



INTERNET BANKING DÀNH CHO DOANH NGHIỆP

PAYMENT SERVICE



Dịch vụ khách hàng 24/7
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www.vib.com.vn

VIB 
Ngân hàng Quốc Tế

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PAYMENT SERVICE

1. Single payment

1.1 Single payment within VIB

1.1.1 For Inputter

After successful logon, choose menu **Payment > Single Transfer**

Step 1: From Account

On payment screen, Inputter choose **From Account** from the drop list (the list of accounts that are registered for online transaction).

Step 2: To Account

Note: If customer makes internal single transfer, "From account" must be VND only

- **Transfer type:** Choose "Transfer within VIB accounts"

- **Select account Number:**

+ Choose beneficiary account from the saved list: including all accounts of the company and the beneficiary accounts added to the account address book before.

+ Or, Input other account: "Add new account Number"

+ Tick on the box "Add to my address book" so that account number will be remembered for the next transfers. If you would not like to save this new account Number, un-tick this box.

- **Amount:** Input the amount that shall be transferred (*amount should be 15 digits max and within the daily limit remaining. Daily limit can be no limit or a fix number that was registered with VIB from the beginning*)

- **Description:** This is the content of the payment (*with 120 character max, not including special characters*). Description is not compulsory. If customer does not input description, the system shall automatically set up description for the transaction by "Transfer funds to beneficiary account name + account No"

- **When:**

+ If customer would like to transfer immediately. → Tick on **Transfer now.**

+ If customer would like to transfer in the future → Tick on **Transfer later** and choose from the calendar a date that the payment will be processed.

+ If customer would like to set up regular transfer → Tick on **Set up regular transfer** and then choose **frequency** (daily, weekly, monthly, quarterly, halfly, yearly); then choose the date to **start on** and **End** (with no end date, end after a number of days, or end on exactly a chosen day)

The screenshot displays the 'Transfer' form interface. At the top, a blue header bar contains the title 'Transfer'. Below this, a light blue box contains a 'Please note' message regarding transaction processing times. The form is divided into two main sections: '1 From Account' and '2 To Account'. Section 1 includes a 'Select current account' dropdown menu showing a VND account number. Section 2 includes a 'Transfer type' dropdown set to 'Transfer within VIB accounts', a 'Select account number' dropdown showing a beneficiary account, and an 'Add new account number' input field. There is also a checkbox for 'Add to my address book'. Both sections have a 'Next' button with a chevron icon.

3

Transfer Details

Amount *

1,000,000

Daily limit remaining: 19,998,654,798VND

Description

THANH TOAN TIEN HANG

21/120 characters

When *

☒ Transfer now

☐ Transfer later

☒ Set up regular transfer

Frequency

Daily

Start on

End

☐ No end date
 ☐ End after

 transfer(s)
 ☐ End on

Cancel

Next >

Step 3: Then click on “Next” button to the review page

Inputter can check payment information on the review page. If he needs to change some information, click on **“Back”** button. If he would like to cancel this transaction, click on **“Cancel”**. If all information is ready, click on **“Submit”**.

Transfer details

Please review the transfer details below and click **Submit** to proceed

From account	601704060105642 - VND
To account	CTY TNHH SX & TM QUANG HUY - 001704060021513 - VND
Amount	1,000,000 VND
Description	THANH TOAN TIEN HANG
When	Tuesday, 25-Jun-2013
Inputted by	HIENNHAP2,Tuesday, 25/06/2013 14:19:05

< Back

Cancel

Submit

Upon the setup registration for Inputter, Inputter can use token key or not. If Inputter does not use token key, system will confirm the transaction (i.e Your transaction has been successfully submitted to the next approval level). If Inputter uses token key, he must input the OTP before click on Submit.

Transfer details

Please review the transfer details below and click **Submit** to proceed

From account	001704060100305 - VND
To account	CTY CP TVBT, XD & THUONG MAI A&E - 002704070000237 - VND
Amount	1,000,000 VND
Description	Transfer funds to CTY CP TVBT, XD & THUONG MAI A&E - 002704070000237
When	Tuesday, 25-Jun-2013
Inputted by	AENHAP2, Tuesday, 25/06/2013 17:26:51
Enter OTP code *	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

< Back
Cancel
Submit

When the transaction is successfully submitted, it shall be appeared on the screen **“View Transaction > Single Transaction”** for “transfer now” transaction or **“View Transaction > Scheduled Transaction”** for transaction in the future.

View single transactions		All		
Transaction number	Transaction date	From account	Amount	Status
60973	07-Jun-2013	001840060005515	100,000.00 USD	Failed
60921	06-Jun-2013	001840060005515	1,125,000.00 USD	Failed
60907	06-Jun-2013	001840060005515	125,000.00 USD	Submitted to bank
60896	06-Jun-2013	001840060005515	1,125,000.00 USD	Failed
60891	06-Jun-2013	002704060005943	2,001,000,000 VND	Submitted to bank
60864	05-Jun-2013	002704060005943	300,000,000 VND	Succeed

Note:

- Inputter can change the transaction detail if it has not been verified / approved or if it has been rejected by the verifier/approval.
- To change transaction detail, Inputter choose menu **Payment > View Transaction > Single transfer / Scheduled transfer** > click on the [transaction number](#) , system will show again the review page, Inputter click to **“Edit”**
- Inputter can not delete “transfer now” transaction, only can delete scheduled transaction or future transaction. However, the final approval must approve scheduled / future transaction first, then Inputter can.
- Notification Email shall be automatically sent to related verifier / approval.

