



# **RHB** Reflex

Business Internet Banking

## User Guide

Version 3.0

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USER GUIDE VERSION 3.0

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# 1. Introduction

## 1.1 What is Reflex?

RHB REFLEX is a corporate internet banking platform designed specifically to allow corporate users to perform online transactions and reconciliation of user accounts more efficiently. RHB REFLEX offers convenience, better control and visibility of user cash management needs.

The web-based RHB REFLEX platform allows corporate users to perform transaction from a computer using compatible web browsers at user convenient time and place.

## 1.2 How do I access Reflex?

Kindly access RHB REFLEX via:

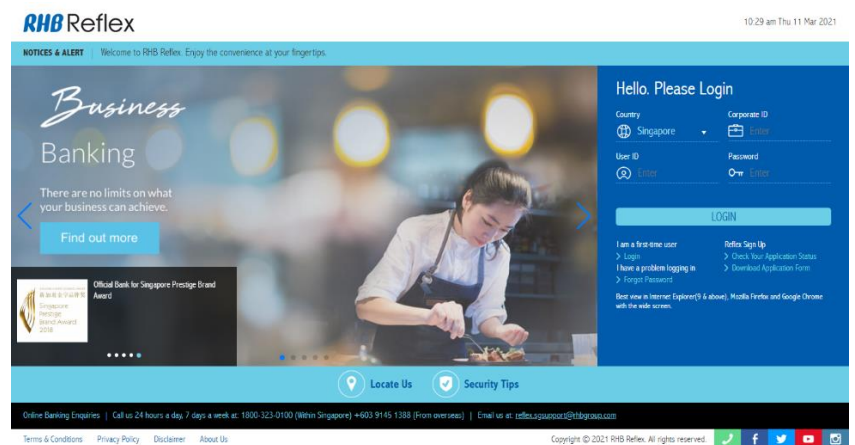
<https://Reflex.rhbgroup.com/rhbReflex/cfo.action>

## 1.3 How do I subscribe to Reflex?

Please refer to RHB REFLEX Application Form via

[https://rhbgroup.com.sg/files/others/forms-and-faq/application-forms/business\\_applications\\_forms.pdf](https://rhbgroup.com.sg/files/others/forms-and-faq/application-forms/business_applications_forms.pdf) or simply speak to bank relationship manager for more information.

For new to bank customers, please approach any of the branches in Singapore for more information.



*For further enquiries and assistance, please contact our 24-hour Customer Care & Contact Centre Hotline at **1800 323 0100 (Within Singapore) +603 9145 1388 (From overseas)** or send enquiry to [reflex.sgsupport@rhbgroup.com](mailto:reflex.sgsupport@rhbgroup.com)*

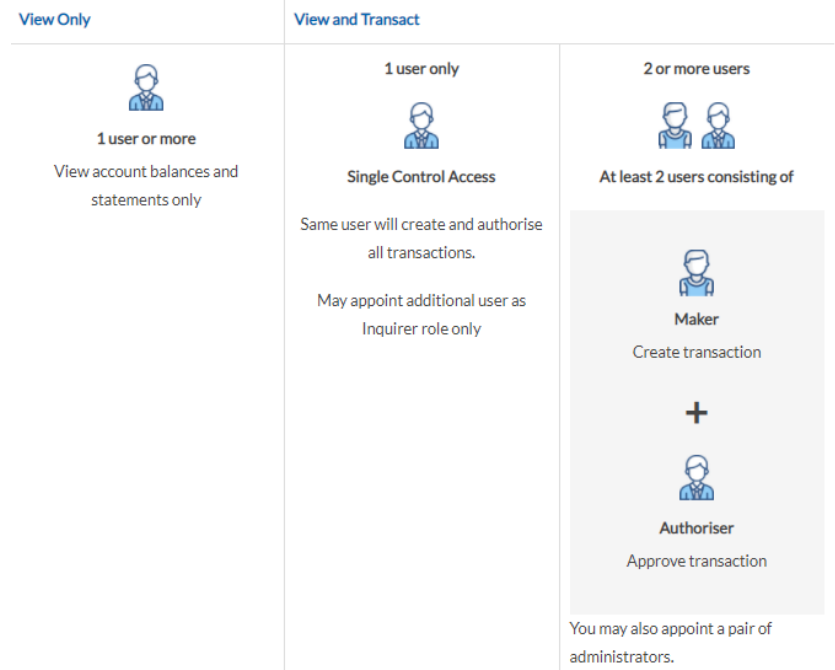
# 1. Introduction

## 1.4 User and Roles

In RHB REFLEX, there are nine (9) user types:

1. **Single Control Access** – This single user will initiate and approve all transactions. Option defaults to only 1 user allowed for both transaction initiation and approval.
2. **Maker** – Able to view account balances as well as to initiate transaction(s).
3. **Authoriser** – Able to view account balances as well as to authorise transaction(s).
4. **Administrator 1 (maker) with Financial Transaction** – Able to view account balances as well as to initiate transaction(s) and perform (Maker) administrative activities.
5. **Administrator 2 (authorizer) with Financial Transaction** – Able to view account balances as well as to initiate transaction(s) and perform (Authorizer) administrative module.
6. **Administrator 1 (maker)** – Able to perform (Maker) administrative module.
7. **Administrator 2 (authorizer)** – Able to perform (Authorizer) administrative module.
8. **Inquirer (optional role)** – Able to view account balances.
9. **Reviewer (optional role)** – Able to view account balances as well as to verify transaction(s).

### User Access Setup:



To perform transaction activities, Single Control Access or at least 2 users consist a pair of Maker and Authoriser are required.

To perform administrative activities, a pair of Administrators may be appointed.

For existing Reflex Users, please refer to RHB REFLEX Maintenance form via [https://rhbgroup.com.sg/files/others/forms-and-faq/application-forms/business\\_maintenance\\_form.pdf](https://rhbgroup.com.sg/files/others/forms-and-faq/application-forms/business_maintenance_form.pdf) and submit to your respective relationship manger to request on the following changes:

- User access setup
- Upgrade of service package
- Update business account(s)
- Amendment of user, user roles, user details
- Token management (e.g. for loss or replacement of tokens)
- Customised setup
- Reflex activation / termination

## 2. Accessing Reflex

### 2.1 Welcome Pack

#### Welcome Letter & Token

Basic package subscribers will receive the Welcome letter via their registered email address when they have been registered on RHB REFLEX, with the login details and a quick start-up guide for easy reference.

Premium package subscribers will receive the Welcome letter, along with the token details, which will be sent to the corporate users via email and for those subscribed to hardware tokens will receive them via post when they have been successfully registered on RHB REFLEX.

The Welcome letter will indicate the Corporate Name, Corporate ID, and other relevant information (kindly refer to sample of welcome letter).

User may make a copy of the letter for safe keeping/ record purposes.

#### Sample of Welcome Letter



#### Welcome aboard **RHB** Reflex COMPANY,

Dear Valued Customer,

Thank you for choosing RHB Reflex System as your preferred online banking service provider.

Please be informed that your Reflex Application has been approved and the details are as per below:-

Corporate Name : COMPANY  
Corporate ID : SG123456  
User ID : NEWUSER001

To activate your RHB Reflex, you may now wish to perform the first-time login with the Corporate ID and User ID provided. The One Time Password will be sent to your registered mobile phone.

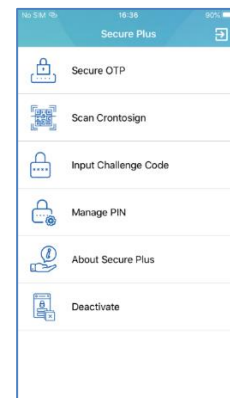
Improve your online banking experience via RHB Reflex



TOGETHER WE PROGRESS



#### Sample of Hardware Token   Sample of Digital Token (Secure Plus)



## 2. Accessing Reflex

### 2.2 Pre-requisite to accessing Reflex

Before user begins, user will need to have all the following items:

1. Registered token
2. Welcome letter
3. RHB REFLEX mobile app

**Token** is a device that will be used every time user log in to RHB REFLEX. User can retrieve OTP (One Time Password) via two methods, which are:

#### a. Token OTP

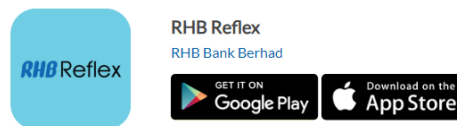
Token OTP will be generated using hardware / digital token which will allow user to login and perform transactions.

#### b. SMS

SMS OTP is referring to the PIN that will be sent to user's mobile phone number which has been registered in REFLEX system.

#### c. RHB REFLEX mobile app

RHB REFLEX mobile app is mandatory for users who carry digital token.



Google Play:

<https://play.google.com/store/apps/details?id=com.rhb.reflex.bank&hl=en>

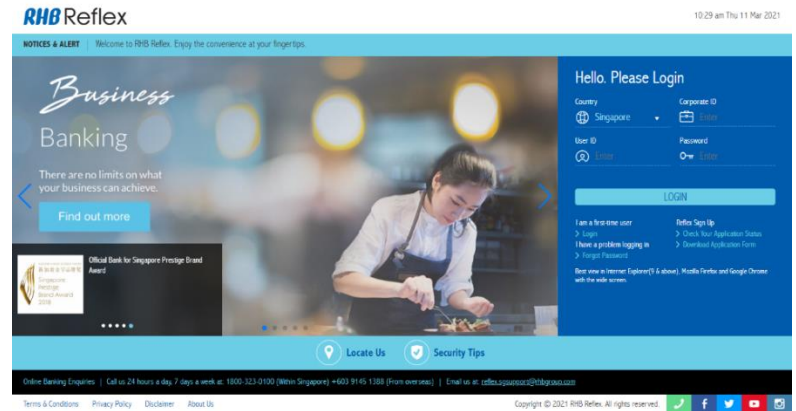
Play Store:

<https://apps.apple.com/my/app/rhb-reflex/id1371357993>

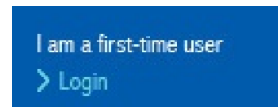
## 2. Accessing Reflex

### 2.3 First Time Login


1. Open internet browser.
2. Key in <https://Reflex.rhbgroup.com/rhbReflex/cfo.action> into the address bar to enter RHB Reflex main page.



3. Click on First Time Login Banner.



4. A First Time Login light box will appear.

- a. Key in valid Corporate ID (As printed on the welcome letter)
- b. Key in valid User ID (As printed on the welcome letter)
- c. Select "Singapore" as the Country
- d. Click 



## 2. Accessing Reflex

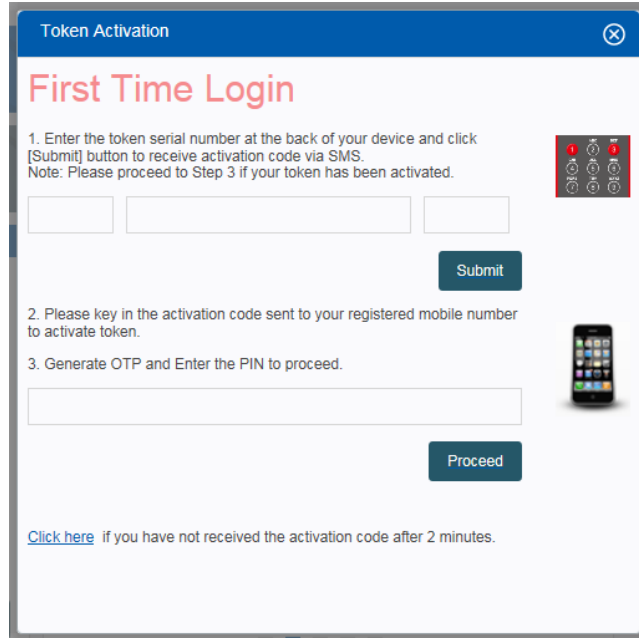
### 2.3.1 Hardware Token

Before performing login, please ensure that user has the correct hardware token received.

**Note: For password reset, if token had been activated, please proceed to step 3 generate OTP and enter the PIN to number)**



1. Token Activation light box will appear after performing steps on page 8. This step is for user to activate hardware token.



Token Activation







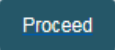
### First Time Login

1. Enter the token serial number at the back of your device and click [Submit] button to receive activation code via SMS.  
Note: Please proceed to Step 3 if your token has been activated.

2. Please key in the activation code sent to your registered mobile number to activate token.

3. Generate OTP and Enter the PIN to proceed.

[Click here](#) if you have not received the activation code after 2 minutes.

- a. First, enter the Token Serial Number which is located at the back of the Token and click  .
- b. 8-digits Token Activation Code will be sent via SMS to registered mobile phone number  
(Please click "[Click Here](#)" if the activation code is not delivered to mobile phone within 2 minutes)
- c. Next, switch on the token by press and hold  button until the screen prompt "PIN -----"
- d. To activate the token, key in Activation Code received via SMS and followed by pressing  button.
- e. Set a new 8-digits pin number for the Token when token prompt "NEW PIN -----" and press  .
- f. Upon seeing PIN CONF, key in same pin number for confirmation and press  and the token screen will display "RHB".
- g. Lastly, to generate OTP press  , and enter generated OTP in the provided field on Step 3.
- h. Click  .

## 2. Accessing Reflex

### 2.3.1 Hardware Token





- Next, create new a password. Enter 2 identical password and click **Submit**. This step is to create password for Reflex Login.

A screenshot of a web form titled "Create Password". The form has a blue header with the text "Create Password" and a close button. Below the header, it says "Welcome to RHB REFLEX" and "You have successfully login to the system for the first time". There are two input fields: "New Password \*" and "New Password (Confirmation) \*". Below each field is a small blue text instruction: "Please enter numeric character (0-9) only". A "Submit" button is located at the bottom right of the form.

- An OTP light box will appear.

A screenshot of a web form titled "One Time Password (OTP)". The form has a blue header with the text "One Time Password (OTP)" and a close button. Below the header, it says "Hardware Token" and "Secure OTP PIN \*". There is one input field for the OTP PIN. A "Submit" button is located at the bottom right of the form.


- Turn on token, key in your token pin and press .
- Generate OTP press .
- Enter the OTP and click **Submit**.

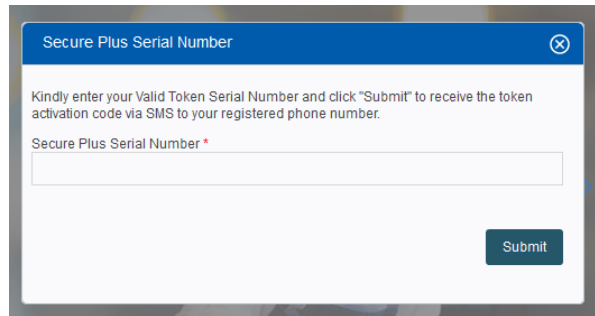
## 2. Accessing Reflex

### 2.3.2 Digital Token (Secure Plus)

Before performing login, please ensure that user has downloaded RHB Reflex Mobile App and received welcome letter via Email.

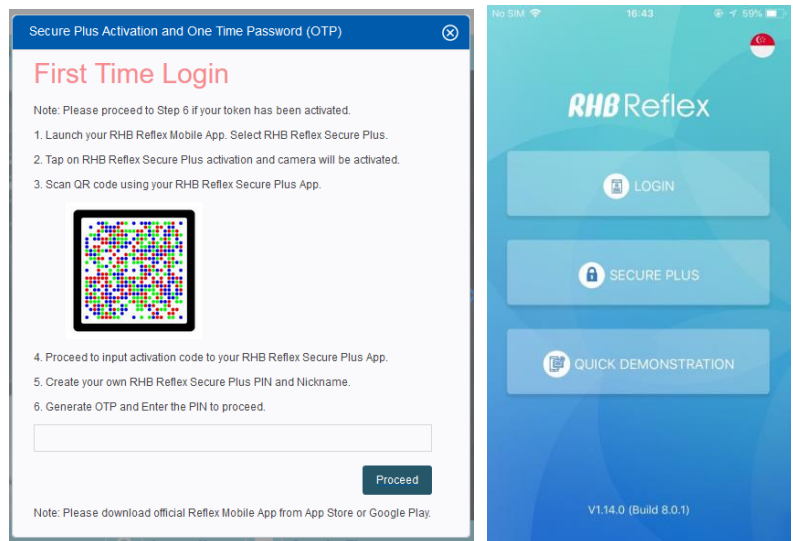
**Note: User may find Secure Plus Serial Number in the Welcome Letter attached in the Email.**

1. Secure Plus Serial Number light box will appear after performing steps on page 8. Please key in Secure Plus Serial Number stated in the welcome letter and click  button.



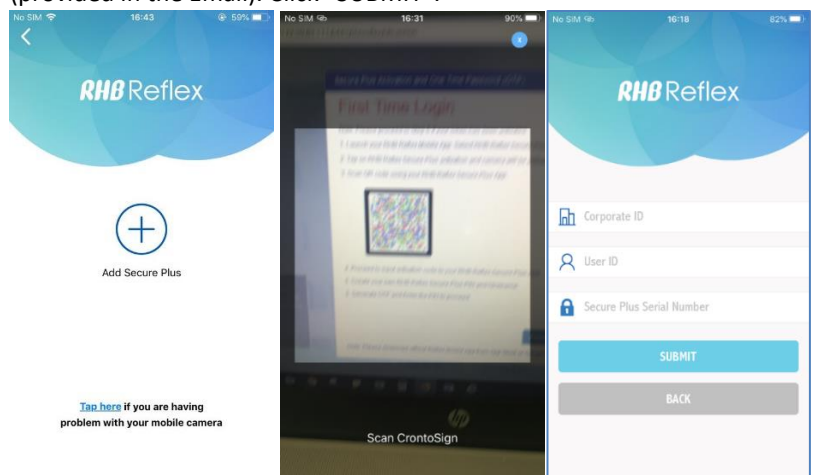
A screenshot of a mobile application window titled "Secure Plus Serial Number". The window contains a text input field labeled "Secure Plus Serial Number" with a red asterisk indicating it is required. Below the input field is a blue "Submit" button. The background of the window is a blurred image of a person's face.

2. Next, launch RHB Reflex Mobile App. Select "SECURE PLUS".



3. Click "+" sign (at middle of the screen). Scan CrontoSign on website.

\*If user is unable to use mobile camera, click "Tap here" (at the bottom of the screen). Key in Corporate ID, User ID, Secure Plus Serial Number (provided in the Email). Click "SUBMIT".



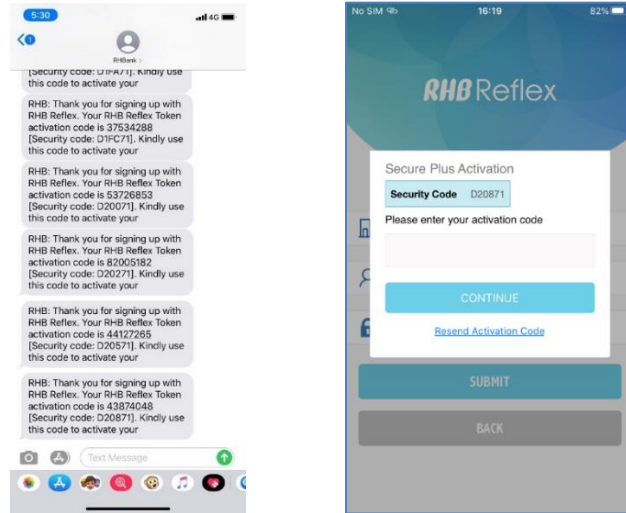
## 2. Accessing Reflex

### 2.3.2 Digital Token (Secure Plus)

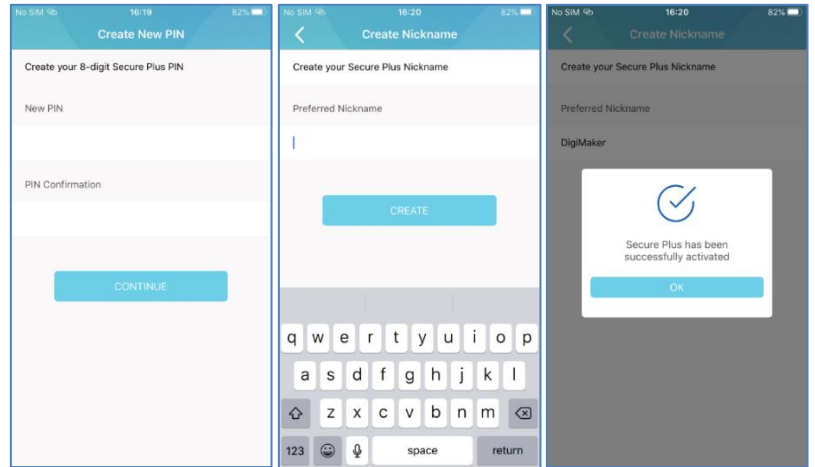
**For further enquiries and assistance, please contact our 24-hour Customer Care & Contact Centre.**

4. User will receive activation code from their registered mobile and require to enter in the screen. Click “CONTINUE”

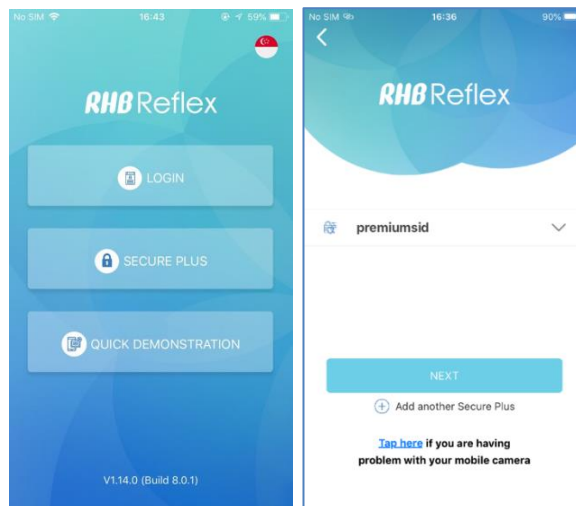
*\*If still not receiving activation code, click on the “Resent Activation Code” at the bottom.*



5. Create Secure Plus PIN, Preferred Nickname.



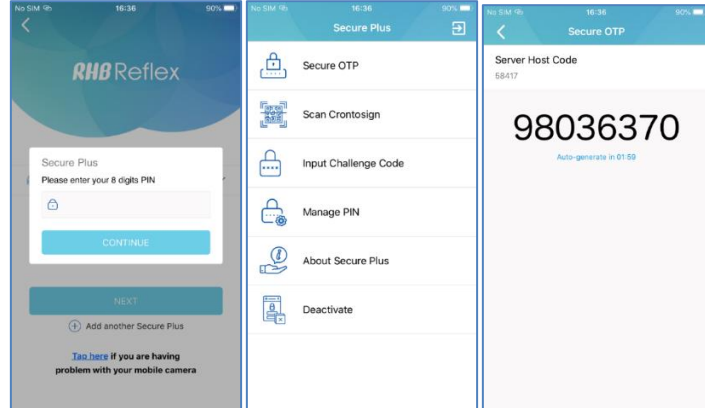
6. Navigate back to the front page, click “SECURE PLUS”, select Secure Plus Nickname and click “NEXT”.



