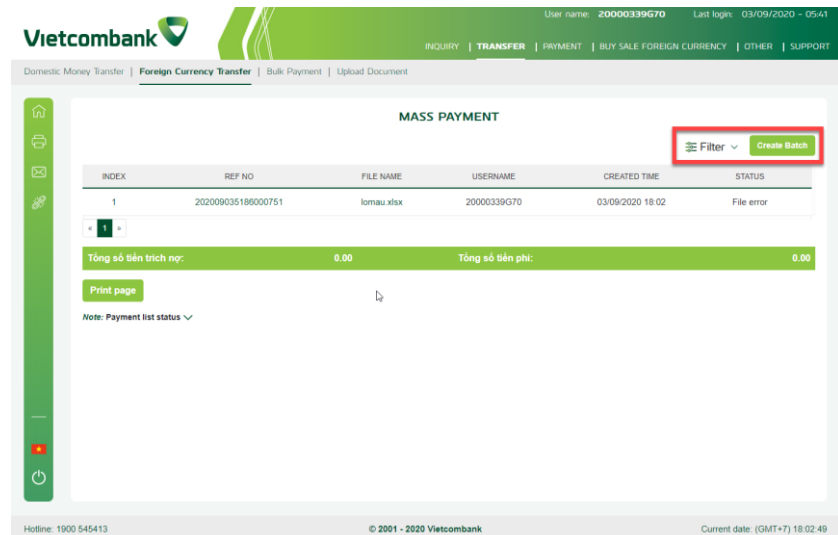
Function that allows accountant user to create a mass payment in foreign currency (original currency) by uploading order lists according to the standard form of VCB.

Mass payment transactions after successful transaction is created by the accountant users, each order in the list corresponds to an independent order and steps for approval of transaction orders of the code of Account Holder users / Chief Accountant users (if any) is unchanged.

In menu “Transfer/Foreign Money Transfer”, select “Mass Payment”

### ❖ To create mass payment:

- Upload: Customer presses "Select file" to upload orders to the program (In cases where the batch has not been created yet, customers need to perform the step "Create batch" before "Load batches").
- Select “Next”
- Based on the information entered by the customer, the customer waits for the system to check the validity of the orders in the batch (usually within 5 minutes). Depend on the batch inspection status to take next steps:
  - ✓ File error: The system cannot check the file uploaded by the customer. The client performs reloading of the batch in this case.



- ✓ Waiting for check: The system is receiving the batches
- ✓ Checking: the system is checking the order batch
- ✓ Checked: The system has checked the order batch
- Customer chooses the batch with Checked status to check details of orders in the batch
  - ✓ In case all orders in the batch are valid: the client proceeds to the next step
  - ✓ In case 1 or more orders in the batch are error: customer directly selects each faulty order and corrects the order, and at the same time saves it so that the order is valid
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

**BATCH UPLOAD**

1 Batch Upload 2 Confirm batch 3 Complete the transaction

Upload payment list

Upload Batch  
No file choose

Choose file

Payment type  
Transfer

Currency  
Foreign currency transfer

Download [Sample of Mass payment list] here Download [Banks list] here Mass payment guide

Back Submit

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18/01/24

**BATCH UPLOAD**

1 Batch Upload 2 Confirm batch 3 Complete the transaction

Upload payment list

Upload Batch  
No file choose

Choose file

Payment type  
Transfer

Currency  
Foreign currency transfer

Download [Sample of Mass payment list] here Download [Banks list] here Mass payment guide

Payment list has been uploaded successfully. VCB is checking the payment list in a few minutes. Please access the item "Mass payment list" to view the status of the checked payment list after 5 minutes!

Back Submit

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18/02/12

## ❖ Instructions for creating batches

- Select “Create batch” .(*Note: Customer downloads the sample batch using the available form of VCB (file xls, xlsx)*)
- Fill in the information needed to create orders. (*unsigned Vietnamese*). Information fields in the file:
  - ✓ M: Required field for all transactions
  - ✓ O: The field is not required to enter

STT	Field	Description	M/O	Note
1	STT	Numerical order	M	
2	Cus Ref (Option)	Mã của từng lệnh do Quý khách quy định	O	
3	Debit Account (Text)	Debit account (foreign currency)	M	
4	Sender Add (Text)	Address of customer	M	In accordance with the SWIFT telegraph Information who ordered: out of talent Item includes 3 schools 4,5,6 The total number of characters is 140 characters Case is longer the system will automatically truncates guaranteed characters SWIFT regulations when sending to Bank beneficiaries.
5	Country (Text)	Default: Vietnam	M	
6	Sender's Info (Text)	Sender Information / Debit Account Name / Sender Name	M	
7	Ben Account (Text)	Beneficiary account number	M	
8	Ben Name (Text)	Beneficiary Name / Beneficiary Information	M	Total 140 characters (including space characters)
9	Benbank Name (Text)	Beneficiary bank name	M (Not yet applied - Leave blank	Please see bank list. Enter only beneficiary bank code or beneficiary bank name or the name of the beneficiary bank

10	Benbank Code (Text)	Biccode: For overseas Citad code: For going in the country	M	
11	Currency (Text)	Currency	M	The currency is the same as the debit account currency
12	Amount (Số)	Amount	M	Maximum 2 digits after the decimal point
13	Remark (Text)	Remark	O	
14	Add Info	Additional sender information for recipients	O	
15	Fee code (Text)	Fee type - enter only 1 of 4 types of OUR, SHA, BEN OR OUR-NODEDUCT Remittance within Vietnam: Only OUR or BEN	M	OUR: The sender pays SHA: Both sides share the fee BEN: The payee pays OUR-NODEDUCT: The sender pays, keeps the same amount when transferring through intermediary banks (only applies to USD currency transfers)
16	RM Purpose (số)	1 or 2,3,4,5,6	M	
17	Value date (DD/MM/YYYY)			Not yet applied - Leave blank

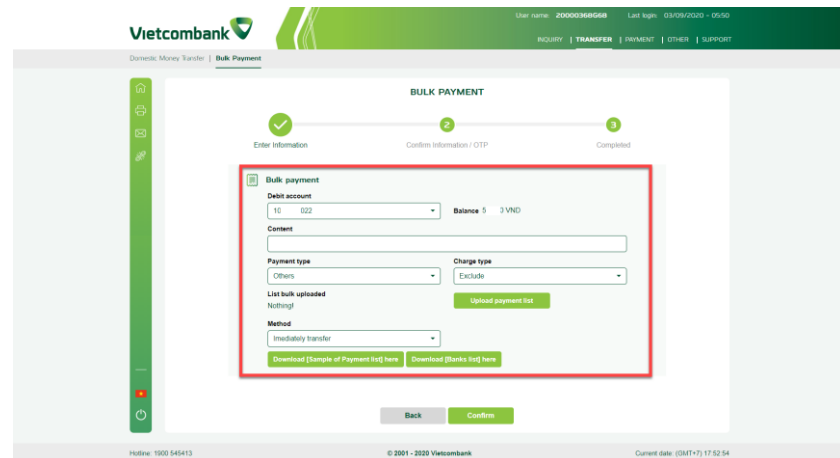
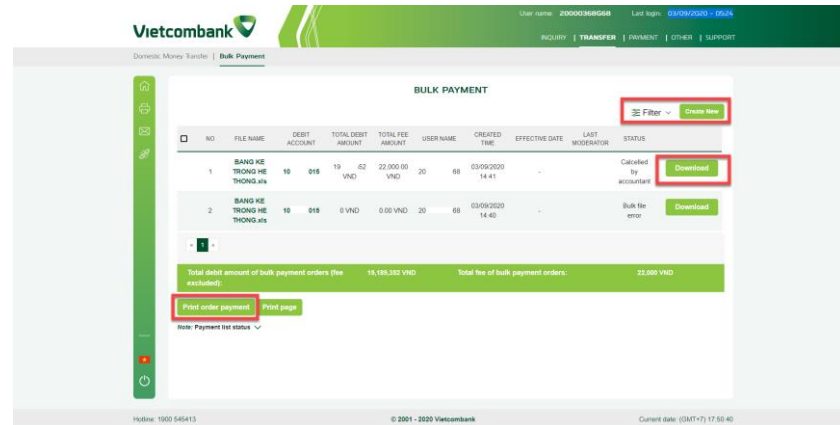
## BULK PAYMENT

Function that allows accountant user to create a bulk payment by uploading order lists according to the standard form of VCB.

In menu “Transfer”, select “Bulk Payment”

❖ To create a bulk payment:

- Upload Payment list: Select “Upload payment List”.
- Select “Next”
- Based on the information entered by the customer, the customer waits for the system to check the validity of the orders in the list (usually within 5 minutes). Depend on status to take next steps:
  - ✓ File error: The system cannot check the file uploaded by the customer.
  - ✓ Waiting for check: Payment list is waiting for being checked the validity by VCB
  - ✓ Checking: VCB is checking the validity of payment list
  - ✓ Checked: VCB has finished checking the validity of payment list. Please view payment list details to know the result
- Please view payment list details to know the result



- ✓ In case all orders in the list are valid: the customer proceeds to the next step
- ✓ In case 1 or more orders in the error list: the customer selects each faulty order directly and corrects the order, and saves the order for a valid status change order
- Choose OTP method and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

Domestic Money Transfer | Bulk Payment

ENUMERATION INFORMATION

1 Update statement 2 Confirm statement 3 Complete the transaction

Debit account details

Debit account:  Current balance:

Beneficiaries' details

Total transactions: 2 Payment list status: **Payment list is valid**

View

Transaction Informations

Total debit amount:  Total debit amount in words:

Change type: **Exclude** Payment type: **Others**

Content:

Trading code

OTP method:  Challenge: 193789

EMV card

OTP:

Note:

- VCB will save Customer's valid transactions as templates. In the next payment times, VCB will automatically compare beneficiaries' information provided by Customer with the template. If they are the same, the transaction is considered valid

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 12:53:03

Vietcombank

User name: 20000360668 Last login: 01/09/2020 - 09:50

ACCOUNT | TRANSFER | PAYMENT | OTHER | SUPPORT

Domestic Money Transfer | Bulk Payment

BULK PAYMENT

1 Enter information 2 Confirm information / OTP 3 Completed

Bulk payment

Debit account: 10 22 Balance: 5 0 VND

Content:

Payment type:  Charge type:

List bulk uploaded: Nothing! Upload payment list

Method:

Download [Sample of Payment list] here Download [Bank's list] here

Payment list has been uploaded successfully. VCB is checking the payment list in a few minutes. Please access the item "Bulk Payment list" to view the status of the checked payment list after 5 minutes

Back Confirm

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 17:54:04

## ❖ Instructions for creating a bulk of orders

- Select “Create New”.( *Note: Customers download the sample list using the available form of VCB (file xls, xlsx)*)
- Fill in the information needed to creat orders. (*unsigned Vietnamese*)). Information fields in the file :
  - ✓ M: Required field for all transactions, in addition:
    - M1: Required for internal and external transfers
    - M2: Required for beneficiaries collect cash at VCB
  - ✓ O: The field is not required to enter

STT	Field	Description	Obligatory (M/ M1/ M2 / N)	Length	Note
1	STT	Numerical order	M	n/a	Number format
2	So Ref	Ref of each order is specified by you	O	16	
3	So TK	Beneficiary account	M1	35	
4	So cmnd	ID No/Passport No	M2	n/a	
5	Ngày cap	Date of issue	M2	n/a	
6	Noi cap	Place of issue	M2	n/a	
7	Ten nguoi huong	Beneficiary name	M	70	
8	Ten ngan hang	Bank name	M1	n/a	If the beneficiary bank is Vietcombank. You can enter your name: Vietcombank
9	So tien	Amount	M	15	
10	Loai tien	Currency	M	3	Credit currency is VND
11	Noi dung	Content	O	196	

## UPLOAD DOCUMENT

### UPLOAD DOCUMENT

The function allows the accountant users to upload valid document for foreign currency orders for transactions successfully created by that accountant users.

Vietcombank will receive documents for the purpose of checking transaction nature, however the policy for original documents is in accordance with Laws and Vietnam and Vietcombank from time to time.

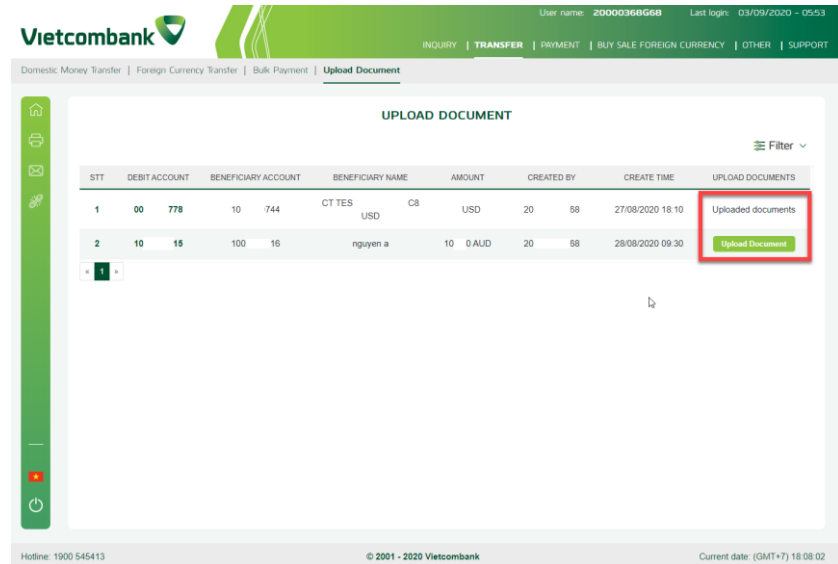
The function is optional, the account holder and confirmation levels still perform transaction approval if no documents are available.

In the menu “Money Transfer /Upload document”, select “Upload document”.