1.1.2 For Verifier (if any)

Step 1: After successful log on, Verifier can review awaiting transaction for verification on **Pending transactions** on My Home screen or choose from menu **Payment > View Transaction > Single transaction / Scheduled Transaction**

View single transactions		Awaiting for verification		
Transaction number	Transaction date	From account	Amount	Status
61213	25-Jun-2013	601704060105642	1,000,000 VND	Awaiting for verification
60457	23-May-2013	601704060104316	300,000 VND	Awaiting for verification

2 transaction(s) found, displaying from 1- 2

View scheduled transactions						
All						
Transaction number	Transaction date	From account	To account	Amount	Next transfer date	Status
61214	25-Jun-2013	601704060104316	001704060021513 CTY TNHH SX & TM QUANG HUY	1,500,000 VND	27-Jun-2013	Awaiting for verification

1 transaction(s) found, displaying from 1- 1

Step 2: Verifier chooses [“Transaction Number”](#) to review the transaction detail

Transfer details

Transaction number 61213

From account 601704060105642 - VND

To account CTY TNHH SX & TM QUANG HUY - 001704060021513 - VND

Amount 1,000,000 VND

Description THANH TOAN TIEN HANG

When Tuesday, 25-Jun-2013

Inputted by HIENHAP2, Tuesday, 25/06/2013 14:20:53

Enter OTP code *

[Back](#) [Cancel](#) [Reject](#) [Verify](#)

- In order to verify this transaction, verifier must input OTP > **“Verify”** → transaction shall be forwarded to next approval level.
- In case there is something need to be changed or rejected, verifier click **“Reject”**. System will require verifier to type “Reason for reject”. If he does not input, system will not pass to next step.

Amount 1,980 VND

Description PE10000139575 NGUYEN TAN THANH - account from 16-May-2009 to 15-Apr-2009

When Monday, 24/06/2013
☒ Receive confirmation

Inputted by AENHAP1, Monday, 24/06/2013 15:52:51

Enter OTP code * 1 2 3 4 5 6

[Back](#) [Reject](#) [Verify](#)

Reason to reject

Wrong amount

[Cancel](#) [Confirm](#)

Transaction status shall be changed from “awaiting for verification” to “Rejected”.
Screen can be checked on “View transaction” as following:

View scheduled transactions						
All						
Transaction number	Transaction date	From account	To account	Amount	Next transfer date	Status
61214	25-Jun-2013	601704060104316	001704060021513 CTY TNHH SX & TM QUANG HUY	1,500,000 VND	27-Jun-2013	Awaiting for verification
60774	30-May-2013	601704060105642	001704060025887 NGUYEN THO TAM	140,000 VND	31-May-2013	Submitted to bank
60773	30-May-2013	601704060105642	001704060025887 NGUYEN THO TAM	110,000 VND	31-May-2013	Submitted to bank

Notification email for refusal shall be sent to Inputter

Notification email for successful verification shall be sent to next approval level.

1.1.3 For next approver.

Step 1: After successful login, Approver can review list of awaiting transaction for approval from **Pending transactions on My Home screen** or choose menu: **Payment > View transaction > Single transfer / Scheduled transfer**.

View single transactions		All		
Transaction number	Transaction date	From account	Amount	Status
61213	25-Jun-2013	601704060105642	1,000,000 VND	Awaiting for verification
61209	25-Jun-2013	601704060104316	300,000 VND	Awaiting for approval
60788	31-May-2013	601704060104316	300,000 VND	Succeed

Step 2: Approver click [transaction number](#) to review the detail of transaction.

Transfer details

Transaction number	61216
From account	002704060055480 - VND
To account	TRINH THANH BINH - 001704060026280 - VND
Amount	20,000,000 VND
Description	Transfer funds to TRINH THANH BINH - 001704060026280
When	
Frequency	Monthly
Start date	Wednesday, 26-Jun-2013
Number of transfers	2
Next transfer date	Wednesday, 26-Jun-2013
Inputted by	phuongn1,Tuesday, 25/06/2013 14:47:11
Verified by	phuongkt,Tuesday, 25/06/2013 15:10:14
Action	Create new schedule
Enter OTP code *	<input type="text"/> 1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 6

< Back
Cancel
Reject
Approve

- In order to approve transaction, approver must input OTP and click on **"Approve"** → transaction shall be transfer to the next approval level (if any)
- In case, there is something wrong, or need to change information or cancel transaction, approver click to **"Reject"**. Transaction status shall be changed from "awaiting for approval" to "Rejected"

Screen can be checked in "View transaction" as following:

View single transactions		All		
Transaction number	Transaction date	From account	Amount	Status
61215	25-Jun-2013	002704060055480	1,000,000 VND	Awaiting for approval
61008	10-Jun-2013	002704060055480	945,000 VND	Succeed
60980	10-Jun-2013	002704060055480	494,201 VND	Succeed
60426	23-May-2013	002704060055480	119,279 VND	Succeed

4 transaction(s) found, displaying from 1- 4

Notification email for refusal shall be sent to Inputter / verifier / before approver.
Notification email for successful verification shall be sent to next approval level (if any).

If this is the final approver, all the users related to this transaction shall receive notification email.

1.2 Domestic transfer

1.2.1 For Inputter

Step 1: After successful log on, Choose menu **Payment > Single transfer**.

Step 2: On the payment screen, Inputter choose **From account**, Choose **Transfer type** as **Domestic transfer** and **select account number** from the drop list **or add new account number**, input **Beneficiary name** and **beneficiary bank detail**, input **Amount** and **Description**.

- Choose **When**:

+ If customer would like to transfer immediately. → Tick on **Transfer now**.

+ If customer would like to transfer in the future → Tick on **Transfer later** and choose from the calendar a date that the payment will be processed.

+ If customer would like to set up regular transfer → Tick on **Set up regular transfer** and then choose **frequency** (daily, weekly, monthly, quarterly, halfly, yearly); then choose the date to **start on** and **End** (with no end date, end after a number of days, or end on exactly a chosen day)

- Choose **Charged on** by sender / receiver and attach document (if any)

- Then, press on Next for review page.

Transfer

Please note: Domestic/International transfer(s) made after 14:00 on the business day, weekends or public/bank holidays, will be processed on the following business day

* Mandatory

1 From Account

Select current account * 002704060055480 - 800,755,871,040,266 VND ▼

2
To Account

Transfer type *
Domestic transfer

Select account number
Please select

Add new account number
001100000002

Beneficiary details

Beneficiary name *
Nguyen Minh Duc - Cong ty Mistan

Address
Hoan Kiem

City
Ha Noi

3
Transfer Details

Amount *
10,000,000
Daily limit remaining: 600,755,973,040,266 VND

Description
Thanh 5.000.000 hang
20/120 characters

When *

Transfer now

Transfer later

Set up regular transfer
Frequency
Daily

Start on

End

No end date

End after
transfer(s)

End on

Charged on *
Sender

Attached document
Browse...

