

# USER GUIDE

Version 2.0



Reflex Online Cash Management

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USER GUIDE VERSION 2.0

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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?

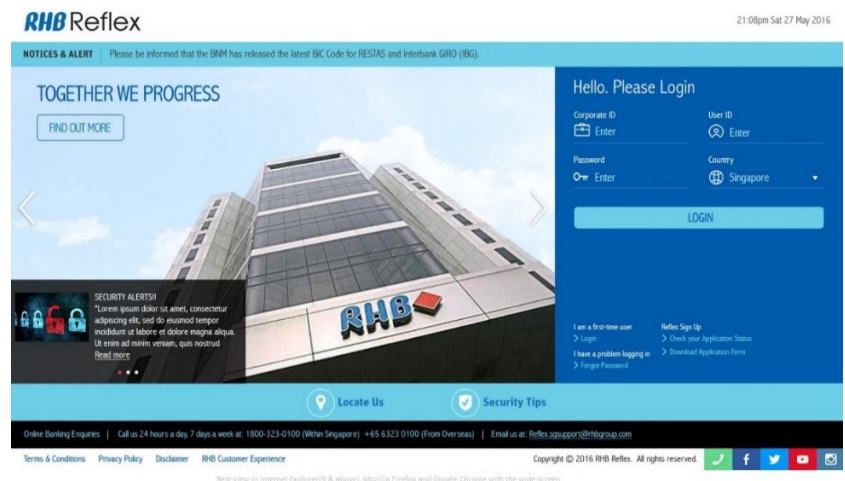
Kindly access RHB REFLEX via:

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

### 1.3 How do I subscribe to Reflex?

Please refer to RHB REFLEX Application Form via

<https://www.rhbgroup.com/~media/files/singapore/products-and-services/business/application-form/reflex-applicationform.ashx?la=en> or simply speak to bank relationship manager for more information.



*For further enquiries and assistance, please contact our 24-hour Customer Care & Contact Centre Hotline at **1800 323 0100** or send enquiry to [Reflex.sgsupport@rhbgroup.com](mailto:Reflex.sgsupport@rhbgroup.com)*



# Part 1

## Introduction

### 1.4

#### User and Roles

In RHB REFLEX, there are four (4) types of user:

1. **Inquirer** – Able to view account balances.
2. **Maker** – Able to view account balances as well as to initiate transaction(s).
3. **Reviewer (optional role)** – Able to view account balances as well as to verify transaction(s).
4. **Authoriser** – Able to view account balances as well as to authorise transaction(s).
5. **Sysadmin 1** – Able to view and perform (Maker) administrative module and duties (refer to Part 5.) respectively.
6. **Sysadmin 2** – Able to view and perform (Authoriser) administrative module and duties (refer to Part 5.) respectively.

To perform transaction activities, one (1) Maker and at least one (1) Authoriser is required. Each user is required to be assigned to one token. Corporate users may request additional token from Bank.

Corporate users could also appoint System Administrators in future, as approved by the Corporate's Management or Board of Directors.

In the meantime, corporate users need to submit RHB Reflex Maintenance form request to Bank for the following:

- Creation of System Administrators (minimally 2; one Maker and one Authoriser)
- Creation of new users, regardless of his/her role
- Amendment of users' user group entitlement
- Upgrade of service package
- Token management (e.g. for loss or replacement of tokens)

## 2. Accessing Reflex

### 2.1 Welcome Pack

#### Welcome Letter & Token

Basic Service 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 Service Package subscribers will receive the Welcome letter, along with the hard tokens, which will be sent to the corporate users 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

[Subject: RHB REFLEX: Welcome to RHB Reflex]

Dear Valued Customer,

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

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

Corporate Name	:	<Corporate Name>
Corporate ID	:	<Corporate ID>
SysAdmin 1	:	<SysAdmin 1>
SysAdmin 2	:	<SysAdmin 2>
User	:	<Other User ID, e.g. Inquirer>

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.

Yours faithfully,  
RHB BANK BERHAD



#### Sample of Token



## 2. Accessing Reflex

### 2.2 Pre-requisite to accessing Reflex

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

1. Registered mobile phone or Token
2. Welcome Letter

**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. 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.

#### **b. Token OTP**

Token is referring to physical token which will generate PIN to allow user to login and perform transactions.

## 2. Accessing Reflex

### 2.3

#### Login to Reflex

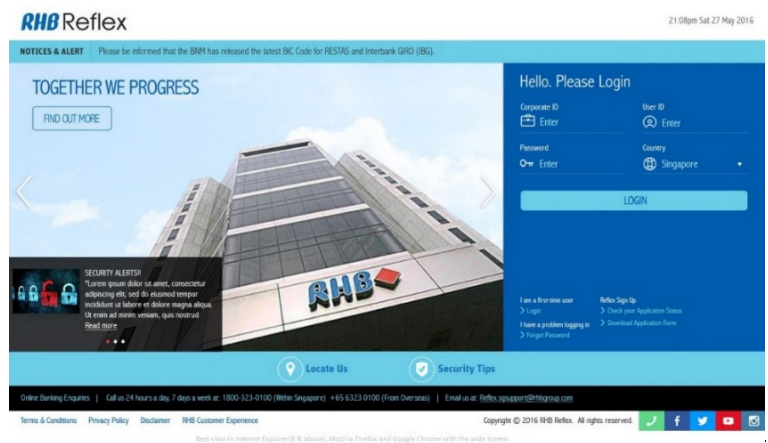
Before performing login, please ensure that user has the correct token or mobile phone which has been registered to Reflex.

***\*It is advisable that user label the token accordingly to avoid any confusion.***

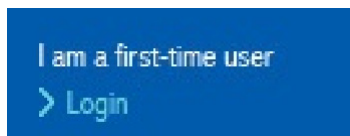
#### 2.3.1 First Time Login

##### 2.3.1.1 First Time Login by SMS OTP

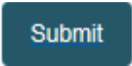
1. Open internet browser.
2. Key in <https://Reflex.rhbgroup.com/rhbReflex/cfo.action> into the address bar to enter RHB REFLEX main page.



3. Click on First Time Login Banner.




4. At the RHB REFLEX First Time Login light box:

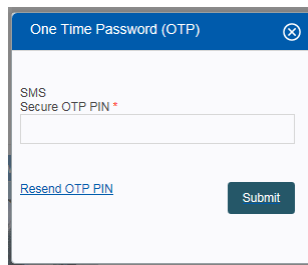
- a. Key in valid Corporate ID (As printed on the welcome letter)
- b. Key in valid User ID (As printed on the welcome letter)
- c. Select "Singapore" as the Country
- d. Click  button

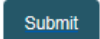

## 2. Accessing Reflex

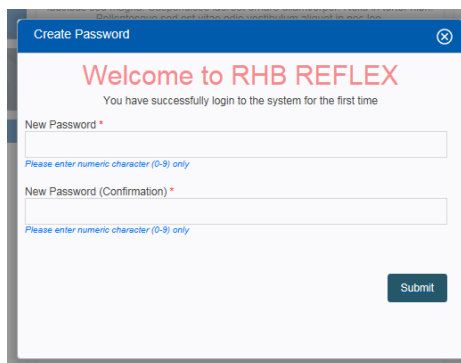
### 2.3

#### Login to Reflex

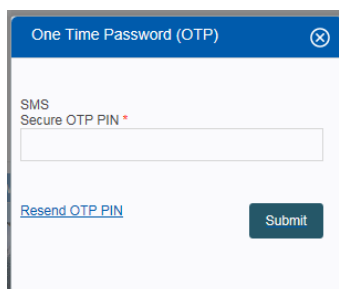
5. After clicking  button, an OTP light box will appear.

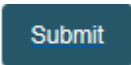
A light box titled "One Time Password (OTP)" with a close button in the top right corner. It contains the text "SMS Secure OTP PIN \*" above a text input field. Below the input field is a blue link "Resend OTP PIN" and a dark blue "Submit" button.

6. Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key in Secure OTP PIN and click  button.  
(Please click [Resend OTP PIN](#) if PIN is not received)
7. A new light box will appear, please create a new password. Enter 2 identical passwords and click .

A light box titled "Create Password" with a close button in the top right corner. It displays "Welcome to RHB REFLEX" and "You have successfully login to the system for the first time". Below this, it asks for "New Password \*" with a text input field and a blue note "Please enter numeric character (0-9) only". This is followed by "New Password (Confirmation) \*" with another text input field and the same blue note. A dark blue "Submit" button is at the bottom right.

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

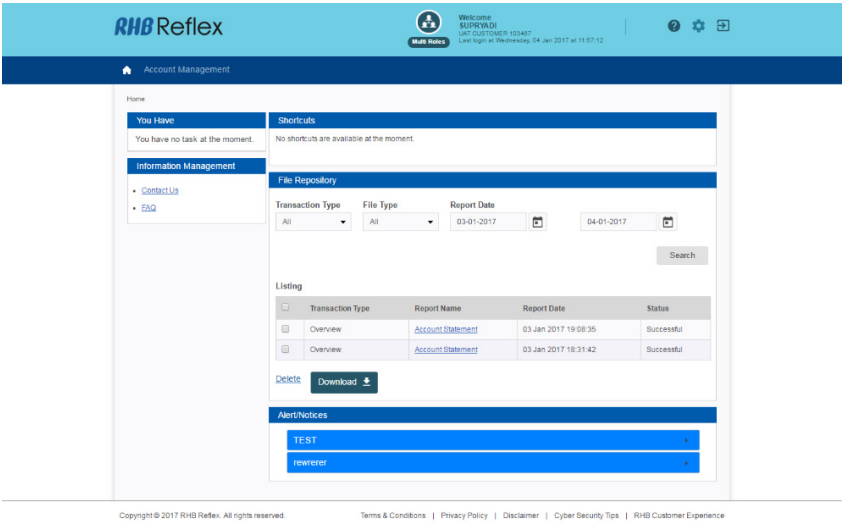
A light box titled "One Time Password (OTP)" with a close button in the top right corner. It contains the text "SMS Secure OTP PIN \*" above a text input field. Below the input field is a blue link "Resend OTP PIN" and a dark blue "Submit" button.

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

2 Accessing Reflex

2.3  
Login to Reflex

9. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



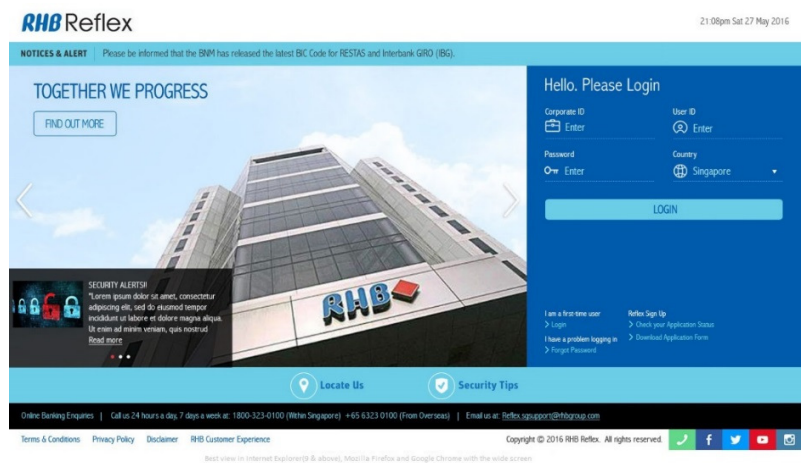
## 2. Accessing Reflex

### 2.3

#### Login to Reflex

#### 2.3.1.2 First Time Login by Token OTP

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

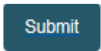


3. Click on First Time Login Banner.



4. A First Time Login light box will appear.

The 'First Time Login' light box is a white rectangular form with a blue header. It contains three input fields: 'Company ID', 'User ID', and 'Country' (which is a dropdown menu set to 'Singapore'). A 'Submit' button is located at the bottom right of the form.

- 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

#### Login to Reflex

5. A Token Activation light box will appear. In this step, user needs to activate the 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.





**Submit**

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.

**Proceed**

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

- a. First, key in Token Serial Number which is located at the back of the Token and click **Submit**
- b. 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. Turn on Token by pressing and hold  button until the screen prompt “-----”
- d. Key in Activation Code received via SMS and followed by pressing  button
- e. Key in a new passcode for the Token
- f. Key in same passcode for confirmation and press 
- g. Token Screen will display “RHB”
- h. Generate OTP by clicking , an OTP will be displayed
- i. Enter OTP in provided field in Step 3 – Generate OTP and Enter the PIN to proceed
- j. Click **Proceed**

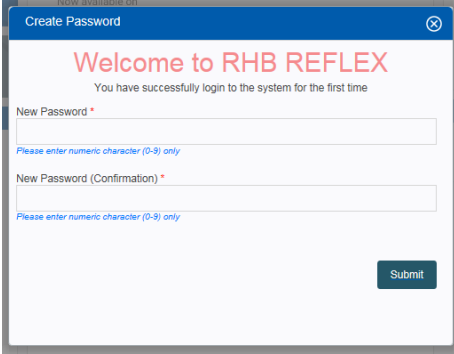


## 2. Accessing Reflex

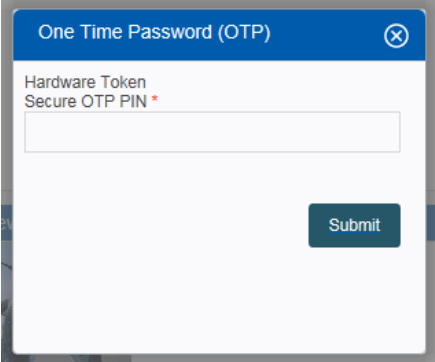
### 2.3

#### Login to Reflex

6. After clicking **Proceed** button, please create new a password.  
Enter 2 identical password and click **Submit**.



7. An OTP light box will appear.



- a. Turn on token and enter new Token passcode.  
b. Generate new PIN  
c. Enter the generated PIN and click **Submit**

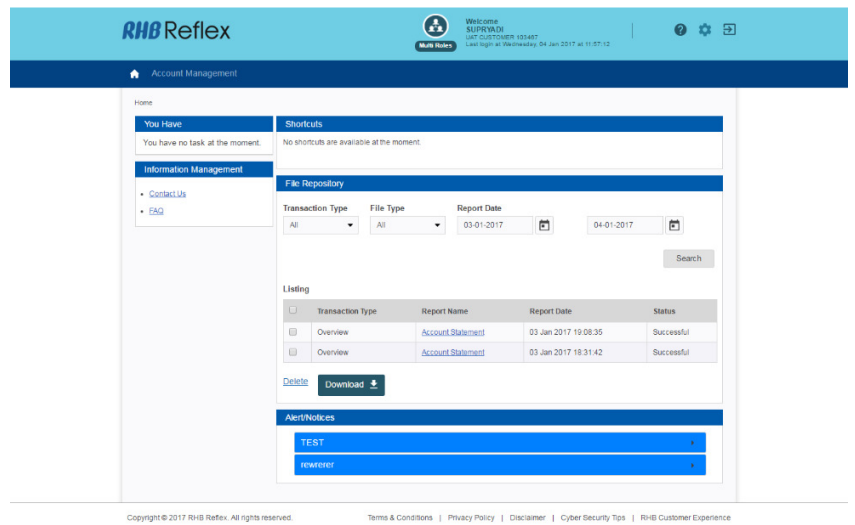
**Note: If token had been activated,  
please proceed to generate OTP and  
enter the PIN to number)**