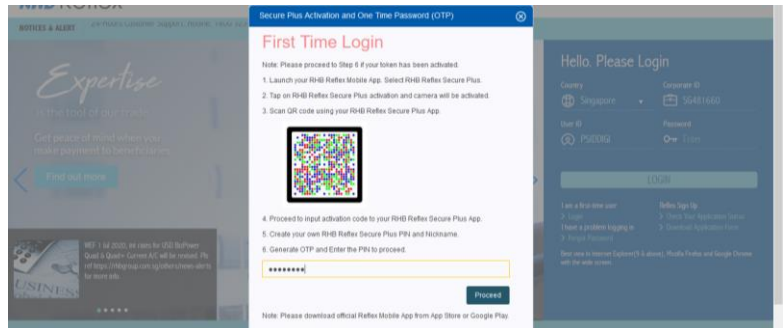
## 2. Accessing Reflex

### 2.3.2 Digital Token (Secure Plus)

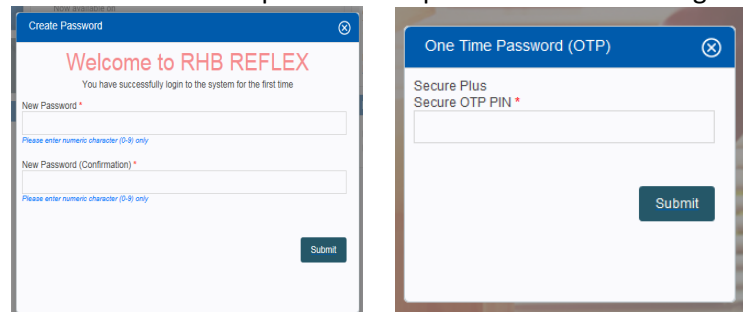
7. Enter 8 digital Secure Plus PIN and click "CONTINUE". Click "Secure OTP", OTP will be generated



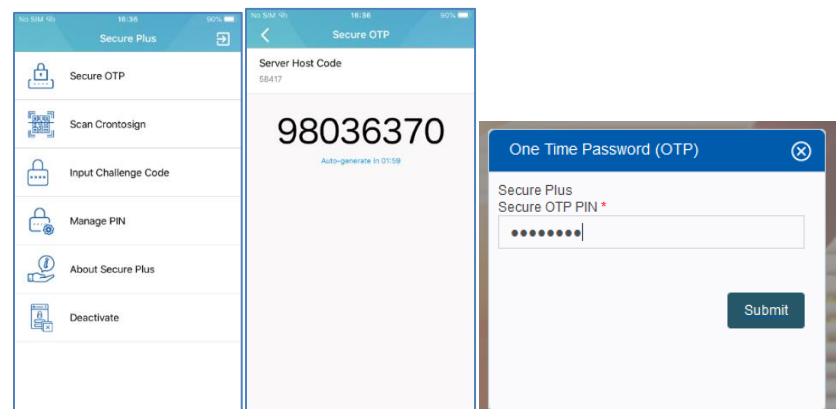
8. Go back to the website, Key in the Generated OTP and click "Proceed".



9. Next, create new a password. Enter 2 identical password and click **Submit**. This step is to create password for Reflex Login.




10. Generate Secure OTP PIN from mobile app, key in OTP PIN on website and Click **Submit**.

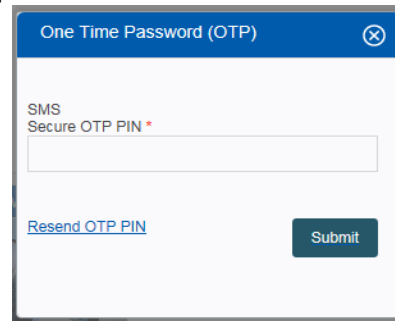



## 2. Accessing Reflex

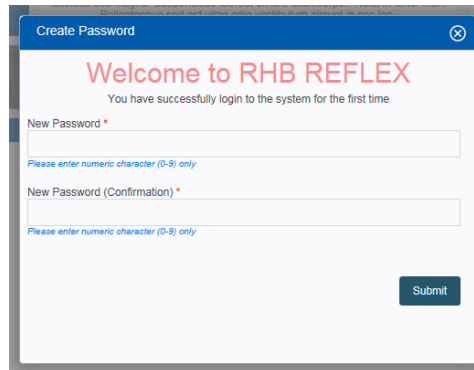
### 2.3.3 SMS OTP

Please click [Resend OTP PIN](#) if PIN is not received via SMS.

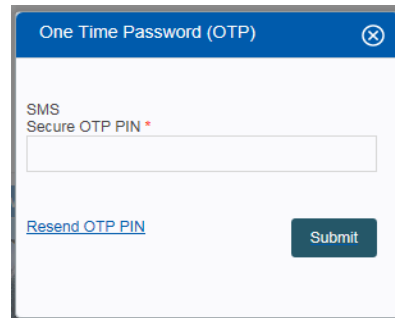
1. One Time Password (OTP) light box will appear after performing steps on page 8. Please key in Secure OTP PIN received from registered phone number and click  .




2. A new light box will appear, please create a new password. Enter 2 identical passwords and click  .



3. Once new password is created and submitted, 2<sup>nd</sup> OTP light box will appear.



4. In this light box page, 2<sup>nd</sup> Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key Secure OTP PIN and click  .

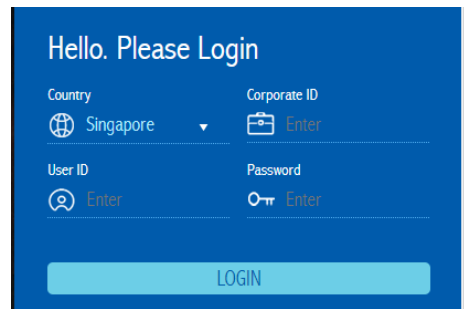
## 2. Accessing Reflex

### 2.4 Subsequent Login

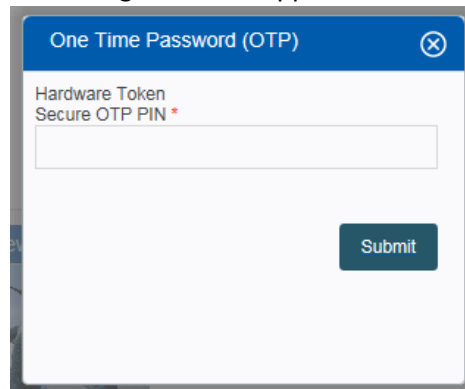
#### 2.4.1 Hardware Token




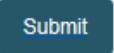


1. At RHB Reflex main page, enter valid Corporate ID, User ID, and Password. Click LOGIN.

A screenshot of the RHB Reflex login page. The page has a blue header with the text "Hello. Please Login". Below the header are four input fields: "Country" with a dropdown menu showing "Singapore", "Corporate ID" with an "Enter" button, "User ID" with an "Enter" button, and "Password" with an "Enter" button. At the bottom of the form is a large blue "LOGIN" button.

2. An OTP light box will appear.

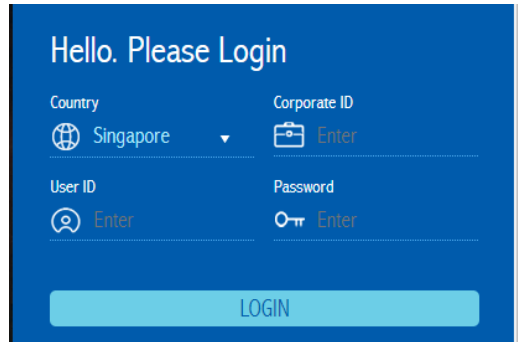
A screenshot of a "One Time Password (OTP)" light box. The box has a blue header with the text "One Time Password (OTP)" and a close button (X). Below the header, it says "Hardware Token" and "Secure OTP PIN \*". There is a text input field for the PIN. At the bottom right of the box is a green "Submit" button.

- a. Turn on Token by pressing and hold  button until the screen prompt "PIN -----"
- b. Enter token PIN and press 
- c. Generate OTP PIN by clicking , an OTP PIN will be displayed
- d. Enter the generated OTP PIN on website and click  .

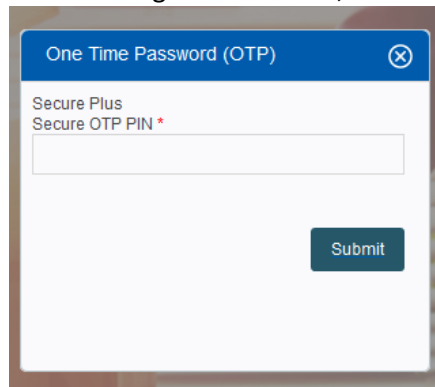
## 2. Accessing Reflex

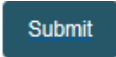
### 2.4.2 Digital Token (Secure Plus)

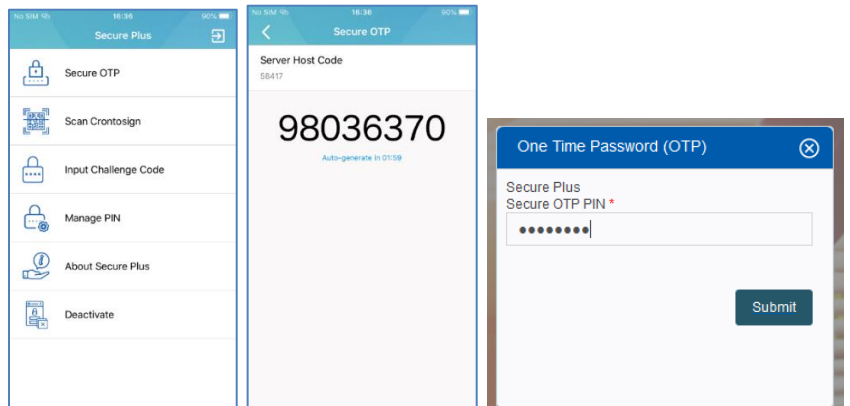
1. At RHB Reflex main page, enter valid Corporate ID, User ID, and Password. Click LOGIN.



2. Once clicking LOGIN button, an OTP light box will appear.



3. Generate Secure OTP PIN from mobile app, key in OTP PIN on website and Click .

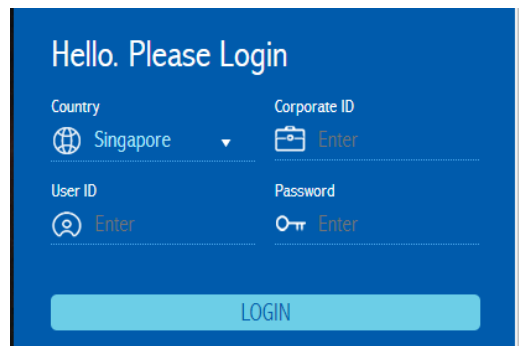




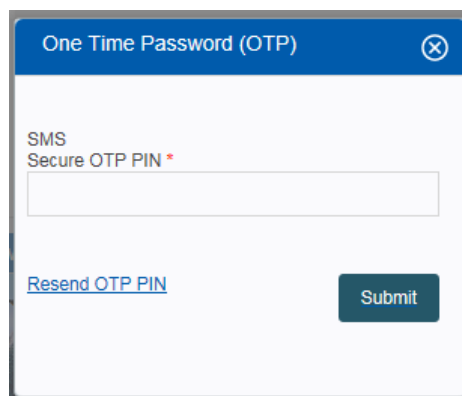
## 2. Accessing Reflex

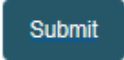
### 2.4.3 SMS OTP

1. At RHB REFLEX main page, enter valid Corporate ID, User ID, and Password. Click LOGIN.



2. Once clicking LOGIN button, an OTP light box will appear.



3. Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key in Secure OTP PIN and click  button.

(Click [Resend OTP PIN](#) if PIN is not received).

## 3. Reflex Navigation


### Panel

#### 3.1 Change Password

To change password, look out for the settings icon at the top header .

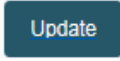
#### Settings

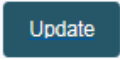


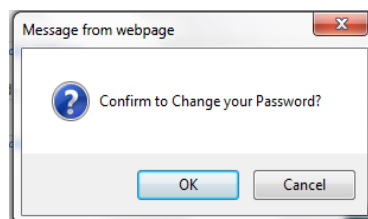
By clicking , options will be displayed. By clicking Password, a light box will appear:

A dialog box titled "Change Password" with a close button (X) in the top right corner. It contains three input fields: "Old Password \*", "New Password \*", and "Confirm New Password \*". Below each field is a blue error message: "Please enter numeric character (0-9) only". A dark blue "Update" button is located at the bottom right of the dialog.

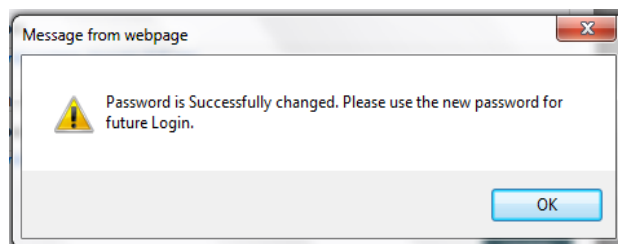
Steps to change password:

- Enter the Old Password
- Enter the New Password
- Enter the Confirm New Password (must be same with New Password)
- Click 

Once user clicked , a confirmation window will appear. Click OK to confirm password change or click Cancel to abort operation.




Upon successful request, RHB REFLEX will prompt a confirmation message:

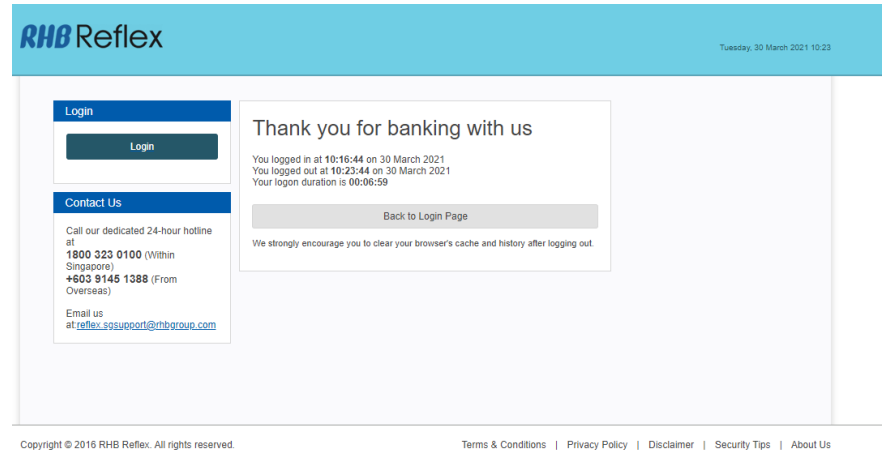


# 3. Reflex Navigation Panel

## 3.2 Log Out

### Log Out

Logout button is represented by . Once it is clicked, user will be logged out from RHB REFLEX. User is able to log in again by clicking



The screenshot shows the RHB Reflex website header with the logo on the left and the date "Tuesday, 30 March 2021 10:23" on the right. Below the header, there are two main sections. On the left, there is a "Login" section with a "Login" button and a "Contact Us" section with contact information: "Call our dedicated 24-hour hotline at 1800 323 0100 (Within Singapore) +603 9145 1388 (From Overseas) Email us at reflex.sosupport@rhbgroup.com". On the right, there is a "Thank you for banking with us" message with the following text: "You logged in at 10:16:44 on 30 March 2021", "You logged out at 10:23:44 on 30 March 2021", "Your login duration is 00:06:59", and a "Back to Login Page" button. Below the message, it says "We strongly encourage you to clear your browser's cache and history after logging out." At the bottom of the page, there is a footer with "Copyright © 2016 RHB Reflex. All rights reserved." on the left and "Terms & Conditions | Privacy Policy | Disclaimer | Security Tips | About Us" on the right.

## 3. Reflex Navigation Panel

### 3.3 Home

Home section consists of:

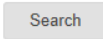
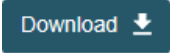
1. Information Management
2. You Have
3. Shortcuts
4. File Repository
5. Alert/Notices

**Information Management** consists of links of:

- a. Forex Exchange Rate Inquiry: Display of today's board rate
- b. RHB FX Research and Commentary: Display treasury alerts
- c. Contact Us: <http://www.rhbbank.com.sg/contact-us/>
- d. FAQ: Provides users general information of RHB REFLEX.

**You Have:** provided information of task status such as Draft, Pending Verification, Pending Authorisation, Returned, Recalled and Message.

**Shortcuts:** provides easy access to specific modules such as Real Time Account Inquiry, Transaction Status Inquiry and Single Payment.

**File Repository:** allows users to download latest report of Account Management. Reports are available in 3 formats, i.e. CSV, PDF, or TXT. To download reports, specify transaction type, file type, and select the dates, then Click  and reports will be listed. Tick one or multiples reports and click 

*(Please note that pop-up blocker has to be disabled, see appendices on how to disable pop-up blocker)*

**Alert/Notices:** notifies users on latest announcements from RHB.

## 4. Account

### Management

Account Management allows user to view the following:

- Overview
- Global Account Overview
- Transaction History

#### 4.1 Overview

Under Overview module, there are four sub modules, which are Portfolio Summary, Current / Saving Account, Time Deposit and Loan / Financing.

Portfolio Summary allows user to view the summary of Current/Saving Account, Time Deposit and Loan/Financing.

**All information in Portfolio tab is updated as of last business date data (T-1 day).**

To access Overview module, please navigate through **Account Management > Overview**.

Account Management > Overview

Portfolio Summary View In: SGD-SINGAPORE DOLLARS Go Own Rate

Portfolio Current/Saving Account Time Deposit Loan/Financing

Corporate All As of Date 02-04-2018 Go

CUSTOMER 16557 (SG) As of EOD 02 Apr 2018

Current/Saving Account




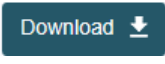
No. of Account	Account Currency	Total Ledger Balance	Total Available Balance
1	SGD	SGD 464,159.69	SGD 464,159.69

Time Deposit

No. of Receipt	Account Currency	Total Principal Balance	Total Available Balance
0	-	0	0

Loan/Financing

No. of Loan/Financing	Account Currency	Total Outstanding Amount
0	-	0

1. Select Corporate by clicking on the drop down .
2. Select desired date by clicking on the date picker .
3. Upon submission of , Current/Saving Account, Time Deposit and Loan table will be filled with information requested.
4. Click  and choose .CSV.
5. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
6. Report can be downloaded from File Repository (Click Home).
7. Alternatively, user can click [Print](#) to view and print out the screen page.
8. User is able to opt to view the account detail in other currencies by choosing the preferred currency on the “View In” drop down button and completing it by clicking on the “Go” button.

View In: GBP-POUND STERLING MYR-MALAYSIAN RINGGIT SGD-SINGAPORE DOLLARS USD-UNITED STATES DOLLARS Go Own Rate

9. Alternatively, user is able to click on the “Own Rate” hyperlink to calculate user desired currency exchange rate.

Own Rate

View In: GBP-POUND STERLING Own Rate: 1 SGD = [ ] OK

## 4. Account Management

### 4.1 Overview


All information in Current/Saving account tab is based on real-time information.

To check on Current/ Saving account balances, please navigate through **Account Management > Overview> Current/ Saving Account**.

The screenshot shows the 'Current/Saving Account Summary' page. At the top, there is a breadcrumb 'Account Management > Overview' and a 'View In:' dropdown set to 'SGD-SINGAPORE DOLLARS'. Below this are tabs for 'Portfolio', 'Current/Saving Account', 'Time Deposit', and 'Loan/Financing'. A 'Corporate' section has a dropdown menu set to 'All' and a 'Go' button. A blue header bar displays 'CUSTOMER 16557 (SG)' and the date '18 Apr 2018'. The main content is a table titled 'Current/Saving Account' with the following data:

Account No	Account Currency	Account Type	No of CR Entries	No of DR Entries	Total CR	Total DR	Ledger Balance	Available Balance	Account Status
<a href="#">0000123456789</a> CUSTOMER 16557	SGD	Current Account	0	0	SGD 0.00	SGD 0.00	SGD 411,541.11	SGD 411,541.11	Active

Current/Saving Account Summary tab displays real-time information for all current accounts tagged to the corporate. If the corporate's subsidiary is being tagged under the main account, user can choose to check on specific account number.

1. Select preferred corporate by clicking on the corporate drop down list.
2. Upon clicking "Go" button, system will display all the account(s) based on the selected corporate.
3. Click  and choose .CSV.
4. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
5. Report can be retrieved from File Repository.
6. User can
  - a. click [Print](#) to view and print out the screen page
  - b. click on the account number hyperlink to access account details
  - c. click [Back](#) to route back to the Current/Saving Account Summary page

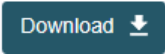
## 4. Account Management

### 4.1 Overview

All information in Time Deposit tab is based on real-time information.

To check on Time Deposit, please navigate through **Account Management > Overview > Time Deposit**.

Receipt No.	Product Type	Account Currency	Principal Balance	Effective Date	Maturity Date	Available Balance	Tenure	Interest/Profit Rate (%)	Interest Paid	Interest/Profit on Maturity
201803909122	FD SGD CCB CPPD	SGD	SGD 6,095,066.52	09 Apr 2018	07 May 2018	SGD 6,095,066.52	28 days	0.2000000	SGD 0.00	SGD 935.13
201804232803	FD SGD CCB CPPD	SGD	SGD 2,221,966.36	29 Mar 2018	27 Apr 2018	SGD 2,221,966.36	29 days	0.2000000	SGD 0.00	SGD 353.08
201804004019	FD SGD CCB CPPD	SGD	SGD 999,359.95	09 Apr 2018	07 May 2018	SGD 999,359.95	28 days	0.2000000	SGD 0.00	SGD 153.33
201804073717	FD SGD CCB CPPD	SGD	SGD 2,023,249.20	09 Apr 2018	07 May 2018	SGD 2,023,249.20	28 days	0.2000000	SGD 0.00	SGD 310.42
201804099915	FD SGD CCB CPPD	SGD	SGD 3,032,376.98	29 Mar 2018	27 Apr 2018	SGD 3,032,376.98	29 days	0.2000000	SGD 0.00	SGD 481.86
201804232803	FD SGD CCB CPPD	SGD	SGD 2,003,099.83	29 Mar 2018	27 Apr 2018	SGD 2,003,099.83	29 days	0.2000000	SGD 0.00	SGD 318.30
201803951620	FD SGD CCB CPPD	SGD	SGD 1,408,996.92	29 Mar 2018	27 Apr 2018	SGD 1,408,996.92	29 days	0.2000000	SGD 0.00	SGD 223.90

1. User may select desired corporate by clicking on the corporate drop down list.
2. Upon clicking “Go” button, system will display all the account(s) based on the selected corporate.
3. Click  and choose .CSV.
4. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
5. Report can be retrieved from File Repository.
6. User can
  - a. click [Print](#) to view and print out the screen page
  - b. click on the account number hyperlink to access account details
  - c. click [Back](#) to route back to the Time Deposit Summary page

## 4. Account Management

### 4.1 Overview

All information in Loan/Financing tab is based on real-time information.

To check on Loan, please navigate through **Account Management > Overview > Loan / Financing**

Account Management > Overview

Loan/Financing Summary View In: SGD-SINGAPORE DOLLARS Go [Open Rate](#)

Portfolio Current/Saving Account Time Deposit **Loan/Financing**

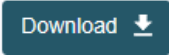
Corporate  
All Go

EKVAG COMPANY PTE LTD (SG) 17 Jan 2017

Loan/Financing Account

Account No	Account Currency	Account Type	Outstanding Amount	Account Status
<a href="#">0000123457112</a>	SGD	Term Loan	SGD 400,000.00	Active
<a href="#">0000123457113</a>	SGD	Hire Purchase	SGD 150,000.00	Active
<a href="#">0000123457114</a>	SGD	Revolving Credit	SGD 150,000.00	Active
<a href="#">0000123457115</a>	SGD	Islamic Banking	SGD 150,000.00	Active

Download Print

1. User may select desired corporate by clicking on the corporate drop down list.
2. Upon clicking “Go” button, system will display all the account(s) based on the selected corporate.
3. Click  and choose .CSV.
4. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
5. Report can be retrieved from File Repository.
6. User can
  - a. click [Print](#) to view and print out the screen page
  - b. click on the account number hyperlink to access account details
  - c. click [Back](#) to route back to the Loan/Financing Summary page



# 4. Account Management

## 4.2 Global Account Overview

Global Account Overview menu allows user to view all accounts at one glance.

