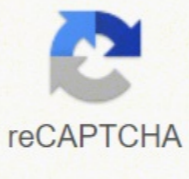




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the first Primary User. To use the service, please select Transfers > Make a transfer from the menu column. Click on Interest Rate Inquiry to see the interest rate associated to each currency selected. For example: You want to view (import) bills, at Import Paid Bills Summary page, choose Bill Number46 46 At Paid import bill details page, click on the drop-down list. Select the existing account that you want to deposit the money from. Overview 2.1 Users 4 There are two types of users in the HSBC Business Internet Banking service, namely Primary User (to be nominated by the business organization) and Secondary User (can be created online by Primary User). To view details of transactions under each facility, please click on a facility link (for example: Import Line) At Facilities enquiry by limit line page, to view details of one transaction, please click on the Reference number link. INTRODUCTION 2. Click Go to proceed.30 4.5 Rate Enquiries Interest Rate Enquiries Users can use this tool to look up the interest rates of different types of accounts with different currencies. Click Proceed when complete. 10 11 Now choose the Signature Group (A or B) relevant to your user and set your desired daily limits in the Daily Limit section (Please refer to the agreement in the Business Internet Banking application form about the limits can be set). Enter the Number amount of cheque books ordered. Never write down/ type down your password. o Similarly, the transaction limit set-up for individual user(s) B in Signature Group B must be lower than the limits for the dual authorisation combinations of AB and BB. Click Cancel to abort. Or click on Facilities to go back.53 Trade Authorisation This function allows you to authorise trade transactions which were created (by another users), then submit them to HSBC to process. To download a statement, follow the prompts on the screen.35 Previous Statement Request You are able to request a previous account statement. If you have chosen the Auto-Pull function when applying for HSBC Business Internet Banking, all the accounts created will automatically appear on the list. session. When you finish, there is an Acknowledgement to summarize the changes42 4.9 Authorisation 42 Instruction pending If an instruction is pending for further approval, this link will appear with the instructions that need approval. 19 20 4.2.2.2 Pay Multiple Bills You can also pay multiple bills by clicking on the Pay multiple bills 20 Select the account that you want to use from the Account and the appropriate payees from payees list. To do these, go to autopay > Manage autopay Payment. (Like most of actions in HSBC Business Internet Banking, security device will be required to complete the action) Make autopay Templates You can set up autopay templates if you wish to reuse the templates in the future. The following example shows how the signature groups can be used. To access this service, navigate to Activity Log on the menu column. P & Q or R 3. 30 To look up the interest rates, select the Account Type and Currency from the drop down lists. O or P 2. 15 The following page displays the Account history. Choose Change to edit transaction details before authorising.54 HSBC Bank (Vietnam) Ltd.55 Advices for customers: Keep password remembered and secured; you are advised to choose a memorable password but not easy to guess. To use, go to Trade Services > Trade Authorisation Choose links of accounts which have pending-authorisation transactions. 36 Primary User(s) also needs to assign the new Secondary User with a signature group (A, B or Input and enquiry only) and daily limit (Transfers within portfolio and Bill payments) in Vietnamese Dong. A, B, A+A, B+B and A+B. Each type of Authorisation Matrix setting facilitates different combinations of signature authorisation requirements. 4.6 Services Stop Cheque In order to stop an issued cheque, customers can use this function by clicking Services > Stop Cheque Select the Account that the cheque comes from. Primary Secondary Service User User Administrative Entitlements Create / Authorise New Secondary User Assign / Modify / Authorise Account Control (including authorisation limits per signature group per account) Modify / Authorise modification of existing user profile View Activity Log of all users Non Administrative Entitlements View Account Balance and transaction History Pay / Authorise Bill Payments Make / Authorise Transfer transactions Make / Authorise autopay transactions Rate enquiry Services (Stop Cheque and Cheque Book Request) Statement and Advices View Activity log (self) View profile (self including Transaction Limits, Signature Groups etc) Internet Trade Services - Available. X Not Available. 2.2 Administration Control At least one Primary User is required to perform the administrative entitlements (shown in the above table) in a business account. Select the account that you want to use from the From Account and the appropriate type of transferred amount from the Transfer to/ (Customer can also check the balance of their account by simply click on Check balance) Enter the details for the beneficiary account. Step2: Set up account control limits for your business accounts Go to Access and Security >Account control Initially, the Account Control Assigned fields will display No for all your accounts. Never give out password to anybody. 