❖ The screen displays list of foreign currency remittance orders made by accountants

To upload foreign currency transaction documents to the program, customers do:

- Select transaction order to transfer the foreign currency you want to upload documents and select "Upload documents"



- Check the order details and choose “File” and upload
- Choose the method of entering transaction code and input OTP
- Select “Save” to finish downloading the foreign currency transaction profile”or“ Back ”to cancel the request
- The program supports uploading files with formats: Pdf, winrar, zip. Each order can be uploaded with no more than 10 documents, each document must not exceed 10MB

❖ *Note: Uploaded documents do not support wrong upload, correction or deletion. The accountant codes may supplement documents if the transaction has not been approved by the Chief Accountant / Account Holder* Filter function allows customers to search for transactions by time period

**Vietcombank** User name: 20000368G68 Last login: 03/09/2020 - 05:53

Domestic Money Transfer | Foreign Currency Transfer | Bulk Payment | **Upload Document**

**DOCUMENT FOREIGN CURRENCY DETAIL**

**Sender Information**  
Debit account: 10 015

**Beneficiary Information**  
Credit account type: Transfer to foreign bank account with agreed rate/ listed rate  
Credit account: 10 016 Beneficiary name: nguyen a

**Transaction Information**  
Amount: 10 0 AUD Amount in words: M n AUD  
Content: Payment purpose: Payment for import goods (including costs related to import goods) Documents to be presented: Theo quy định của ngân hàng  
Charge type: Exclude  
Order no: 2808200294081004 Created by: 20 68  
Create time: 28/08/2020 09:30:47 Status: Pending  
Comment:   
Uploaded Document(s): Choose file  
Choose file

Back Save

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18/09/20

10 015 10.10.163.64 says  
Are you sure to upload these documents?  
OK Cancel

**Beneficiary Information**  
Credit account type: Transfer to foreign bank account with agreed rate/ listed rate  
Credit account: 10 016 Beneficiary name: ng

**Transaction Information**  
Amount: 1 0 AUD Amount in words: M AUD  
Content: Payment purpose: Payment for import goods (including costs related to import goods) Documents to be presented: Theo quy định của ngân hàng  
Charge type: Exclude  
Order no: 2808200294081004 Created by: 20000368G68  
Create time: 28/08/2020 09:30:47 Status: Pending  
Comment:   
Uploaded Document(s): Choose file  
bang-minh-hoa-quyen-loi-bao-hiem.pdf  
Choose file

Back Save

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18/10/20

## **PAYMENT**

**PAYMENT NATIONAL BUDGET**    Function that allows accountants code to make transactions to pay state budget.

In the menu "Payment", select "Payment National budget"

Customers choose the corresponding transaction type, specifically:

- ❖ Local tax payment
- ❖ Custom tax payment
- ❖ Registration Fee payment
- ❖ Mass payment

## LOCAL TAX PAYMENT

Function that allows the accountant user to make domestic tax payment transactions

In the menu "Payment national budget", select "Local tax payment"

❖ The program supports all forms of tax payment, including:

- Self-payment: Pay tax for yourself (the program automatically takes the tax code that you registered with VCB)
- Filing instead: You can pay on behalf of someone else (enter any tax code to pay)

The screenshot displays the Vietcombank web interface for local tax payment. At the top, the user is logged in as '20000368668' on '03/09/2020 - 04:47'. The main navigation bar includes 'INQUIRY', 'TRANSFER', 'PAYMENT', 'OTHER', and 'SUPPORT'. Below this, a sub-menu 'Payment National Budget' is active, with options for 'Social Insurance Payment', 'Billing Payment', 'Top-up Payment', 'Sea Port Payment', and 'Lập lệnh giao dịch'. The 'LOCAL TAX PAYMENT' section features a progress bar with four steps: 1. Choose information (marked with a checkmark), 2. Enter the information (current step), 3. Confirm information / enter OTP, and 4. End. The 'Enter the information' step contains a form titled 'Local tax payment' with a 'Tax payment type' dropdown menu set to 'For yourself' and a 'Tax code' input field containing '1122330004'. A checkbox labeled 'I certify that this is my tax code' is located below the tax code field. A green 'Confirm' button is positioned at the bottom of the form. The footer of the page includes the hotline number '1900 545413', the copyright notice '© 2001 - 2020 Vietcombank', and the current date and time '(GMT+7) 17:06:22'.

❖ To create a transaction, customers perform:

- Choose the form of tax payment, Enter Tax Code (with alternative payment method)
  - Select "Confirm"
  - Based on the information entered by the customer, the system displays the information automatically for customers to check details
- ✓ Taxpayer Information: Information returned by the General Department of Taxation. If there is no information to return, you can enter tax information to make payment
- ✓ Detailed tax information: The General Department of Taxation returns information on economic contents and the corresponding amount. In the absence of information, you can manually enter additional information to make payment.
- ✓ Tax Collection Treasury Information: The General Department of Taxation returns information. In the absence of information, you can manually enter additional information to make payment.
- ✓ Additional tax information: You enter additional economic content that needs to pay additional tax in addition to the information returned by the General Department of Taxation

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | Sea Port Payment | Lấp lánh giao dịch

INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

User name: 20000368G6B Last login: 03/09/2020 - 04:47

LOCAL TAX PAYMENT

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

Local tax payment

Tax payment type For others Tax code

Confirm

Activate Windows  
Go to Settings to activate Windows.  
Current date: (GMT+7) 17:07:00

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

- Select “Confirm” if you want to continue the transaction
- Choose the method to receive OTP code and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to make a transaction

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 06:47  
INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | Sea Port Payment | Lập lệnh giao dịch

### LOCAL TAX PAYMENT

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

**Local tax payment**

Debit account: 10 022 Tax type: Local tax

Tax payment type: Pay for myself Tax code: 1122330004

Payer: CÔNG TY VIET NAM Address: số 4 đường BD, F

Decision number: 10 035 Declaration date: 03/09/2020

Chapter: 757 - Hộ gia đình, cá nhân Tax department: 1054449 - Cục Thuế Thành Phố Hà Nội

National budget account: 7111 Amount properties: Submit for state budget

According to the conclusion of the competent authority: State audit Customer Ref:

Beneficiary name: KBNN Cần Thơ Department departments: VP KBNN Cần Thơ

**Tax information**

TAX INFORMATION	AMOUNT	TERM
<input checked="" type="checkbox"/> 0003 - Tạm thu khác	6 78	02/2020
<input type="checkbox"/>	0	

Back Confirm

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Activate Windows Go to Settings to activate Windows. Current date: (GMT+7) 17:10:13

**Trading code**

OTP method: EMV card

OTP:

Challenge: 362233

Back Submit

## CUSTOMS TAX PAYMENT

Function that allows the accountant users to make domestic tax payment transactions

In the menu "Payment / Payment national Budget", select "Customs tax payment"

- ❖ To create a transaction, customers perform:
  - Enter information related to import and export tax payment transactions: Tax code, Customs code, Import and export type code; Year of registration; Some declarations
  - Select "Confirm"
  - Based on information imported by customers, the system automatically displays information on import and export tax declarations (data from the General Department of Customs) for customers to check in detail.
  - ✓ Taxpayer Information: Information returned by the General Department of Taxation. If there is no information to return, you can enter tax information to make payment
  - ✓ Detailed tax information: The General Department of Taxation returns information on economic contents and the corresponding amount. In the absence of information, you can manually enter additional information to make payment

The screenshot shows the Vietcombank web interface for Customs Tax Payment. The top navigation bar includes the Vietcombank logo and user information: User name: 20000368668, Last login: 03/09/2020 - 04:59. Below the navigation bar, there is a menu with options: INQUIRY, TRANSFER, PAYMENT, OTHER, and SUPPORT. The main content area is titled "CUSTOMS TAX PAYMENT" and features a progress bar with four steps: 1. Choose information (completed), 2. Enter the information (current step), 3. Confirm information / enter OTP, and 4. End. The "Enter the information" step is highlighted with a red box. Inside this box, there are four input fields: "Tax code" (06 299), "Customs code" (43NF - Chi cục HQ KCN Việt Nam - Singapore), "Import-export type code" (A12 - Nhập kinh doanh sản xuất), and "Registered year" (2019). Each field has a checkmark icon. Below these fields is a "Confirm" button. The footer of the page includes the hotline number 1900 545413, copyright information (© 2001 - 2020 Vietcombank), and the current date (GMT+7) 17:12:54.

✓ Tax Treasury Information: The General Department of Taxation returns information. In the absence of information, you can manually enter additional information to make payment

- Select “Confirm” if you want to continue the transaction
- Choose the method to receive OTP code and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to make a transaction

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 04:59  
INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | Sea Port Payment | Lập lệnh giao dịch

### CUSTOMS TAX PAYMENT

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

**Organization information**

Debit account: 10 022  
Tax code: 0900677299  
Customs code: 03PL - Chi cục HQ Hưng Yên  
Registered year: 2019  
Loan status: 2 - Nợ quá hạn  
Beneficiary name: KBNN Mỹ Hòa - Hưng Yên

Customer Ref:   
Customer name: Công Ty Trách Nhiệm Hữu Hạn  
Import-export type code: A12 - Nhập kinh doanh sản xuất  
Form number: 10 035  
Treasury account: 7111

**Tax information**

1 - THUẾ XUẤT NHẬP KHẨU

KIND OF TAX	CHAPTER	ITEMS	SUBSECTION	AMOUNT
Export	999		0000	0
Import	999		0000	0
VAT	999	000	1702	55 362
Special Consumption	999		0000	0
Safeguard against dumping	999		0000	0
Environment	999		0000	0
Other	999		0000	0

Back Confirm

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

Trading code

OTP method: EMV card

OTP:   
Challenge: 362233

Back Submit

## REGISTRATION FEE PAYMENT

The function allows the accountant users to make a transaction and pay registration fee

❖ In the menu "Payment / " Payment national Budget, select "Registration fee payment" The program supports all forms of tax payment, including:

- Self-payment: Pay tax for yourself (the program automatically takes the tax code that you registered with VCB)
- Filing instead: You can pay on behalf of someone else (enter any tax code to pay)

❖ The program supports customers to pay taxes with fees

- Car and motorbike registration tax
- Real estate registration tax

❖ To create a transaction, customers perform:

- Enter the information displayed
- Select "Confirm"
- Based on the information entered by the customer, the system displays the information automatically for customers to check details

✓ Taxpayer Information: Information returned by the General Department of Taxation. If there is no information to return, you can enter tax information to make payment

✓ Detailed tax information: The General Department of Taxation returns information on economic contents and the corresponding amount. In the absence of information, you can manually enter additional information to make payment.

✓ Tax Collection Treasury Information: The General Department of Taxation returns information. In the absence of information, you can manually enter additional information to make payment.

- Select “Confirm” if you want to continue the transaction
- Choose the method to receive transaction code and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to make a transaction.

**Vietcombank** User name: 20000368G6B Last login: 03/09/2020 - 04:59  
INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | Sea Port Payment | Lấp lánh giao dịch

### REGISTRATION FEE PAYMENT

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

**Registration Fee Payment**

Debit account: 10 022 Customer Ref:

Payment Type: Pay for others Issue No: 115 1800

Customer name: COCA2 Tax code: 999655662

Customer address: Kv 14, 021HH - 021HH -

**Customer payment info**

Customer name: Tax code: 1122330004

Customer address: hoa binh Submit for state budget

According to the conclusion of the competent authority: State audit Area code: 021HH

State Treasury beneficiary: 0041

**Detailed tax information**

ISSUE DATE	TERM	NUMBER OF FRAME	NUMBER OF MACHINE	NOTE	CHAPTER CODE	COLLECTING AGENCIES	SUBSE
<input type="checkbox"/> 16/05/20	02/20	131902	0952871		757 - Hộ gia đình	1119800 - Chi Cục	2802 - Lê

Back Submit

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Activate Windows Go to Settings to activate Windows. Current date: (GMT+7) 17:18:20

Trading code

OTP method: EMV card

OTP:

Challenge: 362233

Back Submit

## MASS TAX PAYMENT

Function that allows accountant user to create a mass tax payment by uploading order lists according to the standard form of VCB..

Mass payment transactions after successful transaction is created by the accountant users, each order in the list corresponds to an independent order and steps for approval of transaction orders of the code of Account Holder users / Chief Accountant users (if any) is unchanged.

In menu “Payment/Payment National Budget”, chọn “Mass tax payment”

### ❖ To create order:

- Customer presses "Select file" to upload orders to the program (In cases where the batch has not been created yet, customers need to perform the step "Create batch" before "Load batch")
- Select payment purpose: Local tax payment/ Custom tax payment
- Select “Next”
- Based on the information entered by the customer, the customer waits for the system to check the validity of the orders in the batch

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

(usually within 5 minutes). Depend on the batch inspection status to take next steps:

- ✓ File error: The system cannot check the file uploaded by the customer. The client performs reloading of the batch in this case.
- ✓ Waiting for checking: Payment list is waiting for being checked the validity by VCB
- ✓ Checking: VCB is checking the validity of payment list
- ✓ Checked: VCB has finished checking the validity of payment list. Please view payment list details to know the result
- Customer chooses the batch with Checked status to check details of orders in the batch
  - ✓ In case all orders in the batch are valid: the client proceeds to the next step
  - ✓ In case 1 or more orders in the batch are error: customer directly selects each faulty order and corrects the order, and at the same time saves it so that the order is valid
- Choose OTP method and enter the OTP code
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction

The screenshot displays the Vietcombank Accountant User Interface. At the top, the user name is 20000368668 and the last login is 03/09/2020 - 05:48. The navigation bar includes links for INQUIRY, TRANSFER, PAYMENT, OTHER, and SUPPORT. The main section is titled "TRANSACTION LIST" and shows a progress bar with three steps: 1. Batch Upload, 2. Confirm batch (checked), and 3. Complete the transaction. Below the progress bar is a table titled "List Batch" with columns: IS XON R, DATE OF REGISTRATIO N DECLARATION, NAME OF COLLECTING AUTHORITY, TÊN KBNN, TOTAL AMOUNT, LOẠI NGOẠI TẾ, NỘI DUNG, and STATUS. The table contains two rows of transaction data. Below the table is a "Print page" button and a "Note: Payment list status" section. The OTP confirmation screen is highlighted with a red box, showing the OTP method (EMV card), the OTP code (562929), and the Challenge code (562929). The screen also includes "Back" and "Submit" buttons.