### Account Management > Global Account Overview

The screenshot shows the 'RHB Global Account Overview' page. At the top, there is a navigation bar with 'Account Management' selected. Below it, a search bar contains 'Corporate Name/Subsidiary Name' set to 'All' and 'As of Date' set to '21-03-2021'. A 'Search' button is present. The main content area displays a table of account balances. The table has two columns: 'Account(s)' and 'Available Balance'. The data is categorized under 'Deposits (14)'. The table lists various currencies and their corresponding available balances.

Account(s)	Available Balance
<b>Deposits (14)</b>	
AUD	18,999,643,447.17
CNY	9,987,517,840.02
EUR	9,000,085,180.77
GBP	15,999,974,140.31
HKD	9,000,032,659.61
JPY	9,412,283.00
SGD	22,452,730.73
USD	9,075,885,862.92
<b>Multi-Currency Account (0)</b>	

To see real time balance, click on [Real Time Balance](#)

This screenshot shows the 'Real Time Balance' view for 'CUSTOMER 113164 (SG)'. The page header includes the customer ID and 'As of EOD: 21 Mar 2021'. A 'Real Time Balance' link is visible. The main content area is titled 'Current/Saving Account' and contains a table with columns: 'Account(s)', 'Currency', and 'Closing Balance'. The table lists two accounts: a Main JPY account with a closing balance of 9,412,283.00 and a Second USD account with a closing balance of 185,837.61.

Account(s)	Currency	Closing Balance
000012345678912 Main JPY	JPY	9,412,283.00
000012345678911 Second USD	USD	185,837.61

This screenshot shows a detailed 'Real Time Balance' modal window for 'CUSTOMER 113164 (SG)'. The window title is 'Real Time Balance'. It displays the provider 'SG - Singapore' and the account type 'Current Account'. A search bar is present. The main content area is titled 'Account Listing' and contains a table with columns: 'Account Number', 'Account Name', 'Account Type', 'Currency', 'Ledger Balance', and 'Available Balance'. The table lists two accounts: a Current Account in JPY with a ledger balance of 9,412,283.00 and an available balance of 9,412,283.00, and a Current Account in USD with a ledger balance of 185,837.61 and an available balance of 185,837.61.

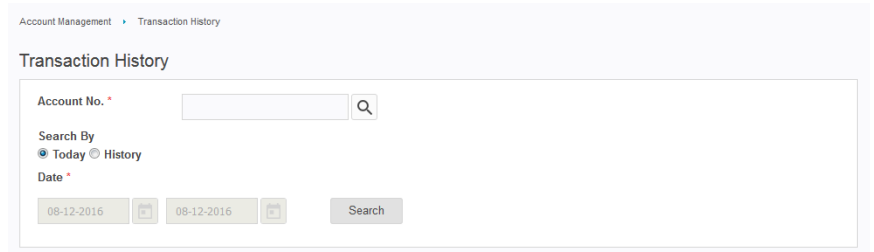
Account Number	Account Name	Account Type	Currency	Ledger Balance	Available Balance
000012345678912	CUSTOMER 113164	Current Account	JPY	9,412,283.00	9,412,283.00
000012345678911	CUSTOMER 113164	Current Account	USD	185,837.61	185,837.61


## 4. Account Management

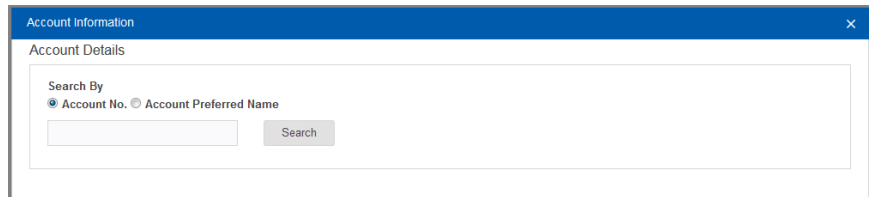
### 4.3 Transaction History

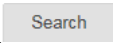
Transaction History provides user to view incoming and outgoing transactions for the past 90 days.

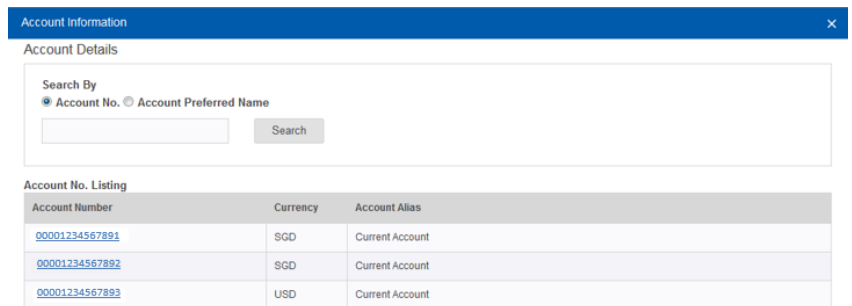
To check on Transaction History, please navigate through **Account Management > Transaction History**



1. On Account No. field, select account by clicking  and a light box will appear.

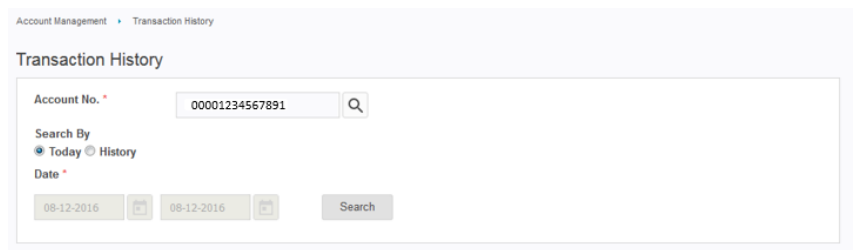


2. Select account based on Account No. or Account Preferred Name and click .



Account Number	Currency	Account Alias
<a href="#">00001234567891</a>	SGD	Current Account
<a href="#">00001234567892</a>	SGD	Current Account
<a href="#">00001234567893</a>	USD	Current Account

3. Once an account is selected, user will be redirected back to previous page with a table consisting of the selected account number.



## 4. Account Management

### 4.3 Transaction History

4. Search and select transactions based on preferred dates. Click “Today” for current date or History for any preferred dates.

Transaction History

Account No. \*

Search By  
 Today  History

Date \*

Personalised Listing

Date  Balance  Bank Ref. No.  
 Description  Sender's Name  
 Debit  Reference 1  
 Credit  Reference 2

Date	Description	Debit	Credit	Balance	Sender's Name	Reference 1	Reference 2	Bank Ref. No.
04 Nov 2016	Journal Withdrawal/Debit Advice	SGD 79.75	-	-	PROJ CUSTOMER 36728	REFELX AC. BAL TESTING		

5. On Personalised Listing, there are options to be selected. The selected option will be displayed in a table format.
6. Click  and select .CSV to download a report.
7. Once successful, a message **Download request has been sent successfully.** Please check in File Repository Portlet will prompt. Report can be downloaded from File Repository.
8. Or click [Print](#) to print the display Transaction History Page.

## 5. Payment

### 5.1 Payment Initiation

Below are the transaction types that can be performed via RHB REFLEX:

#### Domestic Payment (SG) /

#### Salary Payment (SG)

- FAST Payment
- GIRO Payment
- MEPS Payment
- Transfer to Other RHB Account
- Transfer to Own RHB Account

#### Overseas Payment (SG)

- Overseas Telegraphic Transfer

#### 5.1.1 Single Payment

At payment entry page, please select the initial information needed to perform a transaction:

- Transaction Group: A product package entitled in your service plan.
- Debit Account No: Current account to be used as the debiting source for the transaction.
- Transaction Type: A transaction type to be selected from the list of applicable products maintained under the product package selected prior.

To access Payment module, please navigate through **Payment > Single Payment** using **Maker** credentials

The screenshot shows the 'Payment - Single Payment' interface. At the top, there is a navigation bar with 'Task List', 'Account Management', 'Payment', 'Services', 'Administrative', and 'Reports'. Below this, the page title is 'Payment' with a 'Select Transaction Template' button. The main section is titled 'Transaction Details' and contains three dropdown menus: 'Transaction Group' (Please Select), 'Account Name/ Debit Account No./Currency' (Please Select), and 'Transaction Type' (Please Select Transaction Group and Debit Account No.).

1. Select transaction group, debit account no., and the transaction type by clicking on the drop down ▼ of each field.
2. Wait for the payment entry screen to render according to the transaction type selected.

#### Transaction Group: Domestic Payment (SG)

The screenshot shows the 'Payment - Entry' interface for a Domestic Payment (SG). It features a 'Transaction Details' section with the following fields: 'Transaction Group' (Domestic Payment (SG)), 'Transaction Currency' (SGD - SINGAPORE DOLLARS), 'Account Name/ Debit Account No./Currency' (ABC Company/000012345678912/SGD), 'Transaction Amount' (0.00), 'Transaction Type' (FAST Payment), 'Value Date' (22-03-2021), and 'Purpose of Transfer' (Please Select). Below this is a 'Beneficiary Details' section with radio buttons for 'Existing Beneficiary' and 'New Beneficiary'.

#### Transaction Group: Overseas Payment (SG)

The screenshot shows the 'Payment - Entry' interface for an Overseas Payment (SG). It features a 'Transaction Details' section with the following fields: 'Transaction Group' (Overseas Payment (SG)), 'Transaction Currency' (USD - UNITED STATES DOLLARS), 'Transaction Amount' (10,000.00), 'Transaction Type' (Overseas Telegraphic Transfer), 'Value Date' (22-03-2021), and 'Charges Borne By' (OUR). Below this is a 'Payment Details' section with a 'Full Pay' checkbox and a 'Purpose of Transfer' dropdown menu. A note states: 'Applicant pays local and overseas charges. All transaction fees will be reflected in the Charges report.'

## 5. Payment

### 5.1 Payment Initiation

#### 5.1.1 Single Payment

**To maintain Existing Beneficiary, please refer to 5.3 Beneficiary Maintenance.**

**\*Please note that the following Other Bank Code are currently not applicable:**

- CC - Routing
- CN - CNAPS
- HK – Bank Code
- IN - IFSC
- NZ – Clearing Code

3. Fill in transaction details required, the common fields to be filled in across the transaction types:
  - Transaction Currency
  - Transaction Amount
  - Value Date (Processing date)
  - Customer Reference
  - Payment Details
  - Purpose of Transfer
  - Charges Borne By (for Telegraphic Transfer)
    - OUR / OUR Full Pay
    - BEN
    - SHA
  - Beneficiary Details
  - Payment Advice (optional)
  - FX Details
  - Intermediary Bank (optional)
4. Under Beneficiary Details, select **New Beneficiary** and enter:
  - a. Beneficiary Account No., Name and Address
  - b. Beneficiary Bank Name and SWIFT Code
  - c. Beneficiary Country (for Telegraphic Transfer)
  - d. Other Bank Code (optional, for Telegraphic Transfer)Dropdown list value:
  - AU - BSB
  - FW - Fedwire
  - SC - Sort Code

Beneficiary Details

Existing Beneficiary  New Beneficiary

Beneficiary ID

Beneficiary Account No. \*

Only allow alphabets (A-Z, a-z) and numbers (0-9) in Beneficiary Account

Beneficiary Name \*

Beneficiary Address

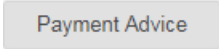
Beneficiary Country \*

Beneficiary Bank SWIFT Code \*

Bank Name & Address \*

Other Bank Code

Please Select

5. Payment advice can be set by clicking on  button under Additional Beneficiary Details.

Additional Beneficiary Details

Send Payment Advice

Payment Advice

## 5. Payment

### 5.1 Payment Initiation

#### 5.1.1 Single Payment

6. Fill in the fields inside payment advice light box that will be prompted:

- Advice Details
- Email Address(s), separate by “;” (semicolon)
- Invoice Records, by filling in the records below and click on

button:

Payment Advice

Beneficiary Name  
Beneficiary ID  
Customer Reference  
Value Date  
22 Mar 2021

Add Payment Advice

Advice Details

Email Address  
Multiple recipient is available. Please use ; to separate each of the recipients email address

Transacted Amount  
0.00

Send Payment Advice  
You confirm that you understand the risks involved in internet communication networks (including world wide web and electronic mails) and accept as adequate whatever security measures as may be taken or adopted by the Bank against such risks. You agree not to transmit any price-sensitive information through this site and shall be solely responsible and liable for all risks and liabilities incurred or arising from or relating to such transmission.

Invoice Details (Optional)

Invoice No.  
Invoice Detail  
Invoice Date  
22-03-2021  
Invoice Amount

Click on  button at the bottom of the payment advice light box to save the payment advice information, screen will be redirected back to the payment entry page.

Invoice Detail Listing				
Delete	Invoice Date	Invoice No.	Invoice Detail	Invoice Amount
<input type="checkbox"/>	22 Mar 2021	0000001	Vendor ABC Invoice	10,000.00

7. Under FX Details, Board Rate will be the defaulted option. Select Contract Rate if prior arrangement has been quoted by Treasury Desk.

FX Details

Board Rate  Contract Rate

Although the Bank shall make every effort to ensure that the information is updated and accurate, the Bank shall not be liable in any way for any loss or damage arising from or occasioned by any error, inaccuracy, delay or omission of information. The Bank further reserves the right to amend any information without notice.

8. Select Contract Rate and click on  button to add contract rate details quoted by Treasury Desk.

FX Details

Board Rate  Contract Rate

Although the Bank shall make every effort to ensure that the information is updated and accurate, the Bank shall not be liable in any way for any loss or damage arising from or occasioned by any error, inaccuracy, delay or omission of information. The Bank further reserves the right to amend any information without notice.

***For Contract Rate details, please contact your relationship manager or Treasury FX Sales team for more information.***

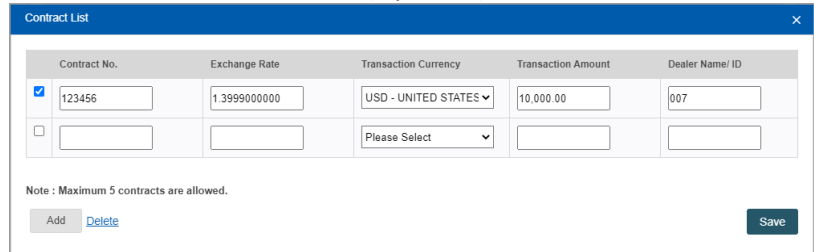
## 5. Payment

### 5.1 Payment Initiation

#### 5.1.1 Single Payment

**Maximum of 5 contract rates are allowed for each transaction.**

9. After getting contract rate details, fill in the fields below:
  - a. Contract No.
  - b. Exchange Rate
  - c. Transaction Currency
  - d. Transaction Amount
  - e. Dealer Name / ID (Optional)



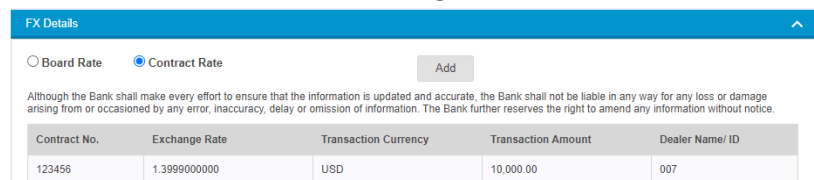
Contract List

Contract No.	Exchange Rate	Transaction Currency	Transaction Amount	Dealer Name/ ID
<input checked="" type="checkbox"/> 123456	1.3999000000	USD - UNITED STATES	10,000.00	007
<input type="checkbox"/>		Please Select		

Note : Maximum 5 contracts are allowed.

Add Delete Save

Click on the checkbox before clicking on the **Save** button.



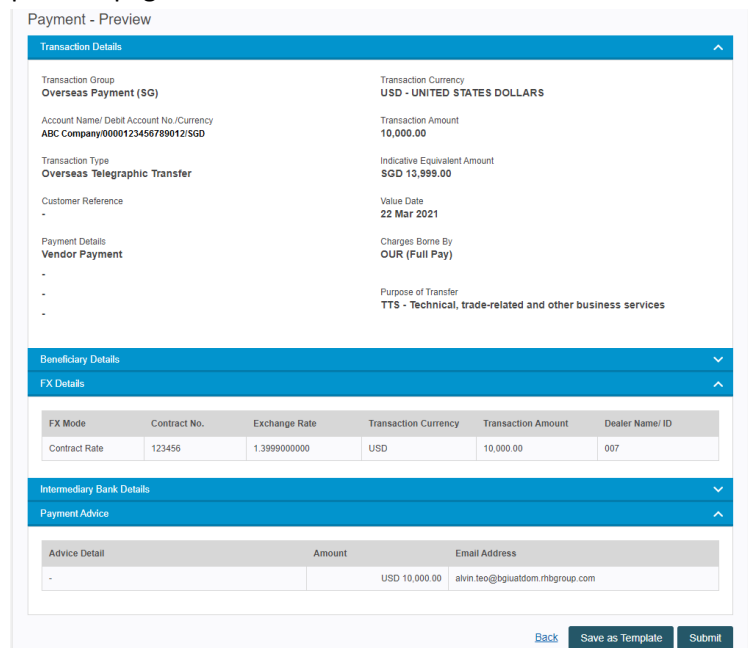
FX Details

Board Rate  Contract Rate Add

Although the Bank shall make every effort to ensure that the information is updated and accurate, the Bank shall not be liable in any way for any loss or damage arising from or occasioned by any error, inaccuracy, delay or omission of information. The Bank further reserves the right to amend any information without notice.

Contract No.	Exchange Rate	Transaction Currency	Transaction Amount	Dealer Name/ ID
123456	1.3999000000	USD	10,000.00	007

10. Upon clicking the **Preview** button, screen will be redirected to the preview page.



Payment - Preview

Transaction Details

Transaction Group Overseas Payment (SG)	Transaction Currency USD - UNITED STATES DOLLARS
Account Name/ Debit Account No./Currency ABC Company/0000123456789012/SGD	Transaction Amount 10,000.00
Transaction Type Overseas Telegraphic Transfer	Indicative Equivalent Amount SGD 13,399.00
Customer Reference -	Value Date 22 Mar 2021
Payment Details Vendor Payment	Charges Borne By OUR (Full Pay)
-	Purpose of Transfer TTS - Technical, trade-related and other business services
-	

Beneficiary Details

FX Details

FX Mode	Contract No.	Exchange Rate	Transaction Currency	Transaction Amount	Dealer Name/ ID
Contract Rate	123456	1.3999000000	USD	10,000.00	007

Intermediary Bank Details

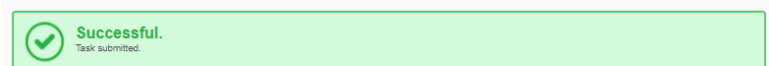
Payment Advice

Advice Detail	Amount	Email Address
-	USD 10,000.00	alvin.teo@bgiuatdtdm.mbggroup.com

Back Save as Template Submit

11. Upon clicking **Submit** button, the transaction will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the task.
12. User will be redirected into the acknowledgement page that will display information of the submitted transaction, including the transaction reference no.

Payment - Acknowledgement



**Successful.**  
Task submitted.

# 5. Payment

## 5.1 Payment Initiation

### 5.1.2 Bulk Payment

*\*Subscription for Bulk Payment/File Upload feature is required. Please get in touch with your Relationship Manager if you would like this feature to be available in your Reflex access.*

Below are the transaction types that can be performed via RHB REFLEX Bulk Payment:

#### Domestic Payment (SG) / Salary Payment (SG)

- GIRO Payment
- FAST Payment
- MEPS Payment
- Transfer to Other RHB Account
- Transfer to Own RHB Account

#### Overseas Payment (SG)

- Overseas Telegraphic Transfer

At File Upload page, please select the initial information needed to perform bulk transaction:

- File Upload Type: File upload type to be selected in File upload page which is entitled at user group level
- Transaction Group: A product package entitled in your service plan.
- File Format: A File Format to be selected from the list of applicable formats.

To access Bulk Payment module, please navigate through **Payment > Bulk Payment > File Upload** using **Maker** credentials.

1. Select transaction group, File Format by clicking on the drop down of each field

**\*Only the same payment type can be place within a file for file upload.**

2. Select the file to upload by clicking on **Browse** button and click on **Upload File** button.

3. Upon clicking Upload button, the transaction will be submitted for Approval.



## 5. Payment

### 5.1 Payment Initiation

#### 5.1.2 Bulk Payment

- Upon Clicking on [here](#) hyperlink user will be redirected to File Upload Status Inquiry page that will display information of the submitted transaction, including the File reference no, File status.

File Upload

Select upload file

File is pending validation. Please click [here](#) to view the status. File Reference SGFL210406009712

File Upload Type \*  
 Payment  Beneficiary Maintenance

File Format \*  
 PAYMENT .bt

Transaction Group \*  
 Domestic Payment (SG)

File Name \*  
 Domestic Payment (FAST SUPERID).bt

Maximum file size is 5MB

- If the file status is “File Uploaded”, the transaction will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the task.

**\*For Single Control Access user please follow from step 7 onwards.**

Task List > File Upload Status Inquiry

File Upload Status Inquiry

File Name:

File Format:

Reference Type:

File Upload Status:

File Upload Date \*:

Listing

Transaction Group	Upload Date / Time	File Ref. No. / Batch Ref. No.	File Name	File Format	User ID/ Name	Total Transaction Amount / Count	File Upload Status
Domestic Payment (SG)	06 Apr 2021 14:05:38	SGFL210406009712	Domestic Payment (FAST SUPERID).bt	PAYMENT .bt	SUPERID - SUPERID	SGD 350.00 / 8	File Uploaded

- After the authorisation, check the processing status of the transaction through **Task List > Transaction Status Inquiry**.

Task List > Transaction Status Inquiry

File Upload

Task Detail

Batch Information

Value Date : 22 Mar 2021 Total Transaction Count : 5

File Reference : SGFL210322009037 Total Amount : SGD 6,500.00

Batch Reference No. : - File Upload Status : File Uploaded

Transaction List

Reference Type:

Transaction Type	Debit Name/ Account No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount	Transaction Status	Reason
<a href="#">Transfer to Other BHB Account</a>	CUSTOMER 188095 000012345678901	SGOT210322348900	CREFO1	Priya 0000123456789	SGD 500.00	Successful	Transaction successful [000]
<a href="#">Transfer to Other BHB Account</a>	CUSTOMER 188095 000012345678901	SGOT210322348901	CREFO2	Sathya 0000123456788	SGD 1,000.00	Successful	Transaction successful [000]
<a href="#">Transfer to Other BHB Account</a>	CUSTOMER 188095 000012345678901	SGOT210322348902	CREFO3	Bavana 000012345677	SGD 1,000.00	Successful	Transaction successful [000]
<a href="#">Transfer to Other BHB Account</a>	CUSTOMER 188095 000012345678901	SGOT210322348903	CREFO4	Lakshmi 000012345666	SGD 2,000.00	Successful	Transaction successful [000]
<a href="#">Transfer to Other BHB Account</a>	CUSTOMER 188095 000012345678901	SGOT210322348904	CREFO5	Sargana 0000123456732	SGD 2,000.00	Successful	Transaction successful [000]

**For more detailed steps to check on the Transaction Status, please refer to 7. Transaction Status Inquiry.**

## 5. Payment

### 5.1 Payment Initiation

#### 5.1.2 Bulk Payment

To Approve the Bulk Payment files using Super ID:

7. If the file status is “File Uploaded”, transaction got successfully uploaded for Approval:
  - a. Copy the Ref No., click on Task List and search for uploaded Bulk Payment transaction as the transaction status will be Saved as Draft.

The screenshot shows the 'Task List' interface with search filters for Corporate Name, Transaction Group, Status, Debit Account No., and Value Date. A table below lists transactions with columns for Transaction Group, Value Date, Debit Name/Account No., File Ref. No./Batch Ref. No., Transaction Reference No., Customer Reference, Beneficiary Name/Account No., and Transaction Amount.