10 On the next page, scroll down to the bottom, tick to select the accounts and services you wish to associate to this user. Q & R Comments Any user can individually perform the transaction Though the BB dual authorisation is also applicable, since the individual B signature limit is higher than the transaction amount, the transaction will be processed directly by the individual B signature limit User O from signature group A only has transaction daily limit of VND15,000. Enable firewall, update internet security (antivirus) frequently; to prevent the loss of personal logging on details, enable the computer/network firewall all the time, and update your Antivirus software frequently. Click on Pay to proceed Click Confirm to proceed or click Change to make any amendments to payment details. To access this service, click on Account control on the left hand menu. Select the account from which you wish to make Select a desired payee Insert the payment amount Choose effective date frequency. Click Update to finish your changes. A maximum of 20 users (including up to 2 Primary Users) is allowed per business account. Your password must be a combination of alphabetic letters and numbers from 6-30 characters. Select the Category of transferred account and the desirable time period. Navigate to autopay > Make autopay Templates and complete the form with the same steps as making autopay payment. o There s no hierarchy between the Signature Groups A and B as the transaction limit set-up for Signature Group A can be higher than the limit for Signature Group B or vice versa. 11 On the review page, click Confirm once all the details have been checked as correct. SECURITY 2 3 HSBC Bank (Vietnam) Ltd. In order to make a transfer to a pre-designated payee, please select Pre-designated payees from the menu. Scroll down to the bottom of the page, the signature group will be displayed as Input and enquiry only. 7 8 Enter your Security Device s Serial number (can be found on the back of the device), and Security Code (generated by the Security Device by pressing the grey button on the device, each only valid for 20 seconds) then click Continue 8 Press this button to generate the security code After the first time logon (the security device already activated), you just need to: Enter your Username and click Continue Then enter your Password, Security code and click Continue. All changes made under this function must be authorised by another Primary User If the company chooses Dual Administration Control Activity Log This function allows the primary user to view the record of account activities performed by different users. Click Continue on the Acknowledgement page. Dual Administration Control: Two Primary Users are required to make a change in the administrative entitlements. Select the Delivery method that suits you the best: mailing to the customer s address or collecting at one of the HSBC branch. Your password should be unique and not used in any other service. One or two within two Signature Group to approve: Users, either individually or jointly with another user, from Signature Group A and/or Signature Group B can authorise transactions up to the respective limits set for the individual user(s) and different combinations of joint users i.e. the options available will be. Besides, Quick Filter function helps you to find specific transactions more easily. Download function helps you to download information in excel format. 9 3.4 Initial Set Up 9 After successfully logging on for the first time, you will be required to do a few simple initial setups for Primary User(s) before being able to use all the functionalities of your Business Internet Banking account. Click Confirm to proceed. Q or R 1. Select the Account that you want to view or make a change. Choose your export account, then choose Go 51 Export DC summary page lists out all transferable export DCs. Please choose the reference number of a DC you wish to transfer under DC number column At Export DC Transfer page, choose one among three options of transferring: Full transfer of credit in its entirety, Partial transfer with substitution of invoices, Partial transfer without substitution of invoices Fill in all required information then choose Submit.52 Trade Facilities This function allows you to view details related to your import and export credit facilities offered by HSBC To view, go to Trade services > Trade Facilities Trade facilities page lists out your Facility amount, Outstanding amount, and Available amount. 40 Select the Account that you want to change the limit for each signature group.41 Enter the amount of money limit (for all transaction and transfers and Term deposit -if different) for each Signature Group in Vietnamese Dong. To use this function, click Manage User on the left hand side menu. Enter the effective date and the frequency of the transaction. In the Account history page, you can view the account history in details as well as the latest transactions online. OVERVIEW 2.1. Users 2.2. Administration Control 3. Review your details carefully and click Confirm or click Change to make any amendment.33 4.6.3 Change Password To change your HSBC Business Internet Banking password, select Change password. Q or R 2. Secondary Users can view this link also Mailbox Read Message43 Send Message To send a message, please click on the Send message and choose the appropriate type of subjects that meets your purpose. o Type in the month and year for the statement required. To view existing time deposits, navigate to Account Summary (refer to) Steps to open a time deposit: 16 Click Product Features to learn more about the features that time deposits offer. There are 3 types of Authorisation Matrix settings available to the company. This transaction cannot be completed40 Please note: o For all types of transactions (including future dated transactions) the User s relevant Transaction Daily Limit will be reduced by the transaction amount immediately. Click Change to amend these details. 