## 2. Accessing Reflex

### 2.3

#### Login to Reflex

8. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



## 2. Accessing Reflex

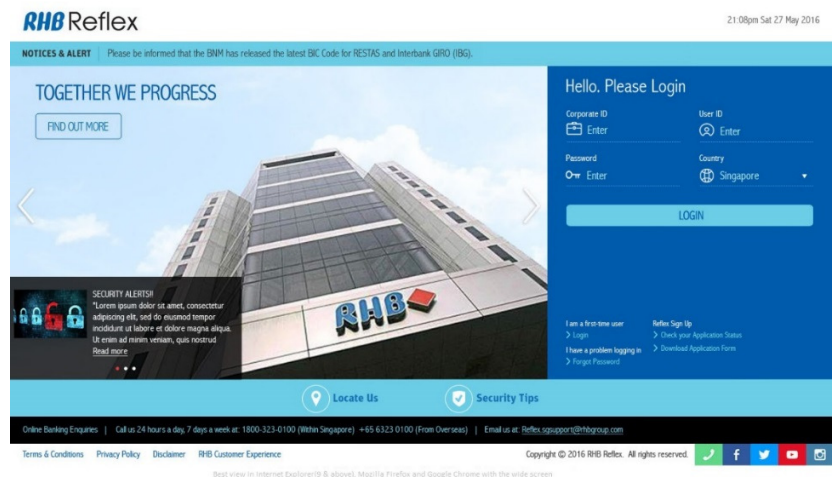
### 2.3



#### Login to Reflex

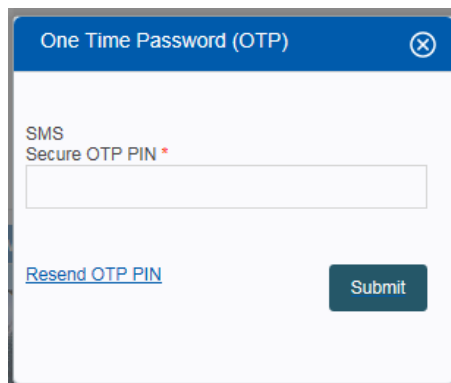
### 2.3.2 Subsequent Login

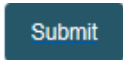
#### 2.3.2.1 Subsequent Login by SMS OTP

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



3. Enter valid Corporate ID, User ID, and Password. Click .
4. Once clicking  button, an OTP light box will appear.



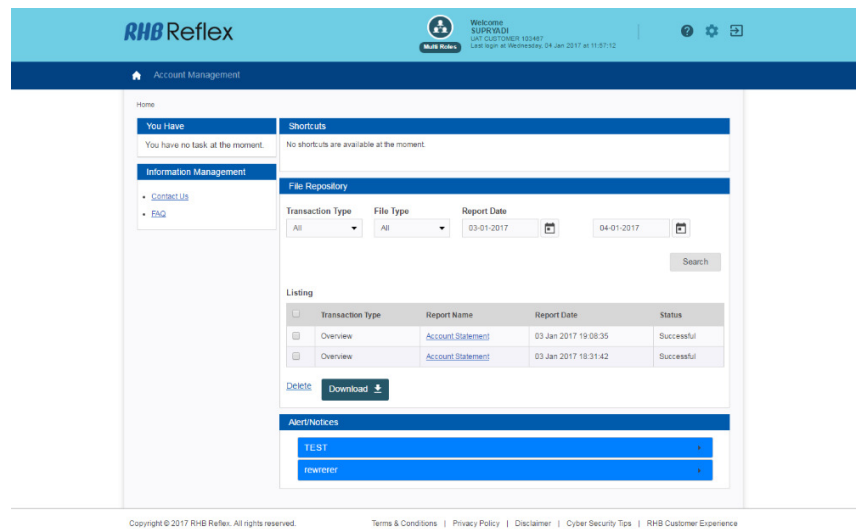
Secure OTP PIN will be sent via SMS to the registered mobile phone number. Please key in Secure OTP PIN and click  button.  
(Click [Resend OTP PIN](#) if PIN is not received)

## 2. Accessing Reflex

### 2.3

#### Login to Reflex

5. User has successfully logged in to RHB REFLEX and will be redirected to landing page.



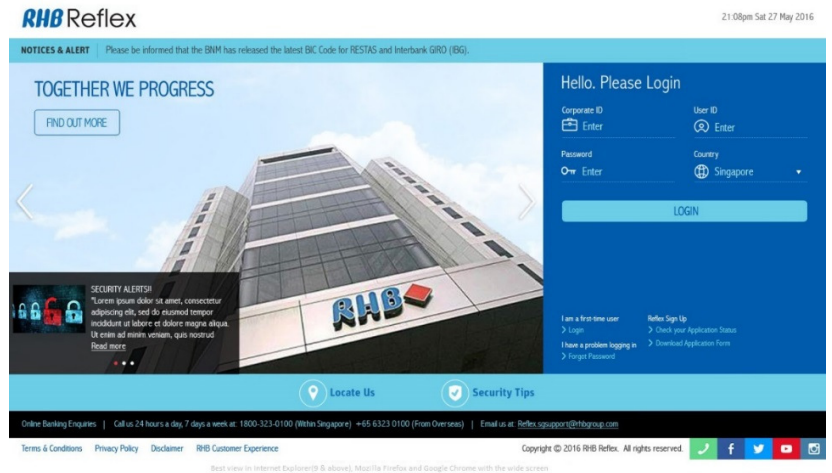
## 2. Accessing Reflex


### 2.3

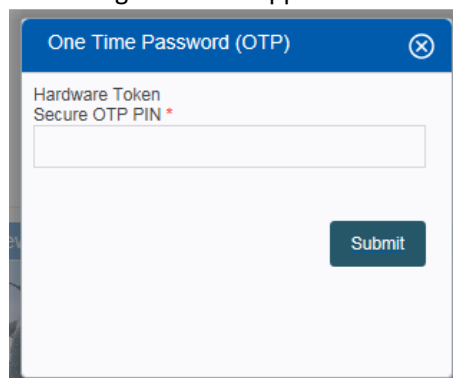
### Login to Reflex




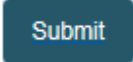
#### 2.3.2.2 Subsequent Login by Token OTP

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



3. Enter valid Corporate ID, User ID, and Password. Click .
4. An OTP light box will appear.



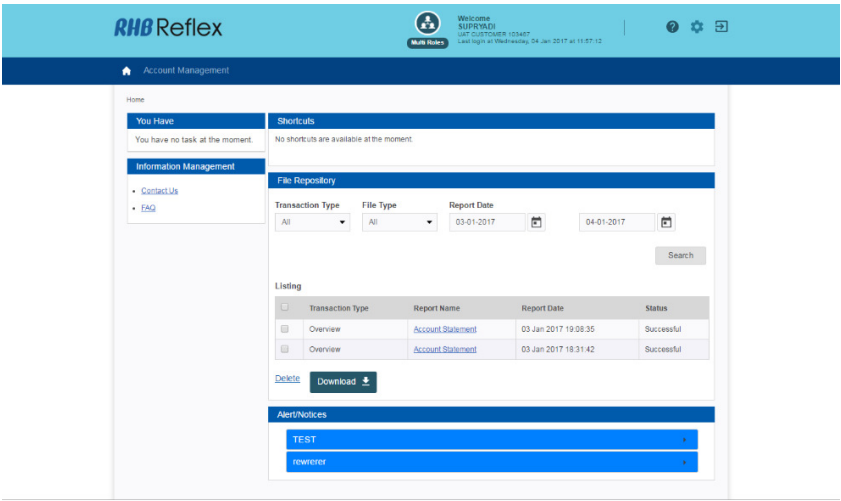
- a. Turn on Token by pressing and hold  button until the screen prompt "-----"
- b. Key in valid PIN and press 
- c. Generate OTP PIN by clicking , an OTP PIN will be displayed
- d. Key in generated OTP PIN and click 

## 2. Accessing Reflex

### 2.3

#### Login to Reflex

5. User has successfully logged in to RHB REFLEX and will be redirected to the landing page.




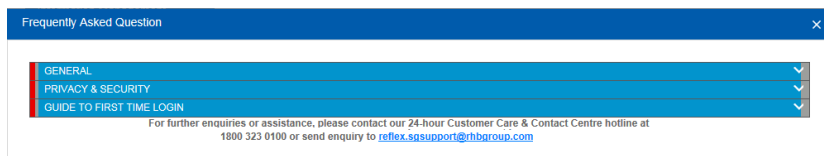
## 3. Reflex Navigation Panel

### 3.1 Header


Header acts as main control panel for user's preference. This function consists of 3 (three) buttons which are: Frequently Asked Question (FAQ), Settings, and Log out Button.

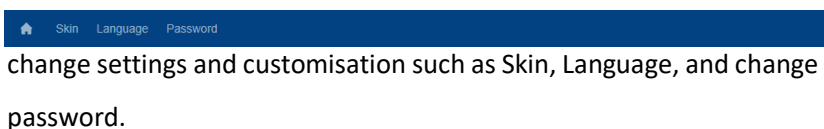
#### Frequently Asked Question (FAQ)

By clicking , a new light box will appear. It is a Frequently Asked Question which covers General, Privacy & Security, and Guide to First Time Login.

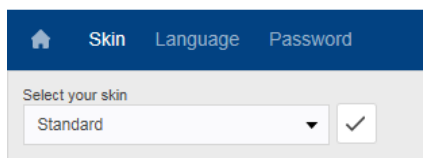


#### Settings

By clicking , options will be displayed, the options can be used to change settings and customisation such as Skin, Language, and change password.



**Skin** will allow user to change the skin of RHB REFLEX. Currently there is only 1 (one) selection of skin (Standard).



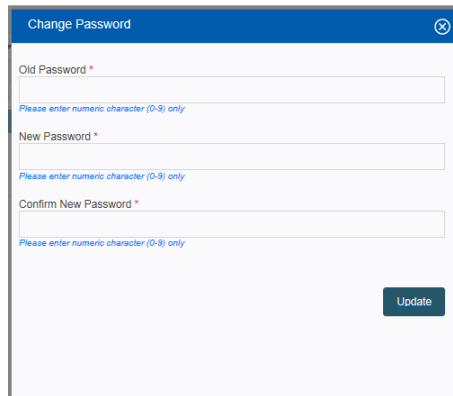
**Language** will allow user to change the preferred language of RHB REFLEX. Currently there is only 1 (one) selection of language (English).



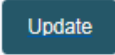
## 3. Reflex Navigation Panel

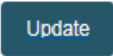
### 3.1 Header

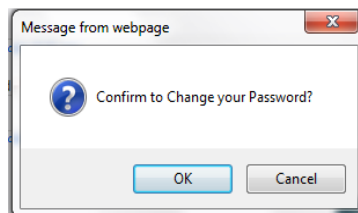
**Password** will allow user to self-change password. By clicking Password, a light box will appear:

A light blue 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 hint text: "Please enter numeric character (0-9) only". An "Update" button is located at the bottom right of the dialog.

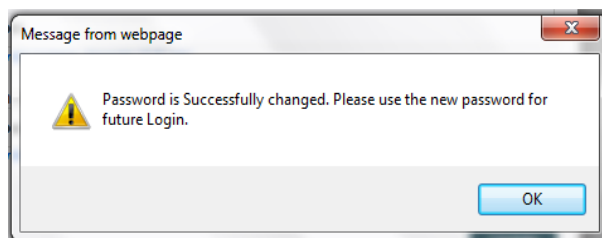
Steps to change password:

- 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:






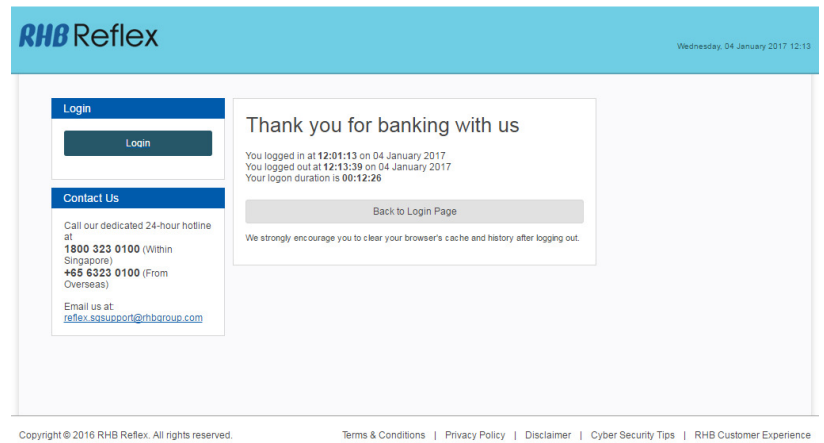
## 3. Reflex Navigation Panel

### 3.1.1 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

 or .



## 3. Reflex Navigation Panel

### 3.2 Home

Home section consists of:

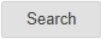
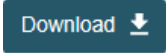
1. Information Management
2. You Have
3. Shortcuts
4. File Repository
5. Alert/Notices

**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** provides information of task status such as New Task, Pending Verification, Pending Authorisation, and Message.

**Shortcuts** provides easy access to specific modules such as Real Time Account Inquiry, Transaction Status Inquiry, RHB 3<sup>rd</sup> Party Transfer, and Bulk 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
- Account Statement
- 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 based as of last business date data.**




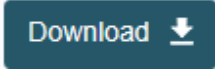
To access Overview module, please navigate through **Account Management > Overview**.

The screenshot shows the 'Account Management > Overview' page. At the top, there's a 'Portfolio Summary' section with a 'View In:' dropdown set to 'SGD-SINGAPORE DOLLARS' and a 'Go' button. Below this are four tabs: 'Portfolio', 'Current/Saving Account', 'Time Deposit', and 'Loan/Financing'. The 'Portfolio' tab is active, showing a 'Corporate' dropdown set to 'All' and an 'As of Date' picker set to '02-04-2018'. A 'Go' button is next to the date picker. Below the tabs, there's a blue header bar for 'CUSTOMER 16557 (SG)' with 'As of EOD: 02 Apr 2018'. The main content area displays three tables: 'Current/Saving Account', 'Time Deposit', and 'Loan/Financing'. Each table has columns for 'No. of Account', 'Account Currency', 'Total Ledger Balance', and 'Total Available Balance'. The 'Current/Saving Account' table shows one entry with a balance of SGD 464,159.68. The 'Time Deposit' and 'Loan/Financing' tables show zero entries.

No. of Account	Account Currency	Total Ledger Balance	Total Available Balance
1	SGD	SGD 464,159.68	SGD 464,159.68

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

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

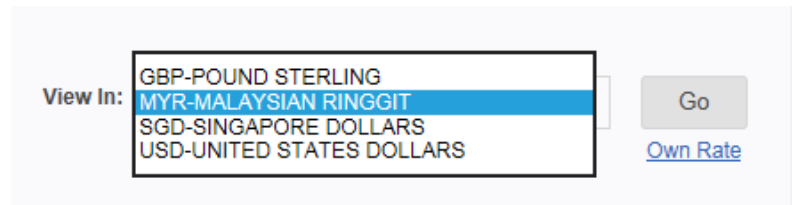
1. Select Corporate by clicking on the drop down .
2. Select desired date by clicking on the date picker .
3. Upon submission of , Current/Saving Account, Time Deposit and Loan table will be filled with information requested.
4. Click  and choose .CSV.
5. Once successful, a message will prompt **Download 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.