Transaction Group	Value Date	Debit Name/Account No.	File Ref. No./Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
Domestic Payment (SGD)	23 Mar 2021	CUSTOMER 10132 00001234567890 (SGD)	SGFL210323009404	-	-	5	SGD 6,500.00

- b. Click on the hyperlink to see the details of the task.
- c. Enter the Challenge Response and click on **Submit** button to approve the transaction

The screenshot shows the 'File Upload' details page. It includes a 'Task Detail' section with batch information, a 'Transaction List' table, and a 'User Activities' table. Below these is a form for entering a challenge response and remarks.

**Batch Information**

Value Date	: 23 Mar 2021	Total Transaction Count	: 5
File Reference	: SGFL210323009404	Total Amount	: SGD 6,500.00
Batch Reference No.	: -	File Upload Status	: File Uploaded

**Transaction List**

Transaction Type	Debit Name/Account No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
<a href="#">Transfer to Other RHB Account</a>	CUSTOMER 10132 000012345678901	SGOT210323357338	CREFO1	Priya 000012343378271	SGD 500.00
<a href="#">Transfer to Other RHB Account</a>	CUSTOMER 10132 000012345678901	SGOT210323357339	CREFO2	Sahya 000018273811911	SGD 1,000.00
<a href="#">Transfer to Other RHB Account</a>	CUSTOMER 10132 000012345678901	SGOT210323357340	CREFO3	Buvana 000012382727211	SGD 1,000.00
<a href="#">Transfer to Other RHB Account</a>	CUSTOMER 10132 000012345678901	SGOT210323357341	CREFO4	Lakshmi 000018261515111	SGD 2,000.00
<a href="#">Transfer to Other RHB Account</a>	CUSTOMER 10132 000012345678901	SGOT210323357342	CREFO5	Sanjana 000012434252221	SGD 2,000.00

**User Activities**

User Name	Activity	Date and Time	Remarks
SUPERID	Save as Draft	23 Mar 2021 12:21:31	

Challenge Code: 64568  
Challenge Response \*  
Remarks  
max. 500 characters  
**Submit**

- d. After successful submission, check the processing status of the transaction through **Task List > Transaction Status Inquiry**.

The screenshot shows the 'File Upload' page with a green success message: "Successful. Task submitted."

## 5. Payment

### 5.1 Payment Initiation

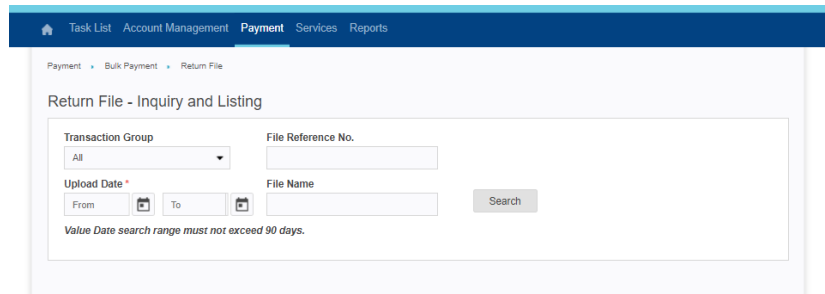
#### 5.1.3 Return File

*\*Subscription for Bulk Payment/File Upload feature is required. Please get in touch with your Relationship Manager if you would like this feature to be available in your Reflex access.*

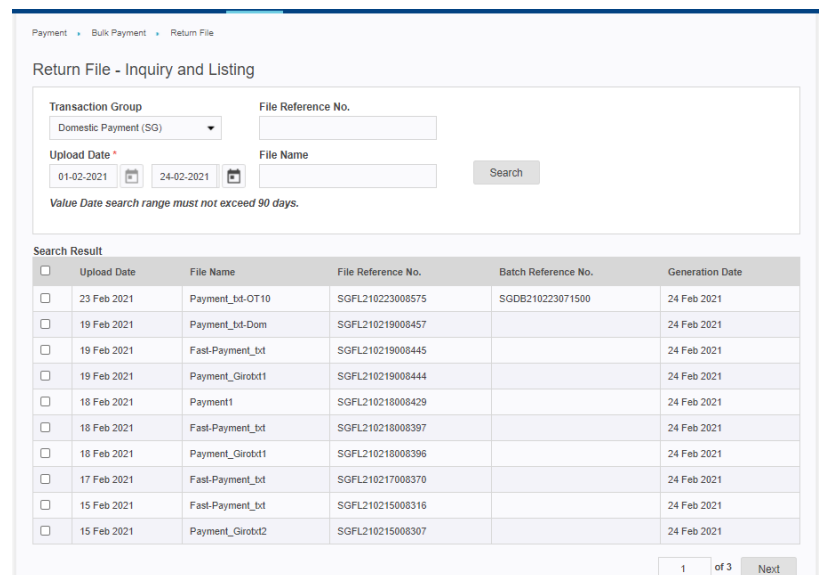
Return file is the Processed file which we uploaded in the system, it will give the information about transaction status.

- System to generate daily return file until all the transactions get final status.
- Return file will be generated on T+1 based on value date
- All the return file can be download via Return File function
- Downloaded return file can be retrieved from file repository function

To download Return files, please navigate through **Payment > Bulk Payment > Return File**



1. User select the Transaction Group by clicking on dropdown
2. User may select the Uploaded date.
3. User may input the File reference number.
4. User may input the File Name.
5. Click on **Search** button in inquiry and listing page to search the Return files based on the searching criteria.



<input type="checkbox"/>	Upload Date	File Name	File Reference No.	Batch Reference No.	Generation Date
<input type="checkbox"/>	23 Feb 2021	Payment_bt-OT10	SGFL210223008575	SGDB210223071500	24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Payment_bt-Dom	SGFL210219008457		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Fast-Payment_bt	SGFL210219008445		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Payment_Girobt1	SGFL210219008444		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment1	SGFL210218008429		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Fast-Payment_bt	SGFL210218008397		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment_Girobt1	SGFL210218008396		24 Feb 2021
<input type="checkbox"/>	17 Feb 2021	Fast-Payment_bt	SGFL210217008370		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Fast-Payment_bt	SGFL210215008316		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Payment_Girobt2	SGFL210215008307		24 Feb 2021

6. Tick the check boxes to select the return files to download and click on **Download** button then select the file format (.CSV or .TXT)

Once file downloaded successfully a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet**

# 5. Payment

## 5.1 Payment Initiation

### 5.1.3 Return File

Search Result

<input type="checkbox"/>	Upload Date	File Name	File Reference No.	Batch Reference No.	Generation Date
<input checked="" type="checkbox"/>	23 Feb 2021	Payment_tbt-OT10	SGFL210223008575	SGDB210223071500	24 Feb 2021
<input checked="" type="checkbox"/>	19 Feb 2021	Payment_tbt-Dom	SGFL210219008457		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Fast-Payment_tbt	SGFL210219008445		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Payment_Girobt1	SGFL210219008444		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment1	SGFL210218008429		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Fast-Payment_tbt	SGFL210218008397		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment_Girobt1	SGFL210218008396		24 Feb 2021
<input type="checkbox"/>	17 Feb 2021	Fast-Payment_tbt	SGFL210217008370		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Fast-Payment_tbt	SGFL210215008316		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Payment_Girobt2	SGFL210215008307		24 Feb 2021

1 of 3 Next

Download Print

CSV .TXT

Search Result

<input type="checkbox"/>	Upload Date	File Name	File Reference No.	Batch Reference No.	Generation Date
<input checked="" type="checkbox"/>	23 Feb 2021	Payment_tbt-OT10	SGFL210223008575	SGDB210223071500	24 Feb 2021
<input checked="" type="checkbox"/>	19 Feb 2021	Payment_tbt-Dom	SGFL210219008457		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Fast-Payment_tbt	SGFL210219008445		24 Feb 2021
<input type="checkbox"/>	19 Feb 2021	Payment_Girobt1	SGFL210219008444		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment1	SGFL210218008429		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Fast-Payment_tbt	SGFL210218008397		24 Feb 2021
<input type="checkbox"/>	18 Feb 2021	Payment_Girobt1	SGFL210218008396		24 Feb 2021
<input type="checkbox"/>	17 Feb 2021	Fast-Payment_tbt	SGFL210217008370		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Fast-Payment_tbt	SGFL210215008316		24 Feb 2021
<input type="checkbox"/>	15 Feb 2021	Payment_Girobt2	SGFL210215008307		24 Feb 2021

1 of 3 Next

Download request has been sent successfully. Please check in File Repository Portal. Download Print

- 7. Report can be downloaded from File Repository (Click Home).
- 8. Tick the return files and click **Download** button to download the files in user's local system.

The screenshot shows a Google Chrome browser window with a file download dialog box open. The dialog box title is "Payment\_tbt-Dom....CSV" and it has a "Show all" button. Below the dialog box, a table displays transaction reports with columns for Transaction Type, Report Name, Report Date, and Status. The first row is selected with a blue checkmark.

<input type="checkbox"/>	Transaction Type	Report Name	Report Date	Status
<input checked="" type="checkbox"/>	Return File	<a href="#">Payment_tbt-Dom_001</a>	24 Feb 2021 16:12:18	Successful
<input type="checkbox"/>	Return File	<a href="#">Payment_tbt-OT10_001</a>	24 Feb 2021 16:12:17	Successful
<input type="checkbox"/>	Return File	<a href="#">Tc Other.xlsx_005</a>	24 Feb 2021 13:12:54	Successful
<input type="checkbox"/>	Return File	<a href="#">Tc Other.xlsx_002</a>	24 Feb 2021 13:12:53	Successful
<input type="checkbox"/>	Return File	<a href="#">Payment_Girobt2_001</a>	24 Feb 2021 13:12:07	Successful
<input type="checkbox"/>	Return File	<a href="#">Defect_193.xlsx_002</a>	24 Feb 2021 13:11:19	Successful
<input type="checkbox"/>	Return File	<a href="#">Payment_tbt-OT10_001</a>	24 Feb 2021 13:09:45	Successful
<input type="checkbox"/>	Return File	<a href="#">Payment_tbt-OT10_001</a>	24 Feb 2021 13:09:44	Successful

Delete Download

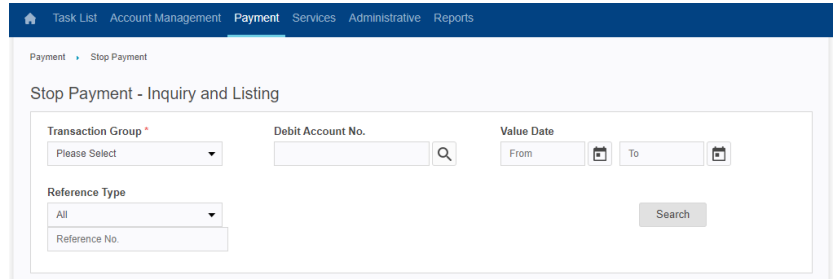
## 5. Payment

### 5.2 Stop Payment

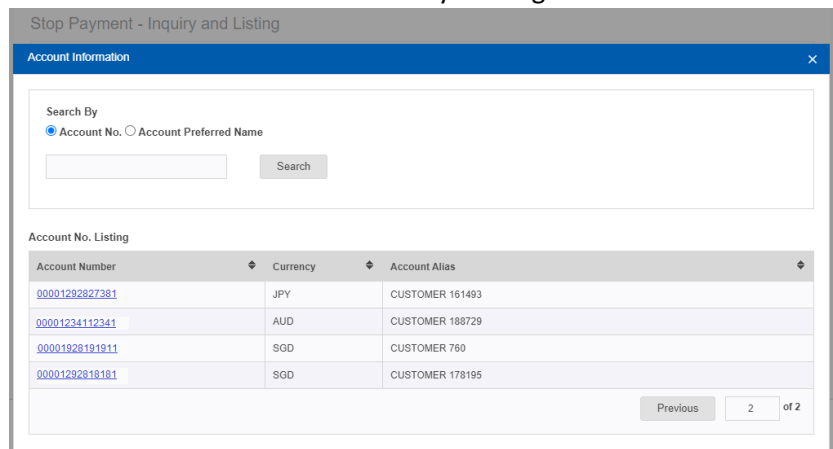
Stop Payment is a module where the user is able to stop future-dated payment instruction.

Please note that Stop Payment instructions will not be applicable for transactions with same value date as today.

To access Stop payment module, please navigate through **Payment > Stop Payment**

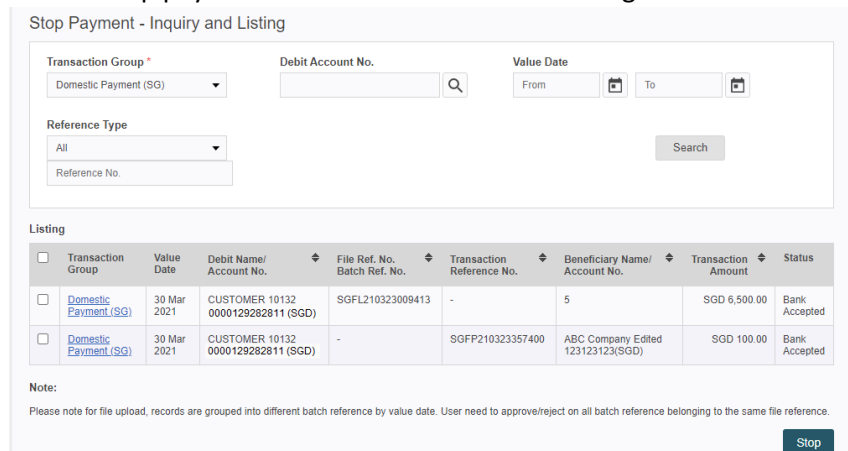


1. Select the Transaction Group by clicking on dropdown
2. Select the value date.
3. Input the transaction reference number.
4. Choose the Debit Account No. by clicking on search icon



Account Number	Currency	Account Alias
<a href="#">00001292827381</a>	JPY	CUSTOMER 161493
<a href="#">00001234112341</a>	AUD	CUSTOMER 188729
<a href="#">00001928191911</a>	SGD	CUSTOMER 760
<a href="#">00001292818181</a>	SGD	CUSTOMER 178195

5. Account information light box will appear.
6. User may search the account by Account No. or Account Preferred Name by selecting one of the radio button.
7. Input the search criteria and click on **Search** button.
8. Pagination is available in this light box.
9. Click on Account number hyperlink to choose the account.
10. Click on **Search** button in inquiry and listing page to search the stop payment record based on the searching criteria.



Transaction Group	Value Date	Debit Name/Account No.	File Ref. No./Batch Ref. No.	Transaction Reference No.	Beneficiary Name/Account No.	Transaction Amount	Status
<a href="#">Domestic Payment (SG)</a>	30 Mar 2021	CUSTOMER 10132 0000129282811 (SGD)	SGFL210323009413	-	5	SGD 6,500.00	Bank Accepted
<a href="#">Domestic Payment (SG)</a>	30 Mar 2021	CUSTOMER 10132 0000129282811 (SGD)	-	SGFP210323357400	ABC Company Edited 123123123(SGD)	SGD 100.00	Bank Accepted

## 5. Payment

### 5.2 Stop Payment

#### 5.2.1 Stop Single Payment

11. To stop a single payment, user may stop the payment from inquiry and listing page.

- Tick on the record checkbox and click on **Stop** button to stop the future dated transaction.
- Fill in the reason for stopping the payment in the text box.

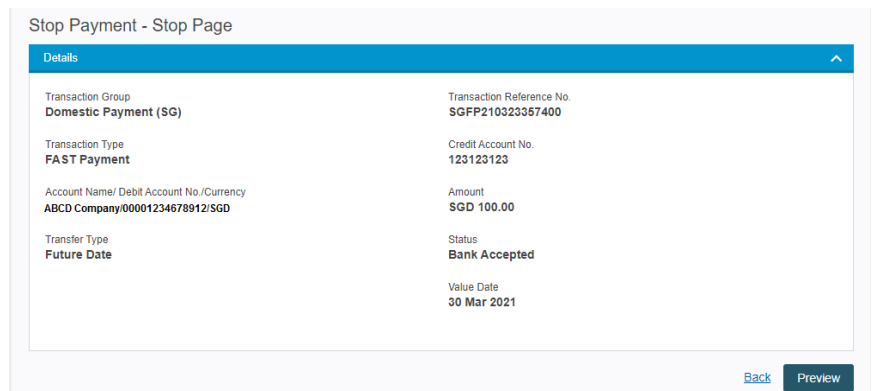
Click on **OK** button to continue.



A dialog box titled "Required Information" with a close button (X) in the top right corner. It contains a text input field labeled "Reason\*" with a character limit of "max. 500 characters". Below the input field is an "OK" button.

12. To stop a single payment, user may also stop the payment after viewing the transaction details.

- Click on the Transaction group hyperlink of the transaction.
- System will route user to the Stop page and display the payment details.
- Click on **Preview** button to go to preview page.

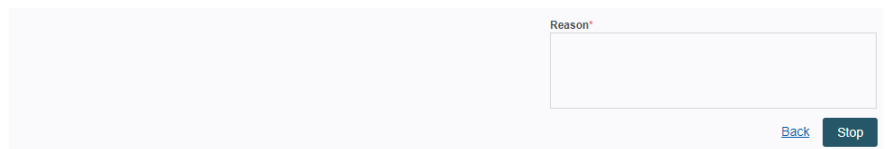


A screenshot of the "Stop Payment - Stop Page" showing transaction details in a table format:

Transaction Group <b>Domestic Payment (SG)</b>	Transaction Reference No. <b>SGFP210323357400</b>
Transaction Type <b>FAST Payment</b>	Credit Account No. <b>123123123</b>
Account Name/ Debit Account No./Currency <b>ABCD Company/00001234678912/SGD</b>	Amount <b>SGD 100.00</b>
Transfer Type <b>Future Date</b>	Status <b>Bank Accepted</b>
	Value Date <b>30 Mar 2021</b>

At the bottom right of the details section are "Back" and "Preview" buttons.

- Fill in the reason for stopping this payment and click on **Stop** button to stop this payment.



A form for providing a reason for stopping a payment. It features a text input field labeled "Reason\*" and "Back" and "Stop" buttons at the bottom right.

- System will route user to acknowledgement page
- The task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the stop payment.

Stop Payment - Acknowledgement



A green success message box with a checkmark icon, containing the text: "Successful. Task submitted."

## 5. Payment

### 5.2 Stop Payment

#### 5.2.2 Stop Bulk Payment

13. To stop all bulk payment file, user may stop the payment from inquiry and listing page.

- Tick on the record checkbox and click on **Stop** button to stop the future dated bulk payment file.
- Fill in the reason for stopping the payment in the text box.

Click on **OK** button to continue.

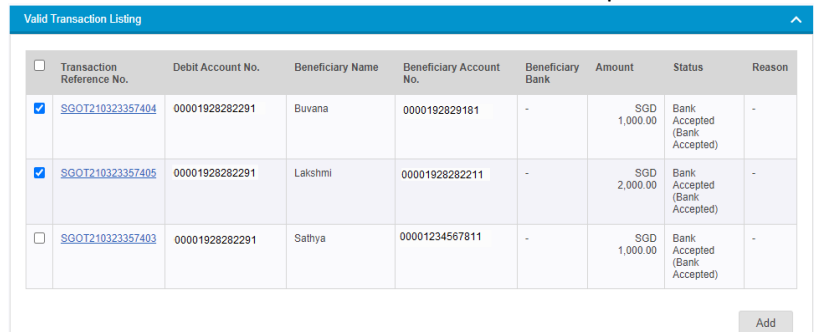


A dialog box titled "Required Information" with a close button (X) in the top right corner. It contains a text input field labeled "Reason" with a "max. 500 characters" limit. An "OK" button is located at the bottom right of the dialog.

14. To stop a few payments in the bulk payment file, user may stop the payments after viewing the transaction details.

- Click on the Transaction group hyperlink of the transaction.
- System will route user to the Stop page and display the payment details.

- Tick on the record checkbox and click on **Add** button to add the future dated transactions to stop.

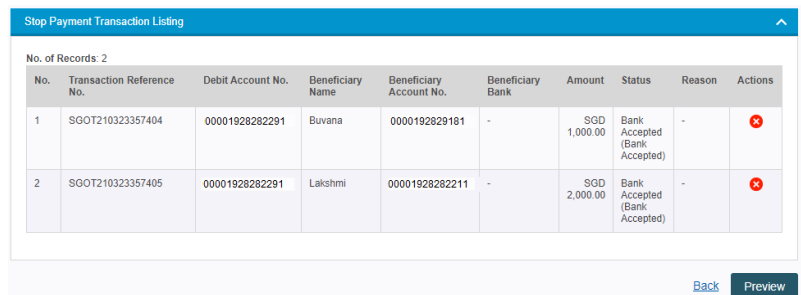


A table titled "Valid Transaction Listing" with a close button (X) in the top right corner. The table has columns: Transaction Reference No., Debit Account No., Beneficiary Name, Beneficiary Account No., Beneficiary Bank, Amount, Status, and Reason. There are three rows of data, each with a checkbox in the first column. The first two rows have their checkboxes checked, and the third row has its checkbox unchecked. An "Add" button is located at the bottom right of the table.

<input type="checkbox"/>	Transaction Reference No.	Debit Account No.	Beneficiary Name	Beneficiary Account No.	Beneficiary Bank	Amount	Status	Reason
<input checked="" type="checkbox"/>	<a href="#">SGOT210323357404</a>	00001928282291	Buvana	0000192829181	-	SGD 1,000.00	Bank Accepted (Bank Accepted)	-
<input checked="" type="checkbox"/>	<a href="#">SGOT210323357405</a>	00001928282291	Lakshmi	00001928282211	-	SGD 2,000.00	Bank Accepted (Bank Accepted)	-
<input type="checkbox"/>	<a href="#">SGOT210323357403</a>	00001928282291	Sathya	00001234567811	-	SGD 1,000.00	Bank Accepted (Bank Accepted)	-

- User can remove the transactions that added to Stop Payment Transaction Listing by clicking on **X** button

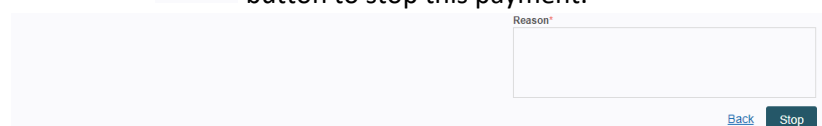
- Click on **Preview** button to go to preview page. System will route user to the Stop page and display the payment details



A table titled "Stop Payment Transaction Listing" with a close button (X) in the top right corner. It shows "No. of Records: 2". The table has columns: No., Transaction Reference No., Debit Account No., Beneficiary Name, Beneficiary Account No., Beneficiary Bank, Amount, Status, Reason, and Actions. There are two rows of data, each with a red "X" icon in the Actions column. "Back" and "Preview" buttons are located at the bottom right of the table.

No.	Transaction Reference No.	Debit Account No.	Beneficiary Name	Beneficiary Account No.	Beneficiary Bank	Amount	Status	Reason	Actions
1	<a href="#">SGOT210323357404</a>	00001928282291	Buvana	0000192829181	-	SGD 1,000.00	Bank Accepted (Bank Accepted)	-	
2	<a href="#">SGOT210323357405</a>	00001928282291	Lakshmi	00001928282211	-	SGD 2,000.00	Bank Accepted (Bank Accepted)	-	

- Fill in the reason for stopping this payment and click on **Stop** button to stop this payment.



A text input field labeled "Reason" with a "max. 500 characters" limit. "Back" and "Stop" buttons are located at the bottom right of the input field.

- System will route user to acknowledgement page
- The task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the stop payment.

