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Bank CTBC Indonesia
MOBILE
BANKING
Guidance Book



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1. Pendahuluan

This document is a guidance book for user to use **Mobile Banking CTBC Bank Indonesia** application. As for the features of the application are as follows:

Self Registration (Customer)				
Mobile Banking Activation				
Language Setting				
Location				
Currency				
Product Info				
Call Center				
Login				
Logout				
Account Information				
Accunt Mutation				
Fund Transfer				
 » Transfer to Own Account » Transfer to CTBC Account » Online Transfer to Other Bank 				
Purchase				
» Prepaid Pulse » Prepaid PLN				
Pembayaran				
» Postpaid » Internet » TV Handphone » PLN » Nontaglis PLN » Telkom » Utilities » Train Ticket				
Transaction History				

2. Mobile Banking Features

2.1 Self Registration (Customer)



Download the Mobile Banking application at:





Run the application and choose "Register Here".

Input the registration datas, ex. mobile number, account number, email and security code



Click "Next"



If data is valid, the system will display the successfully registration page, the reference number and the CTBC call center number.



Reference number will be send via sms to customer's mobile.



For the next, Call the CTBC call center to confirmation the self registration and mention the reference number which received from self registration process.



If the data has been validated by the call center/banking officer, Customer will be receive the Activation code via SMS and the User ID by email.

	ANK Language: Indonesia •
Registration	n CTBC Bank Mobile Banking
Mobile Number	Hp Number must be start with 62 or 0
Account Number	Input the Account Number which is used in Internet Banking registration
Email	Input your email address
Security Code	Hafer 0
	Input the security code
	Cancel
	Convictor © 2015 Pank CTRC All rights reserved

	IK	Bahasa:	Indonesia 🔻
Registration (CTBC Bank Mobile Banking		
Reference Number Account Number Mobile Number Kembali	REG000001951 001012005204500 6287880021050		
	Copyright © 2015 Bank CTBC. All rights reserve	ed.	





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2.3 LOGIN



Run the Mobile Banking Application.



on login display, Input the "User Id" and click "Submit"



For the next system will send the OTP password to customer via SMS.



Input the OTP password from your SMS



Click "Submit" Home page will be displayed (Portfolio Account)









Run the Mobile Banking Application.



At the home page, Users can choose one of the savings account that can be used for the transactions.



Users can choose one of Checking Accounts, Deposits and Loan. Detail information will displayed which it selected.





2.5 ACCOUNT MUTATION



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Run the application and login.

Choose the account and the list of transaction menu will displayed.



Choose "Account Mutation"



Input the date period "from" and "to"



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Input the mobile PIN

Click "Send", Mutation list will be displayed.

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← Home	
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Fund Transfer Transfer to other	account
Purchase Purchase transact	ion >
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2.6 FUND TRANSFER

2.6.1 Transfer to Own Account

Menu for transfer moving account transaction to own account at CTBC bank. Just following the step for transfering:



Run the application and login.



Choose the account and the list of transaction menu will displayed.

choose "Fund Transfer"

Choose "Transfer to own account", list of transfer will be

displayed.





Choose your own destination account number.



Input the transaction data (amount, info).



will be displayed

Iput your mobile PIN



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Click "Send", sistem will displays the journal/transaction receipt.









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← Transfer Confirmation				
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2.6.2 Transfer to CTBC Account

This menu is for overbookina transaction transfer to other CTBC bank account. Just following the step for transfering:





Choose the account and the list of transaction menu will displayed.

Run the application and login.



Choose "Fund Transfer"

Choose "Transfer to CTBC Account", registed account will be displayed or input its manually.



Choose the destination account or input transfer, overbook page will be displayed.



Input the transaction data (amount, info).



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Click "Send" and Confirmation will be displayed

Input your mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

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 ← Home Saving Account 01500 MS. DEWI ANDREAN balance IDR 1,098,842,318,433 Account Mutation Mutation details Account Mutation Mutation details Purchase Purchase transaction Transfer to other account Purchase transaction Transaction History Mobile/Internet banking transaction details 	ш с		Ş	`.ul 📋 14	:15
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CTBC Bank Mobile Banking Guide



 Transfer to CTBC Account 		
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Account Number Input destination account		
Amount Input transaction amount		
Info Input info		
Save to list		
Alias Input Alias		
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← Transfer to	CTBC Account
Saving Account **********015	00 MS. DEWI ANDREA
	DR 1,098,842,318,4
Account Number 0010100978025	500
Name CHANDRA WIJA	AYA
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Date	11-Okt-2015 08:
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Transaction Destianton Acc.	Trf ke Rek Bank CTI 0010100978025
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Transaction Destianton Acc. Name Amount	Trf ke Rek Bank CTI 0010100978025 CHANDRA WIJA Rp. 250,000,
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Transaction Destianton Acc. Name Amount Info Status	Trf ke Rek Bank CTI 0010100978025 CHANDRA WIJA Rp. 250,000, TES CTI Suks

2.6.3 Online Transfer to Other Bank Account

This menu is for online transfer to other bank account. Just following the step for transfering:

Run the application and login.