## Part 4

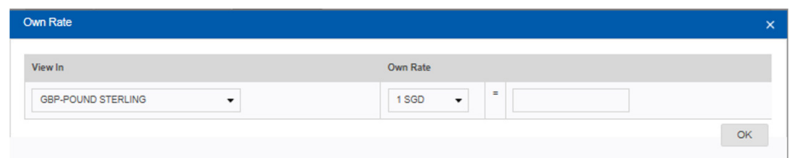
### Account Management

#### 4.1 Overview

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.



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



## Part 4

# Account Management

### 4.1 Overview

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

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

Account Management > Overview

Current/Saving Account Summary

View In: SGD-SINGAPORE DOLLARS Go

Portfolio Current/Saving Account Time Deposit Loan/Financing

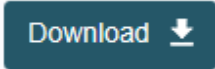
Corporate All Go

CUSTOMER 16557 (SG) 18 Apr 2018

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="#">5201</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 all current accounts tagged to the corporate in real time. 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

## Part 4

# Account Management

### 4.1 Overview

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

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

Account Management > Overview

Time Deposit Summary

View In: SGD-SINGAPORE DOLLARS

Go

Own Rate

Portfolio: Current/Saving Account Time Deposit Loan/Financing

Corporate: All


Go

CUSTOMER 16558 (SG) 18 Apr 2018

Account Number: J4601

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
201804232903	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

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 Time Deposit Summary page

## Part 4

# Account Management

### 4.1 Overview

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

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

Account Management

Account Management > Overview

Loan/Financing Summary

View In: SGD-SINGAPORE DOLLARS Go

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="#">2221</a>	SGD	Term Loan	SGD 400,000.00	Active
<a href="#">2222</a>	SGD	Hire Purchase	SGD 150,000.00	Active
<a href="#">2223</a>	SGD	Revolving Credit	SGD 150,000.00	Active
<a href="#">2224</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

## Part 4

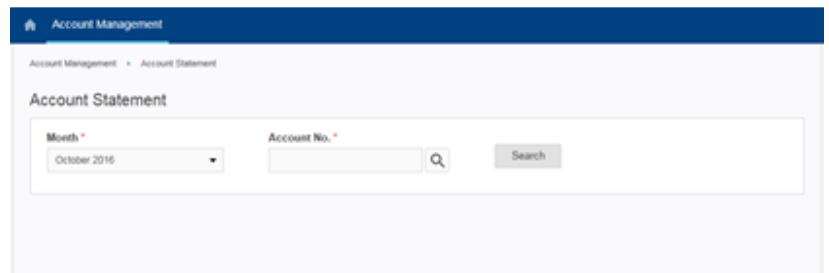
### Account Management


#### 4.2

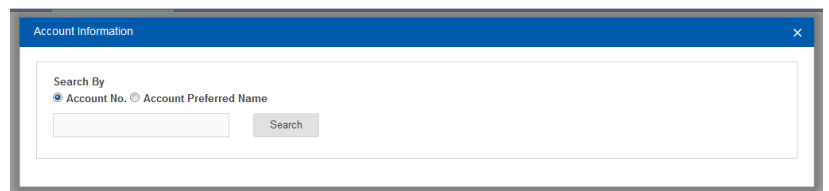
#### Account Statement

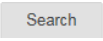
Account Statement menu allows user to view and generate current account statement for past three months.

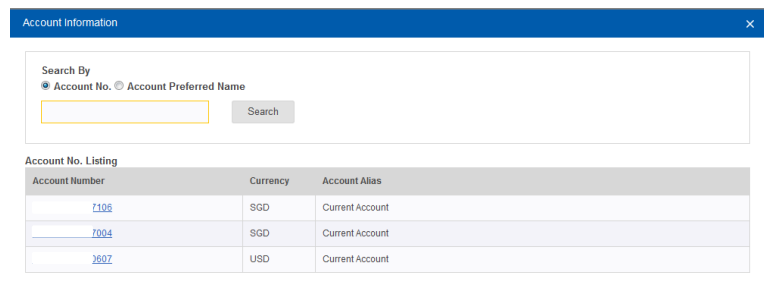
To download the account statement, please navigate through **Account Management > Account Statement**.



1. Select desired Month. (i.e.: October 2016)
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 .
4. A list of tagged accounts will be displayed. Select one preferred account's hyperlink.



Account Number	Currency	Account Alias
<a href="#">7106</a>	SGD	Current Account
<a href="#">7004</a>	SGD	Current Account
<a href="#">2607</a>	USD	Current Account



## Part 4

### Account Management

#### 4.2

#### Account Statement

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

Account Management > Account Statement

Account Statement

Month \*  
December 2016

Account No. \*  
2408

Search

- Click 'Search'

Account Management > Account Statement

Account Statement

Month \*  
December 2016

Account No. \*  
32408

Search

<input type="checkbox"/>	Account No	Account Type	Currency	Statement Month	Account Name
<input checked="" type="checkbox"/>	2408	Current Account	SGD	December 2016	CUSTOMER 15787

Download

- Check the textbox ☐ → ☒ and click **Download** and choose .PDF.
- Once successful, a message **Download request has been sent successfully.**  
**Please check in File Repository Portlet** will prompt.
- Report can be retrieved from File Repository.

## Part 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**

Account Management > Transaction History


Transaction History

Account No. \*

Search By  
☒ Today ☐ History

Date \*

08-12-2016 08-12-2016 Search

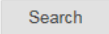
1. On Account No. field, select account by clicking  and a light box will appear.

Account Information

Account Details

Search By  
☒ Account No. ☐ Account Preferred Name

Search

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

Account Information

Account Details

Search By  
☒ Account No. ☐ Account Preferred Name

Search

Account No. Listing

Account Number	Currency	Account Alias
<a href="#">17106</a>	SGD	Current Account
<a href="#">17004</a>	SGD	Current Account
<a href="#">0807</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.

Account Management > Transaction History

Transaction History

Account No. \*

Search By  
☒ Today ☐ History

Date \*

08-12-2016 08-12-2016 Search

## Part 4

### Account Management

#### 4.3 Transaction History

- 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 ☒ Description ☒ Debit ☒ Credit ☒ Balance ☐ Sender's Name ☐ Reference 1 ☐ Reference 2 ☐ Bank Ref. No.

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		

- On Personalised Listing, there are options to be selected. The selected option will be displayed in a table format.
- Click  and select .CSV to download a report.
- 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.
- Or click [Print](#) to print the display Transaction History Page.

## 5. System administrators' access rights

### 5.1 User Status and Token Maintenance

This module allows the sysadmin to view/modify users' statuses and manage the tokens.

To access User Status and Token module, please navigate through **Administrative > User Maintenance > User Status and Token**

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

#### 5.1.1 Activate User

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  
KOHSAUMI 813934

User ID

Search

Listing

User ID	User Name	User Status	Token ID	Provider	Cross Border Status
<a href="#">1STUSER</a>	USER1234	Active		SG	User not Linked
<a href="#">23T4T43</a>	213R23R	Active		SG	User not Linked
<a href="#">AF13</a>	AFTER FIXES 13	Active		SG	User not Linked
<a href="#">AMAN1</a>	AMAN	Inactive	2449099973	SG	User not Linked
<a href="#">ARS1</a>	SAFWAN	Active	9999999555	SG	User not Linked
<a href="#">AUTHOLICIOUS</a>	AUTHOLICIOUS	Active		SG	User not Linked
<a href="#">AUTHORISER</a>	AUTHORISER	Blocked		SG	User Linked

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

Part 5

System

administrators' access

rights

5.1

User Status and Token

Maintenance

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. ffg
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

Token Details

Token Type Hardware Token
Token ID 9999999388

Unlock Token Reissue Token

Back

3. Click on **Activate** button.
4. Verify the activation and click on **Submit** 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 KOHSAMUI 813934
Corporate ID SG001246	User ID YIWONDE
User Name YIWON	I/C No. ffg
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

Token Details

Token Type Hardware Token
Token ID 9999999388

Action

Request Type Activate
--------------------------

Print OK

5. Log in using **CFO SysAdmin Authoriser** credentials and approve the activation.

## Part 5

### System administrators' access rights

## 5.1

### User Status and Token Maintenance

#### 5.1.2 Deactivate User

1. Search for the user to be deactivated.

Administrative > User Maintenance > User Status and Token

#### User Status And Token Maintenance - Inquiry and Listing

Corporate ID  
SG001246

Corporate Name  
KOH SAMUI 813934

User ID

Search

Listing

User ID	User Name	User Status	Token ID	Provider	Cross Border Status
<a href="#">1STUSER</a>	USER1234	Active		SG	User not Linked
<a href="#">23T4T43</a>	213R23R	Active		SG	User not Linked
<a href="#">AF13</a>	AFTER FIXES 13	Active		SG	User not Linked
<a href="#">AMANI</a>	AMAN	Inactive	2449099973	SG	User not Linked
<a href="#">ARS1</a>	SAFWAN	Active	9999999555	SG	User not Linked
<a href="#">AUTHOLICIOUS</a>	AUTHOLICIOUS	Active		SG	User not Linked
<a href="#">AUTHORISER</a>	AUTHORISER	Blocked		SG	User Linked

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

Administrative > User Maintenance > User Status and Token

#### User Status And Token Maintenance

Details

Provider  
SG

Corporate ID  
SG001246

User Name  
MAKER007

User Group  
00004

Office Phone No  
-

User Status  
Active

Status Reason  
New

Corporate Name  
KOH SAMUI 813934

User ID  
MAKER007

I/C No  
1234567899

User Role  
Inquirer

Mobile No  
6512345678

Email Address  
123456u@gmail.com

Password Last Update  
-

Reset Password

Deactivate

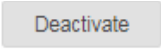
Token Details

Token Type  
-

Token ID  
-

Bind Token

[Back](#)

3. Click on  button.

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

# Part 5

## System administrators' access rights

### 5.1

#### User Status and Token Maintenance

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance

Successful.

Task submitted.

Details

Provider	SG	Corporate Name	KOHSAMUI 813934
Corporate ID	SG001246	User ID	MAKER007
User Name	MAKER007	I/C No.	1234567899
User Group	00004	User Role	Inquirer
Office Phone No	-	Mobile No.	6512345678
User Status	Active	Email Address	123456u@gmail.com
Status Reason	New	Password Last Update	-

Token Details

Token Type	-
Token ID	-

Action

Request Type	Deactivate
--------------	------------

Print

OK

- Log in using **CFO SysAdmin Authoriser** credentials and approve the deactivation.

## Part 5 System administrators' access rights

### 5.1 User Status and Token Maintenance

#### 5.1.3 Unlock and Reset Token

1. Search for the user to be bound with a token, one with existing token bound to it.

<a href="#">SSMKR</a>	SS_MAKER	Active	9999999579	SG	User not Linked
<a href="#">SSREV</a>	SS_REVIEWER	Active	9999999227	SG	User not Linked
<a href="#">SS_TESTING</a>	SS	Active		SG	User not Linked
<a href="#">SYS1</a>	ADI SYS	Active	2449099911	SG	User not Linked
<a href="#">SYS2</a>	ADI SYS	Active	2449099935	SG	User not Linked

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

Administrative > User Maintenance > User Status and Token

#### User Status And Token Maintenance

Details

Provider SG	Corporate Name KOHSAUMUI 813934
Corporate ID SG001246	User ID <b>SSMKR</b>
User Name SS_MAKER	I/C 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

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

---

Token Details

Token Type  
Hardware Token

Token ID  
9999999579

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

[Back](#)

3. Click on [Unlock Token](#) button.

Administrative > User Maintenance > User Status and Token

#### User Status And Token Maintenance - Unlock/Reset Token

Details

Provider SG	Corporate Name KOHSAUMUI 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. 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  
☐ Reset Token

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



## Part 5 System administrators' access rights

### 5.1 User Status and Token Maintenance

- Please select at least 1 (one) action(s) that you want to perform on the token bound to the user:


➤ **Unlock Token**

This feature allows Sysadmin user to unlock hardware tokens due to entering invalid PIN code multiple times. If “Unlock Token” is selected, please indicate the Token Lock Code that you get from your locked token’s display.

Token Details	
Token Type Hardware Token	
Token ID 9999999579	
Action	
Request Type Unlock/Reset Token	<input checked="" type="checkbox"/> Unlock Token Token Lock Code <input type="text"/>
	<input checked="" type="checkbox"/> Reset Token


➤ **Reset Token**

This feature is to reset hardware tokens to calibrate the devices’ timing against the server time.

- Verify the activation 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	I/C 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	<input checked="" type="checkbox"/> Unlock Token Token Lock Code 12345678
	<input checked="" type="checkbox"/> Reset Token

[Print](#) [OK](#)

- Log in using **CFO SysAdmin Authoriser** credentials and approve the unlocked / reset token task.

## Part 5

### System administrators' access rights

## 5.1

### User Status and Token Maintenance

#### 5.1.4 Reset Password

1. Search for user that require reset password.

<a href="#">SSMKR</a>	SS_MAKER	Active	9999999579	SG	User not Linked
<a href="#">SSREV</a>	SS_REVIEWER	Active	9999999227	SG	User not Linked
<a href="#">SS_TESTING</a>	SS	Active		SG	User not Linked
<a href="#">SYS1</a>	ADI SYS	Active	2449099911	SG	User not Linked
<a href="#">SYS2</a>	ADI SYS	Active	2449099935	SG	User not Linked

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

Administrative > User Maintenance > User Status and Token

### User Status And Token Maintenance

Details

Provider <b>SG</b>	Corporate Name <b>KOHSAMUI 813934</b>
Corporate ID <b>SG001246</b>	User ID <b><a href="#">SSMKR</a></b>
User Name <b>SS_MAKER</b>	I/C No. <b>1234567890</b>
User Group <b>MAKER</b>	User Role <b>Maker</b>
Office Phone No <b>-</b>	Mobile No. <b>65111111111111</b>
User Status <b>Active</b>	Email Address <b>melina@hitachi-ebworx.com</b>
Status Reason <b>-</b>	Password Last Update <b>31-Mar-2018</b>

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

Token Details

Token Type <b>Hardware Token</b>
Token ID <b>9999999579</b>

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

[Back](#)

3. Click on [Reset Password](#) button.

Administrative > User Maintenance > User Status and Token

### User Status And Token Maintenance - Reset Password

Details

Provider <b>SG</b>	Corporate Name <b>KOHSAMUIZ &amp; 813934</b>
Corporate ID <b>SG001246</b>	User ID <b>SSMKR</b>
User Name <b>SS_MAKER</b>	I/C No. <b>1234567890</b>
User Group <b>MAKER</b>	User Role <b>Maker</b>
Office Phone No <b>-</b>	Mobile No. <b>6022333333</b>
User Status <b>Active</b>	Email Address <b>melina1@hitachi-ebworx.com</b>
Status Reason <b>-</b>	Password Last Update <b>31-Mar-2018</b>

Token Details

Token Type <b>Hardware Token</b>
Token ID <b>9999999579</b>


Action

Request Type <b>Reset Password</b>
---------------------------------------

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


## Part 5 System administrators' access rights

### 5.1 User Status and Token Maintenance

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

Administrative > User Maintenance > User Status and Token

User Status And Token Maintenance - Acknowledgement

 **Successful.**  
Task submitted.

<b>Details</b>	
Provider SG	Corporate Name KOH SAMUI2 & 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
<b>Token Details</b>	
Token Type Hardware Token	
Token ID 9999999579	
<b>Action</b>	
Request Type Reset Password	

[Print](#) [OK](#)

6. Log in using **CFO SysAdmin Authoriser** credentials and approve the reset password.

Part 5  
System  
administrators' access  
rights

5.2  
Transaction Log

Every administrative task performed will be registered into Transaction Log report. This log allows sysadmin to view the current status and details of the tasks (non-financial).