## 5. Payment

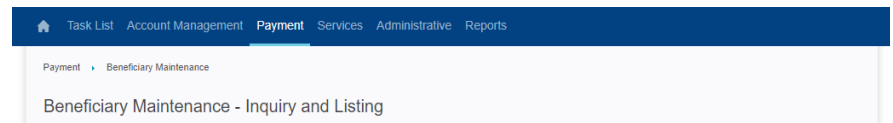
### 5.3 Beneficiary Maintenance

Beneficiary Maintenance allows user to maintain beneficiary details which are used frequently. After which, user is able to select existing beneficiary while doing payment initiation.

#### 5.3.1 Maintain Single Beneficiary Record


#### Add Single Beneficiary Record

1. Click **Payment > Beneficiary Maintenance** > Click Add



Add the beneficiary details and click "Populate".

The form titled 'Beneficiary Maintenance - Add' contains the following fields: 'Beneficiary ID \*' with the value 'ABC', 'Beneficiary Name \*' with the value 'ABC Company', and a 'Populate' button. There is also an 'Email Address' field and a 'Deactivate' checkbox.

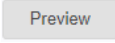
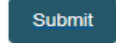
2. Click on the search  button and select Transaction Group

The 'Product Information' section shows a search for 'Transaction Group'. The results table is as follows:

Transaction Group	Transaction Group Description
Domestic Payment (SG)	Singapore Domestic Payment
Overseas Payment (SG)	Singapore Overseas Payment

3. Enter relevant Beneficiary details for each Payment Type.

The 'FAST Payment' form includes the following fields: 'Beneficiary Name' (ABC Company), 'Beneficiary Bank' (with a search icon), 'Beneficiary Address' (three stacked text boxes), and 'Account No.' (one text box).


4. Click  button &  button, the task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject.

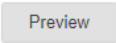

#### Update Existing Beneficiary

5. Click **Payment > Beneficiary Maintenance** > Click Beneficiary ID hyperlink.

The 'Listing' table shows the following data:

Beneficiary ID	Beneficiary Name	Transaction Group	Transaction Type
<a href="#">FAST1234</a>	ABC Company Edited	Domestic Payment (SG) Overseas Payment (SG)	FAST Payment GIRO Payment MEPS Payment Overseas Telegraphic Transfer Transfer to Other RHB Account

6. Click  and change relevant details.

7. Click  button &  button, the task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject.



# 5. Payment

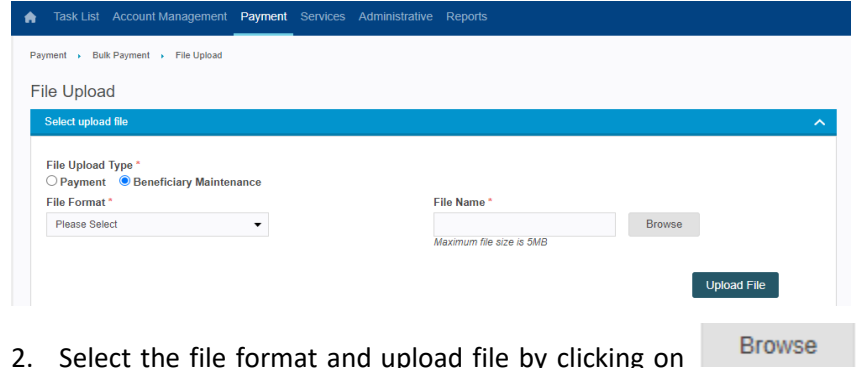
## 5.3 Beneficiary Maintenance

### 5.3.2 Upload Beneficiary Records

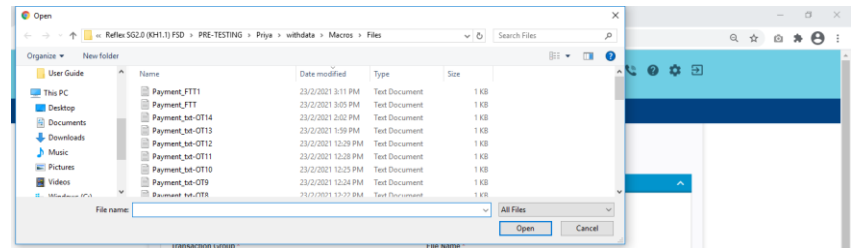
*\*Subscription for Bulk Payment/File Upload feature is required. Please get in touch with your Relationship Manager if you would like this feature to be available in your Reflex access.*

File Upload Beneficiary Maintenance allows user to maintain multiply beneficiary details which are used frequently. After which, user is able to select existing beneficiary while doing payment initiation.

1. Go to **Payment > Bulk Payment > file Upload > Beneficiary Maintenance.**



2. Select the file format and upload file by clicking on **Browse** button.



3. Click on **Upload File** button, beneficiary file will be submitted for Approval.

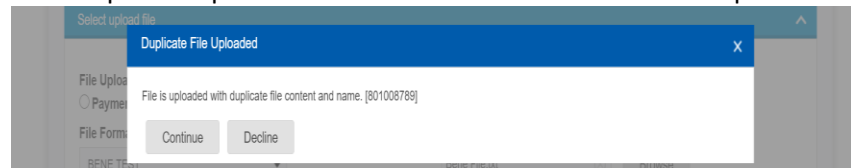
4. Upon Clicking on [here](#) hyperlink user will be redirected to File Upload Status Inquiry page that will display information of the submitted transaction, including the File reference no, File status.



5. If the file status is “File Uploaded”, the transaction will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject the task.

Transaction Group	Upload Date / Time	File Ref. No. / Batch Ref. No.	File Name	File Format	User ID/ Name	Total Transaction Amount / Count	File Upload Status
Beneficiary File Upload (SG)	23 Feb 2021 11:02:21	SGFL210223008518	bene_OTT.txt	BENE TEST	LAKSHMISUPER - SUPER ID CHANGE	-	File Uploaded

6. \*When upload a duplicate file, it alerts with the options **Continue** to upload duplicate file and **Decline** to cancel the file upload.



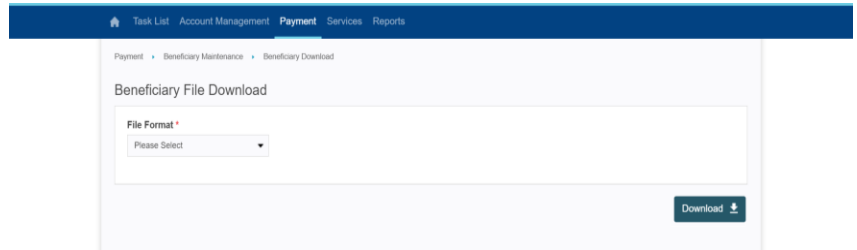
## 5. Payment

### 5.3 Beneficiary Maintenance

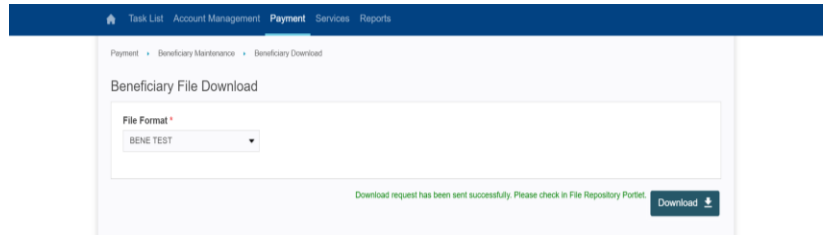
#### 5.3.3 Beneficiary Download

After File Upload Beneficiary Maintenance is successful, user is able to download the file under Beneficiary Download.

1. Go to **Payment > Beneficiary Maintenance > Beneficiary Download**

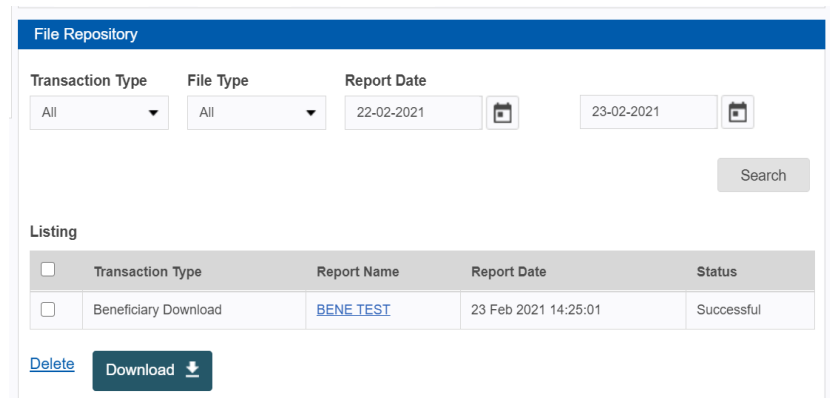


2. Select the file format and click on **Download** button.



3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**

4. Go to home page and the file can be retrieved from File Repository.




Transaction Type	Report Name	Report Date	Status	
<input type="checkbox"/>	Beneficiary Download	<a href="#">BENE TEST</a>	23 Feb 2021 14:25:01	Successful

5. Tick the beneficiary file and click **Download** button to download the file to user's local system.

# 5. Payment

## 5.4 Template Maintenance

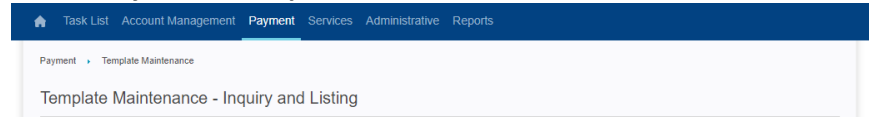
Template Maintenance allows user to payment template which are used frequently. After which, user is able to select existing payment template while doing payment initiation.

(You may use the Lock Button  to lock the specific transaction details)

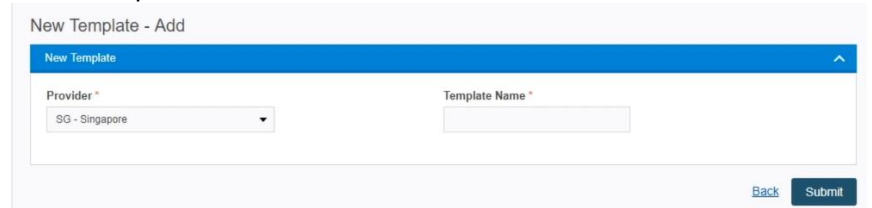
**Please maintain an existing beneficiary before adding a new payment template. Refer to 5.3 Beneficiary Maintenance for more details.**

### Add Payment Template

1. Click **Payment > Template Maintenance** > Click Add

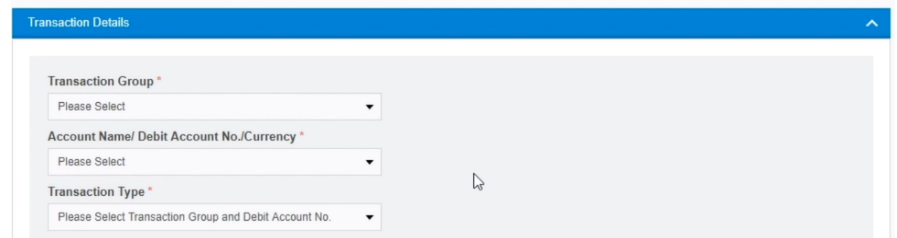


Enter Template Name and click **Submit** button.



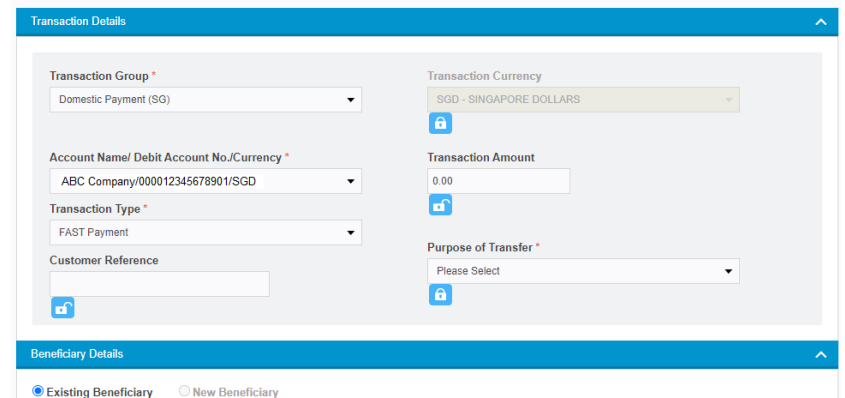
2. Select Transaction Group, Account and Transaction Type.

Template Maintenance - Add



3. Enter Transaction Details and add existing beneficiary.

Template Maintenance - Add



4. Fill up the rest of the details.

5. Click **Preview** button & **Submit** button, the task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject.

### Update Existing Template

6. **Payment > Template Maintenance** > Click Template Name hyperlink.

Listing

<input type="checkbox"/>	Template Name	Transaction Group	Transaction Type	Debit Name/ Account No.	Beneficiary Name/ Account No.	Transaction Currency
<input type="checkbox"/>	<a href="#">OTTCHINA</a>	Overseas Payment (SG)	Overseas Telegraphic Transfer	CUSTOMER 10132 00001234568901(SGD)	heb bene 123456789	USD

7. Click **Modify** and change relevant details.

8. Click **Preview** button & **Submit** button, the task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject.

## 6. Task List

Task List allows users to search and perform necessary action for tasks and transactions that saved as draft or submitted for verification or authorisation. The rendering of task list result will be based on user roles and entitlement.

User will be able to perform the following actions from Task List module:

- **Submission**
- **Verification**
- **Approval**
- **Rejection**
- **Recall**
- **Return**
- **Cancel**
- **Deletion**

### 6.1 Submission

This action can be performed by user with **[Maker]** / **[Single Control Access]** role on task or transaction with status **[Draft]**, **[Recalled]** and **[Returned]**.


Submission of transaction for reviewer(s)/ authoriser(s) to verify and approve/ reject.

### Submission of draft task in the Task List


Click **Task List > Task List**, select **Draft / Recalled / Returned** Status.

The screenshot shows the 'Task List' interface with the following search filters: Corporate Name (All), Transaction Group (All), Status (Draft), Debit Account No. (All), and Value Date (From/To). A 'Search' button and an 'Advanced Search' link are visible. Below the filters is a table with the following data:

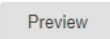
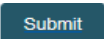
<input type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input type="checkbox"/>	<a href="#">Domestic Payment (SG)</a>	24 Mar 2021	Main SGD 000012311123 (SGD)	-	SGOA210324387546	Contract O WIN Contract Rate Own	Main USD 000012345611	USD 0.00

1. Upon clicking  button, system will display all Draft / Recalled / Returned tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

The screenshot shows a 'Remarks' field with the text '(Not applicable to Modify action)'. Below the field is a text input area with a 'max. 500 characters' limit. At the bottom right, there are three buttons: 'Back', 'Delete', and 'Modify'.

3. Click  and change relevant details.

The screenshot shows a 'Back' link and two buttons: 'Save as Draft' and 'Preview'.

4. Click  button &  button, the task will be submitted for reviewer(s)/ authoriser(s) to verify and approve/ reject.

The screenshot shows a 'Back' link and two buttons: 'Save as Template' and 'Submit'.

## 6. Task List

### 6.2 Verification

This action can be performed by user with **[Reviewer]** role on task or transaction with status **[Pending Verification]**.

Submission of transaction for authoriser(s) to verify and approve/reject.

#### Verification from Task Details Page

Click **Task List > Task List**, select **Pending Verification** Status.

The screenshot shows the 'Task List' interface. At the top, there are search filters: 'Corporate Name' (All), 'Transaction Group' (All), 'Status' (Pending Verification), 'Debit Account No.' (All), and 'Value Date' (From/To). A 'Search' button and a link to 'Advanced Search' are present. Below the filters is a table with the following data:

<input type="checkbox"/>	Transaction Group	Value Date	Debit Name/Account No.	File Ref. No. / Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	
<input type="checkbox"/>	<a href="#">Overseas Payment (SG)</a>	01 Oct 2020	Main SGD 0000123456711 (SGD)	-	SGTT201001046138	- OTT Template	kumar09 HK - 1234567890	

1. Upon clicking **Search** button, system will display all **Pending Verification** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

The screenshot shows the 'Remarks' field in the task details page. It is a text area with a maximum character limit of 500. Below the field are three buttons: **Back**, **Reject**, and **Verify**, followed by a link to [Next Pending Approval List](#).

3. User can
  - a. click on [Back](#) to return to task listing page.
  - b. click on [Next Pending Approval List](#) to view users who are eligible to action on the task.
4. Click on **Verify** button and **OK** button.
5. The task will be submitted for authoriser(s) to verify and approve/reject.

#### Verification from Task Listing Page

6. Upon clicking **Search** button, system will display all **Pending Verification** tasks.
7. Click on the check box beside the record to be verified

The screenshot shows the 'Task List' interface with the same search filters as above. The table below has a checkmark in the first column for the selected transaction:

<input checked="" type="checkbox"/>	Transaction Group	Value Date	Debit Name/Account No.	File Ref. No. / Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
<input checked="" type="checkbox"/>	<a href="#">Overseas Payment (SG)</a>	01 Oct 2020	Main SGD 0000123456711 (SGD)	-	SGTT201001046138	- OTT Template	kumar09 HK - 1234567890	SGD 100.00

At the bottom right of the table, there are **Reject** and **Verify** buttons.

8. Click on the **Verify** button and **OK** button.
9. The task will be submitted for authoriser(s) to verify and approve/reject.

## 6. Task List

### 6.3 Approval

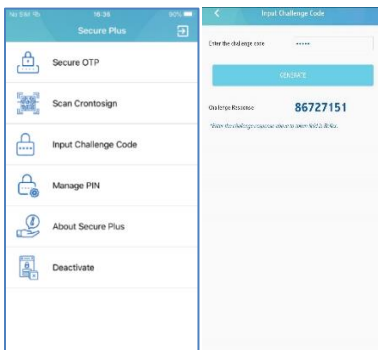
This action can be performed by user with **[Authoriser] / [Single Control Access]** role on task or transaction with status **[Pending Authorisation]**.

Submission of the transaction to the bank for processing.

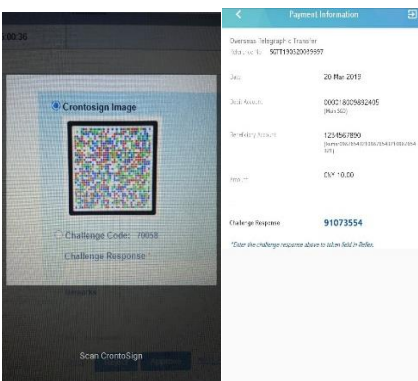
#### Hardware Token



#### Digital Token (Input Challenge Code)



#### Digital Token (Scan Crontosign)



### Approval from Task Details Page

Click **Task List > Task List**, select **Pending Authorisation** Status.

Task List

Corporate Name	Transaction Group	Status
All	All	Pending Authorisation

Debit Account No. Value Date

All From To Search Advanced Search

Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<a href="#">Overseas Payment (SG)</a>	14 Nov 2018	Main SGD 0000123456667 (SGD)	-	SGTT181114038723	payor	javvenno C215453G - 87954321	CNY 123.23

1. Upon clicking **Search** button, system will display all **Pending Authorisation** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.
3. User can
  - a. Click on [Back](#) to return to task listing page.
  - b. Click on [Next Pending Approval List](#) to view users who are eligible to action on the task.

#### Approve using Hardware Token

Challenge Code: 42475

Challenge Response \*

Remarks

max. 500 characters

[Back](#) [Reject](#) [Approve](#) [Next Pending Approval List](#)

Token Instructions

- 1 Press and hold the **5** button on the OTP Token until the screen of the OTP Token displays "....."
- 2 Key in the "Challenge Code" displayed on the desktop screen into the OTP Token.
- 3 Then, click on the **5** button, "Challenge Code" will be generated and displayed on the screen of the OTP Token.
- 4 Enter the display "Response Code" into the  text box on the desktop screen and click on the "Submit" button.

#### Approve using Digital Token

Crontosign Image

Challenge Code: 70058

Challenge Response \*

Remarks

max. 500 characters

[Back](#) [Reject](#) [Approve](#) [Next Pending Approval List](#)

Token Instructions

Manual Secure Plus

- 1 Click on "Input Challenge Code" via Soft Token/Secure Plus
- 2 Key in the "Challenge Code" display on the desktop screen into Soft Token/Secure Plus
- 3 Click on Generate Button, system will generate Challenge Response
- 4 Enter the display "Challenge Response" into the  text box on the desktop screen and click on the "Submit" button

Crontosign

- 1 Scan crontosign in web page
- 2 Enter the display "Challenge Response" into the  text box on the desktop screen and click on the "Submit" button

4. Follow the Token Instructions to generate Challenge Response.
5. Enter generated response code, click **Approve** and **OK** button.
6. The task will be submitted to bank for processing.

## 6. Task List

### 6.3 Approval

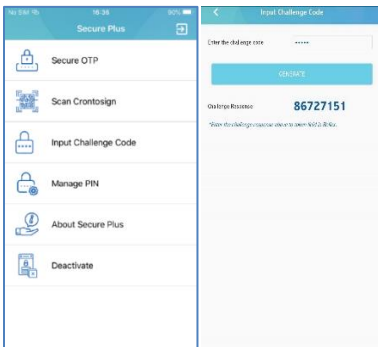
This action can be performed by user with **[Authoriser]** role on task or transaction with status **[Pending Authorisation]**.

Submission of the transaction to the bank for processing.

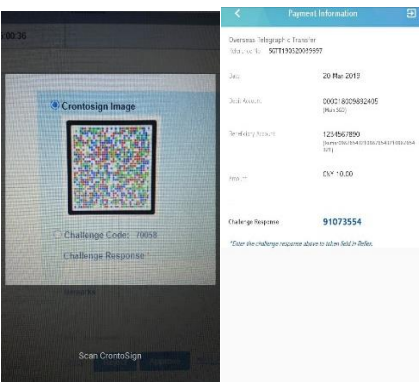
#### Hardware Token



#### Digital Token (Input Challenge Code)



#### Digital Token (Scan Crontosign)



#### Approval from Task Listing Page

1. Upon clicking **Search** button, system will display all **Pending Authorisation** tasks.
2. Click on the check box beside the record to be authorised.

Task List

Corporate Name: All | Transaction Group: All | Status: Pending Authorisation

Debit Account No.: All | Value Date: From: | To: | Search | Advanced Search

<input checked="" type="checkbox"/>	Transaction Group	Value Date	Debit Name/Account No.	File Ref. No./Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
<input checked="" type="checkbox"/>	Overseas Payment (SG)	14 Nov 2018	Main SGD 0000123455667 (SGD)	-	SGTT181114038723	payor -	jiawenheo C2115453G - 87654321	CNY 123.23

Reject Approve

3. Click on the **Approve** button and user will be prompted with approval confirmation light box.

#### Approve using Hardware Token

Approval Confirmation

You are approving 0 non-financial transactional task(s) and 1 financial transactional task(s).

Summary of Financial Transactional Task(s)

Provider	Transaction Group	Currency	Total Transaction Amount	No. of Transaction
SG	Overseas Payment (SG)	CNY	10.00	1

Challenge Code: 33049

OK

Token Instructions

1. Press and hold the **2** button on the OTP Token until the screen of the OTP Token displays "-----"
2. Key in the "Challenge Code" displayed on the desktop screen into the OTP Token.
3. Then, click on the **4** button, "Challenge Code" will be generated and displayed on the screen of the OTP Token.
4. Enter the display "Response Code" into the  text box on the desktop screen and click on the "Submit" button.

#### Approve using Digital Token

Approval Confirmation

You are approving 0 non-financial transactional task(s) and 1 financial transactional task(s).