IS XON R	DATE OF REGISTRATIO N DECLARATION	NAME OF COLLECTING AUTHORITY	TÊN KBNN	TOTAL AMOUNT	LOẠI NGOẠI TẾ	NỘI DUNG	STATUS
585	2016	Chi cục HQ CK Sân bay quốc tế Nội Bài	VP KBNN Hà Nam	20000	VND	MSI ,CH999;HQ01B1,LHA 12;TK10095373585 ;T M3052(XK);ST20000;Chi Nhanh Cty Trach Nhiem Huu Han	Creating
585	2016	Chi cục HQ CK Sân bay quốc tế Nội Bài	VP KBNN Hà Nam	300000	VND	MSI ,CH999;HQ01B1,LHA 12;TK10095373585 NTK01012016;T M3052(XK); Chi Nhanh Cty Trach Nhiem Huu Han	Creating

OTP method: EMV card  
OTP: 562929  
Challenge: 562929

Back Submit

## ❖ Instructions for creating batches

- Select “Create batch” (*Note: Customer downloads the sample batch using the available form of VCB (file xls, xlsx)*)
- Fill in the information needed to create orders. (*Note: the system accepts unsigned files and accented Vietnamese files*). Information fields in the file:
  - ✓ M: Required if "1" is selected at the 3rd information field
  - ✓ N: not required to enter
  - ✓ M+M1: Required if "2" is selected at the 3rd information field
  - ✓ M2,M3,M4,M5: Required where one of the fields is valued (must be validated at the same time)
  - ✓ M6: Required if "Y" is selected at the 4th information

STT	Name	Description	Required (M/M1/M2/N)	Note
1	STT	Numerical order	M	Number format
2	Cus Ref (optional)	Ref by customers fill themself	N	
3	Transaction type	1: Tax declared; 2: Tax has not been reported	M	Number format: Choose only 1 or 2
4	Hand in (Y/N)	If submitting to the enterprise: choose “N”; If submitted instead, select "Y"	M	Select only one of two values Y or N, otherwise Y, the program will automatically detect it as N
5	Tax ID number to be paid instead		N	
6	Name of the person filing instead		N	
7	Alternate payer address		N	

8	debit account		M	The account must be a VCB account and be valid according to the current regulations of the debit account. Not applicable for co-owner account or foreign currency account
9	Tax code	Tax code to be paid	M	In case of payment on behalf of the taxpayer, the tax ID number is the Vietnamese enterprise tax code issued for payment
10	Name of the payer		M	
11	Payer address		M1	
12	Value date	ddmmyyyy	M	Show at to this field information
13	Collection agency code		M1	
14	State Treasury Code		M1	
15	State budget accounts		M1	Default show account 7111 if not enter the state budget account
16	Total amount paid		M6	Number Format. Check conditions: The total amount must match the amount to be paid for the declaration returned by the General Department of

				Taxation. If it does not match, the program will error. In case the declaration has not been declared to the General Department of Taxation: Total paid amount = ST1 + ST2 + ST3 + ST4 + ST5.
17	Currency	- VND – Original currency	M	Currently only for payment in VND
18	Charge	OUR	M	
19	State budget accounts		M1	Default show account 7111 if not enter the state budget account
20	Decision number		N	ddmmyyyy
21	Submission according to conclusions of competent State agencies	- State inspection - Financial Inspector - Government Inspector - Competent Authorities	M1	free format
22	Nature	Remittance into the State budget - Account to withdraw VAT refund fund	M1	free format
23	Administrative area code		N	
24	Code chapter 1		M1	Currently does not allow payment for multiple chapters (pay equal chapters)
25	Code NDKT 1		M1	Currently allows payment of up to 2 subsections
26	Tax period 1		M1	ddmmyyyy

27	Amount		M1	Number format
28	Code chapter 2		M2	
29	Code NDKT 2		M2	
30	Tax period 2		M2	ddmmyyyy
31	Information field 31-43		M3/M4/M5/M6	Similar as Information field 28-30

## SOCIAL INSURANCE PAYMENT

Function that allows accountant user to create social insurance payment on the program

In menu “Payment”, chọn “Social insurance payment”

❖ To create order:

- Select province / city
  - ✓ Enter information related. In case of submission to the social insurance agency not in the locality where the electronic payment is implemented, enter:
    - Unit collecting social insurance
    - Insurance code
  - ✓ If the social insurance agency is in the area where electronic payment is implemented, enter:
    - Subject to submit
    - Type of receiver. Based on the type of receiver will display the corresponding identifier information
- Select “Confirm”
- Based on the information entered, the system displays the information automatically for customers to check details
- Select “Confirm”
- Choose OTP method and enter the OTP code

- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to create a transaction.

**Vietcombank** User name: 2000036866B Last login: 03/09/2020 - 04:20  
INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | **Social Insurance Payment** | Billing Payment | Top-up Payment | Sea Port Payment | Lập lệnh giao dịch

**SOCIAL INSURANCE PAYMENT**

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

**Submission information**

Debit debit account  
10 22

Insurance subject code  
Number of social insurance books  
Phone  
Email  
Name of social insurance agency  
Bao hiem Xa hoi TP Chau Doc  
The place code  
08902

Name of social insurance beneficiary  
Name of social insurance book holder  
ID number, ID card, passport  
Insurance agency code  
08902  
Place of sending code (social insurance agency code)  
89203002

**Beneficiary information**

Credit Account  
0471000319245

**Transaction information**

Amount  
0

Customer Ref

Nội dung

Back Submit

Hotline: 1900 545413 © 2001 - 2020 Vietcombank  
Activate Windows  
Go to Settings to activate Windows.  
Current date: (GMT+7) 16:51:08

## BILLING PAYMENT

Function that allows accountant users to make electronic deposit transactions

In the menu "Payment", select "Billing payment "

❖ To create a transaction, customers perform:

- Enter information related to transaction:
  - ✓ Select a service provider
  - ✓ Select a service type
  - ✓ Deposit amount
  - ✓ Customer code
  - ✓ Customer reference number (optional)
- Select "Next".
- Based on the information you entered, the system automatically displays the information for customers to check in detail
- Choose the method to receive transaction code and enter the OTP
- Select "Confirm" to complete the transaction establishment and receive notification of successful transaction creation on the program
- Select "Back" if you do not want to make a transaction.

The screenshot shows the Vietcombank 'BILLING PAYMENT' interface. At the top, a progress bar indicates three steps: 1. Enter Information (active), 2. Confirm Information / OTP, and 3. Completed. The 'Sender Information' section shows a debit account of 100 022 and a balance of 54 9 VND. The 'Transaction Information' section includes a dropdown for 'Service' (Logistic payment), a dropdown for 'Service provider' (TCT Tân Cảng Sài Gòn), a text field for 'Customer code', and a text field for 'Ref Number'. A 'Submit' button is at the bottom right. The footer includes the hotline 1900 545413, copyright 2001-2020 Vietcombank, and a current date of 03/09/2020.

The screenshot shows the Vietcombank 'BILLING PAYMENT' interface at Step 2: Confirm Information / OTP. The progress bar shows Step 1 as completed and Step 2 as active. The 'Sender Information' section shows a debit account of 100 0015 and a balance of 4, 200 VND. The 'Transaction Information' section displays details: Service (Hóa đơn tiền điện), Service provider (Hóa đơn tiền điện), Customer name (Tổng công ty điện lực HCM), Amount in words (Năm), Content (Hóa đơn tiền điện), and Ref Number (12343784836). The 'Transaction Code' section shows an 'OTP method' dropdown (EMV card) and an 'OTP' text field. A 'Challenge' label is next to the OTP field. 'Back' and 'Submit' buttons are at the bottom. The footer includes the hotline 1900 545413, copyright 2001-2020 Vietcombank, and a current date of 03/09/2020.

## TOP UP PAYMENT

Function that allows accountant users to make electronic deposit transactions

In the menu "Payment", select "Top up payment "

- ❖ To create a transaction, customers perform:
  - Enter information related to transaction:
    - ✓ Select a service provider
    - ✓ Select a service type
    - ✓ Deposit amount
    - ✓ Customer code
    - ✓ Customer reference number (optional)
  - Select "Next".
  - Based on the information you entered, the system automatically displays the information for customers to check in detail
  - Choose the method to receive transaction code and enter the OTP
  - Select “Confirm” to complete the transaction establishment and receive notification of successful transaction creation on the program
  - Select “Back” if you do not want to make a transaction.

The screenshot shows the 'TOPUP PAYMENT' interface with a progress bar indicating Step 1 (Enter Information) is active, Step 2 (Confirm Information / OTP) is next, and Step 3 (Completed) is final. The form contains the following fields:

- Transaction Information:** Account Number (100 22), Surplus 54 89 VND.
- Topup Payment:**
  - Service Provider: Jetstar Pacific
  - Service: Nạp tiền đại lý Jetstar Pacific Miền Bắc
  - Amount Balance: 0
  - Customer Code: (empty)
  - Ref Number: (empty)

An 'Action' button is at the bottom right. The footer includes 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date (GMT+7) 16:18:27'.

The screenshot shows the 'TOPUP PAYMENT' interface with the progress bar updated: Step 1 is completed, Step 2 (Confirm Information / OTP) is active, and Step 3 is final. The form displays the transaction details and a new section for OTP verification:

- Transaction Information:** Account Number 100 22, Surplus 8 0 VND.
- Topup Information:**
  - Service Provider: Jetstar Pacific
  - Service: Nạp tiền đại lý Jetstar Pacific Miền Nam
  - Customer Code: 37940453
  - Customer Name: 37940453
  - Debit Amount: 1 0 VND
  - Mười đồng
  - Order Description: CTV NGOC
  - Ref Number: (empty)
- Transaction Code OTP:**
  - OTP method: EMV card
  - OTP: (empty)
  - Challenge: 912278

'Back' and 'Create' buttons are at the bottom. The footer includes 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date (GMT+7) 16:37:37'.

## SEA PORT PAYMENT

Function that allows accountants users to make transactions and pay port infrastructure fees.

In the menu "Payment", select "Sea port payment "

- ❖ To create a transaction, customers perform:
  - Declare information related to fee payment transactions according to the contents on the transaction screen
  - Enter the tax code of the payer
  - Select "Confirm"
  - Based on the information you entered, the system automatically displays the information for customers to check in detail
  - Select "Confirm" to continue
  - Choose the method to receive OTP code and enter the OTP
  - Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
  - Select “Back” if you do not want to make a transaction.

**Vietcombank** User name: 20000368568 Last login: 03/09/2020 - 08:40  
 INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | **Sea Port Payment** | Lập lệnh giao dịch

**PORT INFRASTRUCTURE CHARGE**

1 Choose information 2 Enter the information 3 Confirm information / enter OTP 4 End

**Fee information**

Number of voucher of payment fee:  Decision Date:

Charge Code:  Department Code:

Tax Code:

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Activate Windows  
 Go to Settings to activate Windows. Current date: (GMT+7) 16:54:40

**Vietcombank** User name: 20000368568 Last login: 03/09/2020 - 08:47  
 INQUIRY | TRANSFER | **PAYMENT** | OTHER | SUPPORT

Payment National Budget | Social Insurance Payment | Billing Payment | Top-up Payment | **Sea Port Payment** | Lập lệnh giao dịch

**PORT INFRASTRUCTURE CHARGE**

1 Choose information 2 **Enter the information** 3 Confirm information / enter OTP 4 End

**Organization information**

Debit Account:  Customer Name:

Address:  Decision Number:

Tax Code:  Collecting Authority Code:

Decision Date:  Change Name:

Charge Code:  Department Name:

Department Code:  Symbol:

ID:  Sub-item Code:

Chapter:  Registered Date:

Customer Declaration No:  Type:

Customers Code:  Date:

Customers Declaration No:  Customer Ref:

Total:  Branch:

Treasury Code:

**Payment information**

#	CHARGE CODE	CHARGE NAME	BILL OF LADING	CONTAINER NUMBER	UNIT PRICE	QUANTITY	UNIT	AMOUNT
1	TF003_40HK	Container 40 feet hàng khô	122000006957121	WHLUS729716	500.000	1	CHIEG	500.000
2	TF003_40HK	Container 40 feet hàng khô	122000006957121	WHLUS62954	500.000	1	CHIEG	500.000
3	TF003_40HK	Container 40 feet hàng khô	122000006957121	WHLUS699633	500.000	1	CHIEG	500.000
4	TF003_40HK	Container 40 feet hàng khô	122000006957121	DFSLU7671154	500.000	1	CHIEG	500.000
5	TF003_40HK	Container 40 feet hàng khô	122000006957121	DFSLU7631378	500.000	1	CHIEG	500.000
6	TF003_40HK	Container 40 feet hàng khô	122000006957121	WHLUS69849	500.000	1	CHIEG	500.000
7	TF003_40HK	Container 40 feet hàng khô	122000006957121	WHLUS708631	500.000	1	CHIEG	500.000

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Activate Windows  
 Go to Settings to activate Windows. Current date: (GMT+7) 17:03:50

## BUY SALE FOREIGN CURRENCY

*(The program only supports viewing and performing this function with customers who have signed a foreign currency transfer-currency conversion contract on VCB-ib @ nking with VCB)*

Function that allows accountant user to set up foreign currency trading transactions on the program

Customers choose the type of transaction to be performed respectively, specifically:

- ❖ Buy Foreign currency
- ❖ Sale Foreign currency
- ❖ Buy to transfer to foreign bank account

*Note: Transactions, after being successfully made by the accountant code, need to be approved by the code of Chief Accountant / Account Holder depending on the decentralized model of the customer to complete the delivery*

## BUY FOREIGN CURRENCY

Function that allows accountant user to make foreign currency purchase transactions on the program

In the menu on Buy sale foreign currency, select "Buy foreign currency".