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

Administrative > Transaction Log

Transaction Log Inquiry

Category \*  
Administrative

Function  
Please Select

Status  
Please Select

Create Date  
From To Search

Listing

Function Name	Provider	Workflow Action	Corporate ID	Corporate Name	Reference No.	Status	Create Date
<a href="#">User</a>	Singapore	Create	SG480635	CUSTOMER 20170	1803280022956	Pending Authorisation	28 Mar 2018
	Singapore	Create	SG480635	CUSTOMER 20170	1803280022955	Pending Authorisation	28 Mar 2018
<a href="#">User Group</a>	Singapore	Create	SG480635	CUSTOMER 20170	1803280022954	Pending Authorisation	28 Mar 2018
<a href="#">User Group</a>	Singapore	Create	SG480635	CUSTOMER 20170	1803280022952	Rejected	28 Mar 2018
<a href="#">User Status and Token</a>	Singapore	Modify	SG480635	CUSTOMER 20170	1803220022912	Pending Authorisation	22 Mar 2018
<a href="#">User</a>	Singapore	Create	SG480635	CUSTOMER 20170	1803210022899	Completed	21 Mar 2018
<a href="#">User</a>	Singapore	Modify	SG480635	CUSTOMER 20170	1803210022896	Completed	21 Mar 2018
<a href="#">User Status and Token</a>	Singapore	Create	SG480635	CUSTOMER 20170	1803160022848	Pending Authorisation	16 Mar 2018
<a href="#">User</a>	Singapore	Modify	SG480635	CUSTOMER 20170	1803160022843	Pending Authorisation	16 Mar 2018
<a href="#">User Status and Token</a>	Singapore	Modify	SG480635	CUSTOMER 20170	1803150022837	Pending Authorisation	15 Mar 2018

1 of 5 Next

Print Download

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

# Part 5 System administrators' access rights

## 5.2 Transaction Log

If Create:

Administrative > Transaction Log

User Maintenance - Details

Corporate ID  
SG480635

Corporate Name  
CUSTOMER 20170

Details

User ID  
USER\_1

User Name  
USER 1

Mobile No.  
65176279850

I/C No.  
1234567890

Email Address  
mail@yahoo.com

Office Phone No.  
6512345678

Can View Sensitive Details  
Y

Restricted Template Maker  
N

Belongs to User Group

CUSTOMER 20170

User Group	Description	Is Inquirer	Is Maker	Is Reviewer	Is Authoriser	Is SysAdmin Maker	Is SysAdmin Authoriser
<a href="#">AUTHORISER</a>	AUTHORISER	N	N	N	Y	N	N

Belongs to Subsidiary/Department

Subsidiary/Department

FINANCE

User Activities

User Name	Activity	Date and Time	Remarks
SYSMKR	Submit	28 Mar 2018 17:36:48	

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

If Modify:

Administrative > Transaction Log

User Status And Token Maintenance - Details

Details

	new	old
Provider	SG	SG
Corporate Name	CUSTOMER 20170	CUSTOMER 20170
Corp ID	SG480635	SG480635
User ID	HITACHI5	HITACHI5
User Name	HITACHI5	HITACHI5
User Role	Authoriser	Authoriser
User Group	AUTHORISER	AUTHORISER
Mobile No.	60173993208	60173993208
Office Phone No		
Email Address	syefika@bgiuatdom.rhgroup.com	syefika@bgiuatdom.rhgroup.com
User Status	Blocked	Blocked
Status Reason		Exceed Maximum 1FA Retries
Password Last Update	05-Feb-2018	05-Feb-2018
Request Type	Reissue Token	
Token Type	Hardware Token	Hardware Token
Token ID	2449099102	2449099967
Token	Token Reservation	Token Reservation

User Activities

User Name	Activity	Date and Time	Remarks
SYSMKR	Submit	22 Mar 2018 18:43:27	

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

## Part 5 System administrators' access rights

### 5.3 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 17:12:32</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>	-	SGOT180308024352	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 [Download](#) 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.

Administrative > User Audit Log

User Audit Log - Details

Summary

Log Date/Time	File Reference No.	Reference No.	Corporate ID	User ID	Function	Sub-Function	Action
28 Mar 2018 17:38:25	-	1803280022956	SG480635	SYS1	801083 - User	User	Submit (Create)

Download

Print Back

3. You may click on [Print](#) hyperlink to print the current screen, or click on [Download](#) button to download the listing in the available format(s) depending on the module.

## Part 5 System administrators' access rights

### 5.4 Notification Setup

This module allows the sysadmin to set up the type of notification method to be sent to RHB Reflex users for tasks performed in RHB REFLEX.

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

- Reflex Inbox
- Email
- SMS

To access Notification Setup module, please navigate through **Administrative > Notification Setup**.

Administrative > Notification Setup

Notification Setup - Users

Corporate ID: SG480635 Corporate Name: CUSTOMER 20170

User Listing

User ID	User Role	Mobile No.	Email Address
<a href="#">HITACHI12</a>	Authoriser	60102424068	syafika1@bgiuatdom.rhbgroup.com
<a href="#">HITACHI4</a>	Maker	60165633237	danny@bgiuatdom.rhbgroup.com
<a href="#">HITACHI6</a>	Authoriser	60173959318	syafika@bgiuatdom.rhbgroup.com
<a href="#">HITACHI9</a>	Reviewer	60173959318	danny@bgiuatdom.rhbgroup.com

[Delete](#) [Add](#)

1. Click on [Add](#) button to create a setup for a user.

Administrative > Notification Setup

Notification Setup - Add Users

Corporate ID: SG480635 Corporate Name: CUSTOMER 20170

User ID  [Search](#)

[Back](#)

2. Fill in the User ID to be searched and click on [Search](#) button.

Administrative > Notification Setup

Notification Setup - Add Users

Corporate ID: SG480635 Corporate Name: CUSTOMER 20170

User ID  [Search](#)

User Listing

User ID	User Role	Mobile No.	Email Address
<a href="#">AUTHORISER</a>	Reviewer	60124918840	syafika@bgiuatdom.rhbgroup.com
<a href="#">AUTHORISER2</a>	Authoriser	60124918840	syafika@bgiuatdom.rhbgroup.com

[Back](#)

## Part 5

### System administrators' access rights

## 5.4

### Notification Setup

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

Administrative > Notification Setup

#### Notification Setup - User Setup

Corporate ID SG480635	Corporate Name CUSTOMER 20170
User ID AUTHORISER	User Role Reviewer
Mobile No. 60124918840	Email Address syafika@bgiuatdom.rhbgroup.com

#### Notification Configuration

Event	Reflex Inbox	Email	SMS
<strong>Workflow Notification</strong>			
Maker Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Authorisation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rejected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Submitted to Bank	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<strong>Batch Transaction Notification</strong>			
Bank Rejected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<strong>Default Notification</strong>			
Notification to Last Authoriser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New/Old Email Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New/Old Mobile No. Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Host Notification (Bank Processed)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Host Notification (Bank Rejected)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

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 **CFO SysAdmin Authoriser** credentials and approve the notification setup task.



## 6.Payment

### 6.1 Payment Initiation

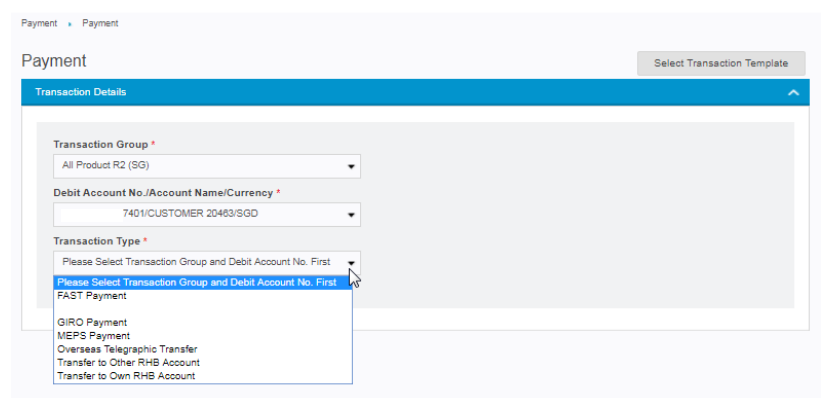
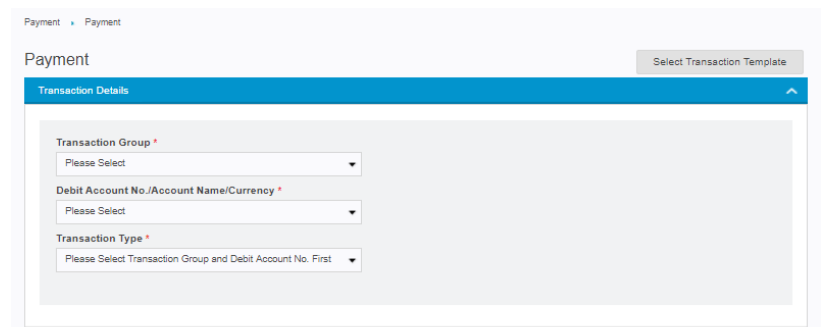
Below are the transaction types that can be performed via RHB REFLEX:

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

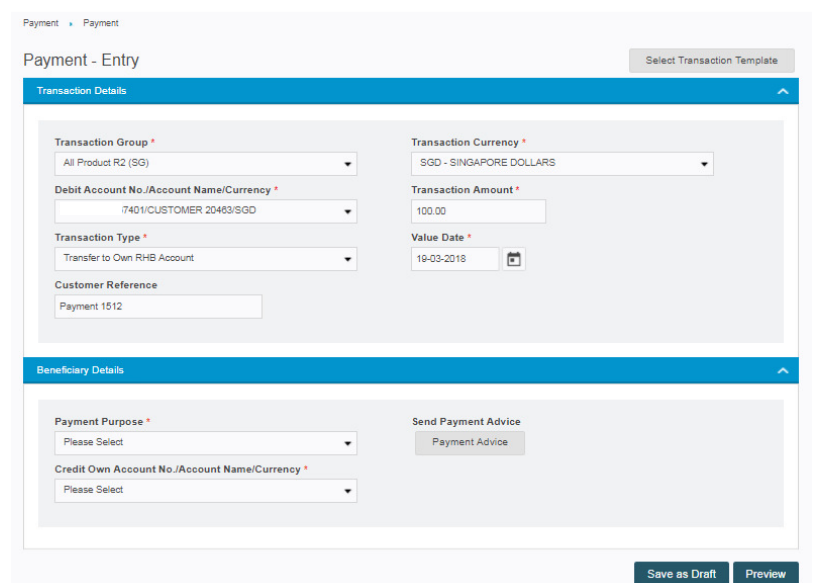
At payment entry page, please select the initial information needed to perform a transaction:

- Transaction Group: A product package entitled in your service plan.
- Debit Account No: A current/ saving 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 > Payment** using **CFO Maker** credentials



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



## Part 6 Payment

### 6.1 Payment Initiation

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
- (New) Beneficiary Details
  - Beneficiary Bank Name and Beneficiary Name
  - Beneficiary Account No.
  - Beneficiary Account's SWIFT Code
- Payment Advice (optional)

4. Payment advice can be set by clicking on  button.

Payment Advice

Beneficiary  
Vendor ABC

Customer Reference  
Jan18 Payment

Value Date  
20 Mar 2018

Add Payment Advice

Advice Details

Email Address

Multiple recipient is available. Please use , to separate each of the recipients email address

Transacted Amount  
SGD 100.00

☒ 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

20-03-2018

Invoice Amount

Add

Invoice Detail Listing

Delete	Invoice Date	Invoice No.	Invoice Detail	Invoice Amount
No records found.				

Remove

Save

Instructions

To add Payment Advice, please enter the mandatory information.  
Then, click on Add button.  
Click on Remove button to remove the selected payment advice from the list.

## Part 6 Payment

### 6.1 Payment Initiation

5. Fill in the fields inside payment advice light box that will be prompted:
  - Advice Details
  - Email Address, can be multiple, separate by “;” (semicolon)
  - Invoice Records, by filling in the records below and click on **Add** button:
    - Invoice No
    - Invoice Detail
    - Invoice Date
    - Invoice Amount
6. Click on **Save** 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.
7. Upon clicking the **Preview** button, screen will be redirected to the preview page.

The screenshot displays the 'Payment - Preview' interface. It is divided into three main sections: Transaction Details, Beneficiary Details, and Payment Advice.

**Transaction Details:**

Transaction Group All Product R2 (SG)	Transaction Currency SGD - SINGAPORE DOLLARS
Debit Account No./Account Name/Currency 7401/CUSTOMER 20463/SGD	Transaction Amount 100.00
Transaction Type Transfer to Own RHB Account	Value Date 19 Mar 2018
Customer Reference Transaction 1512	

**Beneficiary Details:**

Purpose of Transfer  
Fund Transfer

Credit Own Account No./Account Name/Currency  
12401/CUSTOMER 16898/SGD

**Payment Advice:**

Advice Detail	Amount	Email Address
-	SGD 100.00	-


At the bottom right, there are three buttons: [Back](#), **Save as Template**, and **Submit**.

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

## Part 6 Payment

### 6.1 Payment Initiation

Payment - Acknowledgement

 **Successful.**  
Task submitted.

**Subsidiary/Department Details**

Subsidiary/Department  
HR DEPARTMENT

**Transaction Details**

Transaction Group All Product R2 (SG)	Transaction Currency SGD - SINGAPORE DOLLARS
Debit Account No./Account Name/Currency 7401/CUSTOMER 20463/SGD	Transaction Amount 100.00
Transaction Type Transfer to Own RHB Account	Value Date 19 Mar 2018
Date and Time 19 Mar 2018 18:43:14	
Transaction Reference No. SGOA180319024784	
Customer Reference Transaction 1512	

**Beneficiary Details**


Purpose of Transfer  
Fund Transfer

Credit Own Account No./Account Name/Currency  
2401/CUSTOMER 16898/SGD

**Payment Advice**

Advice Detail	Amount	Email Address
-	SGD 100.00	-

[Print](#) [OK](#)


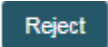
10. Log out by clicking  icon.

Steps 11-16 are optional, if review process is needed.

11. Log in using **CFO Reviewer** credentials and please navigate through **Task List > Task List**.

12. Search for the submitted transaction in the listing.

13. Click on the hyperlink to see the details of the task.

14. Click on  button after checking on the details of the transaction, or  to reject the transaction, if there is anything wrong.

15. Confirm the verification by clicking [OK] button.

16. Log out by clicking  icon.

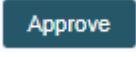


17. Log in using **CFO Authoriser** credentials and please navigate through **Task List > Task List**.

18. Search for the submitted transaction in the listing.

19. Click on the hyperlink to see the details of the task.

## Part 6 Payment

### 6.1 Payment Initiation

20. Click on  button after checking on the details of the transaction, or  to reject the transaction, if there is anything wrong.
21. Confirm the authorisation by clicking [OK] button.
22. Log out by clicking  icon.
23. After the authorisation, user is able to check the processing status of the transaction through **Task List > Transaction Status Inquiry**.