Cancel
Next >

Step 3:

Inputter can either input OTP or not upon registration and click "Submit" to forward transaction to the next level.

Transfer details

Please review the transfer details below and click **Submit** to proceed

From account
002704060055480 - VND

To account
001100000002

Beneficiary name
Nguyen Minh Duc - Cong ty Mistan

Address
Hoan Kiem

City
Ha Noi

Beneficiary bank details

Branch code
201004

Bank name
Ngan Hang Cong Thuong Viet Nam

Bank branch
NHCT Chi nhánh HK Ha Noi

Bank city

Amount	10,000,000 VND
Description	Thanh toan tien hang
When	Tuesday, 25-Jun-2013
Charged on	Sender
Attached document	
Inputted by	phuongn1,Tuesday, 25/06/2013 15:55:34

[< Back](#)
[Cancel](#)
[Submit](#)

When the transaction is successfully submitted, it shall be appeared on the screen **“View Transactions > Single Transactions”** for transfer now transaction or **“View Transactions > Scheduled Transactions”** for transaction in the future/ schedule

Note:

- Inputter can change the transaction detail if it has not been verified / approved or if it has been refused by the verifier/approval.
- To change transaction detail, Inputter choose menu **Payment > View Transaction > Single transfer / Scheduled transfer** > click to the [transaction number](#) , system will show again the review page, Inputter click to **“Edit”**
- Inputter can not delete “transfer now” transaction, only can delete scheduled transaction or future transaction. However, the final approval must approve scheduled / future transaction first, then Inputter can delete those transactions.
- Notification Email shall be automatically sent to related verifier / approval.

1.2.2 For Verifier (If any)

Step 1: After successful log on, customer can review awaiting transaction for verification on **Pending transactions** on My Home screen or choose from menu **Payment > View Transaction > Single transaction or Scheduled Transaction**

View single transactions				
All				
Transaction number	Transaction date	From account	Amount	Status
61219	25-Jun-2013	002704060055480	10,000,000 VND	Awaiting for verification
61215	25-Jun-2013	002704060055480	1,000,000 VND	Awaiting for approval
61008	10-Jun-2013	002704060055480	945,000 VND	Succeed

Step 2: Verifier click on “transaction number” to review transaction detail.

Transfer details

Transaction number

61219

From account

002704060055480 - VND

To account

001100000002

Beneficiary name

Nguyen Minh Duc - Cong ty Mistan

Address

Hoan Kiem

City

Ha Noi

Beneficiary bank details

Branch code

201004

Bank name

Ngan Hang Cong Thuong Viet Nam

Bank branch

CN NHCT Chi nhanh HK Ha Noi

Bank city

Amount

10,000,000 VND

Description

Thanh toan tien hang

When

Tuesday, 25-Jun-2013

Charged on

Sender

Attached document

Inputted by

phuongn1,Tuesday, 25/06/2013 15:57:57

Enter OTP code *

1

2

3

4

5

6

< Back

Cancel

Reject

Verify

- In order to verify this transaction, verifier must input OTP > **"Verify"** → transaction shall be forwarded to next approval level.
- Incase there is something need to changed or refused, verifier click **"Reject"**. Transaction status shall be changed form "awaiting for verification" to "Rejected" .

Amount

1,980 VND

Description

PE10000139575 NGUYEN TAN THANH from 16-Mar-2009 to 15-Apr-2009

When

Monday, 24/06/2013

☒ Receive confirmation

Inputted by

AENHAP1,Monday, 24/06/2013 15:52:51

Enter OTP code *

1

2

3

4

5

6

< Back

Reject

Verify

Reason to reject

Wrong amount

Cancel

Confirm

Notification email for refusal shall be sent to Inputter.

Notification email for successful verification shall be sent to next approval level.

1.2.3 For next approvers.

Step 1: After successful logon, Approver can review list of awaiting transaction for approval from **Pending transactions on My Home screen** or choose menu: **Payment > View transactions > Single transactions / Scheduled transactions**.

Step 2: Approver click to transaction number to review the detail of transaction and which level approved.

My Inbox		Pending Transactions 2 transaction(s)		
Transaction number	Transaction date	From account	Amount	Status
61219	25-Jun-2013	002704060055480	10,000,000 VND	Awaiting for approval
61215	25-Jun-2013	002704060055480	1,000,000 VND	Awaiting for approval

- In order to approve transaction, approver must input OTP and click on **"Approve"** → transaction shall be transfer to the next approval level (if any)
- In case, there is something wrong, or need to change information or cancel transaction, approver click on **"Reject"**. Transaction status shall be changed from "awaiting for approval" to "Rejected"
- Notification email for refusal shall be sent to Inputter / verifier / before approver.
- Notification email for successful verification shall be sent to next approval level (if any).
- If this is the final approver, all the users related to this transaction shall receive notification email.

1.3 Single international transfer

1.3.1 For Inputter

Step 1: After successful log on, choose menu **Payment > Single transfer**

Step 2:

- On Payment screen, Inputter select **"From account"**

Note: Only foreign currency account is allowed for international transfer. If VND account is chosen, the transaction shall be refused by system.

- Choose **Transfer type** as **International transfer** and beneficiary account at **To Account**, input **beneficiary name** and **Beneficiary bank detail**.

- Choose **Intermediary bank detail** (if any)

- Input **Amount** and **Description**

- Choose **When**:

+ If customer would like to transfer immediately. → Tick on **Transfer now**.

+ If customer would like to transfer in the future → Tick on **Transfer later** and choose from the calendar a date that the payment will be processed.

+ If customer would like to set up regular transfer → Tick on **Set up regular transfer** and then choose **frequency** (daily, weekly, monthly, quarterly, halfly, yearly); then choose the date to **start on** and **End** (with no end date, end after a number of days, or end on exactly a chosen day)

- Choose **Charged on** by sender / receiver / share and attach document (if any)

- Then, press on Next for review page.