2 Contents 1. To add a payee, please click OK or select Add Payee (refer to for details on how to add a payee) from the menu on the left hand side of the page. Enter the Cheque number or the Cheque number range that you want to stop.32 Click Stop to proceed Order Cheque Book This function enables customer to order the cheque book for their account. Select your new Security questions from the pre-defined list and enter your appropriate answers. AB 3. Click Add to proceed. 47 After completing all information, please choose Submit to send applications to HSBC, or to require further authorisations before submitting to our Bank. You can check the account s balance by clicking Check Balance. Create a DC amendment At Outstanding DCs list page, please choose the DC you want to amend by clicking at DC reference number link under DC Number48 48 At Import DC details page, choose Create DC amendment button, fill in required information, and then choose Submit Change a DC application and Change a DC amendment functions help you to edit and change those created but saved as incomplete or those pending further authorisations Trade Template And List This function helps you to create and save as templates some information clauses which can be used in creating Import DC application; those templates include: Applicant, Beneficiary, DC template, Formatted goods description, Payment clauses, Invoice clauses, Transport clauses, Packing list clauses, and Other document clauses. Click on the Username you wish to set up xxxxxxxx Next a user details page will be displayed. The table below illustrates the difference between the accessible services of Primary Users and Secondary Users. Select the Currency you want to deposit in from the drop down list (VND, USD, EUR, GBP or AUD). Customers can transfer money to a linked account, other HSBC account in Vietnam, other bank in Vietnam or an oversea account. Click Proceed to continue 13 Click Confirm after reviewing the daily limits Next, you will be required to validate your transaction by inputting the security code (this is the same step as used in the User Setup) An acknowledgement page with a reference number will next be displayed for you to review your changes (make record of the reference number for any further inquire. Enter as many beneficiaries as you wish (including the amount, bank number, account number, and particulars (optional) Click Pay when complete the payment Manage autopay Payment for HSBC Beneficiaries You can view, change or delete the autopay on discretion using this tool. 55 o Please do not set the transaction limit for any dual authorisation higher than the Company Transaction Daily Limit as no users will be able to approve the transaction Account Control Setup And Change This service allows customer to set the limit for each signature group. Contact details can be found in our Contact us session Trade Services Account Information This function allows you to view all trade transactions related to your import and export accounts registered at HSBC To view trade account information, go to Trade Services > Account Information To view details of transactions related to your import/export accounts, please choose your import/export account at Accounts, choose what you want to view at Category. Some examples of transaction procedures based on these rules are given below: Transaction Signature Amount Required Options VND 10,000. A 2. To access, please select Report lost/stolen credit card on the menu column.44 Contact Us If you have further queries concerning about using the HSBC Business Internet Banking, please do not feel hesitate to contact us by phone or by . Select the appropriate pre-designated payees from the drop list and click Retrieve to continue Transfer History In order to view the list of your completed transfer, select Transfers > Transfer history Select the account and time period that you want to view the transfer history. 6 Choose a New Password to enter and Confirm a password then click Continue. To open a new time deposit, click on Time Deposit on the navigation tab on the navigation menu. Select the user account that you want to view details.38 38 Click on Change to make any amendment to the user s details Authorisation Matrix + Account Control Setup And Change Authorisation Matrix The Authorisation Matrix enables setting up of transactions limits for each account. Click Change to amend the details. Enter your HSBC Business Internet Banking password. Or choose Pending authorisation transaction summary to go back. Assume Company X has 4 users with the following daily limits for transfers to non-designated payees:39 User Signature Group User Limit for Non-designated Payee Transfer Limit User O A 15,000,000 User P A 25,000,000 User Q B 35,000,000 User R B 45,000, Further assume the following Account Control: One or two within two Signature Group to approve has been set up for Account 1 All Transactions Limits Signature Linked a/c Transfers & Time Deposits Required VND 10,000 A 10,000,000 VND 30,000 B 30,000,000 VND 40,000 AB 40,000,000 VND 20,000 AA 20,000,000 VND50,000 BB 50,000,000 Any transaction in Account 1 will need to adhere to the above rules. If you want to set the same account limit to all other accounts of the same type, please select Yes in the Same Account Control to apply for all accounts of the same type? All changes made under this service must be authorised by another Primary User if the company chooses Dual Administration Control. You would be notified when a statement is available for download. 