## Part 6 Payment

### 6.2 Stop Payment

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

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

The screenshot shows the 'Stop Payment - Inquiry and Listing' page in the RHB Reflex system. The page has a header with the RHB Reflex logo and user information. Below the header, there are navigation tabs: Task List, Account Management, Payment, Services, and Administrative. The 'Services' tab is selected, and the 'Stop Payment' sub-tab is active. The main content area contains a form with the following fields: 'Transaction Group' (a dropdown menu with 'Please Select' as the current value), 'Debit Account No.' (a text input field with a search icon), 'Value Date' (a date range selector with 'From' and 'To' fields), and 'Transaction Reference No.' (a text input field). A 'Search' button is located to the right of the 'Transaction Reference No.' field. At the bottom of the page, there is a footer with copyright information and links to Terms & Conditions, Privacy Policy, Disclaimer, Security Tips, and RHB Customer Experience.

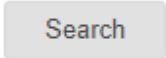
1. User may select the Transaction Group by clicking on dropdown
2. User may select the value date.
3. User may input the transaction reference number.
4. User may choose the Debit Account No. by clicking on search icon



The screenshot shows the 'Account Information' light box. It has a title bar with 'Account Information' and a close button. Inside, there is a 'Search By' section with two radio buttons: 'Account No.' (selected) and 'Account Preferred Name'. Below this is a text input field and a 'Search' button. The main section is titled 'Account No. Listing' and contains a table with the following data:

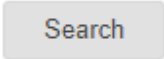
Account Number	Currency	Account Alias
<a href="#">3001</a>	SGD	OMPANY 069
<a href="#">3708</a>	USD	KOHSAM ACC
<a href="#">2505</a>	JPY	KOKOH BNP ACC
<a href="#">5103</a>	MYR	KOKOH HANSEN ACC
<a href="#">2505</a>	IDR	KOHDUT PTE LTD

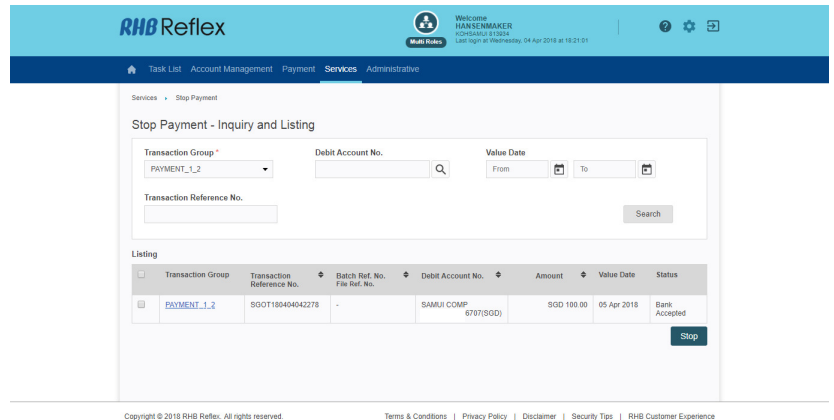
At the bottom right of the table, there is a pagination control showing '1 of 5' and a 'Next' button.

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  button.
8. Pagination is available in this light box.
9. Click on Account number hyperlink to choose the account.

## Part 6 Payment

### 6.2 Stop Payment

10. Click on  button in inquiry and listing page to search the stop payment record based on the searching criteria.



Services > Stop Payment

Stop Payment - Inquiry and Listing

Transaction Group \*  
PAYMENT\_1.2

Debit Account No. [ ]

Value Date  
From [ ] To [ ]

Transaction Reference No. [ ]

Search


Listing


<input type="checkbox"/>	Transaction Group	Transaction Reference No.	Batch Ref. No. File Ref. No.	Debit Account No.	Amount	Value Date	Status
<input checked="" type="checkbox"/>	PAYMENT_1.2	SGOT180404042278	-	SAMUI COMP (8787)(SGD)	SGD 100.00	05 Apr 2018	Bank Accepted

Stop

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11. Listing result will be displayed.
12. User may stop the payment from inquiry and listing page. Tick on

the record checkbox and click on  button to stop the future dated transaction.




Required Information

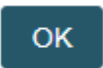
Reason \*

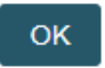
max. 500 characters

OK

13. Light box will be displayed after clicking on the  button in inquiry and listing page.

14. Fill in the reason for stopping the payment in the text box.

15. Click on  button to continue with to stop the payment.

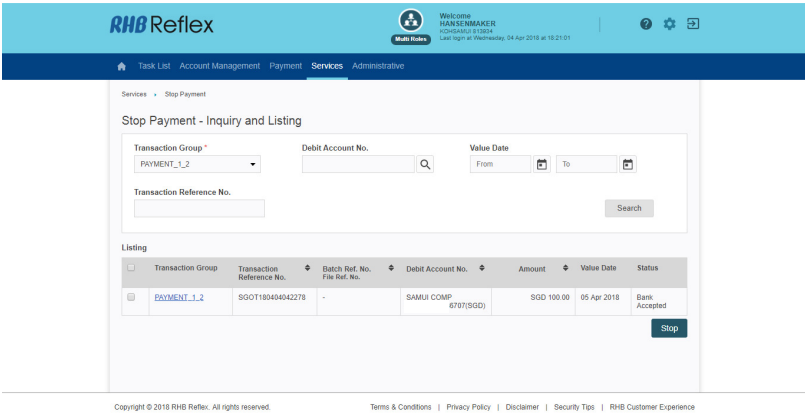
16. Acknowledgement page will be displayed after  button has been clicked.

Part 6

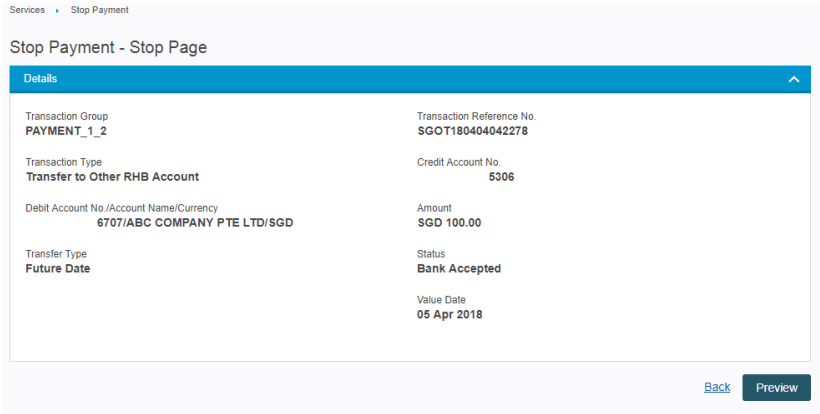
Payment

6.2

Stop Payment

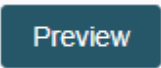


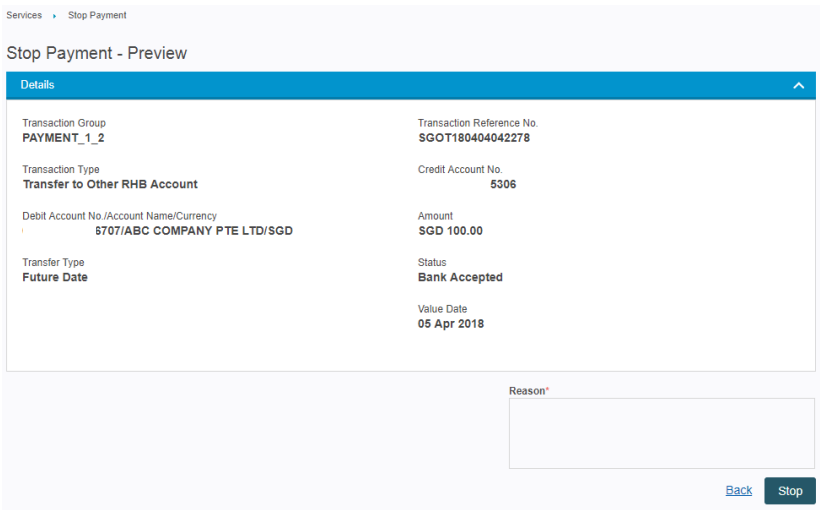
17. User may see the full details before stopping the payment by clicking on the Transaction group hyperlink.



18. System will route user to the Stop page and display the payment details

19. User may click on [Back](#) hyperlink to go back to inquiry and listing page.

20. User may click on  button to go to preview page.





Part 6  
Payment

6.2  
Stop Payment

21. User may click on [Back](#) hyperlink to route back to stop page.
22. User may fill in the reason for stopping this payment and click on



button to stop this payment.

Services > Stop Payment

Stop Payment - Acknowledgement

**Successful.**  
Task submitted.

**Details**

Transaction Group <b>PAYMENT_1_2</b>	Transaction Reference No. <b>SGOT180404042278</b>
Transaction Type <b>Transfer to Other RHB Account</b>	Credit Account No. <b>I5306</b>
Debit Account No./Account Name/Currency <b>6707/ABC COMPANY PTE LTD/SGD</b>	Amount <b>SGD 100.00</b>
Transfer Type <b>Future Date</b>	Status <b>Bank Accepted</b>
Reason <b>TEST</b>	Value Date <b>05 Apr 2018</b>

[Print](#) **OK**

23. System will route user to acknowledgement page after user clicked
- on button in preview page.

24. User may click on [Print](#) hyperlink to print this page.

25. User may click on button to route back to inquiry and listing page.

Task List > Task List

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	Transaction Reference No.	Batch Ref. No. File Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	
<input type="checkbox"/>	<a href="#">Stop Payment</a>	SGOT180404042278	-	05 Apr 2018	SGD 100.00	-	-	F F C
<input type="checkbox"/>	<a href="#">Template Maintenance</a>	1804040029947	-	04 Apr 2018	-	HANSEN HANBENE13 - 123456789012345	- OTT_TEMP LATE	F F C
<input type="checkbox"/>	<a href="#">Finance Payment Salary</a>	SGMP180404042274	-	04 Apr 2018	SGD 3,333.00	TEST234242342 TEST324234 - DFSGGE2453245SDFGD63TSFDS3E4EGFDG	-	F F C
<input type="checkbox"/>	<a href="#">Beneficiary Maintenance</a>	1803090029784	-	09 Mar 2018	-	WATSON OTT	-	F F C
<input type="checkbox"/>	<a href="#">Notification Setup</a>	1803070029765	-	07 Mar 2018	-	-	-	F F C

1 of 154 [Next](#)

26. Login to CFO with authoriser role.

## Part 6 Payment

### 6.2 Stop Payment

27. Search the submitted stop payment task and click on the transaction group hyperlink.

Task List ▾ Task List

Stop Payment - Pending Approval

**Details**

Transaction Group <b>PAYMENT_1_2</b>	Transaction Reference No SGOT180404042278
Transaction Type <b>Transfer to Other RHB Account</b>	Credit Account No 6306
Debit Account No /Account Name/Currency 8707/ABC COMPANY PTE LTD/SGD	Amount SGD 100.00
Transfer Type <b>Future Date</b>	Status <b>Bank Accepted</b>
Reason <b>TEST</b>	Value Date 05 Apr 2018

**User Activities**

User Name	Activity	Date and Time	Remarks
HANSENMAKER	Submit	04 Apr 2018 19:01:48	
SS_REVIEWER	Verify	04 Apr 2018 19:13:51	

Challenge Code: 12345  
Challenge Response \*  
  
Remarks  
  
max: 500 characters

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

**Token Instructions**

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

28. System will route user stop payment – pending approval page.
29. System will display user activities section to show the activities on the task.
30. Challenge response section will be displayed in pending approval page.
31. User may click on to expand or collapse the token instruction section.
32. User may click on [Next Pending Approval List](#) hyperlink to check which authoriser entitle to approve the task.

Next Pending Approval List

User ID - User Name
HEBAUTHO - HEBAUTHO

33. User may click on button to close the light box.
34. User may click on [Back](#) hyperlink to route back to task list page.
35. User need to fill in the challenge response field to approve the task.


Part 6  
Payment

6.2  
Stop Payment

Approve

36. Click on **Approve** button to approve the task. Remarks field will be optional. Confirmation light box will appear. Click [OK] button to proceed, click [Cancel] button to cancel. User may click on [OK] button to proceed with approval and system will route user back to the task list page with successful message.

Task List

 **Successful.**  
Task approved.

Corporate Name

Transaction Group

Status

Debit Account No.

Value Date

From

To


Search

Advanced Search

Reject

37. Click on **Reject** button to reject the task. Remarks field will be mandatory. Confirmation light box will appear. Click [OK] button to proceed, Click [Cancel] button to cancel. User may click on [OK] button to proceed with approval and system will route user back to the task list page with successful message.

Task List

 **Successful.**  
Task rejected.

Corporate Name

Transaction Group

Status

Debit Account No.

Value Date

From

To

Search

Advanced Search

## 7.Task List

Task List allows users to search and perform necessary action for tasks and/or transactions that they have either saved as draft or submit for verification and/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:

- **Deletion**  
This action can be performed by user with [Maker] role on task and/or transaction with status [Draft]
- **Rejection**  
This action can be performed by user with [Reviewer] and [Authoriser] role on task and/or transaction with status [Pending Verification] and [Pending Authorisation]
- **Verification**  
This action can be performed by user with [Reviewer] role on task and/or transaction with status [Pending Verification]
- **Approval** (Transaction signing by hard token)  
This action can be performed by user with [Authoriser] role on task and/or transaction with status [Pending Approval]

To access Task List module, please navigate through **Task List > Task List**

The screenshot shows the RHB Reflex web application interface. The top navigation bar includes the RHB Reflex logo, a user profile section with 'Welcome SUPREMO CUSTOMER 1990' and 'Last sign-in: Wednesday, 17 Jan 2018 at 18:24:23', and icons for help, settings, and a task list. The main navigation menu has 'Task List', 'Account Management', 'Payment', and 'Services'. The 'Task List' page is displayed, featuring a search filter section with dropdowns for 'Corporate Name' (All), 'Transaction Group' (All), and 'Status' (All). Below these are input fields for 'Debit Account No.' (All), 'Value Date' (From/To), and a 'Search' button. Further down are fields for 'Reference Type' (All), 'Reference No.', 'Beneficiary Account No.', 'Beneficiary Name', 'Amount', and 'Last Submitted Maker' (All). At the bottom, a table displays transaction data with columns: Transaction Group, Transaction Reference No., Batch Ref. No., File Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date Submitted. A single transaction is listed with the following details: Transaction Group: AI Products (SG), Transaction Reference No.: 9GGP180117021348, Batch Ref. No.: -, File Ref. No.: -, Value Date: 18 Jan 2018, Amount: SGD 0.00, Beneficiary: 1, Customer Reference: GIRO -, Status: Draft, Debit Account No.: CUSTOMER 19560, and Date Submitted: 17 Jan 2018.