Transfer

Please note: Domestic/International transfer(s) made after 14:00 on the business day, weekends or public/bank holidays, will be processed on the following business day

*Mandatory

1 From Account

Select current account *

002704060055480 - 800,755,871,040,266 VND

2
To Account

Transfer type *
International transfer

Select account number
5656565656561458 - Peter Aracata

Add new account number

Beneficiary details

Beneficiary name *
Peter Aracata

Address

City

Country

Beneficiary bank details

SWIFT code *
CITIUS33XXX

Bank name *
CITIBANK N.A. 111 WALL STREET NEW Y

Branch name

City

Country

Bank name *
Please select

Intermediary bank details

SWIFT code *

Bank name *
Please select

Add to my address book
(account number will be remembered for the next transfers)

3
Transfer Details

Amount *
100,000,000
Daily limit remaining: 800,755,871,040,266V

Description
Thanh toan tien mua NVL thang 6/2013
36/120 characters

When *

Transfer now

Transfer later

Set up regular transfer

Frequency
Daily

Start on

End

No end date

End after
transfer(s)

End on

Charged on *
Sender

Attached document
Browse...

Cancel
Next >

Note:

- Any field with (*) is compulsory.
- Inputter can change the transaction detail if it has not been verified / approved or if it has been refused by the verifier/approval.
- To change transaction detail, Inputter choose menu **Payment > View Transaction > Single transfer / Scheduled transfer** > click to the [transaction number](#) , system will show again the review page, Inputter click to **"Edit"**

- Inputter can not delete "transfer now" transaction; only can delete scheduled transaction or future transaction. However, with scheduled transaction or future transaction, the final approval must approve scheduled / future transaction first, then Inputter can delete those transactions.
- Notification Email shall be automatically sent to related verifier / approval.

1.3.2 For Verifier (if any)

Step 1: After successful log on, verifier can review awaiting transaction for verification on **Pending transactions** on My Home screen or choose from menu **Payment > View Transactions > Single transactions or Scheduled Transactions**

Step 2: Verifier click on transaction number to review transaction detail.

View single transactions		All		
Transaction number	Transaction date	From account	Amount	Status
61220	25-Jun-2013	002704060055480	100,000,000 VND	Awaiting for verification
61219	25-Jun-2013	002704060055480	10,000,000 VND	Awaiting for approval
61215	25-Jun-2013	002704060055480	1,000,000 VND	Awaiting for approval

- In order to verify this transaction, verifier must input OTP > **"Verify"** → transaction shall be forwarded to next approval level.
- Incase there is something need to changed or refused, verifier click **"Reject"**, type **"reason to reject"** and **confirm**. Transaction status shall be changed form "awaiting for verification" to "Rejected".

Notification email for refusal shall be sent to Inputter.

Notification email for successful verification shall be sent to next approval level.

1.3.3 For next approvers

Step 1: After successful logon, Approver can review list of awaiting transaction for approval from **Pending transactions on My Home screen** or choose menu: **Payment > View transactions > Single transactions / Scheduled transactions**

Step 2: Approver click [transaction number](#) to review the detail of transaction and which level approved.

My Inbox		Pending Transactions 2 transaction(s)		
Transaction number	Transaction date	From account	Amount	Status
61219	25-Jun-2013	002704060055480	10,000,000 VND	Awaiting for approval
61215	25-Jun-2013	002704060055480	1,000,000 VND	Awaiting for approval

- In order to approve transaction, approver must input OTP and click on **"Approve"** → transaction shall be forwarded to the next approval level (if any)
- In case, there is something wrong, or need to change information or cancel transaction, approver click to **"Reject"**, type **"Reason to reject"** and **confirm**. Transaction status shall be changed from "awaiting for approval" to "Reject"
- Notification email for refusal shall be sent to Inputter / verifier / before approver.
- Notification email for successful verification shall be sent to next approval level (if any).
- If this is the final approver, all the users related to this transaction shall receive notification email.

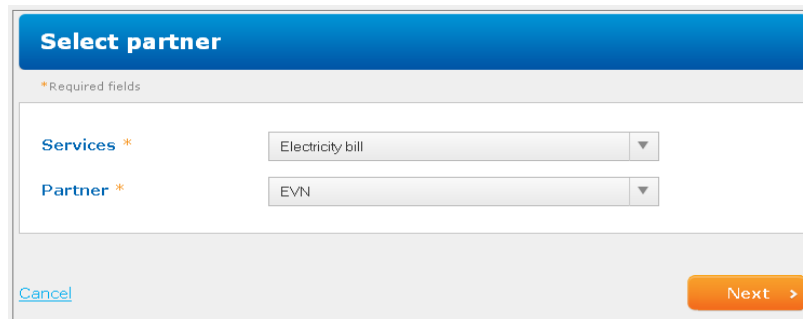
2. Bill payment

2.1 EVN - Electricity bill payment

2.1.1 For Inputter

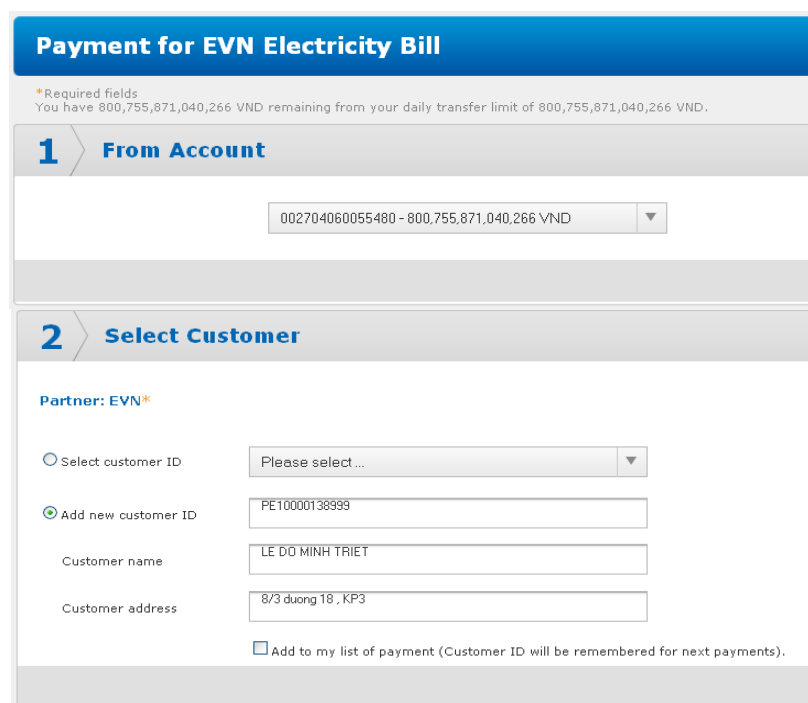
Step 1: After successful log on, choose menu **Payment > Bill payment**