- ❖ To create a transaction, customers perform:
  - Enter all required information on the transaction screen
    - ✓ Transferor information: choose debit account
    - ✓ Beneficiary information: select the beneficiary account in the list of accounts of the customer
    - ✓ Transaction information: enter transaction related information:
      - Customer reference number (optional)
      - Amount.
      - Currency,

Exchange rate



Listing rate: the system displays itself according to the listed exchange rate. Customer applies the listed exchange rate, the program will default to the agreed

The screenshot displays the Vietcombank 'BUY FOREIGN CURRENCY' interface. At the top, the user name is '20000368G68' and the last login is '03/09/2020 - 06:06'. The navigation bar includes links for INQUIRY, TRANSFER, PAYMENT, BUY SALE FOREIGN CURRENCY, OTHER, and SUPPORT. The main menu shows 'Buy Foreign Currency' as the selected option. The interface is divided into three steps: 1. Enter Information, 2. Confirm Information / OTP, and 3. Completed. The 'Enter Information' step is active, showing three main sections: Sender Information, Beneficiary Information, and Transaction Information. Sender Information includes a Debit account dropdown (10 022) and a Balance field (5 0 VND). Beneficiary Information includes a Credit account dropdown (001 078). Transaction Information includes fields for Ref number, Amount (0), Currency type (USD), Payment purpose (Payment for import goods (including costs related)), Listed rate (23,270), and Content. A Confirm button is at the bottom right.

exchange rate equal to the listing rate.



Rate agreement: Customer after negotiating with branch can enter the agreed rate. (Minimum amount allowed for the agreed exchange rate: depending on the period the policy department sets the minimum amount. Currently the minimum amount is 20,000 USD or equivalent)

#### ■ Payment content

- Select "Confirm"
- Based on the information entered by the customer, the system displays the information automatically for customers to check details
- Choose the method to receive transaction code and enter the OTP
- Select "Confirm" to complete the transaction and receive notification of successful transaction creation on the program
- Select "Back" if you do not want to make a transaction

**Vietcombank** User name: 20000368688 Last login: 03/09/2020 - 06:06

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

Domestic Money Transfer | **Foreign Currency Transfer** | Bulk Payment | Upload Document

### BUY FOREIGN CURRENCY

1 Enter Information 2 **Confirm Information / OTP** 3 Completed

**Sender Information**

Debit account: 10 022 Balance: 5 50 VND

**Beneficiary Information**

Credit account type: Buy currency

Credit account: 001 778 Beneficiary name: CT D5

**Transaction Information**

Ref No: Amount: JSD Amount In Text: USD

Charge Type: Exclude

Content: Payment purpose: Payment for import goods (including costs related to import goods)

**OTP**

OTP method: EMV card

OTP: 617836 Challenge: 617836

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:20:32

## SALE FOREIGN CURRENCY

Function that allows accountant user to make foreign currency sale transactions on the program

In the menu on Buy and sell foreign currency, select "Sale foreign currency".

- ❖ To create a transaction, customers perform:
  - Enter all required information on the transaction screen
    - ✓ Transferor information: choose debit account
    - ✓ Beneficiary information: select the beneficiary account in the list of accounts of the customer
    - ✓ Transaction information: enter transaction related information:
      - Customer reference number (optional)
      - Amount.
      - Currency
      - Rate: The system automatically displays the listed exchange rate at the time the customer makes the transaction
      - Payment content
  - Select "Confirm"

The screenshot displays the Vietcombank web interface for a 'SALE FOREIGN CURRENCY' transaction. The top navigation bar includes the Vietcombank logo and user information (User name: 20000368G58, Last login: 03/09/2020 - 06:06). The main menu shows options like INQUIRY, TRANSFER, PAYMENT, BUY SALE FOREIGN CURRENCY, OTHER, and SUPPORT. The transaction screen is titled 'SALE FOREIGN CURRENCY' and features a progress indicator with three steps: 1. Enter Information (active), 2. Confirm Information / OTP, and 3. Completed. The form is divided into three main sections, each highlighted with a red border:

- Sender Information:** Includes a 'Debit account' dropdown menu showing '001 778' and a 'Balance' field showing '0 USD'.
- Beneficiary Information:** Includes a 'Credit account' dropdown menu showing '100 22'.
- Transaction Information:** Includes fields for 'Ref number', 'Amount' (showing '0'), 'Currency type' (showing 'USD'), 'Listed rate' (showing '23.090'), and a 'Content' text area.

A green 'Confirm' button is located at the bottom right of the form. The footer of the page displays the hotline number '1900 545413', the copyright notice '© 2001 - 2020 Vietcombank', and the current date 'Current date: (GMT+7) 18:16:16'.

- Based on the information entered by the customer, the system displays the information automatically for customers to check details
- Choose the method to receive transaction code and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to make a transaction

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 06:06

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

Domestic Money Transfer | **Foreign Currency Transfer** | Bulk Payment | Upload Document

### SALE FOREIGN CURRENCY

1 Enter Information 2 **Confirm Information / OTP** 3 Completed

**Sender Information**

Debit account: 00 778 Balance: 3 USD

**Beneficiary Information**

Credit account type: **Your VCB account**

Credit account: 10 022 Beneficiary name: CT GDS

**Transaction Information**

Ref No: Amount VND: 2 0 VND Amount: USD Amount in Text: USD Charge Type: Exclude Charge Amount: 0 USD Content:

**OTP**

OTP method: EMV card

OTP: Challenge: 547109

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:17:27

## BUY TO TRANSFER TO FOREIGN BANK ACCOUNT

Function that allows accountant user to purchase foreign currency for the purpose of remittance abroad on the program

In the menu on Buy sale foreign currency, select "Buy to transfer to foreign bank account"

- ❖ To create a transaction, customers perform:
  - Enter all required information on the transaction screen
    - ✓ **Transferor's** information: select VND debit account, enter order's information, sender's address, country
    - ✓ **Beneficiary** information: enter information:
      - Beneficiary account
      - Beneficiary's name
      - Benefit bank code
    - ✓ **Transaction** information: enter transaction related information:
      - Customer reference number (optional)
      - Amount.
      - Currency,
      - Exchange rate
      - Listing rate: the system automatically displays the listed

The screenshot shows the Vietcombank web interface for the 'BUY TO TRANSFER TO FOREIGN BANK ACCOUNT' function. The page has a green header with the Vietcombank logo and navigation links. The main content area is titled 'BUY TO TRANSFER TO FOREIGN BANK ACCOUNT' and features a progress bar with three steps: 1. Enter information, 2. Confirm information / OTP, and 3. Completed. The form is divided into three main sections, each highlighted with a red border:

- Sender Information:** Includes a dropdown for 'Debit account' (10 022), a 'Balance' field (5 50 VND), 'Ordering information' (CT, DS), 'Country' (VIETNAM), and a 'Sender Address' field (abc).
- Beneficiary Information:** Includes fields for 'Credit account', 'Beneficiary name', 'Beneficiary bank name', and 'Beneficiary bank code'.
- Transaction Information:** Includes fields for 'Amount' (0), 'Ref number', 'Exchange currency type' (USD), 'Exchange currency listed' (10,881.35), 'Conversion balance' (0 VND), 'Purpose Transfer' (Payment for import goods), 'Charge type' (Exclude), and 'Additional information'.

A 'Submit' button is located at the bottom right of the form. The footer of the page includes the hotline number 1800 545413, the copyright notice © 2001 - 2020 Vietcombank, and the current date (GMT+7) 10/23/28.

exchange rate and the converted amount according to the listed exchange rate.

- ✚ Rate agreement: Customer after negotiating with CN can enter the agreed rate. (Minimum amount allowed for the agreed exchange rate: depending on the period the policy department sets the minimum amount. Currently, the minimum amount is 20,000 USD or equivalent)

- Fee type: Select payment method:

- ✚ In case customers remit in USD:
  - (i) OUR fee; (ii) Fee Ben; (iii) SHA Fees; (iv) No Deduct Fee

- ✚ In case customer remits a foreign currency other than USD: (i) OUR fee; (ii) Fee Ben; (iii) SHA Fees.

- Transfer purpose: choose from the list
- Payment content
- Additional information (if any)

- Select "Confirm"
- Based on the information entered by the customer, the system displays the information automatically for customers to check details

**Vietcombank** User name: 20000368668 Last login: 03/09/2020 - 06:06

Domestic Money Transfer | **Foreign Currency Transfer** | Bulk Payment | Upload Document

INQUIRY | **TRANSFER** | PAYMENT | BUY SALE FOREIGN CURRENCY | OTHER | SUPPORT

### BUY TO TRANSFER TO FOREIGN BANK ACCOUNT

1 Enter Information 2 **Confirm Information / OTP** 3 Completed

**Sender Information**

Debit account	10 022	Balance	\$ 0 VND
Ordering information	CT GDS	Additional information	
Sender Address		Country	VIETNAM

**Beneficiary Information**

Credit account type	Transfer to foreign bank account with agreed rate/ listed rate		
Credit account	200 323	Beneficiary name	NGUYEN DINH PHONG
Beneficiary bank name	AN BINH COMMERCIAL JOINT STOCK BANK	Beneficiary bank code	ABKVNWX

**Transaction Information**

Ref No		Amount in Text	
Amount	0 AUD	Một	AUD
Charge Type	Exclude		
Content			
Payment purpose	Payment for import goods (including costs related to import goods)		

**OTP**

OTP method	EMV card	
OTP	120439	Challenge 120439

Back Next

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 18:25:12

- Choose the method to receive transaction code and enter the OTP
- Select “Confirm” to complete the transaction and receive notification of successful transaction creation on the program
- Select “Back” if you do not want to make a transaction

The screenshot displays the Vietcombank web interface for a foreign currency transfer. The page title is "BUY TO TRANSFER TO FOREIGN BANK ACCOUNT". A progress bar at the top indicates three steps: 1. Enter Information, 2. Confirm Information / OTP, and 3. Completed. The "Completed" step is highlighted with a green checkmark. Below the progress bar, a large green checkmark icon is centered within a red rectangular border. The text "You have successfully set up a money transfer order Buy To Transfer To Foreign Bank Account" is displayed. Below this, a table lists transaction details:

Ref No	03	01030
Debit account	10	22
Amount	1	AUD
Credit account	200	23
Bank name	AN BINH COMMERCIAL JOINT STOCK BANK	
Bank code	ABKVNXX	
Fee	0 VND	
Fee type	Exclude	
Transaction date	18 25 03/09/2020	

At the bottom of the red-bordered area are two buttons: "Create more" and "Print". The footer of the page includes the hotline number 1900 545413, copyright information for 2001-2020 Vietcombank, and the current date (GMT+7) 18/09/2020.

## OTHERS

### ORDERS MANAGEMENT

The function allows customers to manage the details of trading orders, including:

- ❖ Orders management
- ❖ Rejected orders
- ❖ Transaction charge
- ❖ Sample order list

### ORDERS MANAGEMENT

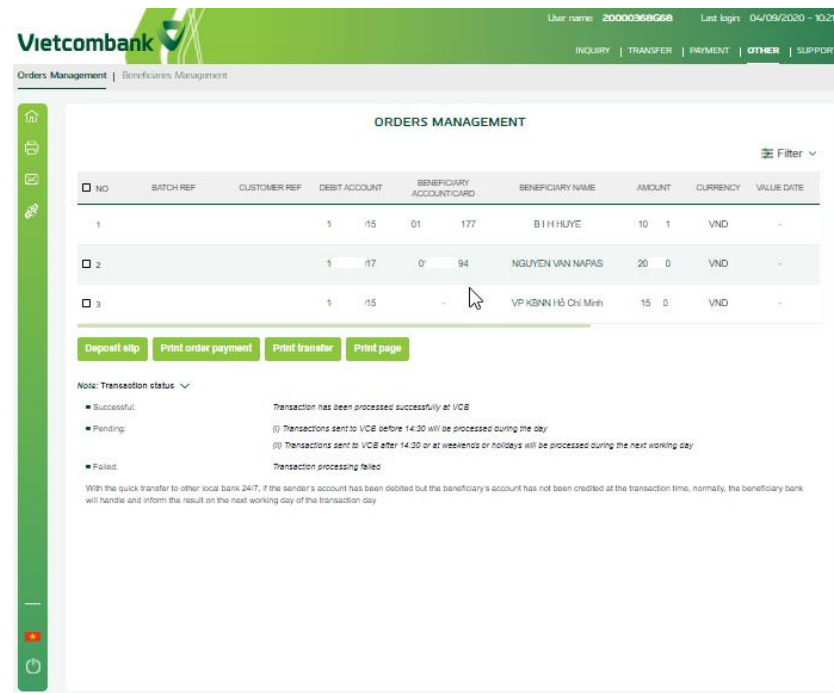
The function allows the accountant user to manage in detail the status of executed trading orders

In the menu Other / Order Management , select “Orders Management”

Displays a list of orders (including approved and pending commands) with detailed status

- ❖ Allows printing documents of one or more transaction orders
- ❖ Filter function allows customers to search transactions by time period, Reference Number, Beneficiary Account, User created

Note: The program only supports queries for trading order status within 10 days



## REJECTED ORDERS

Function that allows the Client to view details of trading orders that have been rejected by the account holder users and chief accountant users

In the menu Other / Order Management, select " Rejected orders"

- ❖ Displays a list of orders (including approved and pending commands) with detailed status
- ❖ Filter function allows customers to search transactions by time period, Reference Number, Beneficiary Account, User created

Note: The program only supports queries for trading order status within 10 days

Orders Management | Beneficiaries Management | Billing Management

### REJECTED ORDERS

Filter

NO	BATCH REF	CUSTOMER REF	DEBIT ACCOUNT	BENEFICIARY ACCOUNT/CARD	BENEFICIARY NAME	AMOUNT	CURRENCY	VALUE DATE
No data								

Note: Transaction status

Orders Management | Beneficiaries Management | Billing Management

### REJECTED ORDERS

Filter

NO	BATCH REF	CUSTOMER REF	DEBIT ACCOUNT	BENEFICIARY ACCOUNT/CARD	BENEFICIARY NAME	AMOUNT	CURRENCY	VALUE DATE
No data								

Note: Transaction status

From: 09/09/2020

To: 16/09/2020

Batch Ref:

Customer Ref:

Currency:

Remain From:

Remain To:

Status:

Ben account:

User reject: All

Cancel Apply

Hotline: 1900 545413 © 2001 - 2020 Vietcombank Current date: (GMT+7) 13.02.03

## TRANSACTION CHARGE

Function that allows customers to view detailed information about fees of transactions made by the customer

In the menu Other / Orders management, select "Transaction charge"

- ❖ To view transaction charge report information, customers perform:
  - Select the account to view
  - Select time period to see
  - Select "Search"
- ❖ The screen displays transaction details with information on Fee, fee type, VAT respectively
- ❖ To print transaction fee details, select "Print excel" or "Print PDF".