Transaction Group	Transaction Reference No.	Batch Ref. No.	File Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Date Submitted
AI Products (SG)	9GGP180117021348	-	-	18 Jan 2018	SGD 0.00	1	GIRO -	Draft	CUSTOMER 19560	17 Jan 2018


## Part 7

### Task List

#### Deletion

1. User may select preferred Corporate Name by clicking on the Corporate Name drop down list
2. User may select the Transaction Group by clicking on the Transaction Group drop down list
3. User may select the Status by clicking on the Status drop down list
4. User may select the Debit Account No. by clicking on the Debit Account No.
5. User may select Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields

The screenshot displays the 'Task List' interface in the RHB Reflex system. The top navigation bar includes 'Task List', 'Account Management', 'Payment', and 'Services'. The main content area features a 'Task List' section with several filters: 'Corporate Name' (set to 'All'), 'Transaction Group' (set to 'All'), 'Status' (set to 'All'), 'Debit Account No.' (set to 'All'), and 'Value Date' (set to 'All'). A 'Search' button and a link to 'Advanced Search' are present. Below the filters is a table with the following columns: Transaction Group, Transaction Reference No., Batch Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date Sub. The table contains one row of data: Transaction Group 'All Products (BQ)', Transaction Reference No. '80GP180117021348', Batch Ref. No. '-', Value Date '18 Jan 2018', Amount 'SOD 0.00', Beneficiary '1', Customer Reference 'GIRO -', Status 'Draft', Debit Account No. 'CUSTOMER 19060', and Date Sub '17 Jan 2018'.

7. User may select the Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select the amount by keying in the Amount range in the Amount fields
9. User may select the Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select the Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select the Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria
13. Click on the [Transaction Group](#) hyperlink to view the details of task to be deleted

## Part 7

### Task List

**RHB Reflex**

Task List Account Management Payment Services

Task List > Task List

#### Payment - Detail

**Transaction Details**

Transaction Group All Product F2 (SG)	Transaction Currency SGD - SINGAPORE DOLLARS
Debit Account No./Account Name/Currency 6201/CUSTOMER 19960/SGD	Total Amount 0.00
Transaction Type GIRD Payment	Value Date 18 Jan 2018
Date and Time 17 Jan 2018 18:31:13	Purpose of Transfer OTHER - Other
Transaction Reference No. SGDP180117021348	
Customer Reference VNUJ	

**Beneficiary Details**

No.	Beneficiary	Beneficiary Bank	Beneficiary Account No.	Amount	Notification
1.	BELLY BELLY	BANK TESTING TEST123	123456789012345	-	-

**User Activities**

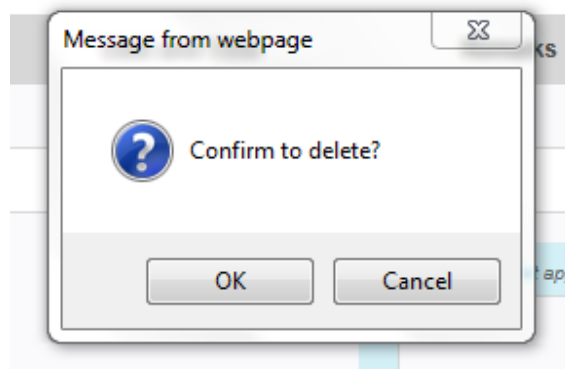
User Name	Activity	Date and Time	Remarks
SUPERIOR	Save as Draft	17 Jan 2018 18:31:38	

Remarks (you applicable to modify action)

max. 500 characters

[Back](#) [Delete](#) [Modify](#)

14. User can
  - a. click on [Modify] Button to modified the task
  - b. click on [Back](#) to return to task listing page
15. Click on the Delete hyperlink to delete the task and user will be prompted with confirmation light box



16. User can click on [Cancel] button to close the confirmation light box and remain in the task detail page
17. Click on the [OK] button to delete record

**RHB Reflex**

Task List Account Management Payment Services

Task List > Task List

#### Task List

**Successful.**  
Task deleted.

Corporate Name: All Transaction Group: All Status: All

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

Transaction Group	Transaction Reference No.	Debit Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Date
No records found.									

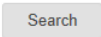
## Part 7

### Task List

#### Rejection from Task Details Page

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

The screenshot shows the 'Task List' page in the RHB Reflex system. The page has a blue header with the RHB Reflex logo and a user profile section. Below the header is a navigation bar with links for Task List, Account Management, Payment, and Services. The main content area is titled 'Task List' and contains a search form. The search form has several fields: Corporate Name (dropdown), Transaction Group (dropdown), Status (dropdown), Debit Account No. (text input), and Value Date (date picker). There is also a 'Search' button and an 'Advanced Search' link. Below the search form is a table with the following columns: Transaction Group, Transaction Reference No., Batch Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date Submitted. The table contains one row of data: Transaction Group: All Products (BQ), Transaction Reference No.: 800P180117021348, Batch Ref. No.: -, Value Date: 18 Jan 2018, Amount: 800 0.00, Beneficiary: 1, Customer Reference: OIRO, Status: Draft, Debit Account No.: CUSTOMER 19900, and Date Submitted: 17 Jan 2019.

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria
13. Click on the [Transaction Group](#) hyperlink to view the details of task to be rejected

## Part 7

### Task List

**RHB Reflex** | Welcome [User Name] | Last Login: 18 Jan 2018 at 12:12:42

**Task List** | Account Management | Payment | Services | Administrative

**Payment - Detail**

**Transaction Details**

Transaction Group All Product R2 (SG)	Transaction Currency SGD - SINGAPORE DOLLARS
Debit Account No./Account Name/Currency 9887/CUSTOMER 1437/USD	Transaction Amount 1.00
Transaction Type Transfer to Own RHB Account	Indicative Equivalent Amount USD 0.72
Date and Time 11 Jan 2018 18:31:45	Value Date 18 Jan 2018
Transaction Reference No. SGDA180111021270	
Customer Reference 123	

**Beneficiary Details**

Purpose of Transfer  
Fund Transfer

Credit Own Account No./Account Name/Currency  
038/CUSTOMER 20126/SGD

**FX Details**

FX Mode	Indicative Exchange Rate	Transaction Amount	Indicative Equivalent Amount
Board Rate	1.3695	SGD 1.00	USD 0.72

**Payment Advice**

Advice Detail	Amount	Email Address
	SGD 1.00	

**User Activities**

User Name	Activity	Date and Time	Remarks
MAKER	Submit	11 Jan 2018 18:31:45	

Challenge Code: 06001

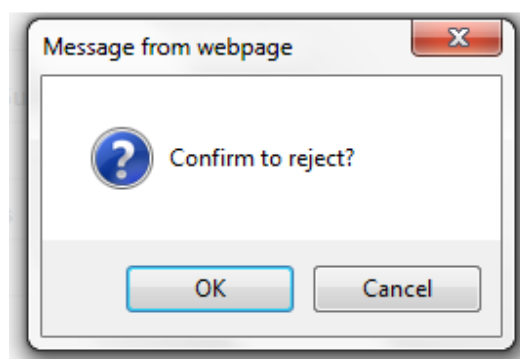
Challenge Response \*

Remarks

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

[Take Instructions](#)

14. User can
  - a. click on [Back](#) to return to task listing page
  - b. click on [Approve] button to authorise the selected task
  - c. click on [Next Pending Approval List](#) to view users who are eligible to action on the task.
15. Fill in the Remarks field which is mandatory for rejection of a task
16. Click on [Reject] button and user will be prompted with confirmation light box



17. User can click on [Cancel] button to close the confirmation light box and remain in the task details page



Part 7

Task List

18. Click on the [OK] button to reject record

RHBReflex

Welcome  
MAKER  
CUSTOMER 20170  
Last login at Thursday, 15 Jan 2018 at 14:24:05

Multi Roles

Task List

Account Management

Payment

Services

Administrative

Task List

Task List

Successful.  
Task rejected.

Corporate Name

Transaction Group

Status

Debit Account No.

Value Date

Search

Advanced Search

Transaction Group

Transaction Reference No.

Batch Ref. No.

Value Date

Amount

Beneficiary

Customer Reference

Status

Debit Account

All Products (SQ)

SGOA180115021303

-

15 Jan 2018

SGD 100.00

CUSTOMER 14 Jan 10506

Reference 1

Draft

CUSTOMER 20170

## Part 7

### Task List

#### Rejection from Task Listing Page

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields

The screenshot displays the 'Task List' page in the RHB Reflex system. The interface includes a navigation bar with 'Task List', 'Account Management', 'Payment', and 'Services'. The main content area features a 'Task List' section with several filters: 'Corporate Name' (dropdown), 'Transaction Group' (dropdown), 'Status' (dropdown), 'Debit Account No.' (text input), and 'Value Date' (date range picker). A 'Search' button and an 'Advanced Search' link are present. Below the filters is a table with columns: Transaction Group, Transaction Reference No., Batch Ref. No., File Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date Submitted. The table contains one record for 'All Products (SG)' with a transaction reference of 'SOGP190117021348' and a value date of '18 Jan 2018'.

Transaction Group	Transaction Reference No.	Batch Ref. No.	File Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Date Submitted
All Products (SG)	SOGP190117021348	-	-	18 Jan 2018	SGD 0.00	1	GIRO	Draft	CUSTOMER 19990	17 Jan 2018

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking [Search](#) button, system will display all the task based on the searching criteria
13. Click on the check box beside the record to be rejected

## Part 7

### Task List

Task List

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

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

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.
Nelson	SGGP180111021276	-	15 Jan 2018	SGD 1,000.00	1	1	Pending Verification	CUSTOMER 20463

Reject Verify

- Click on the [Reject] button and user will be prompted with Required Information light box

Require Information

Remarks \*

max. 500 characters

OK

- Fill in the Remarks field which is mandatory for rejection of a task
- Click on [OK] button and user will be prompted with confirmation light box

Message from webpage

Confirm to reject?

OK Cancel

- User can click on [Cancel] button to close the confirmation light box and remain in the task details page
- Click on the [OK] button to reject record

Task Summary

Successful. Task rejected.

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Debit Account No.	Date Submitted	Task Status
Nelson	SGGP180111021276	-	15 Jan 2018	SGD 1,000.00	1	1	CUSTOMER 20463	11 Jan 2018	Successful

OK

## Part 7

### Task List

#### Verification from Task Details Page

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields

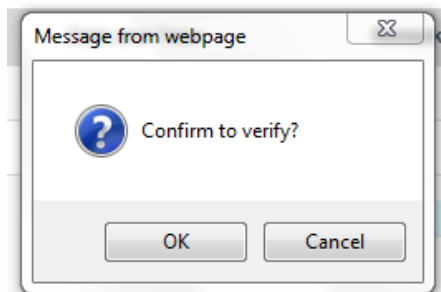
The screenshot displays the 'Task List' page in the RHB Reflex system. The interface includes a navigation bar with 'Task List', 'Account Management', 'Payment', and 'Services'. The main content area features a 'Task List' section with several filters: 'Corporate Name' (All), 'Transaction Group' (All), 'Status' (All), '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 the following columns: Transaction Group, Transaction Reference No., Batch Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date. The table contains one row of data: Transaction Group: All Products (BO), Transaction Reference No.: BOOP180117021348, Batch Ref. No.: -, Value Date: 18 Jan 2018, Amount: BGD 0.00, Beneficiary: 1, Customer Reference: OIRO, Status: Draft, Debit Account No.: CUSTOMER 10960, and Date: 17 Jan 2019.

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking [Search](#) button, system will display all the task based on the searching criteria
13. Click on the [Transaction Group](#) hyperlink to view the details of task to be verified

## Part 7

### Task List

14. User can
  - a. click on [Back](#) to return to task listing page
  - b. click on [Reject] button to reject the selected task
  - c. click on [Next Pending Approval List](#) to view users who are eligible to action on the task.
15. Click on [Verify] button and user will be prompted with confirmation light box



16. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
17. Click on [OK] button to verify record

## Part 7

### Task List

#### Verification from Task Listing Page

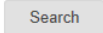
1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields

Task List

Corporate Name: All Transaction Group: All Status: All

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

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Date
All Products (BQ)	90GP180117021348	-	15 Jan 2018	900 0.00	1	GIRO -	Draft	CUSTOMER 19560	17 Jan 2018

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria
13. Click on the check box beside the record to be verified

## Part 7

### Task List

**Task List**

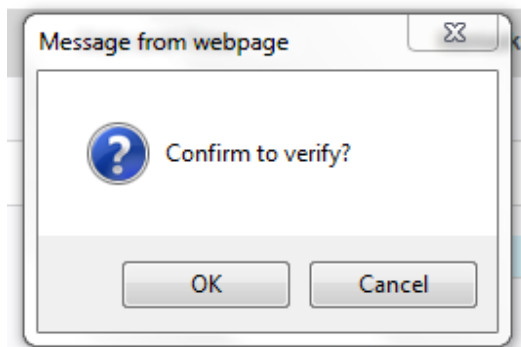
Corporate Name: All | Transaction Group: All | Status: Pending Verification

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

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.
<input checked="" type="checkbox"/> Nelson	9GFP180118021359	-	28 Jan 2018	900 100.00	SELY SELLY-123456789012345	FAST	Pending Verification	CUSTOMER 20463
<input type="checkbox"/> Products (90)	9GQA171221021006	-	21 Dec 2017	800 12.00	CUSTOMER 20372	-	Pending Verification	CUSTOMER 20463
<input type="checkbox"/> Products (90)	9GQA171220020981	-	29 Dec 2017	900 10.00	CUSTOMER 20135	-	Pending Verification	CUSTOMER 20372

Reject Verify

14. Click on the [Verify] button and user will be prompted with confirmation light box
15. Click on [OK] button and user will be prompted with confirmation light box



16. User can click on [Cancel] button to close the confirmation light box and remain in the task listing page
17. Click on the [OK] button to reject record

**Task Summary**

Successful. Task verified.

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Debit Account No.	Date Submitted	Task Status
Nelson	9GFP180118021359	-	28 Jan 2018	900 100.00	SELY SELLY-123456789012345	FAST	CUSTOMER 20463	18 Jan 2018	Successful

OK

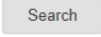
## Part 7

### Task List

#### Approval from Task Details Page

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields

The screenshot shows the 'Task List' page in the RHB Reflex system. The page has a blue header with the 'RHB Reflex' logo and a user profile section. Below the header, there is a navigation bar with links: 'Task List', 'Account Management', 'Payment', and 'Services'. The main content area is titled 'Task List' and contains several search filters: 'Corporate Name' (dropdown), 'Transaction Group' (dropdown), 'Status' (dropdown), 'Debit Account No.' (text input), and 'Value Date' (date range picker). There is a 'Search' button and an 'Advanced Search' link. Below the filters is a table with the following columns: Transaction Group, Transaction Reference No., Status Ref. No., Value Date, Amount, Beneficiary, Customer Reference, Status, Debit Account No., and Date. The table contains one row of data: Transaction Group: All Products (DD), Transaction Reference No.: SOGP180117021348, Status Ref. No.: -, Value Date: 18 Jan 2018, Amount: SGD 1 0.00, Beneficiary: GIRO, Customer Reference: Draft, Status: CUSTOMER, Debit Account No.: 19990, Date: 17.12.2018.