Summary of Financial Transactional Task(s)

Provider	Transaction Group	Currency	Total Transaction Amount	No. of Transaction
SG	Overseas Payment (SG)	CNY	10.00	1

Crontosign Image

Challenge Code: 89082

Challenge Response \*

OK

Token Instructions

- Manual Secure Plus
1. Click on "Input Challenge Code" via Soft Token/Secure Plus
  2. Key in the "Challenge Code" display on the desktop screen into Soft Token/Secure Plus
  3. Click on Generate Button, system will generate Challenge Response
  4. Enter the display "Challenge Response" into the  text box on the desktop screen and click on the "Submit" button

- Crontosign
1. Scan crontosign in web page
  2. Enter the display "Challenge Response" into the  text box on the desktop screen and click on the "Submit" button

4. Follow the Token Instructions to generate Challenge Response.
5. Enter generated response code, click **Approve** and **OK** button.
6. The task will be submitted to bank for processing.

## 6. Task List

### 6.4 Rejection


This action can be performed by user with **[Reviewer]** and **[Authoriser]** role on task or transaction with status **[Pending Verification]** and **[Pending Authorisation]** for rejection of the task or transaction.

#### Rejection from Task Details Page

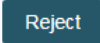

Click **Task List > Task List**, select **Pending Verification / Pending Authorisation Status**.

The screenshot shows the 'Task List' interface. At the top, there are search filters for Corporate Name (All), Transaction Group (All), Status (Pending Authorisation), Debit Account No. (All), and Value Date (From/To). A 'Search' button and a link to 'Advanced Search' are present. Below the filters is a table with the following data:

<input type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input type="checkbox"/>	<a href="#">Overseas Payment (SG)</a>	14 Nov 2018	Main SGD 0000123455667 (SGD)	-	SGTT181114038723	payor -	jiawenneo C215453G - 87654321	CNY 123.23

1. Upon clicking  button, system will display all **Pending Verification / Pending Authorisation** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

The screenshot shows a 'Remarks' field with a text area and a 'max. 500 characters' label. Below the field are four buttons: [Back](#), **Reject**, **Verify**, and [Next Pending Approval List](#).


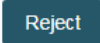

3. Fill in the Remarks field which is mandatory for rejection of a task
4. Click on  button and  button to reject record.

#### Rejection from Task Listing Page

The screenshot shows the 'Task List' interface with the same search filters as above. The table below has the first row selected with a checkmark:

<input checked="" type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input checked="" type="checkbox"/>	<a href="#">Overseas Payment (SG)</a>	14 Nov 2018	Main SGD 0000123455667 (SGD)	-	SGTT181114038723	payor -	jiawenneo C215453G - 87654321	CNY 123.23

At the bottom right of the table, there are **Reject** and **Approve** buttons.

7. Upon clicking  button, system will display all **Pending Verification / Pending Authorisation** tasks.
8. Click on the check box beside the record to be rejected.
9. Click on  button and to reject the task.
10. Fill in the Remarks field which is mandatory for rejection of a task and click  button to reject record.

The screenshot shows a 'Require Information' dialog box with a 'Remarks \*' field and a 'max. 500 characters' label. An **OK** button is located at the bottom right.



## 6. Task List

### 6.5 Recall

This action can be performed by user with **[Maker]** role on task or transaction with status **[Pending Verification / Pending Authorisation]**.

- Recall function is a mechanism to allow Maker to recall the task back. Status will change to **[Recalled]**.
- All makers who are entitled to the account can recall the transaction and the transaction will be back to the maker pool.
- Bulk Payments transaction is not applicable for Recall.
- Once recalled, the task will be removed from Reviewer/ Authoriser Task list
- Task which was recalled can be submitted and will follow the general rule for submit, all previous authorisation will reset, which mean when Maker **[Submit]** the task again based on workflow configuration.

### Recall from Task Details Page

Click **Task List > Task List**, select **Pending Verification / Pending Authorisation Status**.

The screenshot shows the 'Task List' interface. At the top, there are search filters for Corporate Name (All), Transaction Group (All), Status (Pending Authorisation), Debit Account No. (All), and Value Date (From/To). A 'Search' button and an 'Advanced Search' link are present. Below the filters is a table with columns: Transaction Group, Value Date, Debit Name/Account No., File Ref. No./Batch Ref. No., Transaction Reference No., Customer Reference, Beneficiary Name/Account No., and Transaction Amount. One transaction is listed: Overseas Payment (SG) on 14 Nov 2018, Main SGD 0000123456667 (SGD), SGT1181114038723, payor, jiwenneo C215453G - 87654321, CNY 123.23.

1. Upon clicking **Search** button, system will display all **Pending Verification / Pending Authorisation** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

The screenshot shows a 'Remarks' field with a text input area and a 'max. 500 characters' label. Below the field are three buttons: 'Back', 'Recall', and 'Next Pending Approval List'.

3. User can
  - a. Click on [Back](#) to return to task listing page.
  - b. Click on [Next Pending Approval List](#) to view users who are eligible to action on the task.
4. Fill in the Remarks field which is mandatory for recall.
5. Click on **Recall** button to recall the task and click **OK**.
6. Transaction will be recalled and Maker can modify and resubmit the task for approval.

### Recall from Task Listing Page

The screenshot shows the 'Task List' interface with the same search filters as above. The table has a checkbox in the first column, and the first transaction is selected. The transaction details are: Domestic Payment (SG) on 30 Mar 2021, CUSTOMER 158769 00001234567812 (SGD), SGMP210325437713, MEPS2 JP CNY MEPS 2 JP, ALVIN PTE LTD FT100001 - 12345678, SGC 100.00. At the bottom right, there are 'Cancel' and 'Recall' buttons.

7. Click on the check box beside the record to be recalled.
8. Click on **Recall** button to recall the task, fill in the Remarks field which is mandatory for recall and click **OK**.
9. Transaction will be recalled and Maker can modify and resubmit the task for approval.

## 6. Task List

### 6.6 Return

This action can be performed by user with **[Reviewer]** and **[Authoriser]** role task or transaction with status **[Pending Verification / Pending Authorisation]**.

- Return function is a mechanism to allow Reviewer / Authoriser to return the task back to Maker.
- Status will change to **[Returned]**. Applications will return to whole group of maker that entitle to the function.
- Returned transactions will route back to the pool of users (Maker) entitled for these transaction access and able to view it in the Task List.
- Bulk Payments transaction is not applicable for Return.
- Once returned, the task will be removed from Reviewer/ Authoriser Task List.
- Task which was returned can be amended and re-submitted. All previous authorisation will reset, meaning the submission workflow will start afresh.

### Return from Task Details Page

Click **Task List > Task List**, select **Pending Verification / Pending Authorisation Status**.

Transaction Group	Value Date	Debit Name/Account No.	File Ref. No./Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
Overseas Payment (SG)	14 Nov 2018	Main SGD 0000123455667 (SGD)	-	SGT1181114038723	payor	jiwenneo C215453G - 87654321	CNY 123.23

1. Upon clicking **Search** button, system will display all **Pending Verification / Pending Authorisation** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

Challenge Code: 53396

Challenge Response \*

Remarks

max. 500 characters

[Back](#) [Return](#) [Reject](#) [Approve](#) [Next Pending Approval List](#)

3. Fill in the Remarks field which is mandatory for return.
4. Click on **Return** button to return the task and click **OK**.
5. Transaction will be returned and Maker can modify and resubmit the task for approval.

### Return from Task Listing Page

Transaction Group	Value Date	Debit Name/Account No.	File Ref. No./Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/Account No.	Transaction Amount
<input checked="" type="checkbox"/> Domestic Payment (SG)	26 Mar 2021	CUSTOMER 68267 0000123456789 (NZD)	-	SGMP210328437720	MEPS NZ D MEPS 1 B OC	EDWIN PTE LTD FT100000 - 12345678	SGD 100.00

6. Click on the check box beside the record to be returned.
7. Click on **Return** button to recall the task, fill in the Remarks field which is mandatory for return and click **OK**.
8. Transaction will be returned and Maker can modify and resubmit the task for approval.

## 6. Task List

### 6.7 Cancel

This action can be performed by user with **[Maker]** role on task or transaction with status **[Pending Verification / Pending Authorisation]**.

- All makers who are entitled to the account can cancel the transaction which already submitted for approval.
- **[Cancel]** transactions will end submission workflow and can be viewed from Transaction Status Inquiry function.

#### Cancel from Task Details Page

Click **Task List > Task List**, select **Pending Verification / Pending Authorisation Status**.

Task List

Corporate Name: All | Transaction Group: All | Status: Pending Authorisation

Debit Account No.: All | Value Date: From: To: Search Advanced Search

<input type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input type="checkbox"/>	<a href="#">Overseas Payment (SG)</a>	14 Nov 2018	Main SGD 0000123455667 (SGD)	-	SGTT181114038723	payor -	javvenno C215453G - 87654321	CNY 123.23

1. Upon clicking **Search** button, system will display all **Pending Verification / Pending Authorisation** tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

Remarks

max. 500 characters

[Back](#) **Cancel** **Recall** [Next Pending Approval List](#)

3. Fill in the Remarks field which is mandatory for cancel.
4. Click on **Cancel** button to cancel the task and click **OK**.
5. Transaction will be cancelled and removed from Task List.

#### Cancel from Task Listing Page

Task List

Corporate Name: All | Transaction Group: All | Status: Pending Verification

Debit Account No.: All | Value Date: From: To: Search Advanced Search

<input checked="" type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input checked="" type="checkbox"/>	<a href="#">Domestic Payment (SG)</a>	30 Mar 2021	CUSTOMER 158769 00001234567812 (SGD)	-	SGMP210325437713	MEPS2 JP CNY MEPS 2 JP	ALVIN PTE LTD FT100001 - 12345678	SGD 100.00

**Cancel** **Recall**

6. Click on the check box beside the record to be cancelled.
7. Click on **Cancel** button to cancel the task, fill in the Remarks field which is mandatory for return and click **OK**.
8. Transaction will be cancelled and removed from Task List.

## 6. Task List

### 6.8 Deletion

This action can be performed by user with **[Maker]** role on task or transaction with status **[Draft]**, **[Recalled]** and **[Returned]**.

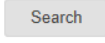
Task will be deleted from the Task list.

#### Deletion from Task Details Page


Click **Task List > Task List**, select **Draft / Recalled / Returned** Status.

The screenshot shows the 'Task List' interface. At the top, there are search filters for Corporate Name (All), Transaction Group (All), and Status (Draft). Below these are filters for Debit Account No. (All) and Value Date (From and To). A 'Search' button and an 'Advanced Search' link are present. Below the filters is a table with the following data:

<input type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input type="checkbox"/>	<a href="#">Domestic Payment (SGD)</a>	24 Mar 2021	Main SGD 000012311123 (SGD)	-	SGOA210324387546	Contract O WN Contract Ra le Own	Main USD 000012345611	USD 0.00

1. Upon clicking  button, system will display all Draft / Recalled / Returned tasks.
2. Click on the [Transaction Group](#) hyperlink to view the details of task.

The screenshot shows a 'Remarks' field with the text '(Not applicable to Modify action)'. Below the field is a text area with a 'max. 500 characters' limit. At the bottom right, there are three buttons: 'Back', 'Delete', and 'Modify'.


3. Click [Delete](#) hyperlink and click .
4. Task will be deleted and removed from Task List.

#### Deletion from Task Listing Page

The screenshot shows the 'Task List' interface. At the top, there are search filters for Corporate Name (All), Transaction Group (All), and Status (Recalled). Below these are filters for Debit Account No. (All) and Value Date (From and To). A 'Search' button and an 'Advanced Search' link are present. Below the filters is a table with the following data:

<input checked="" type="checkbox"/>	Transaction Group	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Customer Reference	Beneficiary Name/ Account No.	Transaction Amount
<input checked="" type="checkbox"/>	<a href="#">Domestic Payment (SGD)</a>	30 Mar 2021	CUSTOMER 158769 0000123456789 (SGD)	-	SGMP210325437713	MEPS2 JP CNY MEPS 2 JP	ALVIN PTE LTD FT100001 - 12345678	SGD 100.00

At the bottom right, there is a 'Delete' button.

5. Click on the check box beside the record to be deleted.
6. Click [Delete](#) hyperlink and click .
7. Task will be deleted and removed from Task List.

# 7. Transaction Status Inquiry

Transaction Status Inquiry allows users to view the status of all transactions made via RHB REFLEX based on their user entitlement.

## 1. Active Transaction Status:

a. Pending in user's Task List (has not been authorised)

- Draft
- Recalled
- Returned
- Pending Verification
- Pending Authorisation

b. Submitted to bank for processing (has been authorised)

- Bank Accepted
- Pending Bank Processing
- Bank Processed
- Processed with errors
- Partially Processed

## 2. Final Transaction Status (end of the transaction workflow):

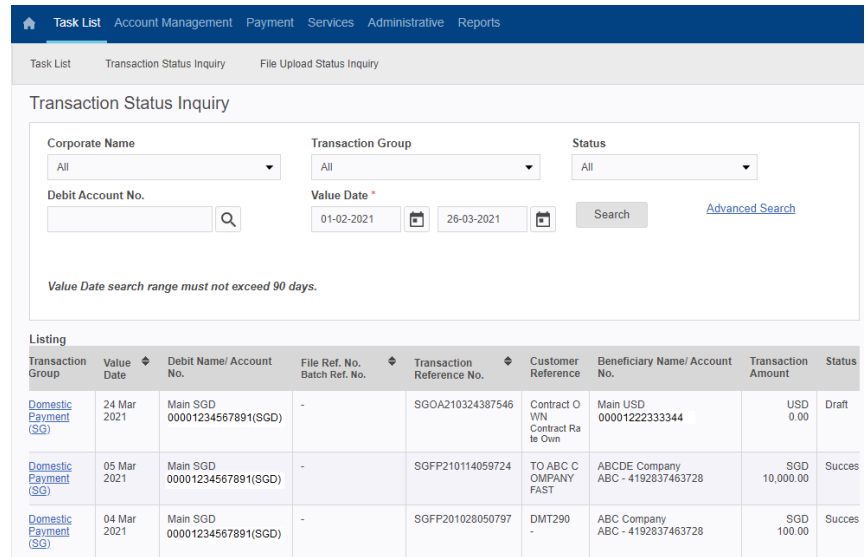
a. Before submission to bank


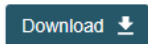
- Rejected (by Reviewer/Authoriser)
- Stopped (by Authoriser)
- Deleted (by Maker)
- Cancelled (by Maker)

b. After submitted to Bank

- Partially Successful
- Successful
- Unsuccessful
- Bank Rejected
- Bank Returned
- Bank Cancelled
- Connection Timeout

To access Transaction Status Inquiry module, please navigate through **Task List > Transaction Status Inquiry**



1. Upon clicking  button, system will display all the transaction based on the searching criteria.
2. Click  and choose CSV.
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. Report can be retrieve from File Repository.
5. Click on [Print](#) to view and print the screen page.
6. Click on the [Transaction Group](#) hyperlink to view the details of transaction.
7. Refer to table below to view the definition of each transaction status:

Pending in Task List	
Draft	Task which is saved as draft by maker.
Recalled	Task which is recalled by maker.
Returned	Task which is returned by authoriser.
Pending Verification	Task which is pending verification.
Pending Authorisation	Task which is pending authorisation.
Submitted to bank for processing	
Bank Accepted	Transaction accepted by the bank.
Pending Bank Processing	Transaction which is pending bank processing.
Bank Processed	Transaction processed by the bank.
Processed with errors	One of the transactions in the file record is "Bank Rejected", "Unsuccessful" or "Bank Returned".
Partially Processed	One of the transactions in the file record is "Bank Processed"
Before submission to bank	
Rejected	Task which is rejected by reviewer / authoriser.
Stopped	Task which is stopped by authoriser.
Deleted	Task which is deleted by maker.
Cancelled	Task which is cancelled by maker.
After submitted to bank	
Partially Successful	One of the transactions in the file record is "Successful".
Successful	Transaction(s) is processed successfully.
Unsuccessful	Transaction(s) funds are rejected by the beneficiary bank and is returned to the debiting account.
Bank Rejected	Transaction(s) is rejected by the bank.
Bank Returned	Transaction(s) funds are rejected by the beneficiary bank and is returned to the debiting account.
Bank Cancelled	Transaction(s) is cancelled by the bank.
Connection Timeout	Transaction(s) is rejected by the bank due to technical issue.

## 8. File Upload Status Inquiry

File Upload Status Inquiry allows users to view the status of uploaded file.

There are 3 File Upload Status:

- **Pending Validation**

Uploaded File is still pending validation.

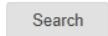
- **File Uploaded**

File uploaded successfully.

- **File Rejected**

Uploaded File is rejected.

To access File Upload Status Inquiry module, please navigate through **Task List > File Upload Status Inquiry**

1. Upon clicking  button, system will display all the transaction based on the searching criteria.

Transaction Group	Upload Date / Time	File Ref. No. / Batch Ref. No.	File Name	File Format	User ID / Name	Total Transaction Amount / Count	File Upload Status
Domestic Payment (SG)	29 Mar 2021 10:54:56	SGFL210329009540	Domestic bulk payment OTH (Superf D).txt	PAYMENT .txt	SUPERID - SUPERID	-	<a href="#">File Rejected</a>
Salary Payment (SG)	26 Mar 2021 17:58:54	SGFL210326009504	Salary Payment (F AST SUPERID).txt	PAYMENT .txt	SUPERID - SUPERID	SGD 1,500.00 2	File Uploaded
Domestic Payment (SG)	26 Mar 2021 17:58:11	SGFL210326009503	Domestic bulk payment OTH (Superf D).txt	PAYMENT .txt	SUPERID - SUPERID	SGD 6,500.00 5	File Uploaded

[Download](#) [Print](#)

2. Click on [File Rejected](#) hyperlink to view rejected reason(s).

Line	Error Message
Line 2 :	Date must be today's date or a future date. [801008103]
Line 4 :	Date must be today's date or a future date. [801008103]
Line 6 :	Date must be today's date or a future date. [801008103]
Line 8 :	Date must be today's date or a future date. [801008103]
Line 10 :	Date must be today's date or a future date. [801008103]
	Error occurred during processing file. [801004005]

3. Click  to download listing and choose CSV.

4. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**

5. Report can be retrieved from File Repository.

## 9. Reports

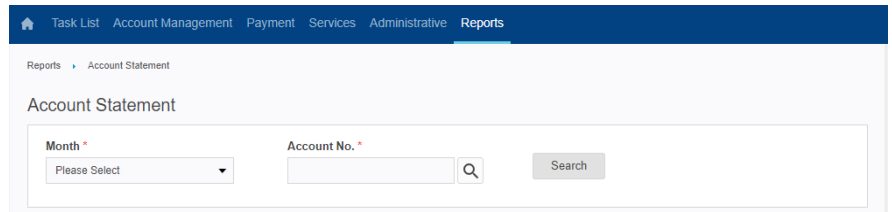
Reports tab allows users to download the following report:

- Account Statement
- Advices
- Charges
- Transaction Details
- MT Reports

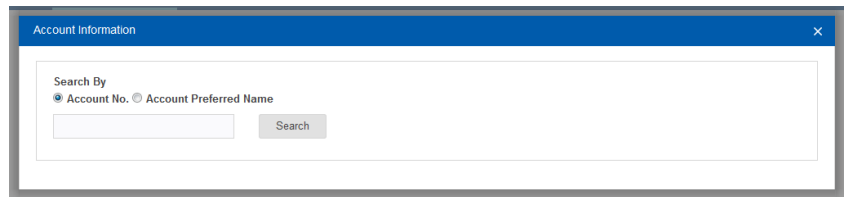
### 9.1 Account Statement

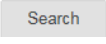
Account Statement menu allows user to view and generate current account statement for past three months.

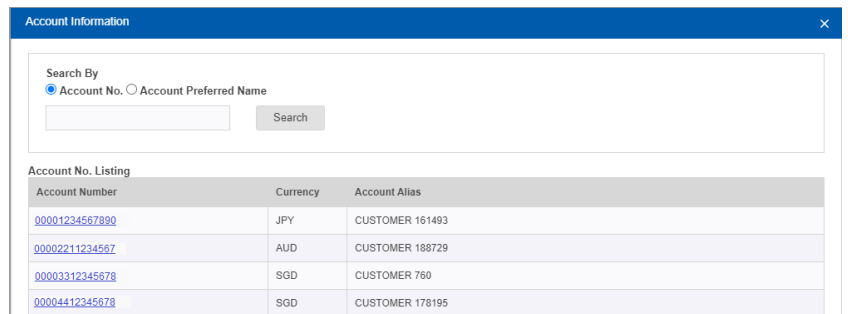
To download the account statement, please navigate through **Report > Account Statement**.



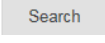
1. Select desired Month.
2. Select Account No. by clicking on , a light box will appear.

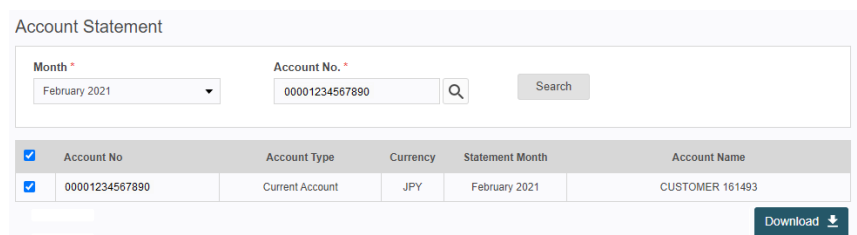


3. Select account based on Account No. or Account Preferred Name and click .



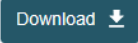


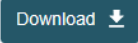
Account Number	Currency	Account Alias
<a href="#">00001234567890</a>	JPY	CUSTOMER 161493
<a href="#">00002211234567</a>	AUD	CUSTOMER 188729
<a href="#">00003312345678</a>	SGD	CUSTOMER 760
<a href="#">00004412345678</a>	SGD	CUSTOMER 178195

4. A list of tagged accounts will be displayed. Select one preferred account's hyperlink and click .



Account No.	Account Type	Currency	Statement Month	Account Name
<input checked="" type="checkbox"/> 00001234567890	Current Account	JPY	February 2021	CUSTOMER 161493

 →  and click  and choose PDF.

5. Check the textbox  →  and click  and choose PDF.
- Once successful, a message **Download request has been sent successfully. Please check in File Repository Portlet** will prompt.

6. Report can be retrieved from File Repository.

# 9. Report

## 9.2 Advices


Reports allow user to download following:

- Debit Advice
- Credit Advice

### 9.2.1 Debit Advice

To check on Debit Advices, please navigate through **Reports > Advices**

1. Click Debit Advice

2. On Account No. field, click on the search  button and a light box will appear to select Accounts

Account Number	Currency	Account Alias
<a href="#">000012345678905</a>	EUR	CUSTOMER 190204
<a href="#">000012345678906</a>	USD	CUSTOMER 12122
<a href="#">000012345678907</a>	SGD	CUSTOMER 10132

3. Select a Value Date and click search.

Value Date \*

Today  History


21-04-2020 21-04-2020 Search

Value Date search range must not exceed 90 days.