Choose the account and the

list of transaction menu will

Choose "Fund Transfer"

input its manually.

Choose "Online Transfer to

Other Bank Account", registed account will be displayed or

displayed.





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Choose the destination account or input transfer, overbook page will be displayed.

Input the transaction data (amount, info).



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Click "Send" and Confirmation will be displayed

Input your mobile PIN



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Account register	>
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online Transfer to other ba	nk 🗲
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BANK AGRIS	>
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BANK ARTOS	>
BANK BCA SYARIAH	>
BANK BENGKULU	>
BANK BJB	>
BANK BNI	>
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2.7 PURCHASE

2.7.1 Prepaid Pulse

This menu is for purchase the prepaid pulse. Just following the step for transaction:





Choose "Purchase" and next choose "Prepaid Pulse"

Choose the cellular ooperator.

(nominal and mobile number).

Input the purcahse data

Run the application, login and

choose the your account.



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Move "Save at list" button and input the alias if user want to save the data.



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Click "Send", Confirmation will be displayed.

Input mobile PIN

Click "Send", sistem will displays the journal/transaction receipt.

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← Home	
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← Prepaid Pulse	
Saving Account ***********01500 IDR 1	MS. DEWI ANDREAN balance 098,842,318,43
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Nominal	
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Mobile No. 087880021050	
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Product XL		
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2.7.2 Prepaid PLN **1**11 🗑 📶 📋 14:15 ← Home This menu is for purchase the prepaid PLN Tokken/pulse. Just following the Saving Account *********01500 step for transaction: MS. DEWI ANDREAN balance IDR 1.098.842.318.43 Account Mutation > Mutation Details Run the application, login and choose the your account. Fund Transfer 5 Transfer to other account Purchase Purchase transaction Choose "Purchase" and next Ê choose "Prepaid PLN" Payment > Payment Transaction Transaction History Mobile/internet banking transaction details Choose "Customer ID" () 1 Home Location Admin Logout ⊲ 0 Input the purcahse data (ID Ń number). P2 🗸 🗑 📶 📋 14:15 ← Prepaid PLN Move "Save at list" button and Saving Account *********01500 input the alias if user want to 0 MS. DEWI ANDREAN save the data. balance IDR 1,098,842,318,43 Prepaid Pulse Prepaid PLN > Click "Send", Confirmation will বিচ্নি be displayed.



Click "Send", sistem will displays the journal/transaction receipt.

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Input mobile PIN



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Saving Account	
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Customer ID	>
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Name GSP-DU'MMY-PVFFJ	GZFYXUSN	
Price/watt R3/7000		
Nominal 20,000,00		
Bank Admin Fee 1,111,00		
Total 21,111,00		
Input Mobile PIN		
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2.8 PAYMENT

2.8.1 Postpaid Mobile

This menu is for postpaid mobile payment transaction. Just following the step for transaction:



Run the application, login and choose the your account.



Choose "Payment" and next choose "Postpaid mobile"



Choose "Mobile No." and available product list will be displayed

Input the Payment data

Choose the product.

(mobile number).





Move "Save at list" button and input the alias if user want to save the data.



Click "Send". Confirmation will be displayed.

Input mobile PIN



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Click "Send". sistem will displays the journal/transaction receipt.

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2.8.2 Telkom

This menu is for Telkom billing payment transaction. Just following the step for transaction:



Run the application, login and choose the your account.

Choose "Payment" and next

Choose "Telp. No." and next choose "Telkom PSTN"

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Choose the product.

choose "Telkom"



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Input the Payment data (Phone Number).

Move "Save at list" button and input the alias if user want to save the data.



Input mobile PIN

be displayed.



Click "Send", sistem will displays the journal/transaction receipt.

Click "Send". Confirmation will

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2.8.3 INTERNET

This menu is for internet billing payment transaction. Just following the step for transaction:



nce 43

Run the application, login and choose the your account.



Choose "payment" and next choose "Internet"



Choose "Customer ID".