Step 2: On bill payment screen, choose **Service: Electricity bill**, Choose **Partner: EVN**, and then click **Next**



The screenshot shows a form titled "Select partner" with a blue header. Below the header, there is a section for "Required fields". It contains two dropdown menus: "Services *" with "Electricity bill" selected, and "Partner *" with "EVN" selected. At the bottom left is a "Cancel" link, and at the bottom right is an orange "Next >" button.

Step 3: On the payment screen, Inputter choose **From Account**, choose **select customer ID** (if it has been saved before), or add new customer ID. The system will appear pending bill and tick to "Payment"; input description and then click Next to the review page



The screenshot shows a form titled "Payment for EVN Electricity Bill" with a blue header. Below the header, there is a section for "Required fields" with a note: "You have 800,755,871,040,266 VND remaining from your daily transfer limit of 800,755,871,040,266 VND." The form is divided into two main sections: "1 From Account" and "2 Select Customer". In the "1 From Account" section, there is a dropdown menu showing "002704060055480 - 800,755,871,040,266 VND". In the "2 Select Customer" section, there is a "Partner: EVN*" label. Below it, there are two radio buttons: "Select customer ID" (unselected) and "Add new customer ID" (selected). The "Select customer ID" option has a dropdown menu showing "Please select...". The "Add new customer ID" option has three text input fields: "Customer name" with "LE DO MINH TRIET", "Customer address" with "8/3 duong 18 , KP3", and a checkbox labeled "Add to my list of payment (Customer ID will be remembered for next payments)." which is currently unchecked.

3
Payment Details

Bill List

Invoice no	Amount	From date	To date	Payment
18612	35,486 VND	06-Apr-2009	04-May-2009	<input checked="" type="radio"/>
	39,661 VND	05-May-2009	04-Jun-2009	<input type="radio"/>

Description

Thanh toán tiền điện tháng 4

28/107 characters

When
Tuesday, 25/06/2013 16:37:42

Cancel
Next

On the review page, Inputter checks again the bill payment detail and click on **“Submit”**. This transaction shall be posted into **View Transaction > Bill Payment**.

Note:

- When Inputter types correct EVN code, system will automatically post the customer detail (name and address).
- Customer’s bill detail shall be included: Invoice No, Amount, From date, To date, and default tick on “Payment” for the bill that need to be paid.
- Inputter can save customer ID for the next payment.
- Any field with (*****) is compulsory
- Description is not compulsory. If Inputter forget to input, a default description shall be appeared including Customer ID + name of customer + payment + from date + to date.
- The time for payment is default today.
- If Inputter would like to change the information, at the review page, Inputter click to “ Back” button for edit or choose from menu: **Payment >View transaction > single transaction >** click on the “transaction number”, the review page will be appeared and Inputter shall click on **“Edit”** for changing
- Notification email shall be sent to verifier and next approver.

2.1.2. For verifier (if any)

Step 1: After successfully log on, verifier can view the inputted transaction awaiting for verification at **Pending Transaction** on My home screen or follow menu: **Payment > View Transaction > Single Transaction**.

Step 2: Customer can click on Transaction Number to check a specific transaction in details.

My Inbox

Pending Transactions
3 transaction(s)

Transaction number	Transaction date	From account	Amount	Status
61200	21-Jun-2013	001704060069714	230,571 VND	Awaiting for approval

Verifier keys in **OTP code** and clicks on **“Verify”** → transaction will be sent to the next approval level

Payment for electricity service bill > Approve

Please review the transaction details and press the button **Approve** to proceed the transaction

Transaction number
61200

From account
001704060069714 - VND

Payment of electricity bills
EVN-HCM

Invoice no
18609

Customer ID
PE10000139636

Customer name
NGUYEN THI HAI YEN

Customer address
To 5 duong 6 , KP6

Amount
230,571 VND

Description
nộp TIỀN ĐIỆN THÁNG 5 - PE10000139636

When
Friday, 21/06/2013 14:47:18
☒ Receive confirmation of payment at VIS's branches

Inputed by
MAIN-HAP1, Friday, 21/06/2013 14:47:18

Enter OTP code *

Back

Reject

Approve

In case of any error found in transaction and need to be edited or rejected, verifier can select **“Reject”**, type **“Reason to reject”** and **confirm**. The transaction will change from **“awaiting for verification”** to **“Rejected”**. If Verifier does not want to approve the checking step, Click on **“Back”**. Notification email for refusal shall be sent to inputter. Notification email for successful verification shall be sent to the next approval level.

2.1.3. For next approvers

Step 1: After successful log on, Approver can view the transaction at **Pending transactions** on My Home screen or select menu: **Payment > View Transactions > Single Transactions**

Step 2: Customer can click on Transaction Number to check a specific transaction in details.