4. Click on the [Debit Advice](#) hyperlink to view advice details.

Advice Type	Transaction Type	Value Date	Beneficiary Name	Transaction Reference No.	Bank Reference No.	Transaction Amount
<a href="#">Debit Advice</a>	Transfer to Own RHB Account	16 Apr 2020	CUSTOMER 12122	SGOA200415044378	-	USD 100.00
<a href="#">Debit Advice</a>	FAST Payment	15 Apr 2020	ABC Company Edited	SGFP200415044335	-	SGD 13.00
<a href="#">Debit Advice</a>	MEPS Payment	15 Apr 2020	ABC Company Edited	SGMP200415044336	10MEPS200008080	SGD 100.00

5. Click [Print](#) button to view and print the advice.

6. Click  button to download the advice.

Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**

7. Report can be downloaded from File Repository (Click Home).




# 9. Report

## 9.2 Advices

### 9.2.2 Credit Advice

To check on Credit Advices, please navigate through **Reports > Advices**

1. Click Credit Advice

2. On Account No. field, click on the search  button and a light box will appear to select Accounts


Account Number	Currency	Account Alias
<a href="#">000012345678905</a>	EUR	CUSTOMER 190204
<a href="#">000012345678906</a>	USD	CUSTOMER 12122
<a href="#">000012345678907</a>	SGD	CUSTOMER 10132

3. Select a Value Date and click search.

4. Click on the [Credit Advice](#) hyperlink to view advice details.

Advice Type	Transaction Type	Value Date	Sender Name	Transaction Reference No.	Bank Reference No.	Transaction Amount
<a href="#">Credit Advice</a>	Overseas Telegraphic Transfer	16 Apr 2020	MAN UTD PTE LTD TRANSACTION BANKING SINGAPORE REFLEX PT	-	TT200416001	SGD 1,010.00
<a href="#">Credit Advice</a>	Transfer to Other RHB Account	16 Apr 2020	NEW YEAR DONT WORK	SGOT200416044404	-	SGD 999.00
<a href="#">Credit Advice</a>	Overseas Telegraphic Transfer	09 Apr 2020	MAN UTD PTE LTD	-	TT200409001	SGD 200,010.00
<a href="#">Credit Advice</a>	Overseas Telegraphic Transfer	06 Apr 2020	MAN UTD PTE LTD	-	TT200406004	SGD 999.99

5. Click [Print](#) button to view and print the advice.

6. Click  button to download the advice.

Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**

7. Report can be downloaded from File Repository (Click Home).

## 9. Reports

### 9.3 Charges

Charges module allows users to enquiry on list of charges and the status details of the charges.

To access the Charges module, please navigate through **Report > Charges**.

Charges

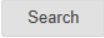
Provider \*  
Please Select

Charge Type  
Please Select

Charge Date \*  
From To

Status  
Please Select

Search

1. Upon clicking  button, system will display all the charge(s) based on the searching criteria

Charges

Provider \*  
SG - Singapore

Charge Type  
Please Select


Charge Date \*  
26-03-2021 29-03-2021

Status  
Please Select

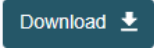
Search

Search Result

Transaction Group	Transaction Type	Charge Date	Debit Account No.	File Ref. No.	Batch Ref. No.	Transaction Reference No	Charge Type	Charges (Applicant)	Charges (Beneficiary)	Charges Borne By	Status
Salary Payment (SG)	FAST Payment	26 Mar 2021	00001234567890	SGFL210326009504	-	SGFP210326437776	Service Charge	SGD 1.00	SGD 0.00	OUR	Success
Salary Payment (SG)	FAST Payment	26 Mar 2021	00001234567890	SGFL210326009504	-	SGFP210326437777	Service Charge	SGD 1.00	SGD 0.00	OUR	Success

Download  [Print](#)

\*Best to be printed on A3 paper.

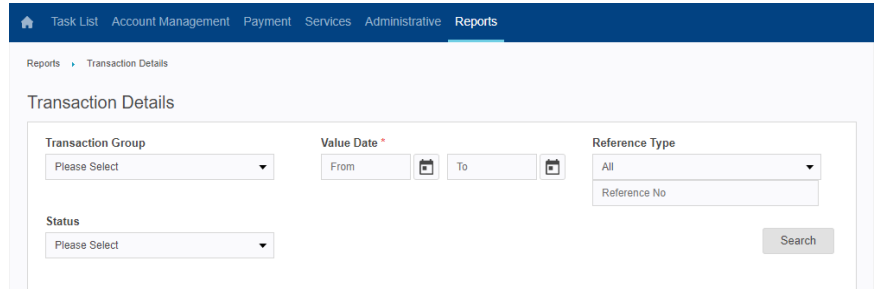
2. Click  and choose between PDF and CSV.
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. Report can be retrieved from File Repository.
5. User can
  - a. click [Print](#) to view and print out the screen page

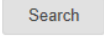
## 9. Reports

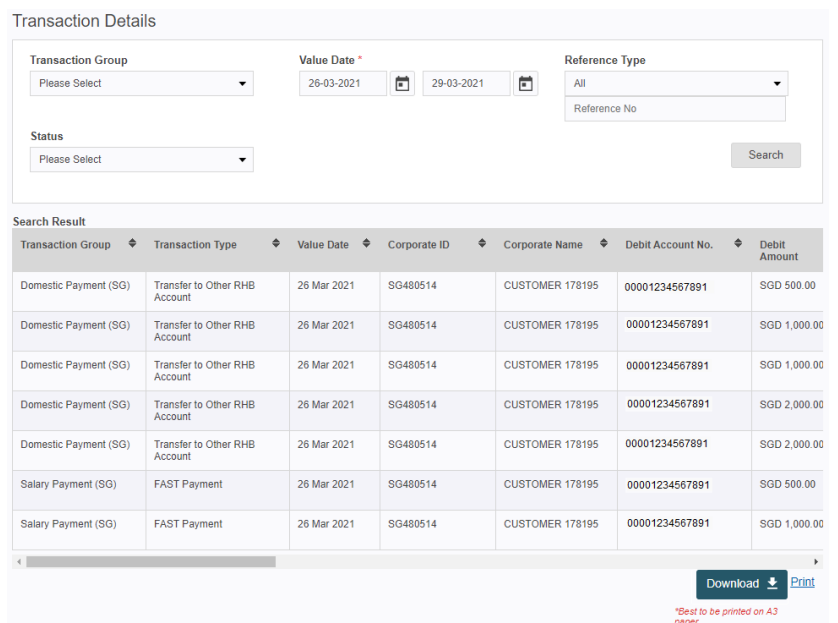
### 9.4 Transaction Details

This report performs general enquiries on the transactions.


To access Transaction Details module, please navigate through **Report > Transaction Details**.



1. Upon clicking  button, system will display all the transaction details based on the searching criteria.



Transaction Group	Transaction Type	Value Date	Corporate ID	Corporate Name	Debit Account No.	Debit Amount
Domestic Payment (SG)	Transfer to Other RHB Account	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 500.00
Domestic Payment (SG)	Transfer to Other RHB Account	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 1,000.00
Domestic Payment (SG)	Transfer to Other RHB Account	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 1,000.00
Domestic Payment (SG)	Transfer to Other RHB Account	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 2,000.00
Domestic Payment (SG)	Transfer to Other RHB Account	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 2,000.00
Salary Payment (SG)	FAST Payment	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 500.00
Salary Payment (SG)	FAST Payment	26 Mar 2021	SG480514	CUSTOMER 178195	00001234567891	SGD 1,000.00

2. Click  and choose between PDF and.CSV.
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. Report can be retrieved from File Repository.
5. User can
  - a. click [Print](#) to view and print out the screen page

## 9. Report

### 9.5 MT Report

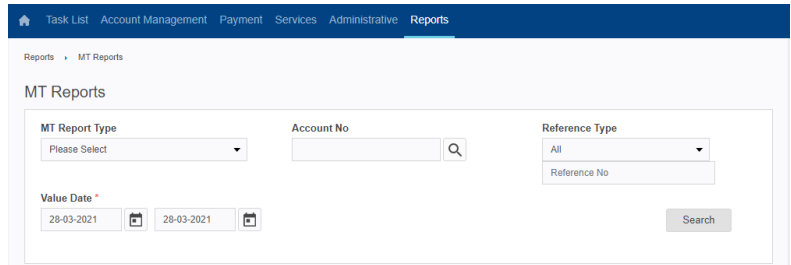
\*Subscription for MT Report feature is required. Please get in touch with your Relationship Manager if you would like this feature to be available in your Reflex access.

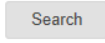
- MT reports are applicable for MEPS Payment and Overseas Telegraphic Transfer.
- MT reports are retrievable on T-1 day basis.
- System will display transactions report for any 90 days' period.

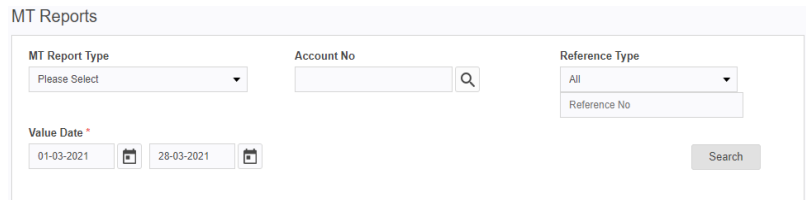
Report allow user to download following:

- MT 103

To view MT Report, please navigate through **Reports > MT Report**



1. Upon clicking  button, system will display all the transaction details based on the searching criteria.

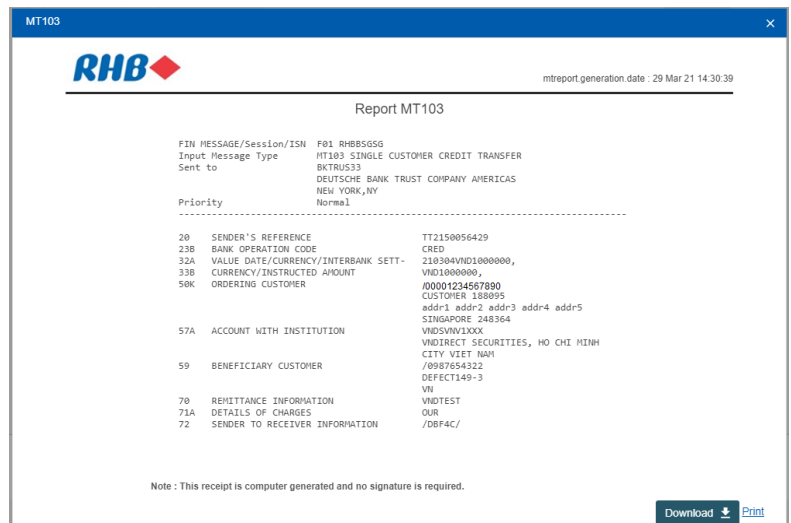


Listing


<input type="checkbox"/>	MT Report	Value Date	Debit Name/ Account No.	File Ref. No. Batch Ref. No.	Transaction Reference No.	Bank Reference No.	Beneficiary Name/ Account No.	Transaction Amount
<input checked="" type="checkbox"/>	<a href="#">MT 103</a>	02 Mar 2021	CUSTOMER 188095 00001234567890(SGD)	SGFL210302008762 -	SGTT210302099747	TT2150056429	DEFECT149-3 0987654322	VND 1,000,000.00
<input type="checkbox"/>	<a href="#">MT 103</a>	02 Mar 2021	CUSTOMER 188095 00001234567890(SGD)	SGFL210302008762 -	SGTT210302099745	TT2150056428	DEFECT149-1 AE070331234567890123456	AED 100.00
<input type="checkbox"/>	<a href="#">MT 103</a>	02 Mar 2021	CUSTOMER 188095 00001234567890(SGD)	SGFL210302008762 -	SGTT210302099746	TT2150056427	DEFECT149-2 0987654321	TWD 1,000.00
<input type="checkbox"/>	<a href="#">MT 103</a>	22 Mar 2021	CUSTOMER 172539 00001234567890(SGD)	-	SGMP210322346906	10MEPS210022900	ABC Salary Company 12123131231231	SGD 100.00

[Download](#)

2. To view the report, click on the [MT 103](#) hyperlink.



3. Click [Print](#) button to view and print the report.

4. Click  button to download the report.

Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**

5. Report can be downloaded from File Repository (Click Home).

# 10. System administrators' access rights

## 10.1 User Status and Token Maintenance

This module allows the system administrator users to view or modify users' statuses and manage the tokens.

There are several features that allow the System administrators to perform in this module, such as:

- **Activate User**
- **Deactivate User**
- **Unlock and Reset Token**
- **Reset password**

### 10.1.1 Activate User

For user status which is Blocked or Inactive, administrators are able to activate the users.

This action only applicable to activate the below users:

- **Maker**
- **Authoriser**
- **Reviewer**
- **Inquirer**

***\*For other users, please contract our customer call centre for assistance.***

To access User Status and Token module, **[Administrator 1 Maker]** or **[Administrator 1 Maker with Financial Transaction]** please navigate through **Administrative > User Maintenance > User Status and Token**

1. Search for the user whose current user status as "inactive" or "blocked" to be activated.

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance - Inquiry and Listing

Corporate ID: SG001246 Corporate Name: KOHSAMUI 813934

User ID: [input] Search

Listing

User ID	User Name	User Status	Token ID	Provider	Cross Border Status
<a href="#">1STUSER</a>	USER1234	Active		SG	User not Linked

2. Click on the User ID hyperlink of the inactive/ blocked user.

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance

Details

Provider: SG Corporate Name: KOHSAMUI 813934

Corporate ID: SG001246 User ID: YIWONDE

User Name: YIWON I/C No: fig

User Group: 00004 User Role: Inquirer

Office Phone No: - Mobile No: 654253232432

User Status: Blocked Email Address: yiwon@hitachi-ebworx.com

Status Reason: Exceed Maximum 1FA Retries Password Last Update: 27-Oct-2017

Reset Password Activate

3. Click on **Activate** button.
4. Verify the activation and click on **Submit** button to submit the task for authorisation.
5. Log in using **[Administrator 2 Authoriser]** or **[Administrator 2 Authoriser with Financial Transaction]** credentials and approve the activation task.

# 10. System administrators' access rights

## 10.1 User Status and Token Maintenance

### 10.1.2 Deactivate User

For user status which is active, administrators are able to deactivate the users.

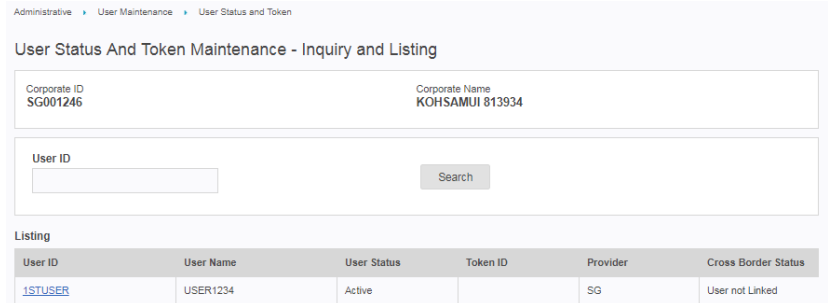
This action only applicable to deactivate the below users:

- **Maker**
- **Authoriser**
- **Reviewer**
- **Inquirer**

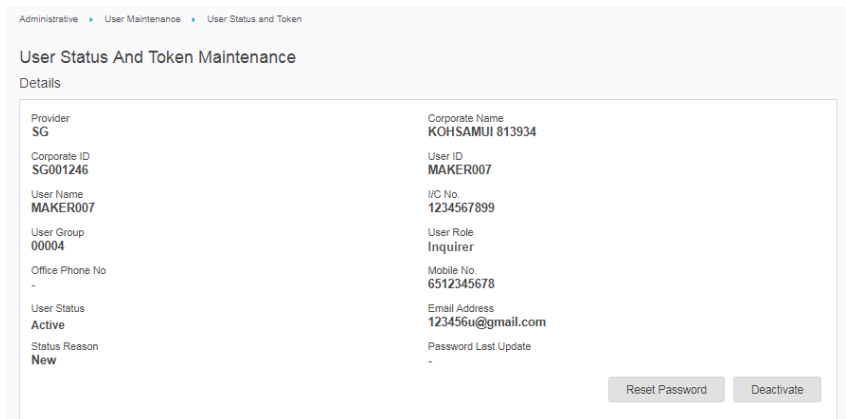
***\*For other user roles, please contract our customer call centre for assistance.***

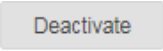
To access User Status and Token module, **[Administrator 1 Maker]** or **[Administrator 1 Maker with Financial Transaction]** please navigate through **Administrative > User Maintenance > User Status and Token**

1. Search for the user to be deactivated.



2. Click on the User ID hyperlink of the active user.



3. Click on  button.

4. Verify the activation and click on  button to submit the task for authorisation.

5. Log in using **[Administrator 2 Authoriser]** or **[Administrator 2 Authoriser with Financial Transaction]** credentials and approve the deactivation.

# 10. System administrators' access rights

## 10.1 User Status and Token Maintenance

### 10.1.3 Unlock and Reset Token

For user whose tokens are locked or inactive, administrators are able to unlock or reset the users.

This action only applicable to unlock or reset token on the below users:

- **Maker**
- **Authoriser**
- **Reviewer**
- **Inquirer**

***\*For other user roles, please contact our customer call centre for assistance.***

To access User Status and Token module, **[Administrator 1 Maker]** or **[Administrator 1 Maker with Financial Transaction]** please navigate through **Administrative > User Maintenance > User Status and Token**

User ID	User Name	User Status	Token ID	Provider	Cross Border Status
<a href="#">ISTUSER</a>	USER1234	Active		SG	User not Linked

1. Click on the User ID hyperlink of the user.

**Details**

Provider: SG  
Corporate ID: SG001246  
User Name: SS\_MAKER  
User Group: MAKER  
Office Phone No: -  
User Status: Active  
Status Reason: -

Corporate Name: KOHSAMUI 813934  
User ID: **ISTUSER**  
IC No: 1234567890  
User Role: Maker  
Mobile No: 6511111111111111  
Email Address: melina@hitachi-ebworx.com  
Password Last Update: 31-Mar-2018

[Reset Password](#) [Deactivate](#)

**Token Details**

Token Type: Hardware Token  
Token ID: 9999999579

[Unlock Token](#) [Reissue Token](#)

[Back](#)

2. Click on **Unlock Token** button.

**Details**

Provider: SG  
Corporate ID: SG001246  
User Name: SS\_MAKER  
User Group: MAKER  
Office Phone No: -  
User Status: Active  
Status Reason: -

Corporate Name: KOHSAMUI 813934  
User ID: SSMKR  
IC No: 1234567890  
User Role: Maker  
Mobile No: 6511111111111111  
Email Address: melina@hitachi-ebworx.com  
Password Last Update: 31-Mar-2018

**Token Details**

Token Type: Hardware Token  
Token ID: 9999999579

**Action**

Request Type: Unlock/Reset Token

Unlock Token  
 Reset Token

[Back](#) [Submit](#)

# 10. System administrators' access rights

## 10.1 User Status and Token Maintenance

### 10.1.3 Unlock and Reset Token

3. Please select at least one action:

➤ **Unlock Token:**

- This feature is to unlock hardware token due to entering invalid PIN code for multiple times.
- If "Unlock Token" is selected, key in the Token Lock Code on the hardware token.

➤ **Reset Token:**

- This feature is to reset hardware tokens to calibrate the token connection with the system.

Token Details

Token Type  
**Hardware Token**

Token ID  
9999999579

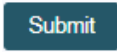
---

Action

Request Type  
Unlock/Reset Token


**Unlock Token**  
Token Lock Code

**Reset Token**

4. Verify the task and click on  button to submit the task for authorisation.

Administrative > User Maintenance > User Status and Token

### User Status And Token Maintenance

 **Successful.**  
Task submitted.

---

Details

Provider SG	Corporate Name KOH SAMUI 813934
Corporate ID SG001246	User ID SSMKR
User Name SS_MAKER	IC No. 1234567890
User Group MAKER	User Role Maker
Office Phone No -	Mobile No. 65111111111111
User Status Active	Email Address melina@hitachi-ebworx.com
Status Reason -	Password Last Update 31-Mar-2018

---

Token Details

Token Type  
**Hardware Token**

Token ID  
9999999579

---

Action

Request Type  
Unlock/Reset Token

Unlock Token  
Token Lock Code  
12345678  
Reset Token

[Print](#)

5. Log in using **[Administrator 2 Authoriser]** or **[Administrator 2 Authoriser with Financial Transaction]** credentials and approve the unlocked or reset token task.



## 10. System administrators' access rights

### 10.1 User Status and Token Maintenance

#### 10.1.4 Reset Password

For user whose password expired or forgotten password, administrators are able to reset password for these users.

This action only applicable to reset password on the below users:

- **Maker**
- **Authoriser**
- **Reviewer**
- **Inquirer**

***\*For other user roles, please contact our customer call centre for assistance.***

To access User Status and Token module, **[Administrator 1 Maker]** or **[Administrator 1 Maker with Financial Transaction]** please navigate through **Administrative > User Maintenance > User Status and Token**

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance - Inquiry and Listing

Corporate ID SG001246 Corporate Name KOHSAMUI 813934

User ID  Search

Listing

User ID	User Name	User Status	Token ID	Provider	Cross Border Status
<a href="#">ISTUSER</a>	USER1234	Active		SG	User not Linked

1. Click on the User ID hyperlink of the user.

User Status And Token Maintenance

Details

Provider SG Corporate Name KOHSAMUI 813934

Corporate ID SG001246 User ID SSMKR

User Name SS\_MAKER I/C No. 1234567890

User Group MAKER User Role Maker

Office Phone No - Mobile No. 6511111111111111

User Status Active Email Address melina@hitachi-ebworx.com

Status Reason - Password Last Update 31-Mar-2018

Reset Password Deactivate

2. Click on **Reset Password** button.

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance - Reset Password

Details

Provider SG Corporate Name KOHSAMUI2 & 813934

Corporate ID SG001246 User ID SSMKR

User Name SS\_MAKER I/C No. 1234567890

User Group MAKER User Role Maker

Office Phone No - Mobile No. 6022333333

User Status Active Email Address melina1@hitachi-ebworx.com

Status Reason - Password Last Update 31-Mar-2018

Token Details

Token Type Hardware Token

Token ID 9999999979

Action

Request Type Reset Password

Back Submit

3. Verify the task and click on **Submit** button to submit the task for authorisation.

4. Log in using **[Administrator 2 Authoriser]** or **[Administrator 2 Authoriser with Financial Transaction]** credentials and approve password reset.

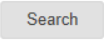
# 10. System administrators' access rights

## 10.2 Transaction Log

Every administrative task performed will be stated in Transaction Log report. This log allows system administrator to view the current status and details of the tasks (non-financial).

To access Transaction Log module, please navigate through **Administrative > Transaction Log**.

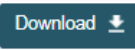
The screenshot shows the 'Administrative > Transaction Log' page. The 'Transaction Log Inquiry' form contains the following fields: 'Category' (Please Select), 'Function' (Please Select), 'Status' (Please Select), and 'Create Date' (From and To date pickers). A 'Search' button is located to the right of the date pickers.

1. Upon clicking  button, system will display all the transaction based on the searching criteria.

The screenshot shows the 'Transaction Log Inquiry' form with search criteria: Category: Administrative, Function: Please Select, Status: Please Select, Create Date: From and To. Below the form is a 'Listing' table with the following data:

Function Name	Provider	Workflow Action	Corporate ID	Corporate Name	Reference No.	Status	Create Date
<a href="#">User Status and Token</a>	Singapore	Modify	SG480735	HKRD INTERNATIONALS PRIVATE LIMITED	1904020027994	Completed	02 Apr 2019
<a href="#">User Status and Token</a>	Singapore	Modify	SG480735	HKRD INTERNATIONALS PRIVATE LIMITED	1904020027993	Completed	02 Apr 2019
<a href="#">User Status and Token</a>	Singapore	Modify	SG480735	HKRD INTERNATIONALS PRIVATE LIMITED	1904010027992	Completed	01 Apr 2019
<a href="#">User Status and Token</a>	Singapore	Create	SG480735	HKRD INTERNATIONALS PRIVATE LIMITED	1904010027991	Completed	01 Apr 2019

At the bottom right of the table, there are navigation controls: 'Previous', '2 of 2', and a 'Download' button with a download icon. A 'Print' link is also visible.

2. You may click on [Print](#) hyperlink to print the current listing, or click on  button to download the listing in the available formats:
  - .CSV
  - .TXT
3. Click on the Function Name hyperlink of a record to see the details.