Transaction Charge

Transaction information

Debit Account: 1 22

From date: 27/08/2020 To date: 03/09/2020

Search

Export excel Export PDF

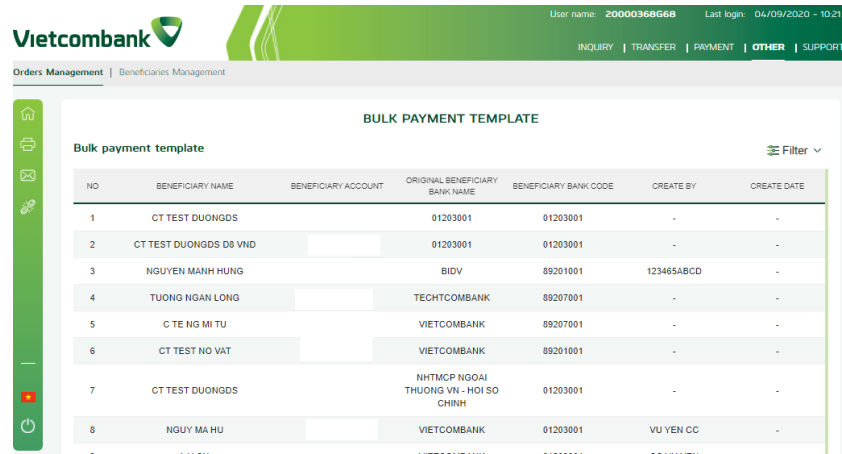
NO	DATE	DEBIT ACCOUNT	REFERENCE NUMBER	DEBIT AMOUNT	DEBIT CURRENCY	AMOUNT	CURRENCY	CHARGE TYPE	CHARGE	NET CHARGE	VAT
1	19/04/2020 00:00	10 22	5056 - 01404	0 8	VND	0 8	VND	EXC	0	0	0
2	19/04/2020 00:00	10 22	5056 - 01405	2 6	VND	2 6	VND	EXC	0	0	0
3	19/04/2020 00:00	10 22	5056 - 01401	1 0	VND	1 0	VND	EXC	0	0	0
4	19/04/2020 00:00	10 22	5056 - 01403	6 6	VND	6 6	VND	EXC	0	0	0

## SAMPLE ORDER LIST

The function allows customers to view detailed information of sample orders stored on the program.

In the menu Other /Orders Management, select “Sample order list”

- ❖ The screen shows details of saved pattern orders
- ❖ Filter function allows customers to search for sample orders from time to time



**BULK PAYMENT TEMPLATE**

Bulk payment template Filter

NO	BENEFICIARY NAME	BENEFICIARY ACCOUNT	ORIGINAL BENEFICIARY BANK NAME	BENEFICIARY BANK CODE	CREATE BY	CREATE DATE
1	CT TEST DUONGDS		01203001	01203001	-	-
2	CT TEST DUONGDS D8 VND		01203001	01203001	-	-
3	NGUYEN MANH HUNG		BIDV	89201001	123456ABCD	-
4	TUONG NGAN LONG		TECHCOMBANK	89207001	-	-
5	C TE NG MI TU		VIETCOMBANK	89207001	-	-
6	CT TEST NO VAT		VIETCOMBANK	89201001	-	-
7	CT TEST DUONGDS		NHTMCP NGOAI THUONG VN - HOI SO CHINH	01203001	-	-
8	NGUY MA HU		VIETCOMBANK	01203001	VU YEN CC	-
9	CT TEST DUONGDS		VIETCOMBANK	01203001	CT VU YEN	-

## BENEFICIARIES MANAGEMENT

Function support accountant users manages the list of beneficiaries saved on the program

### ADD BENEFICIARIES

Function that allows Accountants users to create predefined list of beneficiaries.

The list of beneficiaries is created for all your accountant codes. However, the Accountant users is only allowed to edit / delete the beneficiary information generated by that Accountant users.

- ❖ To add beneficiary information, customers do:
  - Fill beneficiary information, select beneficiary bank according to the list
  - Enter a transaction code to create more beneficiaries
  - Click Save
  - Press Cancel to go back
- ❖ In case of beneficiary information in the system: Please select the beneficiary bank: Joint Stock Commercial Bank for Foreign Trade of Vietnam - Head Office
- ❖ Beneficiary information system: The program automatically checks the validity of the Beneficiary

**Vietcombank** User name: 20000358668 Last login: 04/09/2020 - 10:21  
INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

Orders Management | Beneficiaries Management

### ADD BENEFICIARY

**Beneficiary Information**

Remind Name

Beneficiary name  Beneficiary tax code

Beneficiary address  Note

**Beneficiary Bank Information**

Beneficiary account

Beneficiary bank  Name

City  Branch

**Transaction Code (OTP)**

OTP method

OTP  Challenge 908840

Apply

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Name and Beneficiary Account Number. You can also check the suitability by yourself by selecting the "Check" button.

### CHANGE BENEFICIARIES

The function allows only the accountant user to manipulate the beneficiary information generated by the accountant user.

Support program to change beneficiary information includes: Edit beneficiary information / Remove beneficiary

#### Edit beneficiary information

The information change is made to enter the information and check the same program with the function Add beneficiary

#### Delete beneficiaries

- ❖ To delete beneficiary information, customer does
  - Select the beneficiary from the saved list and click "Delete".
  - Check which beneficiary information you want to remove from the save list,
  - Enter OTPcode, select Delete

Orders Management | **Beneficiaries Management** | Billing Management

### BENEFICIARIES MANAGEMENT

Filter ▾

INDEX	BENEFICIARY CODE	BENEFICIARY NAME	BENEFICIARY ACCOUNT	BENEFICIARY BANK	BENEFICIARY TAX CODE	CREATOR CODE	MODIFY TIME	NOTE	
1	XYZ	BVNSH		BANGKOK BANK TAI HN. TP: HA NOI	2335	20000368G68	28/08/2020 09:49	-	
2	34	BVNSHH		BANGKOK BANK TAI HN. TP: HA NOI	23358	20000368G68	11/06/2020 16:23	-	
3	KENH I	CT NHHH		NHTMCP VN THINH VUONG - CANH GIANG	-	20000368G68	15/09/2020 18:56	-	
4	BNABABA	CT TEST DUONGDS		VCB	-	20000368G68	06/07/2020 15:20	-	
5	DANG SON DUONG	CT TEST DUONGDS		VCB	-	20000368G68	24/08/2020 16:23	-	
6	TEST	CT TEST DUONGDS		VCB	-	20000368G68	22/05/2020 14:00	-	
7	TEST	CT TEST DUONGDS		VCB	-	20000368G68	25/06/2020	-	

Vietcombank

User name: 20000368G68 Last login: 04/09/2020 - 10:21

INQUIRY | TRANSFER | PAYMENT | OTHER | SUPPORT

Orders Management | **Beneficiaries Management**

### REMOVE BENEFICIARY

Delete beneficiary

Beneficiary code XYZ	Beneficiary account 12 499
Beneficiary name BVNSH	Beneficiary bank BANGKOK BANK TAI HN. TP: HA NOI
Beneficiary tax code 2335	Beneficiary address

Note

OTP method

OTP

Challenge  
**615131**

**Apply**

## FUNCTIONS FOR CHIEF ACCOUNTANT USER / ACCOUNT HOLDER USER

## ORDERS MANAGEMENT

## PENDING ORDERS

The function allows the Chief Accountant user/ Account Holder user to approve order transactions initiated by the Accountant's code / the Chief Accountant is confirmed.

In the menu “Orders management”, select “ Pending orders”

The transactions are divided into two types of orders, including:

- ❖ Money order: Current day transaction / Future date transaction
- ❖ State budget
- ❖ The program supports customers to approve orders according to 2 options: Approve each order and approve in batches.
- ❖ In case Customer approves each order, to approve orders, Customer shall:

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- Select the transaction to be approved by ticking. (Customers can view transaction details by clicking on the transaction to see details)
  - Select the method of receiving OTP code, enter OTPcode
  - Select “Approve” to complete order approval
- ❖ In case Customer approves orders in batches (Customer processes multiple orders at the same time), to approve orders, Customer shall:
- Select the transactions to be approved at the same time by ticking. (Customers can view transaction details by clicking on the transaction to see details)
  - Choose "Next"
  - Select the method of receiving OTP code, enter OTP code
- ❖ Select “Confirm” to complete order approval The program allows customers to print payment orders for money transfers / payments and print state budget remittance papers in the form of the State Treasury for transactions to pay the state budget.
- ❖ Filter function allows customers to search for transactions according to many different criteria

## PENDING BULK UPLOADS

The function allows the Chief Accountant user/Account Holder user to approve the transaction tables that have been created by the Accountant's user / the Chief Accountant is confirmed.

In the menu “Order Management”, select “Pending Bulk UpLoads” To approve an order, Customer shall:

- Select the list to be approved by ticking.  
(Customers can view transaction details by clicking on the transaction to see details)
- Choose "Next"
- Select the method of receiving transaction code, enter transaction code
- Select “Confirm” to finish browsing statement
- ❖ The program allows customers to print transaction payment orders .
- ❖ Filter function allows customers to search for transactions by:
  - Time: choose time to search for transactions
  - Sender account: search by sender's account number

NO	FILE NAME	DEBIT ACCOUNT	TOTAL DEBIT AMOUNT	TOTAL FEE AMOUNT	USER NAME	CREATED TIME	EFFECTIVE DATE	LAST MODERATOR	STATUS
1	BANG KE TRONG HE THONG.xls	1 15	19 52 VND	2 0.00 VND	20 68	03/09/2020 14:41	-		Cancelled by accountant
2	bangkema.xls	1 22	12 5 VND	11 0.00 VND	20 68	01/09/2020 11:19	-		Approval pending
3	bangkema.xls	1 22	12 5 VND	11 0.00 VND	20 68	01/09/2020 11:17	-		Approval pending

Total debit amount of bulk payment orders (fee excluded): 19,52 VND      Total fee of bulk payment orders: 24 VND

Print order payment    Print page

Note: Payment list status ▼

ENUMERATION INFORMATION

1 Update statement      2 Confirm statement      3 Complete the transaction

Debit account details  
Debit account: 10 15      Current balance: 4,4 10 VND

Beneficiaries' details  
Total transactions: 3      Payment list status: Payment list is valid  
View    Transfer Slip Print    Transfer Statement Print

Transaction Informations  
Total debit amount: 20 00 VND      Total debit amount in words: Ba trâm đồng  
Charge type: Exclude      Payment type: Others  
Comment:      Others

Trading code  
GTP method: [GTP card]      GTP card: [ ]

Note:  
- VCB will save Customer's valid transactions as templates. In the next payment times, VCB will automatically compare beneficiaries' information provided by Customer with the template. If they are the same, the transaction is considered valid.  
- To view, add or delete invalid transactions, please enter BulkResetUser

Back

Hotline: 1800 545413      © 2001 - 2020 Vietcombank      Current date: (GMT+7) 15:33:05

- ❖ The transaction status of the bulk payment and the status of orders in the bulk payment
  - Status of bulk payment:
    - ✓ Wait for checking: Payment list is waiting for being checked the validity by VCB
    - ✓ Checking: VCB is checking the validity of payment list
    - ✓ Checked: VCB has finished checking the validity of payment list. Please view payment list details to know the result
    - ✓ Approval Pending: The order is waiting for verification by Chief Accountant
    - ✓ Verified: the order is verified by Chief Accountant and waiting for approval by Account Holder
    - ✓ Approved: Account Holder approved the bulk payment order
    - ✓ Waiting for processing: the order is waiting for VCB to execute
    - ✓ Successful: The order is executed successfully at VCB
    - ✓ Unsuccessful: The order is executed unsuccessfully at VCB
    - ✓ Cancelled by Accountant: Accountant cancelled the order
    - ✓ Successful - Some transactions are under investigation: The payment list has some unsuccessful transactions which are under investigation
    - ✓ Successful - Finished investigation: VCB finished investigation into the unsuccessful transactions and executed in the following
    - ✓ Credit the payment amount to Beneficiary Account; or Pay the payment amount back to Debit account
  - Status of orders in the bulk payment
    - ✓ Error: Bad command information
      - ✓ Pending processing: The order has been tested successfully
      - ✓ Success: Successful execution of the order
      - ✓ Failed - Waiting for investigation: The order failed. VCB will conduct this investigation. Please check the order status once the check is complete
      - ✓ Control success and credit: Successful check. VCB has completed recording for the account user
      - ✓ Unsuccessful: the customer's account is returned: The order has been checked. The command was not successful. VCB has returned the money to the customer's account.

## APPROVED ORDERS

This function allows the function of the Chief Accountant / Account Manager to detail the status of executed order. In the Manage transaction menu, select “Approved Orders”

- ❖ Display a list of commands with detailed statement
- ❖ Waiting for approval: Transaction orders are made by the accountant code and are waiting for approval
- ❖ Confirmed: The order has been approved by the code of Chief Accountant (in case you have code of Chief Accountant)
- ❖ Approved - Accounting: The order has been approved by the Account holder and successfully accounted for by VCB
- ❖ Approved - Waiting for accounting: The order has been approved by the Account holder and is waiting for VCB to process the transaction
- ❖ Updating transaction status: The system cannot display transaction results. In this case, please contact the Guest Service Center (VCC at 1900545413 or the nearest branch for assistance)
- ❖ Returns: the order is rejected by the Chief Accountant, the Account Holder and returned.
- ❖ Allows printing documents of one or more transaction orders

NO	BATCH REF	CUSTOMER REF	DEBIT ACCOUNT	BENEFICIARY ACCOUNT/CARD	BENEFICIARY NAME	AMOUNT	CURRENCY	VALUE DATE
1			10 22	-	VP KBNN HỒ Chí Minh	15 0	VND	-
2		VSII	10 22	10 14	CT TEST NSRP DUONGDS	12 0	VND	-
3			10 19	-	KBNN Mỹ Hào - Hưng Yên	12 4	VND	-
4			10 22	-	KBNN Mỹ Hào - Hưng Yên	6 6	VND	-
5			10 22	-	KBNN Mỹ Hào - Hưng Yên	6 8	VND	-
6			1000000022	-	KBNN Mỹ Hào - Hưng Yên	2 16	VND	-

Deposit slip Print transfer Print page

Note: Transaction status

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❖ Filter function allows customers to search for transactions by:

- Time: choose the period of time to search for transactions
- Reference number: search by customer reference number that was filled in by the KTV code during initialization
- Beneficiary account: search by payee account number
- Creator: Search by KTV code creating order.