My Inbox		Pending Transactions		
		3 transaction(s)		
Transaction number	Transaction date	From account	Amount	Status
61200	21-Jun-2013	001704060069714	230,571 VND	Awaiting for approval

In order to approve the transaction, approver keys in OTP code and clicks on **“Approve”**, the transaction will be immediately sent to the next approval level (if any)

Payment for electricity service bill > Approve

Please review the transaction details and press the button **Approve** to proceed the transaction

Transaction number	61200
From account	001704060069714 - VND
Payment of electricity bills	EVN-HCM
Invoice no	18609
Customer ID	PE10000139636
Customer name	NGUYEN THI HAI YEN
Customer address	To 5 duong 6 , KP6
Amount	230,571 VND
Description	nỘP TIỀN ĐIỆN THÁNG 5 - PE10000139636
When	Friday, 21/06/2013 14:47:18 <input checked="" type="checkbox"/> Receive confirmation of payment at VIB's branches
Inputed by	MAINHAP1, Friday, 21/06/2013 14:47:18
Enter OTP code *	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">1</div> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">2</div> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">3</div> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">4</div> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">5</div> <div style="border: 1px solid #ccc; width: 20px; height: 20px; text-align: center;">6</div> </div>

< Back
Reject
Approve

In case of any error found in transaction and need to be edited or rejected, approver can select **"Reject"**, input **"reason to reject"** and **confirm**. The transaction will change from **"awaiting for approval"** to **"Rejected"**. Approver does not want to approve, click on **"Back"**. After being rejected by the approver, Inputter will receive an email to inform details. For those transactions successfully get through the approving level, an email will be sent to the next approval level (if any).

If this is the final approver, all the users related to this transaction shall receive notification email.

2.2 Viettel Bill Payment (Mobile, ADSL, PSTN, Homephone)

2.2.1 For Inputter

Step 1: After successfully log on, select menu: **Payment > Bill Payment**

Step2: At **"Select partner"**, select **Services: Mobile/ ADSL/PSTN/ Home phone**, select **Partner: Viettel**, click on **Next**

Select partner

*Required fields

Services *	Electricity bill ▼
Partner *	EVN ▼

Step 3: At Payment for Viettel Mobile Bill, select an appropriate account > Select **Subscriber** (if existed in address list) or **key in another subscriber**, insert **Amount** and **Payment Description**, then click **Next**. After **"Confirm"**, these transactions will appear at **Single Transactions**

Payment for Viettel Mobile Bill

Required fields

1 From Account

601704060104316 - 9,008,124,757,033,950 VND

2 Select Subscriber

Partner: VIETTEL*

Select subscriber no

84986376488 -

Add new subscriber no

Customer name

☐ Add to my list of payment (Customer ID will be remembered for next payments).

3 Payment Details

Amount

300,000 VND

Description

0/109 characters

When

Tuesday, 25/06/2013 08:57:26

Cancel

Next >

Note:

- Any field with (*) is compulsory.
- When a subscriber number is correct, information will be shown in details such as customer's name and address.
- Other subscriber numbers can be added in the account list for the future payments with convenience.
- For editing, insert **Payment > View transactions > Single transactions** > choose any transaction need to be edited and click **"Edit"**
- Notification email for pending transactions will be immediately sent to the appropriate checking/approval level.

2.1.4. For verifier (if any)

Step 1: After successfully log on, verifier can view the transaction at **Pending transactions** on My Home screen or select menu: **Payment > View Transactions > Single Transactions**.

Step 2: Verifier can click on [Transaction Number](#) to check a specific transaction in details. After that, customer key in OTP and click on **"Verify"**, transaction will be sent to a next approval level

View single transactions		All			
Transaction number	Transaction date	From account	Amount	Status	
61209	25-Jun-2013	601704060104316	300,000 VND	Awaiting for verification	

In case of any error found in transaction and need to be edited or rejected, customer (approver) can select **“Reject”**, input **“reason to reject”** and **confirm**. The transaction will change from **“awaiting for verification”** to **“Rejected”**. If Verifier does not want to approve the step, click on **“Back”**. Notification email for the refusal shall be sent to Inputter
Notification email for successful approval shall be sent to next approval level (if any).

2.2.3. For next approvers

Step 1: After successful log on, approver can view the transaction at **Pending transaction** on My Home screen or select menu: **Payment > View Transaction > Single Transaction**.

Step 2: Customer can click on [Transaction Number](#) to check a specific transaction in details

View single transactions				
All				
Transaction number	Transaction date	From account	Amount	Status
61209	25-Jun-2013	601704060104316	300,000 VND	Awaiting for approval

After that, customer key in OTP and click on **“Approve”**, transaction will be sent to a next approval level (if any)

Payment for mobile service bill > Approve

Please review the transaction details and press the button **Approve** to proceed the transaction

Transaction number	61209
From account	601704060104316 - VND
Payment of mobile service	VIETTEL
Service type	Mobile
Subscriber no	84986376488
Customer name	
Amount	300,000 VND
Description	84986376488 - thanh toan HD vien thong Vietel ngay 25/06/2013
When	Tuesday, 25/06/2013 09:09:11
Inputed by	HIENNHAP1,Tuesday, 25/06/2013 09:09:11
Verified by	HIENKIEMTRA1,Tuesday, 25/06/2013 09:15:53
Enter OTP code *	<input type="text"/> 1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 6

< Back
Reject
Approve

In case of any error found in transaction and need to be edited or rejected, customer (approver) can select **“Reject”**, input **“reason to reject”** and **confirm**. The transaction will change from **“awaiting for approval”** to **“Rejected”**. Approver does not want to approve the step, click on **“Back”**.

Notification email for refusal shall be sent to Inputter / verifier or previous approvers.

Notification email for successful approval shall be sent to next approval levels (if any)

If this is final approver, notification email shall be sent to all related users.

Note: When bill is successfully paid, customer can view all payments by selecting **Payment > Bill Payment > View past bill payment**

Screen of View **past bill payment** is as followed

Past bill payment					
Transaction number	Date	Biller	CustomerID	From account	Amount
60788	31-May-2013	VIETTEL	8445537337	601704060104316	300,000 VND
60421	23-May-2013	VIETTEL	8445537337	601704060104316	300,000 VND
60420	23-May-2013	VIETTEL	vib_ads1	601704060104316	400,000 VND
60417	23-May-2013	EVN - DIEN LUC HCM	PE10000139691	601704060104316	70,109 VND
60414	23-May-2013	VIETTEL	8445537337	601704060104316	300,000 VND
60413	23-May-2013	VIETTEL	8445537337	601704060104316	300,000 VND

3. Bulk transfer/ Payroll

3.1. Bulk transfer within VIB

This service will help customer on fund transfer from 01 source account to more than one beneficiary accounts in VIB's system. Maximum for 01 bulk transfer file is 1000 orders.