# 10. System administrators' access rights

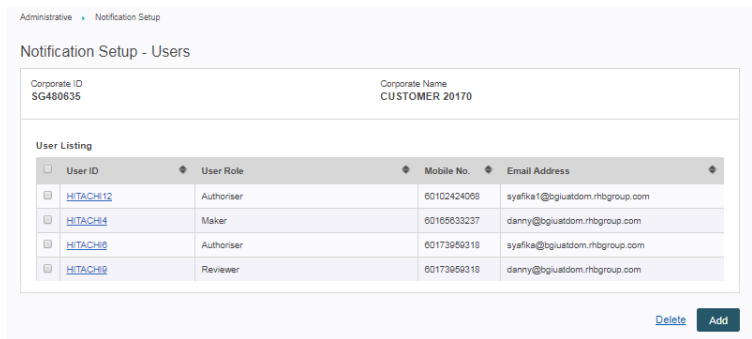
## 10.3 Notification Setup

This module allows the system administrator to set up the type of notification method to be sent to users after tasks performed.

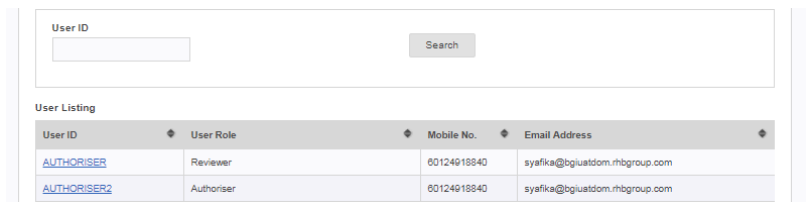
There are three (3) channels available to be selected:

- Reflex Inbox
- Email
- SMS

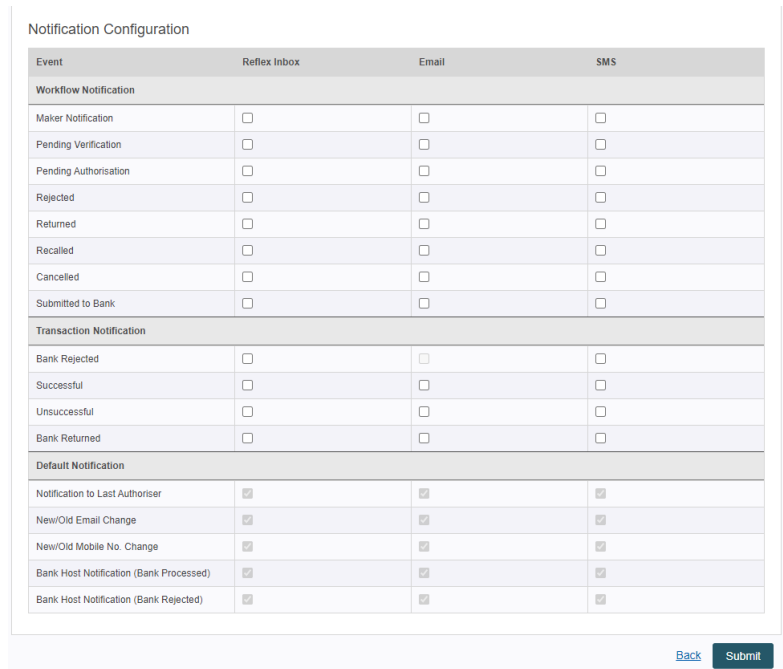
To access Notification Setup module, **[Administrator 1 Maker]** or **[Administrator 1 Maker with Financial Transaction]** please navigate through **Administrative > Notification Setup**.



1. Click on **Add** button to create a setup for a user.
2. Fill in the User ID to be searched and click on **Search** button.



3. User will be directed to the below detail page upon clicking on a "User ID" hyperlink.



4. Tick/untick at the checkboxes to enable/disable a particular notification(s).
5. Click on **Submit** button to submit the task for authorisation.
6. Log in using **[Administrator 2 Authoriser]** or **[Administrator 2 Authoriser with Financial Transaction]** credentials and approve notification setup.

# 10. System administrators' access rights

## 10.4 User Audit Log

Audit log is an extension of Transaction Log where it includes all monetary tasks as well.

To access Audit Log module, please navigate through **Administrative > User Audit Log**

Administrative > User Audit Log

User Audit Log - Inquiry

Corporate SG480635 User ID Module

Log Date From To No. of Record per Page 10 Search Reset

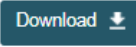
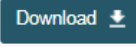
Reference No. File Reference No.

Listing

No.	Log Date/Time	File Reference No.	Reference No.	Corporate ID	User ID	Function	Sub-Function	Action
1	<a href="#">28 Mar 2018 17:38:25</a>	-	1803280022956	SG480635	SYS1	801083 - User	User	Submit (Create)
2	<a href="#">28 Mar 2018 17:22:47</a>	-	1803280022955	SG480635	SYS1	801082 - Subsidiary/Department	Subsidiary/Department	Submit (Create)
3	<a href="#">28 Mar 2018 17:14:23</a>	-	1803280022953	SG480635	HITACHI6	802032 - Beneficiary Maintenance	Beneficiary Maintenance	Approve (Create)
4	<a href="#">28 Mar 2018 17:13:32</a>	-	1803280022954	SG480635	SYS1	801081 - User Group	User Group	Submit (Create)
5	<a href="#">28 Mar 2018 17:12:29</a>	-	1803280022953	SG480635	HITACHI9	802032 - Beneficiary Maintenance	Beneficiary Maintenance	Verify (Create)
6	<a href="#">28 Mar 2018 17:12:24</a>	-	1803280022952	SG480635	SYS2	801081 - User Group	User Group	Reject (Create)
7	<a href="#">28 Mar 2018 17:10:18</a>	-	1803280022953	SG480635	HITACHI4	802032 - Beneficiary Maintenance	Beneficiary Maintenance	Submit (Create)
8	<a href="#">28 Mar 2018 17:09:43</a>	-	1803280022952	SG480635	SYS1	801081 - User Group	User Group	Submit (Create)
9	<a href="#">28 Mar 2018 17:07:44</a>	-	SGOT180309024352	SG480635	HITACHI6	801006 - Payment/Collection	All Products (SG)	Approve
10	<a href="#">28 Mar 2018 16:55:11</a>	-	1803280022951	SG480635	HITACHI6	802032 - Beneficiary Maintenance	Beneficiary Maintenance	Approve (Modify)

1 of 488 Next

Print Download

1. You may click on [Print](#) hyperlink to print the current listing, or click on  button to download the listing in the available formats:
  - .CSV
  - .TXT
2. Click on the Log Date/Time hyperlink of a record to see the details.
3. You may click on [Print](#) hyperlink to print the current screen, or click on  button to download the listing in the available format(s) depending on the module.

# 10. System administrators' access rights

## 10.5 Admin Report

Admin Report allows users to download the following report:

- Corporate User Summary
- Corporate Consolidate

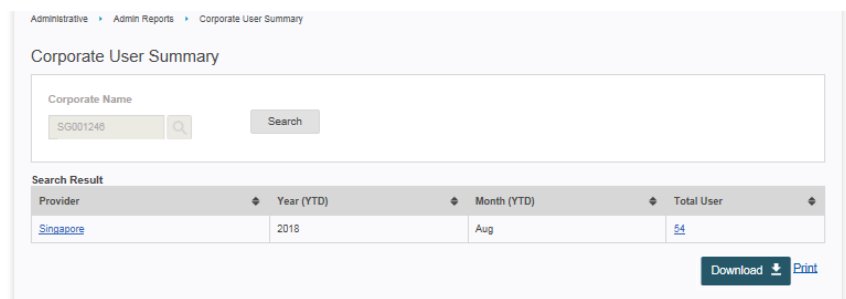
### 10.5.1 Corporate User


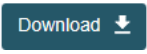
#### Summary

Corporate User Summary Module allows users to enquire on the users within the Corporate. The report drills in to:

- *Corporate User Summary (Enquiry of total number of users under the corporate regardless the status)*
- *Corporate User Summary – User Summary (Enquiry on the number of active and inactive users by roles.)*
- *Corporate User Summary – User Details (Enquiry on the number of active and inactive users by roles)*
- *Corporate User Summary – Accessible Accounts and Products (Enquiry on the accessible accounts and products for each user within the corporate)*

To access the Corporate User Summary module, please navigate through **Administrative > Admin Report > Corporate User Summary**

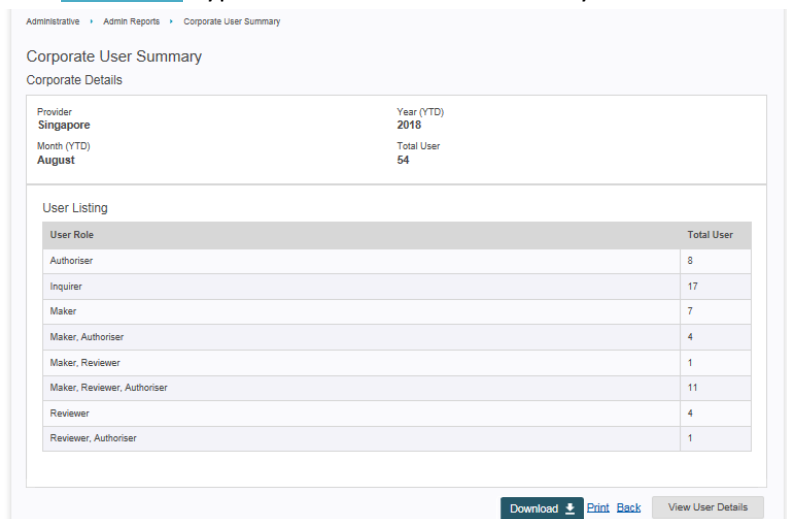


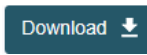
1. Upon clicking on  button, system will display the search result
2. Click on  button and choose .CSV and PDF
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. User can click [Print](#) to view and print out the screen page.

#### User Summary

To access this page, please navigate as through below steps

1. Click [Total User](#) hyperlink to access user summary



2. Click on  button and choose .CSV and PDF
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. User can click [Print](#) to view and print out the screen page.

# 10. System administrators' access rights

## 10.5 Admin Report

### 10.5.1 Corporate User Summary

#### User Details

There are 2 ways to access this page as below

1. Click [Provider](#) hyperlink to access User Details page  
Or
2. Click on [View User Details](#) button to access User Details page

Corporate User Summary

Corporate Details

Provider Singapore	Year (YTD) 2016
Month (YTD) December	Total User 9

User ID	User Name	Creation Date	User Role	User Group	Is Sys Admin	Is Super ID	Cross Border Status	Can View Sensitive Details	Restricted Template Maker	Status
<a href="#">ADVIEWER</a>	SUPRYADI	01 Dec 2016	Viewer	TEST1	No	No	User Linked	Yes	Yes	Active
<a href="#">ADVIEWER2</a>	SUPRYADI	01 Dec 2016	Viewer	00001	No	No	User not Linked	Yes	Yes	Inactive
<a href="#">INQUIRER</a>	INQUIRER	23 Nov 2016	Viewer	00001	No	No	User Linked	Yes	Yes	Active
<a href="#">MELINA</a>	MELINA	01 Dec 2016	Viewer	00001	No	No	User not Linked	No	No	Active
<a href="#">MELINAKURNIAWAN</a>	MELINAKURNIAWAN	01 Dec 2016	Viewer	00001	No	No	User Linked	No	No	Inactive
<a href="#">SYSADMIN1</a>	SYSADMIN1	23 Nov 2016	Maker	SYS1	No	No	User not Linked	Yes	Yes	Active
<a href="#">SYSADMIN2</a>	SYSADMIN2	23 Nov 2016	Authoriser	SYS2	No	No	User Linked	Yes	Yes	Active
<a href="#">SYSADMIN3</a>	SYSADMIN3	29 Nov 2016	Maker	SYS1	No	No	User not Linked	No	No	Active
<a href="#">TESRETEST</a>	TESRETEST	28 Dec 2016	Viewer	00001	No	No	User Linked	No	No	Inactive

< >

[Download](#) [Print](#) [Back](#)

3. Click on [Download](#) button and choose .CSV
4. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
5. User can click [Print](#) to view and print out the screen page.

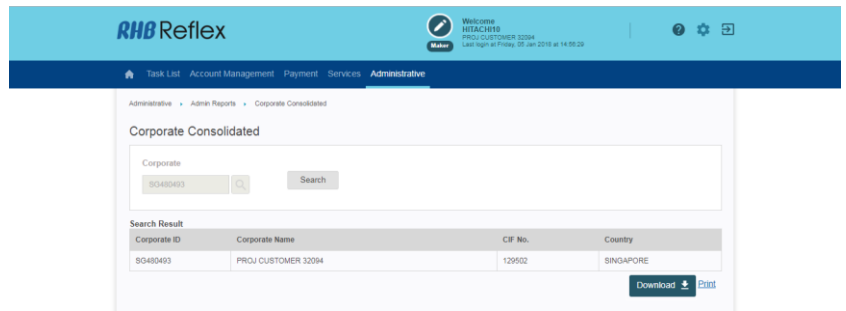
# 10. System administrators' access rights

## 10.5 Admin Report

### 10.5.2 Corporate Consolidated

Corporate Consolidated module allows users to enquiry on the consolidated information of corporates.

To access the Corporate Details module, please navigate through **Administrative > Admin Reports > Corporate Consolidated**



1. Upon clicking on **Search** button, system will display the search result
2. Click on **Download** button and choose PDF
3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
4. User can
  - a. click **Print** to view and print out the screen page

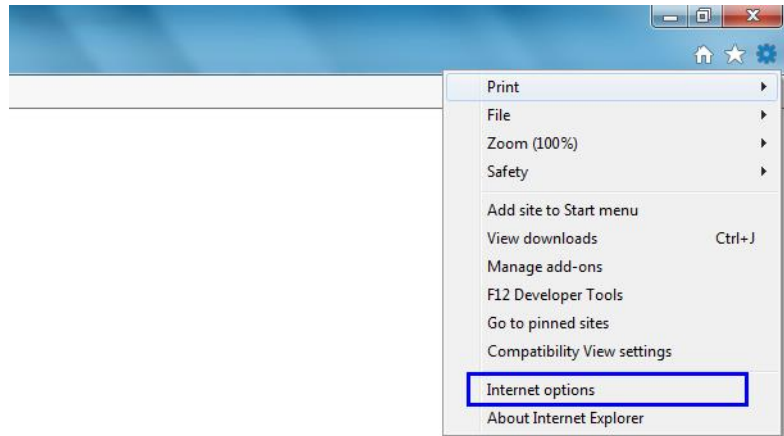
## 11. Appendices

### 11.1 Disable pop-up Blocker (IE)

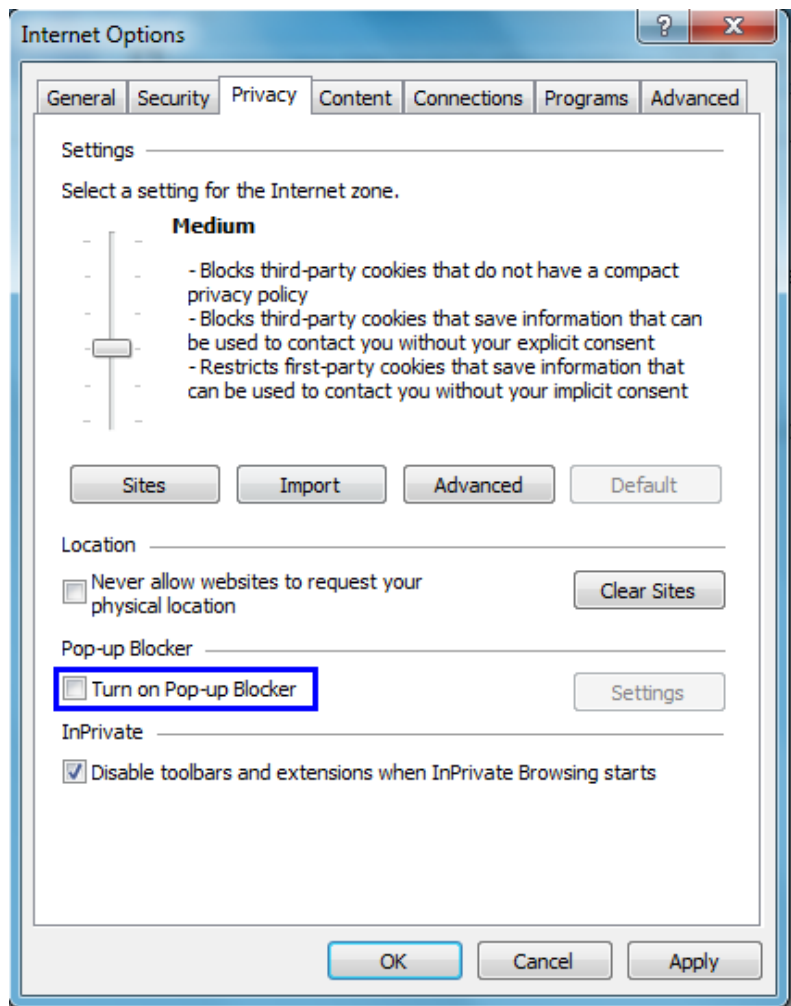
In File Repository, pop-up blocker has to be disabled so you can download multiple files at the same time.

#### Disable pop-up blocker on Internet Explorer (version 10)

1. Open Internet Explorer and click on the tools button (Gear Icon) and click on Internet Options.



2. Click on the Privacy tab, untick Turn On Pop-up Blocker, click APPLY and OK.



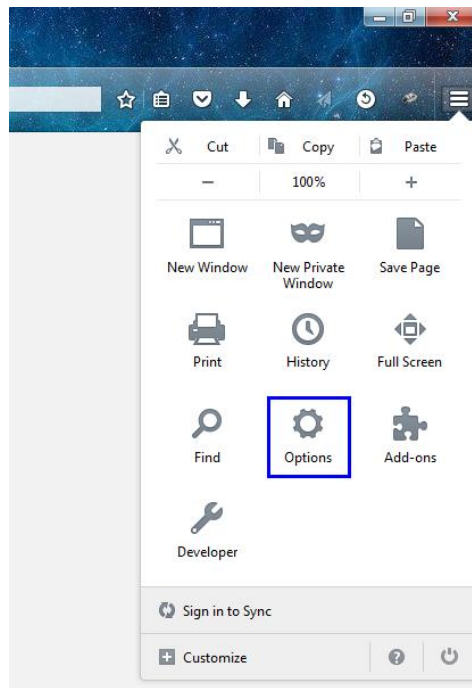


# 11. Appendices

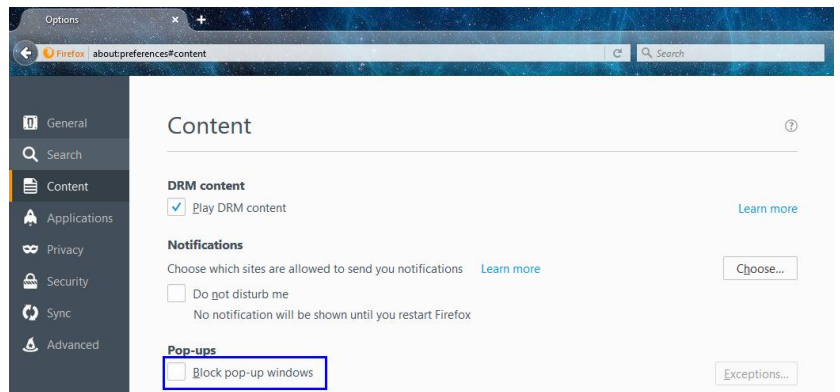
## 11.2 Disable pop-up Blocker (Mozilla)

### Disable pop-up blocker on Mozilla Firefox

1. Open Mozilla Firefox and click on  and click 'Options'.




2. Click on "Content", and untick "Block pop-up windows".

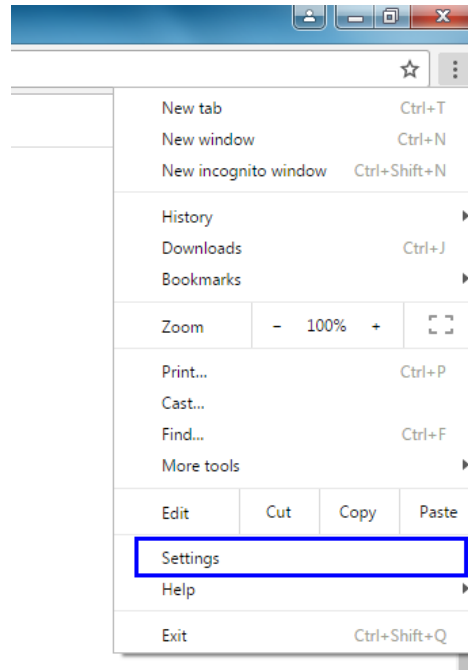


## 11. Appendices

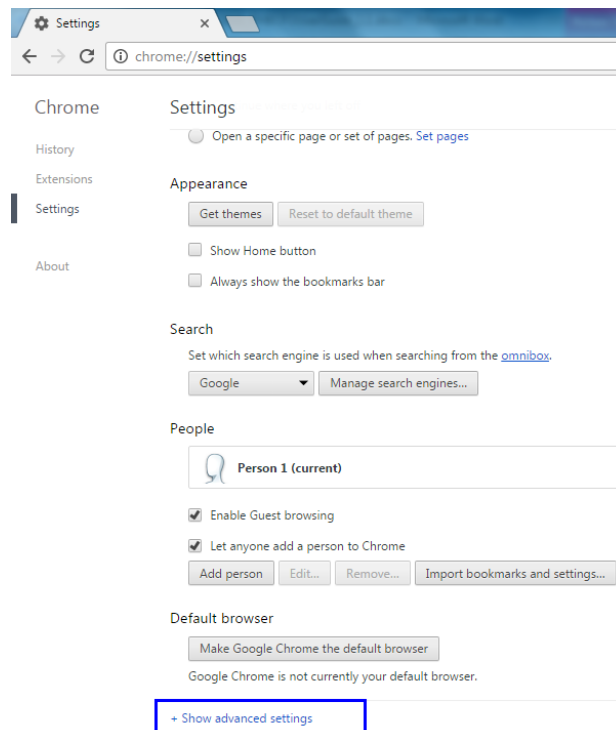
### 11.3 Disable pop-up Blocker (Google Chrome)

#### Disable pop-up blocker Google Chrome

1. Open Google Chrome and click on . Click on “Settings”.



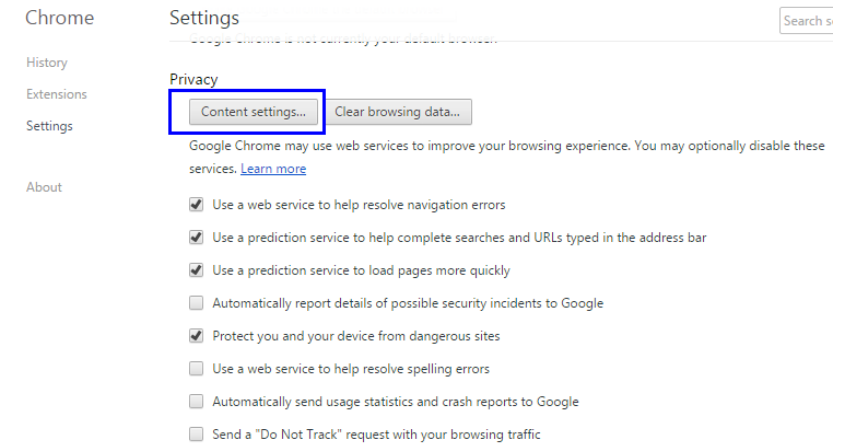
2. Scroll down until user see “Show advanced settings...”, and click on it.



# 11. Appendices

## 11.3 Disable pop-up Blocker (Google Chrome)

3. Under Privacy label, click on “Content settings...”.



4. Scroll the light box until user find Pop-ups. Click radio button of “Allow all sites to show pop-ups” and click “Finished”.