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria
13. Click on the [Transaction Group](#) hyperlink to view the details of task to be approved



## Part 7

### Task List

**RHB Reflex** | Welcome HTAC208 | Last Login: 20 Jan 2018 at 10:20:21

**Task List** | Account Management | Payment | Services | Administrative

**Payment - Detail**

**Transaction Details**

Transaction Group <b>All Product R2 (SG)</b>	Transaction Currency <b>SGD - SINGAPORE DOLLARS</b>
Debit Account No./Account Name/Currency <b>7481/CUSTOMER 50483/SGD</b>	Transaction Amount <b>100.00</b>
Transaction Type <b>Overseas Telegraphic Transfer</b>	Value Date <b>18 Feb 2018</b>
Date and Time <b>22 Jan 2018 14:20:45</b>	Charges Borne By <b>BEN</b>
Transaction Reference No. <b>SGTT18012001407</b>	
Customer Reference <b>2303</b>	
Payment Details <b>OTT</b>	

**Beneficiary Details**

Beneficiary ID <b>HANSEN1909</b>	SWIFT Code <b>00003333</b>
Beneficiary Account No. <b>123456789012345</b>	Bank Name & Address <b>00003333</b>
Beneficiary Name <b>HANSEN</b>	
Beneficiary Address <b>WULUVA</b>	
Beneficiary Country <b>US - USA</b>	

**Additional Beneficiary Details**

Recipient Reference

**Intermediary Bank Details**

☐ Intermediary Bank is required

Intermediary Bank SWIFT Code

Intermediary Bank Name & Address

**Payment Advice**

Advice Detail	Amount	Email Address
-	SGD 100.00	ryafka@equatorm.rhbgroup.com

**User Action**

User Name	Activity	Date and Time	Remarks
HTAC48	Submit	22 Jan 2018 14:23:45	

**Challenge Code:** 44747

**Challenge Response:**

**Remarks:**

Please fill in details

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

**Token Instructions**

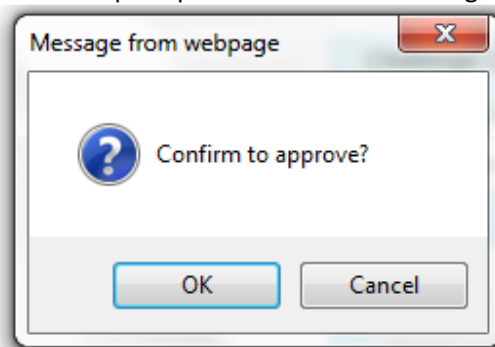
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14. User can
  - a. Click on [Back](#) to return to task listing page
  - b. Click [Approve/Reject] button to reject the selected task
  - c. Click on [Next Pending Approval List](#) to view users who are eligible to action on the task
15. Press and hold the [2] button on the OTP Token until the screen of the OTP Token displays "- - - - -"
16. Key in the "Challenge Code" displayed on the desktop screen into the OTP Token.
17. Then, click on the [<] button, "Challenge Code" will be generated and displayed on the screen of the OTP Token.

## Part 7

### Task List

18. Enter the display "Challenge Response" into the text box on the desktop screen and click on the "Approve" button
19. User will be prompted with confirmation light box



20. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
21. Click on [OK] button to verify record

**Task List** | Account Management | Payment | Services | Administration

Task List    > Task List

### Task List

**Successful.**  
(no approval)

Corporate Name

Transaction Group

Status

Debit Account No.

Value Date  
From  To

Search [Advanced Search](#)

<input type="checkbox"/>	Transaction Group	Transaction Reference No.	Batch Ref. No. / Trn Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	EndRt Accon
<input checked="" type="checkbox"/>	Nelson	SOPF180122021410	-	22 Jan 2018	\$USD 123.00	123 - 123 - 0006	123 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SOPF180122021406	-	18 Feb 2018	MYR 100.00	HASEN HANTEST709-12345678912345	2802 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SOMP180122021405	-	18 Feb 2018	\$USD 100.00	BELLY BELL Y 1002	2001 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SOPF180122021401	-	18 Feb 2018	\$USD 100.00	HASEN HANTEST709-12345678912345	2000 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SOPF180122021388	-	18 Feb 2018	\$USD 100.00	1	2098 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	Subsidiary Company	180190021980	-	19 Jan 2018	-	-	-	Pending Authorization (Auto)	-
<input type="checkbox"/>	All Products (SG)	SOPF18019021374	-	19 Jan 2018	MYR 100.00	HASEN HANTEST709-12345678912345	-	Pending Authorization	CUSTOMER 19346
<input type="checkbox"/>	User	180190021973	-	19 Jan 2018	-	-	-	Pending Authorization (Auto)	-
<input type="checkbox"/>	All Products (SG)	SOPF180118021365	-	18 Jan 2018	\$BD 100.00	AOL LINE 609HAKDMS 5306	Reference VJL482	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	Products (SG)	SOGA181721021807	-	18 Jan 2018	\$USD 100.00	CUSTOMER 20135 6308	123 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	Nelson	SOPF180118021356	-	18 Jan 2018	\$USD 100.00	123 12345678 12345678912345	123 -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SOGA180110211205	-	17 Jan 2018	\$USD 00.00	CUSTOMER 19346 5906	DINOSTO P -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SODT180117021233	-	17 Jan 2018	\$USD 11.00	BELLY BELLY + 5306	OTHER -	Pending Authorization	CUSTOMER 20372
<input type="checkbox"/>	All Products (SG)	SOGA180116021352	-	16 Jan 2018	\$USD 100.00	CUSTOMER 19346 5906	OWN -	Pending Authorization	CUSTOMER 20463
<input type="checkbox"/>	All Products (SG)	SODT180116021384	-	16 Jan 2018	\$BD 100.00	Supraadi Supraadi 8906	Reference 1 -	Pending Authorization	CUSTOMER 17111

<>

1 of 2
Next

## Part 7

### Task List

#### Rejection from Task Listing Page

1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the [Advance Search](#) hyperlink to hide additional searching fields


Transaction Group	Transaction Reference No.	Batch Ref. No.	File Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Date Submitted
All Products (90)	80GP190117021348	-		18 Jan 2018	800 0.00	1	GIRO	Draft	CUSTOMER 19990	17 Jan 2018

7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the task based on the searching criteria
13. Click on the check box beside the record to be approved

## Part 7

### Task List

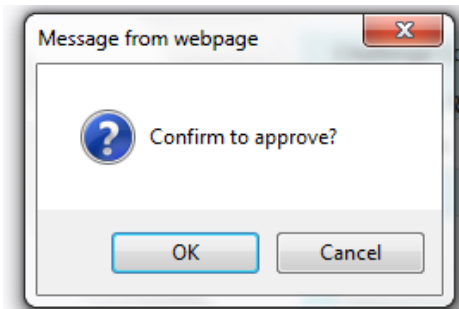
14. Click on the [Approve] button and user will be prompted with approval confirmation light box

15. User may click on  button to expand the token instruction section.

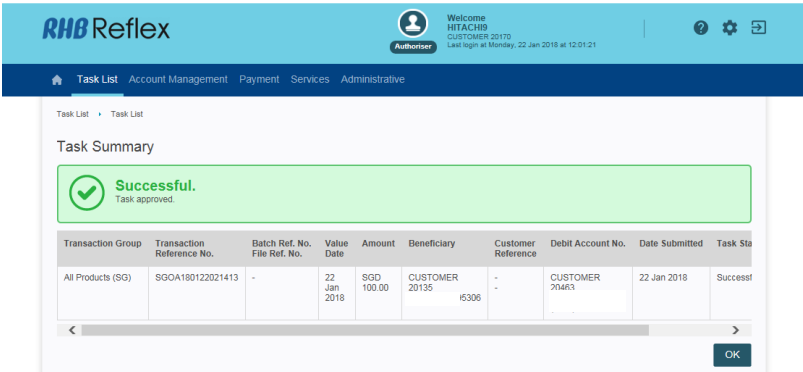
16. Enter the display "Challenge Response" into the text box on the desktop screen and click on the "Approve" button
17. User will be prompted with confirmation light box

Part 7

Task List



- 18. User can click on [Cancel] button to close the confirmation light box and remain in the task details page
- 19. Click on [OK] button to approve record



## 8.Transaction Status Inquiry

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

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

**RHB Reflex** Welcome HITACHI CUSTOMER 201770 Last login at Tuesday, 23 Jan 2018 at 15:38:35

Task List Account Management Payment Services Administrative

Task List > Transaction Status Inquiry

**Transaction Status Inquiry**

Corporate Name: All Transaction Group: All Status: All

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

Reference Type: All Reference No.: Beneficiary Account No.: Beneficiary Name:

Amount: From To Last Submitted Maker: All

**Listing**

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Submitted Date
<a href="#">All Products (50)</a>	SGTT180122021407	-	18 Feb 2018	SOD 100.00	HANSEN HANTEST909 - 123456789012345	2303	Bank Accepted	CUSTOMER 20463 (7401(SGD))	
<a href="#">All Products (50)</a>	SGMP180122021405	-	18 Feb 2018	SOD 100.00	SELLY SELLY - 00003000071202	2301	Pending Authorisation	CUSTOMER 20463 (7401(SGD))	
<a href="#">All Products (50)</a>	SGGP180122021398	-	18 Feb 2018	SOD 100.00	1	2299	Pending Authorisation	CUSTOMER 20463 (7401(SGD))	
<a href="#">All Products (50)</a>	SGFT180122021406	-	18 Feb 2018	MYR 100.00	HANSEN HANTEST909 - 123456789012345	2302	Pending Authorisation	CUSTOMER 20463 (7401(SGD))	
<a href="#">All Products (50)</a>	SGFP180122021401	-	18 Feb 2018	SOD 100.00	HANSEN HANTEST909 - 123456789012345	2300	Pending Authorisation	CUSTOMER 20463 (7401(SGD))	

Download Print 1 of 54 Next

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1. User may select desired Corporate Name by clicking on the Corporate Name drop down list
2. User may select desired Transaction Group by clicking on the Transaction Group drop down list
3. User may select desired Status by clicking on the Status drop down list
4. User may select desired Debit Account No. by clicking on the Debit Account No.
5. User may select desired Date by clicking on the date picker
6. User can click on the Advance Search hyperlink to hide additional searching fields

## Part 8

### Transaction Status Inquiry

**RHB Reflex**

Welcome HITACHI CUSTOMER 23170  
Last login at Tuesday, 23 Jan 2018 at 15:38:35

Task List Account Management Payment Services Administrative

Transaction Status Inquiry

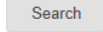
Corporate Name: All Transaction Group: All Status: All

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

Transaction Group	Transaction Reference No.	Batch Ref. No.	Value Date	Amount	Beneficiary	Customer Reference	Status	Debit Account No.	Submitted Date
All Products (SGD)	SGTT180122021407	-	18 Feb 2018	SGD 100.00	HANSEN HANTE81909-123456789012345	2303	Bank Accepted	CUSTOMER 20463 7401(SGD)	
All Products (SGD)	SGMP180122021405	-	18 Feb 2018	SGD 100.00	SELY SELLY-00003800071202	2301	Pending Authorisation	CUSTOMER 20463 7401(SGD)	
All Products (SGD)	SGGP180122021398	-	18 Feb 2018	SGD 100.00	1	2299	Pending Authorisation	CUSTOMER 20463 7401(SGD)	
All Products (SGD)	SGTT180122021406	-	18 Feb 2018	MYR 100.00	HANSEN HANTE81909-123456789012345	2302	Pending Authorisation	CUSTOMER 20463 7401(SGD)	
All Products (SGD)	SGFP180122021401	-	18 Feb 2018	SGD 100.00	HANSEN HANTE81909-123456789012345	2300	Pending Authorisation	CUSTOMER 20463 7401(SGD)	

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7. User may select desired Reference Type by clicking on the Reference Type drop down list or keying in the Reference in the Reference No. field
8. User may select desired amount by keying in the Amount range in the Amount fields
9. User may select desired Beneficiary Account No. by keying the beneficiary account no in the Beneficiary Account No field
10. User may select desired Last Submitted Maker by clicking on the Last Submitted Maker drop down list
11. User may select desired Beneficiary Name by keying in the Beneficiary Name in the Beneficiary Name field
12. Upon clicking  button, system will display all the transaction based on the searching criteria.
13. Click [Download] and choose CSV
14. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
15. Report can be retrieve from File Repository
16. User can
  - a. click on [Print](#) to view and print the screen page
17. Click on the [Transaction Group](#) hyperlink to view the details of transaction

## Part 8

# Transaction Status Inquiry

RHBReflex

WELCOME HTACHIB  
CUSTOMER ID: 123456789  
Last login at 19 Jan 2018 at 10:30:30

Task List Account Management Payment Services Administrative

Transaction Status Inquiry

Payment - Detail

Transaction Details

Transaction Group  
All Product R2 (SG)

Transaction Currency  
SGD - SINGAPORE DOLLARS

Debit Account No./Account Name/Currency  
7401/CUSTOMER 00460/SGD

Transaction Amount  
100.00

Transaction Type  
Transfer to Other RHB Account

Value Date  
19 Jan 2018

Date and Time  
19 Jan 2018 18:52:21

Purpose of Transfer  
Fund Transfer

Transaction Reference No.  
9907180118021379

Debit Advice

Customer Reference  
TESTING

Beneficiary Details

Beneficiary ID  
SELLY

Beneficiary Account No.  
9306

Beneficiary Name  
SELLY CHEN

Payment Advice

Advice Detail

Amount

Email Address

TESTING SIT

SGD 100.00

syfka@sguatom.mrgroup.com

Status

Transaction Status

Reason

Bank Processed

Transaction successful (00000)

User Activities

User Name

Activity

Date and Time

Remarks

HTACHIB

Submit

19 Jan 2018 18:52:21

HTACHIB

Approve

19 Jan 2018 18:54:49

BACK

Print

Save as Template

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18. User can
- Click on [Save as Template] button to save the transaction as a template
  - Click on [Print](#) to view and print out the screen page
  - Click on [Back](#) to return to Inquiry and Listing page



## 9. Reports

Admin Report allows users to download the following report:

- Corporate User Summary
- Corporate Consolidate
- Charges

Inquiry allows users to download the following report:

- Transaction Details

### 9.1

#### Corporate User Summary


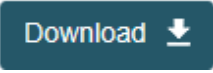
Corporate User Summary Module allows users to enquire on the users within the Corporate. The report drills in to:

- *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)*

#### 9.1.1. Corporate User Summary

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

Provider	Year (YTD)	Month (YTD)	Total User
<a href="#">Singapore</a>	2018	Aug	<a href="#">54</a>

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
  - a. click [Print](#) to view and print out the screen page
  - b. click on the [Provider](#) hyperlink to access user details
  - c. click on the [Total User](#) hyperlink to access user summary

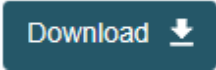
#### 9.1.2 Corporate User Summary – User Summary

To access this page, please navigate as through below steps

1. To continue from Step 9.1.1 (point 4), user can click [Total User](#) hyperlink to access user summary

User Role	Total User
Authoriser	8
Inquirer	17
Maker	7
Maker, Authoriser	4
Maker, Reviewer	1
Maker, Reviewer, Authoriser	11
Reviewer	4
Reviewer, Authoriser	1

## Part 9 Report

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
  - a. click [Print](#) to view and print out the screen page
  - b. click [Back](#) hyperlink to go to previous page
  - c. click on the [View User Details](#) button to access user details

### 9.1.3. Corporate User Summary – User Details

There are 2 ways to access this page as below


1. To continue from Step 9.1.1 (point 4), user can click [Provider](#) hyperlink to access User Details page
- Or
2. To continue from step 9.1.2 (point 4), user can click on [View User Details](#) button to access User Details page

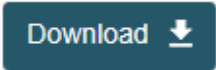
Corporate User Summary

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

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

3. Click on  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
  - a. click [User ID](#) to view the accessible accounts and products page
  - b. click [Print](#) to view and print out the screen page
  - c. click [Back](#) hyperlink to go to previous page