14 14 4 Functionalities 4.1 Accounts The Accounts section enables you to browse through all your accounts and view latest balances, account details and transactions history, etc Account summary This menu lists all your HSBC accounts. 12 12 Key in the 6 digit security code on the Security Device and click Confirm to complete the initial setup. Steps to perform calculation: 31 o Key in the amount you want to convert o Select from the drop down list the currency you want to convert from o Select from the drop down list the currency you want to convert to o Select the Type of rate you want to apply for the conversion You are also provided with a list of standard exchange rates from various currencies to the local currency (Vietnamese Dong). To view an individual account overview, click on the corresponding Account number in red. Otherwise, please select No. Click Proceed to advance to review the details of the changes 41 If all the details are correct, then click Confirm to finish. o If the transaction requires dual authorisation, both Users limits will be reduced by the whole amount of the transaction. Do not use BIB at public/crowded place. FUNCTIONALITIES 4.1. Accounts: Account Summ ary Time Deposit Update Maturity Instruction Transaction History Do wnloads Ne t Worth Statement Pay bills: Pay A Bill Pay Multipl e Bills Add Payee Maintain Payee L ist Payment History F uture Payment autop ay: Make autopay Payment Manage autopay Payment Make autopay Templates Ma nage autopay Template 4.4. Transfers: Make A Transfer Pre-Designated P ayee Transfer History Future T ransfer 4.5. Rate Enquiries: Interest Rate Enquiri es Cu rrency Calculator 4.6. Services: Stop Cheque Order Cheque Boo k Change Password Change Secur ity Questions And Answers 4.7. Statements/ Advices: e-statement Previous State ment Request Access And Security: Activity Log Create A User Manage Users Account Control Setup And Cha nge Authorisation Matrix Account Control Setup And Change 4.9. Authorisation: Instruction Pending Mailbo x: Read Message Send Message Report Los t/stolen Card Contact us Trade Services: Account Information Import Documentary Credits Trade Template And List Import Bill Instructions Export D C Transfer Trade Facilities T rade Authorisation Log Off: 5. 17 Transaction History Downloads This section let you download the transaction history details To download a transaction history detail, perform the following steps: Go to Accounts> Transactions History Downloads Choose a desirable available file format (QFX, QIF, XML, or TXT) Select the date range on which you want to download the transactions from. Click Order cheque book Select the Account that you want to order the cheque book for. Click Create to proceed or click Change to amend any information.37 37 The new Secondary User will be required to present in person at the nearest HSBC branch with Identity Card/Passport (original or notarized copy) and the Security Device Acknowledgement letter or User Details printout duly signed by the Primary User for verification by HSBC staff. Choose Go49 Invoice clause list page lists out all existing invoice clause templates which have been saved before. HOW TO START 3.1. Application 3.2. Registration 3.3. Security Device Activation and Logon 3.4. Initial Setup 4. Enter the new account number of the payee Click Update to proceed. Single Administration Control: Only one Primary User is required to make a change in the administrative entitlements. X X X X 5 A Business Internet Banking application form and an instruction booklet (demo application) can be downloaded from HSBC Vietnam website or collected at HSBC Headquarter. Hence he can only prepare but not authorise this transaction. Enter the amount of money that you want to transfer in Amount. On the next page, review your transaction carefully and click Confirm to finish Payment History To view and check the past payment, click on Pay bills > Payment history Select the account and choose the time period that you want to view the payment history and click Go Future Payment To view the list and details of the bill payments that are scheduled to be transacted in the future, click on the Future Payment on the menu.23 23 Select the Account and choose the Date range that you want to view the future payment history then click Go. Click Change to make any change to a particular future payment or click Delete to cancel the payment. AA VND 25,000. B 2. Click Transfer to proceed.28 Next Review your transfer details carefully and click Confirm to finish or click Change to make any amendment to the transfer details. 33 Enter your current password that you want to make a change.

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