Input the payment data (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



Click "Send", Confirmation will be displayed.



Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

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2.8.4 PLN

This menu is for postpaid PLN billing payment transaction. Just following the step for transaction:



Run the application, login and choose the your account.



choose "PLN"



Choose "Customer ID".

Input the payment data ľ (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



Click "Send", Confirmation will be displayed.



Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

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2.8.5 Utilities

This menu is for utilities billing payment transaction. Just following the step for transaction:



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Run the application, login and choose the your account.



Choose "payment" and next choose "Utilities"



Choose "Customer ID".

Input the payment data (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



Click "Send", Confirmation will be displayed.



Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.



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2.8.6 TV

This menu is for TV billing payment transaction. Just following the step for transaction:



Run the application, login and choose the your account.



Choose "payment" and next choose "Utilities"



Choose "Customer ID".

Input the payment data (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



Click "Send", Confirmation will be displayed.



Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

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2.8.7 Nontaglis PLN

This menu is for nontaglis PLN billing payment transaction. Just following the step for transaction:



Run the application, login and choose your account.

Choose "payment" and next

choose "Nontaglis PLN"



Choose "Customer ID".

Input the payment data (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



Click "Send", Confirmation will be displayed.



Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.





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Admin Fee Rp. 1,111.00			
Total Payment Rp. 1,498,031.00			
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Reference No.	00	0000002	4635
Date	04-	Nov2015 2	3:36
Transaction		TV Payr	nent
Product		Indov	vison
Customer ID		01234567	8910
Customer Name	А	NDIA BAN	GKIT
Billing		Rp. 22,50	3.00
Admin Fee		Rp. 1,11	1.00
Total Payment		Rp. 23,61	4.00
Status		Suc	cess:
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2.8.8 Train Ticket

This menu is for train ticketing payment transaction. Just following the step for transaction:



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Run the application and login.

choose your account.

Choose "Payment"

Choose "Train Ticket Payment".

Input transaction data (Amount and info)

Click "Send", Confirmation will be displayed.

Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

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← ⊦	Home			
Saving Account ***********01500 MS. DEWI ANDREAN balance IDR 1,098,842,318,43				
ata da	Account Mutation Mutation Details	n	>	
•	Fund Transfer Transfer to other	account	>	
G	Purchase Purchase transacti	ion	>	
٢	Payment Payment Transactio	n	>	
Ø	Transaction Histo Mobile/internet ba	iry Inking transac	tion details	
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← Payment	
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← Train Ticket				
Saving Account *********01500	мs. і 1,098,	DEWI AN 842,3	IDREA Sali 18,4	do 3
JKT - SBY				
Departure Date/Time 02 Nov 16.00				
Payment Rp. 3,176,432.00				
Admin Fee Rp. 1,111.00				
Total Payment Rp. 3,177,543.00				
Input Mobile PIN				
Si	end			
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2.9 Transaction History

This menu will displays all the transaction history by selected corresponding period by the user. Just following the step for viewing details of all transactions:



Run the application and login.

Choose your account number.

Choose "Transaction History".

Input the start period and to

Click "Send", transaction

period.

by displayed.



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Click/select one of all displayed history list for viewing details of the transaction.

history by selected period will

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← Home	
Saving Account ***********01500 MS. DEWI. IDR 1,098,842,	ANDREAN balance 318,43
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Fund Transfer Transfer to other account	>
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Saving Account 001010114101500 MS. DEWI IDR 1 098 842	ANDREAN balance 318 43
Starting Date 11-Sep-2	2015





← Transaction Hist	ory		
Saving Account *********01500 IDR 1	MS. DEWI ANDREAN balance ,098,842,318,43		
11-Okt-2015 Trf to CTBC Account Bank CTBC 001010114) 101501		
Sukses	1,000,000.00		
11-Okt-2015 Trf CTBC Account Bank CTBC 002010097	802500		
Sukses	250,000.00		
11-Okt-2015 Prepaid Pulse XL 087880021050	>		
Sukses	50,000.00		
Kiri	m		
圈 🖉	14:15 🕼 🕼		
← Transaction Jour	mal		
Thank you for using mobile banking CTBC Bank.			
	BC BANK 言託銀行		
Mobile B	Banking		
Reference No.	0000000023442		
Source Account	001010114101500		
Date	11-Okt-2015 08:07		
Transaction	Trf to CTBC Account		
Destination Account	001010114101501		
Name	MS DEVI VALENTINA		
Nominal	Rp. 1,000,000.00		

Info

Status

Overbook Tes

Success