9.1.4. Corporate User Summary – User Details

To access this page, please navigate as through below steps

- 1. To continue from Step 9.1.1 (point 4), user can click [User ID](#) hyperlink to accessible accounts and products page

Reporting > Subscriber > Corporate User Summary

Corporate User Summary

Details

Corporate ID  
SG001246

User ID  
AF13

User Group  
AUTHORISER

Mobile No.  
60173993208

Corporate Name  
KOH SAMUI 2 & 813934

User Name  
AFTER FIXES 13

User Role  
Authoriser

Email Address  
melina1@hitachi-ebworx.com

Account No.	Account Short Name	Currency	CIF No.	Corporate Name	Account Type	Provider	Account Status	Preferred Name
5120	MT940 HWA WAH AAA	MYR	00000009164189	KOHSAMUI2 & 813934	Current Account	SG	Active	-
1120	TSUNG HWA WAH PRA SCHOOL MCA	MYR	00000008654535	KOHSAMUI2 & 813934	Savings Account	SG	-	-
8121	R BROOKS	SGD	183783	KOHSAMUI2 & 813934	Current Account	SG	Active	-
096	MT940 HWA WAH PRA	MYR	00000013141248	KOHSAMUI2 & 813934	Time Deposit Account	SG	Active	-
7098	ARIO AND L	SGD	183783	KOHSAMUI2 & 813934	Current Account	SG	Active	-
1472	MT940 HWA WAH PRA	-	00000013141248	KOHSAMUI2 & 813934	Multi Currency Account	SG	Active	-
7159	MT940 HWA WAH AAA	MYR	00000013141248	KOHSAMUI2 & 813934	Term Loan	SG	Active A/C	-

1 of 2 Next

Accessible Functions

Function
1234567
ABC
PAYMENT_1_2
PAYMENT_2_1
User Status and Token
december_1

Assigned Subsidiary/Department

Subsidiary/Department	Subsidiary/Department Description
Finance	Finance Department
Human Resource	Human Resource Department
Marketing	Marketing Department
SS	SS
Testing1	Testing

Download Print Back

- 2. Click on 

Download

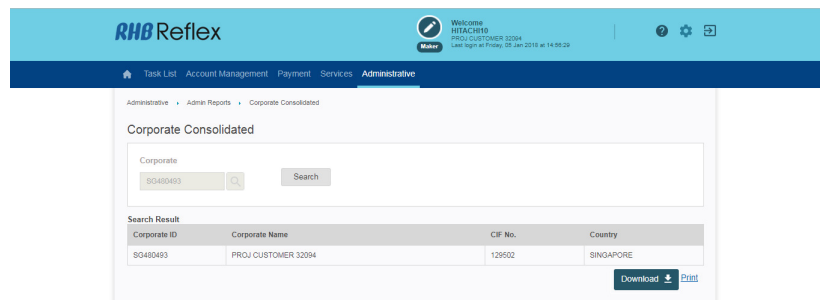
 button and choose .CSV
- 3. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
- 4. User can
  - a. click [Print](#) to view and print out the screen page
  - b. click [Back](#) hyperlink to go to previous page

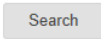
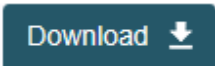
## Part 9 Reports

### 9.2 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  button, system will display the search result
2. Click on  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

Part 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 **Administrative > Admin Report > Charges**.

Administrative > Admin Report > Charges

Charges

Provider

Please Select

Charge Type

Please Select

Charge Date From

To

Status

Please Select

Search

Listing

Transaction Group	Transaction Type	Transaction Reference No.	Batch Reference No.	Debit/Credit Account No.	Charge Type	Charges (Applicant)	Charges (Beneficiary/Billing)	Charges Borne By	Status	Reason	Created By
	Transfer to Other RHB Account	SGT0170801000123	-	CA/SGD	/ Service Charge	SGD 1.50	SGD 0.00	Applicant	Processed (Processed)	-	MAKER001
Domestic (SG)	Transfer to Other RHB Account	SGT0170801000100	-	CA/SGD	/ Service Charge	SGD 3.50	SGD 0.01	Applicant	Processed (Processed)	-	MAKER001

1 of 5

Next

Download

Print

1. User may select desired provider by clicking on the provider drop down list.
2. User may select desired charge type by clicking on the charge type drop down list
3. User may select desired date by clicking on the date picker
4. User may select desired status by clicking on the status drop down list
5. Upon clicking 

Search

 button, system will display all the charge(s) based on the searching criteria
6. Click 

Download

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

## Part 9 Reports

### 9.4 Transaction Details

This report performs general enquiries on the transactions.

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

Transaction Details

Transaction Group: Please Select

Transaction Date: 01-03-2018 to 31-03-2018

Status: Please Select

Customer Reference:


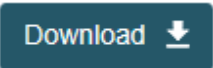
Transaction Reference No.:

Search

Search Result

Transaction Date	Value Date	Corporate ID	Corporate Name	Batch Ref. No. File Ref. No.	Transaction Reference No
01 Mar 2018	01 Mar 2018	SG480635	CUSTOMER 20170		SGOA180301023487
02 Mar 2018	02 Mar 2018	SG480635	CUSTOMER 20170		SGTT180302023499

Download Print 1 of 23 Next

1. User may select desired Transaction Group by clicking on the Transaction Group drop down list.
2. User may select desired Status by clicking on the Status drop down list
3. User may key in the desired Transaction Reference No. in the Transaction Reference No field
4. User may select desired date by clicking on the date picker
5. User may key in the desired Customer Reference in the Customer Reference field
6. Upon clicking  button, system will display all the transaction details based on the searching criteria
7. Click  and choose between PDF and.CSV.
8. Once successful, a message will prompt **Download request has been sent successfully. Please check in File Repository Portlet.**
9. Report can be retrieved from File Repository.
10. User can
  - a. click [Print](#) to view and print out the screen page

## Part 10

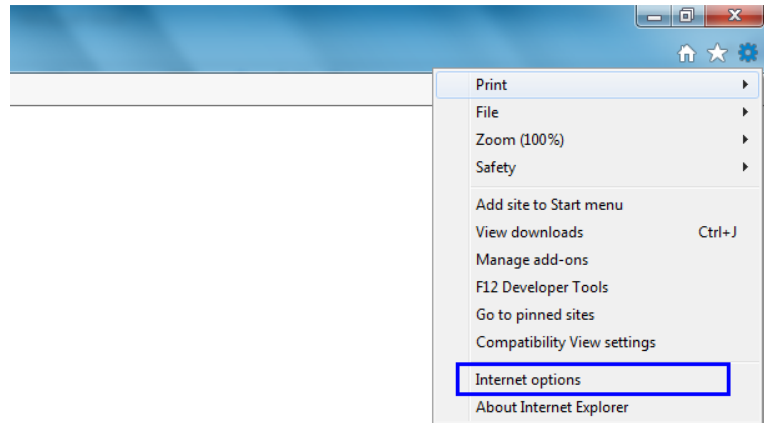
### 10.Appendices

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

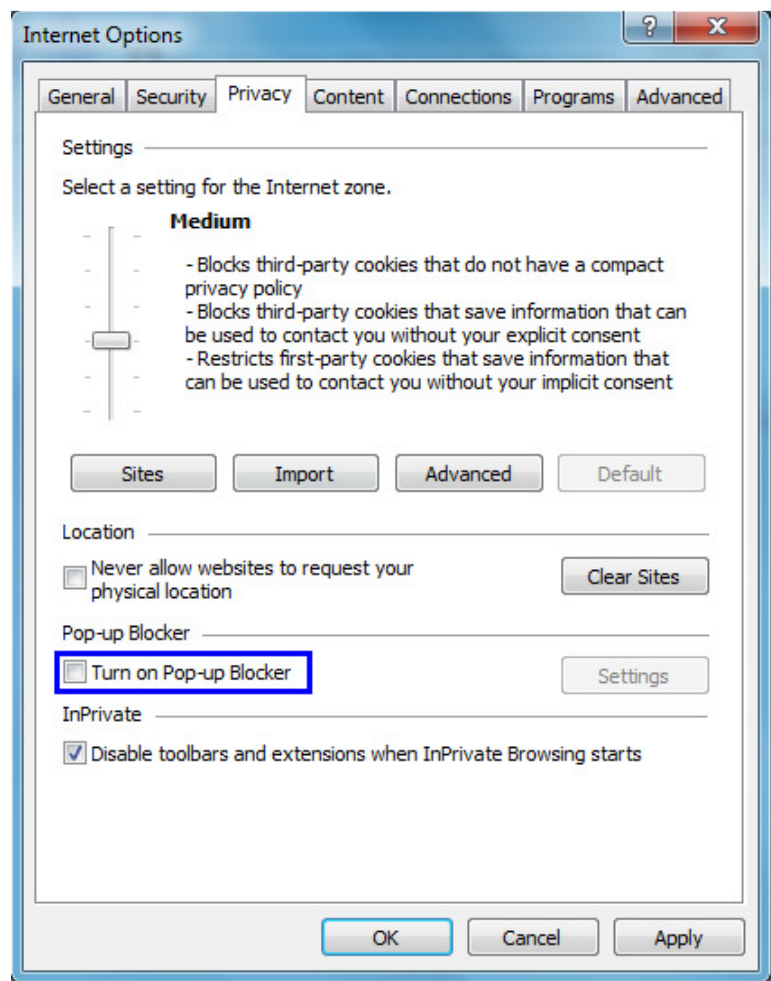
In File Repository, pop-up blocker has to be disabled so you can download multiple files at the same time.

#### 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.



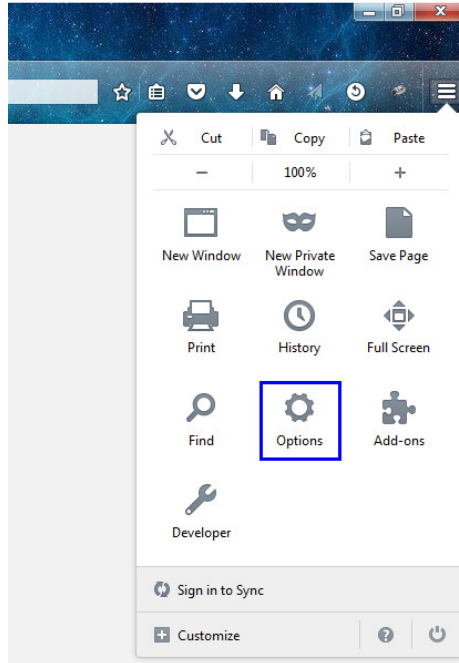
## Part 10

### Appendices

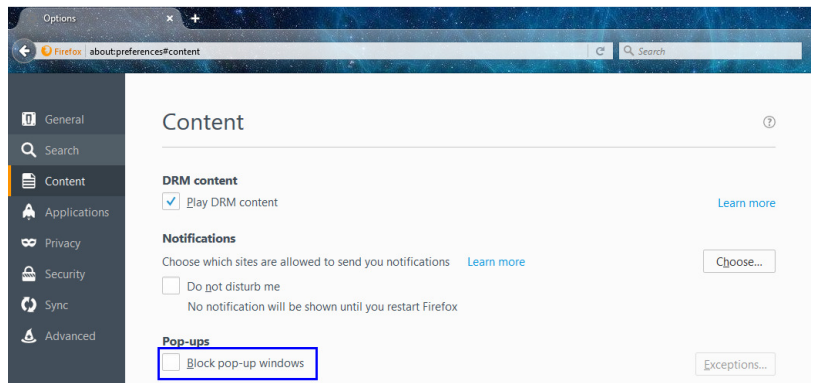
#### 10.2 Disable pop-up Blocker (Mozilla)

#### 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".





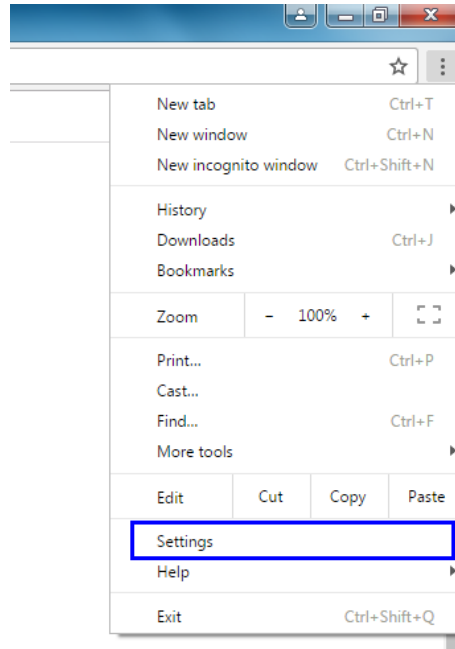
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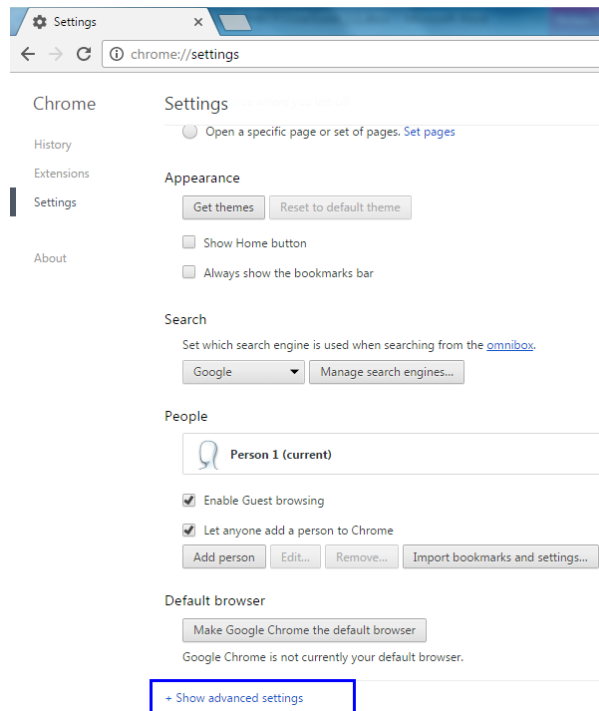
#### 10.3 Disable pop-up Blocker (Google Chrome)

#### 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.

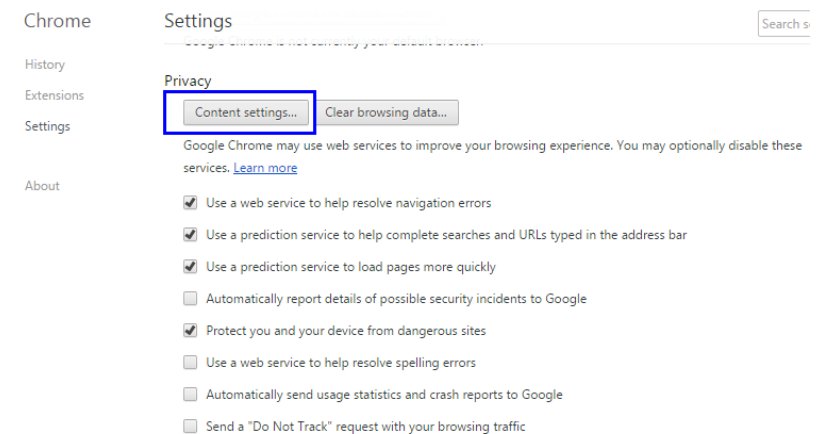


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#### 10.3 Disable pop-up Blocker (Google Chrome)

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”.