*Note: The program only supports queries for trading order status within 10 days*

The screenshot displays the Vietcombank web interface for 'APPROVED ORDERS'. The top header shows the user name '20000368E68' and last login '03/09/2020 - 05:15'. The main navigation bar includes 'INQUIRY', 'ORDERS MANAGEMENT', 'USER MANAGEMENT', 'OTHER', and 'SUPPORT'. Below this, a sub-navigation bar shows 'Pending Orders', 'Pending Bulk Uploads', 'Approved Orders' (selected), and 'Transaction Charge'.

The 'APPROVED ORDERS' section features a table with the following columns: NO, BATCH REF, CUSTOMER REF, DEBIT ACCOUNT, BENEFICIARY ACCOUNT/CARD, and BENEFICIARY NAME. The table contains six rows of data, each with a checkbox for selection. Below the table are buttons for 'Deposit slip', 'Print transfer', and 'Print page'. A note indicates 'Transaction status' with a dropdown arrow.

A filter sidebar is visible on the right, enclosed in a red box. It includes the following fields:
 

- From:** Date picker set to 03/09/2020.
- To:** Date picker set to 03/09/2020.
- Batch Ref:** Text input field.
- Customer Ref:** Text input field.
- Currency:** Dropdown menu.
- Remain From:** Text input field.
- Remain To:** Text input field.
- Status:** Dropdown menu.
- Ben account:** Text input field.
- Username:** Text input field with a dropdown arrow.

 At the bottom of the sidebar are 'Cancel' and 'Apply' buttons.

The footer of the page shows the hotline '1900 545413' and the copyright notice '© 2001 - 2020 Vietcombank'.

## TRANSACTION CHARGE

Function that allows the code of Chief Accountant / Account Holder to view detailed information about fees of transactions made by customers.

In the menu Manage other / Manage transactions, select "Transaction charge"

- ❖ To view transaction charge information, customers perform:
  - Select the account to view
  - Select time period to see
  - Select "Search"
- ❖ The screen displays transaction details with information on Fee, fee type, VAT respectively
- ❖ To print transaction fee details, select "Print excel" or "Print PDF"

**Vietcombank** User name: 20000368E68 Last login: 03/09/2020 - 03:14

INQUIRY | **ORDERS MANAGEMENT** | USER MANAGEMENT | OTHER | SUPPORT

Pending Orders | Pending Bulk Uploads | Approved Orders | **Transaction Charge**

### TRANSACTION CHARGE

**Transaction information**

Debit Account: 1 22

From date: 27/08/2020 To date: 03/09/2020

**Search**

**Export excel** **Export PDF**

NO	DATE	DEBIT ACCOUNT	REFERENCE NUMBER	DEBIT AMOUNT	DEBIT CURRENCY	AMOUNT	CURRENCY	CHARGE TYPE	CHARGE	NET CHARGE	VAT
1	10/04/2020 00:00	10 22	5056 - 01404	6 8	VND	6 8	VND	EXC	0	0	0
2	10/04/2020 00:00	10 22	5056 - 01405	2 8	VND	2 8	VND	EXC	0	0	0
3	10/04/2020 00:00	10 22	5056 - 01401	1 0	VND	1 0	VND	EXC	0	0	0
4	10/04/2020 00:00	10 22	5056 - 01403	6 8	VND	6 8	VND	EXC	0	0	0

1

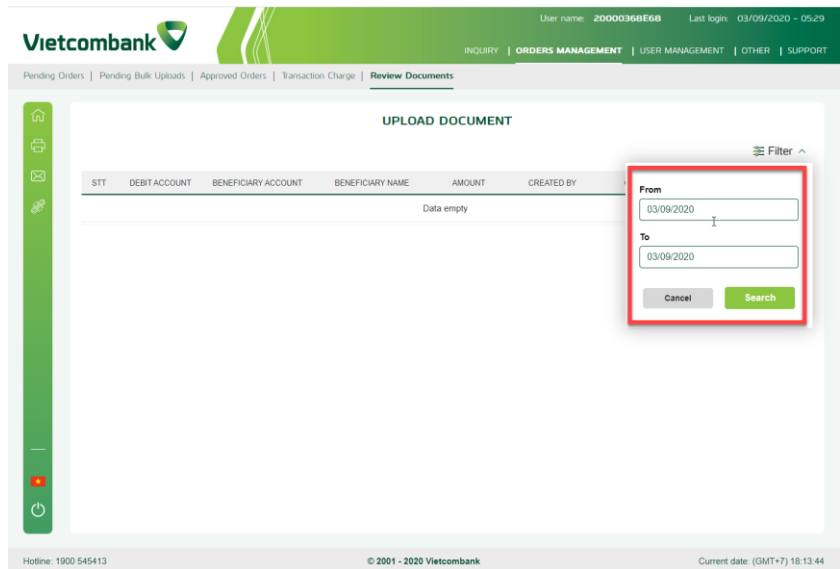
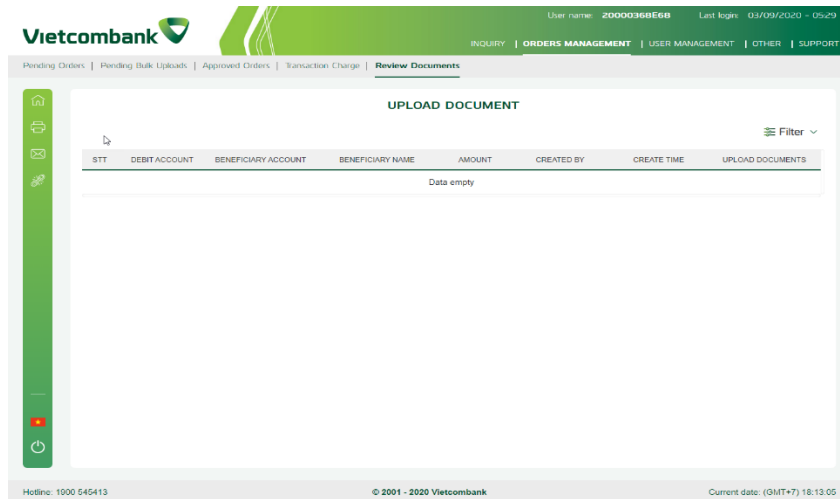
## VIEW FOREIGN CURRENCY TRANSACTIONS DOCUMENT

Function that allows the code of Chief Accountant / Account Holder to view detailed documents of foreign currency purchases and transfers that have been uploaded to the program by the accountant user.

*Note: The program only supports viewing and performing this function with customers who have signed a foreign currency transfer-currency conversion contract on VCB-ib @ nking with VCB.*

In the menu "Orders Managent", select "View foreign currency transaction document"

- ❖ The screen displays details of foreign currency transaction orders.
- ❖ Filter function allows customers to search for transactions by transaction execution time



## FUNCTIONS FOR ACCOUNT HOLDER USER

### USER MANAGEMENT

#### Qouta management

This function allows the Account Holder user to check the transaction limit of the Accountant users

In menu “User management”, select “Qouta management”

- ❖ The screen displays the list of Accountants users and the limit being installed corresponding to each code.
- ❖ Customers select each record to see details of transaction limit of each user.

**Quota Management**

USERNAME	TITLE	QUOTA	EDIT QUOTA
20 68	Accountant	1,0 0	<a href="#">Request</a>
20 69	Accountant	10 0	<a href="#">Request</a>
20 70	Accountant	50 0	<a href="#">Request</a>
20 71	Accountant	11 0	<a href="#">Request</a>
20 88	Accountant	20 000	<a href="#">Request</a>
20 99	Accountant		<a href="#">Request</a>

**Quota**

User name: 20000368G68 Title: Accountant

Quota:  VND  USD

[Exit](#) [Confirm](#)

## QOUTA MANAGEMENT APPROVAL

The function allows the account holder user to approve the new transaction quota for the accountant users created by the Administration user to set the limit on the program.

In menu "User management", select "Qouta management approval"

- ❖ The screen displays the list of Accountants users and the limit being installed corresponding to each code.
- ❖ To approve the limit, customers do:
  - Select the Accountants user quota set by the administrator user
  - Select the method of receiving transaction code, enter transaction code
  - Select “Confirm” to complete the new transaction limit approval

Vietcombank

User name: 20000368E68 Last login: 03/09/2020 - 04:58

INQUIRY | ORDERS MANAGEMENT | **USER MANAGEMENT** | OTHER | SUPPORT

Quota Management | **Quota Management Approval** | Payment Authorization | Payment Authorization Approval | Change Bulk Payment Bank Type Management Approval

### QUOTA MANAGEMENT APPROVAL

USERNAME	TITLE	EMAIL	USER CREATE	QUOTA	CHANGE QUOTA
200 68	Accountant	uo @vietcombank.com.vn	200 58	1,0 00	<input checked="" type="checkbox"/> <input type="checkbox"/>
200 70	Accountant	uo @vietcombank.com.vn	200 68	40 0	<input checked="" type="checkbox"/> <input type="checkbox"/>
200 71	Accountant	uo @vietcombank.com.vn	200 68	11 1	<input checked="" type="checkbox"/> <input type="checkbox"/>
200 88	Accountant	uo @vietcombank.com.vn	200 38	20, 000	<input checked="" type="checkbox"/> <input type="checkbox"/>
200 99	Accountant	uo @vietcombank.com.vn	200 68	12 0	<input checked="" type="checkbox"/> <input type="checkbox"/>

### QUOTA MANAGEMENT APPROVAL

**User Information**

UserName: 200 68 Title: Accountant

Email: uo @vietcombank.com.vn User Create: 20 68

Quota VND: 1, 0 VND Quota USD: 2 USD

**OTP**

OTP method: EMV card

OTP:  Challenge: 026717

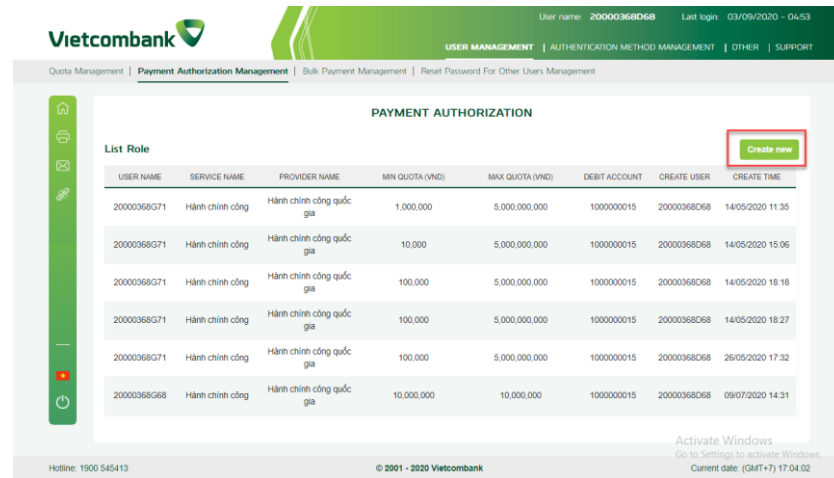
Back Confirm

## PAYMENT AUTHORIZATION

The function allows the Account Holder code to manage the direct payment decentralization of the Accountant codes

In the menu “Order management”, select “Direct payment decentralization management”.

- ❖ The screen displays a list of accountants authorized to pay directly with service providers
- ❖ Customers choose each record to see details
- ❖ Customers check the box at the beginning of the record, click Cancel and confirm if you want to cancel the record.



**Vietcombank** User name: 20000368D68 Last login: 03/09/2020 - 04:53

USER MANAGEMENT | AUTHENTICATION METHOD MANAGEMENT | OTHER | SUPPORT

Quota Management | **Payment Authorization Management** | Bulk Payment Management | Reset Password For Other Users Management

### PAYMENT AUTHORIZATION

List Role Create new

USER NAME	SERVICE NAME	PROVIDER NAME	MIN QUOTA (VND)	MAX QUOTA (VND)	DEBIT ACCOUNT	CREATE USER	CREATE TIME
20000368G71	Hành chính công	Hành chính công quốc gia	1,000,000	5,000,000,000	1000000015	20000368D68	14/05/2020 11:35
20000368G71	Hành chính công	Hành chính công quốc gia	10,000	5,000,000,000	1000000015	20000368D68	14/05/2020 15:06
20000368G71	Hành chính công	Hành chính công quốc gia	100,000	5,000,000,000	1000000015	20000368D68	14/05/2020 18:18
20000368G71	Hành chính công	Hành chính công quốc gia	100,000	5,000,000,000	1000000015	20000368D68	14/05/2020 18:27
20000368G71	Hành chính công	Hành chính công quốc gia	100,000	5,000,000,000	1000000015	20000368D68	26/05/2020 17:32
20000368G68	Hành chính công	Hành chính công quốc gia	10,000,000	10,000,000	1000000015	20000368D68	09/07/2020 14:31

Hotline: 1900 545413 © 2001 - 2020 Vietcombank

Activate Windows  
Go to Settings to activate Windows.  
Current date: (GMT+7) 17.04.02

## PAYMENT AUTHORIZATION APPROVAL

The function to allow the Account holder user to approve direct payment authorization for the accountant user requested by the Administration user on the program.