All steps are followed:

3.1.1. For Inputter

Step 1: After successfully log on, select menu: **Payment > Bulk transfer / Payroll**

Step 2: On **Bulk transfer** Screen, click on **Here** to download the template of internal bulk transfer. Customer input all necessary information as instructions and save the final file in computer.

	A	B
1	Benficiary account	Amount
2	048704060006957	1000000
3	002704060005656	2000000
4		

Step 3: On **Bulk transfer** Screen, select **Current Account**, Select **Transfer Type** as **Transfer within VIB accounts** and input **Description**

Step 4: Select **"Browse"** to upload the file completed at step 2, then **"Next"**.

Bulk transfer

(*) Please download bulk transfer file template [here](#).

*Mandatory

1

From Account

Select current account *

601704060104316 - 9,008,124,757,033,950 VND

2

To Account

Transfer type *

Transfer within VIB accounts

3

Transfer Details

Description

0/120 characters

Upload bulk file*

Browse...

Cancel

Next >

The review page is shown:

Bulk transfer -> Confirm details

Please review the transfer details below and click **Submit** to proceed

From account	601704060104316 - VND	
Transfer type	Internal bulk transfer	
Description		
When	Tuesday, 25-Jun-2013	
Total amount	21 VND	
Total transactions	8	View details
Total valid transactions	6	View details
Total invalid transactions	2	View details

< Back

Cancel

Submit

Step 5:

- To Cancel, click **"Cancel"**. To get back to Bulk Transfer, click **"Back"**.
- Click **"Submit"** to send to next approval level followed by an email to an appropriate approver.
- After **"Submit"**, all transactions appear at **View transactions>Bulk Transactions**.

- All transactions with status as valid transactions/ Invalid transactions/ Total transaction by clicking on **View details**. Especially, customer can view the reasons for those invalid transactions. **Total of valid transactions** will be immediately sent to the approval levels.

Total transactions					
No	From account	Beneficiary account	Beneficiary name	Amount	Status
1	601704C60104316	048704060006957		1,000,000 VND	Inavlid account
2	601704C60104316	002704060005656		2,000,000 VND	Inavlid account
3	601704C60104316	001704060027268	I	1 VND	Valid
4	601704C60104316	001704060025997	I	2 VND	Valid
5	601704C60104316	001704060027139	I	3 VND	Valid
6	601704C60104316	001704060025504	NGUYỄN VĂN THÁI	4 VND	Valid
7	601704C60104316	001704060023812	TRAN VAN DUC-CK	5 VND	Valid

Export Close

Note:

- Any field with (*) is compulsory.
- "Description" contains maximum of 120 characters, including Vietnamese without signs and excluding special characters/symbols.
- All files in excel 2003 (xls) are valid. Contents in files must be in text.
- A bulk transfer contains max of 1000 transactions.

3.1.2. For verifier (if any)

Step 1: After successful log on, verifier can view the transaction awaiting for verification at **Pending Transaction** on My home screen or follow menu: **Payment > View transaction > Bulk transaction**.

View bulk transactions						
All						
Transaction number	Transaction date	From account	Total amount	Total succeeded	Total failed	Status
51210	25-Jun-2013	601704060104316	21 VND			Awaiting for verification

1 transaction(s) found, displaying from 1- 1

Step 2: Customer can click on [Transaction Number](#) to check a specific transaction in details. Customer inputs in **OTP code** field and clicks on **"Verify"**, transaction will be sent to the next approval level.

Transfer details

Transaction number	61210
From account	601704060104316 - VND
Transfer type	Internal bulk transfer
Description	
When	Tuesday, 25-Jun-2013
Total amount	21 VND
Total transactions	6 View details
Inputted by	HIENNHAP2, Tuesday, 25/06/2013 13:42:29
Enter OTP code *	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/>

< Back
[Cancel](#)
Reject
Verify

In case of any error found in transaction and need to be edited or rejected, verifier can select **“Reject”**, input **“Reason to reject”** and **confirm**. The transaction will change from **“awaiting for verification”** to **“Rejected”**. Verifier does not want to approve, click on **“Back”**.
 Notification email for refusal shall be sent to Inputter.
 Notification email for successful verification shall be sent to next approval level.

3.1.3. For next approvers

Step 1: After successful log on, approver can view the transaction at **Pending transactions** on My home screen or select menu: **Payment > View transactions > Bulk transactions**

View bulk transactions						All
Transaction number	Transaction date	From account	Total amount	Total succeeded	Total failed	Status
61210	25-Jun-2013	601704060104316	21 VND			Awaiting for approval

Step 2: Customer can click on [Transaction Number](#) to check a specific transaction in details

After that, customer input in OTP code fields and click on **“Approve”**, transaction will be sent to a next approval level (if any)

Transfer details

Transaction number	61210
From account	601704060104316 - VND
Transfer type	Internal bulk transfer
Description	
When	Tuesday, 25-Jun-2013
Total amount	21 VND
Total transactions	6 View details
Inputted by	HIENNHAP2,Tuesday, 25/06/2013 13:42:29
Verified by	HIENKIEMTRA1,Tuesday, 25/06/2013 13:50:11
Enter OTP code *	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/>

< Back
[Cancel](#)
Reject
Approve

In case of any error found in transaction and need to be edited or rejected, approver can select **“Reject”**, input **Reason to reject** and **confirm**. The transaction will change from **“awaiting for approval”** to **“Rejected”**. Approver does not want to approve the step, click on **“Back”**.

Notification email for refusal shall be sent to Inputter/checker/previous approver.

Notification email for successful approval shall be sent to next approval level (if any).

If this is final approver, notification email shall be sent to all related users.

3.2 Domestic Bulk Transfer

This service will help customer on fund transfer from 01 source account to more than one beneficiary accounts in Vietnam. Maximum for 01 bulk transfer file is 1000 orders.