In menu "User management", select "Payment authorization approval"

- ❖ The screen displays the list of Accountants codes and the direct payment authorization is in progress.
- ❖ To approve direct payment decentralization, customers perform:
  - Select the KTV code that has been installed directly by admin code
  - Select the method of receiving transaction code, enter transaction code
  - Select “Confirm” to complete direct payment authorization approval.

The screenshot shows the 'APPROVE PAYMENT AUTHORIZATION' screen in the Vietcombank system. The top navigation bar includes 'User name: 20000368E68' and 'Last login: 03/09/2020 - 09:03'. The main menu includes 'INQUIRY', 'ORDERS MANAGEMENT', 'USER MANAGEMENT', 'OTHER', and 'SUPPORT'. The breadcrumb trail is 'Quota Management | Quota Management Approval | Payment Authorization | Payment Authorization Approval | Change Bulk Payment Bank Type Management Approval |'. The table displays the following data:

USER NAME	SERVICE NAME	PROVIDER NAME	MIN QUOTA (VND)	MAX QUOTA (VND)	DEBIT ACCOUNT	NGƯỜI TẠO	NGÀY TẠO	
20000368069	Hành chính công	Hành chính công quốc gia	100,000	20,000,000	1000000015	20000368D68	28/07/2020 16:16	<input checked="" type="checkbox"/> <input type="checkbox"/>

At the bottom, there is a footer with 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date: (GMT+7) 17:13:05'.

The screenshot shows the 'APPROVE PAYMENT AUTHORIZATION' screen in the Vietcombank system, displaying user information and transaction details. The top navigation bar includes 'User name: 20000368E68' and 'Last login: 03/09/2020 - 05:14'. The main menu includes 'INQUIRY', 'ORDERS MANAGEMENT', 'USER MANAGEMENT', 'OTHER', and 'SUPPORT'. The breadcrumb trail is 'Quota Management | Quota Management Approval | Payment Authorization | Payment Authorization Approval | Change Bulk Payment Bank Type Management Approval |'. The screen is divided into two main sections: 'Information' and 'Trading code'.

**Information**

User name	20000368G69	Debit account	1000000015
Service name	Hành chính công	Provider name	Hành chính công quốc gia
Min quota (VND)	100,000 VND	Max quota (VND)	20,000,000 VND
Create user	20000368D68	Create time	28/07/2020 16:16:18

**Trading code**

OTP method:

OTP:

Challenge: 175944

At the bottom, there are 'Back' and 'Submit' buttons. The footer includes 'Hotline: 1900 545413', '© 2001 - 2020 Vietcombank', and 'Current date: (GMT+7) 17:15:04'.

## CHANGE BULK PAYMENT BANK TYPE MANAGEMENT APPROVAL

The function that allows the Account Holder user to approve setting in statement payment is required by the administration user.

The program supports setting up statement payment according to the mechanism of identifying beneficiary banks by Bank name or Bank code.

In the menu “User management”, select “**Change bulk payment bank type management approval**”.

- ❖ The screen displays the list of installation requirements
- ❖ To browse settings, follow:
  - Select the record you want to approve the settings for and check the details
  - Select the method of receiving transaction code, enter transaction code
- Select “Confirm” to finish browsing statement payment settings

**CHANGE BULK PAYMENT BANK TYPE MANAGEMENT APPROVAL**

Request list

NO	BULK PAYMENT BANK TYPE	CREATE USER	CREATE TIME	STATUS
1	Bulk payment by bank code	20000368D68	03/09/2020 10:53	Change Bulk bank type - Pending

**Billing Information**

Bulk payment bank type: Bulk payment by bank code

Create user: 20000368D68

Create time: 03/09/2020 10:53

**OTP**

OTP method: EMV card

OTP:

Challenge: 002264

Back Confirm

## RESET PASSWORD APPROVAL

Function that allows the approved account holder code to re-issue the VCB-ib @ nking login password for the users requested by the administration code in the program.

In the menu “User management”, select “**Reset password approval**”.

- ❖ The screen displays list of request for password re-issue
- ❖ To approve the request for password re-issuance, customer shall:
  - Select the record you want to approve the password re-issuance and check the details
  - Select the method of receiving transaction code, enter transaction code
  - Select “Confirm” to complete approval of the password request request

Note: The program will automatically send new password to the registered email of that access code. Customers must change their password within 24 hours from the time the new password is issued

User name: 20000368E68    Last login: 03/09/2020 - 05:07  
 INQUIRY | ORDERS MANAGEMENT | **USER MANAGEMENT** | OTHER | SUPPORT  
 Quota Management | Quota Management Approval | Payment Authorization | Payment Authorization Approval | Change Bulk Payment Bank Type Management Approval |

USERNAME	TITLE	EMAIL	CREATE USER	NOTE	STATUS
20000368A68		u@vietcombank.com.vn	20000368D68		Reset password - Pending <span>✓</span>

**RESET PASSWORD MANAGEMENT APPROVAL**

**User Information**

Username	Title
20000368A68	
Email	Create user
u@vietcombank.com.vn	20000368D68
Note	

**OTP**

OTP method: EMV card

OTP:

Challenge: 417327

Back Confirm

## OTHERS

### STATEMENTS VIA EMAIL

#### CANCEL / REGISTER STATEMENT VIA EMAIL

This function allows Account Holder user to register / cancel statements by email.

In the menu "Others / Statement Via Email", select "Cancel / Register to email statement".

- ❖ To cancel/register to statement via email, customers shall:
  - Select the type of account to register for statement receipt / cancellation: Current account, Demand savings account, Loan account
  - Select Language to receive statement: Vietnamese, English
  - Select “Sign up” to register to email statements or “Cancel” to cancel receiving statements with previously registered accounts.

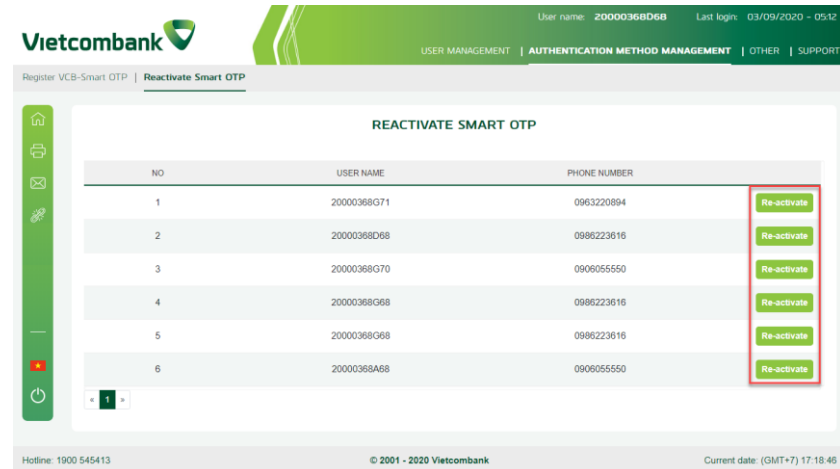
The screenshot displays a web application interface for managing email statements. At the top, there is a navigation bar with links: "Statements Via Email", "Phê duyệt thay đổi dịch vụ SMS Banking", "Authentication Method Management", and "Dịch vụ thẻ". Below this, a sidebar on the left contains icons for home, print, email, and a power button. The main content area is titled "STATEMENTS VIA EMAIL" and features a "List account register" section. This section contains a table with three columns: "STT", "ACCOUNT TYPE", and "LANGUAGE". The table is currently empty, with the text "Data empty" centered below it. A green "Register" button is located in the top right corner of the table area.

## AUTHENTICATION METHOD MANAGEMENT APPROVE REACTIVATION VCB SMART-OTP

Function that allows the account holder for approval and re-activates Smart-OTP for users required by the administration user.

In menu “Others / Authentication method management”, select “Approve reactivation VCB Smart-OTP”.

- ❖ To approve the request for re-activation of Smart-OTP, customer shall:
  - Select the username required to reactivate from the list of usernames displayed on the screen
  - Select "Submit"



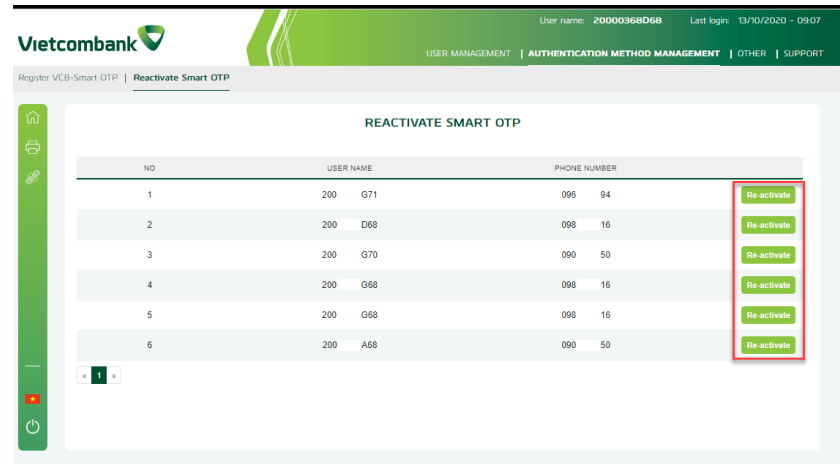
## APPROVAL FOR VCB SMART-OTP REGISTRATION

Function that allows the account holder for approval Smart-OTP registration request by the administration code.

Note: Function support for users that are using SMS-OTP method but want to convert to Smart-OTP method.

In menu “Other / Authentication method management”, select “Browse for registration of VCB Smart-OTP”

- ❖ To approve the Smart-OTP registration request, customers perform:
  - Select username required for registration from the list of username displayed on the screen
  - Choose the method to receive otp code and enter the OTP
  - Select “Approve” to verify Smart-OTP registration.



## CARD SERVICE

### APPROVE UNLOCK CARD

Other → Card Service → Approve Unlock Card/Register Payment Internet

Select Request type: Unlock Card

Select Card number

Choose the method to receive otp code and enter the OTP

Statements Via Email | Authentication Method Management | Phê duyệt thay đổi dịch vụ SMS Banking | Card Service

**APPROVE UNLOCK CARD/REGISTER PAYMENT INTERNET**

**Request Information**

Request type:  Card number:

**OTP**

OTP method:  Challenge: **516999**

OTP:

### APPROVE REGISTER PAYMENT INTERNET

Other → Card Service → Approve Unlock Card/Register Payment Internet

Select Request type: Register Payment Internet

Select Card number

Choose the method to receive otp code and enter the OTP

Statements Via Email | Authentication Method Management | Phê duyệt thay đổi dịch vụ SMS Banking | Card Service

**APPROVE UNLOCK CARD/REGISTER PAYMENT INTERNET**

**Request Information**

Request type:  Card number:

**OTP**

OTP method:  Challenge: **516999**

OTP:

## LOCK TEMPORARY CARD

Other → Card Service → Lock Temporary Card

Select Card Number

Press Apply

The screenshot shows a web application interface for locking a temporary card. At the top, a navigation bar includes links for 'Statements Via Email', 'Authentication Method Management', 'Phê duyệt thay đổi dịch vụ SMS Banking', and 'Card Service'. A vertical sidebar on the left contains icons for home, print, email, and a lock. The main content area is titled 'LOCK TEMPORARY CARD'. It features a 'Lock card' section with a card icon. Below this, there are two input fields: 'Card type' with a dropdown menu showing 'Credit card company', and 'Card number' with a dropdown menu showing '469174...916'. A green 'Apply' button is positioned at the bottom right of the form.

## UNREGISTER PAYMENT INTERNET

AccountHolder

Other → Card Service → Unregister Payment Internet

Select Card Number

Press Apply

The screenshot shows a web application interface for unregistering internet payment. It has the same navigation bar and sidebar as the previous interface. The main content area is titled 'UNREGISTER INTERNET PAYMENT'. It features an 'Unregister card' section with a card icon. Below this, there is a 'Card number' dropdown menu showing '469174...916'. A green 'Apply' button is positioned at the bottom right of the form.

## FUNCTIONS USED FOR ADMINISTRATION USER

### USER MANAGEMENT

### QOUTA MANAGEMENT

Function that allows the administration user to check the limit and initiate the setting of daily transaction limit for the accountants users

In menu “User management”, select “Qouta management”

The screen displays the list of Accountant users and the limit being installed corresponding to each code.

- ❖ To initiate a request to set transaction limit during the day, customer shall:
  - Select the Accountant user needed to set quota and select “Create request”
  - Set daily trading limit in VND and USD for that Accountant user
  - Select “Confirm” to finish creating the transaction limit setting request.

The screenshot shows the Vietcombank Quota Management interface. At the top, the user name is 20000368D68 and the last login is 03/09/2020 - 04:45. The navigation bar includes USER MANAGEMENT, AUTHENTICATION METHOD MANAGEMENT, OTHER, and SUPPORT. The main content area is titled QUOTA MANAGEMENT and displays a table with columns: USERNAME, TITLE, QUOTA, and EDIT QUOTA. The table lists six accountant users with their respective transaction limits. A red box highlights the 'Request' button in the 'EDIT QUOTA' column for each user.

USERNAME	TITLE	QUOTA	EDIT QUOTA
20 68	Accountant	1,0 0	<a href="#">Request</a>
20 69	Accountant	10 0	<a href="#">Request</a>
20 70	Accountant	50 0	<a href="#">Request</a>
20 71	Accountant	11 0	<a href="#">Request</a>
20 88	Accountant	20 000	<a href="#">Request</a>
20 99	Accountant		<a href="#">Request</a>

The screenshot shows the Vietcombank Quota Management interface with a modal form titled 'Quota' open. The modal displays the user name 20000368G68 and the title Accountant. It has two input fields for setting the transaction limit: VND (1,000,000,000) and USD (2,500,000). Below the input fields are 'Exit' and 'Confirm' buttons. The background shows the same table of accountant users as the previous screenshot.

USERNAME	TITLE	QUOTA	EDIT QUOTA
20000368G68	Accountant	500,000,000	<a href="#">Request</a>
20000368G69	Accountant	110,000	<a href="#">Request</a>
20000368G70	Accountant	20,000,000,000	<a href="#">Request</a>
20000368G71	Accountant		<a href="#">Request</a>
20000368G88	Accountant		<a href="#">Request</a>

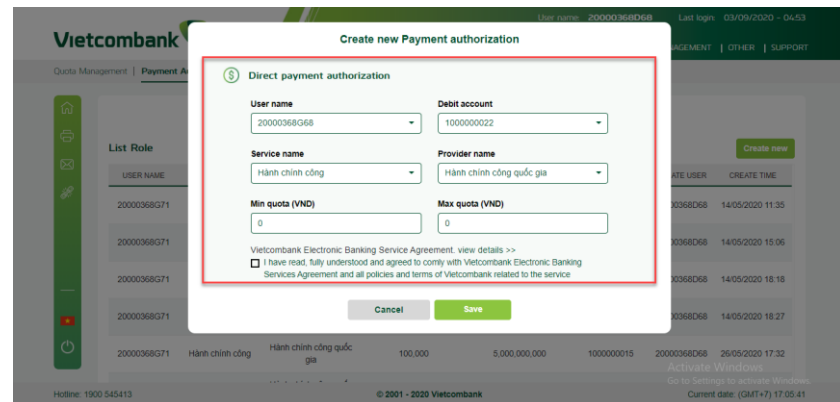
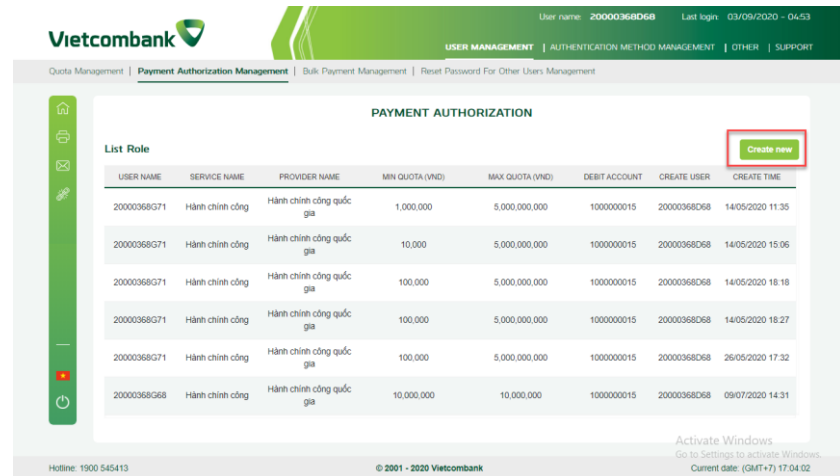
## PAYMENT AUTHORIZATION

The function allows the administration user to check and initiate the request for direct authorization of payments for the Accountant user.

In menu "User management", select "Payment authorization"

❖ To initiate the request for direct payment authorization, customers perform:

- Select "New"
- Select the accountant user that needs to set up payment authorization and fill in all required information on the transaction screen
- Select "Confirm" to complete



## BULK PAYMENT MANAGEMENT

Function that allows an administration user to be initialized requiring settings in bulk payment.

The program supports setting up payment according to the mechanism of identifying beneficiary banks by Bank name or Bank code.

In menu "User management", select "Bulk payment management"

- ❖ The screen displays the list of installation requirements
- ❖ To initiate an installation request, follow:
  - Select "New"
  - Select the method to be set in the list payment by bank name or bank code
  - Select "Confirm" to complete the initiation of the statement payment setting request

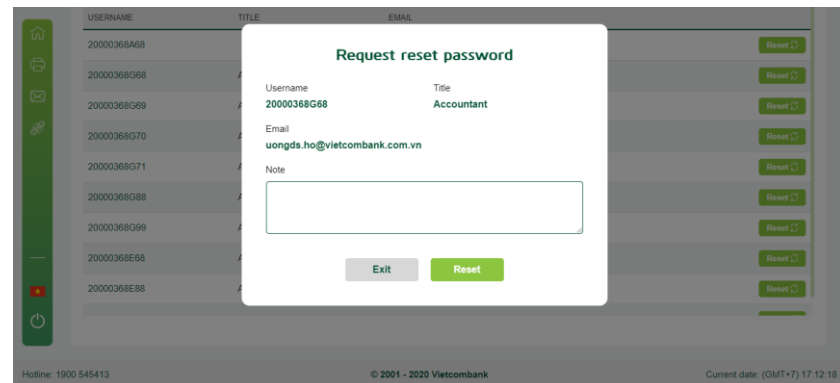
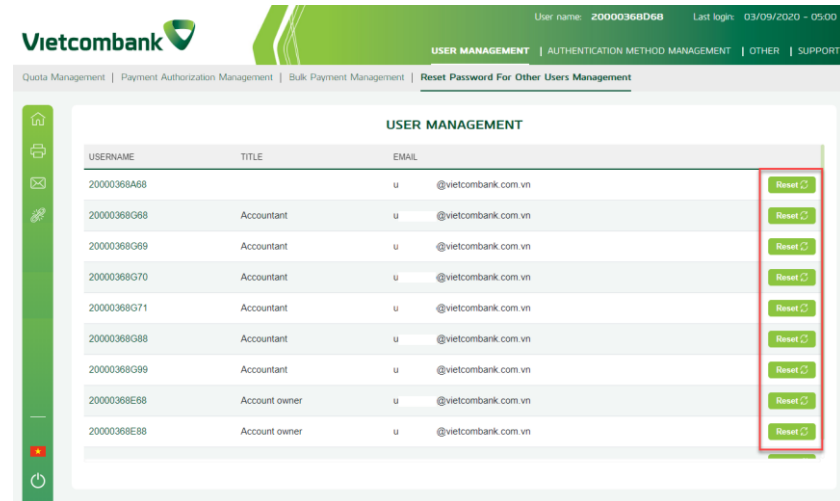
The screenshot shows the Vietcombank administration interface. At the top, the Vietcombank logo is on the left, and the user's name (20000368068) and last login time (03/09/2020 - 10:55) are on the right. Below this is a navigation bar with links: USER MANAGEMENT, AUTHENTICATION METHOD MANAGEMENT, OTHER, and SUPPORT. Under USER MANAGEMENT, there are sub-links: Quota Management, Payment Authorization Management, Bulk Payment Management (which is highlighted), and Reset Password For Other Users Management. The main content area is titled 'BULK PAYMENT MANAGEMENT'. It contains a form with two dropdown menus: 'Bulk payment' (set to 'Bulk payment by bank name') and 'Create time' (set to '03/09/2020'). A green 'Save' button is located below the form. On the left side of the interface, there is a vertical green sidebar with icons for home, print, email, and settings.

## RESET PASSWORD FOR OTHER USERS MANAGEMENT

The function that allows the administration user to be initialized requires the the new VCB-ib @ nking login password for users in case of forgotten password / wants to reset a new login password on the program

In the menu “User management”, select “Reset password for other users management”.

- ❖ The screen displays user list
- ❖ To initiate a request, customer shall:
  - Select the user you want to initiate the password request and check the details
  - Select “Submit” to complete the initialization of the password request



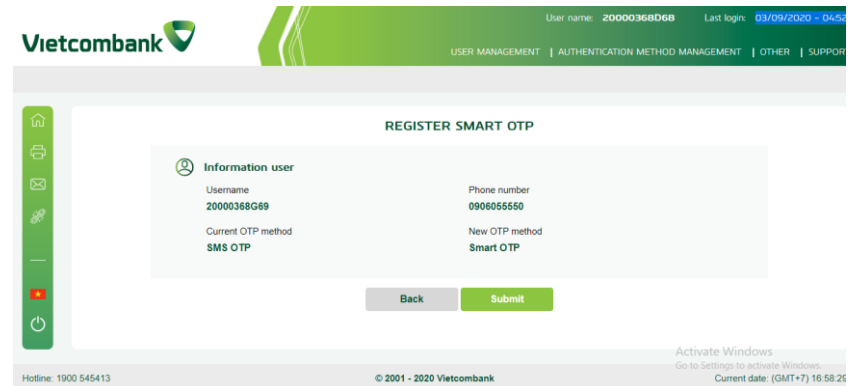
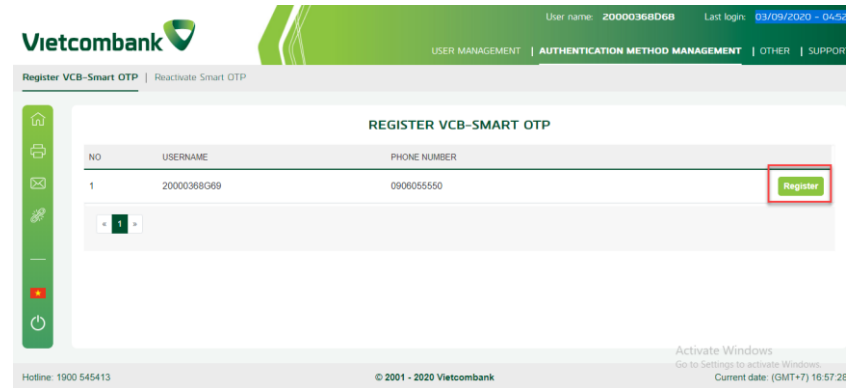
## AUTHENTICATION METHODS MANAGEMENT

### REGISTER FOR VCB-SMART OTP

The function allows the Administration user to initiate the registration request for VCB Smart-OTP for access codes (Accountant, Chief Accountant, Account Holder) on the program. (Apply for access codes using SMS OTP and using SMS OTP and want to register for VCB Smart-OTP)

In menu "Authentication method **management** ", select "Register for VCB Smart-OTP"

- ❖ The screen displays the list of access code information eligible to register VCB Smart-OTP
- ❖ To initiate a registration request for VCB Smart-OTP, customer shall:
  - Select the access code you want to initiate the request for and select “Register”.
  - Check access code information, phone number to be registered
  - Select “Register” to complete the registration request initialization or “Back” to cancel the request.

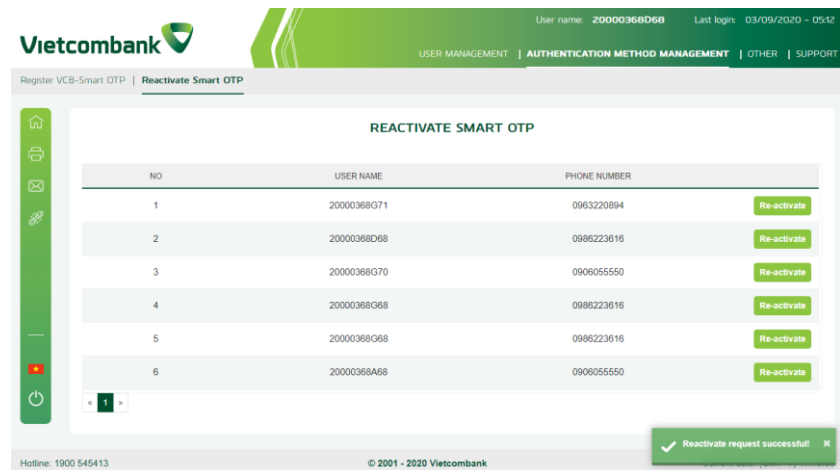
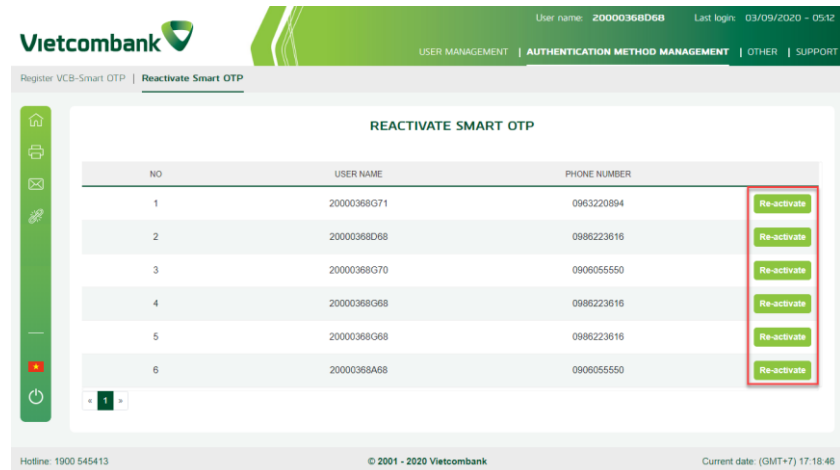


## REACTIVATE VCB SMART-OTP

The function allows the Administration code to initiate the request to re-activate VCB Smart-OTP for access codes (Accountant, Chief Accountant, Account Holder) on the program.

In the menu “authentication method management”, select “Re-activate VCB Smart-OTP”.

- ❖ The screen shows a list of information about the full access code that is using VCB Smart-OTP and eligible to re-activate VCB Smart-OTP
- ❖ To initiate a request for re-activation of VCB Smart-OTP, customer shall:
  - Select the access code you want to initiate the request for and select “Re-activate”.
  - Check access code information, phone number to be registered
  - Select “Re-activate” to complete the request initialization or “Cancel” to cancel the request.



## UNLOCK CARD

Other → Card Service → Unlock Card

Select Card Number

Tick on “I had read, fully ....”

Press Confirm

Card Service | Đăng ký mua Séc | Đăng ký thay đổi dịch vụ SMS Banking

### UNLOCK CARD

**Unlock card**

**Card type**  
Company card

**Card number**  
469174...916

☐ I have read, fully understood and agreed to comply with Vietcombank Electronic Banking Services Agreement and all policies and terms of Vietcombank related to the service Vietcombank Electronic Banking Service Agreement.  
[view details >>](#)

## REGISTER PAYMENT INTERNET

Other → Card Service → Register Payment Internet

Select Card Number

Tick on “I had read, fully ....”

Press Confirm

Card Service | Đăng ký mua Séc | Đăng ký thay đổi dịch vụ SMS Banking

### REGISTER FOR INTERNET PAYMENT

**Card registration**

**Card number \***  
469174...916

☐ I have read, fully understood and agreed to comply with Vietcombank Electronic Banking Services Agreement and all policies and terms of Vietcombank related to the service Vietcombank Electronic Banking Service Agreement.  
[view details >>](#)