All steps are followed:

3.1.4. For Inputter:

Step 1: After successfully log on, select menu: **Payment > Bulk transfer / Payroll**.

Step 2: On **Bulk transfer** Screen, click on **Here** to download the template of internal bulk transfer. Customer inputs information in all necessary fields as instructions and save the final file.

	A	B	C	D	E	F	G	H	I
1	Beneficiary account	Amount	Currency	Beneficiary name	Beneficiary address	Beneficiary city	Bank name	Bank branch	Bank city
2	123456789	1000000	VND	Cong ty TNHH ABC	20 A Thai Ha	Hanoi	BIDV	Hoan Kiem	Hanoi
3	9876544454545	20000000	VND	Nguyen Van A	20 A Thai Ha	Hanoi	Techcombank	Hai Ba Trung	Hanoi
4									

Step 3: On **Bulk transfer** Screen, select **Current Account**, Select **Transfer Type** as **Domestic Transfer** and input **Description** and select who will pay transfer fee.

Step 4: Select **“Browse”** to upload the file completed at step 2, then **“Next”**.

Bulk transfer

(*) Please download bulk transfer file template [here](#).

*Mandatory

1

From Account

Select current account *

601704060056264 - 8,116,326,938,389,764 VND

2

To Account

Transfer type *

Domestic transfer

3

Transfer Details

Description

0/120 characters

Charged on *

Sender

Upload bulk file*

C:\Documents and Setting

Browse...

Attached document

Browse...

Cancel

Next >

The screen shown:

Bulk transfer -> Confirm details

Please review the transfer details below and click **Submit** to proceed

From account	601704060104316 - VND
Transfer type	Domestic transfer
Description	
When	Tuesday, 25-Jun-2013
Total amount	21,000,000 VND
Total transactions	2 View details
Total valid transactions	2 View details
Total invalid transactions	0

< Back

Cancel

Submit

Step 5:

- To Cancel, click **"Cancel"**. To get back to Bulk Transfer, click **"Back"**.
- Click **"Submit"** to send to next approval level followed by an email to an appropriate approver.
- After **"Submit"**, all transactions appear at **View transactions>Bulk Transactions**.

- All transactions with status as valid transactions/Invalid transactions/ Total transaction by clicking on **View details**. Especially, customers can view the reasons for those invalid transactions.
- **Total of valid transactions** will be immediately sent to the approval levels.

Total transactions					
No	From account	Beneficiary account	Beneficiary name	Amount	Status
1	601704060104316	123456789	Cong ty TNHH ABC	1,000,000 VND	Valid
2	601704060104316	9876544454545	Nguyen Van A	20,000,000 VND	Valid

Export Close

Note:

- Any field with (*) is compulsory.
- "Description" contains maximum of 120 characters, including Vietnamese without signs and excluding special characters/symbols.
- All files in excel 2003 (xls) are valid. Contents in files must be in text.
- A bulk transfer contains max of 1000 transactions.
- All attached files with size of 3Mb. max and in format of zip, rar, pdf, xls, xlsx, doc, docx and picture format of jpg, jpeg, png, gif, bmp...

3.1.5. For verifier (if any)

Step 1: After successfully log on, verifier can view the transaction awaiting for verification at **Pending Transactions** on My home screen or follow menu: **Payment > View transactions > Bulk transactions**.

View bulk transactions						
All						
Transaction number	Transaction date	From account	Total amount	Total succeeded	Total failed	Status
61212	25-Jun-2013	601704060104316	21,000,000 VND			Awaiting for verification

Step 2: Customer can click on Transaction Number to check a specific transaction in details. Customer inputs **OTP code** field and clicks on **"Verify"**, transaction will be sent to the next approval level

Transfer details

Transaction number	61212
From account	601704060104316 - VND
Transfer type	Domestic bulk transfer
Description	
When	Tuesday, 25-Jun-2013
Charged on	Sender
Total amount	21,000,000 VND
Total transactions	2 View details
Inputted by	HIENNHAP3, Tuesday, 25/06/2013 14:09:08
Enter OTP code *	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/>

< Back
[Cancel](#)
Reject
Verify

In case of any error found in transaction and need to be edited or rejected, verifier can select **"Reject"**, input **"reason to reject"** and **confirm**. The transaction will change from **"awaiting for verification"** to **"Rejected"**. Verifier does not want to approve the checking step, click on **"Back"**. Notification email for refusal shall be sent to Inputter. Notification email for successful verification shall be sent to next approval level.

3.1.6. For next approvers

Step 1: After successfully log on, approvers can view the transaction at **Pending transactions** on My Home screen or select menu: **Payment > View transactions > Bulk transactions**

View bulk transactions						
All						▼
Transaction number	Transaction date	From account	Total amount	Total succeeded	Total failed	Status
61212	25-Jun-2013	601704060104316	21,000,000 VND			Awaiting for approval
61210	25-Jun-2013	601704060104316	21 VND			Awaiting for approval

Step 2: Customer can click on [Transaction Number](#) to check a specific transaction in details

After that, customer key in OTP and click on **"Approve"**, transaction will be sent to a next approval level (if any)

Transfer details

Transaction number	61212
From account	601704060104316 - VND
Transfer type	Domestic bulk transfer
Description	
When	Tuesday, 25-Jun-2013
Charged on	Sender
Total amount	21,000,000 VND
Total transactions	2 View details

Inputted by	HIENNHAP3,Tuesday, 25/06/2013 14:09:08
Verified by	HIENKIEMTRA1,Tuesday, 25/06/2013 14:17:17
Enter OTP code *	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/>
<div>< Back Cancel Reject Approve</div>	

In case of any error found in transaction and need to be edited or rejected, customer (approver) can select **“Reject”**, type **“Reason to reject”** and **confirm**. The transaction will change from **“awaiting for approval”** to **“Rejected”**. Approver does not want to approve the step, click on **“Back”**.

Notification email for refusal shall be sent to Inputter/ checker/ previous approver.

Notification email for successful approval shall be sent to the next approval level (if any)

If this is final approver, notification email shall be sent to all involving parties (Inputter, checker, verifier and approvers)